SC Partner’s Roundtable Discussion

SOUTH CAROLINA INTERAGENCY COUNCIL ON HOMELESSNESS

MAY 7, 2024

www.schomeless.org
Welcome

HUD Field Office
Public Housing
Continuums of Care
State Agencies
SCICH Members

www.schomeless.org
Today’s Agenda

About the SC Interagency Council on Homelessness  Suzanne Sanders, SCICH Vice Chair
A Message from SC Office of Public & Indian Housing  Randy Dyal, SC PIH Director
PHA/COC/SCICH Survey Results  Alexis Humm, SC HUD Field Office
Homelessness In SC - By the Numbers  Bruce Forbes, SCICH Sec’Y/Treas.
Collaborative Opportunities  Angie Hall, SC Hud Field Office
Supportive Services Making a Difference  Lorain Crowl, Owner Leadwell, 360, LLC
Working Together  A Group Roundtable Discussion

www.schomeless.org
ABOUT SCICH

Suzanne Sanders

SCICH Vice Chair - SC Dept of Health & Environmental Control

www.schomeless.org
Who We Are

SCICH is a statewide network of collaborative champions building working relationships to reduce homelessness and create affordable and attainable housing in SC.

www.schomeless.org
SCICHH was incorporated in 2002 as a non-profit organization that works closely with SC Continuums of Care, State Agencies, Municipalities, and Funders to develop strategies focused on reducing homelessness and housing insecurity in our state.
Our Goals Today

Are to:
• begin opening channels of communication between and among all the great organizations represented here,
• find areas of commonality in this work, and
• discover ways we can work together to support each other in promoting housing stability to prevent homelessness.

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A MESSAGE FROM THE SC OFFICE OF PUBLIC & INDIAN HOUSING

Director Randy Dyal

SC Department of Public & Indian Housing

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SC Homelessness Collaboration Survey Results
The SCICH was founded to build collaborative relationships with housing champions to reduce homelessness and increase attainable housing for low-income people across SC. Our goals are to facilitate statewide strategic planning and training to meet that goal, to provide education and training to further our common agenda, and to compile and deliver an annual state of homelessness and housing instability report on the outcomes of our shared initiatives.

1. Is your agency or organization currently involved/engaged in the South Carolina Interagency Council on Homelessness (SCICH)?

2. Understanding of SCICH:
   - Many have never heard of it.
   - Many would like to know more.
   - Many would like to gain a better understanding.

3. Do you believe these goals are meaningful and can support you in your efforts to address homelessness?
   - Majority said yes.
If you are a PHA, has your PHA established a homeless preference?

Barriers:

• Homeless families need supportive services to be a successful tenant.

• Many PHA have working preferences - many homeless would not be in this category. Board also has input on our preferences.
Next Steps

• PHA/COC want training, initiatives, and collaboration.
• Better understanding of Funding opportunities.
• Program flexibility.
PHA/COC SURVEY COLLABORATIVE OPPORTUNITIES

Angie Hall

HUD SC Field Office Representative

WWW.SCHOMELESS.ORG
CoC and PIH Coordination when it comes to a CoC Competition
CoC Competition

• Notice of Funding Opportunity (NOFO)

• Competitive process

• Open to Non-profit organizations, states, local governments, Indian Tribes and Public Housing Authorities.

• Each individual project application is submitted as part of the Collaborative Application. Up to 50 points is in direct proportion to the score received on the CoC application.
CoC NOFO includes:

- CoC Coordination and Engagement
- Total of 85 points or 11.76%

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g. **Public Housing Agencies.** Coordinates with the Public Housing Agencies (PHAs) located in their geographic area that resulted in admission preferences for households experiencing homelessness, including move-on strategy—which is a partnership between the CoC and one or more PHAs who have an admission preference for clients in PH-PSH who are able and want to move out of supportive housing with a rental subsidy.

