

2000 Annual Report on the Homeless Served in Dane County

**An Analysis of the Population Served by
Dane County Shelter and Service Agencies**

City of Madison

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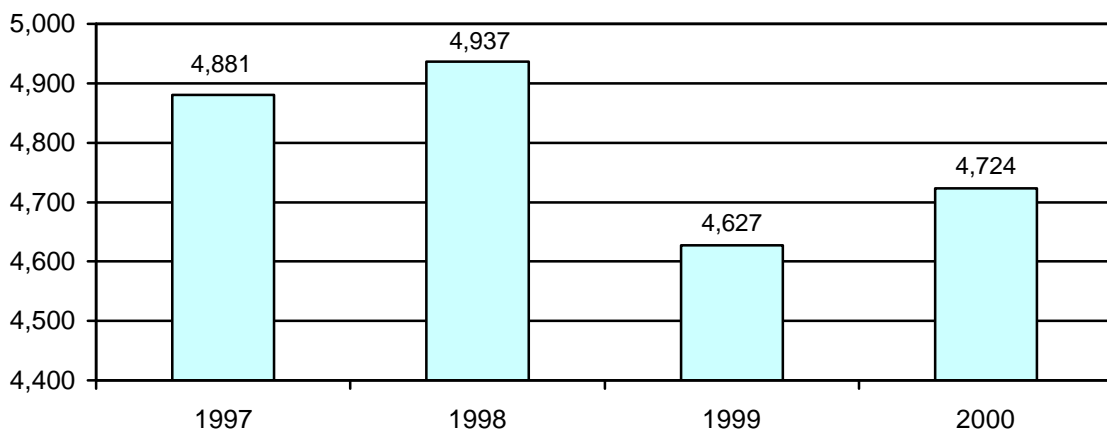
Overview

In 2000, 4,724 individuals stayed at least one night in a Dane County Shelter. There are no single answers to who are the homeless and why they do not have a place that they can call home. The homeless are single men with addictions to alcohol or other drugs, single women with mental illness, families who have been evicted because they could not pay the rent, children who are pre-schoolers and kids in elementary, middle and high school, two parent households and single parent households with little or no income, teenagers and teenagers with children who have no place else to go. The homeless are like other residents of the City of Madison and Dane County except for one reason or another, they are unable to obtain and maintain housing.

There are 289 beds in seven shelters serving single adults and families. In addition to shelter beds, the Salvation Army distributes vouchers that are used for short-term housing in area motels and apartments. The number of people sheltered in 2000 is an increase over the 4,627 persons sheltered in 1999. In 1999 we saw a decrease over the 4,937 sheltered in 1998 and the 4,881 sheltered in 1997¹. According to those who provide services and shelter, the decrease in 1999 was likely due to the fact that families who find themselves in shelter have additional and/or more complex problems that keep them in shelter. Until these families can gain the skills necessary to live independently, they will remain in shelter beds. This results in other needy families being unable to access the shelter and services system. It is not clear from the data what the increase in numbers served in the shelters in 2000 says about the shelter system and those persons who use it.

While we have a good picture of who are receiving services, what we do not know is the number of homeless in Dane County who are not being served by the area shelters. While there are some homeless persons who sleep in outdoors locations or in vehicles, there are many more people who live temporarily with friends and relatives in overcrowded apartments. In 2000, agencies reported turning away 7,967 individuals from shelter. The reasons that people were turned away by shelter staff varied but were primarily as a result of not having shelter space available or vouchers available.

Number of People Sheltered



Public and Private Funding for Shelter and Services

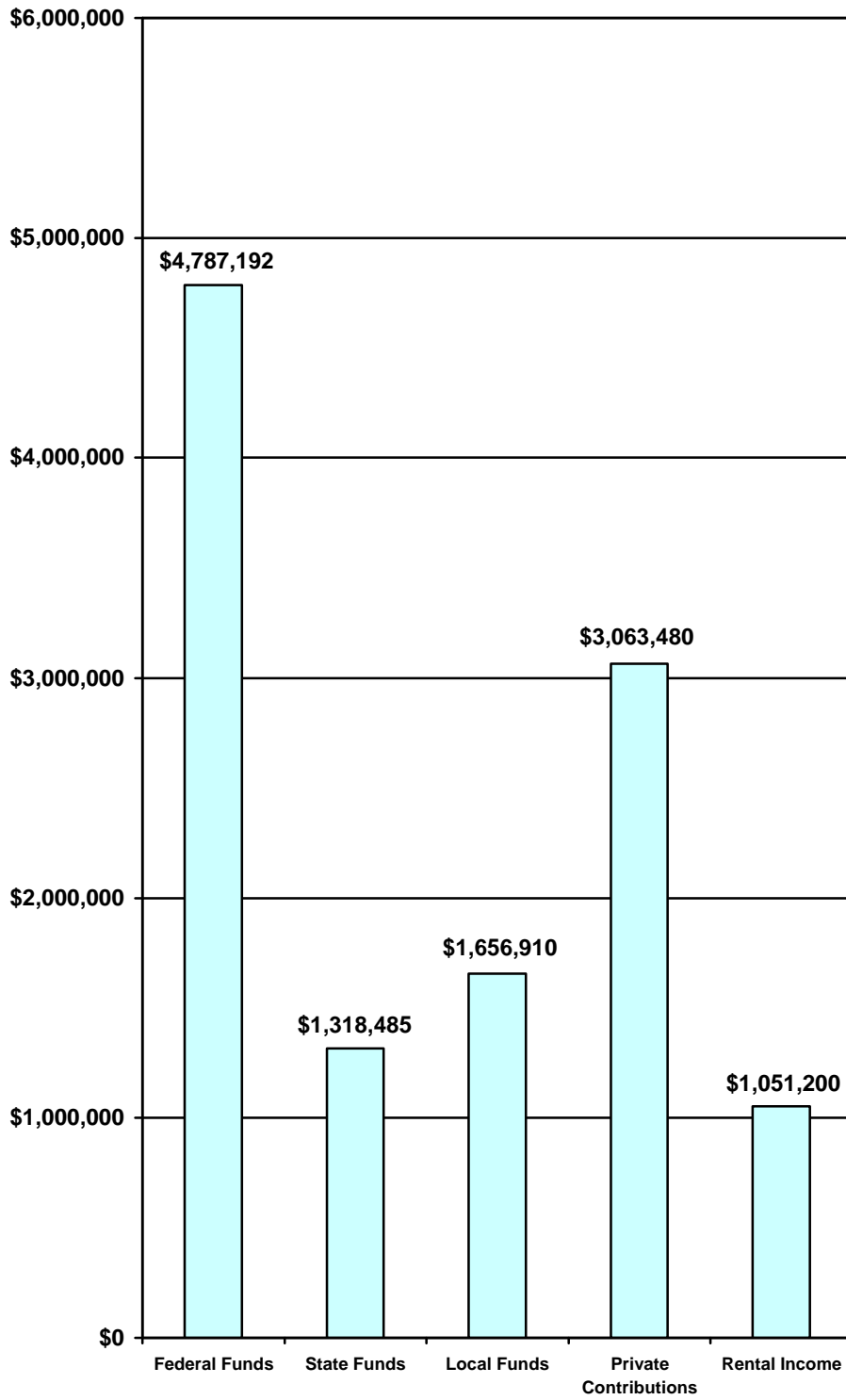
In 2000, a combination of public funds (i.e. city, county, state and federal), totaling \$7,762,587, were expended for emergency, transitional and supportive permanent shelter and services.² In addition, \$3,063,480 of private money from the United Way, area churches, private companies and foundations, and private citizens, was received and used for shelter and services. Besides financial support, there are a number of volunteers that contribute greatly to the ability of the area agencies to make their limited dollars stretch. For example, the Interfaith Hospitality Network reports that each week 30-50 volunteers donate approximately 375 hours of their time, estimated at a value of \$200,000, to operate the IHN program. Transitional Housing, Inc., which operates the Drop-In Shelter for single men, states that they benefit from a total of 9,130 volunteer hours spent preparing meals and other miscellaneous tasks as needed. There are also volunteer lawyers, psychiatrists, medical doctors who contribute many hours assisting homeless clients.

Resource	Use of the Resource in the Continuum of Care System	\$ Amount
Federal - CDBG/HOME	Housing Counseling, Case Management, Purchase and Rehab, Training	\$ 1,301,390
Federal - ESG/SHP/SHPR/S+C	Emergency and Transitional Housing, Support Services and Case Management, Rental Assistance, Mediation	\$ 2,093,722
Federal – Other	Severally Mentally Ill (SMI) Consumer Recovery, Emergency Food/Shelter, Employment Assistance, Operations, Medical Assistance, Housing and Services for Youth	\$ 1,392,080
State	Rental Assistance, Housing Counseling, Services, for SMI, Emergency Shelter/ Transitional Housing Operations, Services for Victims of Domestic Abuse	\$ 1,318,485
City/County	Mediation, After-Hours Services, Operations, Case Management, AODA Services, Financial Assistance Mediation, Housing Help Desk, Emergency Shelter Domestic Abuse Services	\$ 1,656,910
Private and Individual Contributions	counseling and Support Services, Case Management, Emergency Shelter/Food, Financial Assistance, General Program Support/Operations for Shelter, Transitional and Supportive Permanent Housing, Domestic Abuse Services, Education	\$ 2,962,939
Foundations	Tenant Education, Child Care, Domestic Abuse Services	\$ 100,541
Rental Income (Housing/ Non-profits)	Transitional Housing Operations	\$ 1,051,200
TOTALS		\$11,877,267

¹The emergency shelters that report data to the City of Madison on a quarterly basis are Domestic Abuse Intervention Services, Interfaith Hospitality Network, Port St. Vincent, Salvation Army, Transitional Housing, Inc. Drop-In Shelter, Transitional Housing Inc. Safe Haven, and the YWCA of Madison.

²Not all funds are expended on a calendar year so the amounts in some cases are approximate.

Public and Private Sources of Funding for Shelter and Services



Homeless Services Consortium

In 1983, the Homeless Services Consortium was created, followed by the institution of a “gatekeeper” for the Dane County shelter system to increase the coordination of shelter and services. The Consortium member agencies work together to avoid duplication of services and unnecessary competition for program funding. Its creation also allowed for system-wide planning, implementation and evaluation of programs throughout the entire homeless services continuum of care.

