

Motel Displacement Response Plan

A Collective Response to Homelessness Resulting from Condemned Motels in Greenville County

Executive Summary

Greenville County nonprofits and local governments, in recent years, have developed collaborative approaches to addressing homelessness. Organizations have bridged the gap between their various services by improving referrals and communication. These changes helped resolve the “tent city” homeless crisis, but were challenged during a recent crisis involving a condemned motel. This document outlines how non-profit agencies and governmental authorities can work together to address an abrupt displacement, when a large number of people are suddenly without shelter due to a motel closing. The document also provides data as to the county’s current homelessness situation and historical context for this collaborative response.

Greenville County has an estimated 170,000 people living in poverty or teetering on the edge. One in three people cannot meet their basic financial needs, and some of these people are homeless or living in precarious housing, including motels. The homelessness and marginally-housed problem is worsening because incomes have not kept pace with rising cost of housing in Greenville. Motels are increasingly being used as longer-term housing options for low-income individuals and families.

The closing of the Economy Inn off Augusta Road in Greenville County in January, 2018, for safety reasons by Greenville County Codes Department, resulted in immediate loss of shelter for over 100 people. At the time of the incident, occupants began moving to other accommodations; some went to the homes of family members, some went to other motels, and others may have ended up leaving town or on the streets. By the time local service agencies were made aware of the situation and had an opportunity to respond, approximately 30 individuals remained. Most of those individuals were residing for an extended period of time and had few resources and nowhere else to go. As the closure occurred during some of the coldest nights of the year, emergency shelters and support services were at full capacity. Eventually, motel occupants with nowhere to go were offered space on cots in the ground floor of a local church and partner agencies coordinated meals, transportation, support services and temporary lodging.

The Greenville Homeless Alliance which includes representatives of the City of Greenville and Greenville County along with non-profit organizations, citizens and local congregations determined the response to this crisis could have been better coordinated. Local partners have developed this written plan of action for handling displacement that results from abrupt motel closures, as well as recommendations and guidance for preventing such closures if appropriate.

Purpose of the Plan

The purpose of this document is to outline the collective action that will be provided by local partners when a motel closure occurs and where there may be cases of temporary or extended homelessness. The plan includes triggers, actions, contact information of key partners and other pertinent information helpful to those anticipating or responding to a motel closure.

Prevention is the first goal. The City of Greenville’s Community Development and Code Enforcement Divisions work to identify ways to support motel owners and property managers in making repairs that will keep their properties from being condemned. Support may include providing a period of time for repairs to be made before a re-inspection or assessing whether financial resources are available to support repairs (officials must determine if such use meets guidelines for use of local, state and federal funds).

Greenville City and County Code Enforcements also will work with the Greenville Homeless Alliance and Susan McLarty, the Homeless Alliance Coordinator, in advance of a motel being condemned for code violations and safety concerns. Once contacted, McLarty and the Response Team will find emergency shelter and food for the displaced occupants and establish case management services, as needed.

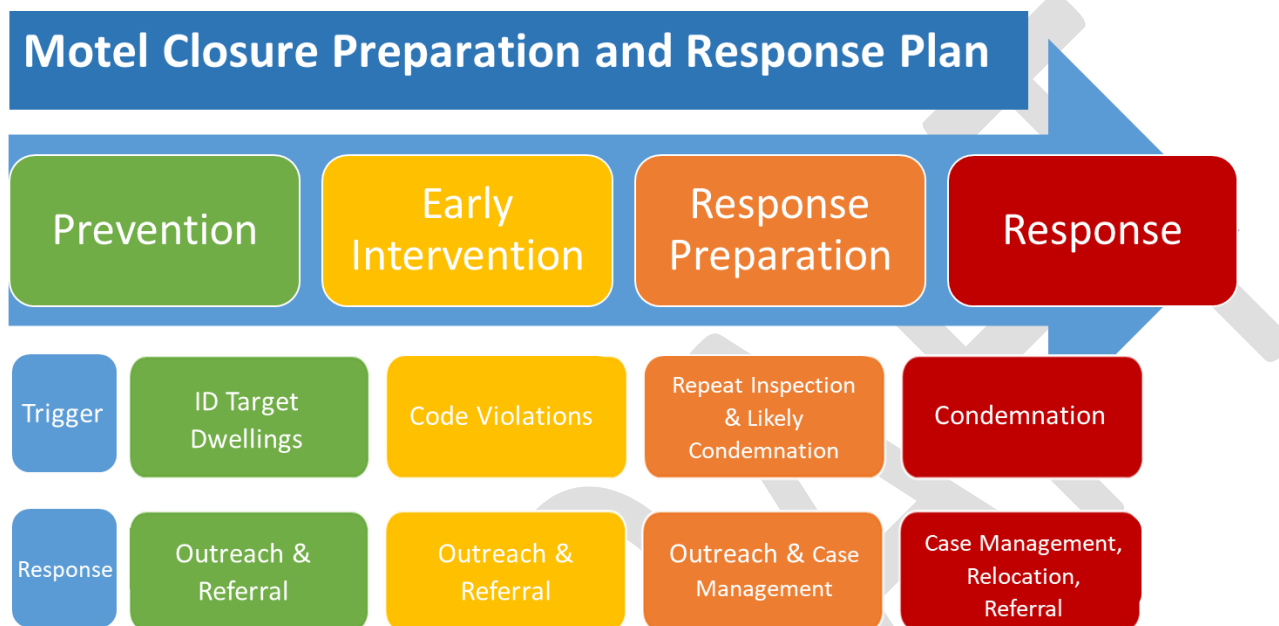
Long-term plans also include working with Fire Departments to establish a more consistent schedule of annual inspections of motels to verify that each room is up to code or to begin annual inspections if this practice is not in alignment with local or state policy. Local governments will research other communities to determine best practices that will facilitate goals to prevent emergency motel displacements and explore ways to implement locally. When problems are found with motel properties, local code departments will do their best to work with motel owners to address these, ensure repairs are made, and move people back into them, as appropriate.

