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**In Attendance:** Richard Bennett (Genesee County DSS), Andrew Dearing (HAWNY), Debra McKnight (ILGR), Rae Frank (ILGR), Nora Sheehan (OCMH), Angela Angora (Cazenovia Recovery/ Liberty Hall), David Dodge (ILGR), Sue Boss (Housing Council at Pathstone), Mark Tucker (Orleans County Mental Health), Dave Rumsey (Wyoming County DSS), Michelle McCoy (DePaul), Sandy Smith (Wyoming County Community Action), Dominique Johnson (ILGR), Zack Fuller (Eagle Star Housing), Jen Higgins (Home Leasing)

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**1.) Welcome & Introductions**

Funds are now available for the RRH program applied for last year

**2.) Continuum of Care Update:**

- **2017 NOFA is out and New Application Deadline:**  
**FRIDAY 7/28**
  - i. Applications are already out and we are in the process of reviewing applications for the 2017 CoC competition.
  - ii. HAWNY suggests the RRH program ask for twice the amount as last year.
  - iii. All information about applying for CoC funding can be found on the HAWNY website.  
<https://wnyhomeless.org/continuum-of-care/coc-funding-competition/>
- **Supportive Housing Support**
  - i. HAWNY has also been drafting many letters of support for supportive housing programs sponsored by the state. Some agencies include: Eagle Star, GCASA, and DePaul.
  - ii. Supportive housing would include rental assistance with a case manager on staff
  - iii. Specific Eagle Star project will include 55 units with 17 as dedicated supportive beds for veterans. Case manager on site and transportation service. Remaining units will be general occupancy at mixed income.
  - iv. Sandy Smith disclosed that Community Action is looking into the Governors Supportive Housing Initiative but wasn't sure if she could get enough information for the application.
    - 1. Much of the information can be acquired through the CoC and is posted on the HAWNY website: <https://wnyhomeless.org/continuum-of-care/point-time-report-pit-housing-inventory-chart-hic/>
    - 2. Their deadline to apply was extended to July 28<sup>th</sup>
    - 3. This is the second year of the Governor's three year initiative, so you can still apply next year
  - v. Michelle McCoy spoke on how DePaul hasn't obtaining operational funding
  - vi. Sandy Smith also mentioned the use of HHAP funding to support these capital projects. Applications are accepted on a rolling basis. More information have be found here:  
<https://otda.ny.gov/programs/housing/hhap.asp>
    - 1. HAWNY would be able to help with data for any applications
- **Landlord Breakfast recap**
  - i. ILGR organized 3 different Landlord breakfasts to facilitate the arrival of the new Rapid Rehousing program in the 3 counties.
    - 1. Genesee County: 37 people
    - 2. Orleans County: 22 people

3. Wyoming County: 22 people
  - ii. Rae said it was a decent turnout with varied response, including champions in the community open to providing housing and also stigma to overcome against homelessness.
  - iii. Contact numbers were collected from interested landlords and other resources were shared.
  - iv. Andrew said that it might take a little while to get community buy in but once there are a few success stories it will be easier.

**(Genesee Housing Study Discussion)**

- v. Rae commented on the shortage for housing with people with disabilities in Genesee County.
  - vi. Jennifer asked if anyone has brought this to the attention of the Genesee Housing Study and that we should share good data with them.
  - vii. Michelle observed that the study does not ask the questions that would related to housing shortage for those living in poverty.
  - viii. HAWNY recently shared data with Genesee Housing Study
  - ix. The Housing study also has a renter survey has not received much response.
  - x. Andrew will invite organizers of the study to the next GOW study
  - xi. Rae observed that the survey will not include students since its in the summer
  - xii. Richard commented saying that no one has reached out to Genesee DSS.
    1. Rae wants to send an email to suggest a follow-up with DSS
- **HMIS Training Recap**
    - i. HAWNY had an annual re-training for everyone trained in the past and is planning to do a refresher yearly.
    - ii. If anyone wants to get trained in HMIS contact Andrew to schedule a training 716-853-1101

**3.) Coordinated Entry Process Review**

- Andrew shares the CE map (attached to the minutes) that guides agencies to referral.
- Rae is going to share CE map with staff with ILGR staff
- It is a no wrong doors policy, so any agency can make a referral
- RRH is not emergency services, such as a shelter but rather a service to quickly address homeless situations.
- **If you have a client who you think qualifies, please reach out to ILGR, preferably with a completed assessment (VI-SPDAT) <https://wnyhomeless.org/continuum-of-care/coordinated-assessment/>**
  - i. Singles VI-SPDAT: <https://wnyhomeless.org/app/uploads/VI-SPDAT-v2.0-Single-US-Print.pdf>
  - ii. Families VI-FSPDAT: <https://wnyhomeless.org/app/uploads/VI-SPDAT-v2.0-Family-US-Print1.pdf>
  - iii. Runaway homeless youth: <https://wnyhomeless.org/app/uploads/TAY-VI-SPDAT-v1.0-US-Print-Amended-July-13-2015.pdf>

