



City of Madison

City of Madison
Madison, WI 53703
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Meeting Minutes - Approved COMMUNITY DEVELOPMENT BLOCK GRANT COMMITTEE

Thursday, July 12, 2012

5:00 PM

215 Martin Luther King, Jr. Blvd.
Room 300 (Madison Municipal Building)

CALL TO ORDER

STAFF: Charnitz, Kenny, Wallinger

Markofski called the meeting to order at 5:05 p.m.

- Present:** 6 -
Robert M. Hunter; Monya A. Choudhury; Liz Dannenbaum; Daniel A. O'Callaghan; Justin O. Markofski and Russ Whitesel
- Absent:** 1 -
Matthew J. Phair
- Excused:** 2 -
Tim Bruer and Lauren Cnare

PUBLIC COMMENT

No one registered to speak.

DISCLOSURES AND RECUSALS

There were no disclosures or recusals.

DISCUSSION ITEM

[26877](#)

Approve use of federal Emergency Solutions Grant funds and re-programmed Emergency Shelter Grant funds by Community Action Coalition for South Central Wisconsin, Inc. for the purpose of providing homeless prevention and rapid re-housing assistance as specified in their response to the CDBG Office Request for Proposals; and authorize the Mayor and City Clerk to sign a contract for services with CACSCW.

Markofski said this is a carry-over from an RFP process.

Wallinger explained the item. She said that this is the next step in the process. She said the Committee looked at a substantial amendment to CDBG's Action Plan to accommodate these extra funds, followed by an RFP. The office received one good proposal because several agencies collaborated on the RFP

with CAC as the lead. She said she wholeheartedly endorses their proposal. She said, however, that HUD isn't ready to release these funds yet. They're going through some of their own bureaucracy, so it may not get out as quickly as hoped.

Kristina Dux of CAC said that CAC has been doing the Rentable Program for quite a while now, so this proposal is basically the same type of thing where they are the hub agency—the lead agency—that collaborates with other agencies within the Homeless Services Consortium to provide this assistance. There are 10 agencies total, such as DAIS, YWCA, The Road Home, The Salvation Army, and Porchlight, to spread the funds out and provide several types of services.

Whitesel moved approval. Choudhury seconded. Unanimous.

Markofski said that agency presentations were next on the agenda.

Hunter stated that he felt that agencies should ask for exactly what their needs are, not for as much as they can get.

Choudhury said it's good to ask agencies exactly what they need to run their programs.

Charnitz said at the workshop prior to the summer RFP, staff told agencies to ask for what they need, and then it was staff's job to adjust that based on the resources that we have or to request additional money from the Mayor's Office in our B List.

Markofski said that the Committee should hold this conversation for later in the process when we are discussing actual funding allocations. He also said that the Committee received answers to questions and asked members to peruse the questions and answers since time allows for it.

This Resolution was Whitesel moved approval; Choudhury seconded. Unanimous. Return to Lead with the Recommendation for Approval to the BOARD OF ESTIMATES

ROLL CALL

Ald. Cnare arrived at 5:20 p.m.

Present: 7 -

Lauren Cnare; Robert M. Hunter; Monya A. Choudhury; Liz Dannenbaum; Daniel A. O'Callaghan; Justin O. Markofski and Russ Whitesel

Absent: 1 -

Matthew J. Phair

Excused: 1 -

Tim Bruer

[26984](#)

2013 - 2014 AGENCY QUESTIONS AND ANSWERS (CDBG COMMITTEE).

[26814](#)

2013 - 2014 CDBG FUNDING PROCESS PRESENTATIONS FROM
APPLICATIONS MEETING OBJECTIVE X - ACCESS TO RESOURCES
APPLICATIONS

CAC – Housing Counseling/Financial Services

Kristina Dux and Greta Hansen spoke about CAC's proposal. Hansen thanked the Committee for allowing them to present their proposal. Dux gave a summary of what they are applying for, which is Housing Counseling. CAC has Financial Services Specialists who process applications, approve applications, and provide mediation and budget counseling and information and referral. CAC needs dollars to staff these two positions. They serve 325 households. Financial assistance includes ESG funds, HPP funds, and funds for phone and utility assistance. They also have funds from Dane County for case managers. CAC also runs an intake desk, which basically answers phone calls and takes walk-ins for any kind of information, referral, budget counseling, etc. The Financial Service Specialists also share those duties. CAC is the hub agency for this information. Dux said that Housing Counseling is able to provide additional services, such as budget counseling, mediation, information, and referral for our other financial assistance program.

Whitesel asked how much CAC uses other agencies or accepts help that people have gotten from someplace else as baseline. He specifically mentioned Green Path and its work with people going through foreclosure and budgeting for housing.

Dux said that what CAC can provide right now as far as intake goes is general budget counseling and referral to Green Path.

Hansen said that budget counseling is something that is done in response to clients' immediate needs. She said CAC doesn't get too many people in foreclosure because they generally deal with renters. She said that if someone brings something in that's already done by another agency, CAC would take that information and not make them go through the same process again.

Whitesel asked if CAC suggests that clients take their application to other agencies if necessary for intake.

