

Annual Report 2009-2010



Homelessness is not a government issue. It is a community issue, and when we come together as a community we will see results. Together we can end chronic homelessness and reduce overall homelessness in Nashville.



Note from the Director

Dear Friends and Supporters,

As we look back on FY2009/10, we have seen many changes at the Metropolitan Homelessness Commission.

Probably the most significant change was the introduction of The Key Alliance, an initiative of the Metropolitan Homelessness Commission that brings together private, nonprofit, faith-based, and government organizations to work toward ending homelessness in Nashville. The Key Alliance serves as the nonprofit fundraising arm of the Metropolitan Homelessness Commission.

The main outcome of the establishment of The Key Alliance is that we are now positioned to raise \$35 million over the next five years to end chronic homelessness and reduce overall homelessness in Nashville. Of this total, \$20 million will be raised from the private sector, while \$15 million will stem from all levels of government.

We know what the solution to homelessness is. Our formula of success is: Housing + Case Management + Income = Reduction in Homelessness.

Housing First is and remains the top priority of the Homelessness Commission. To implement this model, which calls for permanent housing coupled with case management that ensures people are linked to necessary support services, we need money. At first glance, the \$35 million seems to be an insurmountable amount, but if you break down the cost of managing homelessness as we have done for the past 25 years, you will soon see that this investment in housing and case management will save the city millions of dollars in the long-run while helping the poorest of the poor.

The following facts highlight the need for this new response:

- Nashville spends \$35,000 per person per year to “manage” homelessness. It costs an average of \$17,000 annually to provide adequate housing and wrap-around support services for a homeless person.
- Contrary to popular belief, over 50% of the homeless population is working and many more are seeking work.

- “Affordable” housing options are too costly for a person earning minimum wage, and funding for new housing from the federal government has not increased in 25 years.
- Nashvillians should not die on the street. More than 50 homeless individuals died on the street in 2008.
- Children should not grow up in homeless shelters or on the street. Metro Nashville Public Schools reported that 2,077 school children were homeless during the 2009/10 school year, which signifies a 30% increase in homeless students over the previous year.



Moving forward, we will continue to strengthen our partnerships within the community. As a planning and coordination body, the Metropolitan Homelessness Commission depends on direct services provided by nonprofit, government and faith-based organizations. We are looking forward to working with all of our partners and reporting on tangible results as we all collaborate to reach our

goal of ending chronic homelessness and reducing overall homelessness in our city.

Sincerely,

Clifton E. Harris.

Housing

The Homelessness Commission follows the principles of Housing First.

The concept of Housing First centers on moving homeless individuals and families off the street into permanent housing where they are linked with a case manager. The job of the case manager, a master's level social worker, is to evaluate the client's needs and connect him/her with support services. The goal is to work together with each individual to allow him/her to move toward self-sufficiency. Nashville's Housing First Pilot Program has a retention rate of 92% after two years, which compares to a national Housing First retention rate of 80%. This success can largely be credited to the quality-level work delivered by the Commission's case management service provider Eckman/Freeman.

Since the beginning of Fiscal Year 2009/10, 56 new permanent housing opportunities for homeless individuals have been created – 20 by Urban Housing Solutions, 12 scattered sites by Eckman/Freeman and 24 by Park Center. An additional 82 permanent housing units are in the process of becoming available – 38 by Room In The Inn at the Campus for Human Development, 15 through VASH vouchers and 29 through Section 8 Housing Vouchers.

SSI/SSDI

The Metropolitan Homelessness Commission has been contracting with Park Center to implement the SOAR program. SOAR stands for SSI/SSDI Outreach, Access and Recovery and is a program that fast-tracks benefits applications for homeless individuals.

The Metropolitan Homelessness Commission's SOAR program, administered by Park Center, reports the following outcomes from July 2008 – June 2009:

- 160 of 171 applications were approved on initial application. This means that 93.5% of applications were approved. The average time to approval was 70 days.

In comparison:

- The national average of all applicant approvals is 37%; for homeless applicants it is 10-15%. Decisions usually take anywhere from 120 days to two years.