- Rae has a flyer to promote and educate people on the new RRH program.
- ILGR will be focusing on those recently/currently experienced homelessness and have a disability. If the client does not have a disability, then they could still qualify for the services but it will be handled by a CAO agency. ILGR sees most clients as seeing a disability with a broad definition.
- Andrew suggests not using the term “chronically homeless” because that is a very specific definition with HUD.
- Michelle asked if people in respite beds would apply and Andrew said that if the client has nowhere else to go then yes but it will be a conversation.
- Debra McKnight identified a situation with a client who is living in a hotel being paid for by their parents until the end of the month and after she will be living in her car. Andrew said to give her the VI-SPDAT to determine qualifications.
- Sandy Smith discussed getting staff to do the assessment and that if clients didn’t apply for RRH a request would go into Angel Action.
- Andrew said that unfortunately this isn’t funding for prevention.
- Additional Community Needs
  - i. There is also an option to provide RRH housing training for the community

#### **4.) Adjournment**

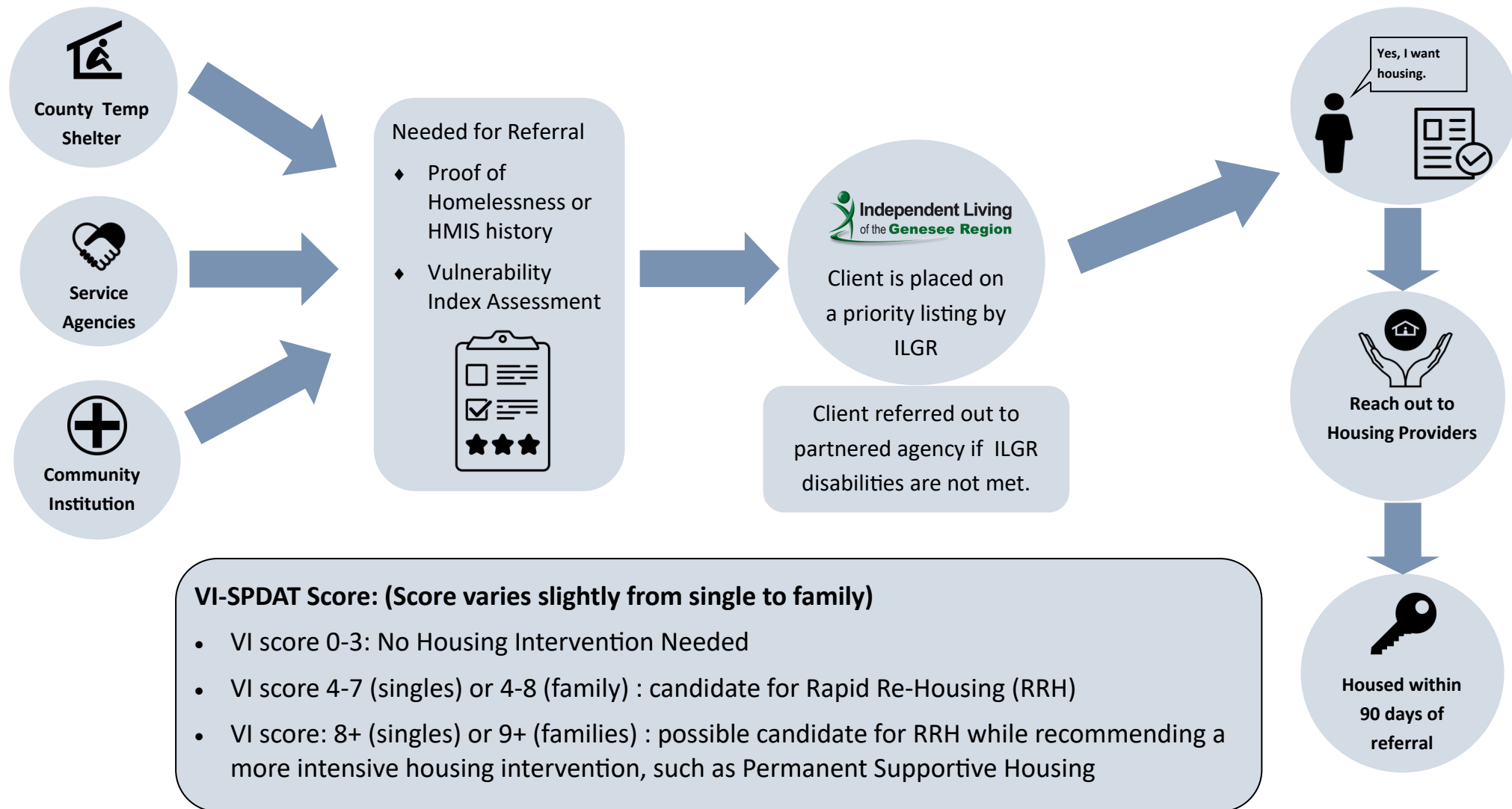
- Sue Boss notified the group to a homeless housing conference in Rochester and Niagara. (Information is attached to these minutes). Dale the HAWNY Executive Director is also speaking:
  - i. Joel Kunkler is leaving Pathstone full-time and will be in transition until further notice contact Sue Boss. His last day is August 24<sup>th</sup>. Sue can share the job notification.
  - ii. Rae still wants to do housing inspections with Joel before he leaves. There is another inspector on staff with pathstone that can also assist.
- The reverse of the agenda has fair market rate for GOW because that is the housing stock RRH looks at.
- There was a question about using RRH with subsidized housing and it can be used for supportive services and move in cost but not rental assistance.