Dux said that CAC doesn't necessarily have clients fill out an application unless they're accepted or drawn in the lottery for assistance. Dux said this question goes along with the coordinated intake program. CAC receives many more intakes than they can assist. She said CAC could spend an hour to two hours with a client with the centralized intake to figure out what their crises and needs are rather than a quick referral call.

Hansen said that when a person comes in for the initial screening process, if they're eligible for the drawing, their name goes into the computer, which then generates a computer lottery twice a month for entry assistance and eviction prevention. Of all people who are actually eligible to go to that next step for the application, about 10% or less are actually able to get the assistance. The rest have to stay on the list. Ninety percent of people eligible aren't able to get assistance.

Markofski asked if there was coordination among the different agencies for the types of assistance people receive from each agency.

Dux said that's where the coordinated intake would take place, and it's kind of a gap in the system right now.

Hansen said people usually come to CAC as a last resort after trying various other agencies for help.

Choudhury moved to move CAC – Centralized Intake for Homeless Services forward to this time slot. O'Callaghan seconded. The motion passed unanimously.

CAC – Centralized Intake for Homeless Services (Objective J)

Choudhury asked if Charnitz could iterate out loud which separate objective this item addresses.

Charnitz said the first objective the Committee is hearing about is Expansion of Individual Choice and Access to Resources. The next proposal—along with other proposals that begin at 6:30 under Objective J—addresses projects that stabilize or improve the housing situation of homeless individuals or near-homeless individuals and develop supportive activities.

Dux said that HUD is requiring that each Continuum of Care (CoC) have a centralized coordinated intake as a part of receiving ESG funds. Currently, agencies each have their own intake process, so people get programs mixed up and don't know where the openings are or what they qualify for. So, with that said, CAC thought it would be a good idea to have a .75 FTE staff member to serve as intake staff to fill this gap. They would also work with all the other programs in the area to centralize the services. They would work with 2-1-1 and other HSC partners to finalize an assessment tool and centralized intake and referral processes for homeless services. Dux handed out a packet that includes CAC's current intake form and Service Point Assessment form.

Hansen spoke about the needs assessment. Part of the responsibility of a community action agency is to conduct a needs assessment in its service area every three years. Since CAC serves Dane, Jefferson, and Waukesha Counties, they have started their planning process for the next year. CAC is gearing up for the needs assessment that is due in 2013 and hopes to have some of the data collected covering not just housing, but all issues that low-income people think CAC should be serving. The results will be posted on their website and available to everyone in hard copy.

Dux said that 2-1-1 is also part of the centralized intake.

O'Callaghan asked if the funds for this proposal would go to fund staff not technology, and Dux said yes.

Ald. Cnare asked how CAC is blending services with Tenant Resource Center (TRC). She also wanted to know whether or not United Way would be helping to support the services financially.

Hansen said that United Way supports CAC for housing case management for outlying communities, not the city of Madison.

Dux said that United Way helps CAC with the Family Self-Sufficiency program, which is a coordinated effort between housing authorities for families on Section 8.

Hansen said CAC also uses its core funding, which is Community Services Block Grant, which is uniquely given through a federal formula for community action agencies.

Ald. Cnare asked about the relationship with TRC.

Dux said that CAC would coordinate with TRC.

Hansen said they're hoping both programs are funded.

Ald. Cnare asked if this would be for one individual who spends time at both locations and wondered if they would cross train with each other.

Hansen and Dux said yes and that they would produce an end of trial period report on how the system is working.

Markofski asked if the TRC and the CAC proposals were complementary or competitive. He said he read them as competitive since they're both asking for a .75 FTE position.

Dux said they had talked about doing a joint application but decided not to since they both provide different services. Dux said CAC would be willing to work cooperatively with TRC.

Hansen said that both agencies could do their programs by themselves also, but the bottom line is that we have to find a better way to do coordinated intake because HUD says so.

Choudhury said she is super excited about their proposal. She said the level of service CAC is able to provide with only informal collaboration now is amazing when she considers they don't have someone in this position. Her concern is that this is a full-time job for a professional social worker. She asked if they have any concerns about not requiring a social worker.

Hansen said that many of their best employees are not social workers. It's part of the organizational culture.

Choudhury asked if they were concerned that three-quarters hours would be too few to get the job done.

Dux said it definitely might be, but CAC was thinking that might be a good start.

Whitesel asked if they could meet with TRC and coordinate with one another about the two positions.

Hansen said it would be better not to have one employee floating between the

two agencies.

Whitesel asked if the Committee would be duplicating services if we funded both proposals.

Dux said it would not be duplicated work; it would be more of a collaborative relationship.

Hansen said the two agencies would not be seeing the same people.

Wallinger said the coordinated assessment intake is a different way of looking at how services are provided. There's a committee of many of the agencies talking about what it would look like with this model. This is about looking at the client and assessing everything that the person needs in one place.

Wallinger said the two proposals looked different to her when she read them and believes they are a work in progress.

Dannebaum asked if the city need two agencies to do this work, and if not, what makes CAC the best agency to take this on at this time.

Choudhury said the nice thing about the coordinated services is that it's a real opportunity for families to stay in their current housing situation and still receive counseling and services they need.

Hansen said CAC has been the lead agency for any number of programs; in the services consortium, it's been largely housing. They also coordinate the Dane County food pantry network, and we have a clothing center.

