

Making Homelessness Rare, Brief & Nonrecurring at the Virginia Beach Housing Resource Center

City Council Briefing -- March 20, 2018

Andrew Friedman, Director, Department of Housing & Neighborhood Preservation



View at Witchduck Road & Southern Boulevard

The Virginia Beach Housing Resource Center
will be the first of its kind in the region!

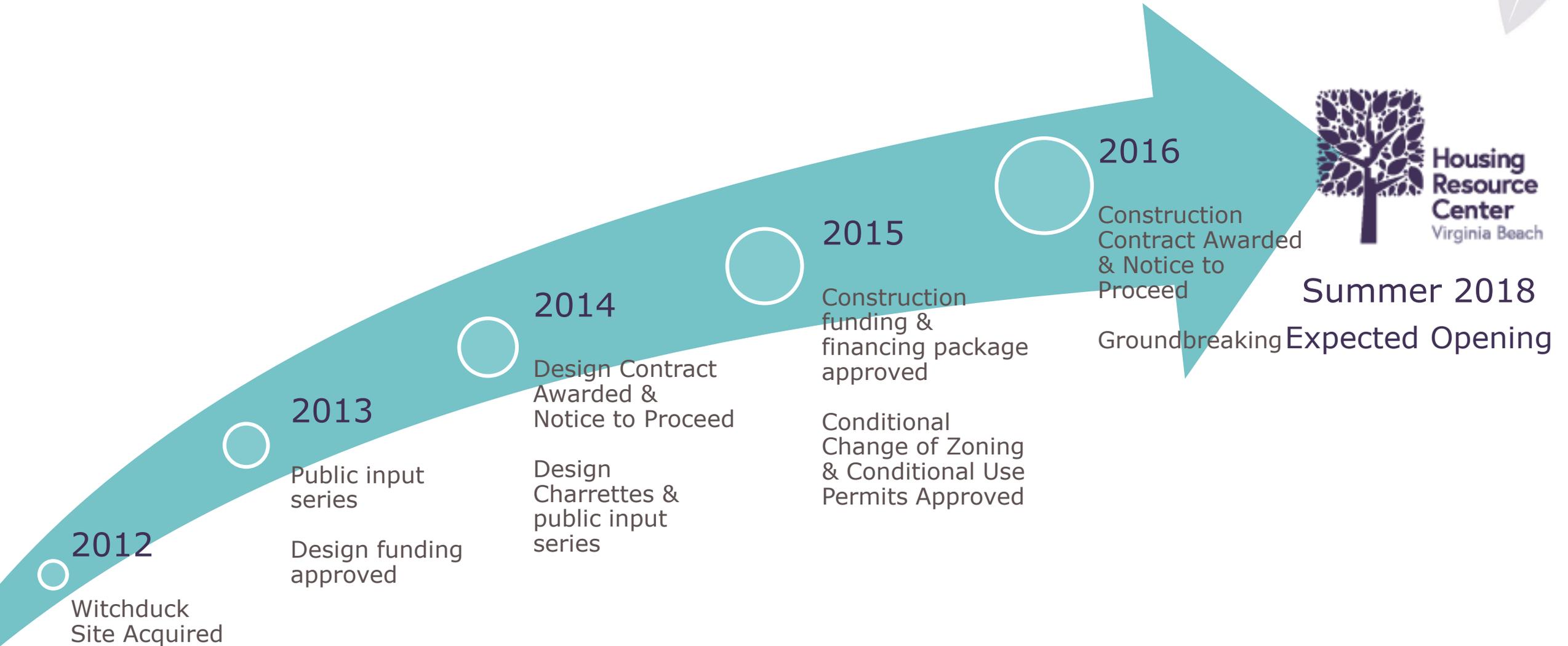


Housing Resource Center At-a-Glance

- **Location:** 104 N. Witchduck Road
- **Expected Opening:** Summer 2018
- **Construction Cost:** \$19 million (City funds)
- **Size:** 60,000 sq. ft.
- **Designer of record:** Waller, Todd & Sadler Architects, Inc.
- **Construction Contractor:** S.B. Ballard Construction Company
- **City Liaison for Building Construction:** Public Works Facilities Design & Construction
- **City Liaison for Building Operations:** Housing & Neighborhood Preservation



Project History



Housing Resource Center
Virginia Beach



Phased Opening Plan

Phase 1: Late June

- Homeless Services staff move-in
- Procedures review & resolve
- Security protocol review & resolve

