



Analysis and Needs Assessment
Cumberland County Community Development Department
Continuum of Care on Homelessness

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I. INTRODUCTION

In January, 2013, over 610,000 people were homeless in America, roughly 19 of every 10,000 people. In North Carolina, there are 12.4 homeless people for every 10,000.¹

Nationally, the number of homeless children has increased dramatically; 2.5 million children, or one in every 30 children, experienced homelessness in 2013. On average, this was an 8% increase from 2012.² In Cumberland County, NC, one in every 530 people was homeless in 2013, ranking it fifth in the state.

Through the funding of the US Department of Housing and Urban Development (HUD), Cumberland County has developed a Continuum of Care (CoC) to coordinate services and providers offering assistance to area homeless individuals and families. The county is home to one of 12 Continua of Care in North Carolina.

The federal HEARTH Act (Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009) consolidates and amends three homeless funding programs made available under the McKinney Vento Act into the Continuum of Care Program. In addition to Continuum of Care funding, HUD also offers Emergency Solutions Grants, including Rapid Re-housing funding; and Rural Housing Stability funding.

A Continuum of Care is a community plan to organize and deliver housing and services to meet the needs of homeless people and families as they transition to stable housing and self-sufficiency. Within a continuum of care, partners provide: (1) outreach, intake, and assessment services; (2) emergency shelter; (3) transitional housing with supportive services; and (4) permanent and permanent supportive housing.

Many affordable housing projects are developed with a combination of funding sources. HUD offers a variety of funding mechanisms to support the development of low-income housing, including Community Development Block Grants (CDBG), HOME Investment Partnership Program (HOME) funds, and loans such as 202 and 811 loans.

Additionally, providers of housing to homeless people may apply for low-income housing tax credits through the federal government, which last for a period of 10 years. Some of the funding streams include expiration dates, at which point the government's financial support will end.

In recent years, HUD has de-emphasized support for transitional housing to focus resources on housing stabilization, or Housing First. In fact, HUD's previous guidelines that Transitional Housing encourage residential program for participation for 18-24 months no longer apply.³ Rather, transitional housing providers are evaluated on their ability to transition people into permanent housing within 30 days.

¹ The State of Homelessness in America, 2014. National Alliance to End Homelessness.

² America's Youngest Outcasts: A Report on Child Homelessness, 2014. The National Center on Family Homelessness. <http://www.homelesschildrenamerica.org/>

³ Emergency Solutions Grant Application Packet, 2014-15, NC Department of Health and Human Services

In its funding application, North Carolina also encourages Emergency Solutions Grant funds to be used to support emergency shelters linked to coordinated assessment systems and rapid re-housing services or programs and that participate in CoC and/or regional committees.

In the mid-2000s, the City of Fayetteville and Cumberland County developed a 10-year plan to End Homelessness. Nearly 30 participating agencies, including religious, governmental, and nonprofit partners, participated in the development of this plan. The group's vision was organized around 10 top priorities, including a Community Awareness and Education Campaign; Lobbying Congress for special appropriations to assist homeless veterans (and the homeless population in general); Identifying additional funding sources for local programs; creating a Day Resource Center; and establishing child care subsidies for homeless families.

As part of the North Carolina Coalition to End Homelessness (NCCEH), the Cumberland County CoC partners with and shares information with 44 other state groups and nearly 100 individual citizens seeking to end homelessness through a variety of data-driven strategies (please see box.) The information reported includes Point-in-Time counts of homeless people.

The Cumberland County, NC Community Development Department retained the services of a consultant, Karen Dash Consulting, LLC (KDC) to analyze their county's Continuum of Care (CoC) planning process and conduct an assessment of the quality of coordination and integration of homeless services and providers within the geographic service area.

The attached report summarizes the results of the analysis of 55 providers of permanent housing; 46 providers of emergency and transitional housing, and over 95 providers of related services within the context of detailed analysis of US Census data and short- and long-term Point-in-Time trends.

The results of 40 thoughtful surveys from CoC members and other service providers to homeless people, and phone interviews with over 80 providers, also formed the foundation for this analysis.

The appendix contains the Inventory of Emergency and Transitional Housing Providers; Permanent Housing Providers; and Providers of Related Services for Homeless People and those at risk of homelessness.

**NC Coalition to End Homelessness
Goals/Strategies**

- Advocating for policy change and adequate funding at the local, state, and federal levels.
- Building provider capacity through training, education, and technical assistance based on data and results-based best practices.
- Supporting local communities in planning and implementing Ten-Year Plans to End Homelessness.
- Providing and analyzing research and data in partnership with the Carolina Homeless Information Network (CHIN).
- Assisting caseworkers in obtaining income and health insurance for their clients through our NC SOAR (SSI/SSDI Outreach, Access, and Recovery) Initiative.
- Cultivating leaders, champions, and advocates to bring about systems change to prevent homelessness and to improve the current homeless services system for those who do become homeless.

(NCCEH.org)

II. Cumberland County Profile

SNAPSHOT

Home to Fort Bragg and Pope Field, Cumberland County and the City of Fayetteville enjoy a strong military population. The county shows several demographic and socioeconomic trends that may affect or reflect housing instability.

Compared to the state overall, Cumberland County has:

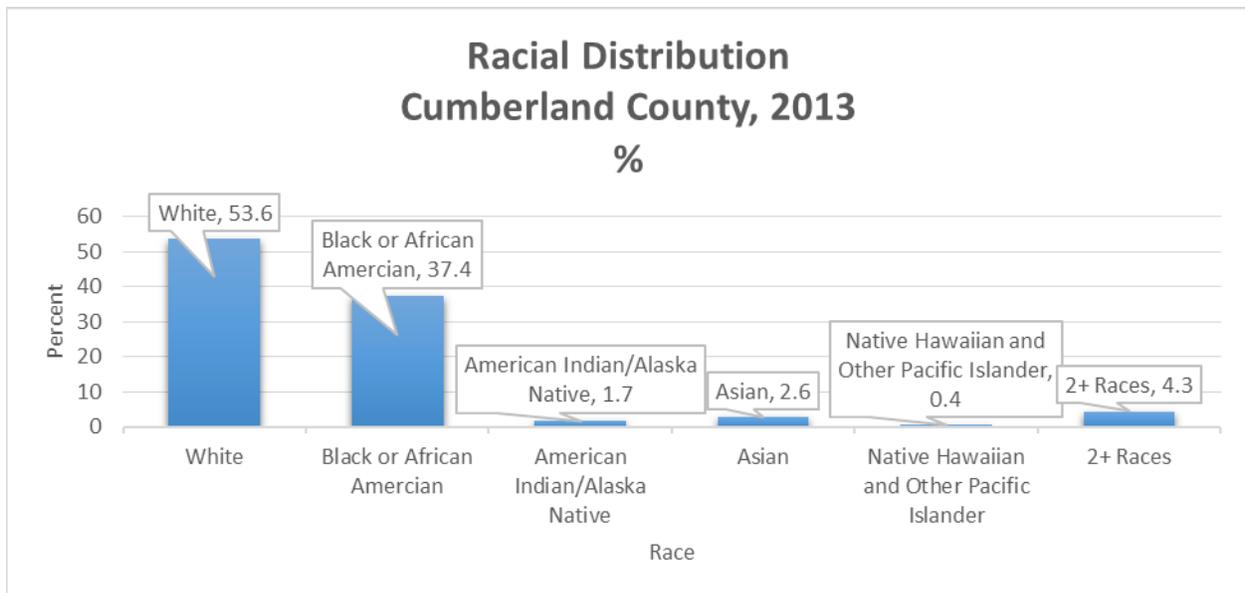
- A younger population
- Lower home ownership rates
- More housing mobility year over year
- Fewer residents paying lower monthly mortgage, rent, or other housing cost payments

A. Cumberland County Profile -- Demographics

According to 2013 US Census data, Cumberland County is home to 325,871 people, which represents an increase of 2% over the 2010 Census count. While the county's overall population is 3.3% of that of North Carolina, the county is home to 5.77% of the state's veterans (42,655).⁴

The county's population is more heavily weighted to younger people than that of the state overall, with 8.2% of the population under the age of 5 (vs. 6.2% in NC) and 26% under 18 (vs. 23.2% in NC).

The racial composition of Cumberland County is more diverse than that of the state overall, with whites representing 53.6% (vs. 71.7% in NC) and Black/African Americans comprising 37.4% of the population (vs 22% statewide.) Hispanic/Latinos represent 10.7% of the population (vs 8.9% statewide).

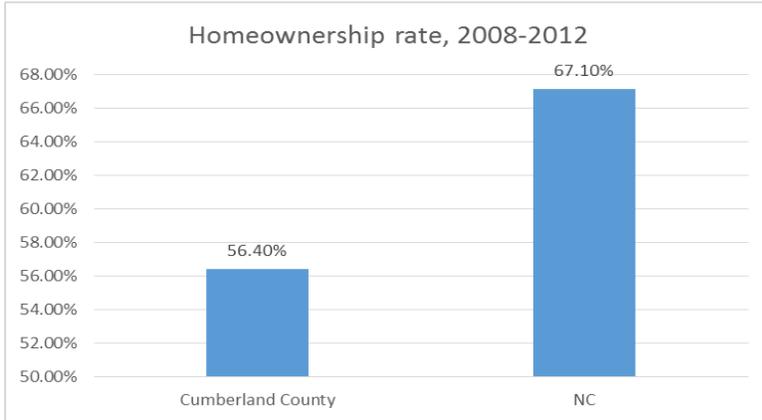


⁴ <http://quickfacts.census.gov/qfd/states/37/37051.html>

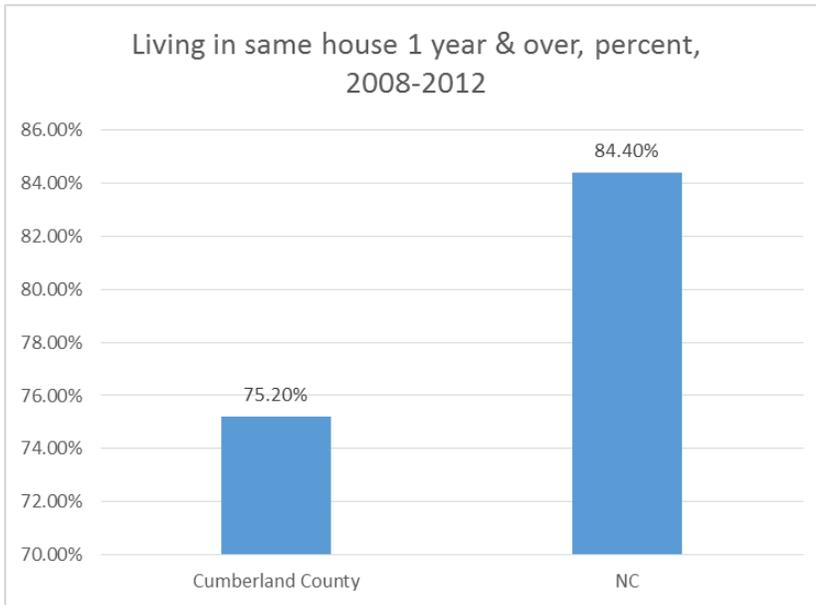
B. Cumberland County Profile – Socioeconomic Indicators

The region’s poverty rate aligns with that of the state as a whole (16.8%). However, other factors may play into the stability of housing within Fayetteville and Cumberland County. The region’s home to an extensive military community represents a level of mobility that is reflected within some housing indicators.

For example, home ownership rates are over 10% lower than those of the rest of the state.



Additionally, the high rates of mobility are captured in the share of residents living in the same house for more than one year, which lags state rates by nearly 10%. Clearly, as military families transfer in and out of the region, this will be reflected in the fluidity of housing arrangements.



Other socioeconomic indicators important to understanding the county include the high rate of homes that do not have a motor vehicle; while slightly lower than the state average (6.3% vs. 6.5%), this is still a significant share of homes for a 658 square mile county (22nd largest county in the state.)

Housing costs are somewhat higher in Cumberland County than statewide averages for key indicators⁵:

- For homeowners with a mortgage, 6.2% pay less than \$699 month for housing costs (vs. 9.6% statewide)
- For homeowners without a mortgage, 7.9% pay less than \$199 month for housing costs (vs. 11.1% statewide)
- For renters, 10.3% pay less than \$749 month in rent (vs. 17.8% statewide)

Child Support Compliance

Another potential contributor to family homelessness or families being at risk of homelessness may be unpaid child support payments.

According to the Cumberland County Child Support Department Director, 5,762 (35.15%) of the county's orders for child support are not in compliance. While the department does not track the homeless status of custodial or non-custodial parents, the department works closely with the courts to help non-custodial parents make their payments. Further, the department works with custodial parents, especially those who are homeless or show significant need, to connect them to proper services.

⁵ <http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=bkmk>

III. Needs Assessment – Point-In-Time Trends

As a first element of the CoC Needs Assessment, this study reviewed the needs and trends within Cumberland County’s homeless population through Point-in-Time trends.

SNAPSHOT

The 2014 Point-in-Time Count suggests that:

- One in every 530 county residents is homeless
- Cumberland County’s share of the state’s homeless population is greater than its share of overall population
- The county’s homeless population’s racial composition varies significantly from the county’s overall population
- Cumberland ranks 5th in the state for the number of homeless people (and population)

A. Cumberland County – 2014 Point-In-Time Homeless Population Counts

In late January of each year, Cumberland County and other North Carolina counties, along with many of the nation’s counties, conduct a Point-In-Time Count of Homeless people within their regions. Individuals and families meeting the HUD definition (please see box) are counted.

In 2014, approximately 653 people were homeless on January 29, 2014. Of that number, 256 were from households with children, and 396 were single adults, including 2 veterans. The gender distribution varied by family type: approximately 21% of single adults were female, and 66% of the people in families with children were females.

The county’s share of the state’s homeless people is greater than its share of population. North Carolina as a whole reported 3,993 homeless households with children and 7,382 homeless single adults, including 23 veterans, in 2014. Cumberland County, with 3.3% of the state’s population, contains 6.4% of all homeless families, 5.3% of all single homeless adults, and nearly 8.6% of the state’s homeless veterans.

