

**Columbus Muscogee / Russell County Continuum of Care
2023 Annual Membership Meeting**

United Way of the
Chattahoochee Valley



Agenda

- Welcome and Introductions
- What is a Continuum of Care
- Energy Assistance
- 2023 Point in Time Count results
- Housing Market Needs Assessment
- 211 Community Resource Center
- Board Selection Vote
- Governance Charter Amendments
- Announcements
- Upcoming Events

What is a Continuum of Care?

- A Continuum of Care (CoC) is a program designed to promote a community-wide commitment to ending homelessness.
 - We do this by:
 - Providing funding for non-profit contributors, States and local governments to quickly re-house the homeless and victims of domestic abuse
 - Promoting access to mainstream programs for the homeless
 - Optimizing self-sufficiency among the people we serve



Who is in the CoC?

- Faith Based Organizations
- Victim Service Organizations
- Housing Providers
- Emergency Shelters
- Homeless Services Providers
- Housing Authorities
- Mental Health/ Substance Abuse Providers
- Community Advocates



How Do I Join the CoC?

Columbus-Muscogee / Russell County Continuum of Care GA-505

Application for Continuum of Care Membership

Date _____

Applicant Name _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____ Email _____

Type Organization: Government Non-Profit Homeless Assistance Provider
 Consumer and Advocates Community Stakeholder Individual

Organization Name _____

Executive Director/Administrator _____

Executive Director/Administrator Email _____

Members are requested to participate in the Continuum of Care's collaborative efforts by selecting one or more of the Continuum of Care's working committees

The Heart of the CoC

- *Performance and Outcomes Committee*
- *Continuum of Care Application Committee*
- *Mainstream and Outreach Committee*
- *HMIS / Data Committee*
- *Coordinated Entry (CES) Committee*
- *Point in Time Count Committee*
- *Landlord Engagement*
- *Lived Experience Committee* **

Energizing Our Communities

Connie Goolsby/Program Coordinator

August 2023



Meet Our Team

Our mission is to continue to meet the changing needs of our customers and community partners by educating, assisting, and maintaining a presence in the community with the purpose of debt prevention.


- **Danny Johnson** Energy Assistance Manager
Georgia Power

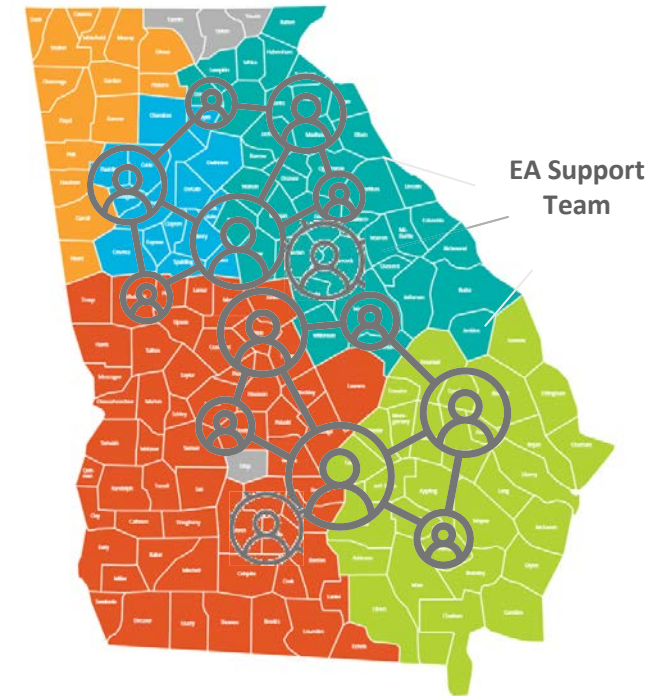


Energy Assistance provides statewide support to income qualified customers, senior citizens, customers with special needs and circumstances, and displaced workers and families. Five EA coordinators are assigned to specific regions that cover 155 of 159 counties throughout Georgia Power's footprint.

