

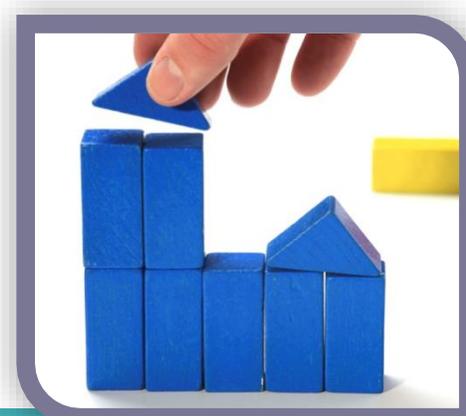
HOUSING RESOURCE CENTER

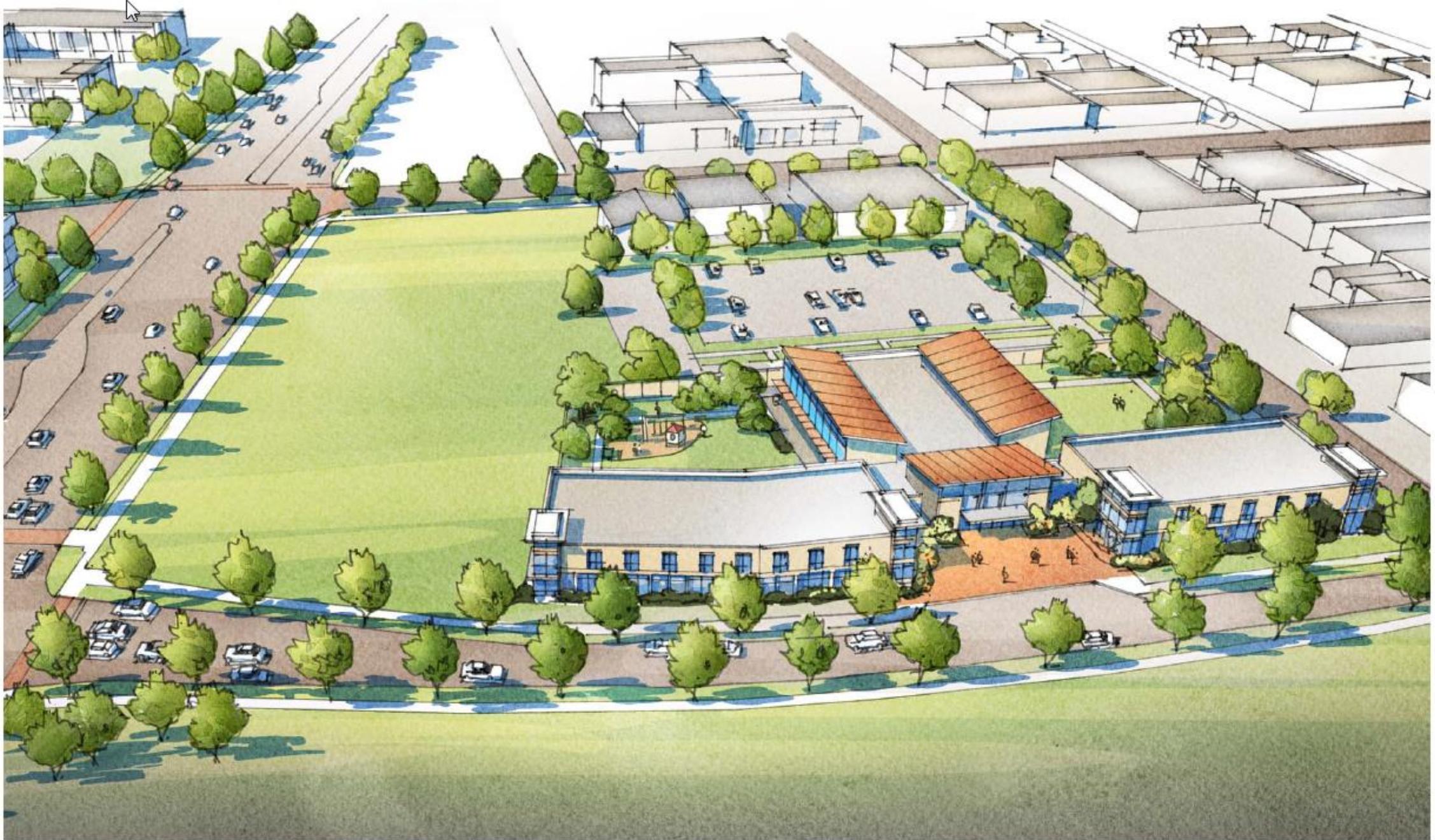
Department Leadership Meeting (June 27, 2018)

Department of Housing and Neighborhood Preservation

Andrew M. Friedman, Director

June 26, 2013





SOUTHERN BOULEVARD PERSPECTIVE — PHASE I

CENTRAL VILLAGE DISTRICT SUB-AREA PLAN | VIRGINIA BEACH, VA

HOUSING RESOURCE CENTER DETAIL SITE PLAN

9 NOVEMBER 2012

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

Presentation for the Department Leadership Meeting 6/27/18

Andrew Friedman, Director, Department of Housing & Neighborhood Preservation

Ruth Hill, Homeless Services Administrator



Looking northeast at Witchduck Road & Southern Boulevard





Outline

History

What is the HRC?

Who made it happen?

Who got it built?

Who will operate it?

What results should we expect?

➤ Making Homelessness Rare, Brief and Non-recurring



The Story

- My part of the story starts in 1986, in October, when I started with our dept. as an analyst.
- One of the first things I learned about was the problem of homeless people at the Oceanfront, congregating at a place called “The Fire Escape” on Pacific Avenue and 17th St.
- Our department was asked to look into it and see what we could do about it.
- We’ve been working on it since then.
- The Housing Resource Center is in many ways the culmination, but of course not the end, of our efforts and the community’s efforts to address this long-term issue.

