



# 2003 Annual Report on the Homeless Served in Dane County

**An Analysis of the Population Served by  
Dane County Shelter, Transitional and Supportive Permanent  
Housing and Service Agencies**

**April 2004**

City of Madison  
David J. Cieslewicz, Mayor

Community Development Block Grant (CDBG) Office  
Hickory Hurie, CD Supervisor  
Sue Wallinger, Grants Administrator



# Table of Contents



---

|   |    |
|---|----|
| Overview .....  | 1  |
| Homeless Services Consortium.....   | 4  |
| Who Are the Homeless Served in Dane County? .....   | 7  |
| Families, Youth and Children in the Shelter System .....                                      | 9  |
| Single Men in the Shelter System .....  | 14 |
| Single Women in the Shelter System.....   | 17 |
| Transitional and Supportive Permanent Housing in Dane County .....                            | 19 |
| Prevention – Helping Tenants Avoid Homelessness .....   | 25 |
| Creating Affordable Housing .....   | 27 |
| Final Thoughts.....   | 30 |
| Appendix A <i>Housing Inventory</i> .....   | 31 |
| Appendix B <i>List of Agencies Serving Homeless &amp; Those At Risk of Homelessness</i> ..... | 51 |
| Appendix C <i>Homeless Services Consortium Agencies Totals - 2003 Statistics</i> .....        | 57 |

## Picture Credits

|  |    |
|--|----|
| YWCA of Madison, 101 E. Mifflin Street.....                                    | 9  |
| Youth Services of Southern WI – Briarpatch Div., 512 E. Washington Avenue..... | 12 |
| Porchlight, Inc. Drop-In Shelter, 116 W. Washington Avenue.....                | 14 |
| Porchlight, Inc., Safe Haven, 1738 Roth Street.....                            | 17 |
| Porchlight, Inc., 609 N. Midvale Boulevard .....                               | 19 |
| Porchlight, Inc., 306 N. Brooks Street.....                                    | 20 |
| Porchlight, Inc., 112 N. Mills Street.....                                     | 21 |



# Overview



In 2003, 3,163 individuals stayed at least one night in a Dane County shelter program<sup>1</sup>. This includes 1,701 people in families (495 families with 1,131 children under 18 years of age), 793 single men, 535 single women<sup>2</sup> and 69 unaccompanied youth under the age of 18. The Dane County shelter program is defined as one of 296 shelter beds, local motel rooms paid for by vouchers, mats on the seasonal warming house floor or volunteer host homes. Fifty percent (50%) of all those homeless served indicated that they had been homeless less than one month; thirty-seven percent (37%) indicated that they had been homeless for a period more than one month but less than six months; and thirteen percent (13%) indicated being homeless for more than six months.

In 2003, the number of individuals who were served in shelter declined from 2002. One possible reason for this is that The Salvation Army and the YWCA, at the direction of Dane County Human Services, extended the time that a homeless person could remain in shelter at any one time.<sup>3</sup>

|                               | 1997  | 1998  | 1999  | 2000  | 2001  | 2002  | 2003  |
|-------------------------------|-------|-------|-------|-------|-------|-------|-------|
| Individuals Served in Shelter | 5,145 | 4,884 | 4,498 | 4,728 | 3,417 | 3,472 | 3,163 |

Reasons for homelessness are complex. Poverty, addictions, mental illness, threat of violence and poor physical health often contribute to a person’s inability to maintain housing. There are no simple solutions to helping those in shelter obtain and maintain permanent housing. Reasons given for seeking emergency shelter vary by sub-population: Families are most likely to indicate that violence or threat of violence was the primary reason; single women also mentioned violence but just as often mentioned no income, being transient or in transit, and conflicts with friends and family; single men indicated that the primary reason that they sought shelter was as a result of being transient or in transit; and unaccompanied minors sought shelter after conflicts with family or roommates.

There are 308 beds in nine shelter programs in addition to vouchers written for motel rooms and the “warming house” serving single adults, youth and families with children. Families are served by The Salvation Army, the YWCA, and Interfaith Hospitality Network family shelters. Women with young children involved with Dane County Parent Council programs are served in Hope House. Families and single women who are fleeing violence are served by the Domestic Abuse Intervention shelter<sup>4</sup>. Single women are served by the Salvation Army single women’s shelter. Single men are served by the Drop-In Shelter (operated by Porchlight, Inc.) and Port St. Vincent (operated by St. Vincent de Paul Society). Single men and women with mental illness are served by Safe Haven (operated by Porchlight, Inc.). Youth Services of Southern Wisconsin (YSOSW) – Briarpatch Division provides shelter in volunteer host homes for youth under the age of 18 years old. Unaccompanied female youth can be sheltered at the YWCA shelter as they are also licensed for foster placements. In addition to shelter beds, the

<sup>1</sup> Data supplied quarterly by Homeless Service Consortium agencies.

<sup>2</sup> Includes 6 female youth receiving shelter at the YWCA.

<sup>3</sup> Previously the length of stay at TSA was a total of 30 days at any one time with a lifetime limit of three separate homeless incidents. The rule was changed to allow 90 days to be used at one time, but the lifetime limit remained the say – 90 days.

<sup>4</sup> Many of the women seeking shelter are actually fleeing violence; Salvation Army and YWCA shelter also provides housing for these women with services provided by DAIS.

Salvation Army distributes vouchers that are used for short-term housing in area motels and apartments. Those served include families and single men and women with medical needs who cannot use the nighttime-only services of the single adult shelters. Approximately 85% of those persons who receive motel vouchers have also received or will receive housing and services in a shelter program. The Salvation Army also is the site of a seasonal warming house, which provides mattresses on the floor for individuals and families who have no other place to go during the winter months. In 2003, the warming house was operated January through March and then again from November through the end of the year. In 2003, 139 individuals (40 families with 92 children and 1 single adult) spent at least one night on the Salvation Army floor.

The 495 families sheltered in 2003 is a decrease over the 576 families sheltered in 2002. The number of children in shelter also declined. The number of individuals who were turned away increased in 2003 over those turned away in 2002 and 2001. The reduction in persons served is due in part to Dane county Human Services funding changes that now allows the family shelter gatekeeper (i.e. The Salvation Army) to serve families for a maximum of 90 days at one time rather than the previous 30 days per incidence with a lifetime total of 90 days.

The number of single men in shelter continued to decline from 1,016 in 2001 to 939 in 2002 to 793 in 2003. As single men in shelter have declined steadily since 1997, the number of single women in shelter has continued to increase from 453 in 2001 to 518 in 2002 to 535 in 2003.

|   | 1997  | 1998  | 1999  | 2000  | 2001  | 2002  | 2003  |
|---|-------|-------|-------|-------|-------|-------|-------|
| <b>Families</b> in Shelter                          | 963   | 898   | 1,012 | 595   | 576   | 576   | 495   |
| <b>Children</b> in Shelter                          | 1,966 | 2,058 | 1,522 | 1,242 | 1,121 | 1,216 | 1,131 |
| <b>Single Men</b> in Shelter                        | 1,397 | 1,301 | 1,046 | 1,087 | 1,016 | 939   | 793   |
| <b>Single Women</b> in shelter                      | 467   | 436   | 445   | 416   | 453   | 518   | 535   |
| <b>Unaccompanied Minors</b> in shelter <sup>5</sup> | -     | -     | -     | -     | -     | -     | 69    |

While the number of single women and families with children who have utilized the seasonal warming housing is relatively small compared to the entire number who are served in shelter, these people represent a sub-population who have no support network and no other housing options. The number of individuals who used the seasonal warming house in calendar year 2003 (139) decreased slightly from 2002 (153). It is probably more meaningful to compare by winter seasonal use for trends. The warming house sheltered the highest number of people in the winter of 2002-03; it should be noted that during that season the facility was available for additional days. From 2001 - 2003, the warming house was funded by a combination of public and United Way funding. In the winter of 2003-04, the warming house was funded for the first time by a local housing developer, Veridian Homes.

|  | Winter 2001-2002 | Winter 2002-03 | Winter 2003-04 |
|--|------------------|----------------|----------------|
| <b>Number of Individuals</b> using the Warming House | 107              | 180            | 139            |

<sup>5</sup> Prior to 2003, the number of youth were added to the individuals in shelter.

The number of individuals who were turned away without shelter in 2003 was 8,192. This is an increase from 2002 when 4,277 were turned away and 2001 when 7,542 individuals turned away.

|   | 1997  | 1998  | 1999  | 2000   | 2001  | 2002  | 2003  |
|---|-------|-------|-------|--------|-------|-------|-------|
| <b>Individuals Turned Way Without Shelter</b> | 3,409 | 5,604 | 6,729 | 10,746 | 7,542 | 7,925 | 8,192 |

If the number of individuals who are turned way without shelter is added to the number of those receiving shelter, the total is an indication of how many individuals in the greater Madison area are homeless.

|                       | 1997  | 1998   | 1999   | 2000   | 2001   | 2002  | 2003   |
|-----------------------|-------|--------|--------|--------|--------|-------|--------|
| <b>Total Homeless</b> | 8,554 | 10,488 | 11,227 | 15,474 | 10,959 | 7,749 | 11,355 |

While agencies and funders have good information on the individuals who are receiving shelter and services, what is not known is the number of homeless in Dane County who are not being served by the area shelters – those who do not call seeking assistance. While there are some homeless persons who sleep in outdoor locations or in vehicles, there are many more people who live temporarily with friends and relatives in overcrowded apartments. It is currently not possible to have an accurate number of persons who do not have stable, permanent housing.

In addition to those persons who were served in emergency shelter, 1,673 individuals were served in transitional, supported permanent housing, or residential treatment units operated by a variety of not-for-profit agencies (see the attached appendix – Housing Inventory). Some homeless individuals and families enter the continuum of care through the transitional housing programs, which are designed to provide a variety of services while providing housing for a maximum of 24 months.<sup>6</sup> Supported permanent housing is housing without a time limit as to the length of time a tenant in good standing can reside and where services are provided, similar to those in transitional housing. Residential treatment is shorter-term housing for alcohol and other drug abuse (AODA) issues for those who might otherwise be homeless. These living arrangements might be dormitory living, SRO units, efficiency or 1 bedroom apartments.

|  | Beds/ Units | Total Individuals | Families <sup>7</sup> | Single Adults |
|--|-------------|-------------------|-----------------------|---------------|
| <b>Served in Transitional, Supported Permanent, or Residential Treatment Units</b> | 701         | 1,673             | 205                   | 912           |

<sup>6</sup> The 24 month time period is determined by the funder – Department of Housing and Urban Development.

<sup>7</sup> These numbers are approximations. Some of these agencies that do not report complete demographic information about the people they serve, but rather the total number served at year-end.

# Homeless Services Consortium



Dane County's homeless assistance, housing, social, and health service organizations work closely together to meet the needs of homeless persons. An ad hoc group exploring issues of prevention and basic shelter needs grew into the Homeless Services Consortium (HSC), an ongoing collaboration of public and non-profit agencies, funders and advocacy groups that identify needs, set priorities, eliminate duplication, evaluate and coordinate services and the delivery system.

The HSC not only plans but also manages the homeless system's coordination on an ongoing basis. Monthly meetings deal with issues ranging from the level of system integration to individual case solutions. These meetings provide an important venue for consumers, providers, and funders to identify system-wide service gaps and community-based solutions. All major stakeholders routinely work together to develop strategy, seek funding, plan and direct operations, and evaluate and improve the service system. The present sophisticated effort grew from an initial grass-roots coalition.

The group's evolution to its present role closely paralleled both the community's changing needs and the planning and coordination developments required by Department of Housing and Urban Development (HUD). In 1983, a group of non-profit organizations organized by the Community Action Coalition (CAC) began meeting around the needs of the increasing number of homeless people in Madison. In 1984, Transitional Housing Inc.'s (now Porchlight, Inc.) Men's Drop-In Shelter opened and remains the primary gatekeeper for single men. In the years that followed, the greater-Madison area experienced an increase in the needs of a number of homeless individuals and in the complexity of their needs. In addition to homeless single men, large numbers of families with children and adult women placed new pressures on the system. The Consortium members successfully advocated for service expansions at the local level, raised public awareness, and organized themselves as an Emergency Shelter Advisory Committee whose function included both program coordination and a policy advisory role to local and state government. The Salvation Army would later become the gatekeeper for homeless families and single women seeking shelter.

By 1988, the Committee recognized the need to create a mechanism for ongoing coordination, prevention efforts, service prioritization, and assessment and improvement. State and local funders were added to the group of service providers as stakeholders and the Homeless Services Consortium (HSC) came into being.

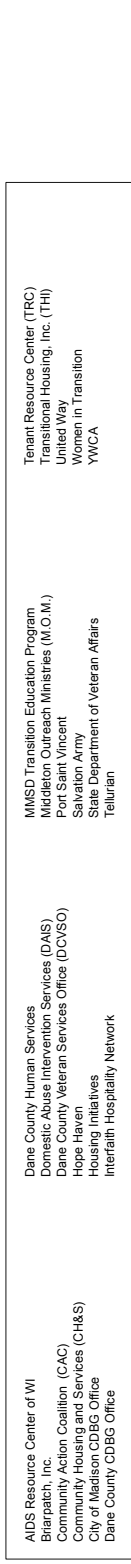
In 1994, the network of participants in the HSC expanded from shelter providers to a more encompassing group of social and human service agencies. Each year the Consortium continues to grow, adding new agencies and maintaining the original members. In 2003, ARC Community Services, Giving Back, Inc., League of Women Voters of Dane County, Madison Jobs and Housing Partnership, and Tenant Advocacy Group joined 33 other members of the Consortium. In addition, two new agencies were created from merging existing agencies: Community Housing and Services, Inc. and Transitional Housing, Inc. merged to become Porchlight, Inc. and Briarpatch merged with Community Adolescent Programs to become Youth Services of Southern WI.