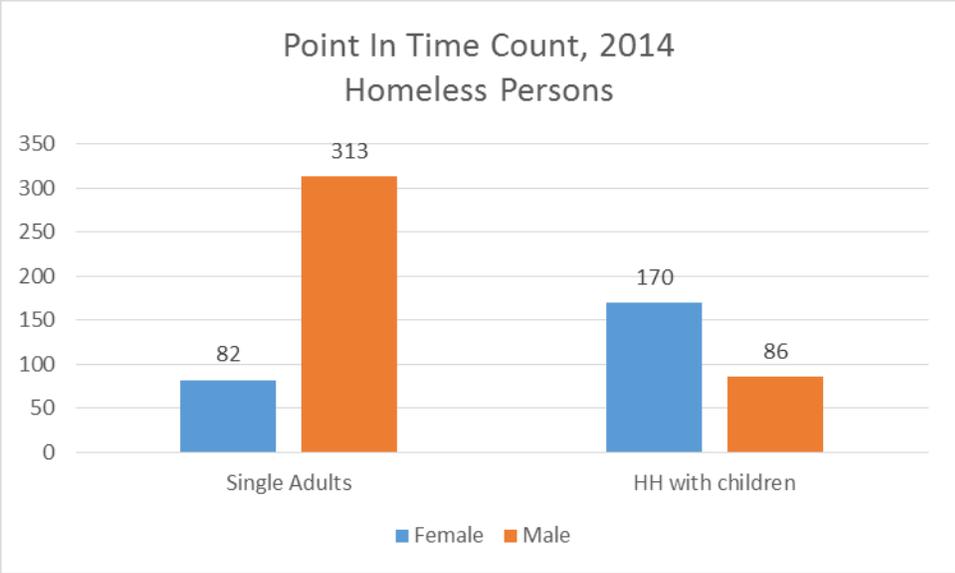
HUD Homeless Definition

People residing in:

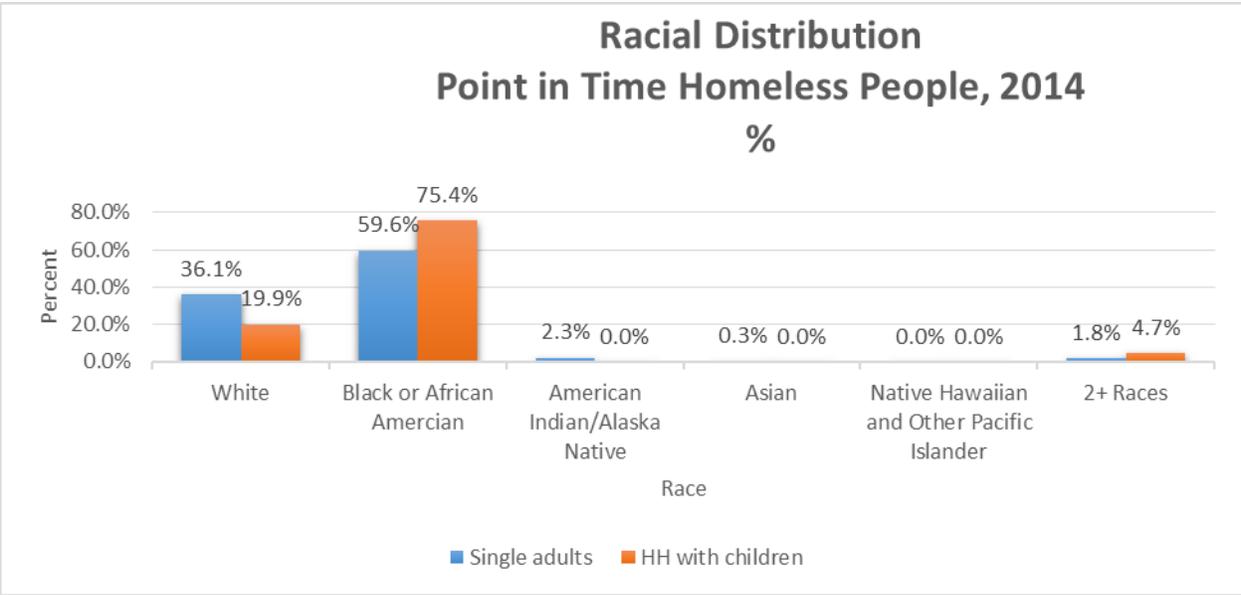
Emergency shelter, including domestic violence shelters

Transitional housing for homeless persons who originally came from the streets or emergency shelters or

In places not meant for human habitation (eg., cars, parks, etc.)



The racial distribution of the Point-in-Time homeless population differs significantly from that of the county as a whole. For single adults, nearly 60% are Black/African American (vs. 37% of the county population) and over 75% of all homeless families with children are Black/African-American.



Comparison to Statewide Homeless Populations

The Point-in-Time data for 2013 suggests that Cumberland County ranks 5th statewide in the number of homeless people, behind Mecklenburg, Wake, Guilford, and Durham counties. Compared to the overall population, Cumberland has 1 homeless person for every 530 residents, a similar rate to that of Guilford County.

2013 Homeless Population as Share of County Population

	PIT Homeless Count	Population	1 homeless person for every XX residents
Cumberland	615	325,871	530
Durham	759	288,133	380
Guilford	949	506,610	534
Mecklenburg	2418	990,977	410
Wake	1098	974,289	887

B. Cumberland County – 2008-2014 Point-In-Time Homeless Population Trends

SNAPSHOT

The Point-in-Time is a representative snapshot of the homeless population at any given time. Comparing the Point-in-Time Counts from 2008 to 2014 gives an overall sense of the change in the county's population over a period of significant economic downturn.

In reviewing the 2008-2014 data, it is evident that the number of homeless people in various subpopulations peaks significantly in 2012, and in a few cases, in 2011, before dropping off sharply in 2013 and 2014.

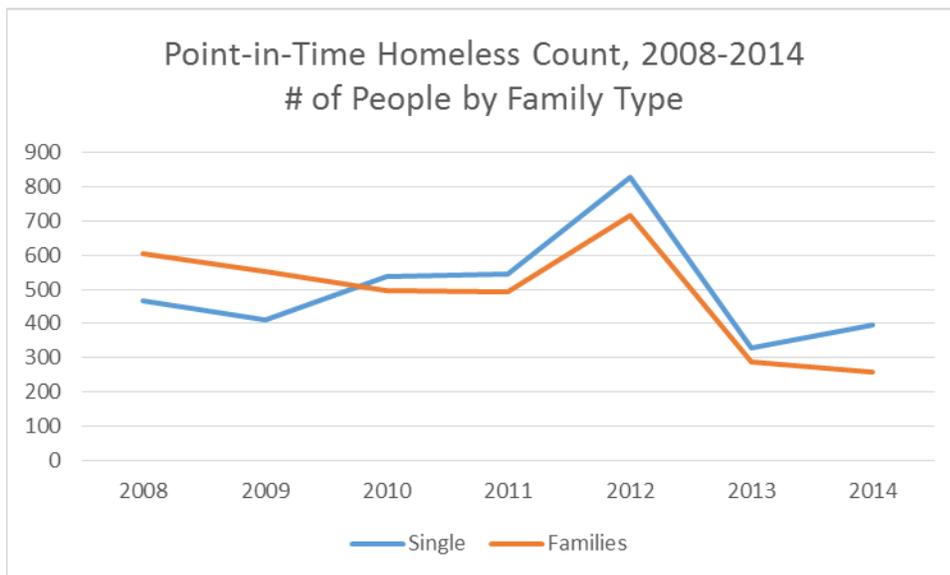
Progress has been made in reducing the number of homeless people in Cumberland County and the City of Fayetteville through specific programs or projects, including the completion of the Hope Six housing project; an increased number of HUD/VASH vouchers, and an increase in funding for rapid re-housing.

Additionally, other factors likely account for the significant decline from the 2012 peak numbers:

- In January, 2012, the HUD definition of homelessness changed, counting people at risk of homelessness or imminently homeless within a separate category.
- In 2013, the Cumberland County methodology for counting homeless people was changed to include only those who are surveyed about their situation on the Point-In-Time count day

Nonetheless, trends from 2008-2012 generally show some reduction in the number of homeless people in various subpopulations through 2010, and then a subsequent increase into 2012. Further analysis of the 2013-14 counts gives a sense of the most recent progress in reducing homelessness.

As the chart below shows, the share of homeless families as a percentage of all homeless people has declined from 2010-2012, and again from 2013-2014. Homeless families used to represent more than half of the homeless population (56% in 2008) but have declined to 39% of all county homeless people in 2014. The number of single homeless people appears to be on an upswing from 2013; this trend bears watching over the next year.



2008-14 PIT Subpopulation Counts

Among the Point-in-Time count, certain adult subpopulations with special needs are also counted (please see box).

These subpopulation counts give a better sense of the issues confronting and complicating homeless people's lives, as well as raise awareness of needed services.

An analysis of the various subpopulation also gives a more detailed picture of the county's success in meeting the needs of certain subpopulations.

SNAPSHOT

- From 2008-2012, most subpopulations increased in number from 2010 lows
- The number of Unaccompanied Youth increased from 2008 to 2012
- The number of people with HIV/AIDS and those who are victims of domestic violence has increased from 2013

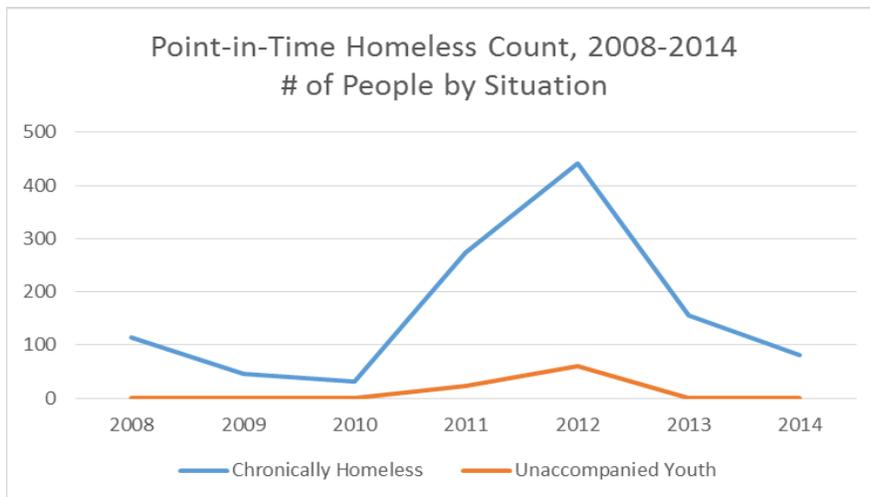
Subpopulations Counted in PIT Count

- Veterans
- Seriously Mentally Ill People
- People with Substance Abuse Disorder
- Persons with HIV/AIDS
- Victims of Domestic Violence
- People who became homeless within 30 days of being discharged from:
 - Criminal Justice System
 - Behavioral Health System
 - Health Care System/Hospitals

Chronically Homeless/Unaccompanied Youth

As the chart below suggests, the number of chronically-homeless people has declined from 2008 levels after rising sharply from 2010 and peaking in 2012. Clearly, even with the methodology caveats noted previously, Cumberland County and the City of Fayetteville have made much progress in helping this population.

Unaccompanied youth also peaked in 2012 after rising from 2010; the number stands at one in 2014.

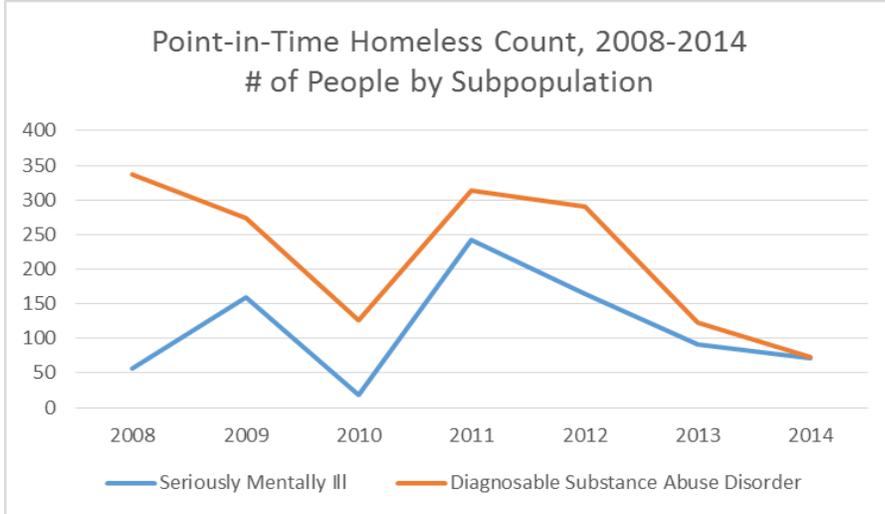


HUD Definition: Chronically Homeless

Four separate "episodes" within three years or continuously homeless for one year

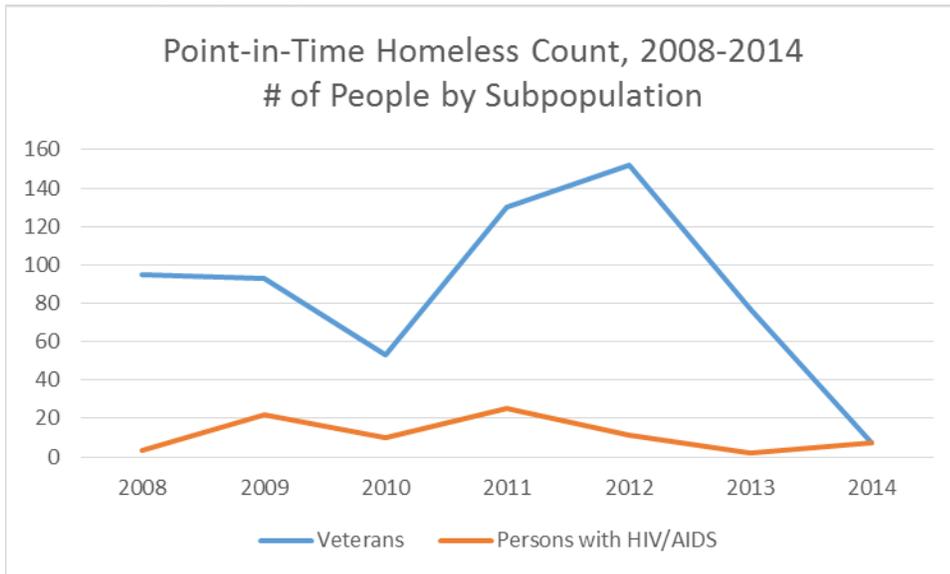
Seriously Mentally Ill/ Diagnosable Substance Abuse Disorder

As the chart below shows, the number of seriously mentally ill people has declined from its peak in 2011; however, the number of people in this category is higher than that of 2008, even with the methodology changes.



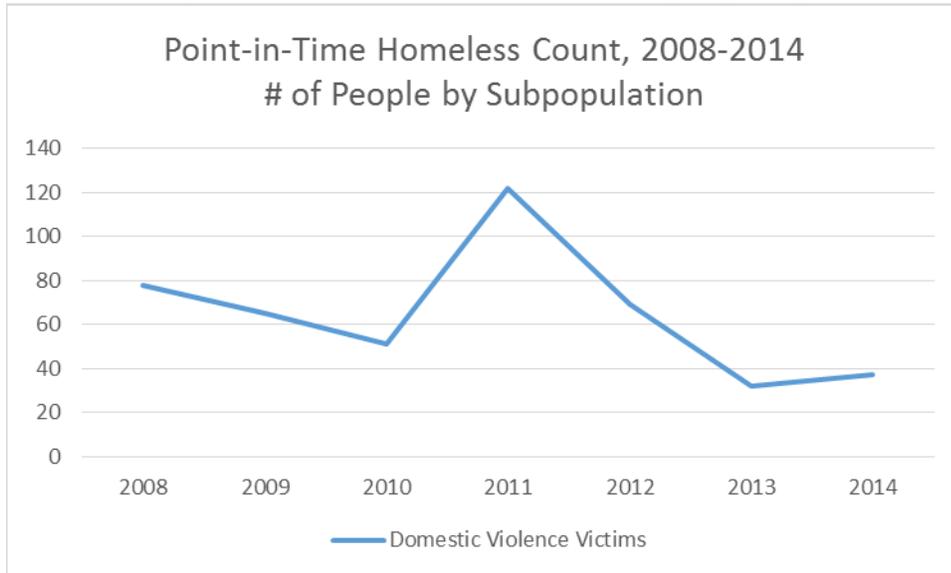
Veterans/ People with HIV/AIDS

As the chart below shows, from 2008 to 2012, the number of homeless veterans increased significantly. The number of homeless veterans has declined from 2013-2014, due in part to the increased number of HUD/VASH vouchers available for housing. The population of homeless people with HIV/AIDS appears to be on a slight upswing from 2013 to 2014.