OUR COMMUNITY'S HISTORY OF HELPING THE HOMELESS



- For over 30 years, our community has been committed to ending homelessness in Virginia Beach through a tapestry of city, faith, and nonprofit organizations working together.



- The BEACH Community Partnership was formed in 2009 and continues to be THE place where our community comes together to address homelessness.
 - Membership from 30+ organizations representing the entire spectrum of our community



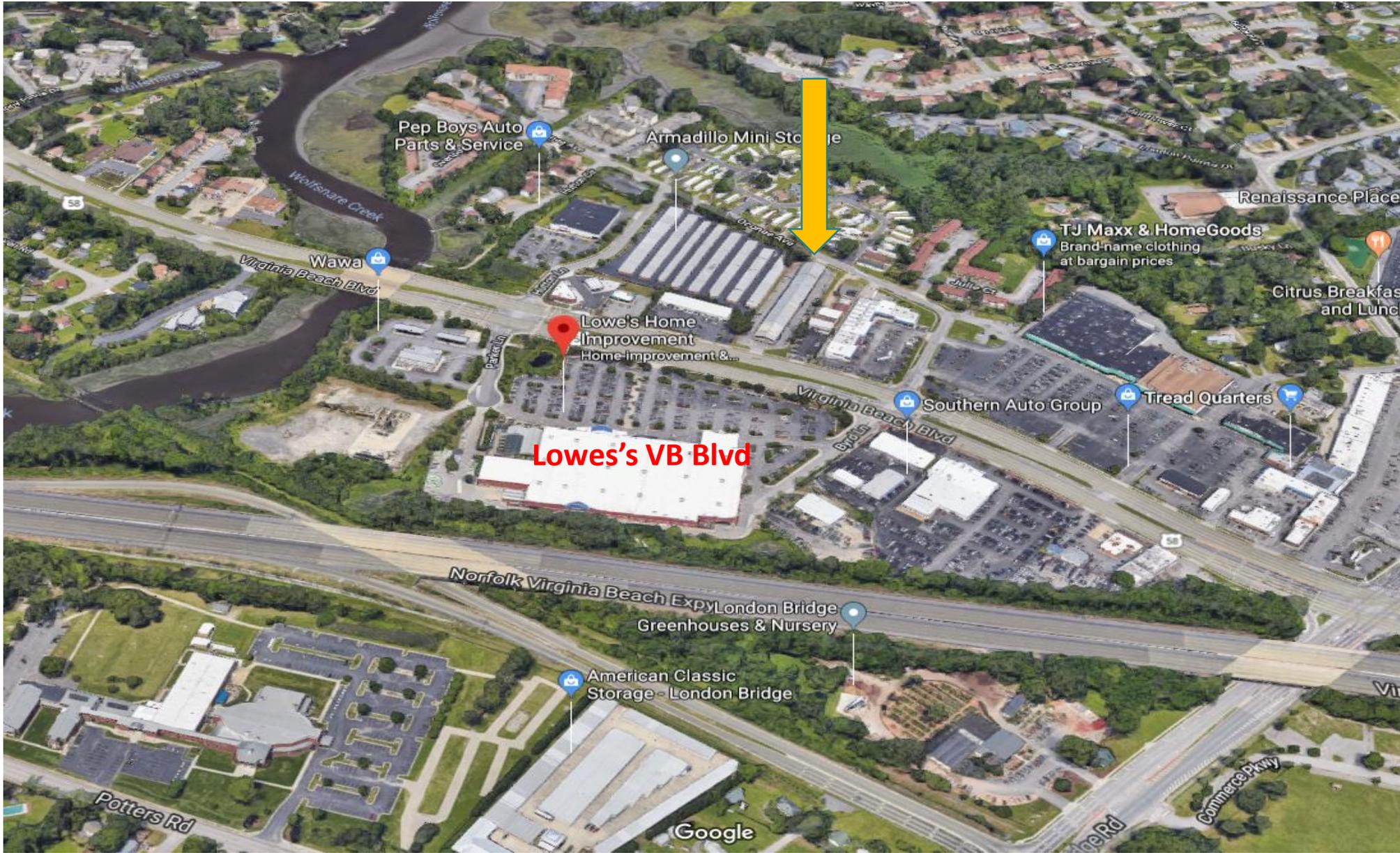
The Housing Resource Center – Background and Origins

- 1986 and before – the “Emergency” Winter Shelter Program-
“emergency” – meaning ***“until the city builds a shelter”***
- **First** try in 1989 – Bridge Commerce Center – did not happen –
community opposition
- **Second** try – 1997 – The Lighthouse Center – after a multi-year
search we could not find a location for a shelter – but did find a
location on city property – to provide day services, but NOT a
shelter...
- **Third** try – relocation of the Lighthouse Center – community
opposition
- **Fourth** try - is the Housing Resource Center
- The Emergency Winter Shelter Program will continue during the
Winter of 2018-19

First Proposed Shelter and Housing Location (1989) - 2420 VB Blvd.



tom
men
prov





What Happened after 1989?

- Homelessness Task Force Advocated for shelter
- Multi-year search for sites was not successful
- Staff and Council members obtained Federal funding
- Council identified current site on city-owned land
- Compromise – not a shelter, just day services



2nd Proposed/1st Actual Center – **LIGHTHOUSE CENTER - 1997**

- 3,364 sq.-ft. city-owned building completed in 1997
- Funded by special \$800K Federal grant
- Result of compromise with homeless advocates who wanted an overnight shelter
- Provides day services for the single homeless and gathering point for Winter Shelter program





LIGHTHOUSE RELOCATION PROCESS: BACKGROUND & HISTORY

CURRENT LIGHTHOUSE CENTER LOCATION



What Happened in 2009?