The Consortium meets on a monthly basis; the meeting coordinator/facilitator responsibilities are shared by all of the agencies involved. Dean Loumos, Housing Initiatives served as chair in 2003. A list of current Consortium participants follows on page 6.

What follows is a diagram of the Dane County Continuum of Care which indicates how homeless and those at risk of homelessness access housing and services from the agencies in the Consortium.

# DANE COUNTY HOMELESS CONTINUUM OF CARE

## DANE COUNTY HOMELESS SERVICES CONSORTIUM





**The agencies/funders/advocacy groups that comprise the Dane County Homeless Services Consortium are:**



- |   |   |
|---|---|
| AIDS Resource Center of Wisconsin                                   | Porchlight  |
| ARC Community Services  | The Salvation Army  |
| City of Madison CDBG Office   | Society of St. Vincent de Paul/Port St. Vincent             |
| City of Madison Housing Operations (CDA)                            | Society of St. Vincent de Paul/Seton House                  |
| Community Action Coalition for South Central Wisconsin, Inc. (CAC)  | SOAR Case Management Services, Inc.                         |
| Dane County CDBG Office   | Tellurian UCAN  |
| Dane County Housing Authority                                       | Tenant Advocacy Group                                       |
| Dane County Human Services  | Tenant Resource Center (TRC)                                |
| Dane County Parent Council  | United Way of Dane County                                   |
| Dane County Veterans Services                                       | Veterans Assistance Foundation                              |
| Domestic Abuse Intervention Services (DAIS)                         | VIP of Dane County  |
| Giving Back   | William S. Middleton Memorial Veterans Hospital             |
| Hope Haven-REBOS, United  | Wisconsin Department of Corrections                         |
| Housing Initiatives Inc.  | Wisconsin Department of Veteran Affairs                     |
| Interfaith Hospitality Network (IHN)                                | Wisconsin Department of Public Instruction                  |
| League of Women Voters of Dane Co.                                  | Wisconsin Division of Housing and Intergovernmental Affairs |
| Legal Action of WI  | Women's Transit Authority                                   |
| Madison Jobs and Housing Partnership                                | Women in Transition   |
| Madison Metropolitan School District Transitional Education Program | Youth Services of Southern Wisconsin                        |
| Madison Urban Ministry  | YWCA of Madison   |
| Middleton Outreach Ministry (MOM)                                   |   |

# Who Are the Homeless Served in

## Dane County?<sup>8</sup>



- The largest subpopulation of homeless is **children**; they make up 38% of the total homeless population. In 2003, 1,353 children with their families and 69 unaccompanied youth spent at least one night in emergency shelter and 350 children with their families and 2 unaccompanied youth spent at least one night in transitional/permanent supportive housing.
- Seven of ten people in shelter describe themselves as non-white with African Americans making up 59% of those served in shelter.
- While 58% of those served report that their current homeless episode has been **less** than one month (59% of families, 60% of single men and 53% of single women), 15% indicate that they have been homeless for **more** than six months (11% of families, 12% of single men and 23% of single women).
- Nearly half (45%) of **families** report the reason for seeking shelter was the threat or fear of violence. Single women also report that the threat or fear of violence as the number one reason for seeking shelter. One of four single men report that being in transit or being transient is their reason for seeking shelter. Conflicts with family or roommates was the reason given for seeking shelter for 67% of unaccompanied youth.
- Prior to seeking shelter, 67% of families, 52% of single women and 53% of single men report being **doubled-up** with friends or family.
- Prior to seeking shelter, 19% of families, 24% of single women and 29% of single men report **living on the street or in a vehicle**. In real numbers, 94 households with children, 101 single women, and 191 single men reported living on the street or in a vehicle prior to coming to shelter.
- Families who seek shelter are about equally divided between those who have lived in Dane County for more than two years and those who have lived here less than two years; one in three families have lived in Dane County for less than one month. The trend is nearly identical for single women. Homeless single men were more likely to be new to Dane County – more than half have lived in the area for less than one year, while 46% responded “less than one month”.
- One in four homeless adults reported mental health issues and a little more than one in ten reported alcohol and other drug issues. Twenty-two percent (22%) of homeless families self-report that at least one family member has issues with mental illness, and 11% report issues with alcohol and other drugs.
- At the time of entering shelter and for all sub-populations, 12% report income from wages; 15% report income from social security, social security supplemental income or social security disability; 5% report income from W-2 or TANF from another state; 2% report unemployment income or workman’s compensation; and 66% report no income.
- For **families**, 19% reported earning wages at the time of entry shelter, 17% received social security or income from related programs, and 16% received income from W-2 or TANF from another state.

---

<sup>8</sup> Data collected from 11 shelter programs, 7 transitional/supportive permanent housing programs, and 5 services only programs on a quarterly basis by the City of Madison CDBG Office.

Families were more likely to receive assistance through mainstream programs such as medical assistance (56%), food stamps (62%) and the Women, Infants and Children Program (10%).

- For **single women**, more than one in four received income from social security, social security supplemental income or social security disability income. For **single men**, less than one in ten have wages or receive income from social security at the time of entry into shelter system.
- Eight percent (8%) of homeless adults are **veterans**.

# Families, Youth and Children in the Shelter System



There were 495 families (1,701 individuals) served in 2003 by Dane County shelters. The Salvation Army, DAIS and YWCA provide beds on-site in their shelters; Interfaith Hospitality Network serves families in beds at its network of Dane County faith congregations. Hope House provides short-term beds for young single women with children enrolled in Head Start. The number of individuals in families decreased from 2002. It is anticipated that the decrease was due primarily to the changes made in the length of time (from 30 days to 90 days) that families were allowed to stay at the shelter at one time.



|  | 1997  | 1998  | 1999  | 2000  | 2001  | 2002  | 2003  |
|--|-------|-------|-------|-------|-------|-------|-------|
| Number of <b>Individuals in Families</b> in Shelter <sup>9</sup> | 2,796 | 3,147 | 2,995 | 2,025 | 1,865 | 1,928 | 1,701 |
| Number of <b>Families</b> in Shelter                             | 651   | 601   | 684   | 595   | 593   | 568   | 495   |

In 2002, the number of days that a family was allowed to remain in shelter was 30 days. This number was determined by the primary funder of emergency shelter, Dane County Human Services. While there are some exceptions (i.e., pregnancy, caring for an infant), since 1988 the majority of the individuals in families stayed 30 days or less in shelter with a lifetime limit of 90 days. In 2003, Dane County Human Services, working with The Salvation Army, changed the length of time that a family could spend in shelter to 90 days at one time but maintained the lifetime limit in shelter of 90 days. While there were fewer families served in shelter in 2003, the number of people who were turned away without shelter has increased

|  | 1997  | 1998  | 1999  | 2000  | 2001   | 2002  | 2003  |
|--|-------|-------|-------|-------|--------|-------|-------|
| Number of <b>Individuals in Families</b> Turned Away without Shelter <sup>10</sup> | 1,794 | 4,116 | 5,045 | 9,903 | 9,9107 | 7,196 | 7,855 |

In 2003, 7,855 individuals in families were turned away without shelter or without a voucher. This is an increase from the 7,196 that were turned away in 2002. As a result of the limited number of shelter beds available for families, 16% of those who were turned away from shelter were done so because they had somewhere else they could stay that night or some money to self-pay in a motel. Two percent (2%) were otherwise in eligible per the shelter program's

<sup>9</sup> According to The Salvation Army staff, approximately 85% of the families who receive a vouchers for shelter in a local motel eventually become shelter residents. In order to minimize the change of an inflated number of persons in shelter, 15% of the number of individuals/families who receive motel voucher is added to the number of persons/families receiving shelter to reach a total number sheltered.

<sup>10</sup> In 1997-1999, data on families and single women turned away was combined. While agencies attempt to minimize duplication, it is possible that a family who is in shelter may have also been turned away at an earlier time and thereby counted twice.

requirements and 1% declined the shelter available. The primary reasons for individuals in families being turned away without assistance is a lack of shelter space or lack of funds to pay for motel vouchers which was the case for 81% of those turned away from shelter in 2003.

A large majority of families in shelter identify themselves as non-white. In 2003, 84% reported being non-white. Of those persons in shelter, 74% were African-American, 20% were Caucasian (with 4% Hispanic), 4% were mixed race, and less than 1% each for American Indian, Pacific Islander, and Southeast Asian.

The number of large families (those families with five or more members) has been declining over the last few years. In 2003, there were 20 large families compared to 30 large families in 2002 and 42 large families in 2001. In 2000, there were 49 large families compared to 147 large families served in the shelter system in 1999, 210 large families in 1998 and 186 large families in 1997. While the numbers continue to decline, large families continue to be challenging for shelter managers because of the amount of space that one family needs and the number of issues and problems that large families can present.

Seventy-nine percent (79%) of the families served in shelter were headed by single females.

More than half of all the families served in 2003 (59%) reported that their current episode of homelessness has been less than one month. However, 29% reported that they have been homeless more than one but less than six months, and 11% reported that they have been homeless more than six months.

For families, the primary reason given for seeking shelter was the threat or fear of violence, followed closely by evicted or lease not-renewed.

The number of families who are relatively new to Dane County, in this case those who have lived in the county for less than one year, has remained slightly over half of those families who are homeless. In 2003, 51% have lived in the county for less than one year while 48% have lived in Dane County for over one year. During the same time period, one-third (33%) of all homeless families seeking shelter reported living in Dane County for less than one month. This is slightly down from 34% in 2002 and 39% in 2001. At the other end of the spectrum, 41% of homeless families reported living in Dane County in 2003 and 42% in 2002 for over two years.

|   | 1997 <sup>11</sup> | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 |
|---|--------------------|------|------|------|------|------|------|
| Number of Families residing in Dane County <b>less</b> than one year. | 54%                | 50%  | 53%  | 46%  | 53%  | 50%  | 51%  |
| Number of Families residing in Dane County <b>more</b> than 1 year.   | 45%                | 48%  | 46%  | 54%  | 47%  | 50%  | 48%  |

<sup>11</sup> Numbers/percentages for 1997-1999 include single women in the family category. For these three years, the number of single homeless women was relatively small – 467, 436, 445 - compared to families – 963, 898, 1,012.

For those families who find temporary housing at one of the Dane County emergency shelters, key services are provided to enable the family to get back to housing independence. The ratio of case managers to families in need varies by program. For example, Interfaith Hospitality Network shelter case manager provides services to approximately 6-8 families at one time; YWCA provide services to approximately 12 families; The Salvation Army per each case manager, provides services to 10-14 families; and Domestic Abuse Intervention Services provides services to 4-10 families. In addition, all of the shelter case managers provide follow-up services to families who have moved out of shelter in an effort to improve the chances that the families will be successful.

Case management services at family homeless shelters include:

- shelter and basic necessities;
- assessment of issues presented by the family;
- development of a service plan to address the barriers to stable housing;
- case management and referrals for services;
- substance abuse services;
- mental health and dual diagnosis services;
- on-site medical clinic, child care and special activities, legal assistance, employment assistance, adult education/training, and recreation;
- on-site food pantry;
- assistance with transportation;
- tenant education workshops that provide information on rights and responsibilities;
- financial assistance to help pay application fees and security deposits; and
- linkage to permanent affordable and supportive permanent and transitional housing.

**Personal Stories: Miss Kate**

Miss Kate came to Madison from Mississippi last summer with her two teenagers. She was fleeing a violent relationship and heard good things about Madison from her oldest son who lives in town. She wanted to start a new life for herself at 55 years of age. Miss Kate had worked the fields for years in Mississippi, and as a result suffers from many physical health problems that are barriers to employment. In addition, Miss Kate can't read or write. Unable to find work, Miss Kate enrolled in the W2 program and was placed on W2-Transition tier. While in the Interfaith Hospitality Network shelter, she worked with an SSI advocate who helped her fill out her SSI application. Obtaining housing proved difficult for Miss Kate: she had a small income (\$628 per month) and her housing history in Mississippi was difficult to verify. With advocacy and persistence, Miss Kate was approved for public housing with the City of Madison and moved into her apartment in September of 2003. Miss Kate and her kids volunteered to be a part of IHN's Housing Stabilization Case Management program after leaving shelter. This program involves working weekly with a case manager to maintain housing and achieve desired family goals. Miss Kate identified goals in the areas of health, literacy, kids' schooling, benefits, and housing. Although first denied for SSI, Miss Kate appealed the denial and was approved for SSI in November of 2003. She now has stable income and her first checking account.

***Children in Shelter***

There were 1,131 children in 495 families who stayed at least one night in an area shelter in 2003. In addition, 239 children in 100 families spent at least one night in transitional housing.

|                                       | 1997  | 1998  | 1999  | 2000  | 2001  | 2002  | 2003  |
|---------------------------------------|-------|-------|-------|-------|-------|-------|-------|
| Number of <b>Children</b> in shelter. | 1,966 | 2,058 | 1,522 | 1,242 | 1,121 | 1,233 | 1,131 |

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 Transitional Education Program (TEP) to provide homeless children the same opportunities to education as other children. TEP, which includes special teachers, social workers and educational assistants, operates in three elementary schools - Emerson, Marquette and Lapham - and one middle school - Georgia O'Keefe. In addition, there is the Collaborative After School Program of Education and Recreation (CASPER) to provide a safe place for homeless children after the school day is over. The children served at these schools are generally those who are stay in shelter and motels and are new to Madison schools. In addition to these four schools, there are a number of children whose parents do not have a permanent address, and these students attend most, if not all, of the other MMSD elementary, middle and high schools. During the time that these children's families move from one temporary residence to another, MMSD provides transportation so as to provide stability in the child's school day.

According to MMSD staff, there were approximately 400 homeless students receiving assistance from the Madison schools system for the period 9/02/03 through 3/31/04. Of those assisted, 238 were elementary students, 95 were middle school students and 67 were high school students.