**Next Meeting: September 27<sup>th</sup> at ILGR in Batavia from 10am to 11 am**

# Coordinated Entry Process

## Genesee, Orleans, and Wyoming Counties

Clients seeking housing or services first enter the homeless system by interacting with DSS housing services, calling 211/Care+Crisis hotline, or going to a service provider site.



**If you have a consumer who is Homeless**  
**they may be eligible for help from the Genesee, Orleans and**  
**Wyoming County Rapid Re-Housing Program (GOW RRH)**

If they have had a loss of income, if their income has been reduced, or if they have been unable to afford suitable housing, and have exhausted all other sources of assistance in the community, then Genesee, Orleans and Wyoming County Rapid Re-Housing Program (GOW RRH) may be able to help with the following:

- HOUSING SEARCH AND PLACEMENT
- SECURITY DEPOSITS and RENT

It is important for you to know that GOW RRH does not provide any direct financial assistance to individuals. Instead, if they are eligible for services under GOW RRH, payments can be made, on their behalf, to a qualified landlord.

THEY MUST BE CHRONICALLY HOMELESS & HAVE A DISABILITY. Couch surfing or staying with relatives does not qualify.

In addition to short-term financial assistance, the GOW RRH case managers will work to connect clients to other services and supports in our community that can be helpful to them in maintaining their housing.

If you would like to make a referral to GOW RRH you may do so by accessing and Completing a Vi-SPDAT; obtained here:

<https://wnyhomeless.org/continuum-of-care/coordinated-assessment/>

This site will show the entire Coordinated Entry Process. Scroll down to access forms.

Once you have completed the form call (585) 815-8501 ext 411 to speak with one of our Intake Specialists.

You may fax the form to us at (585) 815-8502.

**Please attempt to complete the assessment with the consumer before making the referral to the GOW RRH.**



**For more information call**

(585) 815-8501 ext. 411 or

Donna Becker at [dbecker@wnyil.org](mailto:dbecker@wnyil.org)



GOW RRH is funded by Continuum of Care and the Department of Housing and Urban Development. The Continuum of Care does not discriminate on the basis of disability, race, color, creed, religion, sex, sexual orientation, age national origin or familial status.



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DEPARTMENT OF SOCIAL SERVICES, AND THE  
ERIE COUNTY POVERTY COMMITTEE

# POVERTY

Join the Discussion

# SUMMIT

**WHEN**

August 24, 2017  
8:00 AM - 4:00 PM

**RSVP**

(716) 858-8679  
[hannah.holden@erie.gov](mailto:hannah.holden@erie.gov)

**WHERE**

Buffalo Niagara  
Convention Center



***Homeless Services Network of Rochester, New York  
Presents the 14<sup>th</sup> HSN Symposium. This year, our focus  
is...***

## ***Housing is a Human Right Housing First Symposium***

**Wednesday, September 27, 2017**

**8:30AM - 4:00PM**

**Rochester Institute of Technology  
One Lomb Memorial Drive  
Louise Slaughter Hall Building 78  
Rochester, NY 14623**



***Featured Lead Speaker Daniel Malone, Executive Director of DESC in  
Seattle, WA, a successful pioneer of the Housing First model in the Pacific Northwest  
& special thank you to our sponsors***



# Housing First Symposium 2017

Homeless Services Network of Rochester, New York and this year's major sponsor, Rochester Institute of Technology Center for Public Safety Initiatives, invite you to join more than 200 attendees for the **14<sup>th</sup> Homeless Services Network Symposium**. The goal of this year's Symposium is to provide skill building opportunities and showcase various resources and services available to providers who continue to address homelessness in our community. The Symposium will consist of various workshops for program staff, management and consumers as well as networking and exhibitor opportunities.

Homeless Services Network is a 60-member agency network, which is comprised of providers and agencies that offer services to homeless individuals and families. The mission of the network is to facilitate networking, coordinating, consulting, and fund raising among individuals who work for/with agencies that provide high quality accessible and effective health, social, housing and other services to individuals who are homeless or at risk of homelessness.

## Symposium Logistics and Hotel Information

The RIT Inn and Conference Center is located at, Rochester, NY off interstate 390. The RIT Inn is offering a room rate of **\$119** per night on September 27, 2017. Attendees should call the hotel directly at (585) 359-1800 to make reservations by **September 8, 2017**.

## Ground and Air Transportation

The Holiday Inn offers free shuttle transportation from the Rochester International Airport (ROC) and the Amtrak Train Station. Please call the hotel directly at (585) 546-3450 for more information.

## General Symposium Information and Questions

For further information regarding the Symposium, please contact Amy D'Amico at (585) 475-6386 or Yiselle Fonseca at (585) 340-3370 and/or [jsankowski@pathstone.org](mailto:jsankowski@pathstone.org).



