



Delaware Continuum of Care

QUARTERLY MEETING

JANUARY 20, 2021

Delaware Continuum of Care

The Delaware CoC is a community-based collaborative that ensures a responsive, fair, and just approach to addressing homelessness, and strives to achieve housing for all.

Agenda

Ø Welcome

Ø Business

- CoC Governance

- CoC Funding

- Ø Upcoming Events

Ø SOAR Presentation

Ø Vaccine Prioritization

Ø DE Legislative Update

Ø Status of Evictions in DE

- Housing Stability in Wilmington

Ø COVID-19 Updates

- Congregate Shelter

- Non-Congregate Shelter

- DE-Housing Assistance Program

CoC Business

➤ Governance

- The CoC has contracted with Diana T. Myers and Associates to provide technical assistance in updating the CoC Charter and MOU's (CoC, CI, and CMIS lead agency/responsibilities)

➤ Funding

- FY2021 Omnibus Appropriations Bill authorized HUD to complete a non-competitive, auto-renewal process for FY20 renewal grants
- FY20 CoC Renewal Project final scores and ranking approved 11/10/20
 - Public posting available on the DE CoC website: <https://www.housingalliancede.org/the-delaware-continuum-of-care>

➤ Upcoming Events

- 2021 Point in Time Count – Wednesday, January 27, 2021
 - Sheltered Count only due to COVID-19
- 2021 Housing Inventory Count - TBD
- CLASI Fair Housing Training – Wednesday, February 3, 2021 from 3:00pm to 5:00pm
 - <https://us02web.zoom.us/j/81313406260>

SOAR

ABIGAIL KIRKMAN

ASSISTANT DIRECTOR

SAMHSA SOAR

TECHNICAL

ASSISTANCE CENTER

SAMHSA SOAR Initiative



SSI/SSDI, Outreach, Access, and Recovery (SOAR) is a model for assisting eligible adults and children who are experiencing or at risk of homelessness and have a serious mental illness or co-occurring substance use disorder to apply for Social Security Administration (SSA) disability benefits

- Facilitates access to health care and housing
- Provides increased education and employment opportunities
- Decreases incarcerations, institutionalization, and hospitalizations

In 2020, decisions on 6,565 SOAR initial applications were received in an average of 115 days with an allowance rate of 65 percent*



1

*This compares to the initial allowance rate of 30.8 percent for all persons aged 18-64 who applied for SSI or SSDI in 2019.

Benefits of the SOAR Online Course



SSI/SSDI Outreach, Access, and Recovery (SOAR) Online Course: Adult Curriculum

- Standardized training provided across all geographic areas
- SOAR Leaders can coordinate follow-up training and support
- Course is FREE, web-based, and self-guided
- 20 CEUs from National Association of Social Workers (NASW)

Getting Involved: Time Commitment

- Training: 20 hours
- 20-40 hours per complete application
- SOAR Critical Components
- Outcome Tracking
- Benefit to Your Agency and the Individuals You Serve

The screenshot shows the SOAR website page titled "Getting Involved with SOAR". At the top, there are logos for SOAR WORKS and SAMHSA. Below the logos, the text reads: "Do you want to be a SOAR provider? That's great! Here's what to expect." A blue-bordered box contains the following text: "SOAR promotes recovery and wellness through increased access to social security disability benefits for eligible individuals who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or co-occurring substance use disorder. SOAR providers assist individuals with complete and quality applications. This is not an easy task, and we want to be sure that you understand the commitment required - see below! It is well worth the effort!" Below this box, there are sections for "Training" and "Time Commitment". The "Training" section states: "The SOAR Online Course trains providers to assist individuals with the social security disability application process. The course includes an Adult Curriculum for assisting with Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) claims for adults and a Child Curriculum for assisting with SSI claims for children." It lists four bullet points: 1. The SOAR Online Course Adult and Child Curricula are free and are located on the SOARWorks website (<https://soarworks.org/courses/online-course-adults>). 2. Each curriculum consists of seven lessons, each of which has a series of articles, short videos, and a practice case component. The practice case provides an opportunity for learners to apply what they have learned in the course by completing a sample application packet for a fictitious applicant using SOAR techniques. 3. It takes approximately 20 hours to complete each curriculum and participants can work at their own pace, starting and stopping at any time. However, we encourage students to complete the curriculum within 30 days to retain the information learned. 4. Upon successful completion, participants will receive 20 CEs (continuing education units) from the National Association of Social Workers (NASW). The "Time Commitment" section states: "We estimate that each SOAR application will take approximately 20-40 hours to complete, from initial engagement to receiving a decision on a claim. This generally occurs over the course of 60-90 days." It includes a bullet point: "The time spent on each application will vary depending on the amount of engagement that is needed as well as other variables such as the experience level of the SOAR worker. For example, engagement with an applicant who is meeting in an institution may take 20 hours, while it may take longer to connect with someone who is being outside or difficult to contact." At the bottom, there is a section for "SOAR Critical Components" which states: "SOAR providers with higher approval rates credit their success to implementing the SOAR critical components and submitting high quality applications. One of these components significantly increases the

Online Application Tracking (OAT)

OAT WORKS
Online Application Tracking

All the reasons
OAT is awesome!