### *Teenagers in Shelter*

In 2003, 134 homeless teens received shelter and services at Youth Services of Southern Wisconsin (YSOSW) - Briarpatch Division, the primary service provider for unaccompanied homeless youth in Dane County. YSOSW operates a 24-hour Help Line for teens and their families and offers face-to-face counseling at its office seven days per week. According to YSOSW, they had contact with 167 teens who were either runaway/homeless or "throwaway", meaning that had no family with whom to live. YSOSW provided shelter for 57 homeless teens through their volunteer host homes and at the YWCA shelter. The number of homeless unaccompanied youth has seen a nearly steady rise since 1999. Forty-six (46) of these youth indicate that prior to coming to YSOSW for shelter, they lived in vehicles or on the street. The majority indicate that they are seeking shelter as a result of family or roommate conflicts. Of those youth served, 45% describe themselves as non-white; 35% are male and 65% are female.



|   | 1999 | 2000 | 2001 | 2002 | 2003 |
|---|------|------|------|------|------|
| Number of Homeless Youth receiving shelter and services | 12   | 32   | 80   | 77   | 134  |

According to YSOSW - Briarpatch staff, an increasing number of teens live or spend a substantial amount of time on the street away from home without parental supervision and are highly vulnerable. They may be exploited by dealers of illegal drugs, or become victims of street violence or members of gangs which provide protection and a sense of extended family. They may be drawn into shoplifting, survival sex or deal drugs in order to earn money for food, shelter, clothing and other daily expenses. YSOSW operates a Street Outreach Program

(SOP) to connect teens to housing, services and support networks. The program employs one full-time staff person and a number of trained volunteers who are on the street. Outreach workers provide youth with personal care items, STI/HIV prevention supplies, referrals to meal sites, talk with teens about alcohol and other drug abuse issues, link them with counseling resources and provide informal case management. Many of the outreach activities are conducted in the downtown/State Street area. Staff and volunteers also meet with “street youth” at East and West Towne malls, neighborhood areas (e.g. Allied Drive, Broadway-Lakepoint, Badger-Magnolia, along East Washington Avenue, and Williamson) and bus transfer points. In 2003, SOP spent 1,862 hours providing information and services to 1,569 youth (defined as 19 years old or younger). Of those youth on the street, 52% identified themselves as African American, 41% as Caucasians, and the remaining youth identified themselves as Other.

Homeless teenagers are a population that agencies agree is under-served. Some youth are not able to return home because of safety concerns. Unaccompanied youth under the age of 18 years old are often caught between two systems designed to offer assistance. They are considered by law to be under-age and are therefore designated to be part of the state/county child welfare system. In reality, the demands on that system (i.e. foster care) often create circumstances that make it difficult to serve 16 and 17 year olds. Unaccompanied youth cannot legally sign a rental lease so it is not likely that they are accepted into programs that provide rental subsidies.

Many of the teens who need shelter are those in foster care who have turn 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. After turning 18 years of age, many of these formerly in foster care find themselves in the shelters that serve adults.

The YWCA is able to provide shelter for homeless young women under the age of 18 because some staff are licensed as foster parents. YSOSW provides case management and referral services to homeless teenagers but currently is only able to provide very limited shelter in its volunteer host homes.

#### **Personal Stories: Lisa**

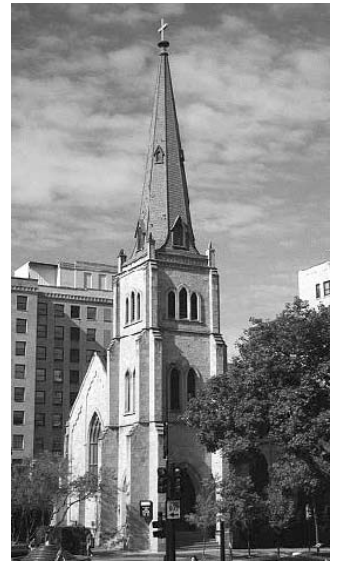
Lisa and her two-year-old son came to the YWCA shelter in January of 2003 after being homeless and having no place to go. Lisa was eighteen and had escaped an abusive relationship and housing situation. Her son had many health issues, which made it difficult to work or finish school. Despite being homeless Lisa had dreams and goals for herself and her son. She wanted to find a safe place to live, finish high school and eventually go to school to become a nurse. She was very concerned with her son’s health and getting him the care he needed. Lisa applied for and was accepted into the YWCA Third Street program. Lisa’s goals revolved around going back to school and taking advantage of programs, which would help her move closer to her goal of nursing. She completed her HSED and then completed a pharmacy technician certification program and got a job in the field. She started taking a few classes through UW. She enrolled in the MATC certified nursing assistant class as a prerequisite to nursing. She hopes to begin school in the fall to get a degree in nursing. Lisa’s son is thriving and healthy due to her persistent efforts with the medical community and her ability to provide him with a safe, stable and affordable place to live. Lisa is waiting to hear about an apartment and has a very good chance of getting it with her good reference from the YWCA.



# Single Men in the Shelter System



In 2003, 793 single men slept in a bed at the Drop-In Shelter or Safe Haven. Port St. Vincent also sets aside a limited number of beds (6-10) to be used as short-term shelter. The number of homeless single men who seek shelter has declined over the last seven years. The Drop-In Shelter, located in the lower level of Grace Episcopal Church, is the largest of the shelter facilities. During the cold months, the men’s Drop-In Shelter expands to provide a total of 110 beds with the nearby St. Johns Lutheran and St. Raphael’s Catholic churches. Safe Haven is a “soft entry” shelter for homeless individuals with mental illness. A total of 14 beds are available to serve both single men and women. The length of stay at the Drop-In Shelter is generally restricted to 45 days during a twelve-month period that begins in November of each year. According to Porchlight staff, the 45 night limit is often waived on very cold and inclement nights. Safe Haven and Port do not have any restrictions on the length of time a person can stay in the shelter other than the funder restriction that the beds used as transitional housing be occupied by the same person no longer than 24 months. The average number of days spent in shelter has increased over the years from 26.4 days in 1997 to 37.3 days in 2003.



|                                  | 1997  | 1998  | 1999  | 2000  | 2001  | 2002 | 2003 |
|----------------------------------|-------|-------|-------|-------|-------|------|------|
| Number of Single Men in shelter. | 1,397 | 1,301 | 1,046 | 1,087 | 1,016 | 939  | 793  |

The number of single men who are turned away from shelter is comparatively smaller than individuals in families turned away without shelter. In 2003, 406 men were turned away without shelter; 275 were turned away because they had used up the days available to them. While the number of single men turned away from shelter has fluctuated, it is down significantly from a high of 1,684 men in 1999. Reasons for being turned away without shelter have only been reported since 2000 and they show that 70% were turned away because they had used days available to them, 23% because there was no shelter space available, 5% because they were under the influence, and 2% for “other” reasons.

|  | 1997  | 1998  | 1999  | 2000 | 2001 | 2002 | 2003 |
|--|-------|-------|-------|------|------|------|------|
| Number of Single Men turned away from shelter. | 1,615 | 1,488 | 1,684 | 281  | 265  | 408  | 406  |

The primary reasons that single men give for seeking out shelter are being “in transit” or transient (28%) and family/roommate conflicts (26%).

Fifty-five percent (60%) of homeless single men have been homeless for less than one month, 26% have been homeless for one to six months and 12% have been homeless for over six months.

In 2003, 71% of homeless single men reported living in Dane County for less than one year. Of the total of single men, 57% reported having lived in Dane County for less than one month.

The number of homeless men who are new to Dane County has continued to rise from 49% in 1997 to 57% in 2003. This is consistent with the reason most reported for seeking shelter is being in transit or transient.

|   | 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 |
|---|------|------|------|------|------|------|------|
| Number of Single Men residing in Dane County <b>less</b> than one year. | 61%  | 61%  | 67%  | 62%  | 64%  | 68%  | 71%  |
| Number of Single Man residing in Dane County <b>more</b> than 1 year.   | 39%  | 40%  | 33%  | 38%  | 36%  | 32%  | 29%  |

In previous years (1997-2001), single men were the most likely of the shelter populations to have high instances of alcohol and other drug use with one out of three (33%) men reporting that they have an alcohol or drug abuse problem and one out of four (25%) reporting a problem with mental illness. In 2002 and 2003, the numbers of single men identifying themselves as having issues with mental illness and/or alcohol or drug abuse declined significantly (i.e., 19% and 12% identified mental illness and 13% and 7% identified alcohol or drug abuse). The trend is unclear. Whether the results from single men who self-reported issues with alcohol and other drug and/or mental illness were overstated in previous years, understated in recent years, or some other combination of factors represent a significant trend away from untreated mental illness and/or addictions in those seeking shelter.

About one half (49%) consider themselves non-white, with the largest group being African American.

Sixteen percent (16%) of homeless single men are veterans, more than the 11% in 2002 and less than the 17% in 2001. Eight percent (8%) of homeless single men are on probation or parole.

Nine percent (9%) of homeless single men earn wages at the time that they enter the shelter, and 9% receive Social Security, SSI or SSDI.

Before coming to shelter, 50% of single men doubled up with friends or family. Twenty-nine percent (29%) lived on the street or in a vehicle, which is an increase from 2002.

### ***Outreach Services***

During the summer of 2003, the City of Madison, with Dane County, the United Way, and local businesses, funded a homeless outreach program for the Downtown/State Street area. While this program does not serve exclusively single men, the majority of those receiving services are homeless single men or single men who might sporadically find housing, spend a majority of time in the Downtown/State Street area. The program was designed by an Advisory Committee consisting of representatives of Downtown Madison, Inc., Greater State Street Business Association, Downtown BID (Business Improvement District) Board, The City of Madison, Dane County, the United Way, homeless services providers, UW-Madison, and overture Center for the Arts. The program had three goals: 1) Connect mentally ill, addicted and/or homeless individuals with services such as treatment, counseling and housing; 2) Reduce disruptive behaviors exhibited by some street people in the downtown area; and 3) Educate the public on issues surrounding homelessness and street people.

Downtown businesses took an interest in the educational component of the program. With the assistance of local design professionals, focus groups were held (including one held at the Grace Drop-In Shelter), materials were tested, and final campaign called Reach Out was created. It included information on how people could get involved to eliminate homelessness and where those who called the streets home could find food, housing, and services.

The City contracted with Tellurian UCAN and Youth Services of Southern Wisconsin – Briarpatch Division to provide services Monday through Saturday from approximately 11:00 am through 9:00 p.m. Of the six individuals who were hired by Tellurian and Briarpatch, all had previous experience with homelessness working with street people; some had had previous issues with AODA and mental illness. During the summer and early fall months, the Reach Out workers were able to move 27 individuals from the street into housing or residential treatment. Aggressive panhandling was reduced by 290 hours by engaging the panhandler in some type of positive interaction. A pre- and post-test was conducted of 100 State Street “customers” to measure any changes in perception of the Downtown/State Street area. In the post-test, respondent indicated that they were “less likely” to give money to a person panhandling on State Street; “more likely” to say that they felt safe in the area; and that the perception of panhandling in the Downtown/State Street area was “less aggressive”.

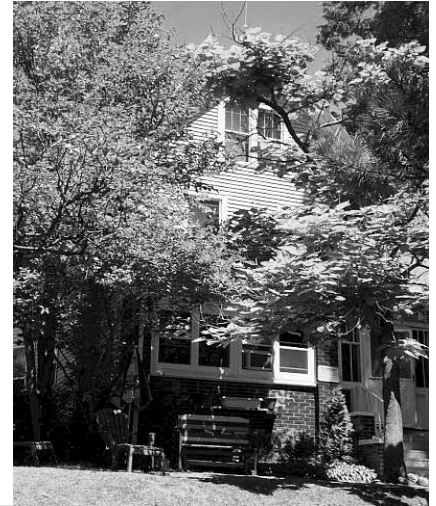
#### **Personal Story: Jerome**

Jerome is a lifelong Madison resident that has suffered from depression over the course of his life. Jerome’s struggles with mental health issues became such a significant barrier in his life that he became homeless. This experience led him to Porchlight’s Drop-In Shelter at Grace Church. While at the shelter he was referred to Safe Haven, Porchlight’s shelter for homeless adult men and women with mental illness. Jerome moved into Safe Haven and began to connect with community resources to bring stability back to his life. After a short time in Safe Haven, Jerome was able to obtain a place to live in a Housing Initiatives property. Jerome has progressed significantly since his stay at the Drop-In Shelter. In fact, Porchlight now employs Jerome as a night manager at the shelter.

# Single Women in the Shelter System



In 2003, 535 single women slept in a bed at one of the Dane County shelters serving women: Domestic Abuse Intervention Services (DAIS), The Salvation Army, Safe Haven or the YWCA. In 2003, the number of single women staying in shelter continues to increase from 1997. While the number of homeless single women was once significantly lower than the number of single men (e.g. in 1997 there were 1,397 single men and 467 single women), the gap has decreased.



|                                    | 1997 | 1998 | 1999 | 2000 | 2001 | 2002 | 2003 |
|------------------------------------|------|------|------|------|------|------|------|
| Number of Single Women in shelter. | 467  | 436  | 445  | 416  | 453  | 481  | 535  |

Prior to 2000, the number of single women was combined with those of adults with children so we do not have data to indicate the number of single women turned away without shelter. Since then, the number of single women turned away without shelter has fluctuated over the years to 327 single women turned away in 2003.

|   | 2000 | 2001 | 2002 | 2003 |
|---|------|------|------|------|
| Number of Single Women turned away from Shelter | 307  | 418  | 306  | 327  |

The primary reasons given by homeless single women for seeking shelter were the threat or fear of violence (20%), roommate or family conflict (19%), in transit or transient (14%), low or no income (13%) or non-renewal of lease (12%).