# Wednesday, September 27<sup>th</sup>, 2017

## Symposium Agenda

**8:15AM – 9:15AM:** *General Symposium Registration, Continental Breakfast and Exhibits*

**9:15AM:** *Welcome and remarks from our MCs, Amy D'Amico and Nicholas Coulter, Co-Chairs of Symposium Planning Team and from our biggest sponsors: Anna Valeria-Eisman, Co-Chair of Homeless Services Network, RIT Center for Public Safety Initiatives, The Housing Council at PathStone, and the Center for Youth.*

**9:30AM - 11:00AM:** *Daniel Malone – Housing First 101*

The morning plenary session will introduce attendees to the principles of Housing First, as a primer for the increasingly technical and detailed content of breakout and panel sessions taking place throughout the rest of the day. This session will provide a comprehensive introduction including:

- Why is Housing First important?
- Who are Housing First programs designed for?
- What are the fundamental aspects that make a Housing First Program?
- How are Housing First Programs funded and implemented?

**Daniel Malone** is the Executive Director of DESC (Downtown Emergency Service Center) in Seattle, WA, a homelessness service organization providing survival and crisis services, behavioral health treatment, employment services and permanent supportive housing. Daniel has been at DESC for the past 27 years, first providing direct client services and later becoming the organization's first Housing Director and then Deputy Director. A major emphasis of Daniel's work has been designing, implementing, and evaluating programs for chronically homeless people with serious mental illness and substance use disorders.

DESC was founded in 1979 as an emergency shelter for vulnerable homeless men and women living with mental illness, substance-use disorders, and developmental disabilities. Today, it is the Northwest's most comprehensive provider of services for chronically homeless adults, including shelter, housing, mental healthcare, substance-use disorder treatment, outreach and engagement, crisis services and employment support. All DESC services are predicated on the concept of Housing First and the simple premise that clinical and social stabilization occur faster and are more enduring when the chaos of homelessness is eliminated from someone's life. A safe and healthy place to live should be the first treatment goal. Through this model, DESC has helped thousands improve their housing stability and health status, and has demonstrated significant systems cost avoidance. You can learn more about DESC at [desc.org](http://desc.org).

## September 27<sup>th</sup> Workshop Sessions

SESSION TIME	SESSION NAME		Focus of Session
9:15-9:30 Plenary	Welcome & Introductions		<ul style="list-style-type: none"><li>Recognize Sponsors; Logistics</li></ul>
9:30 – 11 Plenary	Housing First 101		<ul style="list-style-type: none"><li>Principles: Who is for, how is it done, what is it, why are we doing it</li></ul>
<ul style="list-style-type: none"><li>11 – 11:15 (Break)</li></ul>			
11:15 – 12:15 (AM Breakout)	A	Adopting a Housing First Approach	<ul style="list-style-type: none"><li>Understand how to convert an existing program vs. designing and establishing a new one</li><li>Scattered Site vs. Project-based</li></ul>
	B	Housing First & Coordinated Entry	<ul style="list-style-type: none"><li>What is relationship between Housing First and Coordinated Entry</li><li>Prioritization of persons with highest needs</li></ul>
	C	Why Housing First: Evidence to Generate Buy-in	<ul style="list-style-type: none"><li>Evidence of Impact: Housing Outcomes, Health outcomes</li></ul>
	D	Housing First Philosophy & Practical Application	<ul style="list-style-type: none"><li>Trauma reduction and Housing as a Human Right</li><li>Wrap around supports</li></ul>
<ul style="list-style-type: none"><li>12:15 – 12:30pm (Break)</li></ul>			
12:30 – 1:45 Plenary/ lunch	(Plenary) Abstinence/Compliance vs. Housing First/Harm Reduction: DEBATE		<ul style="list-style-type: none"><li>Debate for and against Housing First for all attendees. Moderated discussion with prepared content and questions from the audience</li></ul>
1:45 – 2:45 (PM Breakout)	A	Case Management in a Low Barrier Environment	<ul style="list-style-type: none"><li>Strategies for Success</li><li>Staff Coaching</li></ul>
	B	Landlord Coaching	<ul style="list-style-type: none"><li>How to attract and persuade Landlords</li></ul>
	C	PSH and RRH using Housing First	<ul style="list-style-type: none"><li>Permanent Supportive Housing and Rapid Rehousing adopted Housing First approach</li><li>Low demand implementation, case management, progressive engagement and the important roles of client-driven services.</li></ul>
	D	Establishing a Housing First Program: Finances & Fundraising	<ul style="list-style-type: none"><li>Costs to establish and maintain a Housing First program</li><li>Key funding sources</li></ul>
2:45 – 3:00pm (Break)			
3-4:00	(Plenary- Panel Presentation)		<ul style="list-style-type: none"><li>Regional Examples of Housing First Programs</li></ul>

### 12:15pm – 1:45pm: Lunch/Plenary

**Summary:** While most the Symposium is premised on the idea that Housing First is a concept that is both valuable and ethically required---yet, there is a place for a discussion about whether it is always the right fit model for everyone. There is a philosophical divide, even, in the concepts of total abstinence and harm reduction that social workers seem to need to talk about, because they are often trained in both. This plenary lunch presentation pairs Nick Coulter and Karen Carmen (the "Housing First" advocates) vs. Craig Johnson and Mike Rood (the "hey, do you mean for everybody?" advocates) people who have experience as providers or social workers in both Housing First and Low Barrier or Recovery model housing or services for the homeless. Rev. Peter Peters will moderate questions such as, "Is Housing First right for youth? Is it ok to help people who are doing drugs? Are consequences like eviction good teachers? Are Housing First providers hamstrung in efforts to teach healthy behaviors? Are Housing First programs enabling people to stay unhealthy? Should Housing First be pursued now that HUD is not as positive about it? Why is Housing First ethically and morally required for everyone?"