The SOAR program generates more than \$1.3 million in cash per year. In addition, SOAR recipients are linked with Medicaid and/or Medicare, which reduces the indigent cost of local hospitals and health care providers. SOAR recipients are easier to link to other benefits such as Food Stamps.

Project Homeless Connect

The Second Annual Project Homeless Connect Nashville was held on December 9, 2009 at the Municipal Auditorium.



A kick-off celebration for service providers and volunteers was held at 8:30 a.m., which Mayor Karl Dean and Michael German from the U.S. Interagency Council on Homelessness attended.

Registration of participants started on the upper level at 8 a.m. with services available on the lower level from 9 a.m. to 3 p.m.

The Metropolitan Homelessness Commission met its goals with more than 60 service providers offering over 9,500 services to 1,558 individuals and families who were homeless or on the brink of homelessness.

A sample of services provided shows the following:

- 245 haircuts from the Paul Mitchell school;
- 863 pairs of shoes from Soles for Souls;
- 1,200 winter coats;
- 358 eye screenings from Prevent Blindness;
- 95 H1N1 and 86 flu shots from the Metro Public Health Department;
- 165 TB screenings from the Metro Public Health Department;
- 125 medical screenings from United Neighborhood Health Services;
- 126 phone calls to families/friends offered through Sprint;
- 70 people went to Community Court;
- 145 individual customers received legal services by Legal Aid and Homeless Experience Legal Protection (H.E.L.P.); and
- 173 people received housing information from Urban Housing Solutions.

Adopt A Meter

At a Chamber Leadership trip to Denver in April of 2009, Mayor Karl Dean learned about that city's Adopt A Meter program. He consequently asked the Metropolitan Homelessness Commission to take the lead in introducing a similar program to Nashville.

The Homelessness Commission has been working with Public Works, the Arts & Business Council and The Mayor's Office to implement the Adopt A Meter program. During Phase I,

Public Works has donated 30 parking meters and helped identify possible locations for the meters.

On January 26, the Adopt A Meter program was announced to the community at the Arts & Business Council's Inaugural Bowtie Award luncheon, where business people had a chance to preview the meters. It also gave the Homelessness Commission an opportunity to ask for sponsorships.

Sponsorships are \$1,000 per year and the program will benefit Nashville's outreach program to the homelessness community.



Homeless Walk



The second annual Walk A Mile in My Shoes was moved from its inaugural date of December to April. The 2009/10 Walk was held on April 17, starting at LP Field at 9 a.m. and generated more than \$20,000. Over 350 walkers participated, and the Homelessness Commission was able to generate much media attention for The Key Alliance.

Emergency Winter Shelter

A spell of extremely cold weather caused the Mayor of Nashville to take precautions and charge the Office of Emergency Management (OEM) to ensure that no homeless persons die on the streets from exposure. The Metropolitan Homelessness Commission worked very closely with OEM to open additional emergency shelters at different congregations including Mt. Bethel, McKendree, St. Stephen's, Otter Creek, Woodland Presbyterian and Community Housing (in addition to the Rescue Mission, and Room In The Inns' Guest House and Day Center). An immense outreach effort began, which brought an average of 1,352 people into shelters from January 6 to January 12, 2010.

A second cold spell from January 29-31, 2010, resulted in an average of 1,248 individuals sheltered with McKendree, Woodland Presbyterian, and Otter Creek opening their doors in addition to the Rescue Mission, Room In The Inn and the Guest House.

Homeless Count

The Metropolitan Homelessness Commission estimates that on any given night 4,000 individuals are homeless in Nashville. That estimate is based on our one-point-in-time count, shelter numbers, feedback from local service providers, the number of homeless children in the Nashville public school system and conservative observations based on people living in motels and with friends.

Nashville's point-in-time homeless count under the leadership of MDHA was conducted during the night of January 26, 2010. The results are: 1,982 individuals in shelters and 327 outdoors totaling 2,309.