In some situations, the best prevention solutions are to help motel occupants find permanent housing. Local non-profit organizations will use available resources to provide case management and support services and financial assistance to help move people out of their temporary dwellings into sustainable housing.

Response Plan Committee Members

The Response Plan Committee (listed in Appendix D) has developed the Motel Displacement Response Plan and will monitor its use, updating and improving the plan, as needed. Susan McLarty, the Coordinator for the Greenville Homeless Alliance, is the Response Team Coordinator, who will be the main person city, county, and nonprofit organizations contact when a motel displacement emergency occurs.

Incident Prevention & Response Plan



The four main components of the plan include:

Prevention: Strategies to prevent motel displacements will focus on what local governments can do to prevent motels from developing code violations and unsafe conditions and what local non-governmental organizations can do to help people living in precarious housing find sustainable permanent housing.

Early intervention: When a code violation occurs, city and/or county officials determine severity of code violation and will notify Susan McLarty, GHA Coordinator, of code violation and the recommendations to the motel owner. The GHA Coordinator will notify partners to begin/continue targeted outreach to residents and make referrals as appropriate.

Response Preparation: Local governments and non-profits, collaborating with the Response Plan Committee, will have emergency actions in place for when there a motel displacement occurs. These include notifying partners to move to “prepared mode,” and developing a timeline for inspections and expectations of possible motel code violations that result in the motel closing.

Response: When a condemnation/closure is expected to occur, the county or city staff will notify Susan McLarty, who will notify outreach partners and mobilize community agencies. McLarty will work with local churches and shelters to find temporary beds for the people displaced from the motel. Local organizations will provide a range of services such as temporary shelter, transportation, food, job training and placement as well as link them to more permanent housing as appropriate (see chart of partner agencies in Appendix C). The organizations expect to provide assistance for up to two weeks, but anticipate that a few families may need additional assistance for more complex circumstances. The goal is to help the motel occupants access existing programs and provide case management to help them find permanent housing solutions.

PERMISSIONS TO ACCESS PROPERTY

Representatives of the Greenville Homeless Alliance and outreach partner organizations shall request and be granted appropriate permission to access private property prior to entering the property. The following descriptions may determine how permissions are accessed:

- **Guest:** shall mean a person who is not a patron who is present on the premises of a hotel, motel or extended-stay hotel with the express permission of (a) a guest or patron of the hotel, motel or extended-stay hotel and (b) the owner, operator, keeper or proprietor of the hotel, motel or extended-stay hotel.
- **Visitor:** shall mean a person, who is not a patron or guest, who is on the premises of a hotel, motel or extended-stay hotel at the invitation of a patron or guest, but without the express permission of the owner, operator, keeper or proprietor of the hotel, motel or extended-stay hotel.

IMPORTANT NOTE: This plan does not supersede or restrict the ability of local code officials, fire officials or law enforcement officials to order the removal of occupants, renters or guests in the event of a fire or natural disaster in which a building is rendered unsafe, damaged, or inhabitable to the extent immediate evacuation is needed in order to prevent harm to the residents.

Motel Displacement Response Plan

PREVENTION

Trigger	Communication	Response/Action	Primary/Lead Partners	Secondary Partners	Other Info
Identification of Hotels/Motels most likely to be condemned	City and County codes staff notify GHA Coordinator	GHA Coordinator maintains a contact list of “motel outreach partners” and communicates with these partners to provide outreach to motel residents to build awareness and connect to local agencies.	GHA Coordinator – will serve as liaison to outreach partners.	Local agencies, job training and placement agencies, housing organizations, will assess individual and family needs and provide services as needed (see Appendix C)	Outreach activities: meet motel occupants, build relationships and trust, stay aware of motel conditions, educating occupants about local services and refer as needed
Review of regulatory policies that address substandard conditions for hotels and research policies in other cities/counties	City and County staff communicate with respective Councils.	City and County staff explore policy options and work with elected leaders to create/enforce current policies	City and County staff: Community Development, County Code Enforcement Department/Fire Department	GHA partners, faith organizations, other partners to advocate for policies/ enforcement through a coordinated effort.	
Identification of families with school aged children living in motels who are eligible for Second Chance Program	Irene Hamilton Jones – Greenville County Schools will identify eligible families	Irene Hamilton Jones will refer families to case managers to complete an educational/training program and connect with property owners who will provide a second chance for families	Greenville County Schools, Greenville County Human Relations Commission, Greenville Homeless Alliance	Greenville Housing Authority, United Housing Connections, SHARE, United Ministries	This program is under development
Request for shelter rules, regulations and circumstances for special shelter openings (i.e. cold weather or crisis)	City and County staff request information. GHA Coordinator collect and compile	GHA Coordinator partners with shelter providers to collect and compile info for City and County	GHA Coordinator	The Salvation Army, Miracle Hill Ministries, Grace Church, United Ministries, and faith organizations	

Motel Displacement Response Plan

EARLY INTERVENTION

Trigger	Communication	Response/Action	Primary/Lead Partners	Secondary Partners	Other Info
Issues and/or concerns identified at a motel (could be by a motel outreach partner or other source)	Motel Outreach partners communicate issues and concerns to the GHA Coordinator. Coordinator always confirms concerns and pending actions with city/county codes officials.	GHA Coordinator mobilizes the response needed. Identify the appropriate person to contact the hotel owner/ management is appropriate. Work to improve motel conditions and prevent condemnation.	Motel Outreach partners communicate with GHA Coordinator	City/County Codes Enforcement	Coordinate communication with motel owners/ property managers through the GHA Coordinator or City/County Codes officials
City/County Codes officials receive a complaint from motel resident, guest or other concerned party	City or County notifies GHA Coordinator that an initial complaint has been made. GHA Coordinator notifies the Outreach Partners and the primary response plan partners	Outreach partners ramp up outreach and referral to motel residents. Agencies support the outreach efforts and prepare of in-take of new clients. Agencies review response plan and prepare for possible displacement.	City/County Codes Officials Outreach partners	Primary Response Team members are notified	