- Web based
- User friendly
- HIPAA compliant
- Monitors quality
- Takes only 3-5 minutes
- It's FREE!

<https://soartrack.prainc.com>

Additional Resources

- **SOAR Overview:**
https://soarworks.prainc.com/sites/soarworks.prainc.com/files/SOAROverview-2020-508_0.pdf
- **Getting Involved with SOAR:**
https://soarworks.prainc.com/sites/soarworks.prainc.com/files/Getting_Involved_with_SOAR-Adult-and_Child.docx
- **SOAR Outcomes:**
<https://soarworks.prainc.com/article/soar-outcomes-and-impact>
- **Implementing State and Local SOAR Initiatives:**
https://soarworks.prainc.com/sites/soarworks.prainc.com/files/Implementing_State_Local_SOAR_Initiatives-Adult_and_Child.docx
- **SOAR Online Course Catalog:**
<https://soarworks.prainc.com/content/soar-online-course-catalog>

Connect With Us

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(302) 505-0849

Vaccine Prioritization

JILLIAN AUSTIN,
DELAWARE PUBLIC
HEALTH

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Legislative Update

Delaware Legislative Update

Legislative session will be virtual through January and hearings will be held on Tuesday, Wednesday and Thursday each week.

Both the House and the Senate have committees dedicated to housing:

House: *Housing and Community Affairs*: Rep K. Johnson, Rep. Bolden, Rep. Williams, Rep. Cooke, Rep. Lambert, Rep. Moore, Rep. Ramone, Rep. Shupe, Rep. Spiegelman, Rep. Hensley

Senate: *Housing*: Sen. Townsend, Sen. Pinkney, Sen. Lockman, Sen. McBride, Sen. Lawson, Sen. Pettyjon

Note that many legislative bills that may be of interest to the CoC have not yet been filed. HAD is working with partner organizations to thoughtfully promote some legislation related to housing and homelessness.

Delaware Legislative Update

Currently, Bills Filed in the House that may be of interest include:

HB 57-Requires a landlord to provide 15 days written notice to a single room tenant prior to the termination of a rental agreement for any reason other than a material violation.

HB 58-Allows violations for panhandling to be transferred to Court of Common Pleas, so that persons so accused have increased access to social services not available to them at the Justice of the Peace Court.

HB 60-Increases the amount that a tenant may deduct from rent in order to have necessary work done on the rental premises if the landlord fails to repair or maintain the premises after proper notice from \$200 to \$400. The amount has not been raised since the Landlord Tenant Code was drafted in 1996.

Delaware Legislative Update

The Legislative Session has just begun. Legislative dates of note in the next two weeks:

January 26th – Governor Carney’s State of the State Address at 2:00 p.m.

January 28th – Governor Carney’s FY 2022 Budget Address at 11:30 a.m.

Housing Policy Looking Forward

Opportunities at both state and federal levels to advocate.

Biden Administration begins TODAY and President Biden has already issued a call for:

- An extension of the federal eviction moratorium through September 2021;
- \$30 billion in emergency rental and utility assistance;
- \$1,400 stimulus checks; and
- \$5 billion to address the health and housing needs of people experiencing homelessness.

Delaware Legislative session has just begun, and Federal leadership is changing. Housing and homelessness is an issue that has been given a lot of attention. Expect to see legislation that addresses affordable housing and homelessness both in Delaware as well as Federally.

Delaware Evictions in The Pandemic January 2021



- John S. Whitelaw
Advocacy Director
Community Legal Aid Society, Inc.
100 W. 10th Street
Suite 801
Wilmington, DE 19801
302-575-0660, ext. 215
302-575-0663
Fax 302-575-0840
jwhitelaw@declasi.org

About Community Legal Aid Society, Inc. (Delaware)

Community Legal Aid Society, Inc. (CLASI) is a statewide, nonprofit law firm whose mission is to combat injustice through creative and persistent advocacy on behalf of vulnerable and underserved Delawareans. CLASI is also Delaware's designated Protection and Advocacy agency for individuals with disabilities.