The agencies that make up the Consortium are active in:

- Providing programs to prevent homelessness,
- Providing outreach to persons in need who are not currently being assisted,
- Providing emergency shelter for those with no place to stay,
- Developing and operating transitional and supportive permanent housing units, and
- Providing supportive services to ensure that households are able to maintain stable housing.

Each agency uses the same system-wide intake format. Data is collected by each agency and analyzed quarterly by City of Madison CDBG Office staff. A quarterly report is then distributed to each agency in the Consortium for their use in planning, reporting to Boards of Directors and grant writing. The Consortium meets on a monthly basis; the meeting coordinator/facilitator responsibilities are shared by all of the agencies involved. Ric Schwichtenberg, Tellurian UCAN, served as the meeting chair in 2000 and Pat Mooney, Madison Metropolitan School District Transition Education Program is serving as chair for 2001. Current members of the Consortium include:

AIDS Resource Center of Wisconsin;	Madison Metropolitan School District Transition Education Program;
Briarpatch, Inc.;	Middleton Outreach Ministry;
City of Madison CDBG Office;	Port St. Vincent;
City of Madison Housing Operations (CDA)	Salvation Army;
Community Action Coalition for South Central Wisconsin, Inc. (CAC);	SOAR Case Management Services, Inc.;
Community Housing and Services, Inc. (CHAS);	Tellurian UCAN;
Dane County CDBG Office;	Tenant Resource Center (TRC);
Dane County Housing Authority;	Transitional Housing, Inc. (THI);
Dane County Human Services;	United Way of Dane County;
Dane County Veterans Services;	Wisconsin Division of Housing and Intergovernmental Affairs
Domestic Abuse Intervention Services (DAIS);	Wisconsin Department of Veteran Affairs;
Hope Haven;	Women’s Transit Authority;
Housing Initiatives Inc.;	Women in Transition;
Interfaith Hospitality Network (IHN);	YWCA of Madison.

DANE COUNTY HOMELESS CONTINUUM OF CARE

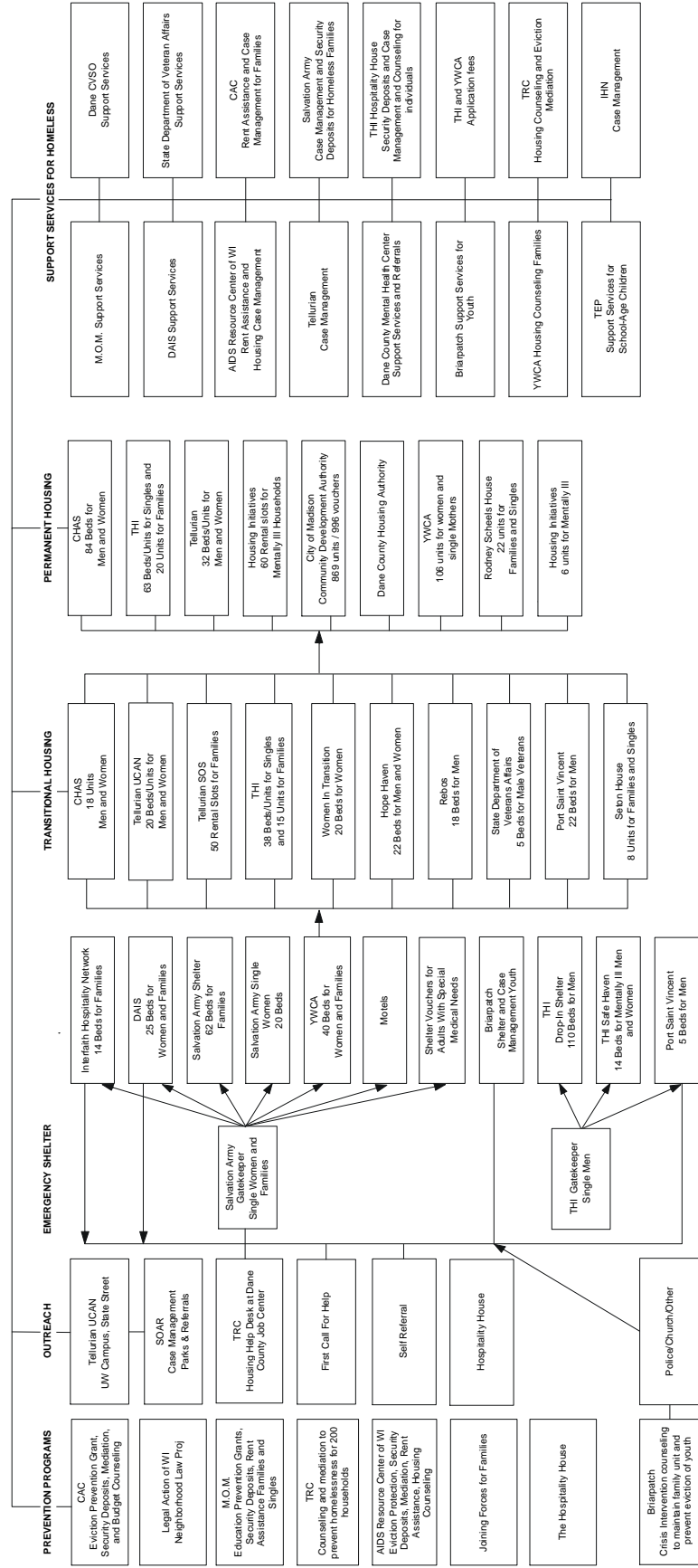
DANE COUNTY HOMELESS SERVICES CONSORTIUM

MMSD Transition Education Program
 Middleton Outreach Ministries (M.O.M.)
 Port Saint Vincent
 Salvation Army
 State Department of Veteran Affairs
 Tellurian

Dane County Human Services
 Domestic Abuse Intervention Services (DAIS)
 Dane County Veteran Services Office (DCVSO)
 Hope Haven
 Housing Initiatives
 Interfaith Hospitality Network

AIDS Resource Center of WI
 Briarpatch, Inc.
 Community Action Coalition (CAC)
 Community Housing and Services (CH&S)
 City of Madison CDBG Office
 Dane County CDBG Office

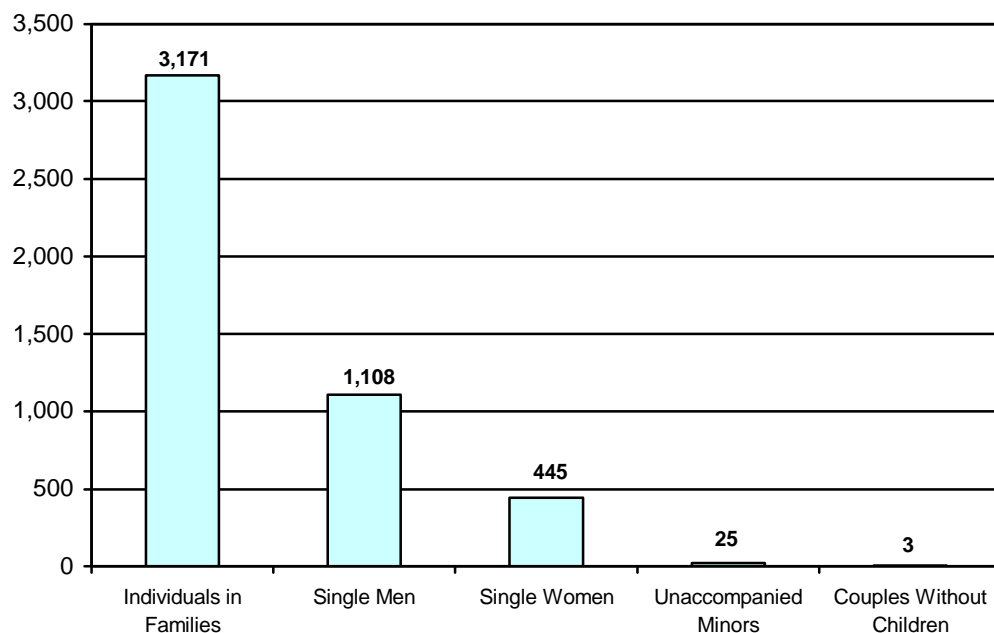
Tenant Resource Center (TRC)
 Transitional Housing, Inc. (THI)
 United Way
 Women in Transition
 YWCA



Who Are the Homeless?

In Dane County, this is what we know about the homeless, as reported by the agencies who provide shelter and services:

- There were 919 families with 1,995 children who stayed at least one night in shelter; 74% of these were female-headed households;
- There were 1,578 persons in shelter who were single adults - this includes 25 unaccompanied minors;
- The majority (71%) of the individuals in shelter are minority;
- The most often given reason for families coming to shelter was having been evicted or a lease not renewed; for single individuals the most often given reason for coming to shelter was roommate or family conflicts;
- When asked where they had slept prior to shelter, 76% of families reported that they had been doubled up with friends or family; 127 households, both families and singles, reported having slept on the street or in a vehicle prior to coming to shelter;
- Men were more likely to report difficulty with alcohol and other drug use problems – 65% of single men in shelter, 34% of single women in shelter, and 15% of families had one or more persons with alcohol and other drug use problems;
- Single women were more likely to report issues with mental illness – 57% of single women in shelter, 33% of single men in shelter and 22% of families had one or more persons with mental health issues;
- One out of three families are receiving wages at the time that they enter shelter;
- An average of 25 youth who identify themselves as not having a permanent residence call the crisis line at Briarpatch *each month* requesting assistance.