Motel Displacement Response Plan

RESPONSE PREPARATION

Trigger	Communication	Response/Action	Primary/Lead Partners	Secondary Partners	Other Info
<p>City & County Codes officials set date and time of initial inspection or re-inspection of motel</p>	<p>City or County Codes officials contact the GHA Coordinator to notify her of the pending inspection (this could include unannounced/day-of inspections)</p>	<p>City/County Codes officials provide a timing window to the GHA Coordinator for inspection and convey expectations communicated to motel management. Response plan partners review the plan and prepare communications.</p>	<p>City and County Codes Officials Primary Response Team identified as being on the “notify and prepare” list</p>	<p>GHA Coordinator</p>	<p>In the event that someone other than the city/county codes officials contacts the Coordinator regarding potential issues, the Coordinator will confirm pending closure with city/county codes officials.</p>
<p>Pending inspection or re-inspection of motel.</p>	<p>GHA Coordinator notifies Primary Response Team and Outreach Partners to move to “prepared mode”</p>	<p>Prepared mode: GHA Coordinator and Outreach Partners plan to be on-site during motel inspection. Assess potential number of individuals and families that may be impacted. GHA Coordinator sends correspondence to Primary Response Team regarding potential impact.</p>	<p>GHA Coordinator</p>	<p>Primary Response Team and Outreach Partners</p>	<p>Primary Response Team begins assessing available resources in house and among the broader network of partners (Appendix D). Shelters determine existing capacity to accept dislocated families and individuals. Determine need for outreach to neighboring counties.</p>

Motel Displacement Response Plan

RESPONSE

Trigger	Communication	Response/Action	Primary/Lead Partners	Secondary Partners	Other Info
Motel Condemnation/ Closure	County or City Codes officials notify GHA Coordinator (Ideally, Coordinator would be on-site, but if not, notify immediately). Coordinator notifies Outreach and Primary Response Team.	Outreach partners provide on-site assistance interacting with clients, especially those with whom they have trusting relationships, and working with Primary Response Team members who arrive at the motel site as soon as possible. GHA Coordinator notifies lead contacts in Appendix B.	City/County Codes officials, GHA Coordinator, Law Enforcement (for safety), Response Team members designated to be on-site	Motel Displacement Response Partners ready for deployment as well as the broader network of partners listed in Appendix D.	Officials will provide as much lead time as possible and as much information known about individuals and families being displaced.
Relocation of Persons Displaced	Provide referral form to displaced persons seeking assistance. Maintain expectations between the agencies and the clients served.	Coordinator will provide referral form, make a list of persons being relocated and where. Case managers and partners communicate realistic expectations of services that can be offered.	GHA Coordinator, case managers and partners on site during closure	See Appendix D	Outreach partners provide as much information that is known about individuals and families to partners.
Displacement	Approximately 7-10 days of relocation assistance will be provided through this effort. If extended assistance is needed, assistance will be granted on a case-by-case basis.	Referrals will be made to housing agencies to find alternative housing options for people being displaced.	United Ministries, United Housing Connections, The Salvation Army, Miracle Hill Ministries, Urban League of the Upstate	See Appendix D	Proposed timeframe: 7-10 days.
Extended Displacement	Case managers and other partners notify GHA Coordinator/United Ministries when extended placement is needed	Case managers identify alternative extended stay options and refer to Angel Fund.	Outreach/United Ministries as fiscal lead. Case managers and other partners.		

FUNDING

An Angel Fund has been established to accept donations used to help people who are displaced by motel closures. Individuals, churches, and others have contributed to the fund, which was established after the Economy Inn closed. The funds provide emergency assistance and crisis support to displaced families. Assistance may include help with funds required to rent a more permanent home.

At the time of the displacement a roll will be taken of occupants seeking assistance. Each occupant's situation will be assessed. Those with the direst circumstances without resources will be accounted for and funds will be used based on the amount of need and order of eligibility. Funds will not be distributed until the GHA and local HUD supported Homeless Coalition have assessed that all residents are accounted for and needs are identified. Funds will only be used when all other available resources have been exhausted.

Eligibility for Assistance: Each family or individual must provide proof of ineligibility into other housing situations or available solutions. They must provide proof of the absence of personal resources. This may be accomplished through the relationship with the crisis caseworker. Each family or individual is eligible for funding for up to two weeks of lodging, food or other necessities. This shall not exceed \$3,000. Extensions beyond 2 weeks are possible if funds exist, the crisis is still active, and other forms of housing have not presented themselves. To maintain eligibility the family or individual must maintain involvement with displacement case managers and be actively involved in their own housing crisis solution.

Priorities for Angel Fund use will be in this order:

1. Single parents
2. Families
3. Elderly
4. Single women
5. Single men

Donations: Donations can be made to the Angel Fund at United Ministries or to any homeless service provider and will be restricted for the purpose of assisting individuals and families in the event of a motel closure if designated for such purpose.

Oversight: The GHA Coordinator and two additional partners from the Primary Response Team and/or the GHA Steering Committee will provide oversight of the use of the Angel Fund. Responsibilities will include determining how funds will be distributed and to whom and providing financial updates to the full GHA Steering Committee.

Philosophy: The purpose of this response plan, in the event of a hotel/motel crisis, is to alleviate as much human suffering as possible on the part of the potentially displaced occupants. In the event of the crisis, partners aim to provide aid in meeting basic needs while preventing the negative effects of toxic charity (charitable acts that can negatively affect human dignity and may result in dependency). The Primary Response Team will lean on existing available resources and experience of the local service providers first. To this end, displaced individuals will be offered low cost and safe existing housing resources first, and more costly avenues will be explored and utilized only in the most dire circumstances or absence of other options.

COMMUNICATIONS AND MEDIA COORDINATION

Susan McLarty will be the communications point person for the Greenville Homeless Alliance and collaborating nonprofits on the Response Plan Committee. All media inquiries should be referred to McLarty (Chairperson of the GHA Steering Committee as back-up). City and county codes officials will contact McLarty when a motel displacement may occur. When there is a media request for comment about a motel’s code violations or condemnation, city and county officials will refer reporters to their own spokespersons. Media inquiries regarding specific program and services will be referred to partner agencies as appropriate. Below is a contact list for media relations.