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10

CoCs must demonstrate how they work with the PHA(s) in their geographic area to:

- coordinate with a PHA to apply for or implement Housing Choice Voucher funding that is statutorily dedicated to people experiencing homelessness;
- coordinate with a PHA to apply for or implement existing funding for people experiencing homelessness (e.g. Mainstream vouchers, FUP, or other programs);
CoC NOFO includes:

- CoC Coordination and Engagement

- established PHA(s) admission preferences for households experiencing homelessness which may include a preference for formerly homeless households residing in units of housing for persons experiencing homelessness (e.g., Move-on Program), or project-based vouchers for households experiencing homelessness;

- ensure at least 20 percent of new PHA admissions were individuals or families experiencing homelessness at admission; and

- Include PHA(s)-funded units described above in the CoC’s coordinated entry.
CoC NOFO includes:

- Project Capacity Review and Ranking
- Total of 27 Points or 7.4%

### a. Leveraging Housing Resources.
These points are available for CoCs that apply for at least one new PSH or RRH project that utilizes housing subsidies or subsidized housing units not funded through the CoC or ESG programs. Housing subsidies or subsidized housing units may be funded through any of the following sources:

- Private organizations;
- State or local government, including through the use of HOME funding provided through the American Rescue Plan;
- **Public Housing** Agencies, including through the use of a general or limited preference;
- Faith-based organizations; or
- Federal programs other than the CoC or ESG programs.

### 7
CoC’s will receive full points by demonstrating that they have applied for at least one PSH or RRH project that utilizes housing subsidies or subsidized housing units not funded through the CoC or ESG programs. The CoC must demonstrate that these housing units will:

(i) in the case of a PSH project, provide at least 25 percent of the units included in the project; or
(ii) in the case of a RRH project, serve at least 25 percent of the program participants anticipated to be served by the project.

CoCs must attach letters of commitment, contracts, or other formal written documents that demonstrate the number of subsidies or units being provided to support the project.

CoCs can receive less than full points for demonstrating commitments less than the threshold described above.
CoC NOFO includes:

CoC-PHA Crosswalk Report

Date Published: August 2023

Description

The purpose of the CoC-PHA Crosswalk is to assist Continuums of Care (CoCs) with providing information for question 1C-7 of the CoC Application, which asks about Public Housing Agencies’ (PHAs) progress on serving homeless households for the five largest PHAs that are located within a CoC’s geography.

This report identifies the PHAs located within each CoC’s geography, as well as the following elements:

- HCV units—the total number of vouchers for which the PHA is authorized to provide.
- PH units—the total number of Public Housing units the PHA operates.
- ACC units—the combined total number of units the PHA can provide, either through vouchers or hard units (ACC = HCV + PH).

The report highlights in gray the five largest PHAs that are located within the CoC’s geography. HUD recognizes that the CoC may have relationships with other PHAs within its geography, so for the purposes of question 1C-7, CoCs are to report on the five largest PHAs or five PHAs with whom they have relationships. If there are fewer than five PHAs within a CoC’s geography, the CoC should report on all PHAs listed in the report.
CoC Application includes:

<table>
<thead>
<tr>
<th>Organization/Person</th>
<th>Participated in CoC Meetings</th>
<th>Voted, Including Electing CoC Board Members</th>
<th>Participated in CoC's Coordinated Entry System</th>
</tr>
</thead>
<tbody>
<tr>
<td>21. Public Housing Authorities</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
CoC Application includes:

<table>
<thead>
<tr>
<th>Entities or Organizations Your CoC Coordinates with for Planning or Operations of Projects</th>
<th>Coordinates with the Planning or Operations of Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>15. Public Housing Authorities</td>
<td></td>
</tr>
</tbody>
</table>
CoC Application includes:

<table>
<thead>
<tr>
<th>Public Housing Agency Name</th>
<th>Enter the Percent of New Admissions into Public Housing and Housing Choice Voucher Program During FY 2021 who were experiencing homelessness at entry</th>
<th>Does the PHA have a General or Limited Homeless Preference?</th>
<th>Does the PHA have a Preference for current PSH program participants no longer needing intensive supportive services, e.g., Moving On?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

You must enter information for at least 1 row in question 1C-7.

1C-7a. Written Policies on Homeless Admission Preferences with PHAs.

NOFO Section VII.B.1.g.

Describe in the field below:

1. steps your CoC has taken, with the two largest PHAs within your CoC’s geographic area or the two PHAs your CoC has working relationships with, to adopt a homeless admission preference— if your CoC only has one PHA within its geographic area, you may respond for the one; or

2. state that your CoC has not worked with the PHAs in its geographic area to adopt a homeless admission preference.
1C-7c. Include Units from PHA Administered Programs in Your CoC’s Coordinated Entry.

NOFO Section VII.B.1.g.