Dux said CAC also provides case management.

Fair Housing of Greater Madison – Fair Housing Services

Laurel Bastian and Carol Lobes introduced themselves and handed out answers to Committee members' questions. Bastian also gave an overview of the Fair Housing Center of Greater Madison, which is a satellite office of the Metropolitan Milwaukee Fair Housing Council. They are a private, non-profit, membership-based civil rights enforcement agency. Their mission is to promote fair housing throughout Madison by combating illegal housing discrimination and by creating and maintaining racially and economically integrated housing patterns. Illegal housing discrimination is still very much alive locally and nationally. Discrimination is based on race, disability, familial status, etc. Even though there's a high level of discrimination in rentals, it's extremely difficult to detect. It's very subtle and highly prevalent. Bastian said that they propose to do intake and counseling for 50 fair housing complainants. They are proposing to do education and outreach in the form of three educational presentations to community groups, civic groups, and religious groups; three education presentations for property owners and managers; and to provide technical assistance to individuals and agencies. They will hit at least 350 individuals through those presentations and will also initiate at least ten tests. She said that the handout she passed out had information on tests they performed last year.

Lobes said she first became associated with the Metropolitan Milwaukee Fair

Housing Council in the 1970s, and she said that even though there's no strong enforcement process, it's good to have an agency doing testing to make landlords aware of potential problems.

Bastian said that they're the only entity that does this testing, and it's held up in court.

Whitesel asked them to explain their lower numbers in this proposal.

Bastian said that they wanted to be able to do additional systemic tests. CDBG funding is not enough for this.

Whitesel said he expected to see more volunteers. He asked them where they sent their complaints once investigated.

Bastian said that first and foremost, they look at where the complainant wants to go, for example, take the complaint through the administrative process.

Lobes said the choices they have are laid out in front of them.

Whitesel asked about the systemic cases.

Lobes said that they can take this to HUD or raise the case at the federal level.

O'Callaghan asked where they find their greatest problems, with "mom and pop" landlords or bigger, multi-property landlords.

Bastian said that discrimination does not know limitations.

Lobes said that there doesn't seem to be a cluster in any one area.

Independent Living – Home Share

Linda Lane introduced herself and passed out handouts. She said ILI has been providing services for almost 40 years, and the Home Share program has been in existence since 1984 and is an alternative housing solution for two segments of our community: an older adult who may not feel safe or confident living alone in their home and a younger working adult. Staff takes a lot of time to interview the homeowner to understand their needs and what they are looking for as far as having someone live with them. They also spend a lot of time interviewing the home seeker to ensure that they are compatible with the homeowner. This program addresses the Framework Objective X quite well.

Home Share Plus was launched in 2008 and addresses aging in place where the older adult needs more help than with just chores around the house. The Home Share Plus person becomes an employee of ILI and may assist the homeowner with showers and dressing and other self care needs. They have the appropriate training to assist the older adult they're living with.

Dannebaum asked how ILI does outreach to the younger people.

Lane said that probably 50% of home seekers are graduate students at the University, so they do a lot of outreach to that group. They also do outreach to community centers and areas where young people might congregate. They

also do outreach to new divorcees who might be seeking a housing situation.

Whitesel asked if the data in their application reflected homeowners or home seekers.

Lane said that it reflected both, with those under the age of 30 typically representing home seekers.

Ald. Cnare asked how many relationships extend beyond one year.

Lane said they have one relationship that has extended for several years. Sometimes, though, matches don't work out, and ILI is there to mediate and to find the homeowner another person to live with.

Ald. Cnare asked about the support ILI gives to the homeowner and home seeker.

Lane said they work very hard to match the homeowner with the best home seeker. Both have a chance to meet and talk with one another before the home seeker moves in. ILI spends a lot of time on the match side.

Whitesel asked what ILI does to counsel homeowners who have gotten to the age where they are no longer able to care for themselves or live in their own homes.

Lane said they talk with the older adult and/or his or her family and attempt counseling about alternatives.

Choudhury said she is always amazed and impressed that this program works and asked Lane if they foresee sending home seekers to training.

Lane said their baseline training is pretty significant. They train the home seekers for many circumstances. She said they also call everyone every quarter to see how things are going.

Project Home – Prairie Crossing Resident Services

Jan Reek introduced herself and Caitlin Singleton. Reek said that Prairie Crossing is a 48-unit apartment complex, which has been on Allied Drive since 2000, not 2007 as the staff report said. She passed out both a brochure about the complex and a memo answering questions Committee members had asked about PH's proposal. There are many amenities at Prairie Crossing, and they are currently at a 13% vacancy rate. Last December they were 100% full, which is a milestone for PH, and they expect to be full again by September. They are grateful for the project-based vouchers they have. They also have nine tenants with their own individual vouchers, which they see as a vote of confidence that people are choosing to live at Prairie Crossing when they could live elsewhere with their vouchers.