Phase 2: Early July

- Apartment move-ins
- HSD staff move-in

Phase 3: Mid-July

- Day Support team
- Family & single shelter providers
- Prevention & diversion
- First participants

Trial Run: Late July

- Existing clients served
- Day support
- Outreach
- Cafeteria
- Volunteer program
- Shelter programs
- Health clinic
- Transportation services
- Faith community
- Close Lighthouse

Soft Opening: August

All services open



Summer 2018
Grand Opening



Purpose & Key Goals of the Housing Resource Center

- Provide a one-stop-shop that significantly enhances our system of housing and services
- A place where the community can continue and grow efforts to make homelessness rare, brief and nonrecurring
- Be a good neighbor
- Reduce impact of homelessness in the resort area

What Will Be in the Building?

SINGLES SHELTER

49 beds (20 male, 18 female, 4 LGBT, 7 ADA)

SHORT-TERM FAMILY HOUSING

40 beds (10 motel-style units)

PERMANENT HOUSING

29 one-bedroom efficiency apartments + 1 for resident manager

DAY SERVICES

Showers, laundry, mail, housing-focused engagement

HEALTH CLINIC

Medical services

HUMAN SERVICES

Behavioral health, child welfare prevention, employment services, financial assistance, Projects for Assistance in Transition from Homelessness (PATH)

LEARNING FACILITY

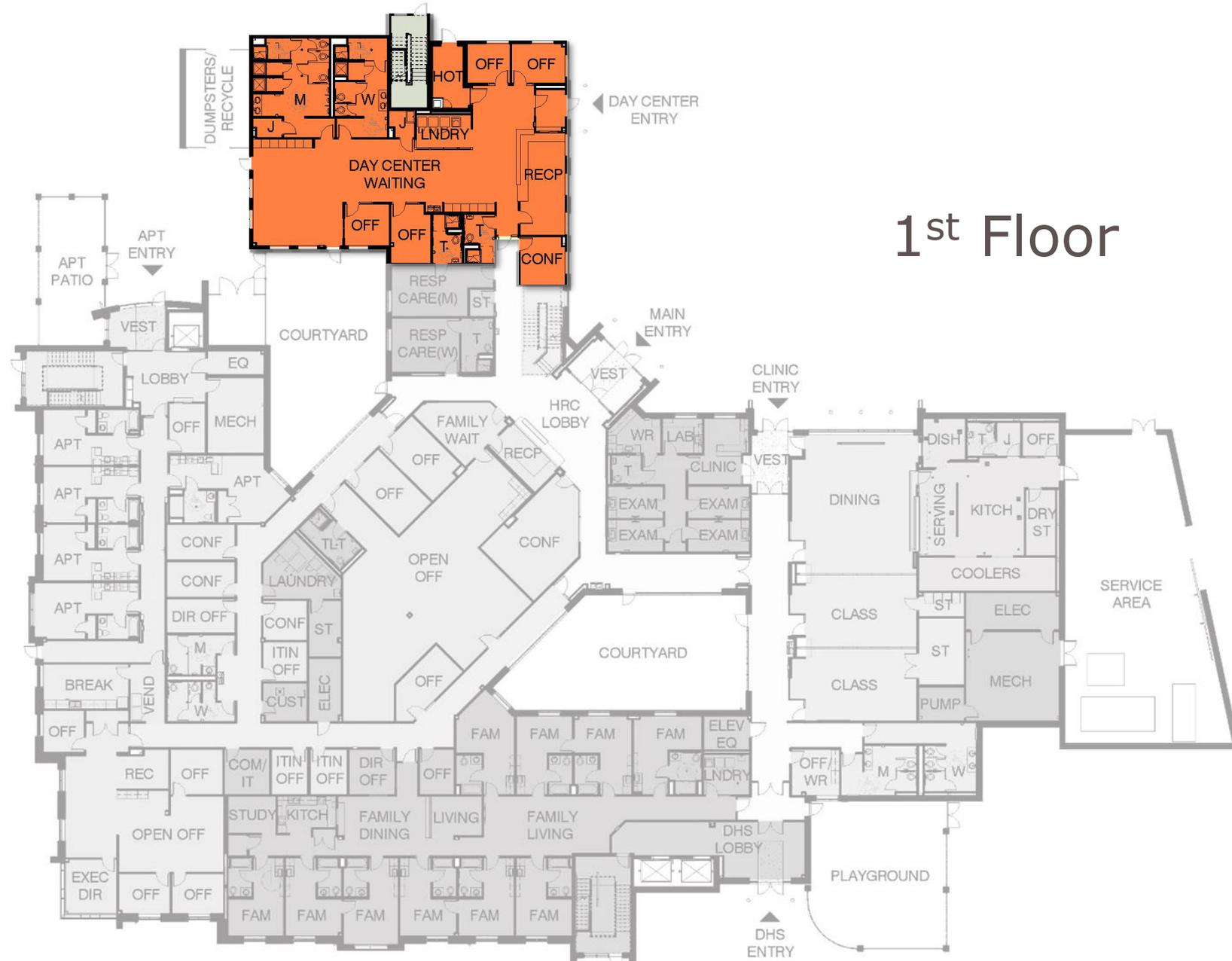
Education/employment programs, job skills training