- Planning for the Convention Center Headquarters hotel
- Idea to relocate and slightly expand the Lighthouse Center – make it larger, add an intake and assessment function and serve families
- Would not have shelter or housing due to AICUZ

3rd Proposed Center – Expansion & Relocation of the Lighthouse Center – Birdneck Rd.



Proposed Location: 215 N. Birdneck Rd.



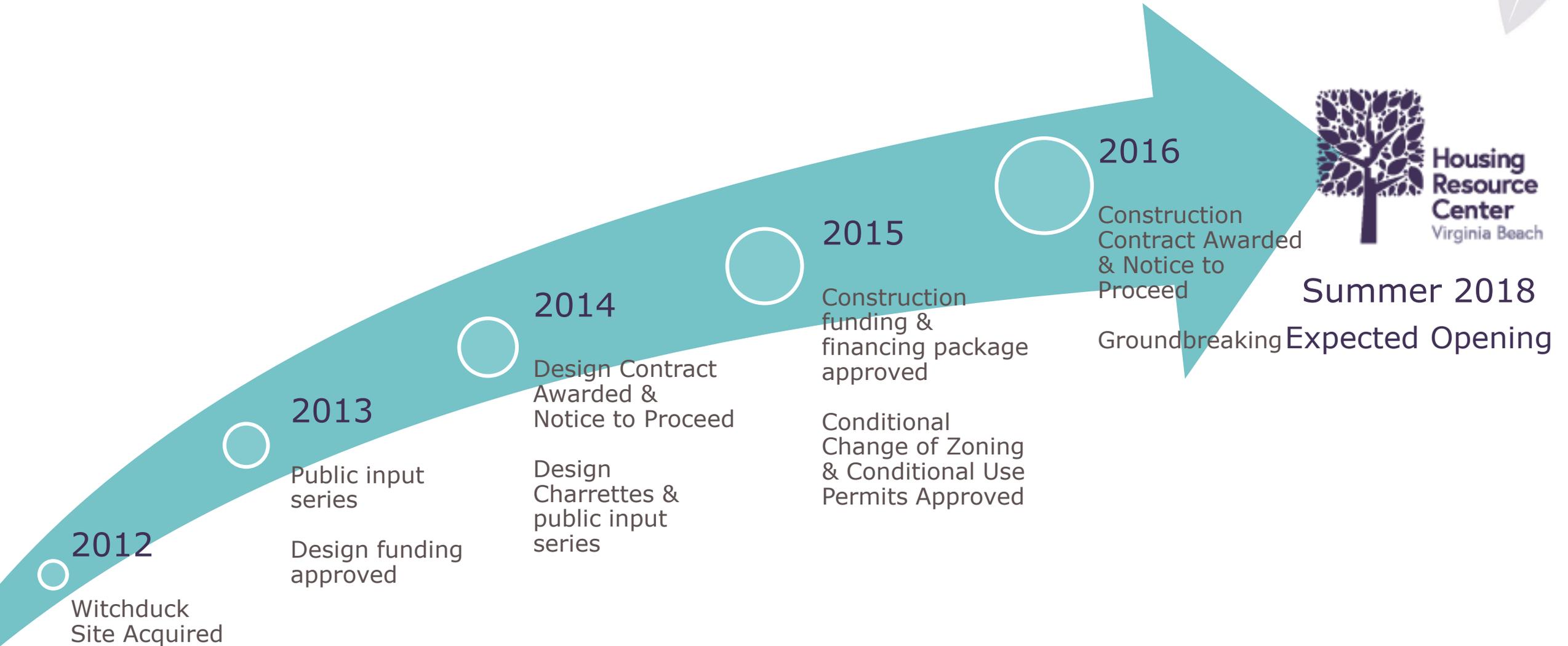
Rendering of Proposed Lighthouse Center Relocation/ Expansion on Birdneck Rd.



What Happened in 2011?

- Resort communities pushed back
- Advocates pushed back – wanted shelter/housing
- Re-grouped – studied what other cities were doing
- Identified the “campus” model/one stop shop
- Proposed that to Council
- Council agreed that we should find a site

Project History



Housing Resource Center
Virginia Beach

What is the Housing Resource Center?



It is a one-stop shop to help people get out of homelessness. **Not just a shelter**, it is truly a resource center and includes:

- offices for the department of Housing and Neighborhood Preservation
- offices for the Department of Human Services
- a day services center for people who will still be homeless, that replaces the Lighthouse Center
- 49 shelter beds for single adults
- 10 motel-style shelter rooms for families
- 30 efficiency apartments
- Cafeteria and classrooms



Housing Resource Center At-a-Glance

- **Location:** 104 N. Witchduck Road
- **Opening:** Summer 2018
- **Construction Cost:** \$17 million
- **Size:** 60,000 sq. ft.
- **Designer:** Waller, Todd & Sadler Architects, Inc.
- **Construction Contractor:** S.B. Ballard Construction Company
- **City Liaison for Building Construction:** Public Works Facilities Design & Construction



Lighthouse Center vs. HRC

| Item | Lighthouse Center – 1997 | HRC - 2018 | Difference |
|----------------|--------------------------|----------------------------------|------------|
| Size | 3,364 Sq ft | 60,000 sq ft | 17X bigger |
| Cost | @\$450,000 | \$17,000,000 (construction only) | 37X more |
| Funding | Federal | City | |
| Day Services | Yes | Yes | 0 |
| Single Shelter | No | Yes | 100% |
| Family Shelter | No | Yes | 100% |
| Apartments | No | Yes | 100% |
| Human Services | No | Yes | 100% |
| Cafeteria | No | Yes | 100% |