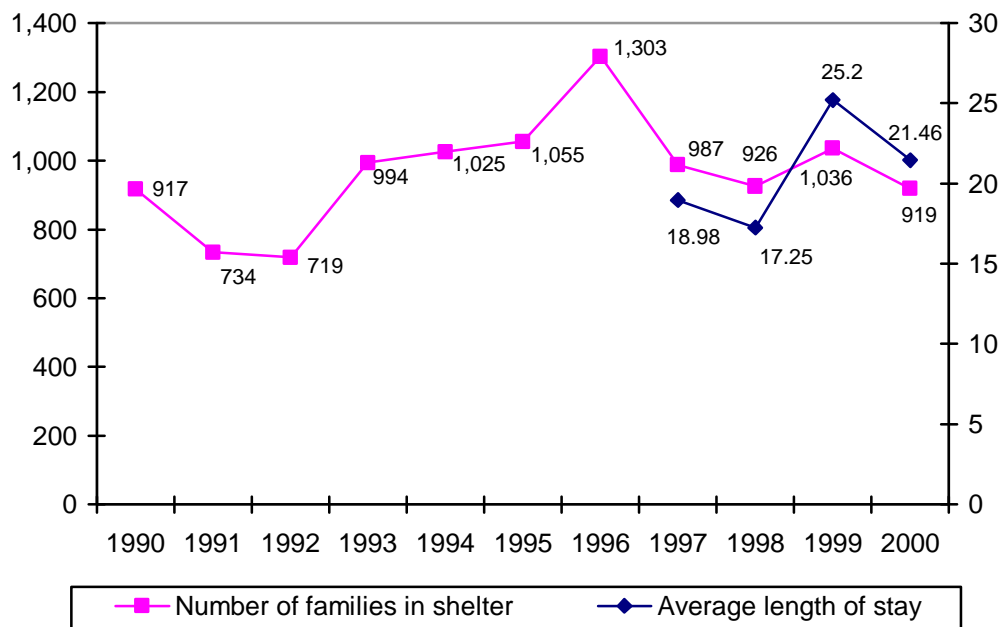


Families, Youth and Children in the Shelter System

There were 919 families (3,171 individuals) served in 2000 by Dane County shelters: Salvation Army, DAIS, and YWCA. Interfaith Hospitality Network also serves families in beds at its network of Dane County faith congregations. There was an increase of 106 families served in 2000 from the previous year and 1999 saw an increase of 110 families over those served in 1998. The length of stay for families has decreased by approximately four days in shelter. While the number of families has increased over the last three years since 1997, it is difficult, however, to accurately determine the average length of stay for each family. The difficulty is that many of the families receive vouchers to stay in motels and apartments on a short term basis until there is shelter space available. Since vouchers for apartments and motels are counted separately from those who occupy shelter beds, it is difficult to tie the length of time in shelter with a specific family rather than the shelter bed. It is also possible that families who have used their 30 days of shelter at the Salvation Army are then served by the Interfaith Hospitality Network. This family would show up as a duplicated number and no combined length of time in shelter.

Approximately four out of five families (83%) who spend time in the area shelter system are minority with African American being the largest group.

The number of large families (those families with five or more members) has been declining over the last few years. In 2000, there were 104 large families compared to 153 large families served in the shelter system in 1999, while in 1998 there were 216 large families and 191 large families in 1997. While the numbers may be declining slightly, large families continue to be challenging for shelter managers because the amount of space that one family needs and the number of issues and problems that large families can present.

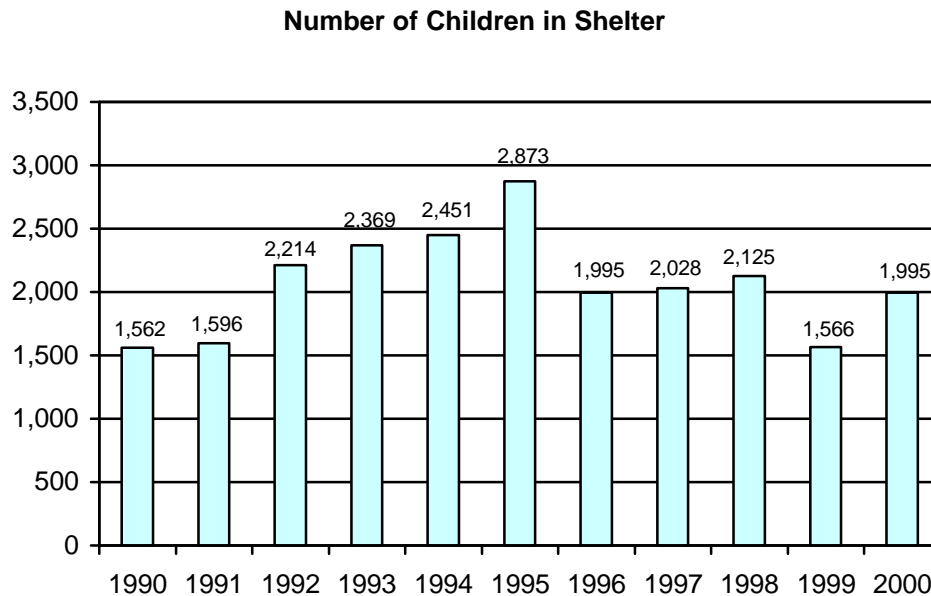


Nearly half (48%) of the families have lived in Dane County prior to coming to shelter for two or more years. Seven percent (7%) have lived in Dane County for one to two years. Forty-five percent (45%) have lived in Dane County for less than one year and of those families, 33% have lived in Dane County for one month or less.

Key services provided at family homeless shelters include:

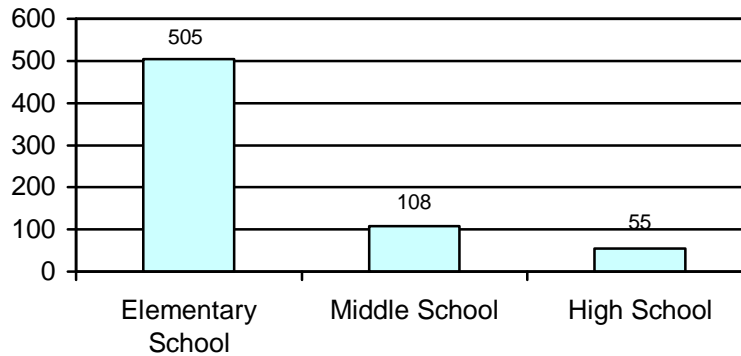
- emergency shelter and basic necessities,
- outreach, intake and assessment,
- development of a service plan,
- case management and referrals,
- substance abuse services,
- mental health and dual diagnosis services,
- on-site medical clinic, child care, legal assistance, employment assistance, education/training, and recreation; and
- linkage to permanent affordable and supportive permanent and transitional housing,

There were 1,995 children who slept at least one night in an area shelter in 2000.



Many of the children in shelter are of school age and are enrolled in Madison Metropolitan School District (MMSD) classrooms. The MMSD sponsors a program called Transition Education Program (TEP) to provide homeless children the same opportunities to education as other children. According to TEP staff, there were 668 homeless students in Madison school in the 1999-2000 school year. In addition TEP also served 70 children during the summer of 2000 and 8 children from surrounding school districts.

**Number of Homeless Children in MMSD in
1998-1999 School Year**



The primary reason families give for seeking shelter is eviction or non-renewal of their lease. This trend has held somewhat steady since 1997. According to the Tenant Resource Center (TRC), there were approximately 3,000 eviction cases heard in small claims court in 2000 and approximately 96% were for non-payment of rent. Tenant Resource Center offers mediation services to tenants and landlords in an effort to minimize the untimely evictions that can lead to a family being homeless. In 2000, 402 cases were mediated by TRC staff and volunteers. Many of these agreements resulted in singles and families being able to remain in their housing units with payment plans to repay back rent or a negotiated date for vacating the unit, thereby allowing the tenant time to find other housing.

According to reports from area agencies, homeless families appear to be affected less by mental illness and alcohol and drug abuse than single men and single women. However, slightly more than one in five families report that someone in the family has a mental illness.

In 2000, there were 3 couples without children who were served in the shelter system, down from 30 childless couples in 1999. There is no facility that will shelter a couple without children in one facility. They are treated as singles in the shelter system unless there is a situation where one partner is the caregiver for the other in which case they will likely be given a voucher for motel/apartment housing. Prior to 1999, couples were included in the single adult numbers. Beginning in 1999 they are accounted for separately.

Teenagers in the Shelter System

In 2000, four (4) teens received shelter at the YWCA while 21 teens were placed in with foster families licensed by Briarpatch. Homeless teenagers are a population that agencies agree is under-served. According to TEP program staff and Briarpatch staff, during the last full school year (1999-2000) there were 163 homeless teens enrolled in Madison middle schools and high schools and an estimated average of 25 callers each month³ to the Briarpatch crisis line who self identified themselves as homeless teens. While it is likely that at least some of the crisis line callers are repeat callers, in 2000, it is estimated that there were 300 to 450 homeless teens.

³ Briarpatch began reporting crisis calls from homeless teens in July 2000. The average number is for the months that the information was reported.

Many of the teens who need shelter are those in foster care who have turned eighteen and no longer have a place to live. They are often unprepared to live on their own and unable to financially maintain housing. While there is no data available to determine the exact number of teens who age-out of foster care to homelessness, Briarpatch staff indicate that they see this group increasing amongst homeless teens.

The YWCA does provide shelter for homeless young women under the age of 18 because some staff are licensed as foster parents. Briarpatch provides case management and referral services to homeless teenagers but currently is only able to provide very limited shelter in its volunteer foster homes. In 2000, Briarpatch was forced to put its plans for a facility for homeless teens on hold when federal funding for the project was withdrawn.

Personal Stories

Sandy entered the shelter with her 15 year old son, David, after leaving her boyfriend, Ted, who have been abusive to both her and her son. Ted controlled everything in the family, including all of the finances. Sandy stayed at home; the isolation and steady insults, humiliations, and put-downs slowly eroded Sandy's self-esteem and mental health. When she entered the DAIS shelter, she was very depressed. The staff found it difficult to help Sandy get motivated to look for housing, apply for public assistance and find a therapist. David had also been emotionally abused by Ted and was extremely withdrawn. He had trouble adjusting to a new school and was seen by the other kids as odd. Once in shelter, David was very angry and acted out. Sandy stayed in shelter for 60 days before finding an apartment. DAIS staff helped her financially with a security deposit. She enrolled in the W-2 program and staff helped her request time away when it became evident that she needed time to address her depression. Sandy continued to work with her case manager at DAIS. She struggled in her first six months. Sandy had difficulty participating in W-2 and did not have enough money for rent. She felt overwhelmed at having to manage everything herself. DAIS case managers helped Sandy access the help she needed to manage her finances and qualified her for a rent subsidy which helped Sandy pay rent for one year. David was still having problems acting out at school and at home. The case manager helped Sandy and David arrange for a school transfer and find a therapist for David. After a shaky start, Sandy and David have retained their housing for over a year. While she sometimes struggles with depression, Sandy has more confidence in herself and David has thrived in the new high school.