In 2003, single women as a group, were homeless for longer periods of time than single men or families. Fifty-three percent (53%) of single women reported homeless episodes of less than one month, 23% reported episodes of one to six months, and 24% reported homeless episodes of over six months. This compares with 11% of families and 12% of single men who were homeless more than six months.

It is about evenly split between the women in shelter who are new to Dane County and those who have lived in Dane County for one year or more; about one in three (36%) have lived in Dane County for less than one month at the time they sought shelter. Since 2000, the trend appears to be that fewer homeless women seek shelter as a result of relocating from another community.

|   | 2000 | 2001 | 2002 | 2003 |
|---|------|------|------|------|
| Number of single women residing in Dane County <b>less</b> than one year. | 51%  | 54%  | 51%  | 49%  |
| Number of single women residing in Dane County <b>more</b> than 1 year.   | 49%  | 46%  | 49%  | 51%  |

Single women are more likely to suffer from mental illness than single men. Nearly half (49%) of single women self-report that they suffer from mental illness, and 29% report having issues with drugs and/or alcohol (AODA). About the same number of women reported mental illness and AODA issues in 2002 and 2001. Case managers report that the number of women with substance abuse and mental health issues is probably higher than reported by the women during the in-take process. They also report that a high number of these women who are homeless and suffer from substance abuse and mental illness have a history of past sexual abuse in common.

One in four homeless single women report receiving social security and/or social security disability income when entering shelter which is consistent with the high number of women reporting mental health issues.

About half (52%) of single women report that they doubled up with friends prior to coming to shelter; one in four (24%) reported sleeping in a vehicle or on the street.

A number of women in shelter were actually custodial parents prior to their homelessness, according to shelter staff. While the exact number is not collected, some women come to single shelter after finding short-term housing for their child(ren).

#### **Personal Story: Myra**

Myra first came to Porchlight when she resided at Safe Haven, the shelter for homeless men and women with mental illness. She had just arrived in Madison after living in New York for four years. At the time, Myra was physically ill, exhausted, and greatly in need of shelter. Very motivated, Myra quickly obtained independent housing in the community, and moved out of Safe Haven within a month. She continued to stop in at Safe Haven and the staff began to see some signs that Myra was having difficulties. Symptoms of her mental illness were emerging and there were signs that she was self medicating with alcohol and tobacco. These behaviors led her to being evicted from her apartment and reapplying to Safe Haven. After being seen at the Safe Haven Volunteer Psychiatric Clinic, Myra agreed to try some new medication in low doses. She was very worried about the possible side effects and changes in her energy after having some negative experiences with medications in the past. Despite her hesitation, Myra tried some medications and found that they helped her with what she described as panic attacks, and the times when she made decisions very quickly with out thinking things through first. After two months of stabilizing at Safe Haven, Myra was accepted into Porchlight's STABLE program and started working with SOAR case management. After two months at Safe Haven and the newfound support of the community, she began to feel that her chances of succeeding were much improved. Myra now has stable housing and an active and healthy lifestyle.

# Transitional and Supportive Permanent Housing in Dane County



In 2003, 1,673 single men, women and individuals in families found housing and received case management services in one of Dane County's 701 transitional or supportive permanent housing units<sup>12</sup>. Of those in transitional/supportive permanent housing, the number of individuals is approximately \*\*\*two-thirds individual single men and



women and one-third individuals in families. Some of these units offer specific support services for individuals with special needs such as mental illness or alcohol and other drug issues. Some units are available that support a sober life style. Other units provide general support services. All transitional/supportive permanent housing programs include supportive services, though they may fluctuate in frequency and length of contacts. The provision of case management 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.

Transitional units are intended to provide a stable environment in which an individual or family can get back on their feet, strengthen their skills to live independently, and move to permanent housing, thereby freeing up the unit for another household with similar needs. The major difference between transitional and supportive permanent housing units is the length of time that the tenant is allowed to occupy. There is no time limit for supportive permanent housing, other than limits set by the program rules, and there is a 24-month limit on transitional housing.

---

<sup>12</sup> The number includes those agencies who report only on an annual basis the number served, with the data from the Consortium agencies that report on a quarterly basis.

Prior to coming to housing, individuals report that they last slept in an emergency shelter (37%), doubled up with friends or family (25%), in a residential treatment facility (18%), or on the street or in a vehicle (10%). The majority of individuals move directly from homelessness to transitional or supportive permanent housing, bypassing the emergency shelter.

The primary reasons that people seek transitional/supportive permanent housing vary.

Fifty-four percent (54%) report that they suffer from a mental illness, and 34% report issues with alcohol and other drug abuse. Single adults are more likely to struggle with AODA and mental illness issues.

Eighty-four percent (84%) of those in transitional or supportive permanent housing report an income either from wages (38%), from Social Security and Social Security Disability Income (41%) or from the W-2 Program (5%).

There are two types of transitional and supportive 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 bedroom apartments to accommodate singles or families.



The SRO buildings may be owned by a non-profit agency that provides case management, may be privately owned and a case manager is contracted for by the County or other entity, or may be privately owned with no special support services. There are a total of 440 SRO units owned and/operated by non-profit agencies that specifically serve homeless individuals and/or families. Some of the non-profit agencies with larger properties offering SRO housing are Porchlight, Inc. - Community Housing and Services - 165 rooms for single men and women and YWCA of Madison - 106 rooms for single women. There are an additional 437 SRO units that are owned privately or by a non-profit agency whose mission is not to serve primarily homeless individuals. One of the largest owners of SRO properties is Madison Community Co-op; MCC owns 164 units for men and women, students and non-students.

The units that are efficiency, 1, 2, 3, or 4 bedrooms may also be owned or leased by a non-profit agency or privately owned with case management provided by either the non-profit agency or the County. There are a total of 145 units operated by homeless non-profit agencies. Some of the larger agencies providing supportive housing units are Porchlight, Inc. - 55 units for single adults and families; and Tellurian UCAN, Inc. - leases 50 units for families.

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:



**232 Beds/Units for Single Men<sup>13</sup>**

- 104 SRO beds for single men
- 9 units for single men
- 85 SRO beds for single men w/ AODA issues
- 16 SRO beds for single men w/mental illness
- 14 SRO beds for single men w/ AODA issues and mental illness
- 4 units for single men w/ AODA issues and mental illness

**280 Beds/Units for Single Women**

- 157 SRO beds for single women
- 8 units for single women
- 64 SRO beds for single women w/ AODA issues
- 15 SRO beds for single women w/mental illness
- 26 units for single women w/mental illness
- 10 SRO beds for single women w/ AODA issues and mental illness

**114 Beds/Units for Families**

- 18 SRO beds for single women with one child
- 2 units for families with mental illness
- 94 units for families and couples

**30 Beds/Units for Other Special Needs Housing**

- 23 units for singles and families with HIV/AIDS
- 7 beds for single men who are veterans

**Personal Stories: Marta**

Marta, a single mother with one child, moved to Madison from Jacksonville, Florida in June of 2001. She took a part-time job as a waitress. She quickly began filling out applications for housing. She literally applied every place in Madison but due to little income and a previous eviction on her record, no one would rent to her. Marta and her child found themselves homeless. However, she didn't allow being homeless to set her back in any way. She moved in temporarily with a friend in August of 2001. In order to have a better future for her family, Marta enrolled at MATC full-time majoring in human services. She applied for childcare assistance with Dane County Human Services, enrolled in Head Start and began to focus on housing once again. Even though Marta was enrolled in school full-time and working part-time at Tellurian, she still didn't have her own home. A friend told her about an organization that could help her find housing. Desperate and eager to find housing, Marta contacted Porchlight. She came into the office and was interviewed. Later that week, she was notified that she had been accepted for a transitional two-bedroom unit in east Madison. Finally, in December of 2001, after being homeless for six months, Marta had a place to call home. Before long Marta was able to purchase a vehicle to travel to school and work. In October of 2003, eighteen months after moving into transitional housing, Marta and her son moved into a permanent two-bedroom apartment located in the Truax neighborhood - a perfect location for Marta because she could now walk to school located across the street. Marta still attends MATC full-time and will graduate in May of 2004. She also is an intern this semester at Community Partnership where she works with teens. And despite a busy schedule, Marta still finds time to volunteer at Head Start.

<sup>13</sup> Many programs accept both men and women. For this list, the units for men or women have been divided equally. In reality, there may be more men than women housed at any one time.



### **Personal Stories: Kathleen and Jason**

Kathleen and Jason came to Madison from Virginia after Jason received a medical discharge from the military due to a back injury. Kathleen had been raised in Madison and her parents and siblings still lived here, so they made a decision to move back here after some financial setbacks in Virginia. They realized the importance of having the support and love of family nearby, and knew their kids would receive a quality education here. While they stayed with family, they began to apply for housing, but faced obstacles they didn't anticipate. In Virginia they had been renting a house with first-option-to-buy, paying \$600 a month for rent, paying all utilities, and doing maintenance at the unit. The person they were renting from was a fellow military colleague. In fact, he had been Jason's supervisor. One fourth of the rent was going toward a down payment and they had already paid \$3,000 down. After not hearing from the landlord for months, things took a bad turn when Will and Chris received a letter from an attorney in which they were told they had 2 weeks to vacate. No explanation was provided except that the house was being taken over by a mortgage company. Sometime later, they received a letter from a Bankruptcy Court in Florida saying they could not pursue the landlord for any monies owed. When Kathleen and Jason came to interview with Porchlight they had good past landlord references and they both had found jobs in Madison. Their credit history, however, was dismal and therefore were not having any luck finding housing. Porchlight gave them an opportunity; Kathleen and Jason were accepted for one of their three-bedroom units on the city's northeast side. They did well in the program, struggling with paying rent a few times due to Will being laid off from his job. Their three children are active at school and in Scouts and athletics and both Kathleen and Will are now fully employed.

### **Personal Stories: Miles**

Miles began abusing alcohol and drugs at the age of 12. He dropped out of school at age 17 and joined the service. In the service his addiction worsened as he used drugs to escape reality. Miles firmly believed he'd never live past 30 and his life became "a never-ending search for the next high". He no longer cared for himself, or anyone else for that matter. As the snow began to fly in late 2000, Miles knew he had to do something. He had made it to the age of 40 and knew that he was at the point where he had to decide if he'd live a new life or die from the disease of addiction. He chose to live. Originally from a large, loving family near Madison, he was now living out of his jeep and had lost everything due to his alcohol and drug abuse. His addiction cost him two houses, two marriages and a promising career in management. More importantly, he'd lost his relationship with his family and all self respect. As a veteran, Mark sought out the help of the Veterans Administration (VA) addiction treatment unit. After 6 months of treatment, he moved to REBOS House and, two months later, entered Porchlight's Sobriety Training Orientation Program (STOP). STOP is a recovery house consisting of five formerly homeless men that live together and support one another in the common goal of abstaining from alcohol and drug use. It has been in existence since 1994 and has served over 50 men. The residents can live there up to two years. Porchlight provides services such as weekly house meetings, a variety of social outings and the support of a case manager specializing in alcohol and drug treatment. Miles has learned to use the support of the 12 step program, rely on an AA sponsor and live a spiritually centered life. Most importantly, he learned to deal effectively with emotions and feelings that might cause a relapse. There have been many milestones that Miles has crossed since moving to Porchlight housing. He did so well at STOP that in November of 2002, he "graduated" to the START program, another Porchlight recovery housing program consisting of one bedroom apartments. During this time Miles began working for the VA. He began as a dishwasher in the cafeteria. He is now a manager in their retail shop. In addition, because of his attention to detail and people skills, he was offered and accepted the responsibilities as the building manager of the START building.

## *Other Affordable Housing Units*

In addition to those units mentioned as transitional and supportive permanent housing, 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 cannot 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 2003, according to WHEDA and a survey of property owners, there were 3,395 affordable units available for eligible families, the elderly and the disabled (included mental illness).



**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 2003, according to WHEDA and a survey of property owners, there were 2,556 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



Through the use of publicly and privately funded programs, homelessness for many households has been prevented. There are three programs operated by Homeless Services Consortium agencies that provide financial assistance, as well as support services, for prevention activities. The Tenant Resource Center assists individuals and families through landlord/tenant mediation, case management, information and referral, and direct payments to landlords on behalf of tenants who have received a 5-day notice to vacate their units. The Community Action Coalition for South Central Wisconsin provides case management, budget counseling and financial assistance. Porchlight, Inc. operates the Hospitality House which serves as a day center for homeless and a service provider for persons in need.

According to Consortium agencies' staff, there are many more people requesting assistance than can be helped. For example, in 2003, Tenant Resource Center reports that they fielded \$804,213 worth of requests for eviction prevention assistance (up from \$712,873 in 2001 and \$529,976 in 2000), significantly more than the \$25,000 available for such purpose. Community Action Coalition reports that they are able to provide eviction prevention assistance to only 6% of the households that requested eviction prevention assistance.

### *Tenant Resource Center*

According to the Tenant Resource Center, there were 2,538 scheduled evictions, which is up from 2,490 in 2002 and down from the 2,742 in 2001. Of those who received eviction notices, 727 households, about 1 in 4, inquired about the possibility of working with TRC's Mediation Program. The Mediation Program provides a way for tenants and landlords to discuss the possibilities of reaching an agreement that would provide the tenant the means to avoid an unplanned move from housing. In 2003, 388 mediations took place and agreements were reached between tenants and landlords in 381 cases. An example of an agreement would be the creation of a payment plan for the tenant to repay money owed the landlord, or an agreement for the tenant to modify a behavior to allow them to remain in housing, or an agreement that would provide an agreed upon move out date so as to allow the tenant time to make other housing arrangements. Three hundred and seventy-five (375) of the mediated evictions in 2003 were for non-payment of rent, 98% of the total mediations. The remaining were for evictions related to tenant behavior. For those tenants that participated in a mediation, 280 were households with children, 257 were single adults or couples with no children. Three hundred sixty-one (361) of those who requested mediation services indicated that they would become homeless if the dispute with the landlord resulted in an eviction.