**Mike Rood** has been in the helping profession since 1987 and has predominantly worked in the field of homelessness. He has many years of direct case management service. Mike has been involved in direct care with clients at The Salvation Army, where he is now the Regional Director of Social Services for the organization. He also worked for The Veterans Administration, working with the Health Care for Homeless Veteran's Program for 7 years, as a front line social worker. Mike is currently the co-chair of the Homeless Services Network in Monroe County, serves on the Social Work Program Advisory Council at Roberts Wesleyan College, and is an active leader in Cub Scout Pack 65 where his two boys are active scouts.

**Karen Carman** has over 15 years of experience working with a number of homeless populations including those individuals experiencing chronic homelessness suffering from mentally ill, chemical addictions, and other debilitating disabilities, single parent head of household and homeless women. As Director of Supportive Housing at the Matt Urban Center, Karen developed the first Housing First program in the City of Buffalo using scattered sites and was the creator a unique Housing First program— Hope Gardens. This new construction project, a 20-unit apartment building - houses unaccompanied women who experienced chronic homelessness and are recovering from the effects of severe trauma associated with homelessness. Additionally, Karen worked on the implementation of homeless prevention and rapid rehousing program (HPRP) as well as the subsequent Buffalo Rapid Rehousing Program (BRAP). She has been an active member of the Homeless Alliance of WNY, serving on its board of directors for several years, participating on the development of Coordinated Entry and other initiatives to help end homelessness in our community.

**Craig Johnson** Craig W. Johnson is a Licensed Mental Health Counselor and a Credentialed Alcohol and Substance Abuse Counselor with an additional specialty in gambling. He is currently the Chief Operating Officer of Health Clinic and New Business Development at Huther Doyle in Rochester, NY. where he oversees a Health Clinic and the Health Homes. Craig is formerly the Director of Inmate Drug and Alcohol Programs at the Monroe County Office of the Sheriff where he developed and managed an innovative 140 bed Chemical Dependency/ Re-entry Program. Craig is an experienced trainer and professional development specialist, having provided training on substance use disorders, mental health interventions, working with criminal justice clients and clinical skill development. He operates a private practice counseling service and teaches at multiple universities and agencies. Craig is well known for his clinical expertise and his ability to engage and motivate professional staff members. He continues to be involved in many community organizations working with the homeless population, with substance abuse issues and with those who lack access to necessary health and recovery services and supports

**Nick Coulter** is the co-founder of Person Centered Housing Options (PCHO), a street outreach and Housing First housing and case management not-for-profit provider. He has been instrumental in the collection of systematic and reliable data and trauma-informed training all volunteers for the annual HUD CoC Point in Time Count of unsheltered homeless persons across the County. He holds a Master's degree in Social Work and teaches at Brockport and Nazareth Colleges. Coulter is the Co-Chair of the Chronic Homeless Workgroup of the CoC. Before starting PCHO he was the Lead for the Office of Mental Health's RED team (Rapid Engagement Deployment) and in addition to being Co-founder of a Housing First program, he continues to do street outreach especially focused on chronic homeless persons. This past January, he led successful efforts to stably house unsheltered persons directly into permanent housing.

## **Session I: 11:15AM - 12:15PM: Workshop Descriptions**

**A. Adopting a Housing First Approach:** *Alan Gordon, Volunteers of America (VOA) + Sonja Gottbrecht, Syracuse Catholic Charities*

This session will compare the challenges and implications of adopting a Housing First approach in the context of existing programs compared to designing and establishing a new program, as well as illustrate the differences implied by using a scattered site versus project-base voucher model. Gordon writes, "It has not come easy, housing first presents a lot of problems. We also changed from a sober living building, to housing first about 3 years ago; although, we had already begun a housing first program. We gradually backed away from a 6-month sobriety requirement, to 2 months, 30 days, and finally about a year prior to becoming official we began accepting clients that were simply trying to make a change. Our building is unique as 15 of 44 are HUD based units. So, at first, there was a strong pushback from clients that were sober, and signed onto sober living. However, in a series of meetings, we explained that we still would be running housing with the same rules. Relapse does not equal termination. To quote Chris Prentiss (Founder of Passages recovery center) "Addiction is the only form of recovery that you get kicked out for the same reason you were let in." That didn't make sense to us, so we began a long journey to try to make support and recovery individualized. Along the way, we have had many bumps. And we have many more coming in a process that is always evolving to the needs presented by clients. This is not an easy task in a concentrated building. Everyone deserves a chance for safe living, and a chance to regain dignity. And .. to steal a line from Charles- 'it's housing first, not safety last.'"

**Alan Gordon**, Senior Case Manager, Program Coordinator Rochester Supportive Housing Programs, Volunteers of America; writes: I have been employed in mental health, or chemical dependency for 19 years. I have worked with youth in school settings, Developmental residential settings, Inpatient and Outpatient Hospital programs, and I have been with the Volunteers of America in their Permanent Supportive Housing programs for nearly 7 years at the Cooper Union site. I have also balanced a career in higher education for 24 years in the Arts. Housing First is the philosophy that we have built up at our site.

