

HOUSING SERVICES FACT SHEET

Supportive services are a wide range of direct client services to people in the homeless housing continuum. Services may include case management and referral, financial assistance, housing stability services and outreach.

Case Management and Referral: Collaborating with client to create a mutually agreed upon plan of action to address multiple life challenges. This may include referral and linkage to community partners, such as:

- Other homeless services agencies (including homeless housing providers)
- Mental health treatment and services
- Substance abuse treatment and services
- Medical care/ Medication management
- Food/ clothing/ furniture.

Financial Assistance: Working with a client to obtain or maintain a source of income. This may include:

- Benefit application assistance such as assisting client in filling out forms and obtaining required documentation to apply for eligible benefits (including SSI, SSDI, VA Benefits, and Veterans' pension)
- Employment Services such as linking clients to employment opportunities in the community through assistance with resume writing, employment search, educational and vocational opportunities and direct connections and referrals to jobs

Housing Stability Services: Assisting a client in finding and maintaining housing. This may include:

- Providing a bridge between the client, the property manager/landlord, and their service providers
- Identifying and securing available housing units and/or subsidies
- Assisting with housing applications and advocating on behalf of clients to landlords
- Connecting with service providers for clients in crisis

Outreach Services: Engaging people who are not currently connected to community resources, services and/or housing.

Key Acronyms in Housing Services...

HUD: Department of Housing & Urban Development

CHA: Charlotte Housing Authority: Non-profit real estate holding company with the purpose of providing safe and affordable housing to low/ moderate income families while supporting their move toward self-sufficiency.

HTF: Housing Trust Fund: Funded through voter approved housing bonds to provide financing for affordable housing in the city of Charlotte.

COC: Continuum of Care: A collaborative funding and planning approach that helps communities plan for and provide HUD funded service resources to address the various needs of homeless persons. In 2013, the COC received \$3,604,584.

TYP: Ten-Year Plan to End Homelessness: Strategy to address homelessness on a local level approved by the BOCC March 2008. It includes 4 key elements: *Plan for outcomes; build the infrastructure; close the front door; open the back door.*

PIT: Point in Time count: Tally of sheltered and unsheltered homeless on a given night. The count is used to estimate who and how many individuals/ families experience homelessness throughout the year.