Singleton said they pride themselves on working with a very diverse range of clientele. PH's residents come from various ethnic and racial backgrounds and over 50% of households are headed by females and over 50% of their households have a member with a known disability. Many PH residents face various barriers to finding and maintaining affordable housing, ranging from

poor credit history to criminal backgrounds. She offers supportive services, which are required through an agreement for having the vouchers. Her main focus is eviction prevention, as well as other issues that residents face. She assists with Section 8 voucher applications, as well as applications for public benefits, employment, employment search and job training search, and outside resources. She also coordinates the onsite food pantry. They receive tenant referrals from various sources, including past tenants and agencies throughout the community. They do outreach throughout the community.

Roll Call

Ald. Phair arrived at 6:40 p.m.

Present: 8 -

Lauren Cnare; Matthew J. Phair; Robert M. Hunter; Monya A. Choudhury; Liz Dannenbaum; Daniel A. O'Callaghan; Justin O. Markofski and Russ Whitesel

Excused: 1 -

Tim Bruer

26814

2013 - 2014 CDBG FUNDING PROCESS PRESENTATIONS FROM APPLICATIONS MEETING OBJECTIVE X - ACCESS TO RESOURCES APPLICATIONS

Whitesel asked if Singleton lived on the premises, and she said no. She is there 20 hours per week. They don't offer 24 hour services to the tenants, but the tenants know PH's office hours and work within that timeframe.

Ald. Cnare asked who owned the building.

Reek said that PH purchased the building in 1999 with Edison Investors.

Ald. Cnare asked if this were transitional housing or permanent housing.

Singleton replied that it is permanent housing, though some families with Section 8 vouchers and larger families move on.

Ald. Cnare asked if any portion of the rents covers the services. Reek said yes.

O'Callaghan said it is great to hear about the progress Project Home has made, and Reek said that what's happening on Allied Drive is so positive. PH is seeing many more applicants qualified for rental housing.

Charnitz said the CDBG Office has been very active in supporting various projects at Prairie Crossing in the past.

Reek said they continue to make progress with financial stabilization.

Markofski asked how many units had project-based vouchers, and Reek said 20.

26813

2013 - 2014 CDBG FUNDING PROCESS PRESENTATIONS FROM

APPLICATIONS MEETING OBJECTIVE J - HOMELESS APPLICATIONS

DCPC – Eviction Prevention and Housing Assistance for HeadStart

Elizabeth Olsen introduced herself and thanked the Committee for the opportunity to speak as she passed out a handout. She said DCPC is the grantee for HeadStart and Early HeadStart services in Dane and Green Counties. They serve over 1,300 families in their programs. She said that in the federal laws governing the HeadStart program, each grantee is responsible for providing comprehensive services in child development, family development, nutrition, and mental health. And one of the other key responsibilities in those laws is that not only do they provide services, but also help people become their own leaders and advocates for their own needs. In their proposal, they are asking for a small amount of money to complement services they already provide. Each of their classrooms is assigned a family outreach worker who comes with a wide range of abilities to help complete the assessment process and support the family to identify the family needs, family partnership agreement, and family service plan. Housing assistance and eviction prevention can be very complex when mingled with other issues that affect families in poverty, such as AODA issues, domestic violence issues, etc.

DCPC has a coordinator position already in place for their Hope House program, which provides transitional housing for three mothers of children enrolled in Early HeadStart at any given time. They have found and built into that position the characteristics and expertise that make a successful guide or mentor for families; she has a mental health background, marriage and family licensure, case management experience, and has significant experience and knowledge about the resources and processes that help renters access and maintain housing. DCPC is asking for funds for the last 20% of her position to make her accessible throughout the week and with a flexible schedule to allow for nights and weekends. They expect that with this funding she would be able to provide at least two workshops through the year for family outreach staff to build their expertise, knowledge, and confidence. They also expect she would be able to provide at least two workshops for HeadStart families and provide case management for about 20 families.

Whitesel asked if they were coordinating with other agencies with the overall intake system.

Olsen said absolutely. She doesn't see this as competitive. It is the best use of resources and the bridging and collaboration that is needed and will lead into greater continuum of care services.

Whitesel asked how broad their referrals are.

Olsen said that they refer to almost every agency on the continuum that serves children and families.

DAIS – Housing Related Aid

Kristin Burki introduced herself and thanked the Committee for its consideration of their Housing Related Aid program. She gave a brief overview of DAIS, saying that their mission is to empower those impacted by domestic

violence and advocate for social change through outreach, education, and support. They work to achieve those missions through emergency housing programs. They have a 24-hour crisis line, in-person crisis response services, legal advocacy, and children's programming. They also have the only domestic violence shelter in Dane County. Individuals access their services through their crisis line, and then they go through a screening process. Once someone is eligible, they can access shelter, hotels/motels through the City-funded Housing Related Aid program or be placed on a waiting list. The hotel vouchers meet a critical need for people most in danger from their batterers in providing emergency housing. DAIS has managed to make sure the funding lasts as long as possible throughout the year. About 35% of those accessing the hotels/motels do come into shelter when spaces open up. They see Housing Related Aid as a critical safety net.

Choudhury asked Burki to talk a little bit about the supportive services and case management they provide to families and individuals.

Burki said that when someone is going into a hotel/motel, they first come to DAIS for intake and needs assessment, and DAIS uses part of their funding for transportation. They do a weekly assessment to identify short term and long term goals. It's critical for people who come into the hotel/motel to have those supportive services.