Purpose & Key Goals of the Housing Resource Center

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



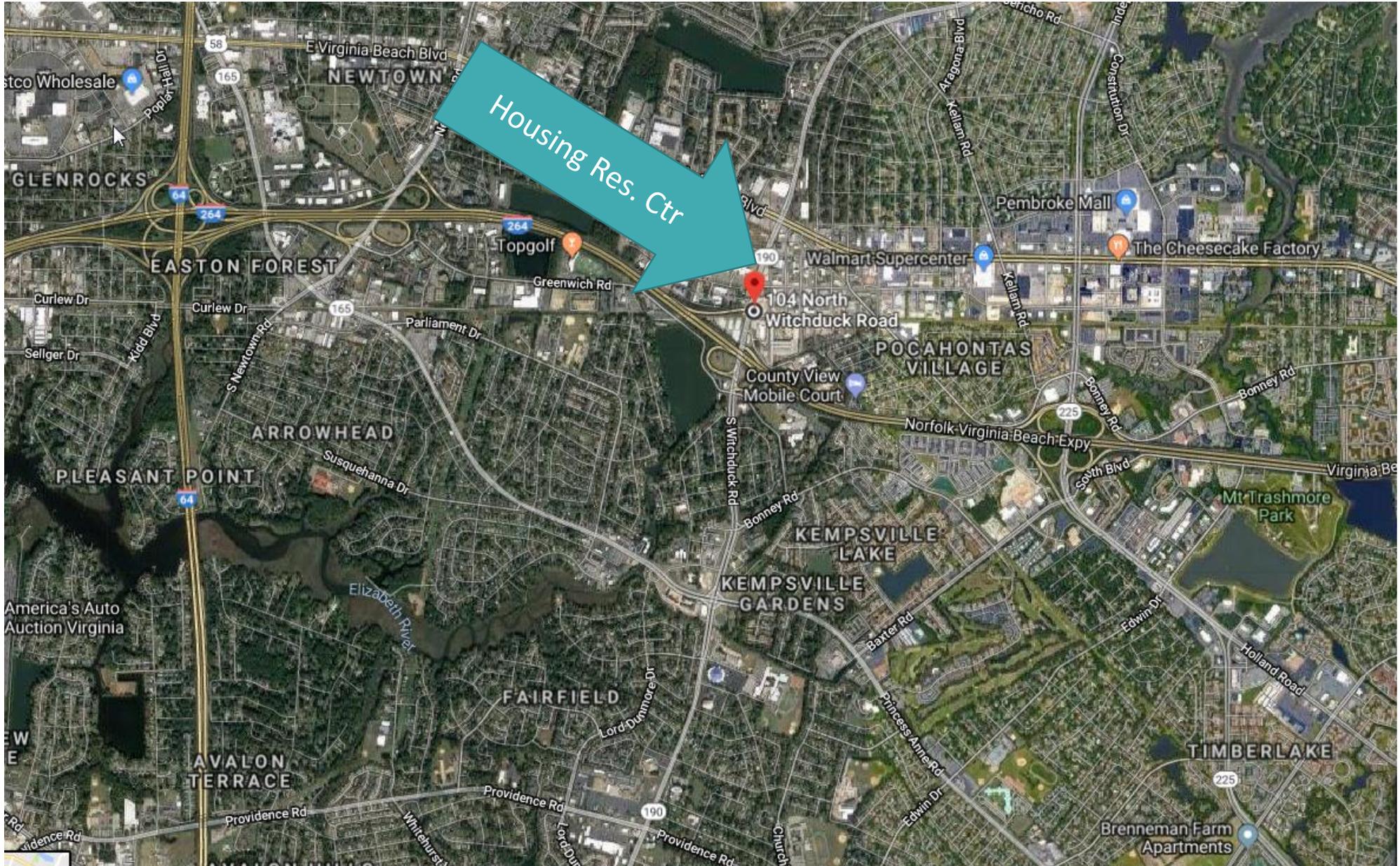
It Will Provide

- Assessment, referrals to shelter and services, and case management
- Day services for people still on the street
- Shelter for individuals and families
- Apartments with leases for individuals
- Integrated provision of services from the Human Services Dept.
- Health Services
- Employment readiness and job training opportunities



It will provide

- Computer access
- Educational opportunities
- Services to homeless children in the shelter from VB City Public Schools
- Food for residents (but not a community feeding center)







LOCATION: 104 N. WITCHDUCK ROAD

ABOUT THE SITE



- Portion needed for highway project
- Industrial/commercial area
- 4.78 acres
- 1/3rd mile from bus stop on Virginia Beach Blvd.
- Council authorized purchase in June 2012 for multiple uses















So Who Made it Happen?

| Community Involvement and Leadership | City Staff Leadership | City Council Approval and Funding |
|---|--|---|
| Beach Community Partnership and Faith and Other leaders | DCM's Steve Herbert, Doug Smith and Ron Williams | 2012- Approved site purchase |
| Ray Bjorkman, First Chairman | CM Jim Spore | 2013- Approved design funding |
| Tim McCarthy, Current Chairman | CM Dave Hansen | 2015 – Approved construction funding and rezoning |
| | | Former Mayor Sessoms' leadership Current Mayor Jones' agreement – in his district! |