### *Community Action Coalition for South Central Wisconsin*

Community Action Coalition (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 209 households in 2002 by providing budget counseling and paying a portion of back rent (116 households served) or providing a monthly rental subsidy (93 households served),

which allowed the tenant to remain in the unit and avoid eviction. According to the CAC Financial Services Coordinator, 86% of those households served through the eviction prevention program and 90% of those households receiving a monthly rental subsidy 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, Joining Forces for Families and Middleton Outreach Ministry assist individuals and families in an effort to prevent the family from becoming homeless using a combination of public and private funds<sup>14</sup>.

### ***Porchlight, Inc.***

In 2001, Porchlight, Inc. collaborated with two other agencies, The Salvation Army and the YWCA of Madison, to provide comprehensive services to families that were unable to obtain and maintain housing. The DIGS Project was funded for two years with federal funds from HUD and included assessment, financial assistance, case management, and tenant education. When the federal funds were exhausted, Porchlight opted to maintain its part of the collaboration, assessment and financial assistance, and continued to provide financial assistance and support services as part of the offerings at Hospitality House. In 2003, 1,027 households received a total of \$268,432<sup>15</sup> in assistance. Porchlight funded this project through a combination of public sources and faith communities.

In addition to the agencies mentioned above, Middleton Outreach Ministry (MOM) provides assistance to persons who live in Middleton or who will move to Middleton and are in need of basic services such as housing, food and employment.

---

<sup>14</sup> The private fund pool is made up primarily of church contributions.

<sup>15</sup> This is the total amount; includes not only eviction prevention payment to landlords, but also security deposit assistance, utility payment assistance, and other financial assistance deemed appropriate in order to assist the household to obtain or maintain housing.

# Creating Affordable Housing



## Housing Gaps

It is often repeated within the community of homeless service and housing providers that there are not enough affordable housing units available for the people that they serve. While this is clear on an antidotal basis, it is complicated as there are many variables (i.e. what is affordable, where are the units located). There may be units that are affordable (i.e. the rent is at or near 30% of the household’s income) but can not be accessed by the homeless households as a result of poor rental history, no employment source/underemployed, or bad credit. The following table takes the information gathered by Consortium agencies and compares it to the number of units listed in the housing inventory (see Appendix A) to determine whether the demand can be met by the current supply or whether additional units are needed. One of its limitations is that it only includes those households who requested shelter and does not include many of those who are doubled-up with friends and family.

|  | Families w/Children | Single Men    | Single Women | Unaccompanied Youth |
|--|---------------------|---------------|--------------|---------------------|
| Number of Homeless Households Served in shelter                            | 495                 | 793           | 535          | 69                  |
| Number of Homeless Households Who Requested & Turned Away w/o shelter      | 3,456 <sup>16</sup> | 532           | 147          | 8                   |
| Number of Homeless Households Served in trans/ perm housing                | 100                 | 347           | 137          | 0                   |
| <b>Total Homeless Households</b>   | <b>4,051</b>        | <b>1,672</b>  | <b>819</b>   | <b>77</b>           |
| Number of Transitional and Supported Permanent Housing Units <sup>17</sup> | 125                 | 238           | 286          | 0                   |
| Number of Privately-owned SRO Units <sup>18</sup>                          | 0                   | 158           | 166          | 0                   |
| Number Federally Assisted Housing Units <sup>19</sup>                      | 1,372               | 91            | 89           | 0                   |
| Number of Tax Credit Housing Units   | 1,772               | 17            | 111          | 0                   |
| <b>Total Assisted Housing</b>  | <b>3,269</b>        | <b>504</b>    | <b>652</b>   | <b>0</b>            |
| <b>Gap</b>   | <b>-782</b>         | <b>-1,168</b> | <b>-167</b>  | <b>-77</b>          |

<sup>16</sup> Estimated using the number of individuals in families and dividing by an average family size.

<sup>17</sup> Emergency shelter beds were no included in this count; shelter beds are used for short periods of time (i.e. up to 90 days) which differs significantly from longer-term housing.

<sup>18</sup> Estimated equal division of men and women and discounted properties that indicated predominately student population.

<sup>19</sup> Adjusted the numbers by subtracting units set aside for elderly as less an .01% of the homeless served are over the age of 61.. Units set aside for disabled were estimated: equally divided for men and women.

## *Adding New Supportive Affordable Housing Units*

In order to close the gap between the number of existing rental units that are affordable to many low- and lower- income households and homeless households in need of housing, the non-profit agencies will become housing developers. The reason that the involvement of non-profits is important is that they have the ability to provide the necessary services to homeless individuals in order that they find housing and successfully maintain housing. In 2003, Tellurian, Porchlight, and Housing Initiatives made plans to develop 41 units of rental housing for homeless households which will begin construction in 2004. The funding for these properties is being provided by HUD HOME and Supportive Housing Program dollars, WHEDA, local lenders, and rents paid by the residents. The Second Chance Apartment Project uses existing units to provide housing and support previously homeless families.

Tellurian UCAN is planning an eight (8) unit expansion at its SRO building on Williamson Street. The units will be permanent housing for homeless person with a disability such as mental illness. The first floor of the building will mirror the commercial space in the existing building and will include office space for case managers and possibility other non-profit agencies.

Porchlight is planning a 20 unit building on a site that is currently under negotiation. The property will include 16 permanent units for disabled, homeless individuals, a resident manager, and three units offered at market-rate rent.

Housing Initiatives broke ground on a nine (9) unit building that will include an office space on-site for Housing Initiatives. The permanent units will be available for individuals with mental illness who are receiving case management from other agencies. In 2003, HI was approved to develop an additional two to four units to house individuals with mental illness.

In 2002, the YWCA and Interfaith Hospitality Network (IHN) initiated the Second Chance Apartment Project, which involves local faith communities, both financially and with volunteer mentors, to help families who would otherwise find it difficult to find and maintain housing. The Second Chance Apartment Project helps faith congregations to lease an existing rental unit for a family in the program. The YWCA and IHN provide case management for the family and train mentors from the faith community. These mentors assist the families in a variety of ways unique to each family and faith community. During the last year, five families have been added, bring a total of seven families/faith congregations in the program.

## *Inclusionary Zoning*

The Department of Planning and Development estimates that Madison's affordable housing units are generally concentrated in relatively few neighborhoods. In an effort to increase the number of affordable units and ensure that affordable units are available across the city, the Common Council charged the Madison Housing Committee (and its Affordability Subcommittee) with evaluating Inclusionary Zoning as a tool to produce and disperse affordable housing. During 2003, a number of committees reviewed a number of drafts of proposed language that would use inclusionary zoning as part of a strategy to increase the number of affordable housing units in Madison. In February of 2003, the final version was

adopted by the Common Council that will require developers of ten or more owner-occupied and/or rental units to include units affordable to low- and moderate- income households equal to 15% of the total dwelling units. These units must be in the same development. A developer may request a waiver if they believe the affordable units would be financially infeasible which, if granted, would allow moving the affordable units off-site (within one mile of the development), assign the obligation to provide housing to another developer, and/or make payment to the Housing Trust Fund.

The Mayor's Office estimates that 200-300 new units will be developed per year.

### ***Affordable Housing Trust Fund***

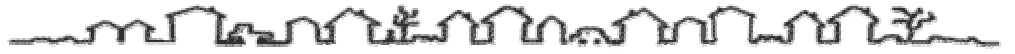
The City of Madison's Common Council created an Affordable Housing Trust Fund that will be a permanent endowment and continually renewable source of revenue to meet, in part, the housing needs of the low income and very low income households of the city. The Trust Fund, will provide loans to for-profit and non-profit housing developers for the acquisition, capital and soft costs necessary for the creation of new, affordable, rental and owner-occupied housing, with preference given to those projects that ensure that the assisted units remain affordable for the longest period possible.

Money to capitalize the trust fund will come from private donations, local and federal funds, and payments in lieu of participation in the City Inclusionary Zoning or Density Bonus program. It is proposed that for any year that the Trust Fund Account balance is less than \$10 million, no more that 25% of the balance may be disbursed as loans.

The Trust Fund is to function as an endowment governed by the City and can be used for capital costs, including the actual costs of constructing units, demolishing or converting existing non-residential buildings to create new affordable units, real property acquisition costs, professional service costs including architectural engineering, planning and legal services. The funds will not be used for the cost of on-going operations. The Trust Fund is now capitalized at \$2 million. One of the first projects to be approved for funding with proceeds from the Trust Fund is the Second Chance Apartment Project. This is a collaborative program with the YWCA and Interfaith Hospitality Network which will use \$98,000 to help purchase rental housing for homeless families.



## Final Thoughts



There are many success stories of how people have made their way from homelessness to stability, but it is rarely an easy journey. For many individuals and families, homelessness is not solved by the presence of housing. Some struggle with addictions or mental illness. For some the financial burden of a large family is over whelming. A combination of factors can make it difficult to maintain permanent housing. Some do not succeed the first time they try. With continued cooperation and communication, members of the Homeless Services Consortium will continue to provide valuable services and shelter for those in need. The Homeless Services Consortium, agency staff, funders and housing advocacy groups 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 housing with supportive services.

Data for this report is primarily 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. The intake form and quarterly reporting form were both designed by members of the Consortium. The aggregate data is sent to the City of Madison 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 sends the packets to each agency in the Consortium for use in grant preparation, planning and fundraising efforts. While this type of data collection tells us about the individuals and families who are served by the Consortium agencies, it has its limitations when attempting to measure the unmet need in the community. Agencies do collect minimal data on the number of people that are turned away from services, such as the reason for denial or refusal of services. Federal and state funders of homeless housing and services are now requiring that agencies receiving funds participate in a Homeless Management Information System. In Wisconsin this system is called Service Point. This is a client-based system rather than a facility based system (i.e. data is collected by individual served rather than by who fills a bed in an agency). It is hoped that the Consortium will be able to improve on the level of duplicated clients and have a better idea of how long single adults and families are receiving continuum of care services or who are on waiting lists. This information will provide additional insight so as to continually improve the service delivery and move towards eliminating homelessness.

# Appendix A

## Housing Inventory<sup>20</sup>

| Emergency Shelter Housing   | Number of Beds            | Primary Customer                                  | Individuals Served in 2003                |
|---|---------------------------|---|---|
| Dane County Parent Council Hope House <sup>21</sup><br>4605 Odana Road      | 6                         | Single women w/ children                          | 20  |
| Domestic Abuse Intervention Services, Inc. (DAIS)                           | 25                        | Single women and families                         | 304                                       |
| Interfaith Hospitality Network<br><i>network of local faith communities</i> | 14                        | Families  | 123                                       |
| Port St. Vincent<br>221 S. Baldwin Street <sup>22</sup>                     | 6-10                      | Single men  | (see same address - Transitional Housing) |
| The Salvation Army Shelter<br>630 E. Washington Avenue                      | 62                        | Families  | 692                                       |
|   | 30                        | Single women                                      | 376                                       |
| The Salvation Army Warming House  | Varies                    | Families and Single women                         | 139                                       |
| The Salvation Army<br><i>housing vouchers for motels or apartments</i>      | Varies                    | Families and Single women                         | 311 <sup>23</sup>                         |
| Porchlight, Inc. Drop-In Shelter<br>116 W. Washington Avenue                | 110                       | Single men  | 737                                       |
| St. John's<br>322 E. Washington Avenue                                      |                           |   |   |
| St. Raphael's<br>222 W. Main Street   |                           |   |   |
| Porchlight, Inc. Safe Haven<br>1738 Roth Street                             | 14                        | Single men and women with mental illness          | 82  |
| Youth Services of Southern WI - Briarpatch<br><i>volunteer foster homes</i> | 11                        | Youth 19 years and under                          | 134                                       |
| YWCA of Madison<br>101 E. Mifflin Street                                    | 30                        | Families<br>Female youth (referred by Briarpatch) | 245                                       |
| <b>Totals</b>   | <b>308+ <sup>24</sup></b> |   | <b>3,163</b>                              |

<sup>20</sup> Emergency, transitional and supportive permanent housing info was provided by non-profit agencies. Information on affordable SRO housing was provided by the City of Madison Building Inspection Unit, the City Assessor's Office and property owners. Information on the address and owner of federally assisted and tax credit properties was provided by WHEDA. Information on the number of persons served or on waiting lists was provided by the property owner/manager. When a property owner/manager did not supply the number of persons served, NA (not available) was used.

<sup>21</sup> Dane County Parent Council was moved to Emergency Shelter category as Hope House and the The Salvation Army and YWCA's maximum stay in shelter is the same – 90 days.

<sup>22</sup> Port St. Vincent estimates the number of beds are used for emergency shelter, transitional and supportive permanent housing. The Port has a total of 38 beds at the Port building and the adjacent Annex.

<sup>23</sup> This number is adjusted to reflect unduplicated persons served only by vouchers who were not also served in shelter.