Evictions are complicated: Statutory and Regulatory Framework

- Landlord Tenant Code, Title 25, Chapters 51, 53, 55,57, 59, 61,63, 67
 - Also Chapter 70
 - Justice of the Peace Court – Court Rules, Administrative Order
 - Federal Regulations for various public and subsidized housing
 - State subsidized housing (SRAP Vouchers)
 - Pandemic related provisions
 - Governors Emergency Orders (23d Modification)
 - JP Court Orders
 - CDC Declaration*
- * As of 1/19/21, probable extension of federal eviction moratorium until September 2021

Administrative Order and Other Guidelines

- Governor's Emergency Declaration – 23d Modification

<https://governor.delaware.gov/health-soe/twenty-third-state-of-emergency/>

No eviction unless in the “interest of Justice”

- JP Administrative Order 2020-1 (September 9, 2020)

<https://courts.delaware.gov/jpcourt/covid.aspx>

- JP Court Guidance on “interest of justice”

<https://courts.delaware.gov/forms/download.aspx?ID=123708>

- JP Court Rules

<https://courts.delaware.gov/forms/download.aspx?id=39328>

New Processes

- Pre Trial Conferences
- ODR/ADR
- Video trials
- Additional standard – “in the interest of justice”

Financial Assistance

- DSHA Emergency fund “DEHAP”
 - Currently on hold to set up and establish new program
 - Seeking stakeholder input
 - How to spend large sum of money in the most beneficial way
- This is the single most important piece to address the economic consequences of the pandemic
- Federal Allocation of \$200,000,000 TWO HUNDRED MILLION DOLLARS

Numbers

- Pre pandemic volume 1,500 cases/month
- March 16-July 1 Moratorium
- July – Current 400-700/month
- Dec. NCC (Eviction Lab) 400 (918 pre-pandemic)

What is happening at the ground level?

- Landlords supposed to provide contact information for Tenants
 - Online Dispute Resolution Process
 - Mostly Zoom Hearings
 - Significant time delay between filing and trial in JP Court (months)
-
- Biggest problem is still getting engagement from Ls and Ts for mediation/dispute resolution

Solutions – What works?

- Funding to address lack of safe affordable housing; address loss of income caused by pandemic
- Representation matters – Right to Representation for Tenants
- Change underlying eviction rules e.g. Reservation of Rights (5 day rule); minimum amounts in dispute before eviction filing; create an appellate path
- Strong fair housing enforcement
- Source of income discrimination protections
- Record sealing cf. expungement

Resources for Representation (Delaware)

- Legal Services Corporation of Delaware (LSCD)
 - Private L/T
 - www.lscd.com
- Community Legal Aid Society, Inc. (CLASI)
 - Subsidized/Public Housing including LITC
 - www.declasi.org
- Delaware Volunteer Lawyer Services (DVLS).
 - www.dvls.org
- Legal Help Link (helps people determine where to get help)
 - www.delegalhelplink.org

Housing Stability In Wilmington



H.O.M.E.S. Campaign

HOUSING | OPPORTUNITY | MOBILITY | EQUITY | STABILITY

What is the H.O.M.E.S Campaign?

The H.O.M.E.S campaign firmly believes **Housing is a Human Right.**

We are local residents, unhoused community members, educators, and advocates working to develop a housing policy agenda that is focused on:

- Creating high quality affordable renter-ship opportunities;
- Creating fair opportunities for home ownership;
- Ending homelessness; and
- Ensuring accessible housing options for returning residents.



H.O.M.E.S. Goals/Objectives

- Community driven policies
- Community engagement
- Asset-based and solution driven
- Positive narrative
- Comprehensive plan broken down into phases
- Develop relationships with landlords, property owners, and tenants
- Work with city officials and organizations to provide housing stability



THE BIG PICTURE

We're proposing a comprehensive plan that aims to develop and/or revise ordinances, policies and practices with multiple stakeholders in order to increase neighborhood/community stabilization and reduce harm caused to vulnerable residents by the lack of affordable, sufficient and safe housing in Wilmington.

Model of Change

Policy advocacy is necessary to sustain change.

Community Organizing is the best avenue for policy advocacy.

We need *everyone* to advocate for policy change. Renters, unhoused people, homeowners, landlords, returning residents non-profit service providers and advocacy organizations.

We have to build policy from the ground up-- with renters, unhoused people, homeowners, landlords, returning residents, and non-profit organizations.

Comprehensive Housing Solutions

Create fair opportunities for homeownership

- Homeowner Repair Grants and Loans
- Down-payment Settlement Assistance
- Moratorium on water bill foreclosures
- Create goals & performance measures for Dept. of Real Estate and Housing

Create high quality rentership opportunities

- Right to Counsel for Evictions
- Eviction Arrear Minimum
- Get all properties licensed and inspected
- Enhance code enforcement on problem properties and landlords
- Create goals and performance measures for L&I

Restore Vacant Properties

- Revise Vacant Property Registration Program and get all vacant properties registered
- Identify problem vacant properties and problem owners
- Create incentives to buy and renovate vacants
- Create goals and performance measures and reporting requirements for Wilmington Housing Partnership and Wilmington Land Bank

