

From: [Jenise Judon](#)
To: [All Alders](#); [Mayor](#); [Okeefe, James](#); [Rhodes, Linette](#); [Savannah Harpel](#); [Stacy Williams](#); [Sara Allee-Jatta](#); [CC: Board of Directors](#); [Brenda Konkel](#); [Brandi Grayson](#)
Subject: RE: # of campers left at Dairy Drive (info updated as of this morning) - Urban Triage Response
Date: Tuesday, September 16, 2025 4:15:14 PM

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Dear Brenda, Mayor, City Council Members, and Partners,

Thank you, Brenda, for sharing the detailed updates and for the continued collaboration around the Dairy Drive initiative.

To all, my name is **Jenise Judon**, and I serve as the **Director of Programming for Urban Triage**. Since stepping into this role, I've been committed to advancing our Unsheltered Initiative and ensuring we support our residents with compassion, consistency, and accountability.

Below, I've provided responses and clarifications from our end regarding the individuals and processes noted. I intend to give a clear picture of where things stand today, highlight the progress that has been made, acknowledge the challenges we've faced, and propose ways to strengthen communication moving forward.

CLOSE TO MOVING OUT (leases contingent on CDA inspection)

- **1 signed a lease and has to move**
We are unclear which individual this refers to. Brenda – would you be able to clarify if this is a UT client?
- **1 approved, pending CDA inspection before lease signing**
The client's initial unit inspection did not pass, and several rescheduled inspections through CDA resulted in missed appointments. A re-inspection was successfully completed, and the unit was officially approved on 9/15. On 9/16, Urban Triage accompanied the client to sign her lease; however, upon arrival, the client became understandably distressed after being advised to wait for direct communication from CDA before moving forward. This created some confusion, delay, and conflict in the process. This experience highlights the importance of clear, consistent, and timely communication between partners to best support clients and ensure a smooth transition. Additional details regarding these communication challenges are outlined below.
- **1 approved, unit not yet ready**
The unit was pending only the delivery of appliances, which are scheduled to arrive this Friday just prior to CDA inspection. Once CDA confirms the unit is ready, Urban Triage will promptly support the client in signing the lease—depending on communication from CDA either on Friday or, if needed, early next week. Our team is prepared to move quickly to ensure there are no unnecessary delays.
-

1 awaiting CDA re-inspection

The client was approved; the original unit did not pass inspection. The apartment complex has since transferred the client into a new unit, with an inspection scheduled for this Friday (9/19). The unit is expected to pass. While the client is currently incarcerated, Urban Triage is actively engaging with the probation officer to determine a possible release date. In the meantime, we are working closely with the landlord to hold the unit. We will continue to provide strong advocacy in alignment with our mission to ensure the client has consistent support while navigating and overcoming these barriers.

-

1 invited to apply at Enso

The client was initially briefed on 5/1. Since then, Urban Triage has worked diligently to support their housing process. While there have been some barriers around engagement and participation, we recognize that building trust and stability often takes one to two months, given the significant challenges many clients face. We remain confident that with continued outreach and support, this client will move forward successfully.

SECTION 8 VOUCHERS (Had 10, 3 remaining after move-outs)

We understand that Brenda's schedule is often limited and demanding, which may affect her ability to attend our bi-weekly coordination meetings. In the meantime, Urban Triage has continued to track and advance progress, and our records reflect a slightly different picture of where voucher clients currently stand.

Current Status: 6 of 10 voucher clients have been successfully housed, with four actively in progress. Below is the breakdown:

-

2 clients successfully housed.

-

1 client relocated, successfully housed, and exited.

-

1 client signing lease today – the client became anxious upon arrival because CDA had previously instructed her not to sign until she received direct communication from them. This has caused a delay in our process; however, we anticipate this will be clarified moving forward to ensure a smooth process.

-

2 clients pending CDA approval – as noted above, both units are anticipated to be approved this Friday.

-

3 clients actively searching – currently engaged with staff, and we are confident they will be housed within the next 60–90 days.

-

1 client pending briefing date – although CDA scheduling has caused delays, Urban Triage has remained proactive by continuing housing searches and applications. We are also expanding partnerships with Echo Suites to increase available housing opportunities, and progress is being made in that direction.