<sup>24</sup> The total does not include the number of motel units used for housing as the number fluctuates, and the units are not under the control of The Salvation Army but rather a contract for services.



| <b>Transitional Housing</b>   | <b>Number of Beds/Units</b> | <b>Primary Customer</b>                | <b>Individuals Served in 2003</b> |
|---|-----------------------------|--|-----------------------------------|
| Catholic Charities, Hope Haven, Inc./Colvin Manor<br><i>425 W. Johnson Street</i> | 40 beds                     | Single men and women<br>- AODA         | 286                               |
| Catholic Charities, North Bay Lodge<br><i>3602 Memorial Drive</i>                 | 15 beds                     | Single men - AODA<br>aged 55 and older | 20                                |
| Catholic Charities, REBOS Chris Farley House<br><i>810 W. Olin Avenue</i>         | 15 beds                     | Single men - AODA                      | 66                                |
| IHN/YWCA, Second Chance Apartment Project<br><i>Scattered sites</i>               | 7 units                     | Families                               | 23                                |
| Porchlight, Inc., PTO<br><i>306 N. Brooks Street</i>                              | 18 SRO                      | Single men and women<br>- AODA         | 35                                |
| Porchlight, Inc., <i>318 S. Broom Street</i>                                      | 5 SRO                       | Single men                             | 125<br>(combined all sites)       |
| Porchlight, Inc., <i>1846-48 Fisher Street</i>                                    | 2 units                     | Families                               |                                   |
| Porchlight, Inc., <i>310 N. Hamilton Street</i>                                   | 5 SRO                       | Single men - AODA                      |                                   |
| Porchlight, Inc., <i>315 S. Henry Street</i>                                      | 8 SRO                       | Single men                             |                                   |
| Porchlight, Inc., <i>609 N. Midvale Street</i>                                    | 4 units                     | Families, singles,<br>couples          |                                   |
| Porchlight, Inc., <i>33-39 Sinykin Circle</i>                                     | 4 units                     | Families                               |                                   |
| Porchlight, Inc. <i>2104 Winnebago Street</i>                                     | 1 unit                      | Families                               |                                   |
| Porchlight, Inc. <i>3014 Worthington Street</i>                                   | 6 units                     | Families                               |                                   |
| Porchlight, Inc. <i>112 N. Mills Street</i>                                       | 12 SRO                      | Single women - mental<br>illness       |                                   |
| Porchlight, Inc. <i>902 Northport</i>   | 8 SRO                       | Single men - mental<br>illness         |                                   |
| St. Vincent De Paul - Port St. Vincent<br><i>221 S. Baldwin Street and Annex</i>  | 16-21 beds                  | Single men                             | 122                               |
| St. Vincent DePaul - Seton House<br><i>1325-27 Williamson Street</i>              | 5 units                     | Women with children                    | 38                                |
| St. Vincent DePaul - Seton House<br><i>401 S. Baldwin Street</i>                  | 3 beds                      | Single women                           | 16                                |

| <b>Transitional Housing</b>   | <b>Number of Beds/Units</b> | <b>Primary Customer</b>              | <b>Individuals Served in 2003</b> |
|---|-----------------------------|--------------------------------------|-----------------------------------|
| The Salvation Army - Holly House<br><i>213 N. Brearly Street</i>    | 8 beds                      | Single women                         | 14                                |
| Tellurian<br><i>1051-53 Williamson Street</i>                       | 5 SRO                       | Single men -<br>AODA/mental illness  | 8                                 |
| Tellurian THP<br><i>300 Femrite Drive</i>                           | 20 beds                     | Single men and women                 | 70                                |
| Tellurian SOS, <i>Scattered Sites</i>                               | 50 units                    | Families                             | 148                               |
| Wisconsin Department of Veteran Affairs<br><i>4201 Green Avenue</i> | 7 beds                      | Single men - veterans                | 8                                 |
| YWCA of Madison<br><i>101 E. Mifflin Street</i>                     | 24 beds                     | Single women with one<br>youth child | 44                                |
| <b>Totals</b>   | <b>288</b>                  |                                      | <b>1,023</b>                      |



| <b>Supportive Permanent Housing</b>   | <b>Number of Beds/Units</b> | <b>Primary Customer</b>               | <b>Individuals Served in 2003</b> |
|---|-----------------------------|---------------------------------------|-----------------------------------|
| ARC Community Services Inc.<br><i>ARC House 202 N. Patterson</i>              | 15 beds                     | Women - AODA                          | 15 <sup>25</sup>                  |
| ARC Community Services, Inc.<br><i>2009 Dayton Street</i>                     | 12 beds                     | Men - AODA                            | 12                                |
| ARC Community Services, Inc.<br><i>Maternal &amp; Infant, 4202 Monona Dr.</i> | 12 beds                     | Women - AODA                          | 12                                |
| Housing Initiatives, Inc.   | 16 units                    | Singles and families - mental illness | 20                                |
| Housing Initiatives, Inc.<br><i>Scattered sites</i>                           | 40                          | Singles - mental illness              | 55                                |
| Porchlight, Inc., <i>306 N. Brooks</i>  | 84 SRO                      | Single men and women                  | 113                               |
| Porchlight, Inc.<br><i>1719-21 Broadway, Sun Prairie</i>                      | 2 units                     | Families                              | 190<br>(combined all sites)       |
| Porchlight, Inc., <i>4201 Hegg Avenue</i>                                     | 1 unit                      | Family                                |                                   |
| Porchlight, Inc., <i>201 North Street</i>                                     | 8 SRO                       | Single men                            |                                   |
| Porchlight, Inc., <i>422 North Street</i>                                     | 4 units                     | Single men or women, families         |                                   |
| Porchlight, Inc.<br><i>1903 Sherman Avenue</i>                                | 3 units                     | Single or couple, family              |                                   |
| Porchlight, Inc.<br><i>112 N. Mills Street</i>                                | 17 SRO                      | Single men and women -AODA            |                                   |
| Porchlight, Inc.<br><i>1309 Northport</i>                                     | 16 units                    | Single men and women                  |                                   |
| Porchlight, Inc.<br><i>5814-18 Russett Road</i>                               | 8 units                     | Families                              |                                   |
| Porchlight, Inc.<br><i>3342-48 E. Washington Avenue</i>                       | 4 units                     | Families                              |                                   |
| Port St. Vincent<br><i>221 S. Baldwin Street</i>                              | 10-15                       | Single men                            |                                   |
| Rodney Scheel House<br><i>2815 Hawk Street</i>                                | 23                          | Singles and families - Disabilities   | 29                                |

<sup>25</sup> Number served is estimated for ARC Community Services properties.

| <b>Supportive Permanent Housing</b>                 | <b>Number of Beds/Units</b> | <b>Primary Customer</b>                    | <b>Individuals Served in 2003</b>         |
|---|-----------------------------|--|---|
| Tellurian<br><i>Acewood House</i>                   | 7 beds                      | Singles - mental illness/AODA              | 12  |
| Tellurian<br><i>Crawford House</i>                  | 7 beds                      | Singles - mental illness/AODA              | 9   |
| Tellurian<br><i>410 Hubbell Street, Marshall</i>    | 6 units                     | Singles - mental illness                   | 9   |
| Tellurian<br><i>265 Waubesa Street</i>              | 3 units                     | Single men and women - AODA/mental illness | 5   |
| Tellurian<br><i>1051 Williamson Street</i>          | 2 SRO                       | Single men and women - AODA/mental illness | (see same address - Transitional Housing) |
| Women in Transition<br><i>2842-46 Moland Street</i> | 8 units<br>11 units         | Single women - mental illness              | 32  |
| YWCA of Madison<br><i>101 E. Mifflin Street</i>     | 94 beds                     | Single women                               | 137                                       |
| <b>Totals</b>                                       | <b>413</b>                  |  | <b>650</b>                                |





| <b>Privately Owned Single Room Occupancy (SRO) Units</b>          | <b>Number of Units</b> | <b>Primary Customer 2003</b>                           |
|---|------------------------|--|
| 609 E. Gorham LLC<br><i>609 E. Gorham Street</i>                  | 15                     | Men & Women<br>Students/Non-students                   |
| Anderson, Rebecca<br><i>615 Howard Place</i>                      | 49                     | Elderly, Disabled Men & Women<br>Students/Non-students |
| Central Madison Housing Corporation<br><i>622 N. Henry Street</i> | 9                      | NA   |
| Claire Thomas Trust<br><i>407 Wisconsin Avenue</i>                | 16                     | Men & Women<br>Students/Non-students                   |
| Franzen, Michael<br><i>505 Conklin Place</i>                      | 18                     | Disabled Men & Women<br>Students/Non-students          |
| Gebhardt, Otto, Jr.<br><i>1212 Spring Street</i>                  | 30                     | Students<br>Men & Women                                |
| Gilman Manor, LLC<br><i>17 W. Gilman Street</i>                   | 8                      | Students   |
| HCP Corporation<br><i>927 Chandler Street</i>                     | 9                      | Students   |
| Houden, Richard and Dorothy<br><i>248 Langdon Street</i>          | 11                     | Men<br>Students  |
| KMLB Partnership<br><i>136 N. Butler Street</i>                   | 8                      | Men<br>Students/Non-students                           |
| Langdon LLC, The Cochrane House<br><i>602 N. Frances Street</i>   | 16                     | Women<br>Students/Non-students                         |
| Madison Community Co-op<br><i>20 N. Franklin Street</i>           | 8                      | Women<br>Students/Non-students                         |
| Madison Community Co-op<br><i>636 Langdon Street</i>              | 23                     | Men & Women<br>Students/Non-students                   |
| Madison Community Co-op<br><i>102 E. Gorham Street</i>            | 12                     | Men & Women<br>Students/Non-students                   |
| Madison Community Co-op<br><i>140 W. Gilman Street</i>            | 26                     | Men & Women<br>Students/Non-students                   |
| Madison Community Co-op<br><i>625 N. Frances Street</i>           | 15                     | Men & Women<br>Students/Non-students                   |

| <b>Privately Owned Single Room Occupancy (SRO) Units</b>                  | <b>Number of Units</b> | <b>Primary Customer 2003</b>         |
|---|------------------------|--------------------------------------|
| Madison Community Co-op<br><i>244 W. Lakelawn Place</i>                   | 31                     | Men & Women<br>Students/Non-students |
| Madison Community Co-op<br><i>225 E. Lakelawn Place</i>                   | 27                     | Men & Women<br>Students/Non-students |
| Madison Community Co-op<br><i>437 W. Johnson Street</i>                   | 12                     | Men & Women<br>Students/Non-students |
| Madison Community Co-op<br><i>622 N Bassett Street</i>                    | 10                     | Men & Women<br>Students/Non-students |
| Madison Community Co-op<br><i>812 Jenifer Street</i>                      | 8                      | Men & Women<br>Students/Non-students |
| Nottingham Cooperative<br><i>146 Landgon Street</i>                       | 21                     | Men & Women<br>Students/Non-students |
| Ouk, Sathin and Sarith<br><i>2249 Coolidge Street</i>                     | 6                      | NA                                   |
| Palmer, Robert and Gloria<br><i>214 N. Breese Terrace</i>                 | 9                      | Women<br>Students                    |
| Suddeth, Gregory and Beth<br><i>116 N. Orchard Street</i>                 | 11                     | Men & Women<br>Students              |
| TLC Properties LLC<br><i>911 Clymer Place</i>                             | 11                     | Men & Women<br>Students              |
| Twin Rodney's LLC<br><i>1726 Hoyt Street</i>                              | 9                      | NA                                   |
| Wisconsin Christian Student<br>Fellowship<br><i>111 N. Orchard Street</i> | 9                      | Men & Women<br>Students              |
| <b>TOTAL</b>  | <b>437</b>             |                                      |



| <b>Federally Assisted Rental Housing</b>   | <b>Number of Beds/ Units</b> | <b>Primary Customer</b>           | <b>Households Served in 2003</b> |
|--|------------------------------|-----------------------------------|----------------------------------|
| American Baptist – Northport Apartments<br><i>1740 Northport Dr.</i>   | 20<br>120                    | Elderly Families                  | 152                              |
| American Baptist – Packers Apartments<br><i>1929 Northport Dr.</i>   | 24<br>116                    | Elderly Families                  | 140                              |
| Bayview<br><i>601 Bayview</i>  | 102                          | Families                          | 109                              |
| Bram Hill<br><i>1910-2100 Fisher</i>   | 34                           | Families                          | 34                               |
| Castille Village<br><i>2602 Balboa Ct.</i>   | 36<br>94                     | Elderly Families                  | NA                               |
| CDA<br><i>Baird Street, Wright Street, Webb-Rethke</i>   | 99                           | Families                          | 956<br>(All Sites Combined)      |
| CDA, Bjarnes-Romnes Apartments<br><i>540 W. Olin Avenue</i>  | 167                          | Elderly                           |                                  |
| CDA, Brittingham Apartments/ Gay Braxton<br><i>755 Braxton Place/ 602 Braxton Place</i>  | 163<br>58                    | Elderly/<br>Disabled              |                                  |
| CDA, Karabis Apartments<br><i>201 S. Park Street</i>   | 20                           | Disabled                          |                                  |
| CDA, Parkside Apartments<br><i>245 S. Park / 824 W. Washington Avenue</i>  | 95                           | Elderly/<br>Families/<br>Disabled |                                  |
| CDA, Scattered Sites<br><br><i>22 N. Blackhawk                      6405 Raymond Rd.<br/>4338-60 Britta Pkwy.                5838 Russet Rd.<br/>1647 Capital Ave.                    1005 Sequoia Trl.<br/>2402-10 Catalpa Rd.                5301 Shaw Ct.<br/>7005-15 Chester Dr.                5305 Shaw Ct.<br/>4273 Doncaster Dr.                45-41 Stein Ave.<br/>5601 Elder Pl.                            1302 Temkin Ave.<br/>2506-16 Frazier Ave.                309 Theresa Ter.<br/>2022-36 Greenway Cross        1401 Theresa Ter.<br/>6401 Hammersley Rd.               2918-20 Traceway Dr.<br/>2916-22 Harvey St.                2944-46 Turbot Dr.<br/>5122 Manitowoc Pkwy.            1810 S. Whitney Way<br/>5530 Marconi St.                    1414 Williamson St.</i> | 94                           | Families                          |                                  |