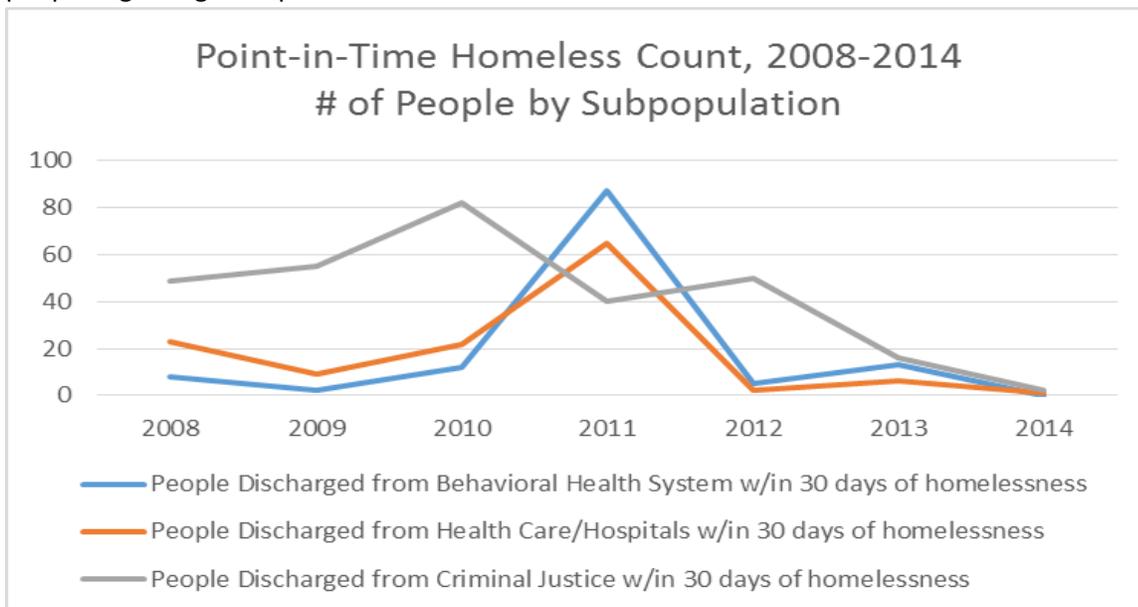
Domestic Violence Victims

As the chart below shows, the number of homeless domestic violence victims declined from 2008 to 2010 and then peaked in 2011. The number shows a slight upswing from 2013 to 2014.



People Discharged from Behavioral Health Care System, Health Care /Hospitals, or Criminal Justice System w/in 30 days of homelessness

As the chart shows, the number of people discharged from the Behavioral Health, Health Care/Hospitals, and Criminal Justice systems have decreased from 2008 after peaking at various times over the last seven counts. All three show upward and downward movement over the period with little discernible patterns or trends, perhaps due to the previous methodology that didn't include interviews of homeless people regarding their particular situation.



C. Cumberland County – 2013 -2014 Point-In-Time Homeless Population Trends

Because several subpopulations saw some slight increases from 2013-2014, this analysis digs more deeply into a comparative profile of homeless people in Cumberland County over that period.

SNAPSHOT

- Trends for homeless families and homeless individuals are quite divergent, with the number of homeless families decreasing and homeless individuals increasing
- The number of homeless individuals increased by nearly 25% from 2013-14
- All subpopulations, with the exception of victims of domestic violence and people with HIV/AIDS, decreased

Homeless Families

Among families, the homeless populations has decreased somewhat year over year. In all categories – emergency, transitional, and unsheltered – the number of people decreased.

- The number of households with dependent children decreased from 96 to 70
- The number of people in households with dependent children decreased from 288 to 256
- BUT the number of chronically homeless families increased from 5 to 8, and the number of people in these families increased from 17 to 26.

Homeless Individuals

- The number of homeless individuals has increased from 318 to 396, an increase of nearly 25%.
- The number of chronically homeless individuals has decreased from 138 to 75, a decrease of nearly 46%.
- The number of homeless children-only families increased from zero in the 2013 PIT count to 1 male aged 17 or under in 2014.

Subpopulations -- Veterans

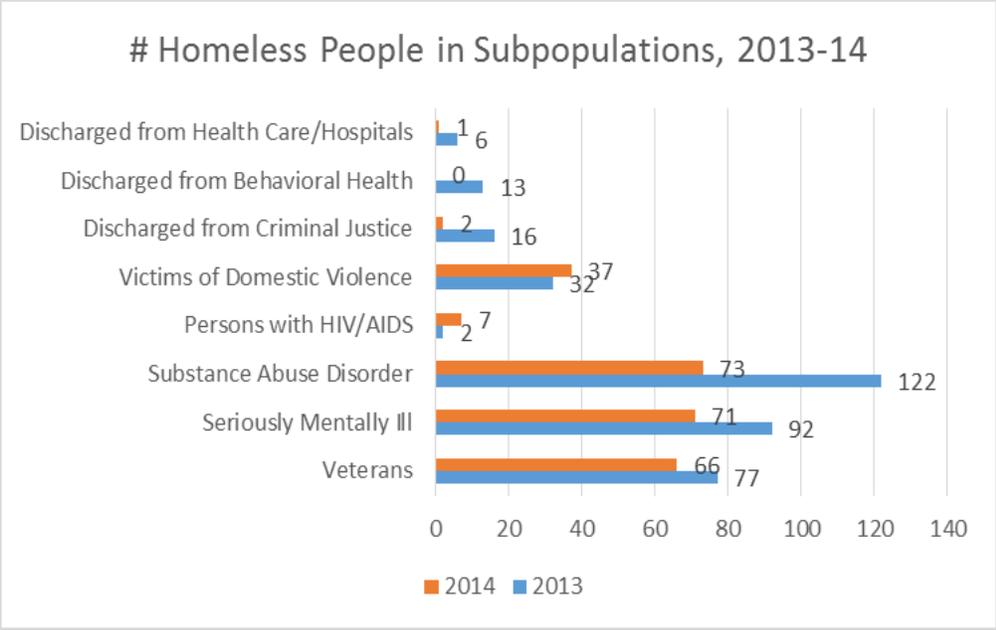
Please note: The 2013 Point-in-Time Count did not include Veterans with families.

- For homeless veteran families, 7 people lived in two households that included a veteran.
- Both families lived in transitional housing.
- Additionally, 57 male and 7 female veterans were homeless.
- Half of the veterans were unsheltered, with 18 in emergency housing and 14 in transitional housing.

Subpopulations

As the chart on the next page shows,

- All subpopulations, with the exception of victims of domestic violence and people with HIV/AIDS, decreased
- The number of homeless people with a diagnosable substance abuse disorder decreased 40%
- The number of seriously mentally ill people declined by 23%

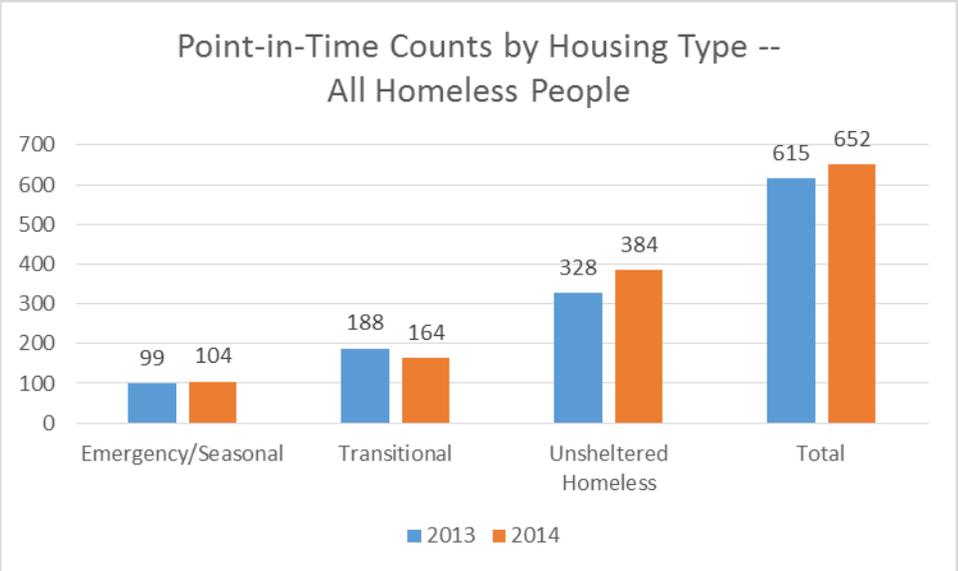


Homeless Individuals by Type of Housing

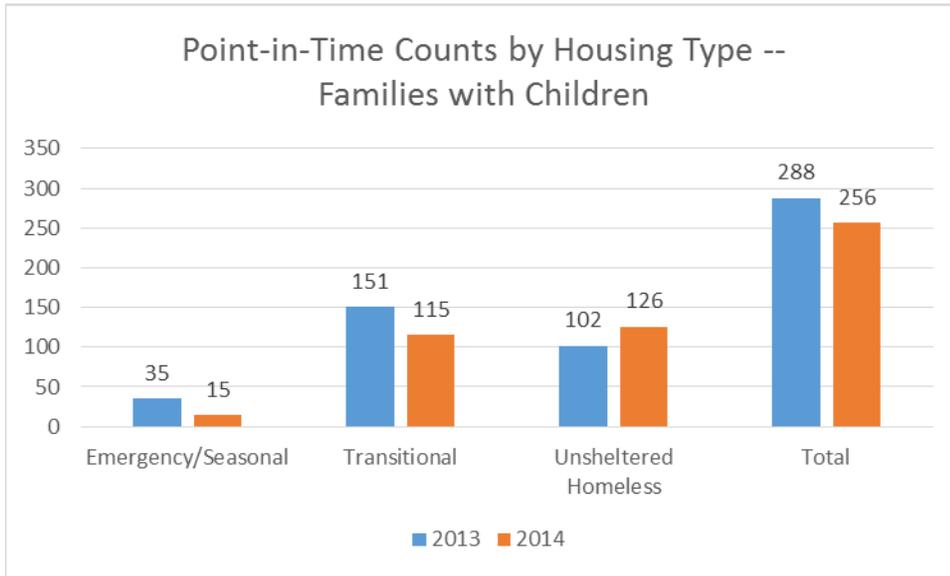
SNAPSHOT

- The number of people in Emergency/Seasonal and those Unsheltered increased from 2013 to 2014
- Among families with children, the number of unsheltered homeless people increased
- Among single individuals, the number of people in all types of housing/unsheltered increased

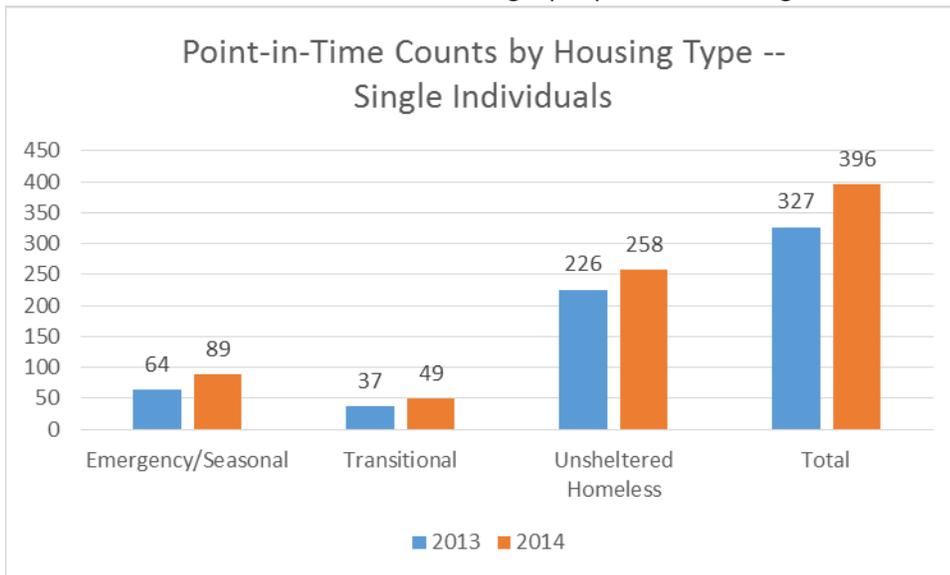
As the following chart shows, the number of people in Emergency/Seasonal and those Unsheltered increased from 2013 to 2014.



As indicated in the chart below, the number of unsheltered homeless people in families with children increased by 20, but the number in emergency and transitional housing decreased.



This chart shows increases in homeless single people in all housing situations from 2013-14.



D. Cumberland County – 2014 Point-In-Time Homeless Population Trends – Imminent Risk of Homelessness or At Risk of Homelessness

Cumberland County also tracked the number of Imminently Literally Homeless or At Risk of Homeless as defined by HUD (please see boxes.) In total, 472 people are at risk or imminently homeless, including 196 adults and 240 children within families. More alarmingly, 36 unaccompanied children are also at risk.

Eighty nine percent, or 422 people, live in families with children.

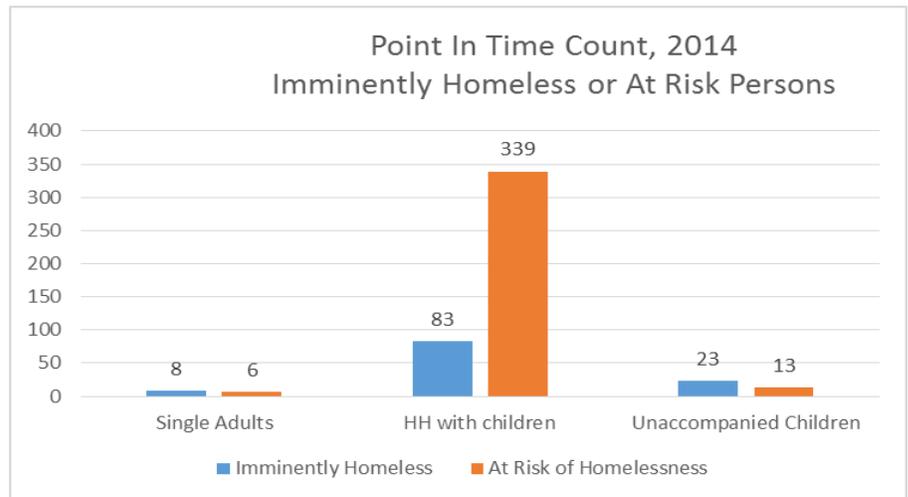
Within this population, five adults have serious mental illness, two are veterans, and two are victims of domestic violence.

HUD Definition: At Risk Of Homelessness

An individual or family who:
 (i) Has an annual income below 30% of median family income for the area; AND
 (ii) Does not have sufficient resources or support networks immediately available to prevent them from moving to an emergency shelter AND
 (iii) Meets one of the following conditions:
 (A) Has moved because of economic reasons 2 or more times during the 60 days; OR
 (B) Is living in the home of another because of economic hardship; OR
 (C) Has been notified that their right to occupy their current housing or living situation will be terminated within 21 days; OR
 (D) Lives in a hotel or motel and the cost is not paid for by charitable organizations or by Federal, State, or local government programs for low-income individuals; OR
 (E) Lives in an SRO or efficiency apartment in which there reside more than 2 persons or lives in a larger housing unit in which there reside more than 1.5 persons per room; OR
 (F) Is exiting a publicly funded institution or system of care; OR
 (G) Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness

HUD Definition: Imminent Risk of Homelessness

An individual or family who will imminently lose (within 14 days) their primary nighttime residence provided that no subsequent residence has been identified and the individual or family lacks the resources or support networks needed to obtain other permanent housing



IV. Needs Assessment – Cumberland County Continuum of Care on Homelessness Survey and Inventory Research

A second element of the Needs Assessment involves understanding what resources are available to homeless individuals and families, as well as subpopulations of homeless people in the City of Fayetteville and in Cumberland County.

This inventory was undertaken through distribution of an online survey, extensive internet and other research, and telephone interviews with approximately 80 individuals to determine what providers offered and what eligibility criteria they utilized.

The results of the research are combined into Inventories of Emergency/Transitional Housing, Permanent Housing, and Related Services that are found in the Appendices of this report.

A. CoC Homelessness Survey – Profile of Agencies & General Eligibility Criteria

SNAPSHOT

- Forty respondents provided thoughtful feedback regarding their services and other issues of importance to the region's homeless community
- On average, respondents had 29.8 years of experience in their field, with 2/3 having greater than 16 years of experience
- Nineteen respondents reported serving 25,343 clients in total in 2013
- Most service providers place few eligibility requirements on their clients

In total, the Needs Assessment included distribution of an online survey to approximately 150 potential survey respondents through three email waves.