**Sonja Gottbrecht** is the Director of Stability Services at Catholic Charities of Onondaga County in Syracuse, NY. Sonja is passionate about creating and growing programs which serve those most in need. Now in her seventh year at Catholic Charities, Sonja oversees four areas of programming: Supportive Housing, Elderly Services, Care Management for Adults and Care Management for Children. As part of her role, Sonja is a member of the Advisory Board of the Housing and Homeless Coalition of Central New York. Sonja holds a Master's degree in Social Work from Syracuse University.

#### **B. Housing First & Coordinated Entry** *Connie Sanderson + Daniel Malone*

Communities across the nation are working toward full implementation of Coordinated Entry. The Coordinated Entry and Housing First models are intertwined. Prioritization of persons with the highest needs in a community is an essential function of Coordinated Entry; persons with high service needs are prime candidates for Housing First programs. Are persons with highest needs able to access PSH programs? How does a community determine if the assessment process is consistent? Will communities ever be able to achieve a sufficient inventory of PSH units?

**Connie Sanderson** is the Executive Director at the Rochester/Monroe County Homeless Continuum of Care, Inc. (the CoC). The Vision of the organization is that the CoC should be the recognized strategic leader in solving homelessness by promoting innovative practices, diversifying resources, and fostering effective partnerships to make a sustained impact. Connie has worked in the field of homelessness more than 30 years; starting with residential work at Sojourner House, a transitional housing program for women and children, as a social worker and as Assistant Director, and as the CoC Coordinator in both Rochester and Buffalo. Prior to recently becoming ED at Rochester/Monroe CoC worked in the arena of affordable housing development with a focus on supportive housing.

**Daniel Malone** is the Executive Director of Downtown Emergency Service Center (DESC) in Seattle, WA, a homelessness service organization providing survival and crisis services, behavioral health treatment, employment services and permanent supportive housing. Daniel has been at DESC for the past 27 years, first providing direct client services and later becoming the organization's first Housing Director and then Deputy Director. A major emphasis of Daniel's work has been designing, implementing, and evaluating programs for chronically homeless people with serious mental illness and substance use disorders.

#### **C. Why Housing First: Evidence to Generate Buy-in** *Kevin O'Connor and Craig Johnson (Huther Doyle)*

This interactive workshop will explore the research to date on the effectiveness and appropriateness of Housing First models and approaches. Most of us are very busy "in the trenches." But although this approach has not been around for many years, there is building research on the efficacy of Housing First, harm reduction and low barrier practices in housing programs. The presenters will provide a summary of the review of the research and entertain discussion on findings, both positive and negative relative to housing first and related programs. We will attempt a deeper dive into the research, coupled with participants' experience, to better grasp just what elements of housing first programs are conducive to results and what elements are not so. Participants are further invited to bring any research or outcome studies that they are familiar with as well, and that may add to the learning experience.

**Kevin O'Connor** is the executive director of Joseph's House & Shelter of Troy, NY. Kevin is chairperson of the Rensselaer County Homeless Services Collaborative. He serves on the board of directors of the Supported Housing Network of New York State. Mr. O'Connor was previously a Visiting Professor of Social Work at Siena College, and has worked in various homeless service programs in New York City.

**Craig Johnson** Craig W. Johnson is a Licensed Mental Health Counselor and a Credentialed Alcohol and Substance Abuse Counselor with an additional specialty in gambling. He is currently the Chief Operating Officer of Health Clinic and New Business Development at Huther Doyle in Rochester, NY. where he oversees a Health Clinic and the Health Homes. Craig is formerly the Director of Inmate Drug and Alcohol Programs at the Monroe County Office of the Sheriff where he developed and managed an innovative 140 bed Chemical Dependency/ Re-entry Program. Craig is an experienced trainer and professional development specialist, having provided training on substance use disorders, mental health interventions, working with criminal justice clients and clinical skill development. He operates a private practice counseling service and teaches at multiple universities and agencies. Craig is well known for his clinical expertise and his ability to engage and motivate professional staff members. He continues to be involved in many community organizations working with the homeless population, with substance abuse issues and with those who lack access to necessary health and recovery services and supports.

**D. Housing First Philosophy and Practical Application:** *Peter Peters (REACH) and Andy Carey (MC Collaborative)*

This workshop will have two parts:

1. Housing as a human right: First, we will review the legal and cultural foundations for treating housing as a human right. What are the origins of our talk of human rights and how have they been codified in law? Second, we will explore some of the ways in which faith communities provide a moral basis for understanding housing as a human right.
2. Support Services after moving into an apartment This topic will focus on the supports necessary after an individual moves from homelessness to being housed. Homelessness can be stressful and dangerous. At the same time, homelessness can be a communal way of living (communal meals and shelters). Once the door of the new apartment is closed and all is quiet, it can be difficult for people to adjust. That is why social and professional supports are important in order for people to maintain housing.

**Peter W. Peters** is a retired Episcopal Priest who has served in several parishes and as a college chaplain. He has also been an adjunct professor of ethics at a number of higher educational schools. He became interested in the issue of homelessness in the past three years and is a founding member of REACH (Rochester Emergency Action Committee for the Homeless). REACH helped to organize and run an emergency shelter for the homeless during the past two winters and is currently exploring how to transition into being advocates for the chronically homeless.