Name	Title	Organization	Email	Phone
Susan McLarty	Coordinator	Greenville Homeless Alliance	smclarty@gvlhomes4all.org	864-325-8505
Bob Mihalic	Governmental Affairs Coordinator	Greenville County	BMihalic@greenvillecounty.org	864-467-7055 work 864-770-5156 cell
Leslie Fletcher	Public Information Officer	City of Greenville	lfletcher@greenvillesc.gov	864-467-4435

Plan Review

The Motel Displacement Response Plan will be reviewed every six months, for a minimum of two years. It will be revised as appropriate. There will be a debriefing for each motel displacement incident. The new information and experience will inform future procedures for handling these situations.

Appendices:

- A. Homelessness and the Current Challenge of Affordable Housing in Greenville County
- B. Primary Response Team Partners
- C. Referral and Release of Information Forms
- D. Motel Displacement Response Partners
- E. Motel Displacement Plan Committee Members

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Appendix A:

Homelessness and the Current Challenge of Affordable Housing in Greenville County

Background

Greenville County has an estimated 170,000 people living in poverty or teetering on the edge. One in three people cannot meet their basic financial needs, and some of these people are homeless or living in precarious housing, including motels.

For the 2011-12 academic year, there were 542 students who were experiencing homelessness, including 11% living in a motel. By comparison, in the 2015-16 academic year, there were 802 students experiencing homelessness, including 22% living in a motel. In 2018, the total number of homeless students jumped to 1039.

The homelessness and marginally-housed problem is worsening because incomes have not kept pace with the rising cost of housing in Greenville. For example, the Greenville County Redevelopment Authority's 2018 Greenville County Affordable Housing Study concluded that the ability to find affordable and decent housing for families making less than \$30,000 a year was difficult or impossible in Greenville County. Yet Greenville's downtown vibrancy hinges on tourism, restaurants, and hotels which employ people earning minimum wage and an annual income of \$15,080 employed with full time hours (2,080/year.)

The Greenville Housing Authority (TGHA) is the largest provider of safe, stable homes meeting the needs of some of the county's poorest households. TGHA received 2,500 housing vouchers in 2018. The agency adheres to the US Department of Housing and Urban Development (HUD) definition of 30 percent of household income for rent. Utilizing federal and state resources, the Housing Authority's average income per household in 2018 was \$12,682. However, the waiting list in 2018 is 9,000 families, representing more than 27,000 people. In 2014, the waiting list was 6,000 families and average median income established by HUD for Greenville has increased by \$8,000 from \$58,200 in 2014 to \$66,500 in 2018. It is widely recognized nationally that very few households receive a housing voucher, while the majority receives no housing assistance. This is the backdrop to the perilous situation of people who cannot access safe, stable housing in Greenville. Motel rooms often house an entire family. The conditions can be as stark as the rooms and generally speaking are often not maintained. Since these motel rooms typically lack kitchens, nutritious food and poor health can be an issue for the residents, as well.

“There is evidence that even two years after someone had an eviction and got into housing, the person still experiences significant rates of depression. Housing and health are connected, and it's important we recognize this and offer the appropriate services.” – Susan McLarty, Greenville Homeless Alliance

2014 Tent City Crisis

Homelessness was highlighted in 2014 when Greenville residents were alerted by a series of local newspaper articles to a “tent city” in the western part of the city. A small encampment of people living under a bridge increased as donations from concerned citizens arrived, creating a safety and health crisis. Local organizations met with tent city residents, offering housing and support services. They soon focused on connecting people with mental health services, job training and placement and other support programs.

These organizations began to facilitate a more pragmatic approach to case work, bridging a longstanding gap between local homeless services and mental health services. The new approach meant homeless service organizations would identify clients’ social-behavioral barriers and empower them to work through those barriers. The result is a personalized pathway referral towards finding supportive services and permanent housing.

These changes led to organizations collaborating through weekly meetings, where they could discuss their clients’ current needs and issues. Greenville’s system for addressing homelessness is strong and generally effective, but with the increase in the wage gap and the rising cost of housing in the area, stronger partnerships are needed for advocacy and effective service delivery. The Greenville Homeless Alliance was formed to sustain this collaboration and to propel action to address homelessness and the marginally housed in the Greenville metro area.

Since the “Tent City” crisis in 2014, a broad range of public, private and nonprofit stakeholders have worked collectively to deploy a response to Greenville’s success and challenges related to growth resulting in addressing the growing gap of safe, stable homes that are affordable to a household income where the private market cannot deliver without a subsidy. Research and planning activities outlined in the Balancing Prosperity and Housing Affordability Report released by the City of Greenville in 2016 revealed that the city was short approximately 2,500 housing units for those at the lowest income levels. Advocacy efforts by many partners and a recognition of the importance of the issue by city council resulted in a historical first allocation of \$2 million in funding from the City of Greenville to address the lack of homes through the formation of a housing trust fund. The targeted annual income range identified by the newly formed Greenville Housing Fund (GHF) is \$15,000 - \$55,000. While this is helpful to some individuals and families experiencing homelessness due to lack of availability of homes in this range, the Greenville Homeless Alliance is focusing on housing solutions for those with annual incomes of \$15,000 and below. Since 2014, GHA’s collaborative efforts have successfully improved access to temporary homeless beds but the total number of beds has not increased while the overall population of Greenville County has increased.

Economy Inn Condemnation

An unexpected problem arose in January, 2018, when a motel off Augusta Road - the Economy Inn - was condemned and closed for life safety reasons. The closure put over 100 people, out of their rooms, with no prior notice. Many of these were individuals and

families who were residing there for extended periods and considered the Economy Inn home. Greenville County codes officials conducted an inspection of the building and the results concluded the Economy Inn was not safe. County officials condemned the building for numerous reasons including smoke alarms not working, sewer issues, electrical problems, a weak second floor, holes in the walls and both mold and infestations.