Ald. Cnare asked how much of their services go to city of Madison residents.

Burki said their eligibility is based on safety, and they determine imminent, immediate physical danger based on where the victim is from and where the batterer is. Eligibility for shelter and hotels/motels is based on need. She said that majority of clients come from Madison.

Ald. Cnare said she represents city of Madison tax payers. She asked if they have other sources of funds to support hotel/motel vouchers for people from other Dane County towns.

Burki said they do not have other funding.

Wallinger said that at one time this contract was administered by CDBG, and it did have a Madison component as part of it. In the last two-year cycle OCS and CDBG "traded" a couple of programs because DAIS has a very large program component that comes from OCS funding. She said she would check with OCS staff.

Dannebaum asked about funding.

Burki said that DAIS is in the process of a capital campaign for their new facility, which will have 53 beds. She said their waiting list is up to 50 people a night. The new facility will also be public, unlike the current shelter location, which is confidential.

Wallinger said that about five or six years ago the Homeless Services Consortium went to the Council and advocated for additional beds or vouchers for domestic abuse programs, which resulted in these funds for motel vouchers.

Choudhury asked Burki to speak to managing confidentiality with vouchers when you have an open shelter.

Burki said that is one consideration for the hotel/motel vouchers to protect from stalkers, for instance.

The Road Home – Interfaith Hospitality Network Shelter Program

Kristin Rucinski thanked the Committee for its support and said that The Road Home provides intensive, holistic case management, working on health, mental health, education, income, and any number of barriers that made that family homeless to begin with. In addition to the 3-4 families they serve at any one time in shelter, they have 38 families on their waiting list. They only work with families with children, and families define their own families. The money they're requesting is for operations for rent and utilities. Their day center has laundry facilities, a kitchen area, bathrooms, and living rooms. They also have access to computers and the internet to look for employment.

Whitesel asked if there is a better way for the Committee to provide service to the project than to provide funds for operations.

Rucinski said that most of their programs receive money from HUD or United Way, and money for rent and utilities is where the gap exists.

The Salvation Army – Emergency Family Shelter (i.e., Warming Shelter)

Leigha Weber introduced herself and explained the purpose of the Emergency Family Shelter, which serves as the community's overflow shelter for homeless on any given night. There is comfortably room for 16 to 18 people at the shelter, but they frequently go up to 22; they frequently deny 20 to 25 people every night for lack of room. The shelter is not fancy at all with just mattresses on the floor. They do provide their families with dinner, a snack, and breakfast in the morning. The families have access to all The Salvation Army's services, including case management. They connect them with TEP, which is the school district's program for homeless children. Families also have access to laundry facilities, showers, etc. There is no time limit, but ideally they move families to a longer-term shelter solution, which typically takes 3-5 weeks. Families have access to case managers during that time and work intensively with them.

Choudhury asked Weber about how many families actually make use of the laundry facilities and intensive case management, and she asked if they have shower facilities for families.

Weber said that everyone opts to use the laundry and shower facilities. The percentage is quite high of those who opt to work with a case manager.

Whitesel asked what they do with their overflow. Weber said it's never easy. If The Salvation Army can't serve them, no one else can either. They work very closely with The Road Home and the YWCA shelters.

Whitesel asked what they would do with more money if they had it, and Weber said that at this point they don't have the capacity to serve more because they're bulging with people as it is. During the summer months, she would consider adding a case manager.

Ald. Cnare asked about the \$6,600 dollars of "other government" money.

Weber was unsure; Markofski said it was likely USDA money for food.

Ald. Cnare asked about their internal objectives.

Weber said their internal goal is to have 70% of their clients seek case management. Recently, they've enacted a policy that if clients don't meet with case managers after two weeks, they are no longer eligible for services.

Ald. Cnare noted that half of their guests come from outside of Dane County and wondered where they are coming from.

Weber said they come from other outlying counties. They do have folks coming from Milwaukee County and Chicago. They don't limit who can access shelter.

O'Callaghan said that the City provides other services for people outside the city, such as parks and recreation users. So, he thinks it's okay to serve the most disadvantaged groups who also come from outside the city.

Ald. Cnare said it is a certainly a valid point.

Hunter said that homeless people are residents though they may not have established residency in the traditional sense, but they're still here and we have to deal with that.

Ald. Cnare said it's important for all communities in Dane County to share the responsibility.

Weber said that the families that they serve from outlying areas typically don't return to those areas. They stay in the county with the goal of getting a job and establishing residency.

Tellurian – ReachOut

Sarah Lim introduced herself and outreach worker Liz Falk. She said that ReachOut is a primary outreach program for single individuals with mental illness. It's a joint effort between Tellurian and Porchlight. Tellurian has two staff members and Porchlight has one. ReachOut goes to the streets, shelters, libraries, parks, campsites, or wherever homeless individuals may be found. Lim gave statistics for their last reporting period. City of Madison funding has been a very stable vehicle for Tellurian to help move people from the street to housing. City funding assists with security deposits, first month's rent, and rent payments. They are requesting the same level of funding as last year and appreciate the Committee's consideration.

Choudhury asked Falk about her street outreach work.