Comprehensive Housing Solutions

End Homelessness

- Repeal ordinances that criminalize and/or fine the unhoused
- Provide public storage lockers
- Assessment of and development of housing for unaccompanied youth

Create opportunities for returning citizens to access quality affordable housing

- Ensure access to public housing
- DOC provide 12-month housing plan
- Remove criminal history questions from housing applications

Phase 1: Housing Advocacy Priorities

- Enforce Rental Properties Registration and Business Licensing
- Enforce Vacant Properties Registration
- Implement Housing Action Program
- Stop Fees and Fines for Homelessness
- Moratorium on Water Bill Foreclosures

Phase 1: Regulate Rental Properties

Problems: 1. The city does not know how many rental or vacant properties there truly are; 2. The city does not have a fair, straightforward process to hold landlords/property owners accountable.

Solutions: The City needs an organized mandated system that clearly outlines how to register and/or operate as a landlord/property owner for all properties in Wilmington

- Enforce Rental Properties Registration and Business License
- Enforce Vacant Properties Registration

Phase 1: Promote Tenant Rights

Problems: 1. The city does not have a method of informing and educating people about housing. 2. The city does not have a process to help people avoid going to court over housing issues.

Solution: City of Wilmington will partner with a housing-focused organization(s) to start a Housing Action Program to mediate situations and provide education to residents.

- Housing Action Program

Phase 1: End Unfair Fines and Fees

Problems: Residents are further disenfranchised due to the fines and fees structure.

Solutions:

- Stop Fees and Fines for Homelessness
- Moratorium on Water Bill foreclosures

GET INVOLVED!

<https://forms.gle/6KrVCMTFpnd1N3H96>

- Let's work together to create comprehensive policy
- Let's collaborate to educate the community and policy-makers
- Connect your clients interested in advocacy and sharing their experiences to the H.O.M.E.S. campaign.
- Join together to advocate for policy change

What is the process for "signing-on" to this housing movement?

How can we collaborate with you to engage and organize your clients around housing advocacy?

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COVID-19 Updates

Centralized Intake Data

	Number of Inquiries for Assistance	Number of Households Seeking Assistance	Families with Children Seeking Assistance	Households at high risk for complications from Covid-19	Referrals to Emergency Shelter or State Service Center
September	1204	601	187	73	90
October	1143	614	211	84	149
November	1300	697	228	94	125
December	1722	939	254	101	258

Note: Not all who call are homeless or in need of homeless assistance resources. For more detail on the types of callers, please visit <https://www.housingalliancecd.org/centralized-intake>

Congregate Sheltering

County	Congregate Shelters	Accepting New Entries	Current Congregate Shelter Bed Availability
Sussex	2	2	14/28 50%
Kent	5	5	75/117 64%
New Castle	15	15	112/199 56%

*Sunday Breakfast Mission's 100+ beds in NCC are open, and not included in the numbers above