Debbie is a mother of three children who is six (6) months pregnant. After having the strength to leave her long-time abuser, Debbie received shelter first at Domestic Abuse Intervention Services and then at The Salvation Army. Due to a history of evictions for non-payment of rent, it was a challenge for Debbie to obtain housing on her own. She and her family received case management services from the DIGS (Welling Intervention Grant and Sustenance) Program and qualified for a monthly rental subsidy from Community Action Coalition – both of which contributed to her being able to find a landlord willing to rent to her and her family. Debbie is now participating in the W-2 program, attends individual counseling once a week, and works with a prenatal care coordinator to assist her with her high-risk pregnancy. Debbie hopes to become a certified nurse assistant after the baby is born.

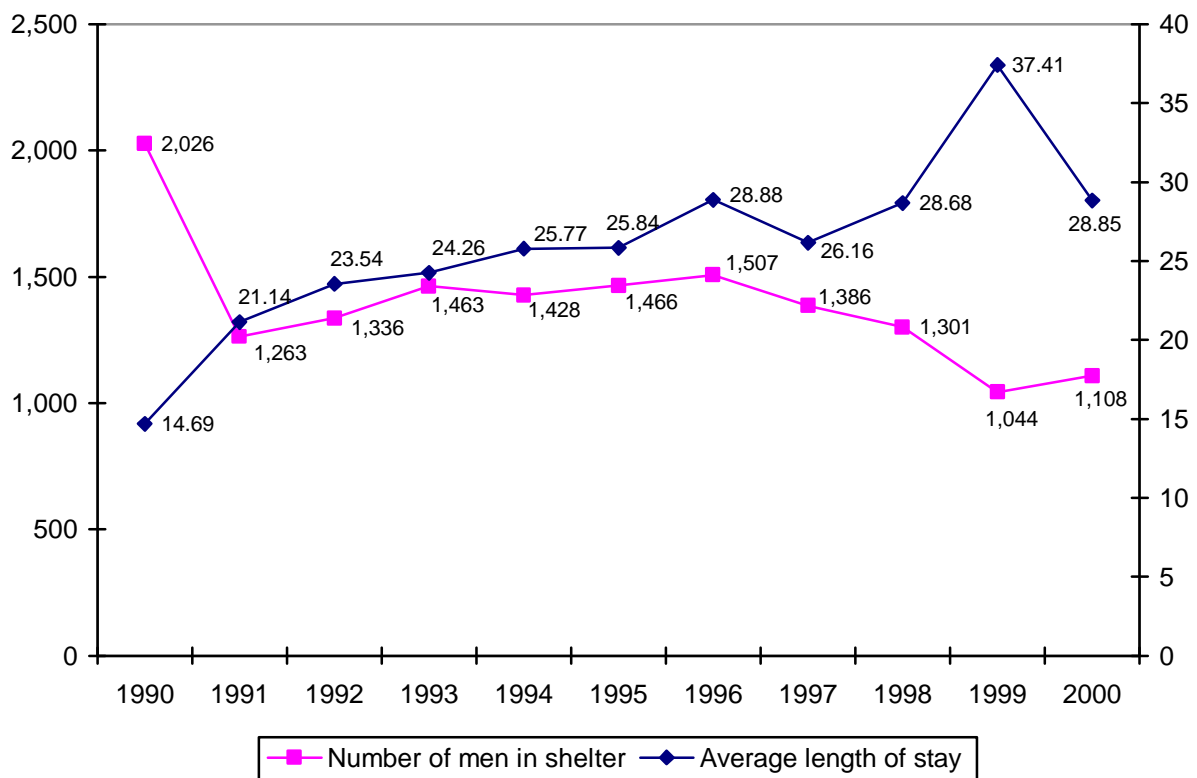
Single Men in the Shelter System

In 2000, 1,108 single men found a bed at the Drop-In Shelter, Port St. Vincent, or Safe Haven. The majority (52%) of the single men housed in shelter are new to the area, having lived in Dane County for one month or less; nearly two-thirds (61%) of the men in shelter have lived in Dane County for less than one year.

The primary reasons that single men give for seeking out shelter are family/roommate conflicts, being “in transit”, and eviction from their housing.

Single men in shelter have high instances of alcohol and other drug use; nearly two out of three (65%) men report that they have an alcohol or drug abuse problem. One out of three self-report a problem with mental illness.

The number of single men in shelter in 2000, while increasing slightly from 1999, has continued to drop. The length of time spent in shelter has also decreased in 2000 from a record high in 1999, but continues to rank amongst the highest number of days in shelter since 1996. It is likely that the reason that single men stay in shelter longer is similar to the reason that families stay in shelter longer – the complexity of their problems take longer to address before they are able to live independently in the community. While there are a number of transitional and supported permanent housing opportunities available to single men, particularly those with AODA and mental illness, the 241 beds/units available are not sufficient to meet the need.



Personal Stories

Robert was in and out of homeless shelters for six years, including the men's Drop-In Shelter located at Grace Church. He was involved in drug activity "big-time," in his own words, for 15 years of his life. He went through detoxification 45 times and drug treatment 13 times, but he continued drinking and using drugs and "burning bridges right and left". Robert was always in trouble growing up. By his own admission he was a violent kid who was kicked out of many schools and had his first criminal charge when he was in seventh grade. Robert decided to change his life when he said, "I got to the point where I wasn't scared of dying or being locked up, but I was not happy with the person I was." He said, "I started going to Alcoholics Anonymous and Narcotics Anonymous meetings, stopped playing the blame game and started taking ownership of my actions. Robert eventually moved into THI's Sobriety Training Orientation Program (STOP), a sober house for men. He has been sober for nearly four years and is currently living in stable housing. Robert is now a full-time THI staff member working as a counselor at Hospitality House and an intake worker and night manager at the Drop-In Shelter. He says, "I love my job and I'm excited about it because I have something to offer. I've been these guys, I've been where they're at. I don't believe anybody is hopeless. If I could do it, other people can too."

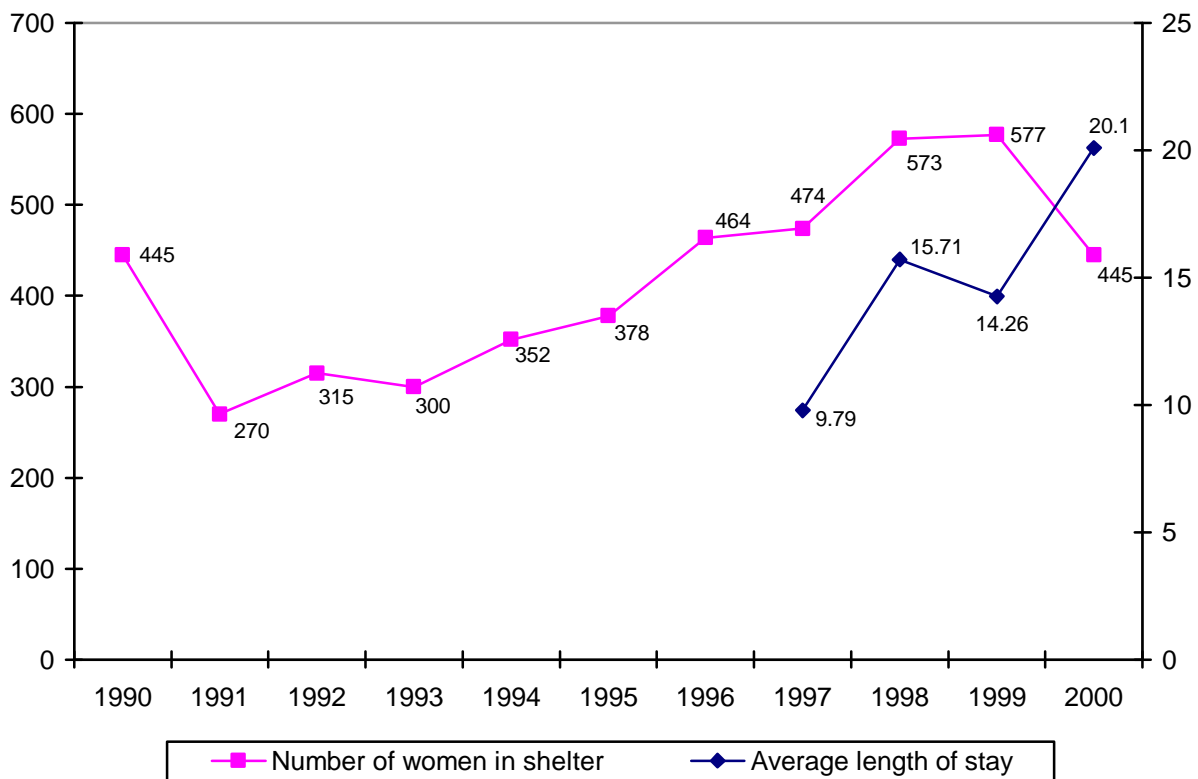
Single Women in the Shelter System

In 2000, 445 single women received a bed at one of the Dane County shelters: DAIS, Salvation Army, Safe Haven, or the YWCA. The primary reason given by these women for needing shelter was a roommate or family conflict. Approximately 15% of single women in shelter, primarily those single women who stayed at Domestic Abuse Intervention Services (DAIS), gave “threat of violence” as their primary reason for seeking shelter. It is about evenly split between the women in shelter who are new to the area and those who have lived in Dane County for one year or more.

Single women are more likely to suffer from mental illness than single men. Over half (57%) of single women self-report that they suffer from mental illness, which is an increase over 1999. Of single women in shelter, one out of three report having issues with drugs and/or alcohol. Case managers report that the number of people with substance abuse and mental health issues is actually higher than reported by the women during the in-take process.

In 2000, the number of single women staying in shelter has declined from those in shelter in 1999, but the length of time spent in shelter has increased.

As with single men there are a number of transitional and supported permanent housing opportunities available, however, the 297 beds/units available are not sufficient to meet the need.



Personal Stories

Mary is a 52-year-old single parent who has recurrent depression. In 1983, she had her first major bout with depression that cost her home, family, job and her independence. Mary said that it took her nine years to get back on her feet again and was functioning well until the spring of 1997. It was then that she lost her job and eventually her apartment. She moved to Madison to stay with relatives, but her depression was more than her family could handle and they asked her to leave. Mary ended up at Safe Haven where, with the staff's knowledge and resources available to them, she started on her road to recovery. Mary said, "Without Safe Haven, I would be homeless and hopeless. Safe Haven has become my foundation, the springboard for moving through all the phases ahead of me in my recovery". When Mary was ready to leave Safe Haven, a THI case manager assisted her in making the transition from shelter into a room for women at the YWCA. In the past year, Mary was finally approved for social security disability and is now living in her own permanent apartment.