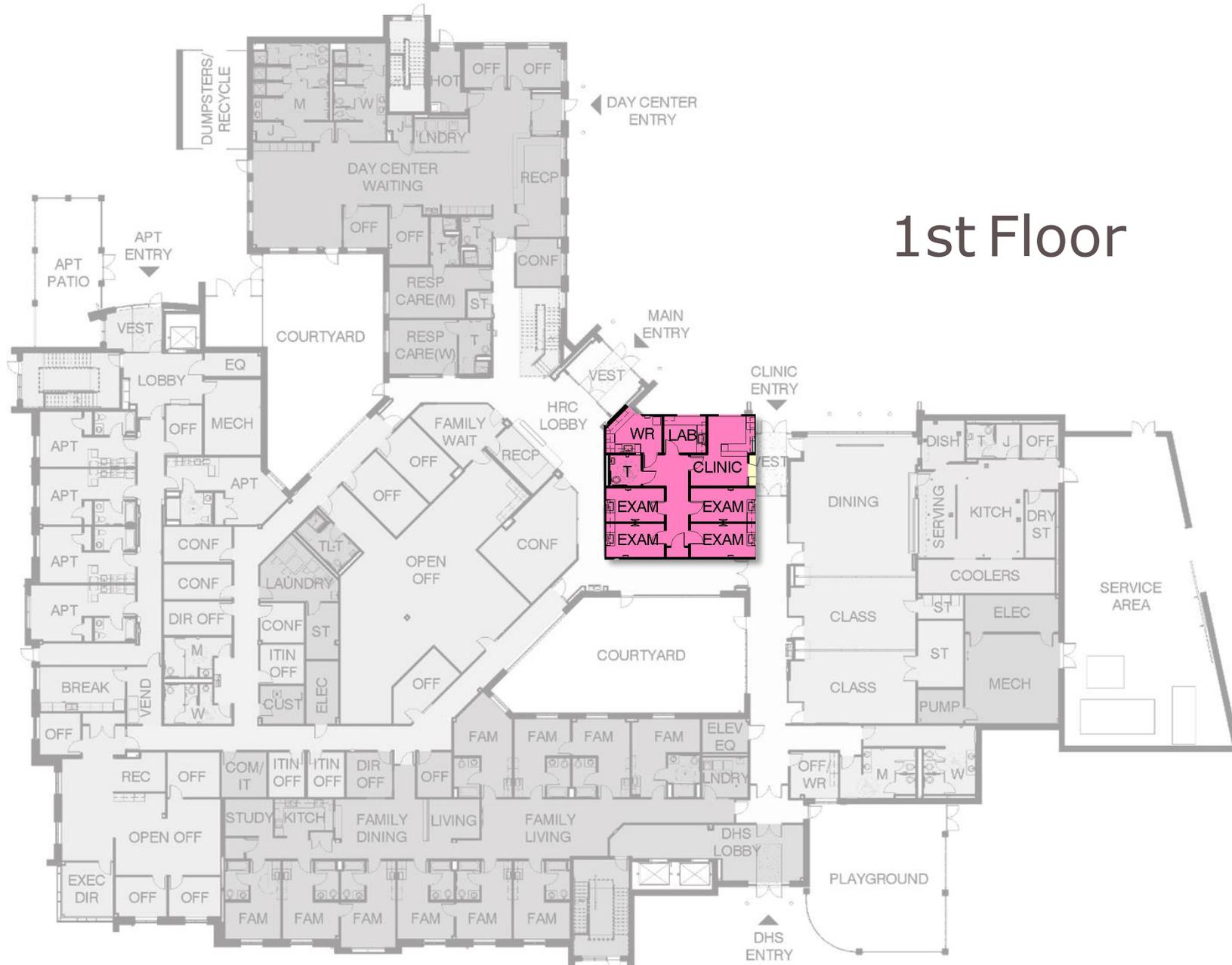


The Building Team

- Karen Prochilo, DHNP Project Manager
- Maureen McElfresh, Architect, Waller, Todd and Sadler
- Everett Herndon, Kevin Jensen, Tim Oliver - Public Works
- SB Ballard Construction Company