*Code Purple beds are not included in these #s

New Castle County Hope Center

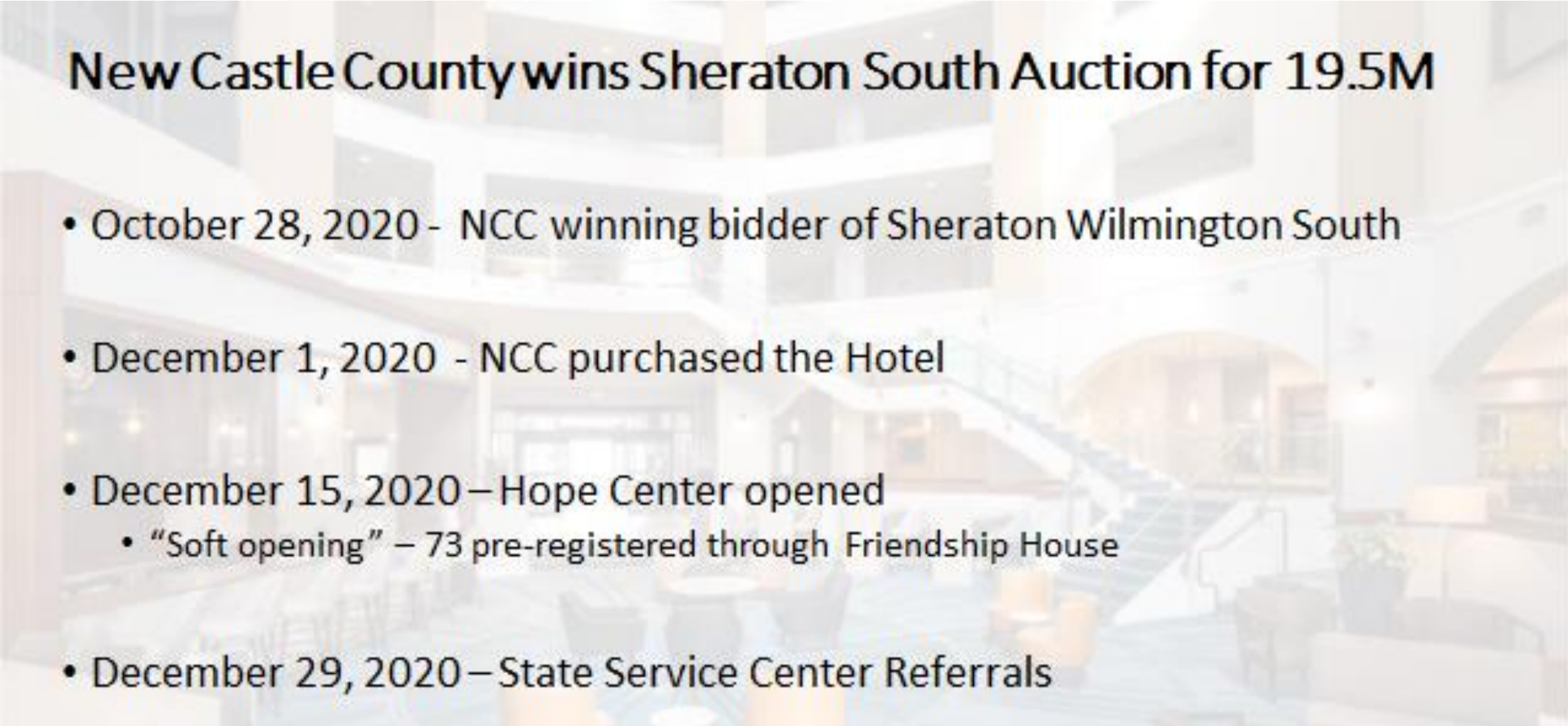
“Homeless Operation Providing for Everyone”