“When you have a community the size of Greenville and over 100 people are displaced, you have to treat that as an emergency disaster-type of situation.” – Darian Blue, Phillis Wheatley Association and Nicholtown Missionary Baptist Church

County codes officials did contact several service providers and, through phone calls and social media, a response was mobilized as quickly as possible. With no preparation and due to the extremely cold temperatures, providers did not have shelter nor additional supportive services for displaced residents that may have been possible with advance planning. Non-profit organizations and churches began assembling support. Nicholtown Missionary Baptist Church took in 12 people and added four more over the course of the first week. The church took people to the Phillis Wheatley Center twice a day for showers. The church also provided food and other support to 16 displaced people. The local Red Cross provided sleeping cots, blankets, pillows, and other needed items. During the three weeks, the church housed the newly homeless and its leadership developed a homegrown case management program. They partnered with CommunityWorks, the Urban League of the Upstate, churches and other organizations that could help with employment, transportation and financial assistance. The displaced motel residents needed case management help from the church, including financial and material support and assistance removing barriers to their independence. Below is a list of case management services these partners provided:

- Solving identity theft issues;
- Obtaining social security cards, which required funds and transportation;
- Funding for medical exams for health issues and also for identification issues. People who did not have a social security card needed medical verification of who they were and their date of birth.
- Finding employment;
- Education on handling finances and becoming financially independent;
- Basic work attire and laundry access;
- Nonperishable food items and daily meals, and
- Transportation to the Department of Motor Vehicles, Social Security office, job interviews, medical care, work, etc.

Responding to Motel Closures

When people are displaced from a motel, a sustained and systematic response is needed. Many individuals and families who live in a motel are there because they may not have the identification, credit or down payment to access an apartment. Many have low paying jobs or some form of income, but have experienced barriers to permanent housing. They may have been evicted from an apartment or rental home, which can occur for transportation issues, juggling family obligations and financial choices. When a chain of events occurs and debt begins to build, the client might need more than \$3,000 in security deposits, the first month of rent and payment of utility debt to rent another apartment. Without that kind of funding, many will move to a motel where rent, utility, cable expenses are included for one price. The price is often higher than what one may pay for a permanent home.

The crisis that a motel condemnation creates requires a well-coordinated, multipronged approach, which is the basis for this plan. There are other motels in Greenville County, in which hundreds of people are making their home and a number of them are in as poor condition as the Economy Inn. The partners of the Greenville Homeless Alliance are working to develop a collaborative approach to preventing motel closures, responding to displacement and seeking longer term strategies to addressing the housing shortage for low income residents.

“When you drive through Greenville, you can see school buses dropping off children at a hotel. People have lived in extended-stay hotels for years. They take up residency in them because we have not added the housing we have depleted.” – Lauren Stephens, The Salvation Army

As this plan provides a framework for responding to an abrupt motel closure, the first and most important priority is to prevent displacement, strengthen existing service delivery efforts and develop new approaches to providing stable housing. This may include working with motel owners to secure the resources needed for improvements and to work with them on a realistic timeline for repairs if appropriate. City and County codes officials will explore partnering more closely with fire and safety codes inspectors to establish a more regular schedule of inspections to monitor motel conditions.

Motels, while they may not be the best environment for long-term housing, especially for larger families, do provide shelter and relative safety. Outreach to families that may be eligible for assistance for more permanent housing is crucial. Through the Second Chance Program, which is under development, families and property owners will be able to work together to resolve the problems that sometimes lead to evictions. Clients will graduate from the program with a certificate that can be matched with a partnering property owner. The program will provide six months of case management. Mental health services also can be a component of prevention. People who have been evicted or live in marginal housing situations often experience anxiety, depression, and other mental health problems. Efforts to increase mental health services will be a priority in prevention planning and execution.

Appendix B:

Primary Response Team: *will coordinate a response to displacement of tenants who need relocation assistance*

Organization	Name	Title	Email	Phone
Primary Contact* Greenville Homeless Alliance	Susan McLarty	Coordinator	smclarty@gvlhomes4all.org	864-325-8505
Upstate Chapter of the American Red Cross	Lisa Colby	Executive Director	lisa.colby@redcross.org	864-551-1832
City of Greenville	Buddy Skinner	Building Official	bskinner@greenvillesc.gov	864-449-2912 cell 864-467-4553 office
City of Greenville	Brad Rice	Codes Enforcement Supervisor	brice@greenvillesc.gov	864-467-4592
City of Greenville Police	Lt. Billy Albert	Lieutenant	walbert@greenvillesc.gov	864-444-2619
County of Greenville	Teresa Barber	Director Code Compliance Division	tbarber@greenvillecounty.org	864-905-2265
Greenville County Sheriff	Conrad Mansel	Sargent	cmansel@greenvillecounty.org	864-483-0830
Miracle Hill Ministries	Ryan Duerk	Vice President, Adult Ministries	rduerk@miraclehill.org	864-361-3000
The Salvation Army	Lauren Stephens	Social Ministries Director	lauren.stephens@uss.salvationarmy.org	864-235-4803 ext. 66118
Triune Mercy Center	Deb Richardson-Moore	Pastor/Director	deb@triunemercy.org	864-233-3402
United Ministries	Tony McDade	Executive Director	TMcDade@united-ministries.org	864-907-8167

** The Chair of the Greenville Homeless Alliance Steering Committee or an elected service provider from the Steering Committee will serve as the primary contact in the absence of the Coordinator.*

Appendix C:

Referral and Release of Information Forms

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The Greenville Homeless Alliance

A partnership hosted by United Ministries

Motel Displacement Plan - Release of Information

When you request or receive services from **organizations affiliated with the Greenville Homeless Alliance**, most organizations collect information about you and your household that is then shared with a computer program called ServicePoint, or Homeless Management Information System (HMIS). This program helps us to better understand homelessness/near homelessness, to improve service delivery to the homeless/near homeless, and to evaluate the effectiveness of services provided. HMIS is used by many social service agencies and providers throughout the state that provide services to homeless and low-income persons.

What information is collected? Depending on your situation, you may be asked for some or all of the following:

- Basic identifying information (may include name, SSN, date of birth, gender, race, marital and family status, household relationships, phone numbers, military veteran status, whether or not you have a disability)
- Housing information (may include address, type of housing, homeless status, and reason for homelessness)
- Income information (sources and amount of household income, employment information, work skills)
- Education information, Employment information, Immigration status
- Domestic violence experience
- Medical information (may include disability, HIV/AIDS, alcohol or drug disability, and Medical Insurance)
- Services needed and provided; outcomes of services provided

What happens to the information collected?