Health Clinic

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

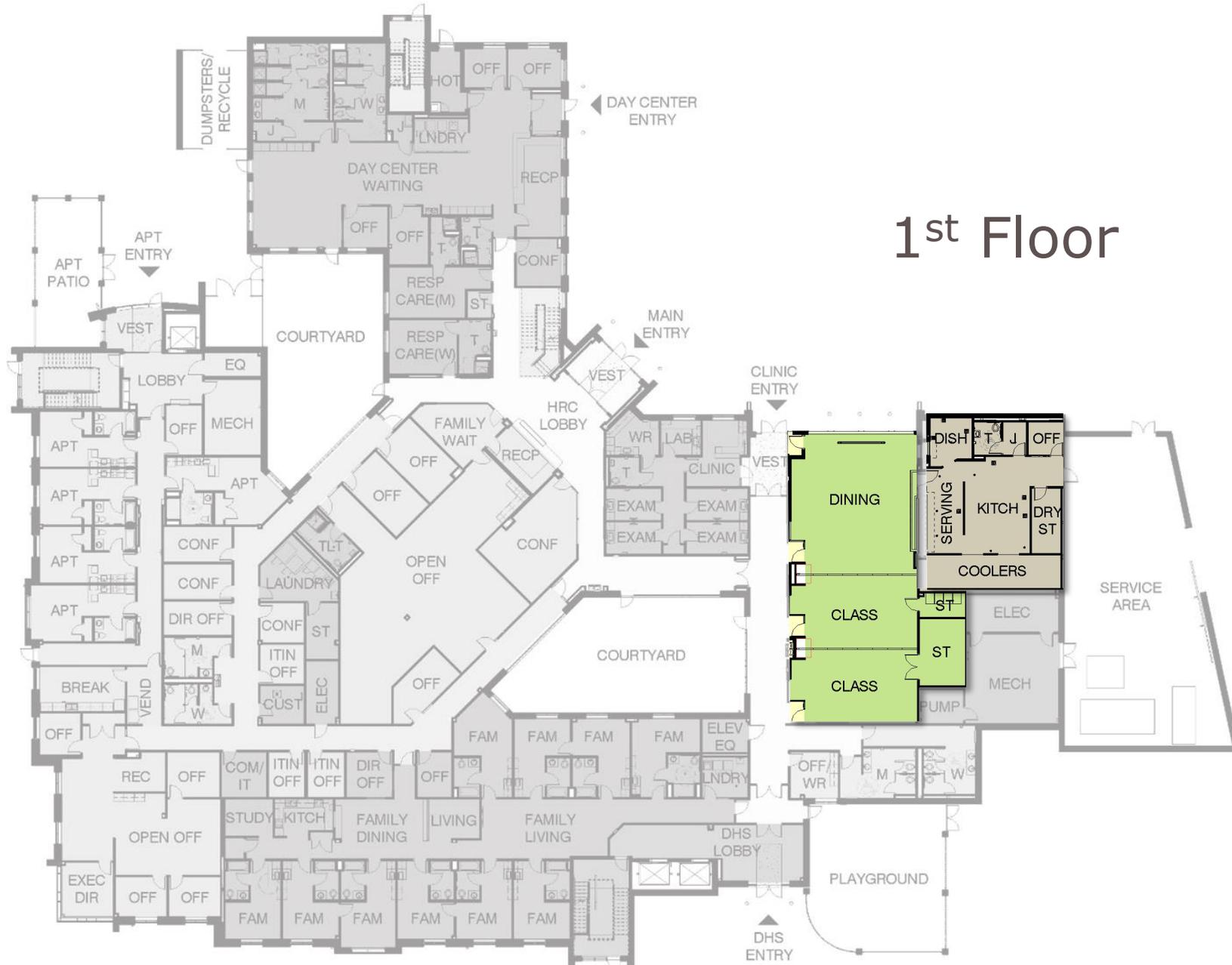


Dining / Kitchen

- Managed by food service contractor

Classrooms

- Managed and scheduled by DHNP
- A wide variety of education, training and services will be provided