CAFETERIA & COMMERCIAL KITCHEN



Day Support Service Center

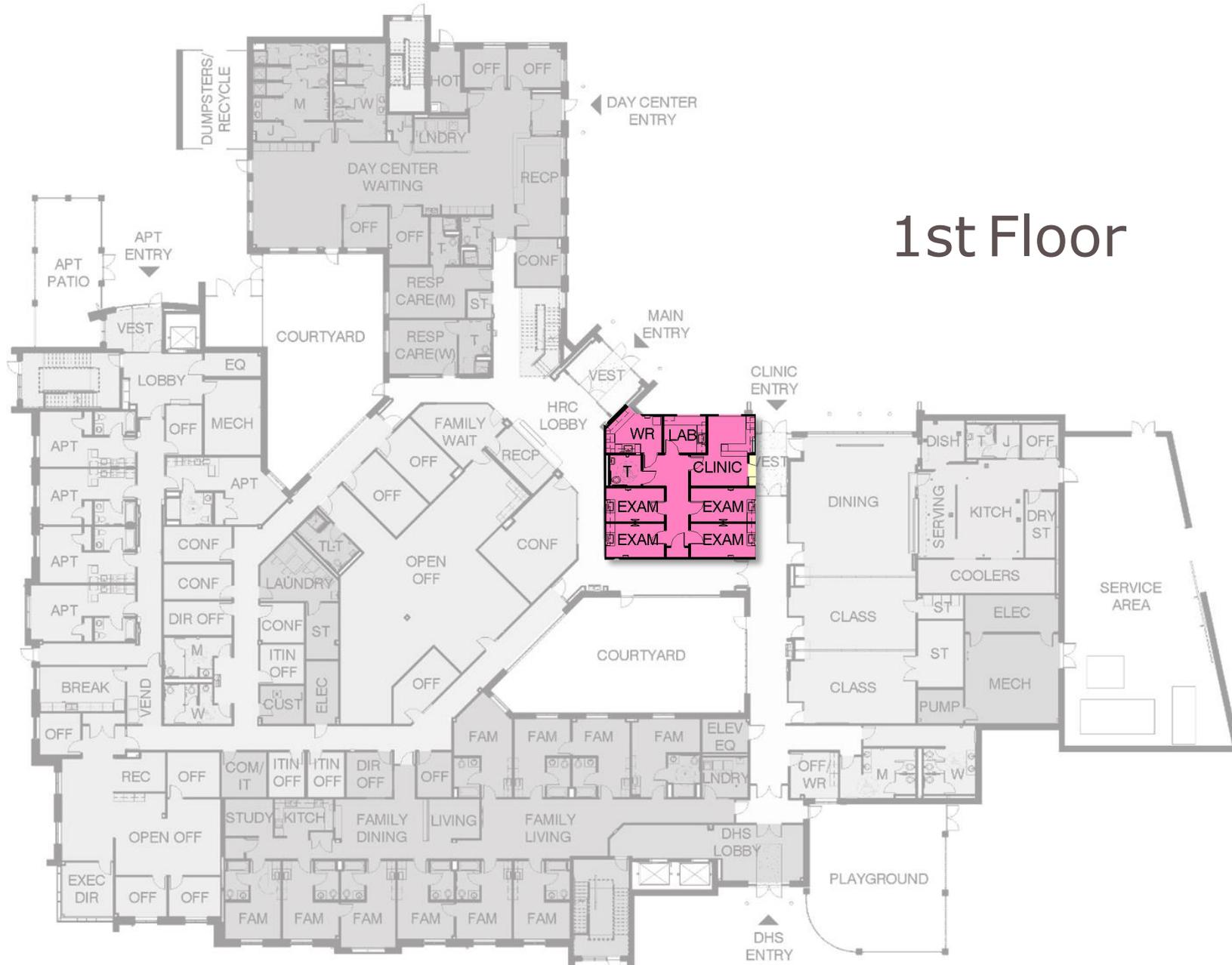
- Provider: Nonprofit provider selected through RFP process (in process)
- Target Population: Adult single males and females
- Eligibility: Literally homeless
- Services: showers, laundry, mail, housing-focused engagement, outreach; opportunity for breakfast and/or lunch
- Access: Walk-ins and outreach