The initial wave from Cumberland County Community Development distributed the online survey to approximately 75 participants; KDC conducted a second wave targeting 74 participants, about a third of whom had been contacted through the initial online survey distribution.

KDC also conducted a third wave survey solicitation of 20 potential respondents, about half of whom had been contacted in the first two waves. In total, KDC received 40 responses to the survey.

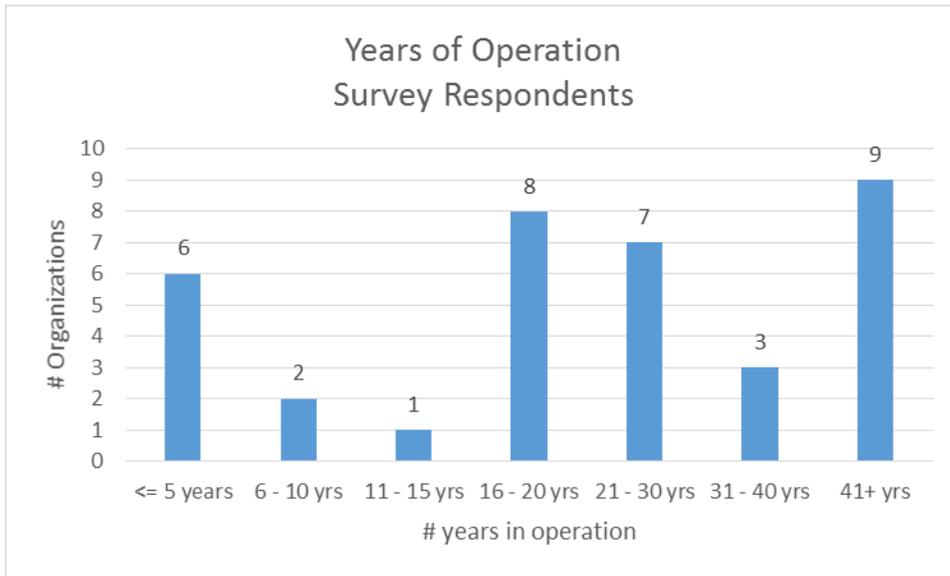
Additionally, the team conducted follow-up phone interviews and surveys with nearly 80 providers of housing and related services to complete the Inventories of Emergency, Transitional, Permanent, and Service Providers found in the Appendix of this document.

Profile of Survey Respondents

Forty organizations provided extensive feedback regarding their organizations' work as well as their insights regarding helping homeless people in Cumberland County and the City of Fayetteville.

Years of Operation

On average, participating organizations had 29.8 years of experience in their field; the years of experience ranged from 10 months to 126 years. One organization had 40 years of experience, but one year within Fayetteville/Cumberland County.

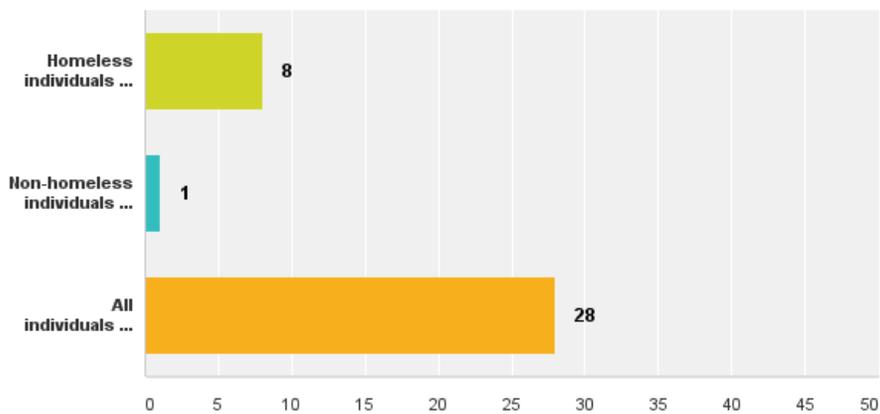


CLIENTS SERVED

All but one of the agencies that responded to the question served homeless people or all individuals regardless of homeless status.

Q2 To which populations do you offer services?

Answered: 37 Skipped: 3



Number of Clients Served in 2013

Eighteen of the survey respondents provided information regarding how many clients they served by subpopulation in 2013. In some cases, the respondent noted that they served a particular population but did not have a number for 2013 served. One organization noted that it served 1,345 people in total in 2013.

Population	Number of Agencies Reporting Serving this Population	Total Number Served by Reporting Organizations/Range
Chronically Homeless	14	3,626 (3-2,600)
Families with children	16	3,178 (6-1,000)
Individuals	20	5,225 (2-1,492)
Minors	8	9,354 (2-9,200)
Mentally-ill People	8	1,066 (10-500+)
Persons with HIV/AIDS	9	39 (2-20)
Prison Release	9	181 (2-100)
Substance abusers	8	906 (8-450)
Victims of Domestic Violence	5	423 (3-400)
Agency that did not break out into subpopulations	1	1,345
TOTAL		25,343

Eligibility Criteria

A detailed look at eligibility criteria that was provided by respondents suggests that most service provider respondents place few eligibility restrictions on their clients. Most serve mainly non-elderly adults, as well as families with children.

Several provided support to people with mental illness, substance abuse, or developmental issues. Several utilized HUD guidelines for definitions of homelessness and various organizations utilized a range of income requirements.

By criteria:

Serves All

Three agencies served all people; 1 stated that it serves “homeless or struggling” people. One agency worked with people sponsored by a homeless provider, and two worked with homeless students in the schools. One stated that its transitional housing serves homeless families with children under 18.

Residents

Four agencies serve residents only. The two school-related respondents, by virtue of their being part of the county schools, are also likely resident-focused.

Family Type

Four agencies serve families, and two also reported serving single people.

Veterans

One agency reported working with veterans and their families.

Age

Most agencies serve adults through aged sixty five. In detail, 2 agencies serve all ages; 1 serves anyone 6 months old and up; 2 serve school aged people; 1 serves 18+; 1 serves 18-64; 1 serves 18-65; and 1 serves 21-65.

Gender

No agencies reported any gender restrictions, and one served male- or female-headed families.

Mental Illness Diagnoses/Substance Abuse Disorders

One agency reported working with families in which an adult has a brain disorder; one worked with people with mental illness; another supported people with mental illness, substance abuse, and intellectual development disabilities. Two agencies reported serving clients with substance abuse disorders.

Income

Five had income and additional restrictions as noted below.

< 250% FPL, with no insurance and prescription for chronic diseases

< 200% FLP,

< 100% FPL with chronic condition

<= 80% median area income

Income restrictions (unspecified), credit and criminal background check

HUD Criteria

Two agencies supported people who meet the HUD homeless definition; another mentioned serving people who meet the HUD homeless and disabled definitions and income requirements.

Qualifying Event

One organization that provided foreclosure support served clients who had a qualifying event (such as the death of a spouse or a job loss.)

B. Detailed Look at Available Housing to Homeless People or those At Risk of Homelessness

The assessment reviewed the housing available to homeless individuals and families through two methods:

- Researching and contacting 55+ regional providers of income-based housing
- CoC Homelessness Survey Results

The research team utilized a variety of sources (please see bibliography) as well as extensive internet research to identify potential sources of emergency, transitional/temporary, and permanent housing, including private developer housing. Every attempt was made to confirm the housing source through at least two physical resources and at least one phone contact. In all, approximately 300 calls, resulting in 55 phone interviews/discussions with housing contacts.

SNAPSHOT

- Available emergency and transitional shelters are at or near capacity
- Little capacity exists to accommodate unsheltered people or those at risk of homelessness within the current supply of emergency and transitional housing
- Only 21% of permanent housing units utilize HUD 30% income requirements
- All of the HUD 30% housing has wait lists
- Wait lists range from 1-2 weeks to 3 years
- 1-bedroom apartments have some of the longest waiting lists
- An increased number of single homeless adults will need more emergency and permanent housing
- With 89% of the imminent or at-risk for homelessness population comprised of families, the need for family housing is also critical
- Funding for 16 housing developments will expire within the next 3-18 years, and the housing could be converted to market-rate housing

Housing Capacity: Emergency and Transitional Shelters -- a great need for more emergency and temporary housing.

Forty six organizations were identified as offering emergency or transitional housing within the City of Fayetteville or Cumberland County, with enough accommodation for approximately 260-270 people.

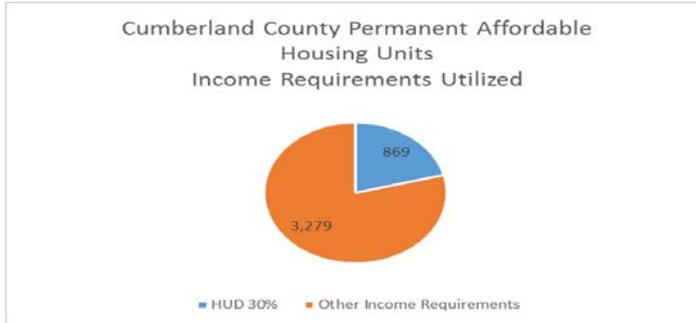
The 2014 Point-in-Time count recorded 268 people in emergency or transitional shelters, essentially at full shelter capacity. Therefore, no additional capacity exists to house the 384 unsheltered homeless people counted in the 2014 count, or the 472 people at risk of being homeless or imminently homeless.

This high capacity rate is echoed within the Housing Inventory List 2014 for NC-511, which reports on housing sponsored by CoC member organizations.

- Three emergency shelters offering 107 beds were 97% utilized
- Seven Transitional Housing organizations offering 182 beds were at 90% capacity
- Two Rapid Re-Housing shelters offering 11 beds were 100% utilized

Permanent Housing -- a great need for more permanent housing, especially for very low incomes

A detailed analysis of seventy developments identified as potential housing for low-income or homeless people showed 4,148 units of housing. Of that number, 869, or 21% were available to those earning less than the 30% median income established by HUD.



Most housing developments serve more than one type of client. The table below shows that waiting lists predominate housing for singles, singles with developmental or physical disabilities, and couples. Twenty of the housing developments have wait lists, ranging from 1-2 weeks to three years.

Housing Wait Lists by Clientele Served

Clientele Served	Complexes without Wait Lists (TOTAL)	Complexes with Wait Lists (TOTAL)	Complexes without Wait Lists Income <30%	Complexes with Wait Lists Income <30%
Singles	11	13	0	11
Singles with Developmental or Physical Disabilities	3	5	0	4
Couples	0	4	0	3
Elderly	7	3	0	3
Families	20	13	0	8
Families with Member with Developmental Disabilities	1	1	0	1

As 61% of the county’s homeless population is single adults, it is critical that enough permanent housing be available for singles. The need for family housing is also critical, however; 89% of the imminent or at-risk for homelessness population is comprised of families.

Additionally, 16 developments have expiration dates for funding, beginning as soon as 2017 and extending as far as 2032. As these funding arrangements expire, this housing could potentially be unavailable to low-income families.

Methodology Challenges

Among the challenges in compiling the housing information:

- Frequently, the phone contact at each individual development did not know what types of income or other criteria/restrictions were utilized, if any.
- In some cases, multiple contacts at an individual development/management company would offer different information.
- Some contacts were adamant that they did not offer “low-income” housing but rather “affordable” housing.

As a result, our researchers were required to rely on the verification of information through two or more non-phone sources for a few providers.

C. Detailed Look at Available Services to Homeless People or those At Risk of Homelessness

This assessment reviewed the services available to homeless individuals and families through two methods:

- Researching 95+ and contacting 26 regional providers of support services
- CoC Homelessness Survey Results

More than ninety five organizations in the City of Fayetteville and Cumberland County were researched via a variety of sources (please see bibliography) as well as extensive internet research to identify potential sources of support services to low-income and homeless people and families. Every attempt was made to confirm the services source through at least two physical resources and at least one phone contact and/or individual survey response. In all, approximately 77 calls, resulting in 26 phone interviews/discussions with service provider contacts.

The services were organized into the following broad categories and aligned with the survey questionnaire for consistency.

- Crisis Intervention
- Drug Addiction/Recovery
- Housing Assistance
- Meals (Food Bank or Meals)
- Medical Assistance
- Mental Health Services
- Utility Assistance
- Vocational/Job Training
- Other

SNAPSHOT

- The greatest number of organizations (37) offered food banks or meals service.
- 15 organizations offered clothing closets
- Among survey respondents:
- Emergency housing for Families, Single Males, and Single Females was the most referred service
- Permanent housing for Single Males was the most frequently-offered direct service, followed by permanent housing for Families, for Single Women, and Permanent Supportive Housing for People with Disabilities
- No agency offered direct service for Emergency Shelter for Youth under 18 or Foster Care.
- The most frequently offered specialized direct services are Case Management (18), Housing Search (15), and Outreach (13).
- No providers offered direct services for Rape Crisis services or Transition support for Youth Aging out of Foster Care.
- The most frequently offered general direct services are clothing assistance (15), emergency financial aid (12), meals (11), educational services (10), and food assistance (11).

Of the 95+ organizations included in the Appendix, many listed multiple services. The number of organizations offering a particular service is as follows:

Cumberland County Services Available to Homeless and Low-Income Populations

Service	# Organizations Offering Service
Crisis Intervention	8
Drug Addiction/Recovery	8
Housing Assistance	10
Meals (Food Bank or Meals)	37
Medical Assistance	14
Mental Health Services	9
Utility Assistance	9
Vocational/Job Training	4
Other	Including Clothing – 15 organizations; cellphones – 3 organizations; medical supplies and screening tests; household items; legal assistance, etc

Additionally, some providers also offered showers and heat emergency relief, family fun nights; homeless shelter support; referrals for people with chronic medical conditions; prescription assistance; mental health support groups; case triage; bus tickets; hygiene kits; school supplies, clothing, tutoring, counseling, information, college readiness, and scholarships.