Falk said she likes the flexibility of hours. It helps to be able to work a split shift from 5:00 a.m. to 11:00 a.m. and then go back out from 7:00 p.m. to midnight. She likes the end result and feels like she's making a difference. There has to be creativity and flexibility when working with the homeless. She

loves helping people obtain the resources they need.

Whitesel asked if their clientele changes with the seasons.

Falk said that in the summertime, you do see a lot more homeless. Summer is a difficult time to be homeless. You also see homeless in the winter, but there are more doors open to them during the winter than in the summer.

Whitesel asked what one additional thing they would like to see added to their programs.

Falk said it would be more Housing First funding with case management because studies have shown that method to be effective.

Tenant Resource Center – Housing Mediation Service

Brenda Konkel asked to start with Tenant Resource Center's (TRC) Mediation program. She said that the program is the same as it has been through the years. They have a tremendous group of volunteers that have been doing mediation at small claims court for years. TRC coordinates all the paperwork, takes all the intake calls, and supervises the volunteers with issues that arise. When they started the program years ago, they actually had enough funding to do formal training of their volunteers, but now Konkel said she is the only one on staff these days with formal training. At some point, that will be problematic for TRC, but for now the system is working okay. When they did do the training, they had landlords and tenants trained to do mediation.

Whitesel asked if Konkel sees the changes in the tenant-landlord laws at the state level as having an impact on TRC's work.

Konkel said that as far as mediation goes, the biggest impact has been the change in the law regarding property left behind. Now landlords, if they put the "right" language in the leases, can just throw stuff out at the end of the lease. She said the eviction process was left basically the same. The thing that worries her isn't so much the last round of changes as it is the next round of changes. Right now, tenants are in a good situation because there are 16 reasons why a tenant can break a lease, but she knows the state will take those reasons away.

Tenant Resource Center – Coordinated Intake

Konkel said that this was something that was brought before the Homeless Services Consortium because HUD will be requiring the Consortium to do this. After discussions with CAC and United Way, it was decided that CAC and TRC would apply for a .75 FTE position. TRC's services would be available all the time at their three walk in locations, while CAC's would be doing more outreach into the community. She said she is very excited about this. She sees it as a way to coordinate services better without overwhelming agencies. The information that would be available to clients would be much better. Coordinating intake would allow TRC and the other Consortium members to make the best referrals for the clients and serve them better in the long run. The system has a lot of great possibilities.

Whitesel asked Konkel whether she saw TRC's proposal as being competitive

with CAC's proposal or complementary. He asked if there is a physical access difference between resources from CAC and TRC, with CAC being out on Stoughton Road and TRC being closer to the downtown.

Konkel said she thought TRC's services would be much better because they're available five days a week from 10:00 to 2:00 at the Dane County Job Center, which is where a lot of people come for other services. Then TRC has its Williamson Street office open from 9:00 to 6:00. They also have campus hours near State Street. TRC has walk-in services, they don't have waiting lists, and they don't make people go through a phone tree. They help people as they come in, and she believes their services are more accessible because they have longer hours.

Konkel said they already have lists of transitional housing and shelter for men, women, and families, along with the Section 42 list and subsidized housing list of rental units.

Choudhury said TRC's primary strengths are providing advocacy and information. She asked about Konkel's experience with providing social work supervision.

Konkel said this is an extension of what TRC does at the Housing Help Desk. She said they don't have case management files on people as such. She said that personally, since Occupy closed, she has been doing a lot of work with homeless people. She noted that it is so hard for people to get where they need to be.

Ald. Cnare asked what the difference is in the dollars spent per person between CAC and TRC. TRC's cost per client is \$71, while CAC's is \$50. She asked what is gained by the \$21 dollars from TRC, or is this just a function of refining the numbers?

Konkel said that it's probably just a numbers issue because to some extent TRC and CAC are guessing at what the numbers would be. She believes TRC pays its employees less per hour, and CAC has a higher overhead.

Konkel said that agencies would be more transparent with their resources with the coordinated intake.

O'Callaghan said this is all triggered by a new HUD regulation and there's some excitement about the requirement. He asked Konkel to speak to why there's the excitement and why it takes a HUD regulation to get to more collaboration in the community.

Konkel said she sees it as an opportunity to break down barriers.

O'Callaghan said this could lead to some improvement, and Konkel agreed.

Whitesel asked if this intake process could deal with a broader range of the population than just the homeless.

Konkel said it will also help people looking for housing but aren't homeless.

Whitesel asked for a summary of the HUD regulations, and asked if they're

providing separate funding for this requirement.

Wallinger said that federally funded homeless programs are regulated by the McKinney-Vento legislation. A lot of things have not been part of the regulations but have been part of HUD's practices, and in the last few years they have been putting them into regulatory form. They have published a number of topics that are applicable to those who use McKinney-Vento money. They have not yet published exactly what HUD is requiring with respect to coordinated intake. They've given us an idea of what they're going to be looking for, such as a crisis response to homelessness so that someone doesn't have to wait for a very long time to get services. She believes they'll give us a fair amount of flexibility. As far as money, we don't know yet whether there will be any attached to the new regulations. We're waiting for the Continuum of Care regulations.

Whitesel asked for a two-page summary of the information of the McKinney-Vento Act.