In the chart below, indicate if your CoC includes units from the following PHA programs in your CoC’s coordinated entry process?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Emergency Housing Vouchers (EHV)</td>
</tr>
<tr>
<td>2.</td>
<td>Family Unification Program (FUP)</td>
</tr>
<tr>
<td>3.</td>
<td>Housing Choice Voucher (HCV)</td>
</tr>
<tr>
<td>4.</td>
<td>HUD-Veterans Affairs Supportive Housing (HUD-VASH)</td>
</tr>
<tr>
<td>5.</td>
<td>Mainstream Vouchers</td>
</tr>
<tr>
<td>6.</td>
<td>Non-Elderly Disabled (NED) Vouchers</td>
</tr>
<tr>
<td>7.</td>
<td><strong>Public Housing</strong></td>
</tr>
<tr>
<td>8.</td>
<td>Other Units from PHAs:</td>
</tr>
</tbody>
</table>

You must select a response in elements 1 through 7 in question 1C-7c.
# Debriefing Scores

## 2. CoC Scoring Summary (from FY 2023 CoC NOFO)

<table>
<thead>
<tr>
<th>Scoring Category</th>
<th>Maximum Score (Points)</th>
<th>State of SC Average Score (Points)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1B. Coordination and Engagement—Inclusive Structure and Participation</td>
<td>5</td>
<td>4.6</td>
</tr>
<tr>
<td>1C. Coordination and Engagement—Coordination with Federal, State, Local, Private, and Other Organizations</td>
<td>29</td>
<td>22.1</td>
</tr>
<tr>
<td>1D. Coordination and Engagement—Coordination with Federal, State, Local, Private, and Other Organizations—Continued</td>
<td>51</td>
<td>47.1</td>
</tr>
<tr>
<td>1E. Project Capacity, Review, and Ranking—Local Competition</td>
<td>27</td>
<td>24.5</td>
</tr>
<tr>
<td>2A. Homeless Management Information System (HMIS)—Implementation</td>
<td>9</td>
<td>6.75</td>
</tr>
<tr>
<td>2B. Point-in-Time (PIT) Count</td>
<td>5</td>
<td>4.5</td>
</tr>
<tr>
<td>2C. System Performance</td>
<td>60</td>
<td>37.7</td>
</tr>
<tr>
<td>3A. Coordination with Housing and Healthcare</td>
<td>14</td>
<td>4</td>
</tr>
<tr>
<td><strong>Total CoC Application Score</strong></td>
<td><strong>200</strong></td>
<td><strong>151.25</strong></td>
</tr>
</tbody>
</table>
ABOUT COCS & HOMELESSNESS IN SC

Bruce Forbes
SCICH Sec’y/Treas. & SC Upstate CoC Representative

www.schomeless.org
Continuums of Care (CoCs) were created (24 CFR part 578) to:

• promote a **community-wide commitment** to the **goal of ending homelessness**;

• to **provide funding** for efforts by nonprofit providers, states, Indian Tribes or tribally designated housing entities, and local governments
  —to **quickly rehouse homeless** individuals, families, persons fleeing domestic violence, dating violence, sexual assault, and stalking, and youth while minimizing the trauma and dislocation caused by homelessness;

• to promote access to and effective utilization of **mainstream programs** by homeless individuals and families, and

• to **optimize self-sufficiency** among those experiencing homelessness.
The **Upstate Continuum of Care** is a group of approximately 80 homeless service providers operating in Abbeville, Anderson, Cherokee, Edgefield, Greenville, Greenwood, Laurens, McCormick, Oconee, Pickens, Saluda, Spartanburg, and Union counties. The **lead agency** for the Upstate CoC is **United Housing Connections**. [www.upstatecoc.org](http://www.upstatecoc.org)

The **Lowcountry Continuum of Care** (CoC) is a group of approximately 20 homeless service providers operating in Berkley, Beaufort, Charleston, Colleton, Hampton and Jasper counties. The **lead agency** for the Lowcountry CoC is **One80 Place**. [www.lowcountry.org](http://www.lowcountry.org)

**Total Care for the Homeless Coalition** (TCHC) has 36 member agencies that are homeless service providers operating in Chesterfield, Clarendon, Darlington, Dillon, Florence, Georgetown, Horry, Kershaw, Lee, Marion, Marlboro, Sumter, and Williamsburg counties. The **lead agency** for TCHC is **Eastern Carolina Housing Organization (ECHO)**. [https://echousing.org/](https://echousing.org/)