Transitional and Supportive Permanent Housing Available in Dane County

In 2000, 2,454 single men, women and families found housing and case management services in one of Dane County's 675 transitional or supportive permanent housing units⁴.

For many singles and families, transitional housing is the next step from the shelter and towards independent, permanent housing. Transitional housing is defined as housing units where a previously homeless single, couple or family can live for a maximum of 24 months. All transitional housing programs include supportive services, though they may fluctuate in frequency and length of contacts. This inclusion is clearly a best practice in that it results in increased independence and housing stability. Intensive case management includes such services as:

- Referrals to and assistance in obtaining educational, legal, medical, AODA, or mental health services;
- Counseling and referrals for employment and educational opportunities;
- Alcohol and other drug abuse (AODA) treatment, counseling and/or referrals;
- Assistance with and training in completing applications for entitlements, housing, jobs, etc.;
- Assistance with transportation;
- Assistance in developing competent job search, money management, housekeeping, nutritional, communication and parenting skills;
- Advocacy for clients to receive needed services/benefits;
- Referral to tenant training and housing search resources;
- Referrals and assistance to obtain funds for security deposits and/or first month's rent; and
- Provision of furnishings, clothing and food as necessary.

Supportive permanent housing is defined as housing units where there is no limit on the amount of time an individual or family can spend but includes case management services for the tenant.

There are primarily two types of transitional and supported permanent housing in Dane County:

1. Single bedrooms, referred to as Single Room Occupancy (SRO's) units which may have communal cooking and bathroom areas where residents receive case management on-site; and
2. Efficiency, one, two, three and four bedrooms apartments to accommodate singles or families.

The SRO buildings or apartment units may be owned by a non-profit agency that provides case management or privately owned and a case manager is contracted for by the County or other entity.

⁴Agencies that report data on a quarterly basis include Community Housing and Services, Port St. Vincent, Tellurian, Transitional Housing, Inc., and YWCA of Madison Year-end data in Appendix A was collected from all agencies providing transitional/ supported permanent housing which includes some agencies that do not report on a quarterly basis.

Some transitional housing facilities are treatment based for substance abuse and some provide housing for tenants with mental illness. Some facilities accept only women with children. How these special arrangements are determined is by the agency's perceived need in the community for the service or the agency's expertise in a specific service area.

In Dane County there are the following transitional housing and supportive permanent housing beds/units available:

- ❑ 152 SRO beds for single men
- ❑ 5 units for single men who are veterans
- ❑ 43 SRO beds for single men with AODA issues
- ❑ 35 SRO beds for single men with mental illness
- ❑ 5 SRO beds for single men with AODA issues and mental illness
- ❑ 1 unit for single men with AODA issues and mental illness

- ❑ 195 SRO beds for single women
- ❑ 22 SRO beds for single women with AODA issues
- ❑ 70 SRO beds for single women with mental illness
- ❑ 8 units for single women with mental illness
- ❑ 1 unit for single women with AODA and mental illness

- ❑ 12 SRO beds for single women with one child
- ❑ 8 units for families with mental illness
- ❑ 95 units for families and couples

- ❑ 22 units for singles and families with HIV/AIDS

Personal Stories

Mark laughs when he is asked if life at Community Housing and Services, Inc. (CHAS) marked a second start in life for him. He says, "Maybe a late second start, but it's a whole different life now." Mark joined the Partnership in Transitional Opportunities(PTO) Program in June 1998. In addition to some earlier work with other organizations, the PTO Program provided Mark with the opportunity for a second start in his life. Mark explains, "After 30 years of drug use, of wandering the country from one precarious situation to another, I needed to change my life. After 13 months in the PTO Program, I went from completely irresponsible to proud of my ability to do things on my own." Currently working as the Property Manager at CHAS, his goal is to start a tradition of success. "I want to help the people complete the PTO program," he says, "and do well with their lives. As Property Manager, I can play at least some small part in that transition."

Personal Stories

When Helen applied for Transitional Housing, Inc. housing in 1997, she was six months pregnant, had two small children, and was living with her abusive boyfriend in the basement of his mother's house. They were accepted in THI's housing program and spent 1997 through 1999 in a 3-bedroom apartment on Madison's northeast side. As the months went by, Helen realized that she had to put an end to the chaos in her life for the sake of her young and growing family. Her children were her first priority and she found the inner strength to finally break out of the unhealthy relationship with her partner. Currently, Helen and her three children are living in an apartment near her children's school and family support. Helen has paid off the majority of her bills and now finally has her own checking and savings accounts. She is back in school and recently made the Dean's List at MATC. THI's housing and services provided Helen the time and support to get her life in order for herself and for her three children.

Other Affordable Housing Units

In addition to those units mentioned as transitional and supported permanent, there are three other sources of affordable housing in Dane County:

Federally Assisted Housing. These units can be owned and operated by public or private entities that are provided below market interest rates for construction or rehabilitation and rent subsidies in order to create affordable housing units. Community Development Authority and Dane County Housing Authority are included in this category, as well as other non-profits and for-profit companies. Rents can not exceed the Fair Market Rent established by HUD and the tenants must meet income guidelines in exchange for not having to pay more than 30% of their income for rent. In 2000, according to WHEDA, there were 3,850 affordable units available for eligible families, the elderly and the disabled.

Affordable Rental Housing Tax Credits. Investors and/or owners invest cash in a tax credit housing development and receive a dollar-for-dollar credit against their federal income tax liability each year for 10 years. In exchange for receiving the credit, owners agree to set aside for 30 years at least 20% of the units for households with income less than 50% of the county median income (CMI), or set aside at least 40% of the units for households with income less than 60% of CMI. In 2000, according to WHEDA, there were 1,483 units made affordable by tax credits for eligible families, the elderly and the disabled.

Privately Owned, Non-subsidized. It is possible to find rental housing in Madison that is affordable to low-income households that is not government subsidized. However, in Dane County affordable rents for decent, safe and sanitary housing units are not in abundance. It is difficult to determine the actual number of units that fall in this category.

Prevention – Helping Tenants Avoid Homelessness

Community Action Coalition for South Central Wisconsin (CAC) is the largest agency providing public funds to individuals and families who are in danger of becoming homeless as a result of impending eviction from their rental unit. With a combination of federal, state and local funds, CAC assisted 166 households in 2000 by paying a portion of back rent and thereby allowing the tenant to remain in the unit and avoid eviction. According to the CAC Housing Coordinator, 83% of those households served through the eviction prevention program remained in their housing for at least six months. In addition to CAC, Transitional Housing, Inc.'s Hospitality House, the Tenant Resource Center Help Desk, and Middleton Outreach Ministry, through a combination of public and private funds⁵, assisted an estimated 638 households with eviction prevention funds⁶.

Another way that public funding is used to prevent homelessness is by assisting low income households to maintain current housing in the form of a rent subsidy. Eligible participants, those who fall within the established income guidelines and who are involved with a case manager, have a portion of their rent paid for 12 months. This creates a cushion of time for participants who are waiting to get a public housing unit, a Section 8 housing voucher, or to raise their income or lower their expenses. In 2000, 91 households received the rental subsidy. CAC made follow-up calls to one-half of those receiving assistance. What they found was that 88% of those households served remained in their housing for at least six months.

It is likely that homelessness was prevented for an estimated 3,666 persons as a result of receiving assistance to maintain the housing where they currently live through eviction prevention assistance.

Personal Stories

Michelle and Don, who have one child, came to Hospitality House in need of assistance to prevent them from being evicted from their current rental unit. While Don had been without a job, they had fallen \$2,000 behind on their rent. Don secured a new job but their landlord wanted the rent paid or they would be given an eviction notice. By the time of their eviction court date, Transitional Housing, Inc., Community Action Coalition, and The Salvation Army was able to come up with the necessary funds so that the landlord would agree to a payment plan for the balance. Don and Michelle were able to pay the remaining back rent and are now on good terms with the landlord. In fact, when a more affordable unit became available in their building, he let them out of their existing lease so that they could move to the new unit.

⁵ The private fund pool is made up primarily of church contributions.

⁶ Hospitality House estimates having served 444 households and spent \$57,048, TRC Housing Help Desk served 100 households and spent \$6,719, and Middleton Outreach Ministry served 94 households and spent \$12,150.

Emerging Issues

Trends

The number of combined homeless households served in shelter in 2000 has shown an increase since 1997. While the number of homeless families has decreased by about 100 families from 1999, the number of homeless single adults has increased by 141 from 1999. The number of children in shelter, while an increase in 2000 over 1999, is holding relatively steady with the number of homeless children reported in 1997 and 1998.

The number of minority households receiving shelter services has remained steady at about 71% of the total, with African-Americans making up the largest portion of the minority homeless population.

Being evicted or not having the lease renewed is the most common given reason by households for seeking shelter. This number continues to climb; a 38% increase since 1997. The number of households that self-report issues with mental illness has risen by 35% from 1997 to 2000 (most common among single women). The number of households that self-report issues with alcohol and drug abuse has risen by 42% from 1997 to 2000 (most common among single men).

Case management services continue to be important to the success of individuals and households obtaining and maintaining stable housing. There is a sense, however, that agencies struggle with being able to afford the level of case management that would meet the need. In January 2001, Transitional Housing, Inc., along with the Salvation Army and the YWCA of Madison, came together to offer personal and financial assistance to families with children who have difficulty retaining housing and often cycle through the shelter system. Two years of funding (\$280,000) was allocated from HUD's Economic Development Initiative to the DIGS (Dwelling Intervention Grant and Sustenance) Program to provide one-on-one case management, group education sessions, advocacy and financial assistance to 300 families. The group education component is a six-hour tenant education curriculum that helps small groups of 10 individuals or less to learn about how to clean-up their credit report, enter into a lease, communicate with the landlord and neighbors, know their rights and responsibilities, and learn financial organization and budgeting.

In 2000, there appears to be no agency plans to add emergency shelter beds. The Salvation Army would still like to remodel space at their family shelter building for single women, who currently use a large open room for sleeping. The remodeled space would be primarily to improve the current space and not likely add any new beds.

The number of people served in transitional housing and supportive permanent housing has held somewhat steady over the years, adjusting for the addition of new units and the addition of agencies reporting data for more programs.

The number of minority households in transitional and supported permanent housing has increase from 46% of the total in 1997 to 56% of the total in 2000. As with shelter, African-Americans make up the largest portion of the minorities served.