365 Airport Road
New Castle, DE 19720



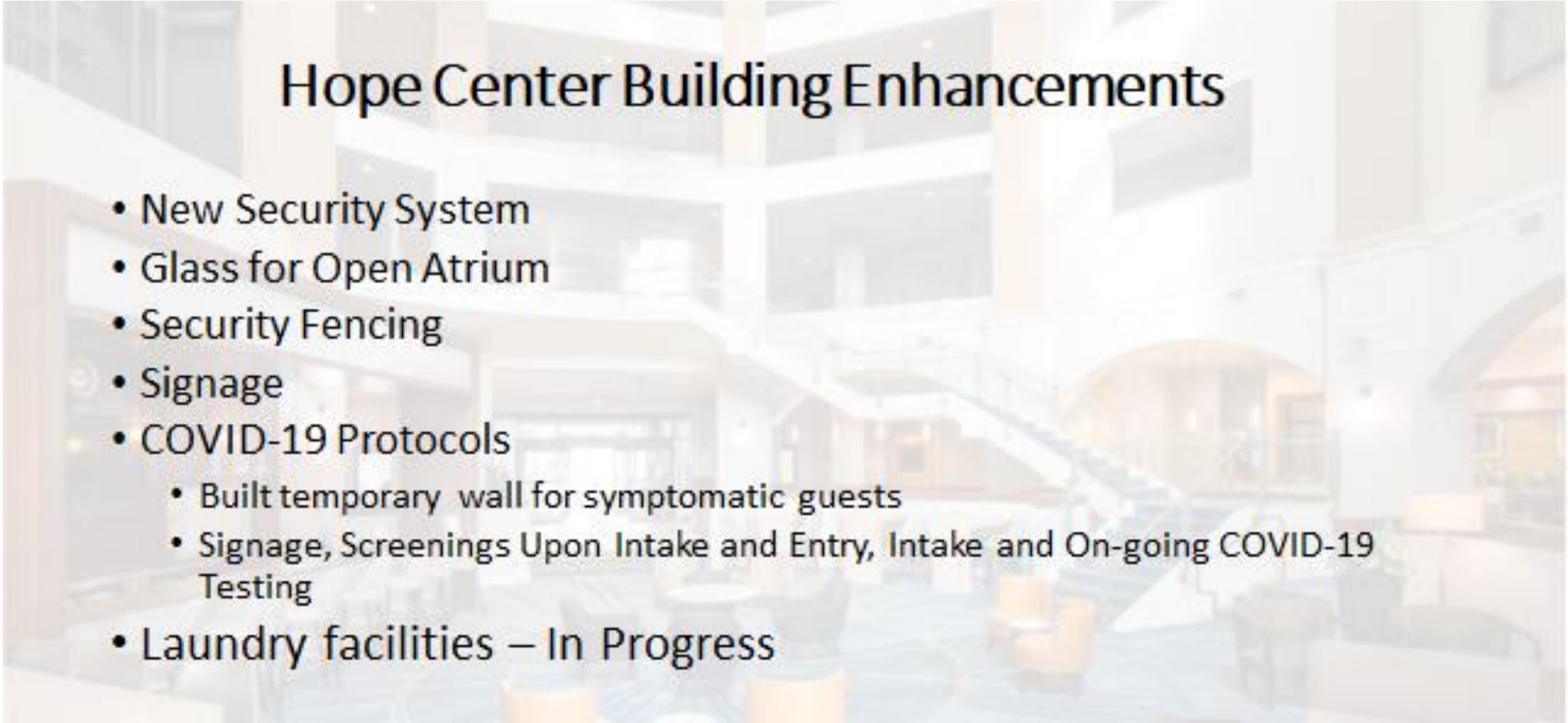


September 12, 2020 – Delaware Business Times: Sheraton Wilmington South Headed to Auction



New Castle County wins Sheraton South Auction for 19.5M

- October 28, 2020 - NCC winning bidder of Sheraton Wilmington South
- December 1, 2020 - NCC purchased the Hotel
- December 15, 2020 – Hope Center opened
 - “Soft opening” – 73 pre-registered through Friendship House
- December 29, 2020 – State Service Center Referrals



Hope Center Building Enhancements

- New Security System
- Glass for Open Atrium
- Security Fencing
- Signage
- COVID-19 Protocols
 - Built temporary wall for symptomatic guests
 - Signage, Screenings Upon Intake and Entry, Intake and On-going COVID-19 Testing
- Laundry facilities – In Progress



Hope Center Demographics

- Occupied Rooms – 81
- Current Residents: 129
 - Adults – 99
 - Children – 30
- Pets – 9
 - 1 Bearded Dragon
 - 1 Guinea Pig
 - 4 Dogs
 - 3 Cats

Hope Center Partners

- Hersha Hospitality Management
- Friendship House
- Delaware Division of Substance Abuse & Mental Health (Bridge Clinic)
- Dr. Gibney
- St. Francis / St. Clare Medical Outreach Van
- Faithful Friends
- Sunstates Security
- Living Grace Worship Cathedral-Grace Transportation

Friendship House Uniting People Facing Homelessness with loving, supportive communities they can call home

- **Winter 2020-2021 Code Purple Plan**
 - Code Purple programming at Hope Center to house street-level homeless
 - Code Purple will be every night (not just when temperatures drop below freezing) & Guests Stay 24/7
 - Non-Congregate
- **Programming**
 - 24-Hour Staffing
 - Nutritious Meals 3x Day
 - Case Management
 - Multi-Jurisdictional Funding (Wilmington, NCC & City of





DELAWARE HEALTH AND SOCIAL SERVICES

Division of Substance Abuse and Mental Health

Always the right time, Always the right place, Always the right service

The Bridge Clinic:

Support for individuals and families impacted by the effects of mental health and substance abuse disorders

- Delaware Division of Substance Abuse and Mental Health (DSAMH)
- Screening and referrals to treatment for mental health and substance use disorders
- Access to on-site qualified, licensed clinicians
- Guidance navigating the care network
- Naloxone and naloxone training
- All services made available regardless of ability to pay
- Gearing up to be at the Hope Center 24 hours/7 Days a Week

Sandra M. Gibney, MD

- **Board Certified in Internal Medicine**
 - 25+ Years in Practice
 - Member of the Lt. Governor's Behavioral Health Consortium
- **Specialties:**
 - Emergency Medicine
 - Medical Care for homeless populations with substance abuse disorders



Saint Francis/Saint Clare Medical Outreach Van

- Primary Care
- Physicals/Preventative Screenings
- Immunizations – Adults & Children
- Prescriptions Prescribed and Filled
- Lab Tests
- Currently Visits Hope Center Twice a Month



Hersha Hotel Hospitality Management (HHM)

- Guest Room Operations
- Facility Management
- Housekeeping
- Engineering

The logo for Hersha Hotel Hospitality Management (HHM) is displayed in white, bold, sans-serif capital letters on a dark blue background. The letters are spaced out and positioned at the bottom of a large, dark blue, rounded rectangular shape that occupies the right side of the slide.

HHM

Faithful Friends Animal Society

- Animal Advocacy Group Founded in 2000
- Citizens took action to provide a voice for animals
- Committed to the National No-Kill Goal
- Veterinary Services for Hope Center Pets
 - Physical Exams
 - Vaccines
 - Spay/Neuter
 - Flea/Tick Prevention
 - Deworming
 - Microchip
 - Leash/Carrier & Pet Food (as applicable)



Transportation & Security

- Living Grace Worship Cathedral DBA: Grace Transportation
- Sunstates Security: Local and National Professional Security



Guest Referral System

Those seeking access to emergency shelter
or who know someone in need can call:

1-833-FIND-BED (346-3233)

8:00 a.m. – 5:00 p.m.

