



**CRHA Deputy ED Report
For March 25, 2024, Board of Commissioners Meeting
Prepared by Kathleen Glenn-Matthews on 4/12/2024**

I. Resident Services

A. *Housing Stability.* Some upcoming projects are:

1. Staff are about to begin the process of working on a Trauma Informed Housing Plan
2. Staff are working on starting a CRHA Community Based MOCHA chapter to start in the fall.
3. CRHA is grateful to funding from the City Vibrant Community Fund as this will allow us to hire a Youth Coordinator this summer.

B. *Family Self Sufficiency-* Please see attached report.

C. *Workforce Development/Economic Opportunity/Section 3*

The Resident Services team continues to set up trainings in response to feedback they obtained doing outreach.

Please see the attached report.

D. *Community Engagement for Redevelopment and Modernization*

This report will now be covered primarily in the Development Manager's monthly report.

E. *Self-Determined Community Programs*

1. The 4/9/24 Resident Services committee pivoted to focus on looking at the best ways to offer community support following some violence that occurred in the community. Staff are working on setting up some monthly trainings in partnership with DSS and TICN.
2. CRHA Staff are initiating the process of becoming a Certified Organization for Resident Engagement & Services (CORES). The goal is to have this certification in place by the Spring of 2025. <https://coresonline.org/certification>
3. The subcommittee of this group for Neighborhood Crisis Intervention planning has been on hold as the group is eager to get a seat at the table for community members to discuss design of the local Marcus Alert. Conversations will begin soon to re-boot the group to focus more on community outreach after an event vs primarily on first responders. Following the 4/9/24 Resident Services Meeting the team is looking at having this group be part of working on the agency Trauma Informed Housing plan.
4. Continue to serve on Region Ten's Community Based Recovery and Support Advisory Team which meets monthly and has been focusing on rotating monthly events at sites.
5. Continue to meet quarterly with Westhaven CARES Center Steering Committee
6. Continue to meet as needed with Crescent Halls and South First Street residents to discuss what services they would like to have in their communities and make connections with providers.
7. Resident Services staff continue to work on a calendar for outreach at rotating sites.

II. Grants/Development:

A. CRHA staff will be working to bring some recommendations for getting our non-profit off the ground to the Board in July.

B. CRHA staff continue to look for ways to diversify funding streams.

C. Please see attached report from the Grants and Development Coordinator.



III. Emergency Operating Plan Draft- This process should get back up and running the second quarter of 2024. Continue work on preparing emergency plans or disaster response plans to prepare staff and tenant households for emergencies. Following CRHA's April Board Strategic Planning session with Spark Mill a focus on effects of climate change will also be prioritized while focusing on disaster planning.

- A. We will continue to reach out to the City to see if we can partner with their process.
- B. Will continue to have some changes over the next year to accommodate redevelopment with final draft to be reviewed by Fire Chief. Then will be going to either Maintenance and or Safety Committee
- C. Once finalized, annual trainings and reevaluations of the plan will be put in place for staff and residents.
- D. Discussed exploring partnerships or sponsorships with local groups for resident training and assistance with emergency kits.

IV. Strategic Planning: CRHA is $\frac{3}{4}$ of the way through it's Strategic Planning Process with Spark Mill which is funded with a Tier I VA Housing Grant. The consultant came this month and met with the Board of Commissioners.

V. Annual/Five Year Plan(s)

- A. The FY 2024- 2025 Annual Plan and FY 2024- 2029 Five Year Plan has been submitted to HUD.
- B. We will be kicking-off the planning process for the FY 2025-2026 Annual Plan next month by meeting with the Resident Advisory Board(RAB).
- C. The new goals for the annual and five-year plan are attached that go into effect April 1.

