



The Servant Center's mission is to empower the homeless and disabled, particularly veterans, to become independent, contributing members of our community through housing, healthcare and restorative services.

SERVANT HOUSE

- Serves up to 21 homeless men, primarily veterans
- Only serves those with significant physical and/or mental health disabilities who can take care of ADLs
- Residents receive case management, medical care and housing support
- An average of 78% of graduates leave with income and a permanent home
- 85% of residents maintained permanent housing at least a year after exit



VETERAN PROFILE

THE SERVANT CENTER'S AVERAGE CLIENT



Attended at least
Some College



Has 5 Medical or
Mental Conditions



Is an Army
Veteran



Served during the
Cold War



Spends 1 year in
Servant House



Was Honorably
Discharged



Served in the
Military for 4 years



Identifies as
Christian

SERVANT HOUSE – *HOUSING FIRST*

CHALLENGES

- GPD requirement to maintain a clean and sober living environment
- Expectation to quickly house residents
- How to make housing a priority when you don't know when and if they will be approved for benefits
- Multiple funding sources = multiple priorities

CHANGES

- Eliminated clean/sober time before admission
- Still drug test, but only discharge due to severe behavioral issues
- Reduced our average stay by 65 days by prioritizing housing
- Added a Permanent Housing Case Manager
- Begin development of Housing Plan immediately
- Work with funders to address contradictions in requirements/policies

THINGS ARE CONTINUING TO CHANGE

- Reduction in GPD beds
- GPD programs having to re-apply for funding – *competitive, time-limited process*
 - Focus on specialty populations
 - Clinical
 - Hospital to Housing (Respite)
 - Low-Demand
 - Bridge
 - Service-Intensive
- HUD de-funding transitional, including many GPD programs
- Emphasis on client choice
- Continued focus on permanent housing

RESPONSE TO THOSE CHANGES

- Some programs will transition well and will need to make little to no changes to their programs....
 - Those with good outcomes
 - Those operating programs focused on identified populations such as Servant House
 - Those who have made changes all along to be in alignment with Housing First principles
- Some programs will have to change how they do business
 - Change funding models
 - Change who they serve
 - Change program types
- Some programs will go away all together

THINGS TO CONSIDER BEFORE MAKING CHANGES

- What is your organization's mission
- Are you effective
- Does someone else do it better
- What is the financial situation of your organization
 - Do you need the money
 - Are there other ways to raise the funds through public or private dollars
- What is the community's need
- Are there other housing models that might work for your organization that would help with sustainability



PERMANENT SUPPORTIVE HOUSING

- Includes 2 apartment buildings, Glenwood and Haworth
- Provides permanent housing for 17 low-income disabled individuals
- 10 of the units have project-based VASH vouchers
- Residents have access to
 - On-site case management
 - Transportation
 - Social activities
 - Groups



STAND DOWN

- Annual, one-day event providing 65+ services for over 200 Veterans in Guilford and surrounding counties
- Services include:
 - Housing Assistance – including assessments and immediate shelter placement
 - Disability Benefits Assistance
 - VA Benefits Assistance
 - Employment Services
 - Medical Services

Be sure to use the Stand Down as an opportunity to immediately identify, assess and house homeless veterans.



DISABILITY ASSISTANCE PROGRAM (DAP)

- Have provided assistance to homeless individuals with SSI/SSDI applications since 1991 – originally as an Episcopal outreach ministry, then through a pilot grant through the Social Security Commission, now through a contract with Cone Health System
- Offers assistance to un- and under-insured residents of Guilford County applying for Disability Benefits
- Employs 2 SOAR case workers who provides intensive assistance to the chronically homeless
- These services are extended to veterans living at our facilities.
- 64% of cases taken by DAP since 2010 have resulted in benefits from the client and 77% of SOAR applications have resulted in benefits.

SOAR

- Two full-time SOAR workers
- Started in 2015 to serve those targeted for the Housing First program
- Expanded in 2016 to serve other homeless individuals, particularly those served through the Cone Health System
- Funders
 - City of Greensboro
 - Cone Health System

AMERICORPS PARTNERSHIP TO END HOMELESSNESS

- NC Program dedicated to alleviating homelessness and hunger in Guilford County
- Veterans are a primary focus area
- AmeriCorps members are deployed across 9 Partner Agencies and serve approximately 28,000 hours each year
- Provided services to 252 veterans in 2015-2016
- Services provided to Guilford County homeless include:
 - emergency financial assistance
 - life skills coaching
 - employment counseling
 - case management



HOW ARE WE ENDING VETERAN HOMELESSNESS IN GUILFORD COUNTY

- 1 of 70 communities in the Built for Zero Initiative (formerly Zero 16)
- 1 of 11 Built for Zero communities with a quality By-Name list for veterans, as determined by Community Solutions
- Weekly case conferencing meetings attended by:
 - VA
 - Continuum of Care
 - GPD Providers
 - SSVF
 - Emergency Shelters

ENDING VETERAN HOMELESSNESS IN GUILFORD COUNTY

SUCSESSES

- Point in Time Count:
 - 37% decrease since 2008
 - 19% decrease b/w 2015 & 2016
- 288 veterans have been successfully housed since January 2015
- We currently have 58 veterans on the by name list
 - 69% of those veterans are in a GPD program
 - 4 of those veterans are unsheltered

CHALLENGES

- 48 GPD beds in Guilford County
- Various definitions of “functional zero”
- Many of those beds serve veterans with special needs and lengths of stay tend to be longer
- Many of the veterans that enter are system are not eligible for VA funded housing programs due to discharge status
- Criminal and rental histories
- Lack of affordable housing

HOW WILL WE REACH THE GOAL

- Establishing a local definition for “ending veteran homelessness”
- Reducing inflow
 - Diverting veterans from the homeless system
 - Support housing retention
- Accelerating housing placements
 - Coordinating services and efficient processes
 - Gather and target housing resources
 - Creating housing focused programs and culture



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