- With your approval, information collected is shared with other service agencies, **but only with authorized persons at those agencies.**
- Collectively, data on the homeless or low income population in the Upstate is used in statewide reports on homelessness (**but not personal identifying information is reported**)

NOTE: HMIS uses many security protections to ensure confidentiality and only agencies that use HMIS can access this program.

Why you should agree to have your information shared with other agencies that use HMIS?

By sharing your information with these agencies, you will help them:

- Reduce time spent answering basic questions regarding your situation,
- Identify other services or programs you may be eligible for,
- Better coordinate services for you and your household,
- More accurately count the number of homeless/near homeless persons, services available and services needed,
- Obtain other funding for programs that serve homeless persons.

CLIENT INFORMED CONSENT / RELEASE OF INFORMATION AUTHORIZATION

You have the option to restrict access to personal information that you are providing about yourself and your minor children. You may modify this consent with respect to the sharing of your information at any time by written authorization.

I agree that my information may be shared with authorized personnel in other service agencies including but not limited to those using HMIS. (Must be checked)

I hereby give my consent to be contacted by partner organizations affiliated with the Greenville Homeless Alliance.

Your release of information authorization is valid for one (1) year from the date of this document. You may cancel this authorization at any time by written request, but the cancellation will not be retroactive.

SIGNATURE OF CLIENT OR GUARDIAN

DATE

SIGNATURE OF AGENCY WITNESS

DATE

Print Name: _____ DOB: _____ / _____ / _____

Client Referral

Program:

Entry Date:

First Name: _____ Middle Name: _____ Last Name: _____

Social Security Number: _____ Birthdate: _____ Client ID #: _____

Race (Check all that apply)

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or other Pacific Islander
- White

Ethnicity

Ethnicity:

- Hispanic/Latino
- Non-Hispanic/Latino

Zip Code of Last Known Address: _____

Gender:

- Male
- Female
- Transgender Male to Female
- Transgender Female to Male
- Does not identify as male, female, or transgendered

Veteran:

- Yes
- No

Disabling Condition:

- Yes
- No

Relationship to Head of Household: (Self, Spouse, Son, etc.): _____

Living Situation - Residence the night before program admission, and length of stay at that residence.

HOMELESS SITUATIONS:

- Place non meant for Habitation
- Emergency Shelter (or hotel paid for with emergency shelter voucher) Agency Name: _____
- Safe Haven
- Interim Housing

Length of stay: _____ days Approximate date started homelessness? _____

INSTITUTIONAL SITUATION:

- Foster care home or foster care group home
- Hospital or other residential non-psychiatric medical facility
- Jail, prison or juvenile detention facility
- Long-term care facility or nursing home
- Psychiatric hospital or other psychiatric facility
- Substance abuse treatment facility or detox center

Length of stay: _____ days (**if more than 90 days, skip to next page**)

On the night before, did you stay on the streets, ES, or SH?: Yes No (**if "No", skip to next page**)

Approximate date started homelessness? _____

TRANSITIONAL AND PERMANENT HOUSING SITUATION:

- Hotel or motel paid for without emergency shelter voucher
- Owned by client, no ongoing housing subsidy
- Owned by client, with ongoing housing subsidy
- Permanent housing for formerly homeless persons (such as: A CoC project; HUD legacy programs; or HOPWA PH) Agency Name _____
- Rental by client, no ongoing housing subsidy
- Rental by client, with VASH housing subsidy
- Rental by client, with GPD TIP subsidy
- Rental by client, with other ongoing housing subsidy
- Residential project or halfway house with no homeless criteria
- Staying or living with a family member's room, apartment or house
- Staying or living with a friend's room, apartment or house
- Transitional housing for homeless persons (including homeless youth) Agency Name _____

Length of stay: _____ days (**if more than 7 days, skip to next page**)

On the night before, did you stay on the streets, ES, or SH?: Yes No (**if "No", skip to next page**)

Approximate date started homelessness? _____

Number of times the client has been on the streets, in ES, or SH in the past three years, including today: _____
 Total number of months homeless on the streets in ES, or SH in the past three years: _____ months

MONTHLY CASH INCOME

- \$ _____ Earned Income
- \$ _____ Unemployment Insurance
- \$ _____ Supplemental Security Income
- \$ _____ Social Security Disability Income
- \$ _____ VA Service – Disability Compensation
- \$ _____ VA Non-Service-Connected Disability
- \$ _____ Private disability insurance
- \$ _____ Workers Compensation
- \$ _____ TANF
- \$ _____ General Assistance
- \$ _____ Retirement Income from SS
- \$ _____ Pension or retirement from former job
- \$ _____ Child support
- \$ _____ Alimony
- \$ _____ Other source

MONTHLY NON-CASH INCOME

- \$ _____ SNAP/Food Stamps
- \$ _____ Special Supplemental Nutrition Prog. (WIC)
- \$ _____ TANF Child Care Services
- \$ _____ TANF Transportation Services
- \$ _____ Other TANF-funded Services
- \$ _____ Section 8, public housing, or other ongoing
- \$ _____ Other Source: _____
- \$ _____ Temporary Rental Assistance

<u>Disabilities</u>	Disability determination		Condition is Indefinite		Receiving Services		Documentation of the Disability and Severity on File	
	Yes	No	Yes	No	Yes	No	Yes	No
Alcohol Abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Developmental Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug Abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV/AIDS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chronic Health Condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

HEALTH INSURANCE

- Client has active health insurance: Yes No
 (If answer is “Yes”, check which one(s) below)
- Private
 - Private – Employer
 - Private – Individual
 - Medicare
 - Medicaid
 - State Children’s Health Insurance Program S-CHIP
 - Military Insurance
 - Other Public
 - State Funded
 - Combined Children’s Health Insurance / Medicaid Program
 - Indian Health Service (HIS)
 - Other _____