There has been a 4% (25 units) increase in transitional/supportive permanent units owned and operated by non-profit agencies since 1999.

The priority for the City of Madison CDBG Office continues to be to add transitional housing and supportive permanent beds or units to the current inventory. Through the use of public money and technical assistance, the CDBG Commission and staff will be working with agencies who have expressed interest in pursuing such projects to assist them in securing funds to complete such projects.

Transitional Housing for Teens

In 2001, Briarpatch began a program using federal funds for a transitional housing scattered-site program for homeless teens. According to Briarpatch staff, the Transitional Living Program will be a scattered site program will be reserved for older teens (17 years and older), many of whom have aged-out of foster care and are unable to maintain independence on their own. Briarpatch rents a apartment from landlords, participants then rent from Briarpatch for nine months to one year, at which point successful participants will take over the lease. Briarpatch intends on serving 12 teens by the end of 2001.

Transitional Housing for Single Women

A group of eight private citizens teamed with the Salvation Army and Madison Mutual Housing Association to purchase property that will add transitional living quarters for seven (7) single women with a resident manager. Salvation Army will eventually be the owner of the property and operate the day-to-day operations of Holly House. Women are likely to live at Holly House for six months to two years. A part-time case manager will be employed by the Salvation Army to assist the women in learning skills to help them obtain and maintain stable housing. Scheduled to open in the summer or fall of 2001, Holly House intends on serving seven (7) to ten (10) women per year.

Daytime Services for Homeless Individuals and Families

Transitional Housing, Inc. has identified the need to expand the area used by Hospitality House in order to serve additional people and to provide sleeping quarters for single men and women who work nights. The project, depending on the location chosen, would allow for a larger space for homeless persons to receive services, access telephones, and have a warm or cool comfortable place to relax, socialize and make contact with services such as legal, medical, employment, and education.

Final Thoughts

There are many success stories of persons how have made their way from homelessness to stability but it is rarely an easy journey. Many do not succeed the first time they try. With persistent cooperation and communication with each other, those who serve the homeless of Dane County will continue to provide valuable services and shelter for those in need. The Homeless Services Consortium, agency staff and funders, will continue to work together to seek out new funding, to avoid duplication of services, to serve as advocates for their clients, and to provide high quality services to their clients.

Author's Note: Data is collected from Consortium agencies on a quarterly basis. The basis for the information is a uniform intake form that asks questions of the client upon arrival to the program and is used by most members of the Consortium. Both the intake form and quarterly reporting form was designed by members of the Consortium. The aggregate data is sent to the CDBG Office and is entered into a spreadsheet. City staff then reviews the data submitted by the agencies, creates tables with quarterly comparisons and year to date information, prepares a brief analysis about what the numbers indicate, and send the packets to each agency in the Consortium for use in grant preparation, planning, and fundraising efforts.

At times, the data appears to not be 100% accurate as some of the singular pieces do not always add up to the total. For instance, in the 2000 data, the number of individuals served was 4,840, 4,871, 4,724 or 4,868 depending on which line one looked or which numbers were added together to reach the total number served. The same is true of other categories. Unless there is some overwhelming evidence that one number is "more correct" than another, the smaller of the numbers is used. The reasoning is that it is probably more likely that clients are duplicated rather than undercounted. In addition, it is possible that there is duplication in the data since we know that sometimes individuals or families are provided services from more than one program depending on their needs. While we believe that the agencies do their best to compile accurate data, their primary function is to serve their clients. An effort is made by all those involved to compile accurate data. While the numbers may not always be exact, we believe the trends that they suggest are accurate. They support what we hear by way of antidotal information from agency staff.

This information tells a story about the individuals that receive services from the agencies involved in the Dane County Continuum of Care. At the present time, we have little data collected by all of the agencies about the unmet need in our area. The Homeless Services Providers Consortium agencies are aware of this short-coming in collecting data and are exploring ways to capture this much needed information as well. For example, during 2000, data on the number of calls by teens identifying themselves as homeless were reported on a monthly basis. And beginning in the third quarter of 2000, data was compiled on where the client slept prior to coming to shelter.

Appendix A Housing Inventory

Emergency Shelter Housing	Number of Beds	Primary Customer	Individuals Served in 2000
Briarpatch, Inc., volunteer foster homes	12 beds	Youth 17 years and under	21
Domestic Abuse Intervention Services, Inc. (DAIS)	25	Single women and families	287
Interfaith Hospitality Network, network of local churches	14	Families	152
Port St. Vincent. 221 S. Baldwin	5	Single men	20
Salvation Army. 630 E. Washington Avenue	62	Families	990
Salvation Army, 630 E. Washington Avenue	20	Single women	329
Salvation Army, housing vouchers for motels or apartments	Varies	Families Single women	1,349
Transitional Housing, Inc. Drop-In Shelter, 116 W. Washington Avenue St. John's, 322 E. Washington Avenue St. Raphael's, 222 W. Main Street	110	Single men	1,021
Transitional Housing, Inc. Safe Haven, 1738 Roth Street	14	Single men and women with mental illness	117
YWCA of Madison, 101 E. Mifflin Street	30	Single women and women with children Female youth (referred by Briarpatch)	438
Totals	289		4,724

Transitional Housing	Number of Beds/Units	Primary Customer	Individuals Served in 2000
Community Housing and Services, Inc. PTO, 306 N. Brooks Street	18 SRO	Single men and women	42
Catholic Charities Hope Haven, Inc./Colvin Manor, 425 W. Johnson North Bay Lodge, 3602 Memorial Drive	55 beds	Single men and women - AODA	287
Catholic Charities REBOS Chris Farley House, 810 W. Olin Avenue	15 beds	Single men – AODA	152
Port St. Vincent, 221 S. Baldwin Street	22	Single men	83
St. Vincent DePaul, 1325-27 Williamson Street	5 units	Women with children	5
St. Vincent DePaul, 401 S. Baldwin Street	3 beds	Single women	21
Tellurian, 1051-53 Williamson Street	5 SRO	Single men – AODA/mental illness	10
Tellurian THP, 300 Femrite Drive	20 beds	Single men and women	106
Tellurian SOS, Scattered Sites	50 units	Families	362
Transitional Housing, Inc, 318 S. Broom Street	5 SRO	Single men	164 combined all sites
Transitional Housing, Inc.,1846-48 Fisher Street	2 units	Families	
Transitional Housing Inc., 310 Hamilton Street	5 SRO	Single men – AODA	
Transitional Housing, Inc., 315 S. Henry Street	8 SRO	Single men	
Transitional Housing, Inc., 609 N. Midvale Street	4 units	Families, singles, couples	
Transitional Housing, Inc., 33-39 Sinykin Circle	4 units	Families	
Transitional Housing, Inc.,2104 Winnebago Street	1 unit	Families	
Transitional Housing, Inc., 3014 Worthington Street	6 units	Families	
Transitional Housing, Inc.,112 N. Mills Street	29 SRO	Single men and women	

Transitional Housing	Number of Beds/Units	Primary Customer	Individuals Served in 2000
Transitional Housing, Inc., 902 Northport	8 SRO	Single men – mental illness	
Wisconsin Department of Veteran Affairs. Green Avenue	5 beds	Single men – veterans	8
Women in Transition, 2842-2846 Moland Street	12 beds	Single women – mental illness	20
YWCA of Madison, 101 E. Mifflin Street	12 beds	Single women with one youth child	48
Totals	294		1,308

Supportive Permanent Housing	Number of Beds/Units	Primary Customer	Individuals Served in 2000
Community Housing and Services, Inc., 306 N. Brooks	84 SRO	Single men and women	404
Housing Initiatives, Inc.	9 units	Singles and families – mental illness	10
Housing Initiatives – Scattered sites	40	Singles – mental illness	50
Rodney Scheel House, 2815 Hauk Street	22	Singles and families – HIV/AIDS	
Tellurian, 410 Hubbell Street, Marshall	6 units	Singles – mental illness	10
Tellurian, 265 Waubesa Street	2 units	Single men and women – AODA/mental illness	8
Tellurian, 1051 Williamson Street	2 SRO	Single men and women – AODA/mental illness	(see same address – Transitional Housing)
Transitional Housing, Inc. 1719 Broadway, Sun Prairie	2 SRO 2 units	Single men or women Families	219 combined all sites
Transitional Housing, Inc., 4201 Hegg Avenue	1 unit	Family	
Transitional Housing, Inc., 201 North Street	8 SRO	Single men	
Transitional Housing, Inc., 422 North Street	4 units	Single men or women, families	
Transitional Housing, Inc., 1903 Sherman Avenue	3 units	Single or couple, family	
Transitional Housing, Inc., 519 E. Johnson Street	8 SRO	Single men	
Transitional Housing, Inc., 324 E. Mifflin Street	7 SRO 1 unit	Single men or women Family	
Transitional Housing, Inc., 112 N. Mills Street	17 SRO	Single men and women	
Transitional Housing, Inc., 5814-18 Russett Road	8 units	Families	
Transitional Housing, Inc., 3342-48 E. Washington Avenue	4 units	Families	

Supportive Permanent Housing	Number of Beds/Units	Primary Customer	Individuals Served in 2000
Women in Transition, 2842-46 Moland Street	8 units	Single women – mental illness	11
YWCA of Madison, 101 E. Mifflin Street	94 beds	Single women	438
Totals	332		1,150

	Number of Beds/Units		Individuals on Waiting Lists in 2000
American Baptist – Northport Apartments, Sherman & Northport	20	Elderly	NA
	120	Family	
American Baptist – Packers Apartments, Dryden & Northport	24	Elderly	NA
	116	Families	
Bayview, 601 Bayview	102	Families	40
Bram Hill, 1910-2100 Fisher	34	Families	NA
CDA – Bjarnes-Romnes Apartments, 540 W. Olin Avenue	168	Elderly	493 combined for all sites
	357	Families	
CDA – Brittingham Apartments, 755 Braxton Place	153	Elderly	
	11	Disabled	
CDA – Gay Braxton, 602 Braxton Place	60	Elderly	
	100	Families	
CDA – Karabis Apartments, Park Street	20	Disabled	
CDA – Parkside Apts. 245 S Park/824 W. Washington	76	Elderly	
	10	Families	
	9	Disabled	
CDA – Scattered Sites	30	Families	
CDA – Tenney Park Apartments, Johnson/Baldwin St.	40	Elderly	
CDA – Truax Park Apartments, 1501 Wright Street	120	Families	
Dane County Housing Authority – Middleton Housing Authority, Middleton and Scattered Sites	11	Elderly	NA
	112	Families	
Dane County Mental Health Center – Stein Apartments, 301 N. 3 rd Street	9	Disabled	9
Dominium Management Services – Monona Hills, 353 Owen Road, Monona	62	Elderly	25
	8	Families	