CoC Survey Results – Housing Services – Direct Service or Referrals

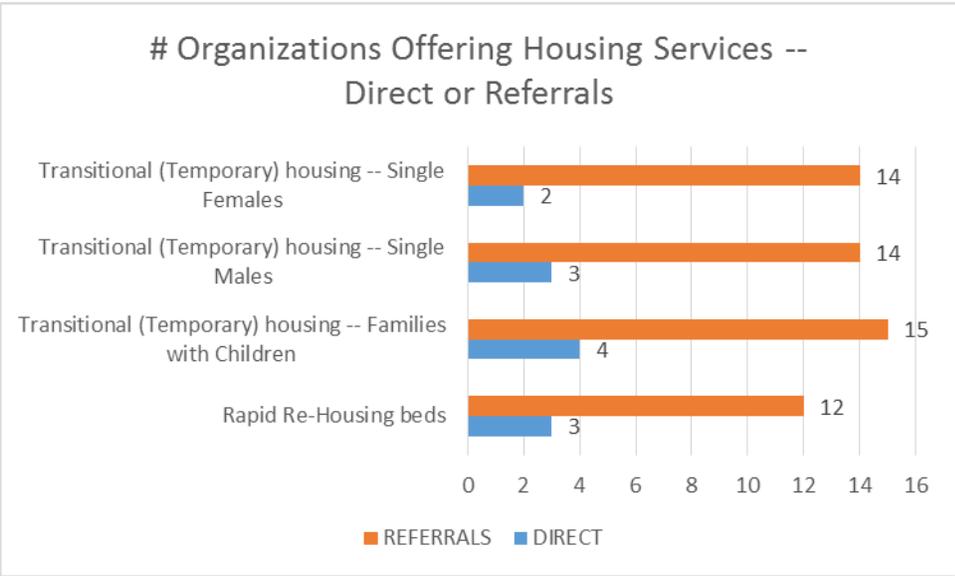
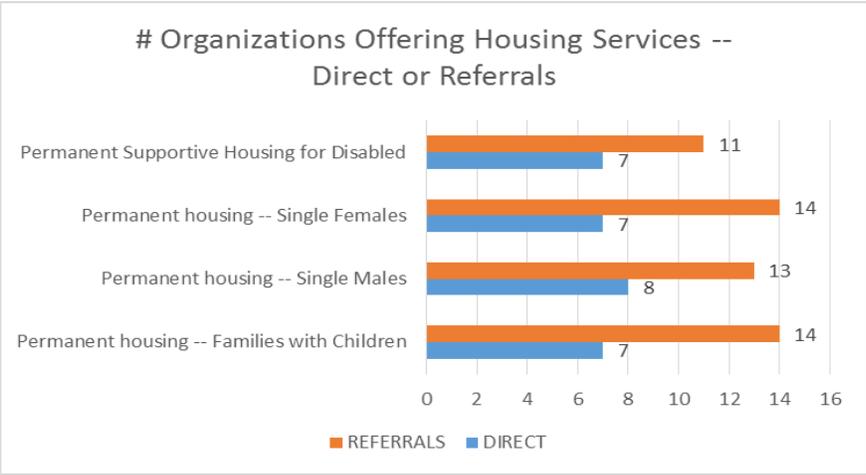
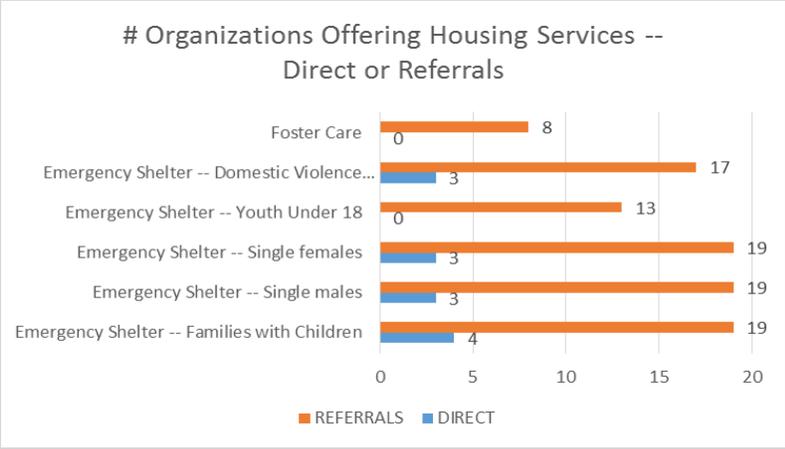
This section discusses the survey results.

Overall, it appeared that the needs for Emergency Housing for Families with Children, Single Females, Single Males were most often met through referrals or direct service.

As the next three charts indicate, the greatest number of referrals are to Emergency Shelters for Single Females, Single Males, or Families with Children (19), followed by Emergency Shelters for Domestic Violence victims (17). Referrals for Transitional Housing for Families also ranked highly (15).

The highest number of agencies offering direct services are for Permanent Housing for Single Males (8), followed by Permanent Housing for Families with Children or Single Females, and Permanent Supportive Housing for Disabled People (7).

No agency offered direct service for Emergency Shelter for Youth under 18 or Foster Care.



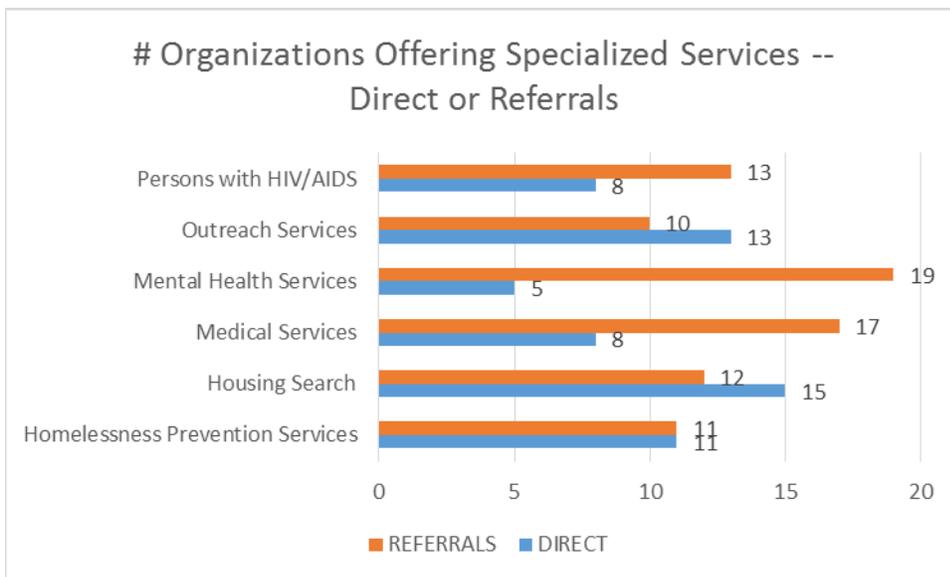
CoC Survey Results – Specialized Support Services – Direct Service or Referrals

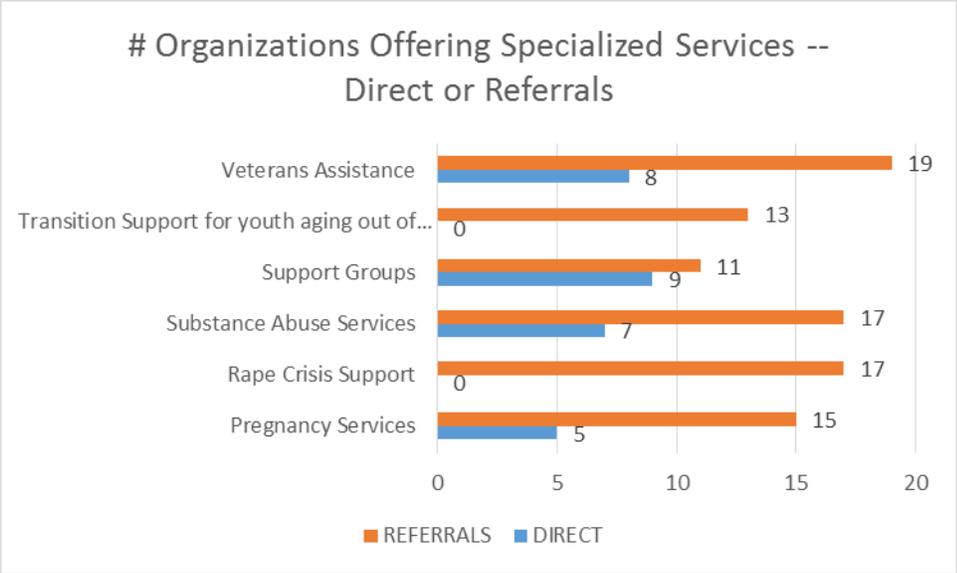
This section discusses the survey results.

As the next three charts show, the most frequently offered direct services are Case Management (18), Housing Search (15), and Outreach (13).

The most frequently referred services are Dental Services (19), Mental Health Services (19), Veterans Assistance (19), and Benefits Assistance (18).

No respondent providers offered direct services for Rape Crisis services or Transition support for Youth Aging out of Foster Care.



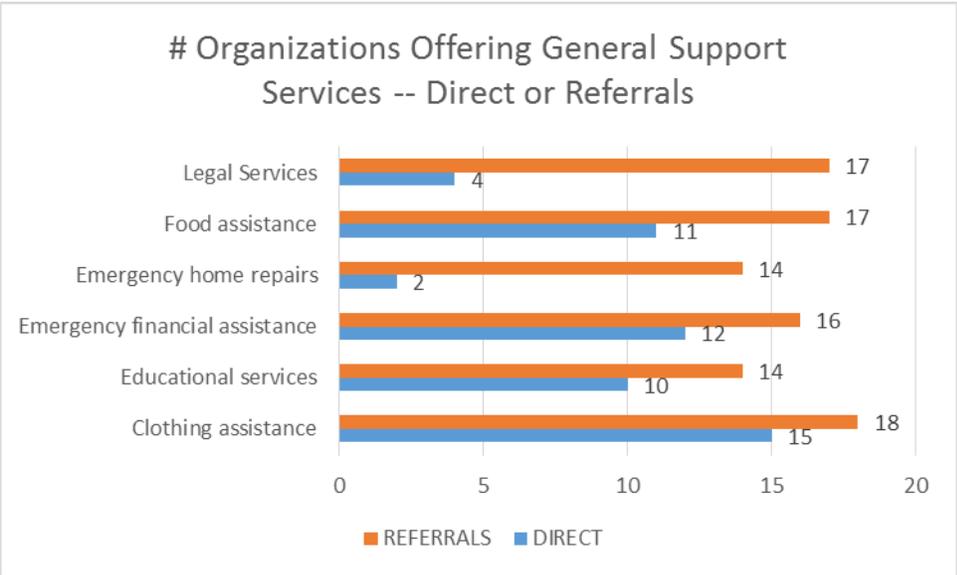


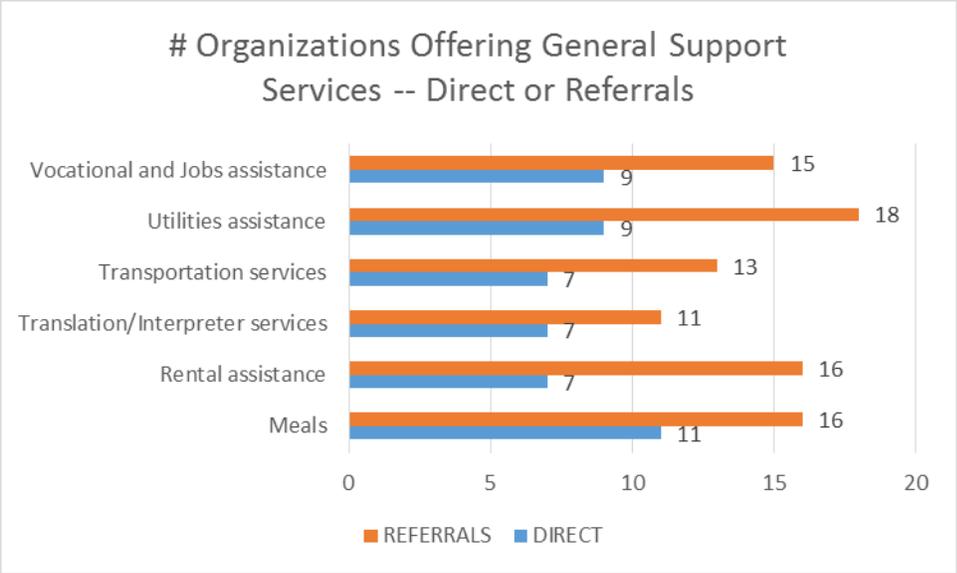
CoC Survey Results – General Support Services – Direct Service or Referrals

This section discusses the survey results.

As the next three charts show, the most frequently offered direct services are clothing assistance (15), emergency financial aid (12), meals (11), food assistance (11), and educational services (10). The services least offered are emergency home repairs (2).

Clothing (18), utilities (18), food assistance (17), legal assistance (17), and meals (16) are the most utilized referrals.





Methodology Challenges

Because many nonprofits, and especially small organizations, have limited staffing and limited hours, reaching contacts via phone was often difficult, requiring our researchers to rely on the verification of information through two or more non-phone sources for some organizations.

V. Needs Assessment – Gap Analysis & Recommendations

The Needs Assessment gap analysis identified the following items as gaps between the needs and available resources of the Cumberland County and City of Fayetteville’s homeless population.

GAP: Need for More Funding for Emergency Housing or Stabilization Funding

This analysis identified 46 organizations were identified as offering emergency or transitional housing, with enough accommodation for approximately 260-270 people.

While this would accommodate the 268 people recorded in the 2014 Point-in-Time count, no additional capacity exists to house the 384 unsheltered homeless people counted in the 2014 count, or the 472 people at risk of being homeless or imminently homeless, the majority of whom are families with children. The number of single homeless people increased by 25% from 2013-2014.

The Housing Inventory List 2014 for NC-511 also showed utilization rates of between 90-100% for emergency and transitional housing.

RECOMMENDATION: The CoC agencies, partnering with private developers, may consider identifying new funding sources or ways to combine funding sources to develop more emergency beds.

As US Census data shows, housing in Fayetteville is relatively expensive, whether one is a renter, mortgage holder, or homeowner without a mortgage. Home ownership rates are lower than statewide averages, and housing mobility year over year is high, in part due to the transitory nature of military work. Alternatively, the CoC may work to identify funds that can be offered for rental/mortgage/utility assistance, or funds for victims of domestic violence to place a deposit on a secure, independent home.

GAP: Need for More Funding for Permanent Housing

The current emphasis on Housing First as a way to stabilize people’s lives means that the focus of homeless agencies has shifted from transitional to permanent housing. Therefore, CoC agencies need to develop systems of care that can quickly transition homeless people from emergency to permanent housing, necessitating a need for more permanent housing.

This analysis identified over 4,100 units of affordable housing, 21% of which utilize the HUD 30% median income standards. All of the 30% HUD housing has waiting lists ranging from a few weeks to three years. The need is especially acute for single bedroom apartments. Further, the funding for 16 affordable (non-30% HUD) housing developments will expire within the next 3 to 18 years; if this housing is converted to market-rate, the need will become more acute.

The number of single homeless people increased by 25% from 2013-2014.

The Cumberland County Point-in-Time count shows that enough emergency/transitional housing does not exist to accommodate unsheltered persons, and that an additional 472 people are believed to be at risk of or imminently homeless.

RECOMMENDATION: The CoC agencies, partnering with private developers, may consider identifying new funding sources or ways to combine funding sources to develop more affordable permanent

housing. Rehabilitating abandoned city-owned buildings and offering nearby supportive services or amenities could fill some of this need. One respondent suggested that the CoC consider the example of East Lake, Atlanta.

GAP: Need to Identify Factors for Success in Transitioning to Permanent Housing

With the homelessness community's focus on quick transitions to permanent housing, it is critical that the CoC members support each other in identifying best practices to maximize people's chances of a successful placement.

RECOMMENDATION: To identify best practices, the CoC may consider tracking transitions to permanent housing – either according to the new HUD recommendation of 30 days from emergency housing or all transitions, including those from transitional housing. A detailed look at what services and supports enable that smooth transition – and continued success within permanent housing – can help the CoC to focus its efforts and resources most effectively.

The analysis should include a definition of success that includes a longitudinal metric of long-term success after placement, such as the person remaining in housing for at least six months or one year.

GAP: Need for More Housing and Services for Families with Children

The share of homeless families as a share of the overall homeless population has declined since 2008; however, the number of chronically homeless families has increased from 2013 to 2014. Further, 89% of all imminently homeless and at risk of homelessness families are those of women and children.

These families need a variety of housing options and services, including stabilization funds, in order to provide families with a stable, safe environment for children. Housing and services for this population are among the most frequent referrals.

RECOMMENDATION: The CoC may consider devoting more funding to emergency, transitional, and permanent housing dedicated to women and children, including victims of domestic violence (please see below.) The CoC may also seek additional funding for services to help stabilize family situations, including security deposits for independent living. Further, the CoC may seek to leverage school funding for homeless children, in order to provide additional transportation and childcare options to help women with children obtain stable employment situations.

GAP: Need for Additional Support Services/Housing for Victims of Domestic Violence and Persons with HIV/AIDS

Of the various subpopulations studied, only two – victims of domestic violence and persons with HIV/AIDS – increased from 2013 to 2014. Services for these two populations are also among the most referred by the agencies surveyed. A related service, Rape Crisis Services, has no direct providers among the 40 agencies surveyed.

RECOMMENDATION: The CoC may consider identifying additional sources of funding for people from these two populations, perhaps from the US Department of Justice or Health and Human Services.

GAP: Need for More Housing and Services for Mentally Ill Homeless Population

While the number of mentally ill homeless people has declined since its 2011 peak, the number remains higher than it was in 2008. Similarly, while the number of chronically homeless people is down from

2008, it is higher than its low “peak” in 2010. Further, the number of chronically homeless families – those headed by a person with mental illness – has increased from 5-8 from 2013, increasing the number of people in such families from 17 to 26.