1st Floor

Health Clinic

- Provider selected through RFP process (in process)
- Oversight of health services: Dept. of Public Health
- Comprehensive primary care health services for adults and children
- 4 exam rooms
- Services will be open to members of the public with the following prioritization:
 - Housing Resource Center clients
 - Medically underserved
 - Community-at-large

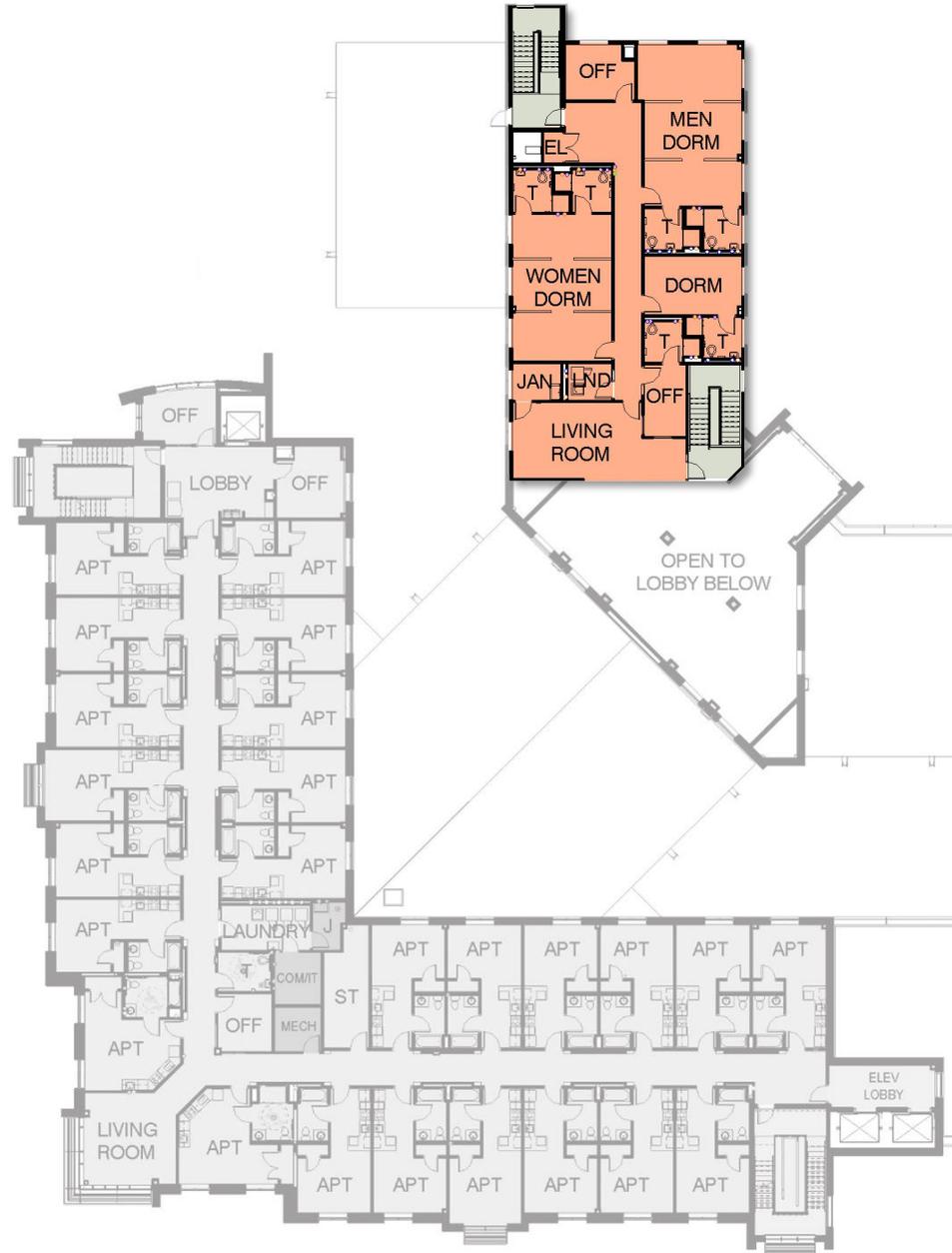


1st Floor

1st Floor



2nd Floor

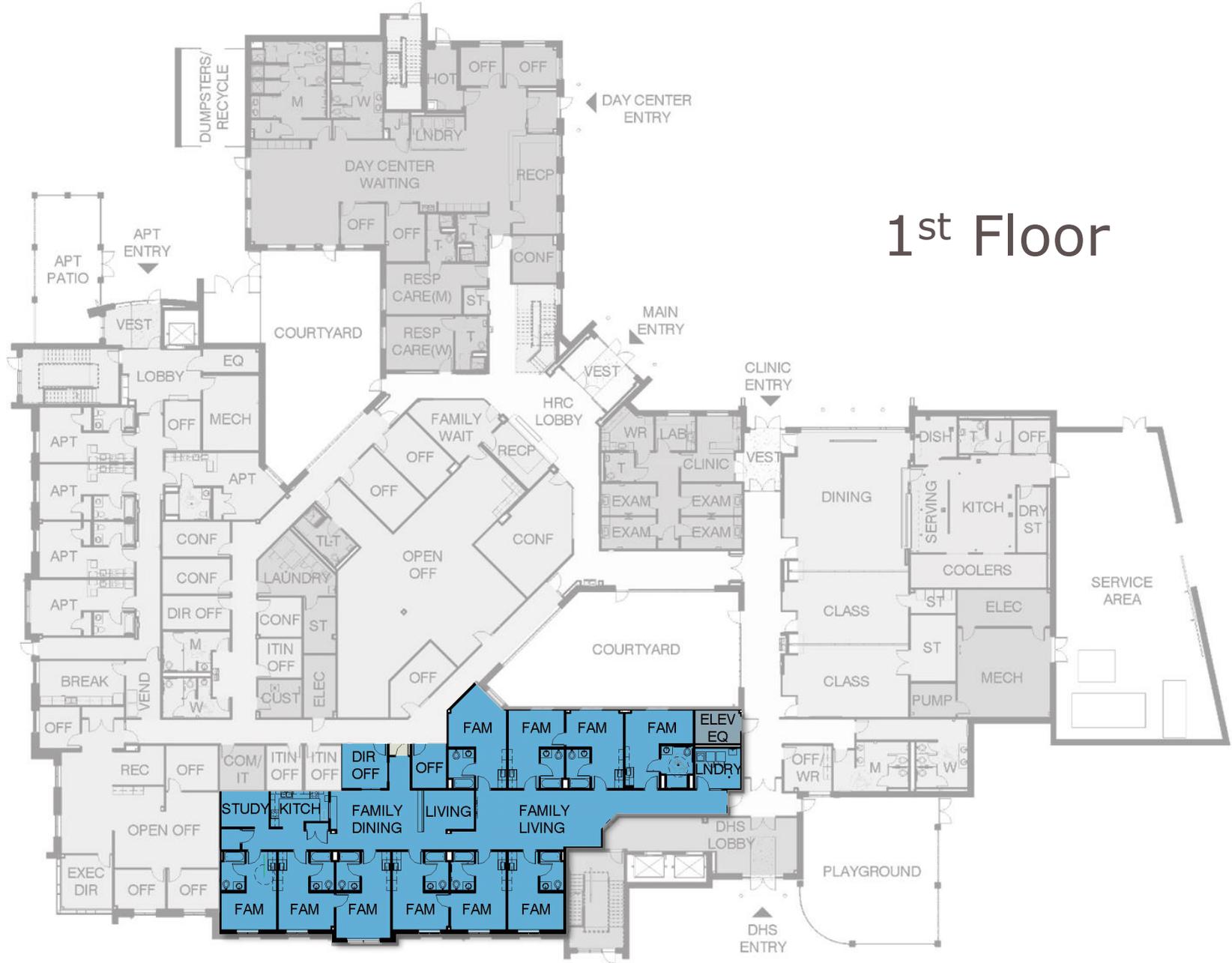


Singles Shelter

- Provider: Nonprofit provider selected through RFP process (in process)
- Eligibility: Literally homeless and no history of sexual offense
- Services: 49 shelter beds
 - Male: 20
 - Female: 18
 - LGBT: 4
 - ADA: 7
- Hours of operation: 24/7; staffed by selected provider