Monday through Friday

or email:

intake@housingalliancede.org



HOUSING
ALLIANCE
DELAWARE

Change Begins Here



01

Code Purple Kent County

Housing Alliance of Delaware Update

Ennio Emmanuel - codepurpledelaware@gmail.com - 1.800.733.6816



02 What sites are operating

Casa Maranatha
1207 E Division St.
Dover De



People's Community Center
46 S Bradford St.
Dover, De



- Walk Ins Welcome
- COVID-19 Precautions
- Current Capacity



03



Challenges

- Volunteers
- Space Limitations Vs. Need
- More on site or transportation provided case management for addicts is needed to find a plan towards housing

Successes

- Minimized Covid-19 cases
- Food supply inventory is up
- Assistance from other organizations and outside supporters who help even though they are scared to do hands on work

Sussex County Code Purple

SUSAN KENT, LOVE
INC.

Non- Congregate Shelter

FAITH MWAURA,
DSSC DEPUTY
DIRECTOR



EMERGENCY SHELTER JANUARY 2020 – JANUARY 2021

UNDUPLICATED CLIENTS

Total Household Intakes:

1799

Total # of Children:

1701

Total # of Household Members:

3860

Total # of HH with Children:

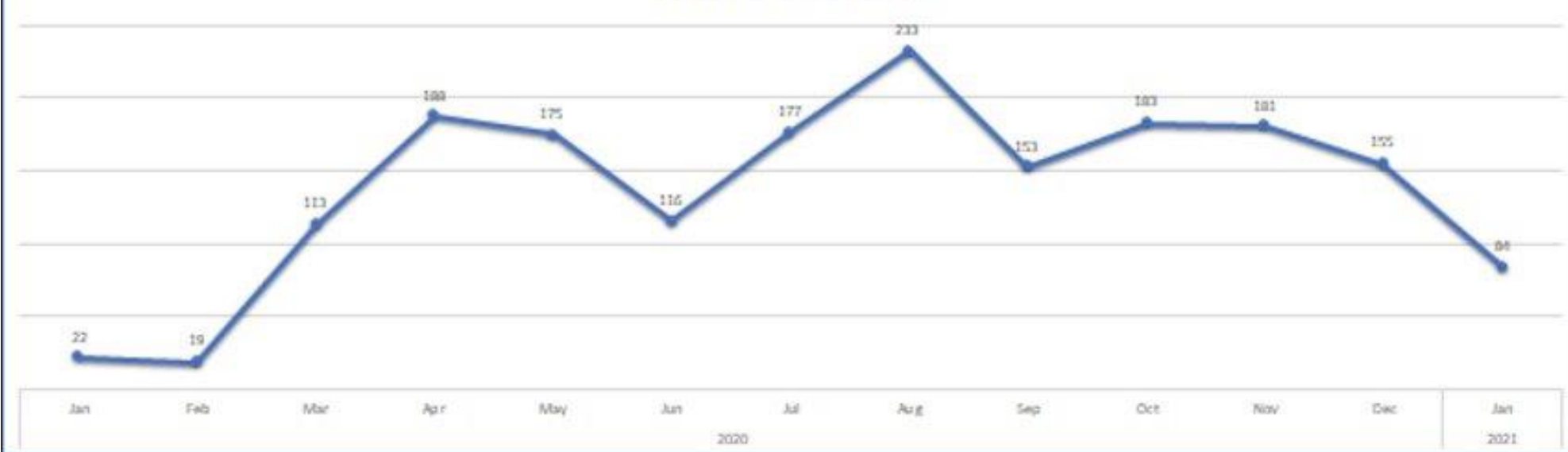
837

Total # of 65 and older:

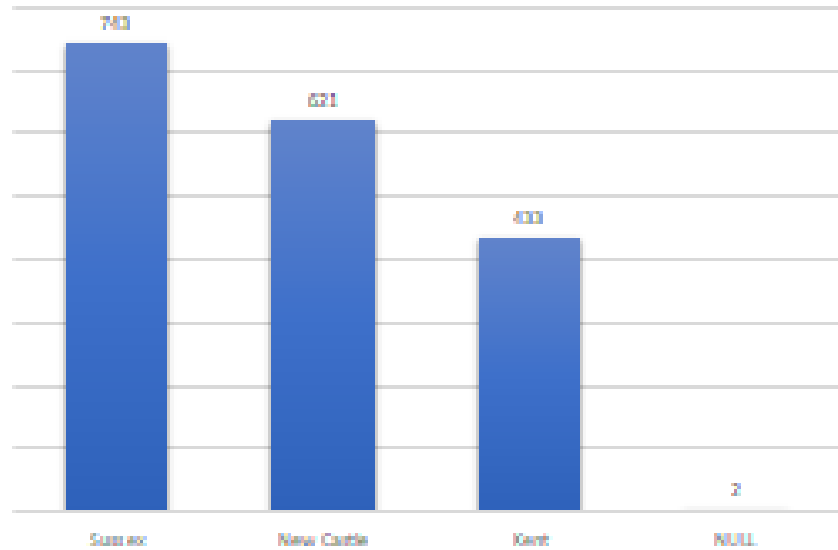
73

** Note: The Unduplicated clients here may have had multiple visits/services, which would be reflected in the total fund amounts of the original dashboard.