V. Partnership Engagement

- A. Continue to have the opportunity to serve on PHAR Advisory Council.
- B. Attend regular PHAR and CRHA team meetings and PHAR resident and youth meetings.
- C. Continue to serve on the Advisory Team for PHAR's Residents for Respectful Research "R3".
- D. Continue to attend regular CHAACH meetings with other local housing providers and work on projects to benefit low-income community.
- E. Continue with regular PMT and bi-weekly meetings with Office of Community Solutions.
- F. Continue to attend local Service Provider Council
- G. Continue to be part of Local Food Justice Network
- H. Quarterly Strategic Partnership Meetings with Piedmont Area Workforce
- I. Monthly Housing Director's Meeting with TJPDC
- J. Continue to be very involved in supporting conversation around support of residents.
- K. Continue meeting with Blue Ridge Action Hunger Coalition

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APRIL 2024 – FSS MONTHLY REPORT

HCV Participants

Employment	Education/Training
Number of Program Participants: 18	Enrolled in GED/ESL: 0
Employed: 9	Enrolled in Continuing Ed.: 7
Unemployed/Furlough: 8	Started this Month: 1
Medical Leave/Disability: 2	

Public Housing Participants

Employment	Education/Training
Number of Program Participants: 8	Enrolled in GED/ESL: 1
Employed: 3	Enrolled in Continuing Ed.: 0
Unemployed/Furlough: 5	Started this Month: 0
Medical Leave/Disability: 3	

PROGRAM HIGHLIGHTS – March 16th to April 12th:

During this reporting period from March 16th to April 12th, the FSS Program has continued with various initiatives aimed at growing the program, strengthening community partnerships, service coordination and collaboration, and reviewing program procedures and management of participant (s) escrow accounts.

FSS Meeting(s):

- ❖ The FSS Coordinator has steadfastly continued to meet and maintained contact with FSS participants to review current goals and activities, supportive services, education, and training opportunities to monitor participants’ progress and overall program performance.
- ❖ Accessibility is provided to FSS participants via in-person meetings, phone calls, e-mail communications, as well as SMS text messages and virtual meeting(s) as needed.

FSS Newsletter:

The March 2024 FSS Newsletter to participants shared educational/vocational materials from our community partners such as:

- ✓ UVA Pipelines & Pathways/VA Career Works Pop Up Events for job seekers
- ✓ UVA Pipelines & Pathways/VA Career Works: Computer Basic Workshops
- ✓ UVA Career & Community Spring 2024 Job Fair
- ✓ PVCC’s Go Tech Facility Maintenance Tech Class
- ✓ Atlantic Union Bank/Banzai Financial Education resource for financial education topics
- ✓ The Financial Opportunity Center (FOC) + Housing Hub resource for financial education through the Piedmont Housing Alliance
- ✓ The Financial Resiliency Task Force (FRTF) - a partnership of local nonprofits helping families improve their financial standing
- ✓ Food Business Classes with The Just Food, Just Economy Initiative at the Trinity Episcopal Church
- ✓ The Mobility Management Program for Transport Coordination services through the Thomas Jefferson Planning District Commission (TJPDC) for adults 60+ or adults living with disabilities.

Recruitment Outreach:

- ❖ FSS Coordinator continues to provide program materials and engage with public housing residents during scheduled community meetings at various CRHA housing sites.



- ❖ FSS Coordinator continues to collaborate with the HCV program staff, Resident Services, Property Managers and Management Team to provide FSS program posters and enrollment information to HCV and public housing residents for outreach and engagement activities to market, recruit and enroll new eligible CRHA families in the HCV and public housing.