Tenant Resource Center – Homeless Day Shelter

Konkel introduced Bruce Wallbaum, a local business owner and volunteer. She also handed out several documents. Konkel started with the concept of the floor plan of the day shelter with 8,000 square feet. The floor plan shows some of the things they need, including showers, restrooms, longer-term storage, lockers, computers, mail, phones, a lounge area, a few private rooms, and a kitchen with a refrigerator. The day shelter gets the basic needs out of the way for the homeless. Konkel said there are a couple of buildings that they're looking at, and they may purchase one or both buildings. She said the County Board may be purchasing one of the buildings for TRC to use for the center.

Konkel handed out Madison Urban Ministry's report that talks about the immediate need for a day shelter.

TRC's board wanted to let the Committee know that this project might spin off into a different organization.

Konkel said a lot of people in the community are excited about the project.

Wallbaum, who was involved with the Occupy movement, said that Captain Gloede, who was on the liaison committee, has a real positive reaction to this. They've met with Madison Downtown, Inc. among others, and everyone has a positive view of the project. The core people from Occupy have been intimately involved in planning the shelter.

Ald. Cnare asked about the governance and how the day-to-day operations would work vis-à-vis how Occupy worked.

Konkel said that the basic needs would all be in one place, and she sees staff coordinating and filling in with services, such as paperwork completion or mail assistance. Staff would coordinate and fill in gaps.

Whitesel asked what this money is going for—staff people or the building. Konkel said this is going for operating costs, but TRC needs a building and may get one through the County Board.

O'Callaghan asked why the community doesn't have a homeless day shelter already. Konkel said there could be lots of answers to the question, but essentially no one has applied to do a shelter probably thinking they wouldn't get the funding for it because of the lack of political will for it.

Wallbaum said that many cities have day shelters that are far more elaborate than the one TRC is proposing.

O'Callaghan asked if TRC is the right agency to operate this. Konkel said that some of her board members see it as germane to their mission statement, while others don't. The board may spin off another organization to run the shelter, with TRC being the fiscal agency until the new organization is formed.

O'Callaghan asked what the response from the City has been. Konkel said that Captain Gloede is enthusiastic about it, and the Mayor has said he will take a look at it.

O'Callaghan asked Konkel to give her opinion on whether the Committee should fund the day shelter to the exclusion of other ESG programs given CDBG's limited funding. He asked if there was a way to scale back the proposal to make it a planning grant rather than to commit \$160,000 for staff positions when there is still a lot of planning to be done.

Konkel said that there's a huge need in the community that's going unmet and it's worth taking a leap. This may be a decision the Council should make.

Dave Peters of Occupy Madison said three people have died on the streets since he's been here in the past year. He got a petition for a warming shelter. They tried to get the basement of the Capitol building as a warming shelter like it was when he first came here, but since the demonstrations, they've disallowed use of the facilities. The City did allow Occupy to use the vacant Don Miller property in the winter. The community needs something that will help people help themselves and will decrease the biggest user of protective services—the homeless, which will in turn impact the City budget by reducing the costs of police and EMTs.

Ald. Cnare said that it would be a shame to start this up only to have it fail because it runs out of money. She said maybe there's an interim plan and encouraged them to ask for a planning grant.

Konkel thanked everyone who showed up to support the proposal.

YWCA of Madison – Second Chance Tenant and Financial Education/SKILLS

Gretchen Patrisio and Debra Schwabe introduced themselves and handed out their comments. Patrisio said that they're working to improve access to financial education and counseling services. They're hoping the outcome will be to increase the number of households participating in financial literacy and tenant education classes. They also do case management services to graduates of the program. The workshop is a six-hour training program, and they gear it toward assisting homeless and near-homeless families in skills to find and maintain housing. The program provides families who either have not rented before or have had difficulties maintaining housing in the past with

education and skills to navigate the housing process. Some topics covered in the workshop are building and repairing credit, dealing with landlords, and landlord/tenant fair housing laws. Individuals who graduate from the program can get short- and long-term case management. Some rental assistance is available to people who have completed the workshop and are participating in case management. In 2011, 99% of graduates receiving case management maintained their housing at six months. The SKILLS program is basically the Second Chance program geared toward high school students. They're teaching students about renting and financial responsibility.

Schwabe said that they put people on the wait list if their classes are full. The class capacity is 20 individuals.

Whitesel requested that they exclude the section on mortgages for high school students because they don't need that information yet.

Porchlight – Overview

Steve Schooler gave a brief overview of Porchlight. He said that Porchlight is a multi-faceted agency. Their central mission is to reduce homelessness by providing shelter, housing, support services, and a sense of community. They have a number of different programs. They operate the Drop-In Shelter at Grace Episcopal Church; Hospitality House, which is a daytime resource center; DIGS program, which is an eviction prevention program providing direct assistance to households and families; Safe Haven, which is a program for persons with serious mental illness; and Housing Operations, which is 240 units of housing scattered throughout the city. As part of their homeless programs, they provide help dealing with major barriers to sustaining housing, including mental health issues and AODA issues.