- **1 extension requested**
UT has submitted the request to CDA and is awaiting confirmation.
- **1 waiting on briefing**
Urban Triage and Dairy Drive made multiple outreach attempts to CDA for a briefing date, which CDA provided on 9/12, with the appointment scheduled for 9/30. Although this extended the wait, Urban Triage has remained proactive, meeting with the client during housing searches and addressing barriers as we waited for the briefing date to ensure the client is as prepared as possible once the briefing occurs.
- **1 about to lose a voucher (personal crisis)**
The client was initially approved for a unit, then incarcerated, and later hospitalized for a life-threatening overdose. Since release, the client has struggled to participate due to health issues. As a result, Urban Triage is preparing to transfer the voucher to another eligible client to ensure the resource does not go unused, and we remain available and open to work with this client again if necessary. We're currently waiting to receive a referral from Dairy Drive.

RAPID REHOUSING VOUCHERS (Had 5, 4 remaining)

- *1 successfully housed, stable in permanent residence*
- 1 working with Salvation Army
- 1 intake completed with UT – *client is actively working with case managers to overcome barriers related to rental history, criminal background, and credit history.*
- 1 waiting for SS card and driver's license
- 1 referred to UT's RRH program - *The client has had some challenges with attending appointments and has recently shared that they no longer wish to continue in the program. Urban Triage is now looking forward to receiving new referrals from Dairy Drive so we can keep moving our work forward and support new clients. As soon as referrals come in, we'll be ready to get started right away.*

APPEALS AT ENSO

- 2 clients denied, currently re-appealing due to new apartment availability

NO HOUSING OPPORTUNITY

- 2 currently incarcerated
- 2 on sex offender registry
- 1 voucher expiring (personal crisis, noted above)
- 1 never completed UT intake - *It is unclear whether this is related to Urban Triage or other circumstances. Additional context about this client would be helpful so we can better understand and address the situation..*
- 1 new client who missed opportunities
- 1 with significant mental health challenges who declined opportunities

Please note that everything in blue above is related to Urban Triage and our response; if you do not see a response in blue, it is unrelated to Urban Triage.

Communication Challenges & Context

As background, Urban Triage's grant began late last year, but it took four to five months to get our contract fully executed due to contract execution and system access delays. We were not fully able to enter the necessary databases and begin implementation until early January. Once we were able to access the databases in early January, we immediately began reaching out to CDA and Diary Drive. It took about six weeks to schedule our first meeting, followed by additional meetings to establish a consistent process for collaboration. By mid-April, we were finally able to begin meeting with clients. From there—over the course of 4 months—Urban Triage has been able to accomplish extraordinary work with some of the most difficult-to-house populations, particularly those experiencing chronic homelessness.

This progress is extraordinary, given that we've housed the number of chronically housed people in the time we have. Urban Triage has successfully housed nearly 50% of them. With four more months, we are confident we can support almost all of the remaining clients into stable housing—thanks to our intentional process and the phenomenal relationships we've built with landlords who trust us and open units to clients who may otherwise be overlooked.

We remain deeply committed to our shared mission of ending homelessness and moving people into permanent housing. While the work is complex, we are hopeful that by strengthening communication—through tools such as shared notification emails, a standing spreadsheet, or direct confirmations—we can reduce barriers and accelerate outcomes

together.

We are truly grateful for this partnership and for the opportunity to do this work alongside CDA, City of Madison, and Dairy Drive. Urban Triage remains proactive, responsive, and deeply invested in the success and well-being of every client we serve. I am more than happy to answer any questions or provide further details during the City Council meeting tonight.

With gratitude, compassion, and hope,

--

Jenise Judon

Director of Programming

[SHBF](#) | [Co-Conspirators](#) | [Facebook](#)

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Here is my [Calendly Link](#) link to schedule your next meeting!



"For me, forgiveness and compassion are always linked: how do we hold people accountable for wrongdoing and yet at the same time remain in touch with their humanity enough to believe in their capacity to be transformed?"— Bell Hooks.

Urban Triage, Inc. is a proud partner with United Way of Dane County and supports generous funders and donors.



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From: [Helyn Luisi-Mills](#)
To: [All Alders](#); [Figueroa Cole, Yannette](#)
Subject: agenda item 35 vote yes
Date: Tuesday, September 16, 2025 4:20:03 PM

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I am writing in support of agenda item 35 to extend the work that is happening at Dairy Drive. Please vote in favor. We don't have a plan to support these individuals and they will literally die on the streets this winter. Please vote yes.

Helyn Luisi-Mills
1805 Kenneth St.