

Department of Housing Affordability & Community Revitalization

Wake County Behavioral Health Summit
March 24-26, 2021



@wakegov    

wakegov.com

Wake County Comprehensive, 20-year Housing Plan



Board of Commissioners:

- 📅 September 2016 – created Affordable Housing Steering Committee
 - 32 Committee Members
 - 9-month process
- 📅 October 2017 – approved Wake County Affordable Housing Plan

The Department of Housing Affordability & Community Revitalization

Department Leadership, Business Management & Data Analytics

Equitable Housing & Community Development

Built Environment



Homeless & Prevention Services

Pathway to Home



Permanent Housing & Support Services

Intensive Services





Addressing the Spectrum of Housing Needs

Oak City Cares Partnership



- Multiservice, multiagency approach to serve individuals experiencing or at risk of homelessness
- Examples of Services Offered:
 - Comprehensive Assessments
 - Resource Information and Referrals
 - Mental and Physical Health Services
 - Temporary Placement into Shelter
 - Support Services and Transportation to Providers
 - Access to showers, laundry and other basic needs
 - Employment Training & Educational Opportunities
 - Weekend Meal Distribution

Effectively Ending Veteran's Homelessness

- The County is partnering with community groups, service agencies, the Continuum of Care and Veteran's Affairs to Effectively End Veterans Homelessness by 2021
- Effectively Ending Homelessness is defined as a comprehensive community response that ensures homelessness is prevented whenever possible, or if it can not be prevented, the availability of community resources ensure it is a rare, brief, and one-time experience



South Wilmington Street Center 2.0

South Wilmington Street Center Building Revamp & Program Realignment

Goal: Establish South Wilmington Street Center as a best-practice men's shelter

Approach:

- Update building aesthetics and functionality to create a physical environment conducive to staff and guest success
- Update service delivery model and dedicated resources to support a low-barrier, housing first shelter model
- Train and equip staff to efficiently and effectively serve guests in order to increase positive exits as well as long-term results

Wake Prevent! Homelessness Prevention Program

Launched in October of 2019, Wake Prevent! offers case management and short-term financial support for clients who are:

1. Currently fleeing or attempting to flee domestic violence
2. Doubled up (couch surfing) and client has been told by the lease holder to vacate the unit
3. A leaseholder and has received a notice to vacate the property by the property owner or manager
4. Paying for a hotel/motel without assistance
5. Exiting an institution (mental/physical health or jail/prison) and has no resources or support system to assist upon release

*****For all households: The expected loss of housing must be less than thirty days away and the household's income must be less than 50% of Area Median Income***

Permanent Housing & Supportive Services Division



PHSS mission is to provide quality housing and supportive services for the most vulnerable citizens of Wake County

- Housing options
 - Low barrier
 - **Safe, clean, affordable**
- Comprehensive services
 - High quality, wrap-around services based on client need
 - Intensive Case Management (ICM) is an intervention used for providing a system of services for people with severe mental illness.

Housing First Model

- Globally recognized
- Evidence-based
- Best practice for ending chronic homelessness
- Cost effective



Rental Assistance Housing Program

The Permanent Supportive Services Rental Assistance Housing Program (RAHP) has undergone an overhaul to ensure that the program is leveraging available resources and serving residents of the most need, with the most comprehensive, best-practice model.

Consulting engagement with Corporation for Supportive Housing (CSH) results:

- Revised and updated housing program application and operations manual
- High-quality and comprehensive service delivery design
- Ongoing leveraging of County and community resources



2019 Tax Credit Program Modifications

Leveraged Resources

- Robust underwriting and negotiations

Additional PSH

- Mandatory additional 10% set-aside

Increased Affordability

- Incentivized lower AMI units

Capital Improvement Project

Cornerstone Reimagined

Reposition Cornerstone as the community services center for permanent supportive housing programs, with best-practice campus approach. The renovated facility should provide flexible and adaptable space, including:

- Multipurpose space for meetings, groups and training
- Changing needs and team-based staffing pattern
- Updated residential units and welcoming lobby for high need, hard to house transitional program

Interim Housing Program



<https://www.dezeen.com/2018/08/09/golden-bridge-vietnam-hands-landscape-architecture/>

- Will serve the community's most vulnerable citizens using the Housing First model;
- Will use best practices techniques and delivery system including
 - Motivational Interviewing
 - Trauma Informed Care
 - Critical Time Intervention (CTI)

Cornerstone Next Steps

Cornerstone space planning and build out timeline:

- Design phase, November 2020 – 6 months
- CIP Project RFP, April 2021 - 2 months
- Construction, June 2021- 6-8 months
- Completion, January-February 2022



House Wake!

Wake County COVID-19 Housing Crisis Response

House Wake! Description

This eight-month strategic plan utilizes and coordinates federal, state and local funding to address the COVID-19 crisis within our homeless and precariously housed population and aims to move the maximum number of individuals possible to housing stability



House Wake! – Phase I

Phase I addressed the first wave of housing insecurity, residents who were homeless or precariously housed at the start of the pandemic.

Through strategic partnerships, House Wake! Phase I was able to:

- Utilize \$11.5 million in federal funding
- Establish the House Wake! Access Hub
- Create the Housing Navigation & Landlord Engagement Team
- Launch the Hotels to Housing Program (H2H)
- Increase Support Services and Access to Permanent Housing
- Partner with 13 community organizations to provide much-needed services and support
 - **250+** Additional temporary housing units
 - **450+** Households provided with Case Management
 - **450+** Households provided with direct rental assistance
 - **500** Newly housed individuals and families to receive complete home furnishings, at no cost to client or referring agency
 - **250+** Homeless individuals to receive Street Outreach
 - **Mobile showers and laundry** provided to residents continuing to experience street homelessness

House Wake! – Phase II

On September 29th Phase II of House Wake! was launched. Phase II focuses on the wave of evictions looming over many households in Wake County due to loss of income because of COVID-19. By partnering with the City of Raleigh, this program currently stands at nearly \$40MM.

The House Wake! Eviction Prevention Program consist of a robust, three-step intervention process:

- **Eviction Prevention** – Through the selected program administrator, Telamon Corporation, intervention #1 will provide financial assistance to tenants and landlords to cover a portion of rent shortfalls resulting from a loss of income
- **Eviction Mediation Services** – Through a partnership with Legal Aid of North Carolina, intervention #2 will provide pro-bono legal support for tenants who need legal counsel to negotiate filed evictions with landlords
- **Relocation Assistance** – Intervention #3 will assist with relocating residents whose housing could not be stabilized through interventions 1 or 2

Department of Housing Affordability & Community Revitalization

Leadership Contact Information:

Lorena D. McDowell, Housing Department Director: lorena.mcdowell@wakegov.com

Edward Barberio, Housing Department Deputy Director: edward.barberio@wakegov.com

Alicia Arnold, Equitable Housing & Community Development Division Director: alicia.arnold@wakegov.com

David Harris, Homeless & Prevention Services Division Director: dharris@wakegov.com

Diane Cilento, Permanent Housing & Supportive Services Division Director: diane.Cilento@wakegov.com

Vanessa Kopp, Strategic Advisor for Data: vanessa.kopp@wakegov.com

Cicely Childs, Business Officer: cicely.childs@wakegov.com