DOMESTIC VIOLENCE

- Domestic Violence Experience**
- Yes
 - No
- When Experience Occurred**
- Within the past three months
 - Three to six months ago
 - From six to twelve months ago
 - More than a year ago
- Currently Fleeing**
- Yes
 - No

Appendix D:

Motel Displacement Response Partners - *the following is a listing of organizations that have committed to providing resources or services during a coordinated response to an abrupt motel displacement. Not all resources and services listed below may be needed nor deployed every time a motel closure takes place. The GHA Coordinator and Primary Response Team will determine what is needed.*

Organization	Prevention Services	Community Resources Available During Displacement												Primary Contact for This Plan					
		Case Management	Temporary Shelter	Housing (assessment)	Transportation	Food	Clothing	Financial Assistance	Job Training & Placement	Mental Health Services	Safety and Law Enf	Identification	Legal Services	Additional Information	Contact	Address	ZIP	Email Address	Phone
American Red Cross	Community relationship with government for decision making purposes.		X			X								Provide hygiene kits, blankets, and cots	Lisa Colby	940 Grove Rd.	29605	lisa.colby@redcross.org	864-551-1832
Augusta Heights Baptist Church						X	X	X							Greg Dover	3018 Augusta St.	29609	gregoryjdover@gmail.com	864-979-8864
Bon Secours St. Francis Health System								X						Contributions for tenant displacement expenses	Deb Long	One St. Francis Drive	29601	deborah_long@bshsi.org	864 991-5612

Organization	Prevention Services	Community Resources Available During Displacement											Additional Information	Primary Contact for This Plan						
		Case Management	Temporary Shelter	Housing (assessment)	Transportation	Food	Clothing	Financial Assistance	Job Training & Placement	Mental Health Services	Safety and Law Enf	Identification		Legal Services	Contact	Address	ZIP	Email Address	Phone	
Buncombe Street United Methodist Church	Getting to know residents through Pastor Alfred's leadership.				X	X	X	X							Limited assistance for rent and utilities. Transportation help with our bus.	Kristin Dollar	200 Buncombe Street	29601	kristin.dollar@bsumc.com	803-507-4620
Christ Church			X		X	X	X					X		Food and transportation assistance. Housing for up to 3 weeks with prescreened individuals and help with logistics. Also legal assistance.	Debbie Rice	10 North Church Street	29609	drice@ccgsc.org	917-557-4865 (text is best)	
Circles Greenville County	Outreach, referrals	X													Sandra Bullock	305 S Calhoun Street	29601	sbullock@share.org	864-979-4789	
City of Greenville	City coordinated functions			X	X		X		X	X				City coordinated functions	Russell Stall	17 Riverside Drive	29605	rstall@greenville.gov	864-430-0636	
City View Community Coalition						X	X							G.E.D. Classes if they want to continue their education; Counseling	Jeannie Simpson	307 W. Morgan Street	29611	extendedhandsofgodservants@yahoo.com	864-213-7345	

Organization	Prevention Services	Community Resources Available During Displacement											Additional Information	Primary Contact for This Plan						
		Case Management	Temporary Shelter	Housing (assessment)	Transportation	Food	Clothing	Financial Assistance	Job Training & Placement	Mental Health Services	Safety and Law Enf	Identification		Legal Services	Contact	Address	ZIP	Email Address	Phone	
Community Works, Inc.	Financial coaching, loans and matched savings accounts				X			X							Financial coaching, matched savings, auto loans	Latorrie Geer	101 West Antrim Drive	29607	lgeer@cwcarolina.org	864-235-6331
First Baptist Greenville			X			X	X	X					X	All contingent on recruitment of volunteers and resources.	Laura Stout	847 Cleveland St	29601	laura.stout@firstbaptistgreenville.com	478-737-7298	
Grace Church			X			X		X						Grace Church Taylors campus available as a temporary shelter option upon completed construction.	Megan Gaminde	2801 Pelham Road	29615	mgaminde@gracechurchsc.org	864-497-2665	
Greenlink	Assessing transportation needs as reported by outreach workers and determining potential options				X									Providing transportation to temporary shelter during a coordinated response.	Gary Shepherd			gshepard@greenville.sc.gov		
Greenville County Code Compliance	Staying aware of motel conditions												X	Safety for the persons affected and those helping to mobilize them	Teresa Barber	301 University Ridge, Suite 4100	29601	tbarber@charter.net	864-905-2265	

Organization	Prevention Services	Community Resources Available During Displacement											Primary Contact for This Plan							
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Greenville County Council	Work with Fire District and owners to maintain livable conditions in properties.				X								X		County coordinated functions	Paula Gucker	301 University Ridge	29601	pgucker@greenvillecounty.org	864-467-7007
Greenville County Human Relations	We can provide the occupants with resources and possible rental assistance	X		X				X							If the client qualifies, we may be able to assist with Rapid Rehousing with qualified clients: Assistance to include deposits, and utility bills. Provided case management and resources upon rehousing.	Gina Wong	301 University Ridge, Suite 1600	29601	gwong@greenvillecounty.org	864-525-1109
Greenville County Schools	Transportation for school age children and school supplies and or clothing				X										Transportation for school students	Irene Hamilton Jones	100 Blassingame Road	29605	ihamilto@greenville.k12.sc.us	864-982-3818
Greenville County Sheriff's Office	Meeting tenants and building relationships												X			Conrad Mansel	4 McGee St.	29601	cmansel@greenvillecounty.org	864-483-0830