FSS Community Partners Meeting(s):

Various partner meetings were held during this period with goals to continue collaboration on joint initiatives and projects, as well as strengthen relationships with key stakeholders and community partner organizations to address the needs of FSS participants and funding resources for supportive services. The meetings attended included:

- Program Coordinating Committee (PCC) Meeting:** Next Quarterly Meeting scheduled for Tuesday, April 23rd, 2024. Agenda to include continuing discussion on the integral role of the PCC members in building community partnerships and collaboration, service coordination and identifying funding resources for supportive services and activities of FSS participants.
- GO Facility Maintenance Technician Program:** Virtual/In-Person Meeting(s) held at the West Haven Community Center on 3/27/2024 and 4/4/2024 for follow-up discussions and registration/information session in conjunction with the CRHA Resident Services/Management teams, PVCC's Workforce Services and the Charlottesville Office of Economic Development.
- CRHA/FSS/DSS Service Coordination:** Virtual service coordination meeting held on 4/2/2024 in conjunction with the Charlottesville Department of Social Services SNAP-ET program staff, CRHA's Resident Services team and the FSS Coordinator to share and collaborate on coordination of services, referrals, and availability of resources for FSS participants and public housing residents.
- FSS-CIC Meeting:** FSS Coordinator met virtually with the Community Investment Collaborative (CIC) Program Coordinator on 3/15/2024 to discuss available CIC program services, upcoming classes, seminars, workshops, financial counselling, and resources.

Training and Staff Development:

- ❖ **National Low Income Housing Coalition (NLIHC) Housing Forum:** FSS Coordinator attended the 50th NLIHC's Conference week from March 18th to 21st in Washington, DC.
 - The conference provided unique opportunities to network and engage with community partners from across the nation as well as visited with local law makers staffers (Sen. Tim Kaine and Congresswoman Jennifer McClellan) at Capitol Hill with the Virginia Housing Alliance on the final day of the conference.
- ❖ **Trauma Informed Approaches for Housing and Supportive Services:** FSS Coordinator is currently participating in a 7-week series training starting from March 26th through the CSH Supportive Housing Training Center which focuses on the Trauma-Informed Care framework for utilizing Trauma-Informed practices in housing and service(s) provision.

Completed: April 12th, 2024

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CRHA Resident Services and Section 3 Report

April 15, 2024 – Prepared by Shennel Cowherd

Resident Services

The following table uses data from 3/1/24 – 4/11/24

Individuals Served This Month	Individuals Served Last Month	Individuals Served This Year
30	36	107

Description of Activities

- Follow-up with Self Sufficiency Manager at Charlottesville Social Services to gain more information about the Snap-it Program.
- Meet with the City Economic Development Coordinator, spoke about funding, programming, and providing additional resources to our residents.

Community Engagement

- We put together an information session with PVCC at Westhaven for the Go Maintenance Program. We successfully signed up 9 people, mostly already employed with CRHA.
- We had a successful Resident Service meeting at South First St. We focus on trauma informed response, due to the increase in violence in the area. We will put together and plan to help residents and property managers address these issues.

Partner Engagement

- Plan to meet with Network 2 Work to get trained on putting residents in the system and tracking their progress.

Section 3

The following table uses data from March 2024 of CRHA employees.

Type	Total Hours	Benchmark Actuals	HUD Benchmark Goals
All Labor	7323.88		
Section 3	4157.46	57%	25%
PH Targeted Worker	334.12	4.6%	5%
Other Targeted	0		

For more information on Section 3: <https://www.hudexchange.info/programs/section-3/section-3-guidebook/section-3-in-action/safe-harbor-benchmarks/>

Section 3 Services Provided from 3/1/24 – 4/11/24

Employment Assistance (e.g. job coaching, resume assistance, referrals):	6
Workplace Readiness (e.g. interview clothing, fees, transportation, childcare):	2
Educational Assistance (e.g. vocational training, GED classes):	8
Financial Literacy Training and/or Coaching:	0
Total CRHA Section 3 Workers:	30



CRHA does not discriminate on the basis of race, color, sex, age, religion, national origin, disability, veteran status, or union affiliations in any of its federally assisted programs and activities.



Description of Activities

- I referred a resident to a childcare facility in the area, she explained to me that she had to go back to work after giving birth to her fourth child. I followed up with the provider to see if she had reached out, and she did. She is not equipped to take an infant but was able to give her other providers information. I will reconnect with the resident to see if she needs additional help.