1st Floor

Day Support Service Center

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

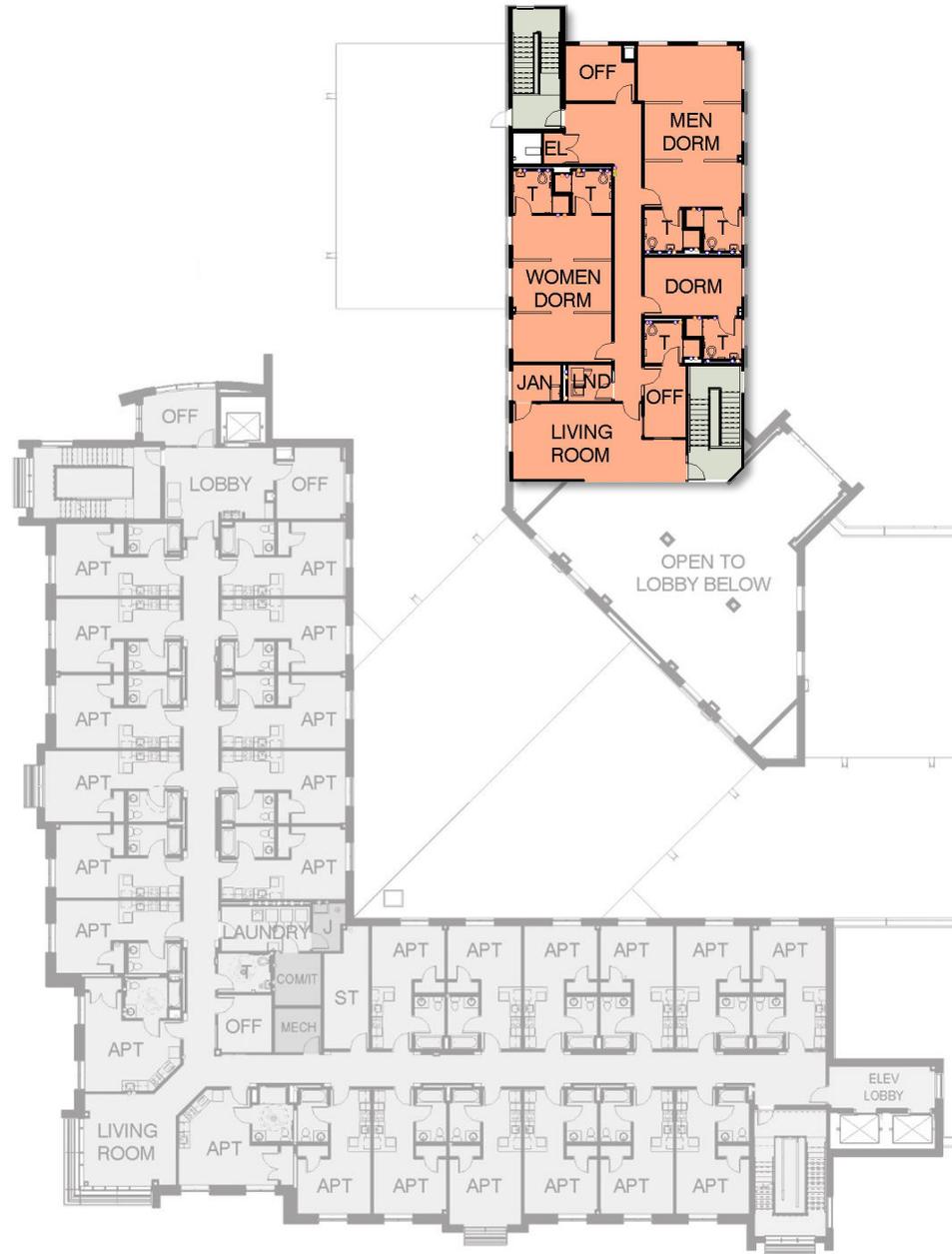


1st Floor

1st Floor



2nd Floor

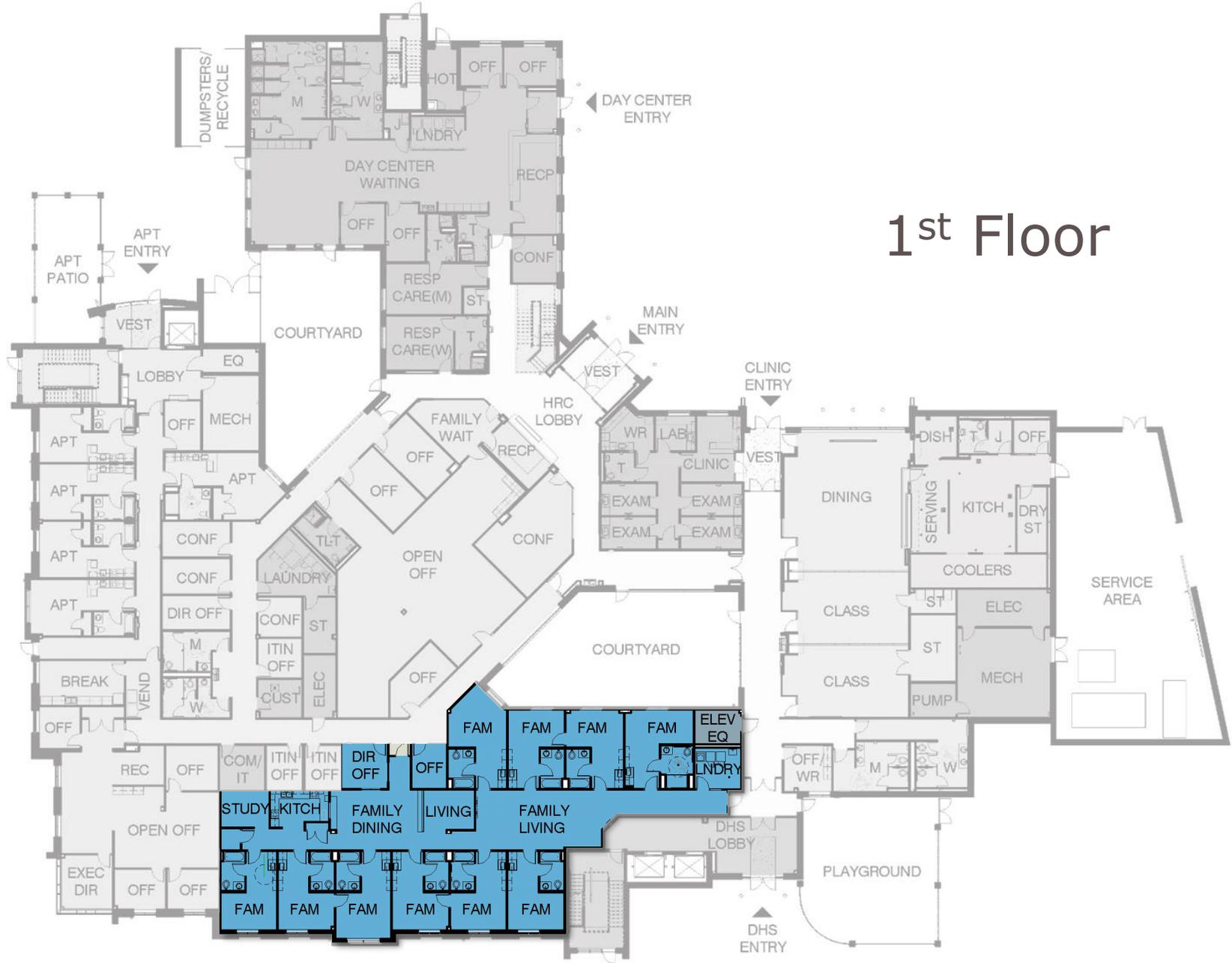


Singles Shelter

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

Family Interim Housing

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



1st Floor



Permanent Housing

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

1st Floor



2nd Floor





The Operations Team

Overall Building Management and Homeless Services Management

- Ruthie Hill, Homeless Services Administrator
- Pam Shine, Homeless Systems Manager
- Larrie Jones, Operations and Maintenance
- Diane Hotaling, Volunteer Coordinator

DHS Services:

- Gailyn Thomas, Deputy Director
- Elizabeth Batista-Boone, Site Administrator



Department of Human Services (HSD) at the HRC

- The original HRC design was modified to add a third floor and to include office space for HSD services
- Under director Dannette Smith, HSD is planning for the delivery of integrated services from multiple parts of her department; AND
- HSD and DHNP are jointly planning to provide an integrated services approach to all persons receiving services at the building

Department of Human Services at the Housing Resource Center



Key Goals

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

Programs

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



Operations and Services Partners

- Building operations, maintenance, janitorial, food service and security will be provided by **ABM, Inc.**, a national provider of these services, with some services provided under subcontracts.
- **Judeo-Christian Outreach Center** will operate day services (replacing the Lighthouse Center) and the singles shelter
- **Samaritan House** will operate the Family interim housing
- **Virginia Supportive Housing** will operate the apartments
- **SE Virginia Health Services** is expected to operate the health clinic