Intake Totals Per Month



Intakes by County



WRAPAROUND SERVICES

- Food Distribution
- Mask & Hygiene Kit Distribution
- Rapid Rehousing
- Employment Support Services
- Connection to Benefits
- Mental Health Resources
- Isolation Housing (COVID-19 Impacted Homeless Clients)
- COVID-19 Testing
- School Supplies
- Virtual Learning Support

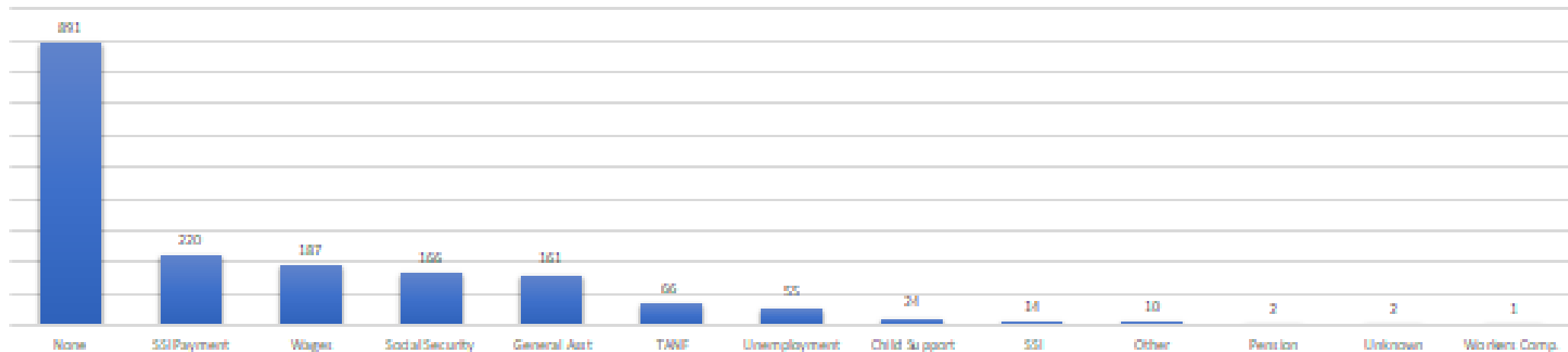


PROJECT HOPE

A DEPARTMENT OF HEALTH AND SOCIAL SERVICES, CHRISTIANA SCHOOL DISTRICT AND LOCAL COMMUNITY PARTNERSHIP: SUPPORTING DELAWARE'S CHILDREN & YOUTH DISPLACED DURING COVID-19 THIS SCHOOL YEAR



Primary Income Source Reported at Intake





Emergency Rental Assistance

Delaware State Housing Authority
18 The Green
Dover, DE 19901
www.destatehousing.com

DE Housing Assistance Program (DE HAP)

- Version 1.0: March – August
- Version 2.0: August - December
- Up to \$8,000 in arrears, current rent due, and up to one month in advance
- March 1, 2020 – December 31, 2020 only
- Primary Funding Source: Coronavirus Relief Fund



DE Housing Assistance Program (DE HAP)

	Households/ Applications	Assistance
DEHAP 1.0 & 2.0	3,603	\$12,289,684
DEHAP 2.0 – Pending/Under Review	1,143	\$4,157,271

New Emergency Rental Assistance (ERA) Funding

- \$200 million to Delaware
- Rental and utility assistance; slice for administration and Housing Stability Services (pending definition from Treasury)
- Up to 15 months, can be prospective rent as well as arrears
- New federal requirements – need to incorporate and some pending guidance from Treasury
- Deadlines



Status & Timeline

- Feedback sessions
- Pending Treasury guidance
- Big picture (application process, systems, etc.) and smaller picture (more specific program policies) review

DE Emergency Mortgage Assistance Program (DEMAP)

- Up to \$10,000
- Similar requirements to DEHAP: COVID-19 impact
- Also paused Dec 30, 2020
- Most recent relief bill does not include funding for mortgage assistance; assessing funding sources and will be planning reopening



*Thank
you*

Next Meeting:
April 21, 2021

For any additional questions, please contact Erin Gallaher at egallaher@housingalliance.org or Felisha Lawrence at flawrence@housingalliance.org