Count comparison:

YEAR	2010	2009	2008	2007	2006	2005	2004
SHELTER	1,982	1,770	1,771	1,786	1,486	1,114	1,385
OUTDOOR	327	398	466	390	496	227	447
TOTAL	2,309	2,168	2,237	2,176	1,982	1,341	1,832

Poster Contest

More than 50 fourth-graders from Warner Elementary Enhanced Option School participated in our 2010 Homelessness Poster Contest. The poster contest was organized by The Key Alliance in partnership with the Metropolitan Nashville Public School's HERO program. Each child was asked to draw a picture of what home means to them and write a paragraph about their thoughts on homelessness. The posters were exhibited from April through May at the East Community Center.



Flood Response

The Nashville Flood of 2010 affected homeless people across the city. Tent City was completely destroyed and about 140 homeless individuals were evacuated. The majority of Tent City residents found temporary shelter at the Red Cross shelter at Lipscomb University.

The Metropolitan Homelessness Commission together with the Metropolitan Development and Housing Agency (MDHA) worked with the Red Cross and Lipscomb University to target the

homeless population in the shelter with housing applications. MDHA staff went to Lipscomb University and took about 66 applications for housing vouchers. About 29 Section 8 Housing Vouchers were approved (with more pending approval), meaning that at least 29 people were connected with permanent housing opportunities.

The Metropolitan Homelessness Commission under the leadership of Clifton Harris and Mary



Beth Ritchie organized a mini-Project Homeless Connect event. The goal was to assess each person's situation at the shelter before the Red Cross closed the location and help every person find another shelter or housing opportunity. At the end of the one-day PHC event, of the roughly 100 homeless individuals at the Red Cross Shelter at Lipscomb University, 15 received housing vouchers, 28 (including 9 children) were housed for a free one-week stay in hotels thanks to the Gujarat Cultural

Association (a hotel association) and about 55 individuals were given options to go to the Rescue Mission, the Campus for Human Development, Otter Creek Church of Christ and three other local churches. Only two individuals chose to return to the street.

The Metropolitan Homelessness Commission is still working with MDHA on the approvals of housing vouchers. An interesting statistic to note is that less than 1 percent of homeless housing applicants were ineligible due to a sex crime in their past. Therefore, the perception that people living in tents are generally sex offenders is untrue.

The Key Alliance



The Metropolitan Homelessness Commission brought together leaders from the business, faith-based and government community at the first symposium of The Key Alliance on August 24. The purpose of the symposium was to introduce The Key Alliance, an initiative of the Homelessness Commission, and talk about ending chronic homelessness and reducing overall homelessness in Nashville.

The Key Alliance is an umbrella organization that brings together faith-based, nonprofit, government and for-profit leaders to raise the capital needed to implement the Metropolitan

Homelessness Commission's 10 Year Plan. During the second quarter of FY 2009/10, the executive committee started the process of developing a non-profit organization that now serves as the private fundraising arm of the Metropolitan Homelessness Commission.

It was decided that The Key Alliance will be the name of the new 501 (c) 3 nonprofit organization, which will function under its own board. The Key Alliance's mission is to generate resources and develop partnerships to implement the 10-Year Plan to end chronic homelessness and reduce overall homelessness in Nashville and Davidson County.

Strategies to ending chronic homelessness and reducing overall homelessness

The Metropolitan Homelessness Commission together with The Key Alliance developed the following seven strategies:

1. Create Housing First units.
2. Expand outreach services.
3. Work toward economic stability.
4. Coordinate & support prevention initiatives.
5. Develop a system to move individuals rapidly from shelters & transitional housing to permanent housing.
6. Inform the community & gain support.
7. Measure progress & implement improvements.

Specific goals for the next five years include:

- End chronic homelessness and significantly reduce overall homelessness.
- Create 1,600 Housing First units with support services.
- Hire and train 15 outreach workers who will connect the homeless population with services.
- Raise \$35 million with \$20 million raised from the private sector and \$15 million from all levels of government.
- Establish a dedicated funding source that will continually help fund Housing First initiatives and preventative resources.
- Assist homeless individuals with employment and other income sources.
- Support and expand homeless prevention services.
- Establish a process to move individuals quickly from shelter and transitional housing situations into permanent supportive housing.

- Utilize the Nashville Homeless Management Information System (NHMIS) data to map progress, pinpoint gaps and develop methods for improvement.