| <b>Federally Assisted Rental Housing</b>  | <b>Number of Beds/ Units</b> | <b>Primary Customer</b> | <b>Households Served in 2003</b> |
|---|------------------------------|-------------------------|----------------------------------|
| CDA, Tenney Park Apartments<br><i>302 &amp; 314 N. Baldwin Street</i>                             | 41                           | Elderly                 | 32<br>(Combined all sites)       |
| CDA, Truax Park Apartments<br><i>1501 Wright Street</i>   | 116                          | Families                |                                  |
| Common Wealth Development<br><i>811 Williamson Street</i>   | 1                            | Families                |                                  |
| Common Wealth Development<br><i>403 Rogers Street</i>   | 3                            | Singles/<br>Families    |                                  |
| Common Wealth Development<br><i>1344 Spaight Street</i>   | 4                            | Singles/<br>Families    |                                  |
| Common Wealth Development<br><i>1344 Jenifer Street</i>   | 4                            | Singles/<br>Families    |                                  |
| Common Wealth Development<br><i>1306 Jenifer Street</i>   | 4                            | Singles/<br>Families    |                                  |
| Common Wealth Development<br><i>1420 Williamson Street</i>  | 3                            | Singles/<br>Families    |                                  |
| Common Wealth Development<br><i>1410 Williamson Street</i>  | 6                            | Singles/<br>Families    |                                  |
| Common Wealth Development<br><i>1343 Williamson Street</i>  | 3                            | Singles/<br>Families    |                                  |
| Common Wealth Development<br><i>1406 Williamson Street</i>  | 2                            | Singles/<br>Families    |                                  |
| Dane County Housing Authority<br><i>Scattered Sites</i>   | 102                          | Elderly/<br>Families    | 102                              |
| Goodwill Industries, Stein Apts<br><i>301 N. Third Street</i>                                     | 10                           | Disabled                | 10                               |
| Dominium Management Svcs, Monona Hills<br><i>353 Owen Road, Monona</i>                            | 62<br>8                      | Elderly/<br>Families    | NA                               |
| Fisher/Taft Apartments<br><i>2020, 2025, 2101 Taft Street;<br/>2020, 2024, 2102 Fisher Street</i> | 70                           | Elderly/<br>Families    | 75                               |
| Flad Development, Segoe Terrace<br><i>602 Sawyer Terrace</i>                                      | 151                          | Elderly/<br>Disabled    | 151                              |

| <b>Federally Assisted Rental Housing</b>   | <b>Number of Beds/ Units</b> | <b>Primary Customer</b>           | <b>Households Served in 2003</b> |
|--|------------------------------|-----------------------------------|----------------------------------|
| Flad Development, Southridge Village<br><i>1914 Post Road</i>  | 90                           | Elderly/<br>Families/<br>Disabled | 90                               |
| Flad Development, Maple Terrace<br>Lakeview<br><i>6205 Maywood Ave / 6333 Maywood Ave, Middleton</i>           | 30                           | Families/<br>Disabled             | 30                               |
| Foundation Property Mgmt, Monona<br>Meadows<br><i>250 Femrite Drive, Monona</i>                                | 68<br>8                      | Elderly<br>Disabled               | 92                               |
| Goodwill Industries, Debra Beebe Apts.<br><i>2110 Apache Drive, Fitchburg</i>                                  | 6                            | Disabled                          | 7                                |
| Goodwill Industries, Craig Kinney Apts.<br><i>2117 N. Sherman</i>  | 5                            | Disabled                          | 4                                |
| Goodwill Industries, Northport Group<br>Home<br><i>1602 Northport</i>  | 8                            | Disabled                          | 12                               |
| Goodwill Industries, Elaine Meyers Apts<br><i>2485 Perry</i>   | 10                           | Elderly                           | 10                               |
| Goodwill Industries, Sunfish Court Apts<br><i>73 Sunfish Court</i>   | 8                            | Elderly                           | 8                                |
| Homestead Housing Partners/Meridian<br>Group,<br>Homestead Apartments<br><i>5910 Anthony Street, McFarland</i> | 56                           | Elderly/<br>Families/<br>Disabled | 56                               |
| Housing Facilities of Madison/Meridian<br>Group,<br>Llori Terrace Apartments<br><i>6813 Schroeder Road</i>     | 16                           | Families                          | 23                               |
| Housing Facilities of Madison/Meridian<br>Group,<br>Terrace East Apartments<br><i>4502 Cottage Grove Road</i>  | 24                           | Families                          | 24                               |
| Housing Facilities of Madison/Meridian<br>Group,<br>Terrace West Apartments<br><i>6521 Raymond Road</i>        | 24                           | Families                          | 37                               |

| <b>Federally Assisted Rental Housing</b>   | <b>Number of Beds/ Units</b> | <b>Primary Customer</b>           | <b>Households Served in 2003</b> |
|--|------------------------------|-----------------------------------|----------------------------------|
| Independent Living, Inc., McKee Park Apts<br><i>2931 Chapel Valley Road, Fitchburg</i> | 42                           | Elderly                           | 42                               |
| Meridian Group, Capitol Centre<br><i>333 W. Dayton</i>                                 | 200                          | Elderly<br>Families<br>Disabled   | NA                               |
| Meridian Group, Dryden Terrace<br><i>1902 Londonderry</i>                              | 101                          | Elderly<br>Disabled               | 101                              |
| Meridian Group, Wexford Ridge Apartments<br><i>7006-10 Tree Lane</i>                   | 246                          | Elderly<br>Families               | 331                              |
| Munz, Camelot Towers<br><i>1622-1750 Fordem Avenue</i>                                 | 27                           | Elderly/<br>Families/<br>Disabled | na                               |
| Munz, Meadowview<br><i>Hayes Road</i>  | 120                          | Elderly<br>Families<br>Disabled   | NA                               |
| Munz, Park Meadows I & II<br><i>502 N. Walbridge Avenue</i>                            | 272                          | Elderly<br>Families               | NA                               |
| Oakwood Village<br><i>6209 Mineral Point Road</i>                                      | 30                           | Elderly                           | 30                               |
| RFDF, Dale Heights<br><i>1310 Dane Avenue</i>  | 4                            | Families/<br>Disabled             | 4                                |
| Voss Housing Co., Voss Haus<br><i>6710 Elmwood Avenue</i>                              | 64                           | Elderly<br>Disabled               | 64                               |
| WI Housing Preservation Corp, Kennedy Heights<br><i>199 Kennedy Heights</i>            | 104                          | Families                          | 104                              |
| <b>TOTALS</b>  | <b>3,395</b>                 |                                   | <b>2,830<sup>+26</sup></b>       |

<sup>26</sup> Some property managers/owners did not respond to requests for the number of persons served in 2003.





| <b>Affordable Rental Housing<br/>- Tax Credits</b>   | <b>Number of<br/>Beds/ Units</b> | <b>Primary<br/>Customer</b> | <b>Households<br/>Served in 2003</b> |
|--|----------------------------------|-----------------------------|--------------------------------------|
| Affordable Housing Corp of WI, Sunwood<br>Apts 1750 Linnerud Drive, Sun Prairie            | 44                               | Elderly                     | NA                                   |
| ARV Housing Group Inc., Rosewood Villas<br>902 N. Highpoint Road                           | 170                              | Elderly                     | NA                                   |
| Catholic Charities/Gorman & Company,<br>Quisling Clinic Apartments<br>2 West Gorham Street | 46                               | Families                    | 46                                   |
| Common Wealth Development Inc., The<br>Falconer<br>1001-1007 Williamson Street             | 8                                | Families,<br>Disabled       | 8                                    |
| Common Wealth Development Inc.<br>Yahara River View Apts, 1459 E. Main Street              | 52                               | Family                      | NA                                   |
| CDA, Monona Shores Redevelopment<br>1-11 Waunona Woods Court                               | 104                              | Families                    | 87                                   |
| Five Star Enterprises, Millstone Home<br>41 Millstone Road                                 | 4                                | Disabled                    | NA                                   |
| Fleming Development, Chapel Valley Apt<br>Homes<br>5771-81 Chapel Valley Road              | 33                               | Elderly,<br>Disabled        | NA                                   |
| C.G. Gallina Corporation, Fairwood Arms<br>Apartment                                       | 35                               | Families                    | NA                                   |
| Gary Gorman & Co., Fitchburg Springs Apt<br>Home 317-21-25-3329 Leopold Way, Fitchburg     | 104                              | Families                    | NA                                   |
| Gary Gorman & Co., Elver Park I, II, III<br>1144-48 Morraine View Drive                    | 152                              | Families                    | NA                                   |
| Gary Gorman & Co., Prentice Park Apt<br>817 North Thompson Road                            | 40                               | Families                    | see Tuscon<br>Trails                 |
| Gary Gorman & Co., Tuscon Trails I, II<br>Muirfield & Tuscon Trail                         | 96                               | Families                    | NA                                   |
| Grutzner Securities Corp., Maple Glen Apt<br>Homes<br>215 Maple Glen                       | 130                              | Families                    | NA                                   |
| Heartland Properties, Inc., Sherman Glen<br>1110 N. Sherman Avenue                         | 97                               | Elderly,<br>Disabled        | NA                                   |

| <b>Affordable Rental Housing<br/>- Tax Credits</b>   | <b>Number of<br/>Beds/ Units</b> | <b>Primary<br/>Customer</b> | <b>Households<br/>Served in 2003</b> |
|--|----------------------------------|-----------------------------|--------------------------------------|
| Heartland Properties, Inc., Vandenburg Heights<br><i>Scattered sites, Sun Prairie</i>              | 56                               | Families                    | NA                                   |
| Horizon Development Group, Westminster Housing<br><i>6160 Dell Drive</i>                           | 65                               | Elderly                     | NA                                   |
| Housing Options, Vaughn Commons<br><i>1108, 1110, 1114, 1120 Williamson Street</i>                 | 8                                | Families                    | 9                                    |
| Ithaka Homes<br><i>3025 Commercial Avenue</i>  | 4                                | Families                    | NA                                   |
| King James LP/Rylan & Co, Inc.<br><i>King James Court Apt, 5663-69-73 King James Ct, Fitchburg</i> | 48                               | Families                    | NA                                   |
| Dennis Leigh, Williamstown Bay North<br><i>2717 Dryden Drive</i>                                   | 40                               | Elderly                     | NA                                   |
| Dennis Leigh, Williamstown Bay East<br><i>913 Acewood Boulevard</i>                                | 26                               | Elderly                     | NA                                   |
| Madison Mutual Housing Assoc., The Avenue<br><i>1954 E. Washington Avenue</i>                      | 38                               | Families,<br>Disabled       | 41                                   |
| Madison Mutual Housing Assoc.<br><i>641 Main Street</i>  | 36                               | Families,<br>Disabled       | NA                                   |
| Meridian Group, Meadow Park<br><i>67 N. Walbridge</i>  | 40                               | Families<br>Disabled        | 40                                   |
| Michael Moore, Nakoma Heights Apartments<br><i>4929 Chalet Gardens Road, Fitchburg</i>             | 115                              | Families                    | 115                                  |
| Nicola Townhomes LTD, Nicola Townhomes<br><i>1729 Verona Street, Middleton</i>                     | 10                               | Families                    | NA                                   |
| Rolling Prairie, Phases I, II<br><i>405-15-25 S. Bird Street, Sun Prairie</i>                      | 48<br>30                         | Families                    | NA                                   |
| Parker Place<br><i>2401-2479 Somerset Circle</i>   | 70                               | Families                    | 70                                   |
| Project Home, Inc., Prairie Crossing<br><i>2402-2446 Allied Drive</i>                              | 47                               | Families                    | 67                                   |
| Don Simon, Inc., Northridge Apt Homes<br><i>Northridge Terrace</i>                                 | 48                               | Families                    | NA                                   |

| <b>Affordable Rental Housing<br/>- Tax Credits</b>   | <b>Number of<br/>Beds/ Units</b> | <b>Primary<br/>Customer</b> | <b>Households<br/>Served in 2003</b> |
|--|----------------------------------|-----------------------------|--------------------------------------|
| Stone House Development, Prairie Park<br><i>Apts 6530 Schroeder Road</i>   | 90                               | Elderly                     | NA                                   |
| Stone House Development, Camden<br>Square<br><i>Camden Court/Quarry Road</i>   | 57                               | NA                          | 91                                   |
| Sun Prairie Apts LLC, Hamilton Place<br><i>408 Park Circle, Sun Prairie</i>  | 172                              | Families                    | NA                                   |
| Trillium Homes Limited Partnership, Trillium<br><i>2 Craig Avenue</i>  | 49                               | Families                    | NA                                   |
| Urban League of Greater Madison<br><i>Scattered Sites Rent to Own Program</i>  | 36                               | Families                    | 40                                   |
| WI Management Corporation, Willow Pointe<br><i>6701-85 Schroeder Road</i>  | 175                              | Families                    | 175                                  |
| WI Partnership for Affordable<br>Housing/CACSCW <i>Upland Homes, Musket Ridge &amp;<br/>Sweet Grass, Sun Prairie</i> | 39                               | Families                    | NA                                   |
| YWCA Housing Joint Venture<br><i>101 E. Mifflin Street</i>   | 94                               | Single Women                | 94                                   |
| <b>TOTALS</b>  | <b>2,556</b>                     |                             | <b>883+<sup>27</sup></b>             |

<sup>27</sup> Some property managers/owners did not respond to requests for the number of persons served in 2003.



# Appendix B

## List of Agencies Serving Homeless & Those At Risk of Homelessness



**AIDS Resource Center of Wisconsin (ARCW) .....Doug Nelson, Executive Director, 1-800-359-9272**  
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.

**ARC Community Services, Inc.....Angie Wareham, Director, 223-9033.**  
ARC Community Services, Inc. is a private, not-for-profit agency providing community based services to women and children at risk in the criminal justice and the alcohol and other drug abuse systems on both a residential and non-residential basis. ARC Community Services, Inc. specializes in women-specific services that assist a woman in gaining an awareness of her personal power and self-worth.

**Catholic Charities.....Brian Cain, Executive Director, 821-3100**  
Catholic Charities operates a number of programs that provide the full spectrum of services to individuals and families. Catholic Charities operates four 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. Hope Haven/REBOS United contracts with Dane County to provide AODA treatment to participants in a jail diversion program.