**Midlands Area Consortium for the Homeless** (MACH) is a group of approximately 50 homeless service providers operating in Aiken, Allendale, Bamberg, Barnwell, Calhoun, Chester, Fairfield, Kershaw, Lancaster, Lexington, Newberry, Orangeburg, Richland, and York counties. The **lead agency** for MACH is the **United Way of the Midlands**. [https://www.midlandshomeless.com/](https://www.midlandshomeless.com/)
HUD Funding to Each CoC

Lowcountry CoC
$2,561,233 for 8 Projects

Upstate CoC
$3,780,209 for 18 Projects

Midlands Area Consortium for the Homeless
$4,750,787 for 19 Projects

Total Care for the Homeless
$3,558,907 for 12 Projects

South Carolina TOTAL
$14,651,136 for 57 Projects

Types of Projects

• Planning
• Homeless Management Information Systems (HMIS)
• Rapid Rehousing (RRH)
• Transitional Housing (TH)
• Permanent Supportive Housing (PSH)
• Supportive Services

Serving specific populations of Homeless such as Domestic Violence, Veterans, Youth, Chronically Homeless, People with Disabilities such as Mental Health Difficulties, and Families.
ALL CoCs Have Monthly Meetings and We Want You to Be Involved

www.upstatecoc.org

www.lowcountry.org

https://echousing.org/

https://www.midlandshomeless.com/
2022 State of Homelessness Report

South Carolina Interagency Council on Homelessness
The Homeless Management Information System (HMIS) is a statewide database used by homeless service providers to collect client-level data on housing and services offered to individuals and families experiencing homelessness in South Carolina. Data pulled from HMIS reports that 13,399 person received homeless services from HMIS-participating service providers from 10/1/2020 to 9/30/2021. These persons represented 10,484 households.

### 2021 TAKEAWAYS

- 2,446 children under 18 received homeless services
- The median age of adults served - 46 years old
- The median age of children served - 8 years old
- 90% of participants served were single adults

The number of persons receiving homeless services recorded in HMIS increased by 18% in 12 months.
### DEMOGRAPHIC DETAILS

<table>
<thead>
<tr>
<th>Gender</th>
<th>Female</th>
<th>Male</th>
<th>Gender Not Singular</th>
<th>Questioning</th>
<th>Transgender</th>
<th>Unidentified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons</td>
<td>5,113</td>
<td>8,078</td>
<td>29</td>
<td>1</td>
<td>3</td>
<td>231</td>
</tr>
<tr>
<td>Persons %</td>
<td>38%</td>
<td>60%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Race</th>
<th>Native American</th>
<th>Asian</th>
<th>Black/African American</th>
<th>Multi-Racial</th>
<th>White</th>
<th>Unidentified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons</td>
<td>80</td>
<td>37</td>
<td>7,041</td>
<td>711</td>
<td>5,254</td>
<td>351</td>
</tr>
<tr>
<td>Persons %</td>
<td>0%</td>
<td>0%</td>
<td>53%</td>
<td>5%</td>
<td>39%</td>
<td>3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Hispanic/Latin</th>
<th>Non-Hispanic/Latin</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons</td>
<td>442</td>
<td>12,550</td>
<td>407</td>
</tr>
<tr>
<td>Persons %</td>
<td>3%</td>
<td>94%</td>
<td>3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Veteran</th>
<th>Yes</th>
<th>No</th>
<th>Unidentified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons</td>
<td>2,168</td>
<td>8,560</td>
<td>224</td>
</tr>
</tbody>
</table>
### Household Size

<table>
<thead>
<tr>
<th></th>
<th>One</th>
<th>Two</th>
<th>Three</th>
<th>Four</th>
<th>Five +</th>
</tr>
</thead>
<tbody>
<tr>
<td>Households</td>
<td>9,459</td>
<td>469</td>
<td>225</td>
<td>164</td>
<td>140</td>
</tr>
<tr>
<td>Households %</td>
<td>90%</td>
<td>5%</td>
<td>3%</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>