Porchlight – Housing Operations

Schooler said that the Housing Operations program is 240 units of affordable housing, with another 48 units being built on Nakoosa Trail. Their model is to provide very low-cost housing, keeping rents low and providing case management services, which varies from program-to-program. They also provide other services to help residents maintain housing, including financial education, assistance with medications or getting to a doctor's appointment, etc. He said the City's support has been vital to Porchlight's programs.

Whitesel asked Schooler to give another two sentences about how the City's support has been vital.

Schooler said that the City's commitment is to fund the support services to the clients, and they can also use City funding as leverage.

Porchlight – Hospitality House

Schooler said that Hospitality House is a daytime resource center open since 1990. It started out on University Avenue and then moved to Grace Episcopal Church and is now located on Martin Street. They provide a variety of different services there. They have staffers and case workers who can help with employment assistance, social security disability assistance, housing assistance, etc. They serve roughly 6,000 different households each year, with

emphasis on employment assistance and housing assistance. They have volunteer employment counselors. They also provide funding for emergency assistance.

He said he doesn't have a good answer for the 2012-13 daytime shelter similar to last year's Don Miller site. They are still looking for a possible temporary facility for the daytime shelter. He said they do have some funding, though not a lot that they could put into that operation if they could find a place that would work. He said he was a little disappointed with the Don Miller site in that they didn't gain the rapport with people to motivate them into housing, programs, and services. They only had one or two case workers for 50 or 60 people. They pulled their staff from various places, but didn't have the permanent, stable staff presence to assist people.

Ald. Phair asked if Hospitality House was a daytime shelter, and Schooler said essentially it is. They don't have showers, regular meals, or storage. They tried offering storage, but it didn't work out. In terms of medical services, Hospitality House is very near the Meriter funded HEALTH Hut, which has opened up a street medicine service. To the question of whether or not they could expand to provide broader services, he said yes.

Ald. Phair asked Schooler for his thoughts on TRC's day shelter proposal.

Schooler said that the TRC shelter would be more spacious, but it would be farther out as proposed.

Choudhury said that Porchlight compels people to take their case management, as opposed to the sort of self-serve day shelter without the imposition of a case worker, like TRC is proposing. She said it can take a very long time to build trust between case workers and homeless clients.

Schooler said that people can come to Hospitality House and hang out, but Porchlight encourages them to do more than hang out. He said one of the issues and biggest challenges they have as an organization is dealing with intoxicated individuals. He asked to what extent does an organization allow heavily intoxicated individuals to use the premises. Porchlight's response said that in the winter months basically "anything goes" as long as the person isn't violent. In the summer months, they don't allow heavily intoxicated individuals on site. With the Don Miller site they got a lot of police calls mainly having to do with intoxicated individuals. He said the neighborhood also wasn't very happy with the intoxicated individuals. He said that he realizes that one criticism of Porchlight is that they're too regimented, but it's part of managing the number of people they have to manage. It becomes a balancing act as to how much they try to enforce things like case management.

Ald. Phair said that collaboration is important when working with the homeless, and Schooler agreed, but also said that no one talked to him about the East Washington proposal. He said that part of the thing with Occupy is that they want to run their own site, in which case Porchlight isn't really their answer. He said that perhaps a collaboration could be reached, but it would be a challenge.

Porchlight – Partnership for Transitional Opportunities (PTO)

Schooler said that PTO is a program that addresses substance abuse issues. It's located right now at Brooks Street, but it will be moving to Nakoosa Trail. It's a housing program with AODA services. Porchlight pays folks a wage to do maintenance work to turn over vacated PTO program units for new participants. Based on the skills they learn, they hopefully can get employment on down the line. He said that about 50% of the people who participate in the program are able to get employment.

Choudhury asked what the turnover is for these positions.

Schooler said that since PTO is a transitional program, turnover is about two years.

Whitesel said that this is one of his favorite programs.

Porchlight – Outreach Worker

Schooler said that this program is for a staff person to provide homeless outreach in the State Street area. He said it requires a fair amount of long-term engagement to gain trust and develop a rapport with individuals to get them into treatment. He gave an example of an individual who chronically lived on State Street. They got the person into treatment at Tellurian, and the person has been moved into housing. It took a lot of effort to get the one person off the street and into housing, which is what the Outreach Worker concentrates on. Porchlight is working on better ways to deal with individuals. They figured the cost of having 50 or 75 homeless people on State Street was over \$3.0 million in police costs.

Whitesel asked if they coordinate with Tellurian. Schooler said yes.

Choudhury asked how experiences in the last year have shaped the street outreach program.

Schooler said that they applied for extra ESG funding for a program tied to Meriter HEALTH Hut, the street medical program. Porchlight will increase the hours of their street outreach worker and contract with Meriter for a psychiatric nurse to work with the program.

Porchlight – Eliminating Barriers

Schooler said that Porchlight is the lead agency that works with the Homeless Consortium agencies who submit requests for money for everything but security deposits and rent that serve as barriers to obtaining stable housing. The grants can cover moving expenses, prescription medicines, licenses, and basically all the little pieces that people need to get to work. The average grant is \$90. The program very flexible and can make such a huge difference.

Committee Housekeeping

Charnitz asked everyone to turn in their forms.

ADJOURNMENT

Whitesel moved adjournment. O'Callaghan seconded. Unanimous.

Anne Kenny, recorder