**Andy Carey** is a master's level social worker with a focus on working with homeless and recently housed individuals facing mental health and/or addiction issues. He is the co-founder of MC Collaborative, a complex care management agency. He also helped with the founding and operations of the Library Resource Outreach Center (LROC) and two temporary winter shelters: REACH Home and Bridge Home.

**Session II: 1:45PM - 2:45PM: Workshop Descriptions**

**A. Case Management in a Low Barrier Environment:** *Chuck Albanese, Person Centered Housing Options*

Housing case management and support service providers are often apprehensive about how to successfully support individuals in low barrier environments such as a Housing First Program. Service providers cannot rely on restrictions and requirements around behavior and treatment; some clients may even prefer strict rules to mitigate their self-control in successfully pursuing personal goals. A current managing practitioner, a master's level social intern and formerly homeless individual will share different perspectives and insights on the challenges and strategies for success in case management for housing first programs.

**Chuck Albanese** (MBA, LMSW) has over 20 years of experience managing and implementing social work and outreach programs in Rochester, New York. He is currently an adjunct instructor at Nazareth College and has extensive training working with the underserved in our community. His social work knowledge and experience provided an essential foundation in co-founding PCHO. A current intern and client will provide the counter point perspectives in this dynamic and engaging session.

**B. Landlord Coaching:** *Joel Kunkler, Housing Council at PathStone*

**Workshop Summary:** A primer for agency staff looking to begin to form partnerships with Housing Providers. This training will deliver the steps needed to begin to recruit and retain landlords, property managers and other housing providers to your housing programs. Additional information will be provided with a focus on more seasoned staff and the best practices that may be utilized to grow your pool of available housing units.

**Joel Kunkler** has found an enriching career serving with non-profits for the last 20 years. During that time he has worked with the disabled, at risk youth, community groups and national non-profits. Mr. Kunkler has over fifteen years of experience in housing issues related to low, moderate and at-risk communities and currently serves as the Director of Landlord Tenant and Homeless Services at the Housing Council at PathStone. There he directs programs serving community members in nine counties. His efforts include guiding the delivery education services, the promotion of quality affordable housing and several rental assistance programs targeting at-risk populations and veterans. He most recently supervised the Heading Home Program, a program that introduced over \$3 million dollars into the Monroe County Area, and assisted 3,000 households in locating or maintaining safe and affordable housing. Mr. Kunkler has delivered housing related trainings regional and across the country and is proud to be an alum of the AmeriCorps program in Rochester, NY.



### C. Housing-First Informed Programs: Karen Carman (Matt Urban Center)

An in-depth examination with hands on experiences of how housing first is informing housing programs and its impact on ending homelessness in communities across the country and right here in Western New York. Learn how our role as housing service providers has evolved based on the housing first philosophy and its positive impact on the people we serve. Permanent Supportive Housing and Rapid Rehousing adopted Housing First approach will be highlighted including low demand implementation, case management, progressive engagement and the important roles of client-driven services. Additionally, we will look at how to successfully serve households with zero income, how to apply low demand to dual diagnosed individuals and how to develop and maintain a strong landlord network

**Karen Carman** has over 15 years of experience working with a number of homeless populations including those individuals experiencing chronic homelessness suffering from mentally ill, chemical addictions, and other debilitating disabilities, single parent head of household and homeless women. As Director of Supportive Housing at the Matt Urban Center, Karen developed the first Housing First program in the City of Buffalo using scattered sites and was the creator a unique Housing First program– Hope Gardens. This new construction project, a 20-unit apartment building - houses unaccompanied women who experienced chronic homelessness and are recovering from the effects of severe trauma associated with homelessness. Additionally, Karen worked on the implementation of homeless prevention and rapid rehousing program (HPRP) as well as the subsequent Buffalo Rapid Rehousing Program (BRAP). She has been an active member of the Homeless Alliance of WNY, serving on its board of directors for several years, participating on the development of Coordinated Entry and other initiatives to help end homelessness in our community.

### D. Establishing a Housing First Program: Finances & Fundraising Charles Bollinger (Rochester/Monroe CoC) and Patricia Drake (Volunteers of America)

This is an introductory session intended for those who are new to the field of supportive housing and are interested in creating Housing First programs. The presentation will identify various federal, state and local sources of funding that can assist with the development and operation of housing and the provision of supportive services. The presenters will share information about funders' priorities, funding cycles, match requirements, and outcome expectations. Note: Representatives from agencies currently providing Housing First programs will most likely be familiar with the funding sources that will be discussed during the presentation (HUD, HHAP, HCR, CFA, NYSSHP, ESSHI, etc.).

**Charles Bollinger III** is the Rochester and Monroe County Homeless Continuum of Care (CoC) Coordinator. As the CoC Coordinator, Charles' duties include policy writing and operational management, site audits, development of local applications for funding, ranking and review of all new and renewal projects, and HUD compliance. He facilitates collaborations between 54 CoC projects, local community groups and social service agencies. He helps to manage 11.5 million dollars in CoC HUD homeless funding in Monroe County. HUD housing helps over 8,000 people to obtain and sustain permanent housing in Monroe County. Before moving back to NY, Charles was the Executive Director of Montachusett Veterans Outreach Center in Gardner, Massachusetts. He oversaw transitional and low-income housing facilities at three locations. During his tenure, he secured state, federal and private funding to double the overall budget and increase the number of clients served. Over the past several years Charles has severed on many Non-profit board of directors. Charles has a Bachelors in Mass Communications from SUNY Oneonta and when he's not busy playing or coaching ice hockey, he enjoys spending time with his wife and two beautiful daughters.