RECOMMENDATION: The SOAR program offered through the PATH program is a helpful way to connect mentally ill clients with needed benefits. Perhaps this platform can be leveraged in a systematic way to identify and connect mentally ill clients with more housing and services options (or as the basis for additional funding for those services and housing.)

GAP: Need for Additional Support Services/Housing for Youth Aging out of Foster Care

Nationally, the number of homeless children has increased dramatically; 2.5 million children, or one in every 30 children, experienced homelessness in 2013. North Carolina is ranked 29th in terms of its performance in supporting homeless youth.⁶ While the youth homeless population is small (1 in 2014), no survey respondents offered services for children aging out of foster care. Transitions are an especially critical time in young people’s lives, and having a dedicated service provider available to support those life choices can help tremendously.

RECOMMENDATION: The CoC may consider identifying additional sources of funding for homeless people from these two populations, perhaps from US or NC DHHS.

GAP: Day Resource Center/One-Stop Shop for Homeless Services/Information

Many services for homeless people require a picture ID, which is difficult to obtain without a permanent address. Transportation can be an issue for homeless people in a county of Cumberland’s size. At the same time, survey respondents suggested the need for more day care facilities, where homeless individuals and families – and those at risk of homelessness or imminent homelessness -- could have access to wrap-around services.

Additionally, with the new focus on Housing First policies, people who’ve recently transitioned into permanent housing will likely still need support with the issues and challenges that complicated their lives.

RECOMMENDATION: Providing a central location where all subpopulations could receive information and basic services (eg., picture ID, benefits assistance, meals, clothing, referrals to appropriate housing), and, if they choose, case management services, could serve to connect homeless people with services and also help agencies to coordinate efforts. The CoC must consider whether resources can support two centers – one for each gender – in order to protect vulnerable women and children, especially those who have suffered abuse. The Day Resource Center can also act as a continued stabilizing force in the lives of people who’ve recently transitioned into permanent housing.

Accordingly, the Day Center may offer passes for public transportation or taxis to services not available on-site.

⁶ America’s Youngest Outcasts: A Report on Child Homelessness, 2014. The National Center on Family Homelessness. <http://www.homelesschildrenamerica.org/>

GAP: Tracking the Number of Elderly Homeless People

Most of the age-related eligibility criteria for service providers was for adults up to age 64 or 65 (not including permanent housing). Nonetheless, survey respondents suggested that an elderly homeless population may be being overlooked.

RECOMMENDATION: Either through the Point-In-Time count or other tracking, CoC member agencies may wish to track the number of elderly people whom they support in order to identify whether a need for additional funding or programs and services exists.

GAP: Educating the Public and the Homeless Population about Available Services

As with many public health or social service efforts, a challenge for organizations is to make their target populations aware of the services available to them. While many organizations promote their services online, many homeless or at risk people have limited access to computers or the internet. Additionally, many websites or online materials may be out of date, and reaching appropriate contact people at short-staffed organizations can be challenging.

RECOMMENDATION: In the past, CoC members provided “Street Sheets” to homeless people or those at risk of homelessness; perhaps this portable, durable document can be redeveloped and distributed to homeless people in places where they congregate, as well as at community centers, churches, retail outlets, parks, and other locations.

GAP: Educating the Public about Homelessness

Many misconceptions exist about homeless people, including the lack of information about homeless families. This can negatively affect the public’s capacity for empathy, its willingness to support homeless people and the organizations serving them; and even public policy.

RECOMMENDATION: The CoC may consider strengthening its outreach efforts to the broader community to highlight why homelessness is an issue that affects everyone in a community. A special focus on homeless children may help the public to connect better with the issue. One analysis done in Wilmington suggested that perhaps one in every 38 schoolchildren is homeless – nearly one child per classroom!

Outreach may be conducted through highlighting agencies or staff members supporting homeless people. To help the public to understand the life of a homeless person without compromising that person’s privacy, the CoC may consider utilizing the Photovoice technique of gathering information about homeless people’s lives in a manner that is meaningful to them and to the broader community.

GAP: Need to Strengthen Systems of Care for Homeless People

The members of the CoC and other providers throughout the community offer an amazing array of services to homeless people and those at risk of homelessness while working together to coordinate their services. The variety of agencies within the CoC speaks to the strengths the members as individuals and collectively offer to homeless people within Cumberland County and the City of Fayetteville.

HUD, along with other governmental agencies in health and social services, has recognized the importance of agencies coordinating and synthesizing their efforts for maximum results. Continuing to build the CoC’s network and reach will strengthen services within the area for homeless people.

Within the CoC survey, several respondents suggested the need for more communication and cohesiveness among the CoC members and additional outreach to engage more members.

RECOMMENDATION: The CoC may consider developing a brief set of recruiting “Talking Points,” especially around the advantages of cooperating with other agencies in seeking funding, for CoC members’ recruiting efforts.

Additionally, the CoC may wish to consider mechanisms by which to increase interactions and communications among its members: through online newsletters, periodic email updates, or lunch and learns with area providers. The CoC may consider establishing a “recruiting drive” whereby current members pledge to recruit 3-4 providers each year.

VI. Conclusions

The Cumberland County and City of Fayetteville, through the work of the Continuum of Care on Homelessness, have made a strong effort to address the needs of homeless families and the various subpopulations in the region. The county offers a wide variety of services and housing options for homeless people or those at risk of homelessness. Among 18 agencies alone, over 24,752 people received services in 2013 (some of those people may have received services from more than one agency.)

Nonetheless, the county and city are in need of more housing, both emergency and permanent, to meet the needs of its homeless population, particularly singles and chronically homeless or mentally ill people. At this time, not enough emergency or transitional housing exists to shelter the 384 unsheltered people, including 126 families, counted in the 2014 Point-In-Time count.

With the focus on moving people into permanent housing as quickly as possible, the CoC members and other providers will have an even greater need to collaborate on supportive services to ensure a successful transition. Such efforts would be further supported by tracking data regarding transitions into permanent housing to identify those factors leading to successful placement.

The CoC is fortunate that its structure encourages members to share best practices and to coordinate the delivery of services. Additionally, the variety of CoC members suggests that its members have enough contacts to recruit a greater number and variety of service providers to coordinate services, especially if they feel comfortable and prepared to “sell” the organization with their prepared Talking Points.

The CoC and other area homeless providers might further strengthen their connection and coordination through the establishment of a Day Resource Center/One-Stop Shop for basic or wrap-around services and referrals. Such a project could provide a central case manager to support homeless people in progressing forward through services toward independence.

More outreach to homeless people or those at risk of homelessness, as well as the general public, can help to build support for homeless people and programs to help them. Durable, portable sources of information can connect homeless people to providers in the area.

The CoC members have shown the energy, commitment, and initiative that it has taken to reduce levels of homelessness from the highs of only a few years ago. Continuing to build on its data-driven partnership with its North Carolina Coalition to End Homelessness partners, the group is poised to continue its work to transform homelessness in Cumberland County and the City of Fayetteville.

VII. Additional Research and Background – Survey Feedback

To provide context for the research analysis, the CoC Homelessness Survey requested respondent feedback on a variety of issues related to supporting homeless people in Cumberland County. A summary of those responses is provided below; the entire group of responses will be available in the supplemental report materials.

If there were additional dollars available to your agency to help support services to the homeless population, what would you do?

Respondents offered a variety of ideas for how they would utilize additional funding dollars to support homeless people. The responses generally fit within the following categories:

- Expand affordable housing
- Build next phase housing
- Offer more beds, including overnight beds
- Serve more people through their services
- Increase emergency funds to: (1) stabilize placement/transition supports; (2) offer rental deposits to domestic violence victims to support independent living
- Support geriatric homeless people
- Support a Homeless Day Care Center
- Providing Afterschool Center for unaccompanied youth
- Expand case management services
- Expand counseling – life coaching, mentoring, peer support
- Offer wraparound services – job skills, vocational skills, trade certification, budgeting training, GED classes, Spanish classes, drug and alcohol prevention classes
- Offering expanded medical services – medications, eye exams, dental care for uninsured adults
- Hire full-time liaison to homeless community
- Hire additional counselors
- Offer assistance with car repairs and transportation – for adults and for children
- Provide additional items
 - Tents, sleeping bags, children’s clothing, emergency child care
- Offer childcare vouchers
- Raise awareness and educate the public – to break down stereotypes, regarding the definition of school-aged (homeless) kids

Sample comments include:

“Create childcare vouchers so homeless parents can return to work, increase transportation opportunities for those employed or seeking employment to have access to 2nd and 3rd shift employment opps, dental care funds for uninsured adults, increase the number of units/beds available to assist homeless families, youth, and single women”

“I've told everyone, if I had the money, the things I could do. I guess it would depend on how much money your speaking about. Raise awareness and break through stereotypes in our community. Until we change the mind of the community and it's citizens, it's going to be a difficult process. More education and resources to wrap around getting them back into the community healthy and with the support to succeed.”

What do you see as gaps in the services offered to homeless people within Cumberland County and in the City of Fayetteville?

Respondents offered a variety of ideas for how they would utilize additional funding dollars to support homeless people. The responses generally fit within the following categories:

- Affordable housing that is “decent, safe, and sanitary”
- Affordable housing with services
- Affordable housing for people with income below 30% of median
- Rental assistance
- Emergency housing/shelter
 - For families
 - For single males
 - Safe place for runaways and unaccompanied youth
 - Enough for times of inclement weather
- More transitional housing
- Medical and dental care for uninsured
- Mental health care, including long-term mental health care
- Identification cards for homeless people
- Funding to support people as they apply for SSI or apply for employment
- Transportation options
- Additional homeless prevention resources
- A clear understanding of the schools’ role
- Little collaboration and communication among agencies serving homeless people

Sample comments include:

“Repeated duplication of services or redundancy. No organizations willing to cooperate with one another, only wanting to do THEIR part, instead of helping in other areas. Available resources for transportation and skills building. The lack of a true Homeless Center where everything can be address in one location.”

“Most homeless do not have identification, all homeless seeking housing places require birth certificates, which if they are from another state takes weeks up to months to get up to 3 months, if there was an agency that could just assist with social security cards, picture id's because an agency providing a service do not have in the budget to do these items.”

“Information of the various types of homelessness and a strategy to address each category. Faith-based collaborative that include financial support and volunteerism.”

“HOUSING AND TRANSPORTATION ARE BOTH ISSUES WITHIN CUMBERLAND COUNTY. IT IS VERY DIFFICULT FOR INDIVIDUALS.”

What suggestions do you have for ways to close those gaps in services?

Interestingly, 14 of 40 respondents chose not to answer this question.

Many correspondents’ comments fell into the following general categories:

- Coordination of effort among different providers of services
- Development of a collective vision among housing and care providers, real estate developers, and business community
- Creation of more permanent affordable housing
- Conversion of city-owned empty buildings into shelter and housing
- Place/multiple places to obtain identification
- One-stop housing and services to aid in transition to permanent housing
- Coordinated strategic planning and evaluation/identification of what works/best practices
- Focus funding on successful existing models rather than funding new approaches

Comments included:

“While I know that it takes a tremendous amount of subsidy to provide housing units, that is what is needed. Our local government entities are going to have to put funds into permanent housing for the homeless population. We can feed, clothe, and provide health/mental health services for consumers, but where do they lay their heads at night? We need resources for housing. When people have stable housing, it is easier to provide the needed supportive services.”

“Since homeless families are growing in this county, we need more shelters and in-services to assist these families. A lot of the families have jobs, just don't have a permanent home, because of selections of medical and just getting behind....”

“I just think we need to do a better job with following up and making sure the system is working.”

“Refrain from creating new initiatives and focus current and future funding initiatives to increase the services provided by experienced successful programs.”

“Build a type of structure where the homeless population is able to go through different steps that will help this population to transition and be stable as part of our society. Once the transition is complete, they can help others that are homeless to start the process.”

“There needs to be a more comprehensive strategic plan that involves city and county government along with Community Based organizations.”

“1) identify more affordable housing that has supportive services attached 2) advocate for a 1/4 tax funds to be given to COC to monitor & disburse to shelters and agencies working together to help the homeless.”

“Have a better COC. Have churches, organizations and local government come together and unite without the red tape and politics. Come up with plans and ways to implement them and follow up vs. just the talk. There are so many people that talk about the issues but don't do anything about it.”

“Need a collective vision among the CoC and local real estate and business communities. Need to figure out how to allocate proportions of existing or new units to supportive housing initiatives, etc. -- see East Lake, Atlanta for one excellent example.”

“Create and promote a project (Day Center) that encourages the entire City/County to participate.”

“Our community needs a greater willingness to push toward more creative solutions and dedicate additional resources to prioritize housing for the homeless.”

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<http://www.ncceh.org/pitdata/>

Shirley McMillan, Senior Compliance Regional/District 6 Regional Manager, United Management II

The State of Homelessness in America, 2014. National Alliance to End Homelessness.

US Census Data

<http://quickfacts.census.gov/qfd/states/37/37051.html>

<http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=bkmk>

Listings of Shelters and Other Services

Community Resources for Those in Need, Cumberland County Public Library

<http://cumberland.lib.nc.libguides.com/communityresources>

Rent assistance in Fayetteville and Cumberland County

http://www.needhelppayingbills.com/html/fayetteville_rent_assistance.html

Shelter Listings

<http://www.shelterlistings.org/>

VIII. APPENDIX: Resources for Homeless People and Those at Risk of Homelessness

Appendix A: Emergency and Transitional Housing Resources

Appendix B: Permanent Housing Resources

Appendix C: Services for Homeless People and Those at Risk of Homelessness

APPENDIX A: Cumberland County Organizations Offering Transitional & Emergency Housing for Homeless People or Those At-Risk of Homelessness

PROVIDER	Units	Type	Clients Served	Duration	Services Offered	Notes
Alliance Behavioral Healthcare 800-510-9132			Emergency & transitional		Mental Health, Utilities	Care coordination services, access to housing
Apostle's House 910-364-9522			Emergency		Vocational/ Job Training, Meals	Assistance in job searching, resume writing, referrals for food stamps and other assistance through the Department of Social Services. Call ahead. Need ID and cleared background check (free at FPD)
Ashton Woods 910-826-2454	20 2-bdroom homes	Transitional	Families	Up to 24 months		
CARE Center Family Violence Program 910-677-2532	17 max	Emergency	Female trafficking and domestic violence victims, women & children	30 days		
Center of Economic Empowerment & Development/Women's Center/CEED 910-323-3377	Assisted 79 people last year	Emergency	Families & singles		Utilities, Vocational/ Job Training	Have funds to assist with emergency housing; monthly family legal clinic Rapid Re-Housing
City Rescue Mission 910-323-0446		Transitional	Single Females			Homeless ID card issued; bring two forms of ID
Clifford Christian Center 910-864-4911		emergency			Meals	
Come unto me Missionary Shelter 910- 729-0566						

APPENDIX A: Cumberland County Organizations Offering Transitional & Emergency Housing for Homeless People or Those At-Risk of Homelessness

PROVIDER	Units	Type	Clients Served	Duration	Services Offered	Notes
Cumberland County Community Development 910-323-6112		Transitional	Homeless families	Up to 12 months	Case management	Robin's Meadow Transitional Housing, 12 units
Cumberland County Community Action Program (CCAP, Inc.) Head Start 910-487-9800		Emergency Transition, Permanent				Referrals for Crisis Intervention, Drug Addiction/Recovery, Medical, Mental Health, Utilities, Vocational/Job Training
Cumberland Health Net 910-483-6869		Emergency, Transitional, permanent			Crisis Intervention, Meals, Medical, Mental Health, Utilities	Connects uninsured residents with local providers. Case management, prescription assistance, education, all-wrap around services.
Cumberland Interfaith Hospitality Network (CIHN) See Partner Churches in last column 910-826-2454 ext 22	Approx. 4 families per week	Transitional & emergency	Families		Crisis Intervention, Meals, Utilities, Vocational/Job Training Case Management, Financial Literacy	Families with children. Partner host churches are: Cedar Falls Baptist Church First Baptist Church First Baptist Church of Fayetteville First Baptist Church of Hope Mills Hay Street United Methodist Church Hay Mount United Methodist Church Highland Presbyterian Church Lafayette Baptist Church Lewis Chapel Missionary Salem United Methodist Church Snyder Memorial Baptist Church St John's Episcopal Church St. Andrews United Methodist Church St Patrick Catholic Church