### Household Type

#### One
- **Single Adults**: 9,251 (88%)
- **Youth (Unaccompanied)**: 211 (2%)

#### Two
- **Adults Only**: 200 (2%)
- **Adults with Children**: 272 (3%)

#### Three
- **Adults Only**: 16 (0%)
- **Adults with Children**: 260 (2%)

#### Four
- **Adults Only**: 2 (0%)
- **Adults with Children**: 163 (2%)
**HOUSEHOLD SIZE**

<table>
<thead>
<tr>
<th></th>
<th>One</th>
<th>Two</th>
<th>Three</th>
<th>Four</th>
<th>Five +</th>
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<td>1%</td>
<td>1%</td>
</tr>
</tbody>
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**HOUSEHOLD TYPE**

<table>
<thead>
<tr>
<th></th>
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<th>Two</th>
<th>Three</th>
<th>Four</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Single Adults</td>
<td>Adults Only</td>
<td>Adults Only</td>
<td>Adults Only</td>
</tr>
<tr>
<td>One</td>
<td>9,251</td>
<td>211</td>
<td>16</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>88%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>One</td>
<td>Youth (Unaccompanied)</td>
<td>Adults with Children</td>
<td>Adults with Children</td>
<td>Adults with Children</td>
</tr>
<tr>
<td>Youth</td>
<td>211</td>
<td>272</td>
<td>163</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>2%</td>
<td>3%</td>
<td>2%</td>
<td>0%</td>
</tr>
</tbody>
</table>
Nearly 90% of all households served are composed of single adults.

<table>
<thead>
<tr>
<th></th>
<th>Adults Only</th>
<th>Adults with Children</th>
</tr>
</thead>
<tbody>
<tr>
<td>Five</td>
<td>1</td>
<td>139</td>
</tr>
<tr>
<td></td>
<td>0%</td>
<td>1%</td>
</tr>
</tbody>
</table>
INCOME

Given that nearly half of all participants report having a disabling condition, it is reasonable that 65% of these 5,725 participants report receiving some type of disability income. The data further shows that program participants involved in homeless assistance programs see an average rise in monthly income of $148.

<table>
<thead>
<tr>
<th>REceiving Income</th>
<th>Yes</th>
<th>No</th>
<th>Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons</td>
<td>5,725</td>
<td>4,798</td>
<td>429</td>
</tr>
<tr>
<td>Persons %</td>
<td>52%</td>
<td>44%</td>
<td>4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MONTHLY INCOME $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avg $ Amount</td>
</tr>
<tr>
<td>Median $ Amount</td>
</tr>
</tbody>
</table>
### 2021 Takeaways

- 52% of participants reported income
- 65% of those with income received disability income
- The average increase in participant income at program exit was $148 a month

<table>
<thead>
<tr>
<th>Monthly Income Change</th>
<th>$ Change During Enrollment</th>
<th>Calculated Using Total Income Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Avg Income at Entry</td>
<td>$894</td>
</tr>
<tr>
<td></td>
<td>Avg Income at Update/Exit</td>
<td>$1,042</td>
</tr>
<tr>
<td></td>
<td>Avg Income at Change</td>
<td>$148</td>
</tr>
</tbody>
</table>

#### Income Sources

<table>
<thead>
<tr>
<th>Top 10 Sources</th>
<th>Persons</th>
<th>% Total Persons</th>
<th>Median Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Earned Income</td>
<td>1,775</td>
<td>31%</td>
<td>$1,105</td>
</tr>
<tr>
<td>Supplemental Security Income (SSI)</td>
<td>1,489</td>
<td>26%</td>
<td>$771</td>
</tr>
<tr>
<td>Social Security Disability Income (SSDI)</td>
<td>1,427</td>
<td>25%</td>
<td>$821</td>
</tr>
<tr>
<td>Unidentified</td>
<td>1,024</td>
<td>18%</td>
<td>$83</td>
</tr>
<tr>
<td>Veteran Service Connected</td>
<td>564</td>
<td>10%</td>
<td>$893</td>
</tr>
<tr>
<td>Social Security/Retirement</td>
<td>283</td>
<td>5%</td>
<td>$883</td>
</tr>
<tr>
<td>Veteran Non-Service Connected</td>
<td>213</td>
<td>4%</td>
<td>$1,043</td>
</tr>
<tr>
<td>Unemployment Insurance</td>
<td>157</td>
<td>3%</td>
<td>$780</td>
</tr>
<tr>
<td>Other</td>
<td>152</td>
<td>3%</td>
<td>$515</td>
</tr>
<tr>
<td>Child Support</td>
<td>136</td>
<td>2%</td>
<td>$300</td>
</tr>
</tbody>
</table>
LUNCH BREAK!

