

Opening & Operating the Virginia Beach Housing Resource Center

City Council Briefing – July 10, 2018

Andrew Friedman, Director

Ruth Hill, Homeless Services/Housing Resource Center Administrator



View at Witchduck Road & Southern Boulevard







Schedule & Key Dates

- **Certificate of Occupancy:** Projected Aug. 3
- **Staff move-in:** Beginning Aug. 3
- **Building dedication and ribbon-cutting:** Aug. 23
- **Providers move in:** Beginning Aug. 27
- **Participants move in:** Sept. 6
- **Lighthouse Center closes:** Aug. 31
- **All services open to community:** Sept. 10



Building Team



Karen Prochilo,
DHNP Project Manager

Maureen McElfresh, Architect
Waller, Todd and Sadler

**Everett Herndon, Kevin
Jensen, Tim Oliver** – Public
Works

**SB Ballard Construction
Company**



Our Approach to Operating the Building & Providing Services

The City should:

- Facilitate or help to fund 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

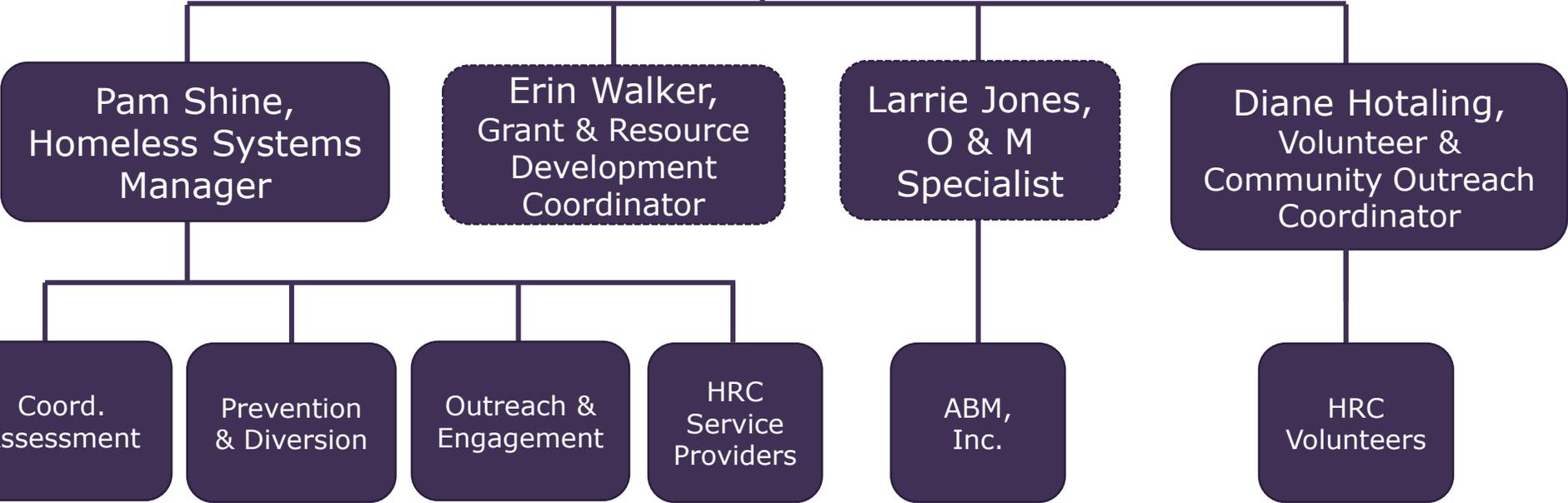
Process	Outcome/Status
Non-competitive award for Family Interim Housing	Awarded to Samaritan House to preserve their \$85,000 federal grant and bring that revenue to support services at the center
RFP for Operations & Maintenance (including janitorial, maintenance, food services, security and interior pest control)	Awarded to ABM, Inc.
RFP for Day Services (as previously operated at the Lighthouse Center)	Awarded to Judeo-Christian Outreach Center (JCOC)
RFP Singles Shelter	Awarded to Judeo-Christian Outreach Center (JCOC)
RFP for Clinic	Awarded to Southeastern Virginia Health System
RFP for Apartment Operations	Awarded to Virginia Supportive Housing