APPENDIX A: Cumberland County Organizations Offering Transitional & Emergency Housing for Homeless People or Those At-Risk of Homelessness

PROVIDER	Units	Type	Clients Served	Duration	Services Offered	Notes
Fayetteville Operation Inasmuch 910-433-2161	40	Transitional	Single individuals, & mothers with children	unlimited		Must have job, be registered in system
Gospel Services Hope Center/The Hope Center 910-920-4729	20 beds	Emergency				
Hope Center 910-920-4729		Emergency	Males and male Veterans			
Hope for Life Transitional Housing & Shelter 910-375-9128		Transitional				
Hope Harbor Christian Mission 910-424-8800	5 beds	Transitional		18 months		Wait Time Approx. 1 year. Must be healthy, able to work, lift, and withstand temperature changes in warehouse
Janeth's Center for Women in Crisis 910-827-1289	10	Transitional & emergency	Women being released from prison	1 month		Does not disclose location due to domestic violence issues
Jubilee House (also called Steps N Stages) 910-977-2303	5	Transitional & emergency	Female veterans & their children	varies		
Life is Worth Living/project fresh start 910-978-6643		Transitional	Ex-convicts		Vocational/ Job Training	Transportation, housing referrals
Lucy's House for Women ATIC Phase II 910-364-9522		Emergency				
Maranatha Ministry Halfway House for Women 910-486-8600		Emergency				

APPENDIX A: Cumberland County Organizations Offering Transitional & Emergency Housing for Homeless People or Those At-Risk of Homelessness

PROVIDER	Units	Type	Clients Served	Duration	Services Offered	Notes
Ashton Lilly Home Myrover-Reese Fellowship Homes 910-779-1306-Teri Rose	16 beds	Transitional	Women Singles with Substance abuse	6 month	Meals	Wait time 30 days. Must get 12-step sponsor and work on 12 step program
New Directions Transitional Housing 910-321-6797		Transitional	Women	6 month minimum		Income-based
New Life Mission 910-864-4678		Emergency	Single Men			
Oxford Houses for Men 910-425-8221		Transitional -not for homeless	Men with substance abuse		Drug Addiction/ Recovery	recovering from substance abuse-not income based \$200 first week, \$100 a week after - have to buy own groceries etc
Oxford Houses for Women 910-433-9123	6 beds	Transitional -not for homeless	Women with substance abuse		Drug Addiction/ Recovery	recovering from substance abuse-not income based \$200 first week, \$100 a week after - have to buy own groceries etc.
Pat Reese Home Myrover-Reese Fellowship Homes 910-779-1306	16 beds	Transitional	Women with substance or alcohol abuse	30-60 days	Meals	After aftercare, must get job or enroll in school
Quality Recovery Home Myrover-Reese Fellowship Homes 910-779-1306	10 beds	Transitional	Women			Working toward independence.
Robin's Meadow 910-483-6980	12	Transitional	Families			Wait time 6 months-one year
Salvation Army 910-485-8026		Emergency	Men, Women, and Families			
Save the Babies 910-486-8100	10 clients	Transitional	Pregnant women	6-9 mths		Wait time varies.

APPENDIX A: Cumberland County Organizations Offering Transitional & Emergency Housing for Homeless People or Those At-Risk of Homelessness

PROVIDER	Units	Type	Clients Served	Duration	Services Offered	Notes
Shekinah Glory NC 910-723-5707	12	Emergency	Women & children in domestic violence	30 -120 days		
Sophia's Haven of Hope 910-703-8780	5 Bed-rooms	Transitional	singles	120 days	Vocational/ Job Training Budgeting	Help for homeless to transition into community. Single men. Have to be self-sufficient; pass routine drug testing. 1 transitional home-5 bedrooms/ 12 vets
SSVF- Family Endeavors 910-672-6166	9 beds	Transitional				Rapid Rehousing
Teague's Home for Women (formerly Green's Home for Women) 910-483-5044	10 beds	Transitional	Single women	6 months expect to see progress		Wait time approximately 2 days
The Salvation Army- Step Up 910-483-8119	6 units	Transitional	Single, homeless, men			
Victory House for Men 910-388-2881	6 individuals	Emergency	men			

APPENDIX B: Cumberland County Organizations Offering Affordable Permanent Housing for Homeless People or Those At-Risk of Homelessness/Low-Income

Provider	Total Units	# for Income <30%	Clients Served	Estimated Wait Time	Other/Notes
Abilities @Cumberland Towers 910-826-4699 ext. 257	12	12	Single, developmentally or physically handicapped	6 months	Must be single or a couple
Abilities @ Barton's Landing 910-826-4699 ext. 257	14	14	Single, developmentally or physically handicapped	1 year	Must be either developmentally or physically handicapped, either head or co-head must have the disability, two bedroom - must be a spouse with other dependents, or head of house with a dependent
Arc/Apartments various locations 910-782-1262 ext 124-Lisa Chester	20		Singles & families with intellectual & developmental disabilities		
Arc/hds Cumberland Co Group homes various locations 910-782-1262 ext 124-Lisa Chester	42		Single, intellectual & developmental disabilities		7 group homes- 6 people at each
Azalea Manor 910-483-7750 UM II – management	72		Elderly, families & single		

APPENDIX B: Cumberland County Organizations Offering Affordable Permanent Housing for Homeless People or Those At-Risk of Homelessness/Low-Income

Provider	Total Units	# for Income <30%	Clients Served	Estimated Wait Time	Other/Notes
Blanton Green I, II, & III Apartments 910-482-3598	I - 48 II - 32 III -36		Families	3-6 mths	Tax credit, not income based/ not HUD criteria based on 40%, 50%, 60% of median income I expires 2019-2020, III expires 2023-2024
Blueberry Place Fayetteville Metropolitan Housing Authority 910-483-6348	48				
Bonanza 910-483-8119 Salvation Army	7		Disabled homeless		
Briar Cliff Condos 910-826-4699 ext. 257	14	14	Families, developmentally or physically handicapped	1 year	Either head or co-head must have the disability, two bedroom - must be a spouse with other dependents, or head of house with a dependent
Bunce East 910-485-4446					
Bunce Green Apts 910-867-6922 UM II Management	80		Families	few months - year	Based on 40 -60% of median income, expires 2024-2025
Bunce Manor Apts 910-867-6922 UM II Management	48		Families & singles	few months	Expires 2024-2025

APPENDIX B: Cumberland County Organizations Offering Affordable Permanent Housing for Homeless People or Those At-Risk of Homelessness/Low-Income

Provider	Total Units	# for Income <30%	Clients Served	Estimated Wait Time	Other/Notes
Colony Place 910-486-6034	35	35	Families & singles	few months	Targeted Union & section 8
Crosswinds Green I & II 910-426-1935	48		Families		50% - 60% of median income
UM II Management	48				
Cumberland Gardens 910-497-2948	100	?	Singles & families	3months for 1 & 3, 8 months for 2 bedroom	
Cumberland County Community Action Program (CCAP, Inc) Head Start 910-487-9800					Housing and other Services provided through referrals
Cumberland County Community Development 910-323-6112	Vary		Singles and families	No wait	See Safe Homes for New Beginnings listing
Cumberland County Community Development PATH Program 910-323-6112			Singles and families with mental health issue or co-occurring diagnosis	No wait	

APPENDIX B: Cumberland County Organizations Offering Affordable Permanent Housing for Homeless People or Those At-Risk of Homelessness/Low-Income

Provider	Total Units	# for Income <30%	Clients Served	Estimated Wait Time	Other/Notes
Cumberland Interfaith Hospitality Network (CIHN) 910-826-2454 ext 22	14	14	Families with disabilities (Must meet HUD definition of disability)		Crisis Intervention, Meals, Utilities, Vocational/ Job Training, Case Management
Cypress Manor UM II Management	48		Elderly, families and singles		For elderly, 40% - 60% of median income
Dogwood Manor 910-483-7750 UM II Management	36		Elderly, families and singles		For elderly, 40% - 60% of median income
Eagles Nest 910-483-5073	92	92	Families & singles	6-8 months	
Eastside 400 UM II Management	8		Singles		40% - 50% of median income
Eastside Green Apartments I, II, & III 910-485-4446 UM II Management	60		Families		I expires 2025-2026, II expires 2028-2029, III expires 2031-2032
	48				
	40				
Edwards Place	30	30	Elderly family & single		

APPENDIX B: Cumberland County Organizations Offering Affordable Permanent Housing for Homeless People or Those At-Risk of Homelessness/Low-Income

Provider	Total Units	# for Income <30%	Clients Served	Estimated Wait Time	Other/Notes
Fairway Forest 910-424-2888 UM - Management	91		Families & singles	2 bedroom - 90 days, 1 bedroom - 6 months	Minimum income to qualify here - 1 individual \$18,400 and a family of four \$26,250, 91 units, same criteria for all
Fayetteville Area Habitat for Humanity 910-483-0952					Constructing, rehabilitating, and renovating homes
Fayetteville Garden Apartments 910-483-0274	100	100	10 units for homeless families & singles	18-24 months for 2&3 bdr, & 3 years for 1 bdr	
Fayetteville Metropolitan Housing Authority Various locations See individual location detail 910-483-3648	792	792	Singles & families	1-2 years for 1 bdr, & 6 mths - 1 yr for other	Subsidized housing; Section 8 for low-income individuals
Golf View Apartments 910-423-0458 UM II	48		Families		Affordable housing, 50% - @60% of median income
Grove View Terrace I Fayetteville Metropolitan Housing Authority 910-483-6348	56				

APPENDIX B: Cumberland County Organizations Offering Affordable Permanent Housing for Homeless People or Those At-Risk of Homelessness/Low-Income

Provider	Total Units	# for Income <30%	Clients Served	Estimated Wait Time	Other/Notes
Grove View Terrace II Fayetteville Metropolitan Housing Authority 910-483-6348	156				
Hay Mount Manor Apartments 910-323-9094 UM II -management	48		Elderly, families & singles		Expires 2019-2020, 50% - 60% of median income
Hickory Hill Apartments 910-488-1242	76	76	90% -62 & older, 1 handicapped, & disabled 10%, couples & singles	3-6 months for elderly, others 1-2 years	
Hickory Ridge Apartments 910-867-6735 UM II – management	72		Families		Expires 2031-2032 40% - 60% of median income
Hillside Manor Fayetteville Metropolitan Housing Authority 910-483-6348	32		Elderly		
Holland Homes Fayetteville Metropolitan Housing Authority 910-483-6348	60				

APPENDIX B: Cumberland County Organizations Offering Affordable Permanent Housing for Homeless People or Those At-Risk of Homelessness/Low-Income

Provider	Total Units	# for Income <30%	Clients Served	Estimated Wait Time	Other/Notes
J.D. Fuller Place 910-630-1402	47	47	Couples & singles	Approx.. 3-6 months	
Kingdom Community Development 910-484-2722	4				Have 2 duplexes available for 80% of median income level
Leath Commons 910-826-2454 Cumberland Interfaith Management	5 units (10 beds)		Disabled homeless families		With supportive services. Unlimited duration. Legal assistance, in home support.
Legion Crossing Apartments 910-429-9933 UM II - management	48		Families		Affordable housing, 40% - 60% of median income
Legion Manor Apartments 910-426-1160 UM II -management	44		Elderly, families & singles		2 bedrooms - 40% - 60% of median income
Lewis Heights Fayetteville Metropolitan Housing Authority 910-483-6348	48				
Longview Green Apartments 910-488-9545 UM II –management	48		Families		Expires 2017-2018, affordable housing, 50%, - 60% of median income

APPENDIX B: Cumberland County Organizations Offering Affordable Permanent Housing for Homeless People or Those At-Risk of Homelessness/Low-Income

Provider	Total Units	# for Income <30%	Clients Served	Estimated Wait Time	Other/Notes
Maple Ridge Apartments I and III 910-429-9981	I - 48		Families & singles	6 months - 1 year	Affordable, 40% - 60% of median income, I expires 2027-2028, III expires 2029-2030
	III - 80				
McNeill Apartments Fayetteville Metropolitan Housing Authority 910-483-6348	50				
Melvin Place Fayetteville Metropolitan Housing Authority 910-483-6348	58				
Mount Sinai Homes 910-483-8404	99	99	Singles & families	average a year, can be 2-3 months	
Murchison Townhouses Fayetteville Metropolitan Housing Authority 910-483-6348	60				
Oak Run Apartments I & II 910-223-1580 Um II - management	I -112		Families		I expires 2031-2032, III expires 2033-2034, 40% – 60% of median income
	II - 118				

APPENDIX B: Cumberland County Organizations Offering Affordable Permanent Housing for Homeless People or Those At-Risk of Homelessness/Low-Income

Provider	Total Units	# for Income <30%	Clients Served	Estimated Wait Time	Other/Notes
Pine Chase 910-878-0522 EXT 209 Excel - management	32		Families	3 -6 months	8 at 40% median income, 8 based on 50%, & 16 based on 60%
Pine Ridge Manor 910-878-0522 EXT 209 Excel - management	60		Elderly 56 & disabled 4, singles & couples	1 -2 weeks	Credit housing , 40% - 60% of median income
Point Place Fayetteville Metropolitan Housing Authority 910-483-6348	52				
Rose Hill Garden Apartments 910-488-1330 UM II – management	100		Single & families		Affordable, 40-60% median income
Rose Hill West Apartments 910-630-0100 UM II – management	76		Families		Affordable, expires 2022-2023, 50 -60% of median income
Safe Homes for New Beginnings 910-323-6112 Cumberland Interfaith Management/ Cumberland County Community Development	5		Chronically homeless singles		With supportive services, including for substance abuse issues

APPENDIX B: Cumberland County Organizations Offering Affordable Permanent Housing for Homeless People or Those At-Risk of Homelessness/Low-Income

Provider	Total Units	# for Income <30%	Clients Served	Estimated Wait Time	Other/Notes
Salvation Army 910-307-0359					Rental assistance
Scattered Site Housing Fayetteville Metropolitan Housing Authority 910-483-6348	124		Singles & families		124 Single Family Dwellings
Sophia's Haven of Hope 703-8780	6		Singles		2 houses @ 3 -6
South View Green 910-425-7466 UM II – management	72		Families		Affordable, 40% - 60% of median income
South View Villas 910-425-7466 UM II – management	64		Families		Affordable, 40% - 60% of median income
Spring Lake Green 910-475-0040 UM II - management	48		Families		Affordable, 40% -60% of median income
Stanton Arms 910-483-3648 FMHA - management	52				
Sycamore Apartments 910-474-0740					Expires 2031-2032
Sycamore Park 910-223-1325 UM II - management	184		Families		40% - 60% of median income

APPENDIX B: Cumberland County Organizations Offering Affordable Permanent Housing for Homeless People or Those At-Risk of Homelessness/Low-Income

Provider	Total Units	# for Income <30%	Clients Served	Estimated Wait Time	Other/Notes
Tera Gardens Apartments 910-436-1983	120	120	Families & singles	few months - 1 year	
Tokay Green Apartments 910-488-3127 UM II - management	80		Families		Affordable housing, 40% - 60% of median income
Topeka Heights 910-424-6415	150	150	Families & singles		
Towers West Apartments 910-485-4176	110	110	Elderly, or Non-Elderly disabled, couples & singles	elderly 3-4 months, longer for disabled	Will take people with zero income, section 8 Hud housing, 99 units for age 62+, 11 for others
Village at Northgate 884-3000 UM II - management	120				
Village Green I & II 910-424-3441 UM II – Management	66				

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

This Appendix lists providers in the following categories: Crisis Intervention; Drug Addiction/Recovery Support; Housing Assistance; Food/Meals Assistance; Medical Services; Mental Health Services; Utilities Assistance; Vocational/Job Training and Support; Other.