12:00 PM - 12:30 pm

Sponsored by the SC Interagency Council on Homelessness

www.schomeless.org
SUPPORTIVE SERVICES MAKING A DIFFERENCE

Lorain Crowl

SCICH Chair & Owner of Leadwell 360, LLC

www.schomeless.org
BUILDING ON-SITE SUPPORTIVE SERVICES PROGRAMS

SS Presentation 05.07.24
www.leadwell360.com
ABOUT LEADWELL 360, LLC

The mission at Leadwell 360, LLC is to help business owners and entrepreneurs build business strategy, develop successful programs and manage projects that sustain and grow their business.

ABOUT THE OWNER

LORAIN CROWL, CFRE
I’ve been in non-profit leadership for 28 years, helping organizations build effective programs and financial strategies that support their mission and create financial sustainablity.
THE ON-SITE SUPPORTIVE SERVICES MODEL

- Formed in the late 70's to help provide housing and in-home services to those with severe mental illness
- Expanded in the 90's to include individuals experiencing homelessness utilizing the housing-first model
- In 2005 HUD began funding the Permanent Supportive Housing Model through regional Continuums of Care
WHAT KEEPS PEOPLE IN POVERTY?

LOW INCOME

NO EDUCATION

NO NETWORK

On-site Supportive Service Makes a Significant Impact in These Areas.
ON-SITE SUPPORTIVE SERVICES HELPS...

1. Creates a pathway out of poverty
2. Increase housing stability
3. Improve mental and physical health
4. Provide support for single-parent families, the elderly, and disabled
PROGRAM DEVELOPMENT

PROPERTY MANAGEMENT
- Managing the Leasing Process
- Managing Rents, Payments, Late Fees, Evictions
- Managing Property Maintenance
- Addressing Resident Issues Regarding Property Management & Maintenance
- Implementing a Property Inspection Process
- Addressing Lease Violations

SUPPORTIVE SERVICES
- Ensuring residents understand their Rights & Responsibilities to maintaining their housing
- Providing connections, workshops and classes to supportive services and opportunities for growth
- Developing and managing a Residents’ Council to enhance community engagement and neighbor support
- Working with the Residents’ Council to develop onsite events and activities

STAFF ROLES

Who? Does
What?
PROGRAM DEVELOPMENT

Why?

PROGRAM IMPACT

• Prevents PMs from involvement in tenant’s personal situations
• PMs are not the “go-to” for tenant community resource connections
• PMs can fully concentrate on their management responsibilities
• Creates a third-party mediator relationship supports both PMs and tenants
• Provides real solutions designed to promote long-term tenant stability
• Prevents evictions
• Saves thousands of dollars in unit down-time and turn costs
THE SULLIVAN-A CASE STUDY

• Funded by Low Income Housing Tax Credits (SC Housing) and gap funding sources
• 180 Units
• Located in the Berea Area of Greenville, SC
• Amenities Include pool, pavilion, playground, basketball court, dog park, clubhouse, gym, computer room, mail room, laundry facility, washer/dryer connections

1 BEDROOM
$892

2 BEDROOM
$1,065

3 BEDROOM
$1,227

4 BEDROOM
$1,327
- Average Annual Income (all residents) - $29,554 or $14.21/hr
- Tenant Income Limits 60% AMI (1 Person 37,380) (2 People $42,720) (3 People $48,060) (4 People $53,400)
- Only 2 households earn just over $50,000 a year
- 4 households earn less than $5,000 a year

<table>
<thead>
<tr>
<th># Bedrooms</th>
<th>Average Annual Income</th>
<th># Units with Rent Subsidy</th>
<th>Average Subsidy</th>
<th>High Subsidy</th>
<th>Low Subsidy</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 (45 units)</td>
<td>$23,539</td>
<td>22</td>
<td>$530</td>
<td>$670</td>
<td>$123</td>
</tr>
<tr>
<td>2 (69 units)</td>
<td>$30,386</td>
<td>13</td>
<td>$549</td>
<td>$990</td>
<td>$168</td>
</tr>
<tr>
<td>3 (5 units)</td>
<td>$31,831</td>
<td>22</td>
<td>$775</td>
<td>$1,187</td>
<td>$205</td>
</tr>
<tr>
<td>4 (15 units)</td>
<td>$37,438</td>
<td>5</td>
<td>$1,196</td>
<td>$1,364</td>
<td>$790</td>
</tr>
</tbody>
</table>
SUPPORTIVE SERVICES BY THE NUMBERS