Family Interim Housing

- Provider: Samaritan House
- Eligibility: Literally homeless families w/minor children and no history of sexual offense
- Services: 10 motel-style family units (40 beds), cribs available
- Housing-focused case management
- VB Schools-Project Hope will work with providers and City to support students
- Hours of operation: 24/7; staffed by provider



1st Floor



Permanent Housing

- Provider: nonprofit provider(s) selected through RFP process (in process)
- Target population: Single adult males and females, and youth ages 18-24
- Eligibility: Literally homeless and no history of sexual offense
- Services: 29 studio apartments
 - Housing-stabilization case management

1st Floor



2nd Floor





Building & Operational Teams

Building Team

- S.B. Ballard Construction Company
- Waller, Todd, & Sadler Architects, Inc.
- Public Works
- Housing & Neighborhood Preservation
- Human Services

Operational Team

- Housing & Neighborhood Preservation (DHNP)
- Human Services (HSD)
- Public Health
- Parks and Recreation (Landscape Services)
- ComIT (IT Services)
- Public Works
- Operations & Maintenance Provider
- Singles Shelter Provider
- Family Interim Housing Provider
- Apartment Provider
- Volunteers



Our Approach to Operating the Building & Providing Services

The City should:

- Facilitate or help to fund, rather than provide, services at the Housing Resource Center and in the community system
- Step in to fill gaps where there is not a willing/capable provider
- Use competitive proposal process to select service providers for the center in order to get the best value
- Contract out the management of key building processes on a competitive basis



Our Process to Obtain Providers

Process	Outcome/Status
Non-competitive award for Family Interim Housing	Awarded to Samaritan House to preserve their \$85,000 federal grant and bring that revenue to support services at the center
RFP for Operations & Maintenance (including janitorial, maintenance, food services and security)	Intent to Award letter has been issued to ABM, Inc.
RFP for Day Services (as previously operated at the Lighthouse Center)	Received two proposals from nonprofits
RFP Singles Shelter	Received two proposals from nonprofits
RFP for Clinic	Received one proposal; currently in discussion with provider
RFP for Apartment Operations	Pending receipt of proposals



How the Building is Managed

Role/Responsibility	Department/Provider
Building Management	DHNP (except 3 rd floor, which will be managed by HSD)
Key Services	Nonprofit or for-profit providers (almost all chosen through procurement process)
Operations & Maintenance	For-profit provider who will provide: <ul style="list-style-type: none">• Operations• Maintenance• Custodial• Food services• Security <p>* DHNP will provide oversight of contractor</p>
Building Envelope, Site & Capital Improvements	Public Works Facilities Management Group
Landscape Services	Parks & Recreation
IT Services	ComIT



Safety & Security System

Safety and security planning in coordination with Police, Emergency Medical Services, Fire, Risk Management, Occupational Safety, Schools, Department of Human Services and Virginia Wesleyan University.

Physical	Operational	Policies & Procedures
<ul style="list-style-type: none">• Cameras• Access control on all exterior doors and interior doors where needed	<ul style="list-style-type: none">• Security Guards (24/7/365)• Camera monitoring• Visitor ID system• Staff and provider training• VBPD Liaison from 3rd Precinct	<ul style="list-style-type: none">• Hours of operation• Administration and screening process• Escorts and ambassadors



Our Approach to the Role of the Housing Resource Center in our System of Services

- It is not the system, but it is a major enhancement of our system:
 - New shelter and permanent housing
 - Co-location of partners and resources
 - Complete integration of services = all providers in the building will work together to achieve the best possible outcomes
- Provide a new or enhanced way for many in the community to continue helping to make homelessness rare, brief and non-recurring
- The City is providing major support to community efforts but not trying to supplant or replace them



How People Access Housing & Services in Virginia Beach



Call Regional Housing Crisis Hotline (227-5932)



Triage, Assessment, Prevention & Diversion*



Housing & Services at the Housing Resource Center and Community Provider Sites

* Serving the most-vulnerable first and keeping as many people as possible out of homelessness

Department of Human Services at the Housing Resource Center

Collaborative Services: Moving towards Integration

- Streamlined approach to service delivery
- One-stop-shop model of service
- Reducing service gaps
- Strength-based approach



Department of Human Services at the Housing Resource Center (2)