Strategic Planning

Currently, the Metropolitan Homelessness Commission is undergoing a strategic planning phase under leadership of Liz Allen Fey with the Management Solutions Group, LLC. The goal is to re-focus its efforts for the next five years of the implementation of the 10 Year Plan. The executive committee has completed its strategic planning sessions in June with the full Commission to follow suit at its regular meeting in July.



Board Members

Erik Cole, chair; Cynthia Croom, Metro Action Commission; Jaynee Day, Second Harvest Food Bank; Andrea Swisher, Metro Police Department; Howard Gentry, Nashville Chamber Public Benefit Foundation; Paul Haynes, Nashville Career Advancement Center; Michael Cook, representing the Homeless Community; Jason Holleman, Metro Council; John Lozier, National Health Care for the Homeless Council; David “Cowboy” Luttrell, representing the Homeless Community; Jerry Maynard, Metro Council; Hershell Warren, Mayor’s Office; Diane Neighbors, Vice Mayor; Bart Perkey, Metro Health Department; Renee Pratt, Metro Social Services; Phil Ryan, Metropolitan Development and Housing Agency; Charles Strobel, Room In The Inn at the Campus for Human Development; Tom Turner, Nashville Downtown Partnership; Diane Kuhn, representing the business community.

Staff Members

Director: Clifton E. Harris

Funds Development Coordinator: Laura Jumonville

Special Administrative and Events Coordinator: Mary Beth Ritchie

Communications Coordinator: Judith Tackett

**Nashville Metropolitan Homelessness Commission FY 10/11
Budget (approved 4/15/10)**

FY 2010-11 Budget	Metro Nashville Government Funding	Other Sources
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SOURCES:

1. Salaries/Benefits	\$ 373,621.49	\$ 373,621.49	
2. Contracts for Homeless Services	\$ 530,270.00	530,270.00	
3. Support Services	\$ -	-	
4. Homeless Management Information System (HMIS)	\$ 29,177.50	29,177.50	
5. Administrative/Operational Support	\$ 71,231.01	71,231.01	
6. Housing First	\$ -	-	
7. Rent Subsidy Assistance Program	\$ -	-	
8. Allocation to Campus for Guest House	\$ 350,000.00	350,000.00	
Total Sources:	\$ 1,354,300.00	\$ 1,354,300.00	\$ -

USES:

Expenditures

1a. Salaries (5 F.T.E / 1 P.T.E.)	290,366.78	290,366.78	
b. Benefits (5 F.T.E)	83,254.71	83,254.71	
Total Salary	373,621.49	373,621.49	
2. Contracts for Homeless Services	530,270.00	530,270.00	
3. Support Services	-	-	
4. Homeless Management Information System (HMIS)	29,177.50	29,177.50	
5. Administrative/Operational Support	71,231.01	71,231.01	
6. Housing First	-	-	
7. Rent Subsidy Assistance Program	-	-	
8. Allocation to Campus for Guest House	350,000.00	350,000.00	
Total Other	980,678.51	980,678.51	
Total Expenditures	\$ 1,354,300.00	\$ 1,354,300.00	\$ -

Budget Notes:

1a-b. Salaries and benefits for Homeless Director, Funds Development Coordinator, Housing Coordinator, Communications Coordinator and Special Assistant/Events Coordinator for program development, expansion, capacity building and the continued work of the Homelessness Commission.

2. Contracts for Case Management Services (\$357,270) and SSI/SSDI Outreach Services (\$173,000).

3. Funding for support services to be raised in the private sector (i.e. outreach, housing first, case management, emergency services - bus passes, perscriptions, motel fees, ID's, birth certificates)

4. HMIS application and maintenance for hosting, backing up system and repairs. Also includes the cost of maintenance contract with Metro ITS.

5. Administrative/Operational Support (i.e. office supplies, equipment, mileage, postage, homeless count, best practice speakers, conference, travel, and MDHA overhead support).

6. Development of Permanent Supportive Housing to support the Housing First Program (rent assistance & case mgt.).

7. Rent Subsidy Assistance for chronically homeless individuals. Getting the homeless off the street has a positive cost saving benefits and improves the quality of live for homeless people.

8. Allocation from Mayors office to MDHA for funding support to the Campus' Guest House (\$350,000).