September 2023 - January 2024

- **Rental Assistance**
  - 15 Single-moms
  - 30 School-age Children
  - 2 Elderly Adults

- **Food/Life Essentials**
  - 13 Single-moms
  - 4 Seniors
  - 26 children

- **Clothing**
  - Winter Coats
  - Clothing
  - Christmas Gifts (children)

- **Jobs/Financial Classes**
  - 20 Adults - SHARE Job Training Program
  - 13 Attended Financial Empowerment Classes

- **The Sullivan**
  - 15 Households
    - $32,000 in Revenue Captured
  - 16 Households (food, cleaning products, etc.)
  - 31 Children Received Clothing & Christmas Gifts
  - 33 Households - Job Training, Education
  - Winter Coats
  - Clothing
  - Christmas Gifts (children)
EMPOWERING RESIDENTS

Tools That Empower

Affordable Childcare

Financial Education

Supportive Community

Mentoring Programs

Continuing Education

Job Training

Greenville Human Relations Commission Teaching a Financial Empowerment Class
MEET MELISSA

- Single-mom
- Mid-30’s
- Working at the local poultry processing plant
- Lost her smile due to lack of dental care
- Came to the CIRCLES Program meeting at the Sullivan
- She now has her smile back with a new job at Walmart
- She is in the CIRCLES Job Training/Mentoring Program
- Want to go to school to learn phlebotomy
THE RESIDENTS’ COUNCIL

• Made up of 8-12 Residents (1-2 from each building)
• Meets Monthly to Plan Community Events and Workshops
• Brings resident concerns to the group for discussion and to brainstorm resolutions
• In charge of the food pantry, clothing shop and residents’ emergency fund
The cost is scalable depending on the number of units.
Generally, 20% of residents in income ranges of 30% to 50% AMI per 100 units will need some type of assistance.
1 Full-time social worker or social services coordinator rate of pay is $32 - $34/hour including benefits.
Your organization or property would be billed that hourly rate for services rendered.
The average time spent per month/per household is 1.5 hours.

<table>
<thead>
<tr>
<th># HHs Served</th>
<th>Hourly Rate</th>
<th>Avg # of Hours/HH/Month</th>
<th>Monthly Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>$34</td>
<td>1.5</td>
<td>$510</td>
</tr>
</tbody>
</table>

LESS THAN 1/2 THE AVG 1 BEDROOM RATE OF $1,136.
WHAT ARE THE BENEFITS?

REDUCES LOST RENTS/TURNCOSTS

RESIDENTS REMAIN STABLY HOUSED!

SUPPORTS RESIDENTS IN CRISIS

Sullivan Savings Sept. 23–Jan 24
- Average Turn Cost (including 1 mo. lost rent) $3,000 per unit X 17 units = $51,000 potential lost revenue
- 17 Households did not lose their housing

- Captured $32,000 in potential lost rent with no additional turn costs (Sullivan)
- Training & support for residents to prevent additional losses
- Builds Community & Sense of Reponsibility
How Can This Model Work for CoCs & PHAs?

CoCs Have 2 Major Housing Programs

Permanent Supportive Housing

Rapid Re-Housing

Both Programs are Supported by Case Management
How Can This Model Work for CoCs & PHAs?

- CoCs Can apply for Supportive Services Grants
- Permanent Supportive Housing
- Rapid Re-Housing

Both Programs are Supported by Case Management
PHAs Can Provide Limited Preferences of their own Choosing

Or Any Combination of these criteria!
QUESTIONS?

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864-901-0069

THANKS FOR YOUR TIME!
WORKING TOGETHER

A Group Roundtable Discussion

Representatives from PHAs/CoC/State Agencies/SCICH

www.schomeless.org
NEXT STEPS

Where Do We Go From Here?

Representatives from PHAs/CoC/State Agencies/SCICH

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THANK YOU FOR ATTENDING!

We Appreciate All You Do in Your Communities to Address Housing Insecurity!

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