	Number of Beds/Units		Individuals on Waiting Lists in 2000
Fisher/Taft Apts, 2020, 2025, 2101 Taft Street;2020, 2024, 2102 Fisher Street	71 1	Elderly Families	10
Flad Development – Segoe Terrace, 602 Sawyer Terrace	135 16	Elderly Disabled	19
Flad Development – Southridge Village, 1914 Post Road	44 36 10	Elderly Families Disabled	15
Flad Development – Maple Terrace – Lakeview, 6205 Maywood Ave/6333 Maywood Ave, Middleton	27 1	Families Disabled	12
Foundation Property Management – Monona Meadows, 250 Femrite Drive, Monona	68 8	Elderly 8	NA
Goodwill Industries – Northport Group Home, 1602 Northport	1 7	Family Disabled	20
Goodwill Industries – Elaine Meyers Apt, 2485 Perry	10	Elderly	25
Goodwill Industries – Sunfish Court Apartments, 73 Sunfish Court	8	Elderly	25
JP III Inc – Kennedy Heights, 199 Kennedy Heights	104	Families	100
Meridian Group – Capitol Centre, 333 W. Dayton	296 34 20	Elderly Families Disabled	75
Meridian Group – Dryden Terrace, 1902 Londonberry	89 12	Elderly Disabled	30

	Number of Beds/Units		Individuals on Waiting Lists in 2000
Meridian Group – Meadow Park, Walbridge & Wittner	38	Families	20
	2	Disabled	
Meridian – Wexford Ridge Apartments, 7006-10 Tree Lane	20	Elderly	60
	226	Family	
Meridian Group – Castille Village, 2602 Balboa Ct.	36	Elderly	10
	94	Families	
Methodist Retirement Center, 110 S. Henry Street	42	Elderly	NA
Munz – Fordem Center, 1622-1750 Fordem Ave.	2	Elderly	NA
	94	Families	
	12	Disabled	
Munz – Meadowview, Hayes Road	8	Elderly	NA
	92	Families	
	20	Disabled	
Munz – Park Meadows I & II, 502 N. Walbridge Ave.	73	Elderly	NA
	199	Families	
Oakwood Village, 6209 Mineral Point Road	50	Elderly	50
RFDF – Dale Heights, 1310 Dane Ave.	1	Family	0
	4	Disabled	
Voss Housing Co, - Voss Haus, 6710 Elmwood Ave.	60	Elderly	NA
	4	Disabled	
TOTALS	3,850		471

Affordable Rental Housing -Tax Credits⁷	Number of Beds/Units	Primary Customer
ADPC Inc. – Parker Place, 2401-2479 Somerset Circle	56	Families
ARV Housing Group Inc. – Rosewood Villas, 902 N. Highpoint Road	170	Elderly
Catholic Charities/Gorman & Company – Quisling Clinic Apartments, 2 West Gorham Street	46	Families
Common Wealth Development Inc. – The Falconer, 1001-1007 Williamson Street	8	Families, Disabled
Common Wealth Development Inc. – Vaughn Commons, Williamson Street	8	Families
CDA – Monona Shores Redevelopment, 1-11 Waunona Woods Court	71	Families
Five Star Enterprises – Millstone Home, 41 Millstone Road	4	Disabled
Fleming Development – Chapel Valley Apartment Homes, 5771-81 Chapel Valley Road	85	Elderly, Disabled
C.G. Gallina Corporation – Fairwood Arms Apartment	35	Families
Gary Gorman & Company – Elver Park I, II, III, 1144-48 Morraine View Drive	152	Families
Gary Gorman & Company – Prentice Park Apartments, 817 North Thompson Road	40	Families
Gary Gorman & Company – Tuscon Trails I, II, Muirfield & Tuscon Trail	96	Families
Grutzner Securities Corp. – Castille Village Apartments, 215 Castille Avenue	130	Families
Heartland Properties, Inc. – Sherman Glen, 1110 N. Sherman Avenue	97	Elderly, Disabled
Ithaka Homes, 3025 Commercial Avenue	4	Families
Dennis Leigh – Williamstown Bay North, 2717 Dryden Drive	40	Elderly
Dennis Leigh – Williamstown Bay East, 913 Acewood Blvd	26	Elderly

⁷ Property owners and managers were asked how many individuals were served in 2000 and how many individuals were on a waiting list. Of those property owner/managers who responded, they indicated that the number of individuals served matched the number of available units. Twenty-eight (28) households were said to be on waiting lists of those who responded.

Affordable Rental Housing -Tax Credits⁷	Number of Beds/Units	Primary Customer
Madison Mutual Housing Assoc. – The Avenue, 1954 E. Washington Avenue	30	Families, Disabled
Madison Mutual Housing Assoc. – 641 Main Street	36	Families, Disabled
Nicola Townhomes LTD Partnership – Nicola Townhomes, 1729 Verona Street, Middleton	10	Families
Project Home, Inc. – Prairie Crossing, 2402-2446 Allied Drive	47	Families
Don Simon Inc. – Northridge Apartment Home, Northridge Terrace	48	Families
Trillium Homes Limited Partnership – Trillium, 2 Craig Avenue	49	Families
Wisconsin Management Corporation – Willow Pointe, 6701-85 Schroeder Road	101	Families
YWCA Housing Joint Venture, 101 E. Mifflin Street	94	Single Women
TOTALS	1,483	

Appendix B List of Agencies Serving Homeless & Those At Risk of Homelessness

AIDS Resource Center of Wisconsin (ARCW).....258-9103

AIDS Resource Center provides leadership in serving persons who are HIV and AIDS infected with medical, social service, and educational efforts. For persons/families with HIV/AIDS who are homeless, ARCW provides assistance in: locating emergency housing, short-term financial assistance to help pay housing costs, placement in long-term financial assistance programs, and referrals to additional health and social services. ARCW tailors its housing program to help people with HIV who also have chronic mental illness or substance abuse issues. Individuals receive counseling, support services and rent assistance to reduce or eliminate behaviors that may prevent them from maintaining secure housing. ARCW owns and operates housing facilities in Milwaukee that include a 29-bed SRO building, a 6- unit three-bedroom apartment building for families, and a duplex with 2 three-bedroom units for families.

Briarpatch, Inc.....Juan Jose Lopez, Executive Director 251-6211

Briarpatch is a community-based organization serving teens and their families in South Central Wisconsin. Briarpatch provides crisis intervention services and counseling for youth, as well as group activities for young women (CHOICES), young men of color (Decisions), gay, lesbian, bisexual transgender and questioning teens (Teens Like Us), and teens who want to share their experiences through theater, recreation and education (JABONGGIT/HIT Squad). The PACE (Parent-Adolescent Counseling, Etc.) program has been helping families use their strengths to divert youth from the Juvenile Justice System since 1987 by providing in-home counseling to teens at risk. Briarpatch licenses a number of foster homes that serve as temporary placements for homeless kids. In 2001, Briarpatch initiated an outreach program and hired an outreach worker who will work on State Street, area malls and neighborhoods to assist kids, many of whom are homeless or at risk of becoming homeless. Also in the initial stages is the scattered-site transitional housing program for homeless teens.

Catholic Charities Brian Cain, Executive Director 821-3100

Catholic Charities operates a number of programs that provides the full spectrum of services to individuals and families. Catholic Charities operates three facilities that provide services for homeless individuals who are chemically addicted. North Bay Lodge, Hope Haven and Colvin Manor and REBOS Chris Farley House provide sober housing for single men and women.

City of Madison Community Development Block Grant Office Hickory Hurie, Supervisor 247-0740

The CDBG Office/ CDBG Commission is charged with distributing federal, state and local funds so as to achieve the following goals: maintain and expand the supply of safe, affordable housing throughout the community; help businesses grow in ways that create employment opportunities for lower income persons; expand opportunities for low- and moderate-income persons to access self-help and recreational activities in friendly, safe, accessible and well-maintained civic spaces; and promote comprehensive, sustainable revitalization efforts within selected neighborhoods of the city where a majority to residents are low and moderate income.

Community Action Coalition for South Central WIGreta Hansen, Executive Director 246-4730

The Community Action Coalition (CAC) engages all parts of the communities where they work in the struggle to eliminate poverty. CAC provides services in Dane, Jefferson and Waukesha Counties. The Food Resource Program supports and distributes food to 32 members of the Dane County Food Pantry network, coordinates food drives for and distributes USDA commodities to local food pantries and meal sites, and operates Wisconsin harvest, a volunteer-run food recovery program that distributes perishable food to pantries and meal sites. The "It's My Business" program provides clients with one-on-one training to successfully complete a business plan, obtain start-up capital and operate their own profitable business. The Micro-Loan fund provides participants with a non-traditional source of funds for their businesses, and the Women in Construction Project assists women interested in starting a construction or rehab business. The housing programs provide information and referral, mediation and direct service for eviction prevention loans and grants, security deposit loans and grants, and rent subsidies for households meeting program criteria. Housing counselors provide housing and budget counseling. The Case Management Program assists homeless and near homeless in finding affordable housing or stabilizing existing housing.

Community Development Authority Vacant, Executive Director 266-4675

The Community Development Authority contracts with the City of Madison Housing Operations Unit to lease and maintain the CDA's 1,154 units of public housing and to operate the Section 8 Housing voucher program which has 1,138 vouchers to provide a rental subsidy for low-income eligible households.

Community Housing and Services, Inc. (CHAS)..... Brian Miller, Executive Director 257-2534

Community Housing and Services, Inc. (CHAS) provides single room occupancy housing for single adults. Eighteen (18) of the units are considered transitional units and residents take part in the Partnership in Transitional Opportunities (PTO) program which includes one-on-one case management, group sessions and social activities. The remaining 84 SRO units are permanent housing available for single men and women. Case management is also available for those residents, but is less intensive than the PTO program.