Organization	Prevention Services	Community Resources Available During Displacement											Primary Contact for This Plan						
		Case Management	Temporary Shelter	Housing (assessment)	Transportation	Food	Clothing	Financial Assistance	Job Training & Placement	Mental Health Services	Safety and Law Enf	Identification	Legal Services	Additional Information	Contact	Address	ZIP	Email Address	Phone
Greenville Homeless Alliance	Coordinate prevention and response efforts													Overall coordination	Susan McLarty	606 Pendleton Street	29601	smclarty@gvlhomes4all.org	864-325-8505
Greenville Housing Authority														Assisting families who are in need of housing. Increased partnerships in the future with providers of emergency housing to provide rental assistance.	Ivory Mathews	122 Edinburgh Court	29607	Ivorym@tgha.net	864-467-4299
Greenville Mental Health	outreach, supportive services to persons with possible mental illness	X							X					Outreach, assessment, monitoring for mental health services	April M. Simpson/ Mary Kay Campbell	124 Mallard St	29601	april.simpson@scdmh.org; marykay.campbell@scdmh.org	864-241-1040 ext 310
Greenville Police Dept.	Law enforcement contact and assistance.									X					Lt. Billy Albert	4 McGee St.	29601	walbert@greenville.sc.gov	864-444-2619
Meals on Wheels						X									Catriona Carlisle	15 Oregon Street	29605	catrionac@mowgvl.org	864-304-6097

Organization	Prevention Services	Community Resources Available During Displacement											Additional Information	Primary Contact for This Plan					
		Case Management	Temporary Shelter	Housing (assessment)	Transportation	Food	Clothing	Financial Assistance	Job Training & Placement	Mental Health Services	Safety and Law Enf	Identification		Legal Services	Contact	Address	ZIP	Email Address	Phone
Medical Legal Partnership													X		Catie Buckingham		29605	cbuckingham@ghs.org	896-455-11439
Miracle Hill Ministries	Building relationships		X			X								Cold Weather shelter beds and food assistance.	Ryan Duerk	409 S Pleasantburg Dr.	29607	rduerk@miraclehill.org	864-361-3000
Nazareth House	Open our church daycare by July 2018, accept a limited number of ABC vouchers													We plan to open our church daycare by July 2018 and are willing to accept a limited number of ABC vouchers to help with child care.	Wanda Newkirk	847 Old Airport Road	29607	wandapnewkirk@hotmail.com	864-915-1044
New Horizon Family Health Services, Inc.	Access to primary care services/medical services													Primary care/medical services-assisting in helping individuals access appointments with a primary care provider, access to prescription medication, access to oral health.	Brandon Cook	111a Berry Ave	29651	bcook@newhorizonfhs.org	864-436-6844
Safe Harbor	We would be happy to provide education and materials about Safe Harbor to occupants.	X	X											Shelter beds for domestic violence victims (1.800.291.2139)	Julie Meredith	PO Box 174	29602	julie.meredith@safeharborsc.org	864-316-0287

Organization	Prevention Services	Community Resources Available During Displacement											Primary Contact for This Plan						
		Case Management	Temporary Shelter	Housing (assessment)	Transportation	Food	Clothing	Financial Assistance	Job Training & Placement	Mental Health Services	Safety and Law Enf	Identification	Legal Services	Additional Information	Contact	Address	ZIP	Email Address	Phone
SHARE		X						X						SHARE can perform a VI-SPDAT assessment for score on the Prioritization List. Job training and employment program called LADDER. Case management offered will be to assist in helping the household access services they need.	Bruce Forbes	254 S. Pleasant-burg Drive	29607	bforbes@share.org	864-220-7237
The Salvation Army	Educating tenants about local services, staying aware of motel conditions	X	X			X	X								Lauren Stephens	417 Rutherford Street	29609	Lauren.Stephens@us.s.salvationarmy.org	864-235-4803 ext. 66118
Single Parents in Need (SPIN)	Providing assessments and case management to eligible families	X												SPIN can provide prevention and on-site assessments and case management for families needing assistance with referrals to local services.	Tabitha Crawford	40 John McCarroll Way	29607	spinofgreenvillesc@gmail.com	864-567-5239
Triune Mercy Center		X				X	X						X	Meals Sat. at noon, Sun. at noon and 5 PM, and Mon. at 7 AM. Triune as a day shelter Saturday 9 to 1 PM, and all day Sunday. Wed.- food pantry and get food, see attorneys, see social workers. They may select clothes and toiletry items. Bon Secours nurse on site to connect with health services, and GHS van here every other Wednesday.	Deb Richards on-Moore	222 Rutherford Street	29609	deb@triuemercy.org	864-233-3402

Organization	Prevention Services	Community Resources Available During Displacement											Primary Contact for This Plan							
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United Housing Connections	Willing to meet with tenants to explore options for them for permanent housing	X		X		X	X								Consider occupants for housing, donations of food, supplies and clothing as funds are available. Provide Rapid Rehousing assistance for 1st month's rent/utilities to qualified clients.	Lorain Crowl, Interim ED, Julia Mullen Board Chair	135 Edinburg Ct, STE 201	29607	lcrowl@uhcsc.org jmmullen@email.com	Lorain 864-901-0069 Julia 864-616-0629
United Ministries	Organizing/ coordinating efforts first-responders, connecting tenants to services	X	X		X	X		X	X				X	Serve as a fiscal agent for donations.	Tony McDade	606 Pendleton Street	20601	TMcDade@United-Ministries.org	864-907-8167	
United Way of Greenville County	Educating tenants about local services and resources and referring as needed													United Way will consider financial needs of organizations that provide services in response to displacement.	JoKeitha Seabrook	105 Edinburg Court	29607	jseabrook@unitedwaygc.org	864-467-3520	
Urban League of the Upstate		X			X				X					Provide case management, housing assistance, transportation, job training and placement and other services as funds are available.	Jeanne Vernon	15 Regency Hill Dr.	29607	jvernon@urbanleagueupstate.org	864-386-2142	

Appendix E:

Motel Displacement Plan Committee Members

Teresa Barber, Director Code Compliance Division, County of Greenville

Ryan Duerk, Vice President, Adult Ministries, Miracle Hill Ministries

Paula Gucker, Assistant County Administrator for Community Planning, Development & Public Works, County of Greenville

Lauren Stephens, Social Ministries Director, The Salvation Army

Ginny Stroud, Community Development Administrator, City of Greenville

Brad Rice, Codes Supervisor, City of Greenville

Jessica Jordan, Senior Code Enforcement Officer, County of Greenville

Susan McLarty, Coordinator, Greenville Homeless Alliance

Eleanor Dunlap, Chief Impact Officer, The Graham Foundation

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