**City of Madison Community Development Block Grant Office .....Hickory Hurie, Supervisor, 267-0740**  
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.

**City of Madison Housing Operations.....Augustine Olvera, Executive Director, 266-4675**  
The Housing Operations Unit of the City's Department of Planning and Development provides the core services necessary to operate important, federally funded, low-income housing programs and related services for the Community Development Authority (CDA). These services include low-cost public housing in 40 locations throughout the City of Madison with 327 units for families and 530 units for households with people over the age of 50 or people with disabilities; and 1,598 housing vouchers worth approximately \$6 million dollars used to pay a portion of rent for eligible low-income persons renting property from private landlords.

**Community Action Coalition for South Central WI..... Greta Hansen, Executive Director, 246-4730 ext 217**  
Founded in 1966, CAC has created and operated a wide variety of programs aligned with their mission of developing the economic and social capacities of individuals, families and communities to reduce poverty in Dane, Jefferson and Waukesha Counties. CAC engages all parts of the community in the struggle to eliminate poverty, and encompasses eight divisions. The Family Support Division assists individuals, families and persons affected by HIV/AIDS prevent homelessness among people experiencing poverty. The division helps households find affordable housing or stabilize existing housing through case management, mediation, and information and referral. Caseworkers are located at CAC's Madison office and at select neighborhood JFF Offices. The Financial Services Division helps households experiencing poverty develop long-term financial security through financial literacy courses, Individual Development Accounts (IDAs), financial assistance to qualifying households experiencing emergency housing needs, and telephone and bill-paying assistance programs. Financial assistance programs include first month's rent, eviction prevention and rent subsidy. Housing Services Specialists provide housing and budget counseling to households in need. The Food Resources Division works toward hunger prevention and increases food access and food security among people experiencing poverty by mobilizing and distributing food resources. The Food Resources Division distributes USDA commodities and other food to food pantries, meal sites and other distribution sites. In addition, the division coordinates food drives, supports the Dane County Food Pantry Network, and operates Food Fair (a food-buying club) and Wisconsin Harvest (a volunteer-run food recovery program). The Business Development Division promotes entrepreneurship and job opportunities for people experiencing poverty by equipping them to own and operate their own business. This division provides participants with one-on-one training to successfully complete a business plan, obtain start-up capital and operate their own profitable business. The Community Gardens Division promotes self-

reliance for food security and fosters community building and management development by organizing communities experiencing poverty to collectively build, maintain and sustain the management of a community garden. This division provides technical assistance, leadership training and workshops at 14 Madison-area community gardens. The Citizen Advocacy Division initiates and supports freely given advocacy relationships between members of the community and people with developmental disabilities. The division initiates, supports and strengthens long-term relationships between advocates and partners. The Volunteer Services Division mobilizes volunteer and in-kind resources to assist CAC in obtaining its mission. The Volunteer Services Division includes AmeriCorps VISTA community organizers who help residents experiencing poverty learn leadership skills and improve their neighborhoods; community members who volunteer vital assistance; and a Clothing Center that ensures that people experiencing poverty have access to free, seasonally appropriate clothing and helps them stretch their budget.

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

Dane County Housing Authority works to further affordable housing for low-income families through the administration of rental and home ownership programs. Operated by the DCHA, the Dane County Section 8 housing vouchers serve 1,057 families, the Middleton Section 8 housing vouchers serve 103 families, 86 families receive housing in units located in Sun Prairie, Stoughton, Mazomanie and Monona and 16 elderly and disabled families are housed in Cross Plains. The Housing Resource Center provides fir-time homebuyer's education classes, one-on-one financial and ownership counseling, materials on the homebuying process, budgeting and credit information.

**Dane County Human Services.....Lynn Green, Director, 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. Homeless families and individuals in the county are served primarily by two of the divisions. 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 Parent Council.....Maria Huemoeller, Executive Director, 275-6740**

The Dane County Parent Council is a community-based private non-profit agency that sponsors a variety of child development and family support programs include Early Head Start, Head Start, and Hope House. Hope House provides transitional housing for up to 90 days for three Early Head Start families at a time. Hope House provides families with case management support, including assistance with employment, education, parenting skills and child care as needed. Families receive staff support in obtaining needed services and help in finding permanent housing. Hope House staff continues to provide case management for a year after leaving for permanent housing to increase the chances that the family will remain stable.

**Dane County Veterans Services Office.....Michel Jackson, Veterans Service Officer, 266-4158**

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 Services.....Kim 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 and case management, household budgeting, support groups, 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.

**Hope Haven/Colvin Manor..... Steve Marvin, Program Director, 255-0359**

*See Catholic Charities*

**Housing Initiatives Inc ..... Dean 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 3<sup>rd</sup>-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.

**Interfaith Hospitality Network ..... Rachel Krinsky, Executive Director, 294-7998 ext 302**

Interfaith Hospitality Network (IHN) serves homeless families with children through collaboration with local religious congregations. IHN provides family shelter including meals, transportation assistance, educational workshops and intensive case management. IHN helps families transition from homelessness to housing, assists families in furnishing their new homes and offers housing stabilization services including case management and mentoring. IHN facilitates a consumer advocacy

group (Tenant Advocacy Group – TAG) for area residents who have experienced homelessness and provides transitional housing through the Second Chance Apartment Project in collaboration with the YWCA.

**Legal Action of Wisconsin..... Kevin Magee, Managing Attorney, 256-3304**  
Legal Action helps low-income people achieve equal justice by providing creative, effective and high-quality civil legal services. Legal Action’s lawyers and paralegals help solve housing problems (public and private evictions and housing subsidy); public benefits problems (SSI and SSDI denials, W-2, food stamps and Medical Assistance); and family law, domestic violence and child abuse restraining orders, child custody when family violence is present. LA’s Migrant Project provides free assistance to migrant workers throughout the state primarily with employment and public benefit issues. Legal Action’s services are free to eligible clients

**MMSD Transitional Education Program..... Pat Mooney, 204-2272 / Sandra Rivera, 204-6826**  
The Madison Metropolitan School District (MMSD) Transitional Education Program (TEP) works out of Emerson, Marquette and Lapham Elementary Schools and Georgia O’Keefe Middle School on the near east side. TEP enrolls, transports, and maintains homeless children and youth in schools within the Madison Metropolitan School District (MMSD). Door to door transportation is provided for K-5 students, with middle and high school students being provided metro bus tickets by the respective school. Some advocacy services are available upon request. K-12 school supplies and a small (K-8) clothing closet are available for K-8 aged children.

**Madison-area Urban Ministry ..... Mary Kay Baum, Executive Director, 256-0906**  
MUM promotes interfaith cooperation and collaboration, convenes and links people of faith communities to engage in social action, advocates for low income people, and emphasizes change in systems. Current MUM programs include Allied Partners; Prisoner Rehabilitation Project; Money, Education and Prisons; and Call to Renewal – Roundtable on Racism.

**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 come primarily from local faith communities.

**North Bay Lodge..... Bob Murray, Program Director, 249-2600**  
*See Catholic Charities*

**Porchlight, Inc..... Steve Schooler, Executive Director, 257-2534**  
Porchlight, Inc. provides not only shelter but helps people build stable, independent lives by acquiring job skills and finding permanent housing. Porchlight operates seven programs that provide 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 23 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 House 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 issues. 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 12-bedroom facility primarily for women with mental health issues. The Partnership for Transitional Opportunities (PTO) provides 18 transitional SRO units for homeless single men and women who have issues with alcohol and other drug abuse.

**Port St. Vincent..... Tom Renz, Director, 257-2036**  
Port St. Vincent is a 32-bed facility that houses and provides services to single men. In addition to the Port facility, an adjacent building is used to house 6 program “graduates”. Six to ten beds are available on an emergency basis and the remainder is for longer-term housing, most of whom work and pay rent. Port St. Vincent is affiliated with the Society of St. Vincent de Paul.

**REBOS Chris Farley House..... Bob Murray, Program Director, 249-2600**  
*See Catholic Charities*

**The Rodney Scheel House Foundation..... Resident Services Coordinator, 243-1830**  
The Rodney Scheel House includes 23 apartment units available to households where at least one person is disabled. Services are provided in-house by a services coordinator the ensures that resident households receive healthcare and social services for which they are eligible that will assist the households to live independently at the Rodney Scheel House.

**The Salvation Army..... Major 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 is often called upon to place individuals in other Homeless Services Consortium agency beds or write a voucher for short-term housing in a local motel. The Salvation Army has also been the site of the seasonal warming house – overflow nighttime only shelter for families and single women during the cold weather months.

**Seton House ..... Melinda Ward, Manager, 257-0919**  
Seton House provides housing and services at two properties: one property contains five units for women with children and another property contains three units that serve single women. Seton House is affiliated with the Society of St. Vincent de Paul.

**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. Caseworkers 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.

**Society of St. Vincent de Paul.....Ralph Middlecamp, Executive Director, 278-2920**  
The Society of St. Vincent de Paul is a membership organization that serves the poor in Dane County. In Madison, the District Council operates Port St. Vincent de Paul (short-term and long term housing for single men) St. Elizabeth Ann Seton House (transitional housing for single women and women with children), a Food Pantry at the Williamson Street Service Center and five Thrift Stores scattered around the city.

**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 Konkol, 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, mediation 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 housing counseling and case management at the Housing Help Desk located at the Job Center on Aberg Avenue.

**United Refugee Services of Wisconsin, Inc..... ThajYing Lee, Executive Director, 256-6400**  
United Refugee Services (URSW) serves refugees and other minorities, with a primary focus on Hmong, Lao, Cambodian and Kosovar residing in Madison and Dane County, with employment, language and job skills training, advocacy, food pantry, youth and seniors' programming. URSW provides housing assistance, both rental and ownership, including assisting with Section 8 applications.

**United Way of Dane County ..... Leslie Ann Howard, Executive Director, 246-4350**  
The mission of United Way of Dane County is to unite and focus the community to create measurable results in improving peoples' lives and strengthening the community. As part of their agenda for change for the community, United Way is focusing efforts so that there is a decrease in homelessness and more affordable housing is available. United Way provides financial, volunteer and in-kind support, access to collaborative networks, management assistance and program expertise to create measurable, sustainable results in our community.

**Veterans Assistance Foundation.....Deborah Oswald, Executive Director, 608/372-1282**  
The Veterans Assistance Foundation is a nonprofit corporation comprised of veterans who are nationally recognized as experts on the issues of homelessness among veterans. The VAF operates two Veterans Assistance Centers and three transitional living programs in the State of Wisconsin, including a transitional housing facility in Madison. The mission of VAF is to operate programs designed to assist homeless or those veterans at risk of becoming homeless by providing a safe

and secure environment through which they can access a wide array of human services. The VAF offers veterans a clean, safe, and healthy environment from which they will be able to access educational and vocational opportunities and training through portions of our program.

**WI Dept. of Commerce, Division of Community Development.....Marty Evanson, Administrative Manager, 267-2713**

The Division of Community Development 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 and state housing funds to local authorities and organizations and administers federal and state funds for the homeless.

**WI Dept. of Veterans Affairs .....John C. Scocos, Secretary, 266-1311**

The Wisconsin Department of Veteran Affairs operates five (5) transitional housing facilities across the state (King, Tomah, Ft McCoy, Milwaukee and Union Grove) that assist 202 homeless veterans per night. In Madison, The Veterans Assistance Foundation operates a transitional housing facility on Green Avenue with seven beds for veterans.

**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.....Lori O'Konek, Executive Director, 256-3710**

The Women's Transit Authority (WTA), using agency-owned vans and cars operate a nightly rape prevention ride service for women. During weekdays, 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 82 units of affordable SRO housing and 12 one-bedroom apartments 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 support services to residents and shelter guests. The YWCA staff provides a six-hour workshop, with follow-up case management, called Second Chance to help homeless people become independent and successful as tenants. In collaboration with Interfaith Hospitality Network and local faith congregations, the YWCA operates the Second Chance Apartment Project, which increases the availability of affordable housing with support services for families. The YWCA is also involved in a number of job training efforts.

**Youth Services of Southern Wisconsin - Briarpatch Division.....Casey Behrend, Executive Director, 251-6211**

Briarpatch Division is a community-based organization serving teens and their families in South Central Wisconsin. Briarpatch provides counseling services for runaway and homeless youth, as well as their families. Basic services, such as food, clothing, and emergency shelter are also available. The agency also provides group activities for young women (CHOICES), gay, lesbian, bisexual, transgender and questioning teens (Teens Like Us), and youth who share and educate through peer education (JABONGGIT). The HFC (Home Family Counseling) program helps families use their strengths to divert youth from the Juvenile Justice System by providing in-home counseling to teens at risk. Briarpatch Division licenses a number of host homes that serve as temporary placements for homeless youth. In 2001, the agency initiated a street outreach program and hired an outreach worker who will work to assist teens living or spending time on the street. The program targets State Street, area malls and neighborhoods. The Briarpatch Division utilizes nearly 100 volunteers to provide services.



# Appendix C

## *Homeless Services Consortium Agencies*

### *Totals - 2003 Statistics*



A majority of the Homeless Services Consortium agencies representing 20 unique programs collect data on persons served that includes demographic information, length of current homelessness, reason for coming to shelter, self-identified issues such as addictions and length of time in the county and state. The data is sent to the City of Madison CDBG Office on a quarterly basis. The CDBG Office combines the data with all agencies that report and prepares a brief analysis. This information is sent back to the agencies to assist them in planning and/or fund raising.

What follows is a brief summary of the type of information reported by each agency. The numbers may differ somewhat with other numbers in this report for two possible reasons: (1) additional information is made available by some agencies that do not report on a quarterly basis, but do provide some year-end data for the annual report; and (2) data collection is often the responsibility of those whose job is it to also implement the program and sometimes is not completely accurate. Any specific questions about the statistics can be directed to the City of Madison CDBG Office by calling 608/267-0740.

