



SUCCESS IN A TIME OF **CHANGE**

NORTH CAROLINA'S CONFERENCE ON HOMELESSNESS | NOVEMBER 17-18, 2008

Success in a Time of Change

The North Carolina Interagency Council for Coordinating Homeless Programs presents

North Carolina's Conference on Homelessness

November 17-18, 2008

Jane S. McKimmon Center, Raleigh, NC

Who Should Attend

This conference is designed to benefit a broad variety of stakeholders, not limited to the following:

- New Front Line Staff
- Experienced Front Line Staff
- 10 Year Planners
- Educators
- Agency Administrators
- Community Members
- Mental Health/Substance Abuse Agency Staff
- Homeless/Formerly Homeless Persons
- Housing Developers & Property Managers
- Criminal Justice System Staff
- Government/Jurisdictional Staff
- Employment Agencies
- Health Care Providers
- Faith Based Organizations
- Social Services
- Continua of Care Members
- Researchers

Schedule

MONDAY, NOVEMBER 17

- 8:00 AM-5:00 PM Registration
9:00 AM-5:00 PM Information and Resource Area
9:00 AM-11:45 AM Pre-conference Meetings (optional)
11:45 AM-12:00 PM Break
12:00 PM-1:45 PM **Opening Lunch/Plenary**
Keynote Speaker: Dennis Culhane
1:45 PM-2:00 PM Break
2:00 PM-3:30 PM **Workshop Session I**
3:30 PM-3:45 PM Break
3:45 PM-5:15 PM **Workshop Session II**
5:15 PM-7:00 PM **NCCEH Networking Reception**

TUESDAY, NOVEMBER 18

- 8:00 AM-2:30 PM Registration
8:00 PM-4:45 PM Information and Resource Area
8:00 AM-9:00 AM Continental Breakfast
8:00 AM-9:00 AM Balance of State CoC Meeting
9:00 AM-10:30 AM **Workshop Session III**
10:30 AM-10:45 AM Break
10:45 AM-12:15 PM **Workshop Session IV**
12:15 PM-12:30 PM Break
12:30 PM-2:15 PM **ICCHP Awards Luncheon**
2:30 PM-4:45 PM **Workshop Session V**

ICCHP Awards of Excellence

The Interagency Council for Coordinating Homeless Programs (ICCHP) will present awards of excellence to civic organizations, foundations, churches, corporations, and volunteers that have made outstanding contributions in helping homeless people in North Carolina over a number of years. In addition, a formerly homeless individual who has successfully achieved stability will be honored. The Sandra Wells Peterson Professional Award will also be presented to a human service professional who has demonstrated long-term outstanding service and commitment to the homeless citizens of North Carolina. To nominate someone for an award, visit www.ncceh.org/2008ICCHPAwards/ The deadline for nominations is Friday, October 24, 2008.

Conference Host:

NC Interagency on Coordinating Homeless Programs

Conference Sponsors:

- NC Department of Public Instruction
- NC Housing Finance Agency
- Division of Mental Health, Developmental Disabilities & Substance Abuse Services, NC DHHS
- AIDS Care Unit, Division of Public Health, NC DHHS

Conference Partner:

NC Coalition to End Homelessness

New for the 2008 Conference:

Revised Schedule: The conference will officially begin with Monday's Lunch, instead of the traditional morning kick-off. We've made the adjustment in recognition of reduced travel budgets. This change allows participants the choice to travel to Raleigh in the morning and save on hotel expenses.

Pre-Conference Meetings: The new schedule also offers groups a chance to take advantage of being together by holding meetings on Monday morning.

Afternoon Institutes: This year's conference has been expanded to offer 5 workshop sessions instead of the traditional four. Afternoon Institutes will be offered Tuesday Afternoon for in-depth learning and discussion.

Online Registration and Updates: Now available for ease of registration. All conference updates and materials will also be available online and sent via email to registrants.

NCCEH Networking Reception: Join the North Carolina Coalition to End Homelessness for an evening reception on Monday, November 17th. This is a great opportunity to connect with others working to end homelessness.

Featured Speaker:



Dennis Culhane, PhD

is a Research Professor in the School of Social Policy and Practice and a Professor of Psychology at the Center for Mental Health Policy and Services Research.

Dr. Culhane's primary area of research is homelessness, about which he studies the dynamics of public shelter use, health care use, the geographic and housing market factors associated with housing instability, and the design and evaluations of homelessness prevention programs. His projects include studies of the neighborhood origins of homelessness in Philadelphia and New York City. The mental health and substance abuse service histories of homeless adults, and the costs of homelessness to society.