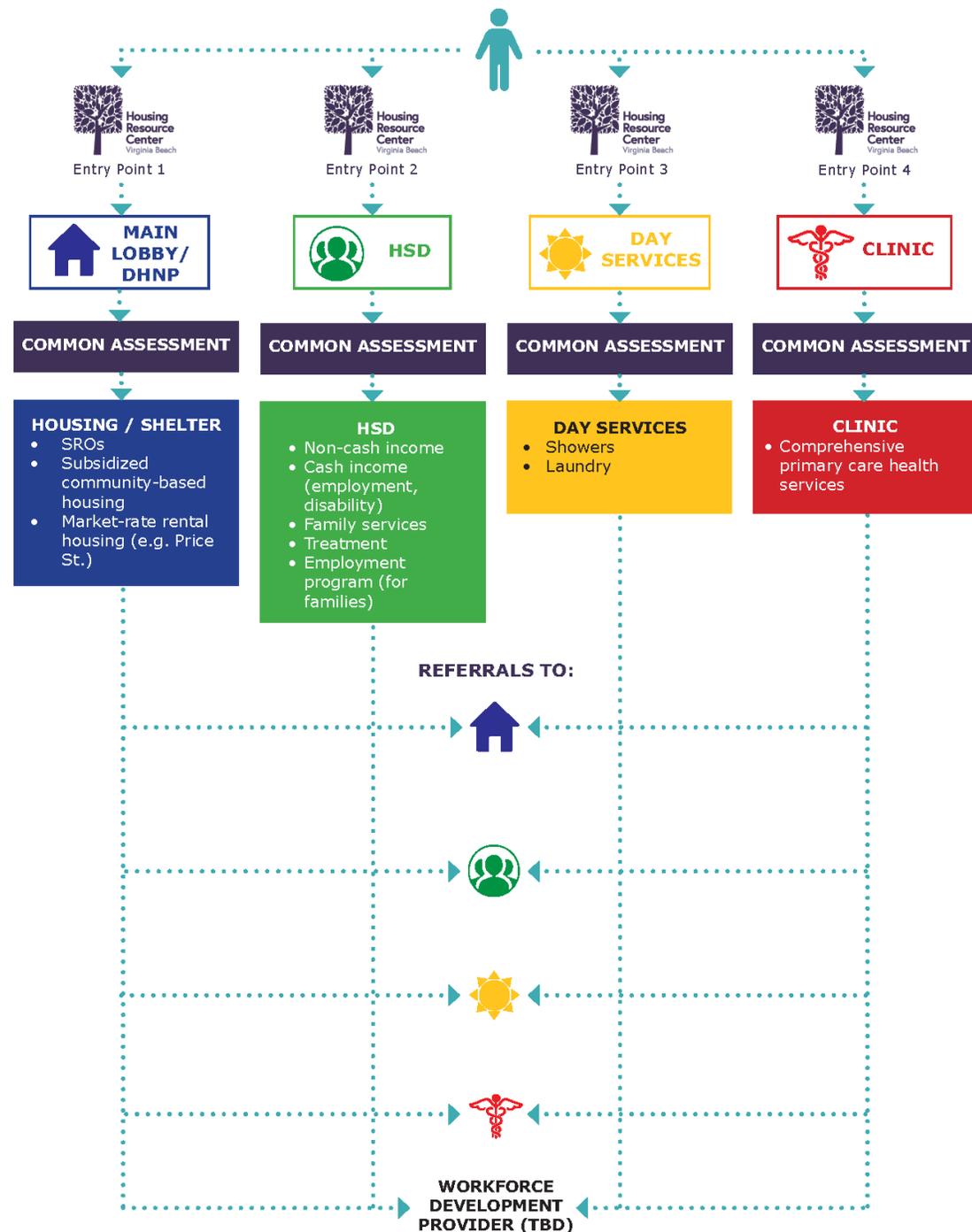


Safety & Security System

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

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

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



Impact of Housing Resource Center on Existing Services



- **Family Shelter:** Increases our capacity by 40 beds
 - Samaritan House will continue its current shelter operations
- **Singles Shelter:** Increases our capacity by 49 beds*
- **Apartments:** Increases our capacity by 29 beds
- **Winter Shelter Program:** Working with faith community on how to continue



Employment & Training Plans

- **Goal: The HRC will be provide linkages so all appropriate participants will have employment plans and/or be assisted to obtain benefits through partnerships in the community.**
- **Provide or link participants to:**
 - Employment readiness training
 - Job training and referral to cooperating employers
 - Department of Human Services job training program for families with minor children



Volunteers & Community Resources

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

- Receptionists; Ambassadors; Housing Counselors; Program Support; others

Opportunities to bring new or existing services to participants:

- Businesses
- Nonprofits
- Faith-based providers





Impact of the Housing Resource Center on the Oceanfront or: Why will people go there?

- **Many will now be sheltered or housed at the HRC!**
- **Lighthouse Center** will close
- The DHNP Outreach staff, AKA the Pinkies, will continue **outreach and engagement** to bring people to the HRC
- We are engaging service providers at the Oceanfront to help determine how their **services can be changed and/or provided** at the Housing Resource Center
- **Transportation plan** will ensure access is available to the center
- Nonetheless, it is still a free country, and people will still choose to “hang out” at the resort area.

Communications & Public Engagement

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



Community Financial Support

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

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



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



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



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

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

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

cont. (3)

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

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

cont. (4)

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



Estimated Completion Timeline

- **Certificate of Occupancy @ August 1**
- Staff and operations providers move-in, orientation and training
- Trial runs
- **Grand opening/ribbon cutting August 23**
- Shelter operators move in
- **Participants move in - first two weeks of September**
- ***Completed on the fourth try!***

Thank you!



Learn more:

www.vbgov.com/housing





Community of One

Virginia Beach's Strategic Plan to Address Homelessness

Make homelessness rare, brief, and nonrecurring.



7 MAJOR GOALS

1. Continue transforming our system to be the most effective at moving people out of homelessness
 - Includes opening the Housing Resource Center
2. Make family homelessness rare, brief and nonrecurring
3. Make chronic homelessness rare, brief and nonrecurring
4. Make youth homelessness rare, brief and nonrecurring
5. Increase affordable housing opportunities
6. Enhance leadership, collaboration, and civic engagement
7. Develop, maintain and increase community support for the effort



How People Access Housing & Services in Virginia Beach



Call Regional Housing Crisis Hotline (227-5932)



Triage, Assessment, Prevention & Diversion*



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

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