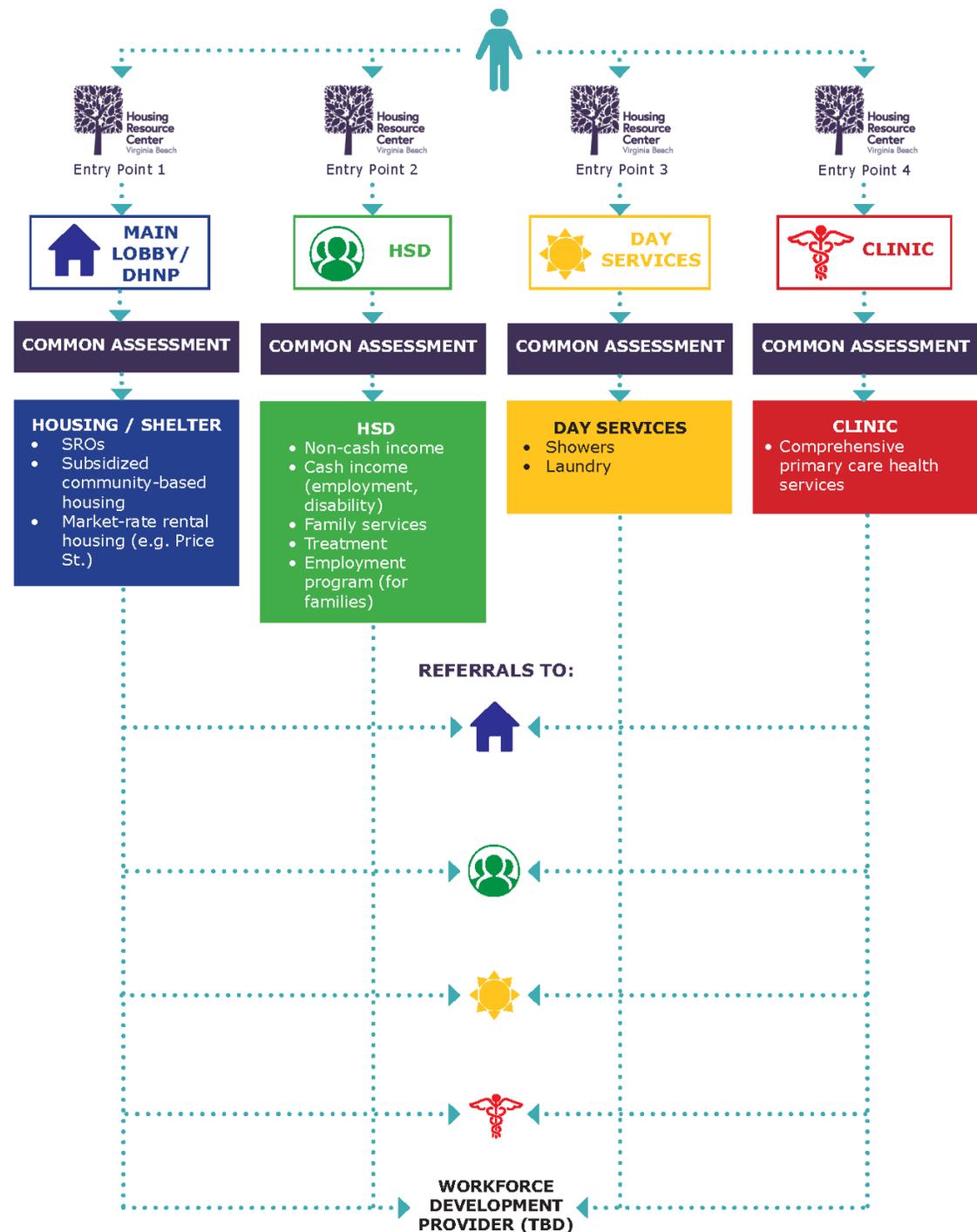
Key Goals

- Rapid access
- Improved customer services
- Ongoing engagement
- Prevention
- Continuity of Care -- keeping the community engaged
- Reducing Homelessness

Programs

- New Integrated Service Team
- Child Welfare Prevention
- Employment Services
- Financial Assistance
- PATH
- Behavioral Health

Integrated Services at the Housing Resource Center – “No Wrong Door”



Opportunities for People to Move to Permanent Housing

- Apartments at the Housing Resource Center
- Regional Efficiency Apartments
 - Gosnold (Norfolk)
 - Cloverleaf (Virginia Beach)
 - South Bay (Portsmouth)
 - Heron's Landing (Chesapeake)
 - Crescent Square (Virginia Beach)
 - Church Street Station Studios (Norfolk)
- Affordable privately-owned housing, including Price St. and Renaissance Apartments (nearby)





Employment & Training Plans

- **All participants will have employment plans and/or be assisted to obtain benefits**
- **Provide or link participants to:**
 - Employment readiness training
 - Job training and referral to cooperating employers
 - Department of Human Services job training program for families with minor children
- **Potential partners in employment and training:**
 - Department of Economic Development
 - TCC
 - Stihl, Inc.
 - ABM, Inc. (Building operations and maintenance contractor)
 - Opportunity, Inc.