One-on-One Technical Assistance

Once again, solutions and best practice experts will be on hand to meet with you. You'll have the opportunity to sign up for twenty minute personal sessions with experts. Take advantage of these sessions to get direct answers to your questions.

Monday, November 17

9:00 AM-11:45 AM: Pre-conference Meetings (optional)

These roundtable discussions offer an informal setting to learn from others about solutions to end homelessness and to meet with colleagues. Join in for discussion on the following topics:

- **SOAR (SSI/SSDI Outreach, Access and Recovery) Caseworker Discussion**
- **CHIN (Carolina Homeless Information Network) End User Discussion**
- **Shelter Plus Care Administrators Meeting**
- **Ten-Year Plan Communities Leadership Meeting**

2:00 PM-3:30 PM: Workshop Session I

1.1 Making Sense of Current Research

Through new research, we're learning more about what practices produce the best results. This information is shaping new policy and funding. Attend this session to learn more about the newest research findings.

1.2 Real Estate Development Part I: The Early Stages

As communities become more intentional about developing permanent housing for homeless individuals and families, some homeless service agencies are exploring property development for the first time. This workshop will focus on some of the initial stages of the development process, including picking sites, architects, builders, contractors and consultants.

1.3 Continuum of Care: Lessons Learned

The Continuum of Care process has changed significantly in the past year. This workshop will focus on what we've learned about the new ESNAPS process, the emphasis on performance, HMIS implementation, and national HUD goals, as well as how communities can be strategic in how they talk about their grant awards and point in time count results.

1.4 Durham Care Review The Durham County Adult System of Care was established to apply a set of values and principles in how community partners collaborate with each other as we explore system reform efforts. A priority area of our reform efforts has been with the homeless service system. This workshop will describe how the System of Care engaged community partners, and how that engagement led to the development of Care Review--a comprehensive community planning process based on recovery and self-determination for individuals who are homeless or at-risk of homelessness. In addition, the Adult System of Care's focus on reform and how data from Care Review has further informed those reform efforts will be presented.

1.5 The Identification, Enrollment, and Retention of Homeless Students During this session, a flowchart for the procedural process for McKinney-Vento intake and assessment will be presented, as well as the flow chart for the dispute resolution process in school systems.

1.6 Work Safe, Work Smart: Workplace Safety

Participants will get tips on how to create a safe environment for staff and consumers, and how to be prepared if confronted with a hostile interaction.

3:45 PM-5:15 PM: Workshop Session II

2.1 Accessing Mental Health Services

North Carolina's Mental Health System has undergone many changes. This session will explain what these changes have meant for homeless individuals and will illuminate how to best take advantage of available services.

2.2 Communicating an Effective Message

Communication is key. When it comes in increasing awareness and participation in efforts to end homelessness, it is the most important tool we can use. In this session, learn about successful strategies to craft and frame messages that will be heard, understood and printed.

2.3 Real Estate Development Part II: Environmental Review Developments that use HUD funds will have to complete a HUD Environmental Review. This process is much bigger than an analysis of the land used for the development. Participants will learn about what goes into an environmental review and how to prepare for the process.

2.4 Trauma Sensitive Services Post Traumatic Stress Disorder and other trauma related disorders are significantly under-diagnosed and untreated within the homeless population. Participants will learn how to identify strategies and skills needed to improve trauma services within community programs.

2.5 Housing Support Teams: Lessons Learned

North Carolina has three pilot Housing Support Teams providing services to homeless individuals and families who are cycling through our hospitals, jails and prisons. Representatives from the teams will talk about what they have learned about engagement, accessing housing, working with landlords, and strengthening ties to enhanced providers from the MH/SAS system.

2.6 The Fundamentals of Grantwriting In a world of ever changing financial and political climates, diversity of funding sources is key to nonprofit survival. Learn about keeping the doors open, the lights on, and the programs active through the receipt of foundation funds. This session will cover the fundamentals, from prospective funder research, to writing a solid proposal with narrative and numbers, to the evaluation and follow up requirements of a grant recipient.

2.7 McKinney-Vento Education Basics A review of the basics as it pertains to the role of school homeless liaisons in identifying, enrolling, and retaining homeless students. A quick reference guide will also be distributed to liaisons. This session is also appropriate for service providers working families interested in school issues.

Tuesday, November 18

9:00 AM-10:30 AM: Workshop Session III

3.1 Employment for Consumers 10 Year Plan communities are searching for replicative best practices related to homelessness and employment. Many agencies are trying to improve their employment outcomes, especially with the increased attention to employment success in the Continuum of Care application. This workshop will share some local best practices as well as bring participants up to date on state opportunities such as bonding and apprenticeship.