HRC Organizational Chart

DHNP

Ruth Hill, HRC Administrator



HSD

Elizabeth Batista-Boone, HSD Site Administrator

- Integrated Services Team
- Child Welfare Prevention
- Employment Services
- Financial Assistance
- Path
- Behavioral health



Meet the HRC Family: DHNP – Overall Building & Homeless Services Management

- Overall building management through operations contract
- Oversight of operations and maintenance contractor
- Coordination of all providers and operations
- Integration of services with HSD



Ruth Hill,
Administrator



Pam Shine,
Homeless System
Manager



Larrie Jones,
O & M Specialist



Diane Hotaling,
Volunteer & Community
Outreach Coordinator

Meet the HRC Family: DHNP – Team Leads

- Walk-ins and hotline referrals
- Outreach, intake, assessment and referrals
- Management of housing vacancy and prioritization lists
- Preventing people from becoming homeless



Stacey Leary,
Coordinated
Assessment



Darla Jenkins,
Prevention &
Diversion



Karen Gratton,
Outreach &
Engagement



Meet the HRC Family: Dept. of Human Services – Management Staff

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



Elizabeth Batista-
Boone, Site
Administrator



Meet the HRC Family: JCOC - Day Services & Singles Shelter Provider

- Day services: showers, laundry, mail, housing-focused engagement, outreach; opportunity for breakfast and/or lunch
- Singles Shelter: 49 shelter beds



Todd Walker,
Executive
Director



Nicole Rountree,
Director of
Emergency
Services



Meet the HRC Family: Samaritan House – Family Interim Housing

- 10 motel-style family units (40 beds)
- Housing-focused case management



Stephanie Brooks,
Family Homeless
Program
Supervisor



Christine
Drakeford,
Housing Locator &
Residential
Counselor

Meet the HRC Family: Virginia Supportive Housing – Permanent Housing

- 29 studio apartments
- Housing-stabilization support services



Hugo Elfinstone,
Associate Director
of Client Programs



Del Smith,
Supportive Services
Supervisor



Shaniqua L.
Brooks, Senior
Property Manager



VSH
Administrative
Team - Richmond



Meet the HRC Family: Southeastern Virginia Health System – Health Clinic

- Start part-time
- Comprehensive primary care health services for adults and children
- Services will be open to members of the public with the following prioritization:
 - Housing Resource Center clients
 - Medically underserved
 - Community at-large



Angela Futrell,
CEO



Valda Branch,
COO



Meet the HRC Family: ABM, Inc. – Operations & Maintenance

- Operations
- Maintenance
- Custodial
- Linens

Sub-Contractors

- Food services – Culinary Services Group
- Security – Dunbar
- Pest Control – Dodson



Michelle Gold,
Building Manager



Scott Francisco,
Building Engineer



Safety & Security System

Physical	Operational	Policies & Procedures
<ul style="list-style-type: none">• Cameras• Access control on all exterior doors and interior doors	<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:<ul style="list-style-type: none">○ Workflow access and screening process• Volunteer services:<ul style="list-style-type: none">○ Escorts and ambassadors



Continued Engagement & Coordination

“HRC Engage”

- Open forum for residents and businesses near HRC
- Bi-monthly meetings and email communications

“Transition Coalition”

- Engaging service providers at the oceanfront to help determine how their services can be changed and/or provided at the HRC

Thank you!



Your questions and comments.



Save the Date

Building Dedication and Ribbon-Cutting for the
Virginia Beach Housing Resource Center

Thursday, August 23, 2018
10:00 a.m.

104 N. Witchduck Road
Virginia Beach, VA



www.vbgov.com/housing-resource-center