Volunteers & Community Resources

Opportunities for citizens to be part of the Housing Resource Center community as:

- Receptionists
- Ambassadors
- Drivers
- Day Services Support
- Programming Crew Member

Opportunities to bring new or existing services to participants:

- Businesses
- Nonprofits
- Faith-based providers





Impact of Housing Resource Center on Existing Services

- **Family Shelter:** Increases our capacity by 40 beds
 - Samaritan House will continue its current shelter operations
- **Singles Shelter:** Increases our capacity by 49 beds
- **Winter Shelter Program:** Working with faith community on how to continue

Impact of the Housing Resource Center on the Oceanfront



- Lighthouse Center will close
- Engaging service providers at the Oceanfront to help determine how their services can be provided at the Housing Resource Center
- Transportation plan will ensure access is available to the center
 - Exploring multiple partners and options, including volunteer drivers

Communications & Public Engagement

- BEACH Community Partnership & BEACH Governing Board involved in planning process since day one
- Created “HRC Engage” as an open forum for neighbors and businesses
 - 50 people attended first meeting on Feb. 28
 - Follow-up meetings will be held to provide ongoing information and engagement
- We are planning ongoing communications and community engagement efforts up through and beyond opening day



Community Financial Support

VB Home Now was formed to support and enhance our community system of services, programs and facilities to prevent and end homelessness.

Approximately \$400,000 has been raised to provide homeless and at-risk people with job training and various forms of assistance, to be determined by the Board.



Potential Outcomes: Projections for Year One (FY 18-19)



Activity / Space Utilized	Potential Outcomes – One Year
<p>49 Singles Shelter Beds</p>	<ul style="list-style-type: none"> • <u>17,000+ nights of emergency shelter</u> for single persons and youth (ages 18-24) • <u>225 total persons</u> will be sheltered • <u>113 persons</u> will move from the center into permanent housing
<p>10 Family Interim Housing Units</p>	<ul style="list-style-type: none"> • 3,650 households/nights of shelter • <u>48 families</u> will be sheltered • <u>43 families</u> will move from the center into permanent housing
<p>29 Efficiency Apartments</p>	<p><u>At least 29 people</u> will experience a year of stable housing</p>



Potential Outcomes: Projections for Year One (FY 18-19) *cont. (2)*

Activity / Space Utilized	Potential Outcomes – One Year
Prevention and Diversion	At-risk persons will be prevented from becoming homeless and/or diverted to non-shelter resources. This will be a new program so an estimate is not available. However, this program will use City resources plus other federal, state and charitable sources to assist people.
Day Services Center	Approximately 400-450 homeless individuals will have the opportunity to shower, do laundry, and connect with services
Food Service	<u>48,000+ meals</u> will be provided (food plan under development)



Potential Outcomes: Projections for Year One (FY 18-19)

cont. (3)

Activity / Space Utilized	Potential Outcomes – One Year
Health Services	Primary health care services for all those served at the center: Potentially 225 from single shelter, 200 members of families sheltered, 29 people in apartments, and 400+ participants in day services = <u>850 homeless or formerly homeless persons</u> + members of the community
Social Services and Behavioral Health Services via HSD	HSD and DHNP are working together to provide integrated social and behavioral health services to participants at the center who need them + HSD will provide services at the center to the broader community

Potential Outcomes: Projections for Year One (FY 18-19)

cont. (4)

Activity / Space Utilized	Potential Outcomes
Job Training	Job training connected with potentially four different employers, including some subcontractors at the center. VB Home Now donors are interested in funding training and employment opportunities.
Office Space	<ul style="list-style-type: none">• Space for 60 HSD staff• Space for 20 DHNP staff• Space for multiple nonprofit and faith providers on a rotating basis
Services provided by faith, nonprofit and for-profit organizations	A wide variety of services will be brought to the center, including fitness, job readiness, identification, educational, benefits access, and other services.

Thank you!



City Council and the City Manager have provided the resources to make this possible. We and all our partners intend to make the most of it!

Thank you!



Thank you!



Your questions and comments.