3.2 HUD and HMIS Part I Since July of 2004 the Department of Housing and Urban Development has used Data and Technical Standards to guide the development and implementation of HMIS. This year HUD is proposing new Standards as CoCs have become more sophisticated, adopted new technology, and have started to use data from the HMIS to craft local and state policy. If you want to know more about HMIS, understand how HMIS informs policy decisions, and how Homeless Management Information Systems are helping to end homelessness nationwide then you should attend this session.

3.3 Real Estate Development Part III: Small Scale Property Management Many of our communities have identified the need to develop some small scale properties to provide permanent housing for homeless individuals and families. Once the development is done it is difficult to find professional property managers who are willing to take on a small development. This workshop is targeted to agencies or communities that may be interested in developing small scale property management capacity.

3.4 Federal and State Policy and Funding Update Get the latest updates on homelessness legislation and appropriations, and find out what it means for homeless clients and service providers in North Carolina. An overview of 2008 and an outlook for 2009 will be presented.

3.5 Power of Consumer Voices Come hear from a panel of consumers as they share their stories, and learn how to maximize the power of consumer voices. The stories and personal accounts of consumers are integrally important to effective advocacy, and can make a difference in how we educate people locally, statewide, and at a national level. This session is targeted to individuals who have experienced homelessness and professionals who advocate alongside them.

3.6 Working with Unaccompanied Youth in Schools This workshop will address issues that are specific to working with unaccompanied youth in the education system.

3.6 Collaboration in Grant Writing/Homeless Monitoring Keys This workshop will focus on the importance of collaboration with agencies in the community to bring about diverse interests in creating resources for homeless education. A portion of the presentation will also focus on the auditing process as it relates to adhering to McKinney-Vento legislation.

10:45 AM-12:15 PM: Workshop Session IV

4.1 Assessments: Best Practices Good assessments are crucial to getting a successful start on planning person centered plans and intervention strategies with program participants, whether for individuals or families. This workshop will provide sample assessment tools and talk about how to integrate other best practices, such as motivational interviewing, into the assessment process.

4.2 HUD and HMIS Part II HMIS has been a part of the delivery of homeless services in North Carolina since 2002. Benefits and goals articulated at the initiation of the HMIS have begun to be realized. Now that much of the difficult foundation building has been accomplished, what are the next steps? HUD has published draft Data and Technical Standards in recognition of the changing landscape of HMIS around the country. How will North Carolina integrate these changes and what will it mean at your agency? Join this participatory discussion on these and other questions.

4.3 Permanent Supportive Housing Projects That Work Many options exist for how to provide permanent supportive housing. This workshop will help participants identify some of the factors to be taken into consideration when selecting a model that will deliver the desired outcomes.

4.4 Expanding Organizations to Provide Community Support New mental health regulations allow other agencies to provide services. Come hear one organization's decision to expand their program to include a community support team in order to meet the needs of the homeless.

4.5 Individual Donors More than 70% of all money raised by nonprofits comes from individual donors, yet most nonprofits put more time and energy into nurturing corporate and foundation support. This workshop will give nonprofits some tips on how to increase their individual donor base for long term financial stability.

4.6 Shelter Plus Care: The Basics This session will provide you with information on what the Shelter Plus Care rental assistance program is, who is eligible for it, and how to access it in your community. You will learn the basic guidelines of Shelter Plus Care, which communities currently have these grant funds, and how to refer individuals and families who are homeless with disabilities into this program.

2:30 PM-4:45 PM: Afternoon Institutes

5.1 SOAR (SSI, SSDI, Outreach, Access and Recovery) Essentials Learn about the process of disability application for homeless clients and how SOAR can make the difference between approval and denial. With a strategic community initiative, disability approval ratings are climbing steadily, and communities are able to record that progress. Come learn the essentials of what SOAR is and how you can play a role. If you've heard about SOAR and want to learn more or if you've been trained and are looking for a refresher, this session is for you!

5.2 Reviewing and Conducting Cost-Benefit Analyses Data and research, particularly about the cost benefits of permanent supportive housing (PSH), are driving both policy change and local programming. This seminar will examine emerging research from North Carolina communities that proves the cost effectiveness of PSH. Presenters will also help participants develop strategies for conducting necessary local research so that communities can gain an understanding of local spending.

5.3 Rapid Rehousing *What Is It? Should My Community Make it Happen?* Many North Carolina communities were surprised to see the Rapid Re-Housing bonus in the Continuum of Care funding announcements this year. This seminar will help participants learn what distinguishes Rapid Re-Housing initiatives from other projects that assist homeless families and will provide opportunities to talk about next steps for communities interested in starting a Rapid Re-Housing initiative.