**Pat Drake** is the Senior VP of Advancement for Volunteers of America Upstate New York, which is a non-profit human service organization that serves more than 6,000 men, women and children annually in the Greater Rochester Region. The agency's mission is to empower people to rise out of poverty, move toward self-reliance, and reach their full potential. Volunteers of America offers a continuum of programs including: emergency shelter, rapid re-housing, and permanent supportive housing for homeless individuals and families; early childhood development and educational programs for at-risk children; reentry programs for men and women leaving correctional facilities; and employment services, including the Working Wardrobe. During the past decade, Volunteers of America has successfully obtained funding from an array of sources to develop and operate multiple supportive housing programs that effectively use Housing First. Pat has been part of the teams that have developed these projects and will share information about the funding that VOA uses to operate its Housing First programs. Pat has worked at VOA for more than 20 years and has secured more than \$10 million in grants for VOA's programs during the past two years.

### 3:00PM - 4:00PM: Plenary Panel Presentation

Regional Examples of Housing First Programs from Buffalo, Syracuse, Albany Program representative and a roundtable discussion of each program.

**Kevin O'Connor** is the executive director of Joseph's House & Shelter of Troy, NY. Kevin is chairperson of the Rensselaer County Homeless Services Collaborative. He serves on the board of directors of the Supported Housing Network of New York State. Mr. O'Connor was previously a Visiting Professor of Social Work at Siena College, and has worked in various homeless service programs in New York City.

**Daniel Malone** is the Executive Director of Downtown Emergency Service Center (DESC) in Seattle, WA, a homelessness service organization providing survival and crisis services, behavioral health treatment, employment services and permanent supportive housing. Daniel has been at DESC for the past 27 years, first providing direct client services and later becoming the organization's first Housing Director and then Deputy Director. A major emphasis of Daniel's work has been designing, implementing, and evaluating programs for chronically homeless people with serious mental illness and substance use disorders.

**Dale Zuchlewski** has been the Executive Director of the Homeless Alliance of WNY since December of 2010. He was hired as the Operations Manager in September 2010 and is formerly of the Office of Strategic Planning in City Hall. During his tenure at City Hall, Dale managed 4 federally funded housing programs with 37 non-profit contract agencies. In addition, he has written, drafted, and evaluated numerous grants designed to aid the homeless organization and the homeless population in Buffalo. He also served on the Buffalo Common Council for 8 years representing the North District. In 2015, Dale was appointed to the New York State Interagency Council on Homelessness by Governor Andrew Cuomo.

Dale has a long history of being active in the community through coaching baseball and softball, as an activist for numerous community organizations and causes, educational issues, waterfront reuse, neighborhood planning, and homeless advocacy. In 2014, Dale and the Homeless Alliance were among the lead organizers of Hands Across Buffalo.

#### **Housing First Symposium Committee**

**Amy D'Amico, Esq.** is the Chair of the Housing First Symposium.

**Nick Coulter** is the co-Chair of the Housing First Symposium.

#### **Committee:**

Joshua Sankowski,  
Teresa Bales,  
Rev. Peter Peters,  
Sonji Johnson,  
Chuck Albanese,  
Yisell Fonseca,  
Charles Bollinger,  
Craig Johnson,  
James Murphy,  
Mark Saranowski,  
Dan Behan,  
Sharon Johnson,  
Anita-Irene Marrero,  
members of R.E.A.C.H. committee  
and the support of the  
*Homeless Services Network.*

# 2017 Homeless Symposium Registration Form

*No credit cards, state/county vouchers or faxed registrations accepted.*

## Registration Fees and Deadline:

**The full day Homeless Symposium registration** includes: All workshops and materials, continental breakfast, lunch and afternoon break.

## Check only one:

**EARLY BIRD RATE** – Registrations and payment postmarked by **Thursday, August 31<sup>st</sup>**

\_\_\_\_\_ Full Day Symposium **\$45/person**

**REGULAR RATE** – Registrations and payment received by **Friday, September 22<sup>nd</sup>**

\_\_\_\_\_ Full Day Symposium **\$60/person**

**The registration deadline is Friday, September 22, 2017.** Registrations and payments will be accepted the day of the event **only if room is available**, and may include \$20 late charge. Registrations will not be processed without full payment.

**Consumer Scholarships (For Homeless or formerly homeless individuals):** A limited number of scholarships are available for **consumers** on a first come basis by calling Amy D'Amico at 585-475-6386.

**Please type or print clearly** Answer all questions (**Please copy this form for each attendee**).

Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: (     )

Will you be attending lunch? \_\_\_\_\_ Vegetarian meal required? \_\_\_\_\_

**Total Amount Enclosed:** \_\_\_\_\_

***Please make checks payable to: "Homeless Services Network"***

***Send completed form with payment to:***

**HSN Treasurer, Chuck Albanese  
31 West Street  
Fairport, NY 14450  
ATTN: HSN Housing Symposium**

***\* Please make sure your finance department is aware of the new address. \****

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