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CRHA Resident Services Committee

April 9, 2024, 1pm Hybrid at South 1st Community center and via Zoom:

<https://zoom.us/j/95147780948?pwd=YUExYmZCOVBQUkQ3cy9zZ1NVYkg2UT09>,

- I. In attendance: Trinity Hughes (Food Justice Network), Meaghan Gordon (DSS), Audrey Oliver (resident), Debbie Cooper (resident), Terry Beaver (CRHA PH), Chacha Mahiri (CRHA FSS), Shennel Cowherd (CRHA RS), Brett Titman (CRHA PH), Claudette Green (CRHA PH), Perpetue Moumbossy (CRHA PH), Kiera Poindexter (CRHA PH), Cam Guillard, Charmaine Stinnie (Parent Navigator DSS), Michele Stinnie (resident), Courtney Brown (Home 2 Hope), Asia Green (resident /PHAR), Lakisha Ali (resident), Todd Niemier (Office of Human Rights), Telisha Spencer (CRHA PH), Rafel Holland (City Office of Human Services), Micelah Coles (Region Ten), Kathleen Glenn-Matthews (CRHA) and Joy Johnson (resident/CRHA/PHAR)

- II. Met with team-residents to discuss recent violence in the neighborhood, try to come up with a solution to help property managers and residents with addressing these issues and aftercare support for all. Residents gave a lot of insight into problems that haven't been addressed in the community and the lack of communication from staff. We look forward to helping residents and staff build a better bond with one another so everyone will feel comfortable expressing the concerns they may have.

Next Meeting: Tuesday, May 14, 2024 at 1pm

CHARLOTTESVILLE REDEVELOPMENT & HOUSING AUTHORITY “CRHA”

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Grants and Development Report 4/12/24 – Prepared by Katrina Beitz

Submitted Grants

- Sentara Cares grant – submitted on 4/11/24
 - o For the spring grant cycle, Sentara Cares has a listed priority for programs advancing “equitable access to behavioral health and skilled careers.” As such, we submitted a request for \$104,000 to cover the costs of hiring a Licensed Clinical Social Worker for the Residents Services department
 - o Other PHAs have shown positive outcomes for residents and improved upward mobility with the integration of an on-site social worker. If we receive these funds we hope to improve our ability to offer professional, whole-family case management for our residents

Upcoming Grants

- Community Impact Innovation grant – due 4/15/24
 - o This is a Virginia Housing grant for a three year project (7/1/24 – 6/30/27)
 - o We can request up to \$200,000 for “Innovative Services”
 - o After discussing with Mr. Sales and Ms. Glenn-Matthews, we have decided to use this grant opportunity to pursue funds for a full-time Economic Opportunity Program Coordinator
 - The EOP has been a priority for us these past several months as we have been collaborating with partners to improve overall educational, employment, and economic opportunities for residents. Having a coordinator for this program will provide needed capacity to effectively implement and build upon our Resident Service programs
- Capacity Building Tier II grant – due 5/31/24
 - o This would be the second tier of our current capacity building grant with Virginia Housing. The first tier funds have been used towards strategic planning work with SparkMill consultants. Tier two would build upon the strategic planning process with funds for staff training.

Grant Updates:

- After review by City Council, we will be funded \$137,000 towards Resident Services. These funds will include new case management software that the team demoed this winter as well as funds for youth programming.
- Grants waiting for a response:
 - o Total requested funds waiting response: \$5,051,456
 - City: CDBG
 - Federal: YouthBuild, ROSS-SC, JobsPlus
 - Local: Solidarity, Bama Works, Sentara

Miscellaneous Activities

- Attended the NLIHC Conference with the Resident Services Team; attended first three sessions for the “Trauma Informed Approach for Service Providers” course; and attended NHC’s Solutions for Housing Communication virtual conference
- Planning to meet with grant reviewers to get feedback on our applications to improve the overall clarity of our narratives and processes



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- Meeting with Ms. Glenn-Matthews to discuss non-profit plans

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