5.4 Substance Abuse Treatment for Persons with Traumatic Brain Injury Programs working with the chronically homeless population and other long time substance users are recognizing that these consumers have a high rate of traumatic brain injury, and that traditional substance abuse treatment programs may fall short in effectiveness with that co-occurring disorder. Mental Health Services, has a greater than 50% success rate with chronic alcoholics who also struggle with traumatic brain injury. Deni McLagan will share the treatment curriculum they have developed and help participants identify ways to implement some of the lessons learned from that project.

5.5 Veterans Services for Homeless Individuals and Families Homeless programs already serve a large number of veterans, both individuals and family members. Many programs are starting to identify an increase in veterans who have recently returned from international conflicts. Participants will learn about what resources are available for homeless veterans, returning veterans, and explore ways to maximize partnerships between veterans services and homeless programs.

5.6 Discharge Planning: Healthy Working Relationships between Criminal Justice, Health Care Systems and Homeless Programs Several hundred people attended NCCEH's Stop the Revolving Door trainings on discharge planning held earlier this year. This institute will review some of the highlights of that training, but also give opportunities for discussion about how to some next steps in improving discharge practices within your community.

The North Carolina Interagency Council on Coordinating Homeless Programs

The N.C. ICCHP advises the governor and secretary of health and human services on issues related to homelessness. The ICCHP is proud to host this 11th annual conference on homelessness.

Special Arrangements

If you have a need as identified in the Americans with Disability Act and require assistance in order to participate in the conference, please contact the ICCHP NO LATER THAN OCTOBER 24, 2008 by writing to Martha Are, DHHS, 2001 MSC, Raleigh, NC 27699-2001 or calling 919-733-4534.

Conference Site

The Jane S. McKimmon Center is located in Raleigh, NC. The Center is located at 1101 Gorman Street, on the corner of Western Blvd. and Gorman St. in Raleigh, NC. From I-40 traveling east take Gorman St. Exit #295. Turn left onto Gorman St. Go approximately one mile. The McKimmon Center is on the right, past Avent Ferry Road, before Western Blvd. The telephone number is 919-515-2277.

Registration Fees:

Early Registration (before 5:00pm on October 31, 2008):

- **Individuals:** \$95.00
- **Additional Staff:** For organizations who register multiple staff, the first three registrants must pay the full individual fee and additional staff thereafter may pay the reduced fee of \$75.00
- **Students with a valid school ID:** \$55.00

Late Registration (before 5:00pm, on November 12, 2008):

- **Individuals:** \$135.00
- **Additional Staff:** For organizations who register multiple staff, the first three registrants must pay the full individual fee and additional staff thereafter may pay the reduced fee of \$95.00
- **Students with a valid school ID:** \$95.00

On-site Registration:

Registration for the event on-site will only be available if space allows. Please call ahead.

- **Individuals:** \$195.00

How to Register:

On-line registration and credit card payment is required.

To register, visit www.ncceh.org/2008conference

Conference attendance will be limited and all registrations will be handled on a first-come, first-served basis. The registration fee covers the cost of all conference materials, conference breaks/snacks, the November 17th luncheon and the awards luncheon on November 18th.

If you need assistance, please contact NCCEH at 919-755-4393 or conference@ncceh.org.

Refunds are not available, however substitutions are allowed, if they are communicated to NCCEH staff by Friday, November 14th at 5:00 PM.

Scholarships:

Scholarships are available for current or formerly homeless individuals to attend the conference. Scholarships are limited and may be used to cover the cost of registration and/or travel, depending on availability. Limited funding for scholarships is dispensed on a first-come-first-served basis. If you are interested in applying for a scholarship, please email us at conference@ncceh.org or call NCCEH at 919-755-4393.

Conference Hotel Lodging reservations and payments are the responsibility of conference participants. All of the hotels listed below offer a special rate for individuals attending an event at the McKimmon Center. When booking a room, please inquire about the "McKimmon Center Rate." Each of these hotels is within 10 minutes of the Center and some offer shuttle service to and from the Center and Raleigh-Durham International Airport.

Comfort Suites – Arena
1200 Hurricane Alley Way
Raleigh, NC 27607
(919) 854-0502

Best Western Cary Inn
US 1-64 at Walnut St.
Cary, NC 27511
(919) 481-1200

Holiday Inn Brownstone
1707 Hillsborough St.
Raleigh, NC 27605
(919) 828-0811

Clarion Hotel Suite Capital
3200 Hillsborough St.
Raleigh, NC 27603
(919) 832-0501

Hampton Inn & Suites
111 Hampton Woods Lane
Raleigh, NC 27607
(919) 233-1798

Candlewood Suites
1020 Buck Jones Rd.
Raleigh, NC 27606
(919) 468-4222