Other services offered by organizations within a particular category are also noted.

CRISIS INTERVENTION

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Care Family Violence Center 910-677-2532	X		X			X			Emergency crisis intervention and housing provided for victims of domestic violence, some counseling, Referrals to partner agencies for additional needs
CONTACT Crisis Help 910-485-4134	X								Confidential Crisis Hotline & Referrals
Cumberland County Schools 910-678-2621 910-678-2300	X								Services to support educational success of students – referrals, meals assistance, food drives
Evergreen Behavioral Management 910-867-0035	X					X			

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Evergreen Mobile Crisis Unit 866-283-2794 (24/7)	X	X			X				Assists those experiencing mental health crisis, substance abuse, or developmental disability.
Family Justice Center 910-433-1352	X								Domestic Violence victims
Fayetteville Urban Ministry 910-483-5944	X			X			X		Clothing
Operation Blessing 910-483-1119 910-483-3111 Pregnancy Line	X			X	X	X	X		Emergency clothing Utilities, rent assistance Confidential counseling Crisis pregnancy center with free pregnancy tests, emotional support, abortion alternatives Need picture ID, SS card, proof of household income
Rape Crisis Center 910-485-2723	X								Confidential 24-hr Hotline offering counseling and referrals

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

DRUG ADDICTION/RECOVERY

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Arran Lake Baptist 910-424-7211		X	X	X					Celebrate Recovery- For those who have overcome addiction or are still struggling Homeless Ministry provides food and housing assistance
Celebrate Recovery Northwood Temple 910-261-6244		X							For those who have overcome addiction or are still struggling
Cumberland County Department of Public Health Mental Health Clinic 910-615-3333 910-323-0601 910-424-4673 (referral line)		X				X			Mental Health referrals and services
Evergreen Mobile Crisis Unit 866-283-2794 (24/7)	X	X			X				Assists those experiencing mental health crisis, substance abuse, or developmental disability.

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Hope Harbor Christian Mission 910-424-8800		X							Recovering male alcoholics and addicts
Mount Carmel Church 910-485-4367		X		X					Celebrate Recovery-For those who have overcome addiction or are still struggling and Food Pantry
Operation Inasmuch 910-433-2161		X	X		X			X	Facility offering services to homeless and low-income individuals. Showers, laundry services, hygiene items, Computers, GED classes, AA program and referrals
Roxie Avenue Center 910-484-1212		X							Residential substance abuse treatment-

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

HOUSING ASSISTANCE

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Arran Lake Baptist 910-424-7211		X	X	X					Celebrate Recovery- For those who have overcome addiction or are still struggling Homeless Ministry provides food and housing assistance
ATIC Phase II 910.364-9522			X				X		Rental/mortgage assistance. Must present ID, proof of income, bills.
Care Family Violence Center 910-677-2532	X		X			X			Emergency crisis intervention and housing provided for victims of domestic violence, some counseling, Referrals to partner agencies for additional needs
Home Foreclosure Prevention Program 866-234-4857			X						Legal assistance, HUD-approved housing counseling, mortgage help
Kingdom Community Development Corporation 910-484-2722			X						Homebuyer and Foreclosure Prevention Counseling; affordable housing
LIFE-St Joseph of Pines 910-483-4911			X		X				Health care and retirement housing services to those in need

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Operation Inasmuch 910-433-2161		X	X		X			X	Facility offering services to homeless and low-income individuals. Showers, laundry services, hygiene items, Computers, GED classes, AA program and referrals
Projects for Assistance in Transition for Homelessness (PATH) 910-323-6148			X			X			
Veterans Empowering Veterans 910-237-4257			X	X			X	X	Housing services offered to homeless and low income veterans includes some Transitional and Permanent housing, job training, utilities assistance, household items as well as meals. Individuals are referred to other organizations for services not available at VEV

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

FOOD/MEALS ASSISTANCE

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Abney Chapel Community Service Center 910-483-4384				X					Occasional food bank
Alms House 910-425-0902				X			X		Clothing, Household Items, Medicine assistance; Referral Required
Arran Lake Baptist 910-424-7211		X	X	X					Celebrate Recovery- For those who have overcome addiction or are still struggling Homeless Ministry provides food and housing assistance
Aspire Food Pantry 910-485-6923 or 910-223-0116				X					Clothing
Beatitude House 910-496-0925				X					Low-priced household items at thrift store; food bank, clothing, referrals
Cedar Creek Church of God 910-483-6895				X					Clothing closet, household Items

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Christ United Methodist Church 910-484-3340				X					Must have Fayetteville, HP, or SPL address & picture ID
City of Fayetteville 910-433-1590				X			X		Referrals
Community Outreach Advocate, Hoke County Coalition Against Homelessness 910-261-5894				X					Resource referral, food and clothing and other donated items as available
Evans AME Church 910-483-2862				X					Clothes closet
Faithful Believing Foundation 910-321-5867				X					
Fayetteville Urban Ministry 910-483-5944	X			X			X		Clothing
Food Bank 910-485-8809				X					Food Pantry Warehouse- No direct services provided to individuals. Provides food to pantries in the area

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Fresh Touch Ministries 910-829-7424 910-583-4850				X					
Galatia Presbyterian Church 910-867-0656				X					Food Bank
Hands that Help Ministry 910-237-3390				X					
In Jesus' Name Ministry 910-273-1911				X					
Kingdom Impact Global Ministries 910-488-9456				X					
Mount Carmel Church 910-485-4367		X		X					Celebrate Recovery-For those who have overcome addiction or are still struggling and Food Pantry
Mt. Olive Baptist Church (Ministry of) 910-864-8400				X					

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
New Life Deliverance Ministries 910-779-1071				X					
Open Arms Community Church Praise Fellowship Church of God 910-483-6500				X					
Operation Blessing 910-483-1119 910-483-3111 Pregnancy Line	X			X	X	X	X		Emergency clothing Utilities, rent assistance Confidential counseling Crisis pregnancy center with free pregnancy tests, emotional support, abortion alternatives Need picture ID, SS card, proof of household income
Partners in Ministry 910-277-3355				X					Clothing Closet, Referral Services
Person Street United Methodist Church (Martha's Table) 910-483-4714				X					Clothing

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Praise Fellowship Church of God 910—48306500				X					Food and Clothing available through Praise Fellowship's Bread House
Rivers of Water Ministry 910-424-4911				X					Clothing and Food closet
Salvation Army 910-485-8026				X					
Simon Temple 910-867-1182				X					Food and Clothing
St Mathews United Methodist Church 910-425-0401				X			X		Food Pantry available Tuesdays and meal assistance. Financial assistance for utilities provided through application process
Team Hope 910-273-2308				X	X				
Temple Care Ministry Temple Baptist Church 910-483-7620				X			X		Food & clothing provided through congregation's 'clothes closet'. Utility assistance when funds are available.
True Vine Ministries 910-867-6762				X					Food and Clothing

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Veterans Empowering Veterans 910-237-4257			X	X			X	X	Housing services offered to homeless and low income veterans includes some Transitional and Permanent housing, job training, utilities assistance, household items as well as meals. Individuals are referred to other organizations for services not available at VEV
VFW Post 6018 910-323-3755				X			X		Limited financial assistance

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

MEDICAL ASSISTANCE

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Better Health of Cumberland County 910-483-7534					X				Emergency assistance for prescriptions, dental extractions, medical supplies and equipment, eye glasses
Cape Fear Regional Bureau for Community Action 910-483-9177					X				Free, confidential HIV/syphilis testing
Care Clinic 910-485-0555					X				Free adult primary health & dental care; no walk-ins, ID required
Community Health Interventions and Sickle Cell Agency, Inc 910-488-6118					X				Free HIV/ Sickle Cell/ Diabetes/ Glucose/ Syphilis Testing
Cumberland County Department of Public Health 910-433-3600					X				Clinic services included immunizations, communicable disease control, women, infants, and children's health

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Cumberland County Department of Public Health 910-433-3600					X				Health clinics for people with Medicaid/ Medicare or no health insurance. WIC.
Cumberland County Medication Access Program 910-433-3602					X				Assists low-income, qualifying residents in obtaining prescriptions Uninsured
Evergreen Mobile Crisis Unit 866-283-2794 (24/7)	X	X			X				Assists those experiencing mental health crisis, substance abuse, or developmental disability.
Fayetteville Fire Department 910-433-1731					X				Free blood pressure checks
LIFE-St Joseph of Pines 910-483-4911			X		X				Health care and retirement housing services to those in need
Operation Blessing 910-483-1119 910-483-3111 Pregnancy Line	X			X	X	X	X		Emergency clothing Utilities, rent assistance Confidential counseling Crisis pregnancy center with free pregnancy tests, emotional support, abortion alternatives Need picture ID, SS card, proof of household income

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Operation Inasmuch 910-433-2161		X	X		X			X	Facility offering services to homeless and low-income individuals. Showers, laundry services, hygiene items, Computers, GED classes, AA program and referrals
Stedman-Wade Health Services 910-483-6694 910-483-3150 910-488-4525					X				Dental and medical care offered on sliding fee scale for low-income individuals. No free services are offered.
Team Hope 910-273-2308				X	X				
The Care Clinic 910-485-0555					X				Dental Extractions. No walk-ins
VA Hospital Homeless Coordinator 910-822-7971					X				Homeless Veterans Health Care

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Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Veterans Administration Medical Center 910-488-2120 877-424-3838 24/7 National Homeless Veteran Hotline (will route call to local on-call team) 910-488-2120 X5796/7744 HUD-VA-FH Coordinator for chronically homeless veterans 910-488-2120 Case Manager for homeless veterans					X				Homeless Veterans Health Care, referrals

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

MENTAL HEALTH SERVICES

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Care Family Violence Center 910-677-2532	X		X			X			Emergency crisis intervention and housing provided for victims of domestic violence, some counseling, Referrals to partner agencies for additional needs
Community Mental Health Center @ Cape Fear Valley 910-615-3333						X			Mental Health services provided on a sliding fee scale to residents of Cumberland County Appts & walk-ins
Cumberland County Department of Public Health Mental Health Clinic 910-615-3333 910-323-0601 910-424-4673 (referral line)		X				X			Mental Health referrals and services
Evergreen Behavioral Management 910-867-0035	X					X			
NAMI – Cumberland, Harnett & Lee Counties 910-709-6685						X			Education, advocacy, support & resources

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Not One Left Behind (910) 872-3932						X			Services for military families
Operation Blessing 910-483-1119 910-483-3111 Pregnancy Line	X			X	X	X	X		Emergency clothing Utilities, rent assistance Confidential counseling Crisis pregnancy center with free pregnancy tests, emotional support, abortion alternatives Need picture ID, SS card, proof of household income
Projects for Assistance in Transition for Homelessness (PATH) 910-323-6148			X			X			
Quaker House Military Support 910-323-3912						X			Domestic Violence Therapy Support for Military families

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

UTILITY ASSISTANCE

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Alms House 910-425-0902				X			X		Clothing, Household Items, Medicine assistance; Referral Required
ATIC Phase II 910.364-9522			X				X		Rental/mortgage assistance. Must present ID, proof of income, bills.
City of Fayetteville 910-433-1590				X			X		Referrals
Fayetteville Urban Ministry 910-483-5944	X			X			X		Clothing
LIEAP Low Income Energy Assistance Program (with Salvation Army) 910-307-0359							X		Utility assistance program to help qualifying individuals pay heating bill
Operation Blessing 910-483-1119 910-483-3111 Pregnancy Line	X			X	X	X	X		Emergency clothing Utilities, rent assistance Confidential counseling Crisis pregnancy center with free pregnancy tests, emotional support, abortion alternatives Need picture ID, SS card, proof of household income

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Project People Who Care (with Salvation Army) 910-483-1401 910-483-8119							X		Provides assistance with utility bills to individuals through joint effort of Salvation Army and Utility Company
St Mathews United Methodist Church 910-425-0401				X			X		Food Pantry available Tuesdays and meal assistance. Financial assistance for utilities provided through application process
Temple Care Ministry Temple Baptist Church 910-483-7620				X			X		Food & clothing provided through congregation's 'clothes closet'. Utility assistance when funds are available.
Veterans Empowering Veterans 910-237-4257			X	X			X	X	Housing services offered to homeless and low income veterans includes some Transitional and Permanent housing, job training, utilities assistance, household items as well as meals. Individuals are referred to other organizations for services not available at VEV
VFW Post 6018 910-323-3755				X			X		Limited financial assistance

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

VOCATIONAL/JOB TRAINING & SUPPORT

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Cumberland County Association for Indian People (910) 483-8442								X	
Operation Inasmuch 910-433-2161		X	X		X			X	Facility offering services to homeless and low-income individuals. Showers, laundry services, hygiene items, Computers, GED classes, AA program and referrals
Veterans Empowering Veterans 910-237-4257			X	X			X	X	Housing services offered to homeless and low income veterans includes some Transitional and Permanent housing, job training, utilities assistance, household items as well as meals. Individuals are referred to other organizations for services not available at VEV

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

OTHER SERVICES

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Assurance Wireless 888-321-5880 or 888-898-4888									Cellphones for Low-Income/ Homeless: Federal Program
Connections of Cumberland County 910-630-0106									Day resources for homeless women and women w/children: Internet access for applications/ benefits/ ID etc., screening/ intake/case management to coordinate services
Cumberland County Community Transportation Program 910-678-7619 (elderly) 910-678-7675 (rural, general public, urban employment transportation)									Rides to medical appointments within county are free for 60+ or disabled people
Cumberland County Department of Social Services 910-323-1540									Adult & children's services, food stamps Section 8, refer to rental assistance, Medicaid

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Cumberland County Department of Social Services Medicaid Transportation 910-677-2526									No cost transportation to CC Medicaid beneficiaries for medical appointments within & outside county
Cumberland County Schools Transportation 910-678-2300/ -2593									Assists in transportation needs of homeless children (Mckinney Vento Acr)
Cumberland County Sheriff's Department (non- emergency) 910-323-1500									Shelter checks, Referrals
Department of Motor Vehicles 910-486-1353									Provides NC ID to homeless people with two official documents
Designing Station, Inc 910-321-2814									Provides furnishings, training, organizational tips to people transitioning from homelessness based on referrals

APPENDIX C: Cumberland County Organizations Offering Services to Homeless People or Those at Risk of Homelessness

Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Hope for Our Homeless, Inc 910-884-7021									Outreach
Legal Aid of NC 910-483-0400									Nonprofit Organization offering legal assistance to those individuals in need
Register of Deeds/Access Center 910-678-7775 910-678-7795									Provides free county birth, marriage, death certificates at no charge to homeless people. Resource Officer assigned to individuals identified as homeless by FPS may obtain on behalf.
Safe Link Wireless 800-977-3768									Cellphones for Low-Income/ Homeless
Services for the Blind 910-677-2359									Services to assist individual with visual impairments live more independently
ULifeline 800-282-5813									Cellphones for Low-Income/ Homeless
United Way of Cumberland County 910-483-1179									Funding support and programs and services

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Organization	Crisis Interv	Drug Addiction/ Recovery	Housing Asst	Food/ Meals Asst	Med Asst	Mental Health Services	Utility Asst	Vocat/ Job Training	Other/Notes
Veterans Services Department of Social Services 910-677-2970									Assist veterans and families in obtaining benefits
VFW Post 6018 910-323-3755				X			X		Limited financial assistance
Women’s Giving Circle of Cumberland County (through Cumberland Community Foundation) 910-483-4449									Grant funding foundation focused on organizations providing services women and child-No direct services provided to individuals
YMCA of Sandhills 910-426-9622									Showers, heat emergency relief, family nights with food, games, swimming and a movie