Dane County Housing Authority Carolyn Parham, Executive Director 224-3636

The Dane County Housing Authority operates a total of 119 units of public housing, scattered over several sites in Dane County. In addition, the DCHA also has 1,062 housing vouchers available for eligible tenants who live in Dane County.

Dane County Human Services Charity Eleson 242-7400

The Dane County Department of Human Services provides a comprehensive array of services and programs to over 30,000 customers in Dane County each year. Two divisions work primarily with homeless clients. The Economic Assistance and Work Services Division helps people meet their basic needs, including shelter, food and medical care. The division also promotes self-sufficiency through an array of employment services. The Adult Community Services Division funds and provides care and support for people who have a severe and persistent mental illness. A variety of services are provided by county staff and contracted agencies including, but not limited to, case management, community support programs, residential care, vocational services, and transportation.

Dane County Veterans Services Office266-4158

The Dane County Veterans Services Offices helps veterans and their families obtain local, state and federal benefits. The Office helps veterans discover the benefits to which they are entitled and assists them with the application process. The Dane County Veterans Service Office is committed to advocate for veterans, provide quality services and programs for them and their families.

Domestic Abuse Intervention ServicesKim Wright, Executive Director 251-1237

Domestic Abuse Intervention Services (DAIS) is a community-based, feminist organization committed to ending domestic abuse. DAIS operates a 25-bed shelter for battered women and their families. Individuals and families receive services such as: financial management, household budgeting, finding quality childcare, nutrition, job and housing search skills and other topics related to daily life. Services are not limited to those living in shelter. Individuals and families can also receive services while living outside of the shelter.

Housing Initiatives IncDean Loumos, Executive Director 277-8330

Housing Initiatives (HII) provides rental subsidies for individuals and families with mental illness. HII (HII) provides tenant-based rental assistance for permanent housing to homeless mentally ill and disabled persons. Tenants receive supportive services from 3rd-party resources; in-place case management is required for admission to the program. Housing is scattered site and is owned as well as leased by HII. HII currently houses 50 people.

Interfaith Hospitality Network Rachel Krinsky, Executive Director 294-7998

Interfaith Hospitality Network's (IHN) mission is to mobilize the community to help low-income families achieve and sustain independence. The local IHN opened its doors in April 1999. The shelter serves approximately three to four families per night in one of several local churches or synagogues. Families arrive at the faith community facility at approximately 5:00 p.m. for meals, activities, and sleeping. In the morning, the families are taken to a day center at 7:00 a.m. where they can make telephone calls, shower, prepare applications for jobs and housing, and receive services from the a case manager. IHN is based on the value of volunteer participation. Volunteers run the program from 5:00 p.m. until 7:00 a.m. Monday through Friday and all weekend.

Madison Metropolitan School District Transitional Education Program..... Pat Mooney 246-4653

The MMSD Transitional Education Program works primarily out of Emerson Elementary School and Georgia O'Keefe Middle School on the near east side. In 2001-2002, the TEP program will expand to include Marquette and Lapham Elementary School. As a result of the work of a staff committee charged with looking at the issue of educating homeless students across the district, the budget for the 2000-2001 school year established a middle school social work position to focus on middle school aged homeless youth.

Middleton Outreach Ministry.....Rev. Dietrich Gruen, Executive Director 836-7338

The Middleton Outreach Minister (MOM) provides a range of social services to individuals who live in Middleton or who are interested in relocating to Middleton. Funds comes primarily from local faith communities.

Port St. Vincent.....Glen Hall Reichelderfer, Executive Director 257-2036

Port St. Vincent is a 22-bed facility that houses single men. Five beds are available on an emergency basis and the remainder are for men, most of whom work and pay rent.

Salvation ArmyMajor Paul Moore, Dane County Coordinator 250-2321

The Salvation Army is a multi-faceted agency that is part of an international effort to provide assistance to those in times of crisis. Locally the Salvation Army operates a community recreation center, social service and church center, as well as an emergency shelter for families and for single women. The Salvation Army is the gatekeeper for both families and single women and are often called upon to place individuals in other Homeless Services Consortium agency beds or write a voucher for housing in a local motel.

Seton House.....Jessica Martin, Coordinator 257-0919

Seton House provides housing at two properties: one that serves five women with children and another that serves three single women.

SOAR Case Management Services, Inc..... Jenifer Koberstein, President 287-0839

SOAR Case Management Services provides follow-up and short-term case management services to homeless individuals with mental health, physical health and substance abuse issues. Twenty (20) full-time workers assist homeless persons in securing an income and safe, affordable housing. Once in housing, the case managers will assist in daily living skills training i.e. money management, personal health, housekeeping, nutrition, and grocery shopping.

Tellurian UCAN.....Michael Florek, CEO and President 222-7311

Tellurian provides services to adults and adolescents in need of alcohol and drug treatment, mental health therapy and housing. Tellurian works with individuals at all points on the continuum but is committed to helping those most in need. Tellurian operates a number of programs that provide housing and services to homeless or those at risk of becoming homeless. The SOS (Start on Success) Project provides intensive transitional housing and services to chronically homeless families who have attempted to enter the Dane County shelter system at least three times since 1990. The THP (Transitional Housing Program) is a 20 bed Community Based Residential Facility for single men and women who are homeless and have a mental illness, a chemical dependence or both. The Community Intervention Team is a 10 member multi-disciplinary team providing assertive outreach and case management services to alcohol and other drug dependent clients, mentally ill clients, dually diagnosed clients and persons who are homeless due to mental illness and/or chemical dependency. UW Campus/Lower State Street project is an outreach program that supports the needs of homeless persons in the area and works to improve the safety of people in the area. Tellurian operates two permanent housing facilities for single adults with serious mental illness and/or chemical dependence who have previously been chronically homeless due to their disabilities. The Willie Street SRO is a 7 unit housing opportunity with a resident manager for persons who are homeless and who also have a serious and persistent mental illness and/or chemical dependency. Tellurian operates two group homes staffed 24 hours a day and serves people who are homeless and have serious and persistent mental illnesses.

Tenant Resource Center (TRC).....Brenda Konkel, Executive Director 257-0143

The Tenant Resource Center is a non-profit organization with a small staff that relies primarily on volunteers to provide housing counseling and office assistance. TRC is dedicated to promoting positive relations between rental housing consumers and providers throughout Wisconsin. By providing information about rental rights and responsibilities, and access to conflict resolution, TRC empowers the community to obtain and maintain quality affordable housing. In addition to their role as educator and advocate on tenant's issues, TRC contracts with Dane County to provide services at the Housing Help Desk located at the Job Center on Aberg Avenue.

Transitional Housing, Inc (THI).....Steve Schooler, Executive Director 250-0380

Transitional Housing, Inc. provides not only shelter but helps people build stable, independent lives by acquiring job skills and finding permanent housing. THI operates six programs that provides emergency housing, job counseling and training, and temporary low-cost housing and are available to families and individuals in each stage of their transition from homelessness and poverty to economic independence. The Transitional Housing Program offers housing at 17 locations for families and individuals and provides case management for the residents. The Drop-In Shelter offers temporary emergency shelter for single men at three locations: Grace Episcopal Church, St. John's Lutheran Church, and St. Raphael's Cathedral. Hospitality Housing is a daytime resource center for homeless and

low-income persons offering services such as employment and housing counseling, telephone access, and medical and legal assistance. Safe Haven is a shelter for homeless men and women with mental health problems. Safe Haven serves as a “portal of entry” to the community service system and offers basic services as well as a psychiatric clinic. S.T.O.P. (Sobriety Training Orientation Program) provides housing at a 5 bedroom SRO with a sober, supportive living environment for men that have become homeless due to addiction. S.T.A.B.L.E. (Skills Training and Barrier Limiting Education Program) provides housing and case management at a 9 bedroom facility primarily for women with mental health issues.

United Way of Dane County Leslie Ann Howard 246-4350

United Way of Dane County funds agency programs based on need. With years of community-building experience and the help of tools like the community assessment, United Way invests resources in four critical areas which will have long-term impact in Dane County. These resources include not only financial support, but also volunteer and in-kind support, access to collaborative networks, management assistance and program expertise. The United Way funds 245 programs in 94 agencies, many of whom provide housing and services to the homeless.

WI Department of Administration, Division of Housing and Intergovernmental Relations266-0288

The Division of Housing & Intergovernmental Relations provides housing assistance to benefit low- and moderate-income households through the Bureau of Housing. It offers state-funded housing grants or loans through local organizations, coordinates its housing programs with those of other state and local housing agencies, helps develop state housing plans and policies, and provides training and technical assistance. The division channels federal housing funds to local authorities and organizations and administers federal funds for the homeless.

WI Department of Veterans Affairs266-1311

The Wisconsin Department of Veteran Affairs operates four (4) emergency housing facilities across the state (King, Tomah, Milwaukee and Union Grove) that assist 186 homeless veterans. In Madison, the Department operates a transitional facility with four beds for veterans. The Wisconsin Department of Veterans Affairs and the Vet’s Center organize an annual Stand Down that has been taking place in Madison for the past 12 years. This is a weekend event attended by homeless veterans where they can receive clothes, dental and medical care, AODA and mental health referrals, connection to veteran benefits, and referrals to housing and employment.

Women in Transition Kathy Lemke, Executive Director 244-2046

Women in Transition (WIT) operates two housing facilities. The first is 12-bed Community Based Residential Facility that serves single women with serious and persistent mental illness. The women are provided case management and share some house responsibilities. The second property is an eight-unit apartment building for single women with mental illness who are higher functioning than those residents in the communal living facility. Case management is also provided for the residents in the eight-unit building.

Women’s Transit Authority..... Susan Jeannette, Executive Director 256-3710

The Women’s Transit Authority (WTA), using five agency-owned vans and one car, operate a nightly rape prevention ride service for women. During week days, WTA offers rides to men and women to medical appointments and food pantries.

YWCA of Madison..... Eileen Mershart, Executive Director 257-1436

The YWCA of Madison has provided housing for women for more than ninety years and is currently the largest provider of affordable housing for low-income women in Dane County. The YWCA has 94 units of affordable SRO housing for single women. They YWCA operates two other housing programs in the Mifflin Street building: shelter for families which can accommodate up to 30 individuals and the Third Street Program for single women with one small child. The YWCA provides a housing counselor to serve families at the YWCA building, as well as homeless families housed at the Salvation Army. The YWCA staff provides a six-hour workshop called Second Chance to help homeless people become independent and successful as tenants. The YWCA is also involved in a number of job training efforts.