Coordinator	Region	Email	Phone
 Hafiz Grier	Northwest	hrgrier@southernco.com	404.304.0724
 Carmalitha Merriwether	Metro	cdmerriw@southernco.com	404.640.0259
 Connie Goolsby	Southwest	clgoolsb@southernco.com	404.416.7046
 Michelle Fernandez	Northeast	mvferman@southernco.com	404.548.0203
 Connie Goolsby	Southeast		

 Tabatha Duncan
EA Supervisor

 Vacant
EA Analyst



Key Customer Segments

Providing a Safety Net to Vulnerable Customers:



Senior Citizens



Special Needs and Circumstances



Income Qualified



Displaced Workers and Families



Customer Facing Tools to Navigate the Path to Assistance

C.A.R.T.

Community Assistance Resource Tool provides helpful information about local resources via a zip code search for categories: utilities, food, shelter, rent, counseling and mortgage assistance

EA Webpage Resources

- Senior Discount
- GCAA organizations
- Salvation Army

Energy Assistance Portal

- Partner organizations access to making payments and pledges on customer accounts



Energy Assistance

Connect | Advocate | Partner

Common Insecurities LMI Customers Face



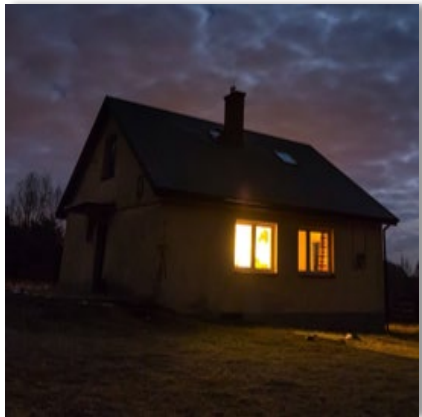
Income Insecurity

Increased number of households struggling to put food on the table, paying rent/mortgage, and paying utilities. (New Faces of Energy Assistance)



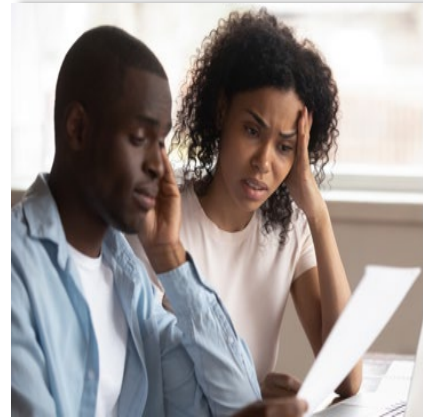
Energy Insecurity

Solutions needed for unaffordable Energy Consumption
Continued focus and more education and knowledge of Energy Efficiency programs to lower utility bills



Lack of Awareness

Lack of information on programs and eligibility requirements that can potentially benefit customers that face hardships.



Past Due Bills

Increase education and outreach efforts for LIHEAP, and other programs, rates and services for income qualified households.



Broadband Challenges

Many areas of the state have limited access and engagement to the social and economic benefits of technology availability.

- No equipment
- No internet

Programs, Products & Services

Georgia Power offers 7 rate options to meet our customers energy needs:
PEV, Residential, PrePay, Pay-by-Day, Smart Usage, Flat Bill, Nights & Weekends

Georgia Power's Senior Citizen Discount

Customers 65 years of age and over who meet the annual income requirements of \$29,160 or less can receive up to \$33.50 a month off their utility bill each month.



Low-Income Home Energy Assistance Program (LIHEAP) Available every year from November to May from the Division of Family & Children Services, this program helps income-eligible households pay for heating and cooling costs.

Project
SHARE



Project SHARE: Established in partnership with The Salvation Army, customers can provide assistance to residents in the same community for expenses such as utility bills, housing, food and medical necessities.

Community Assistance Resource Tool

- Refine search by resource type
 - Food
 - Shelter
 - Utilities
 - Counseling
 - Rent
 - Mortgage Assistance
- Search by zip code
 - Community-specific
 - Convenient, streamlined access to vetted resources
 - Saves time and promotes self-service
- Map pin in search results
 - Links to location in Google Maps
 - Provides directions and distance to resource location
- Statewide Assistance feature
 - Resources accessible to all Georgia residents
 - Critical information appears in the event community-based resources are not displayed



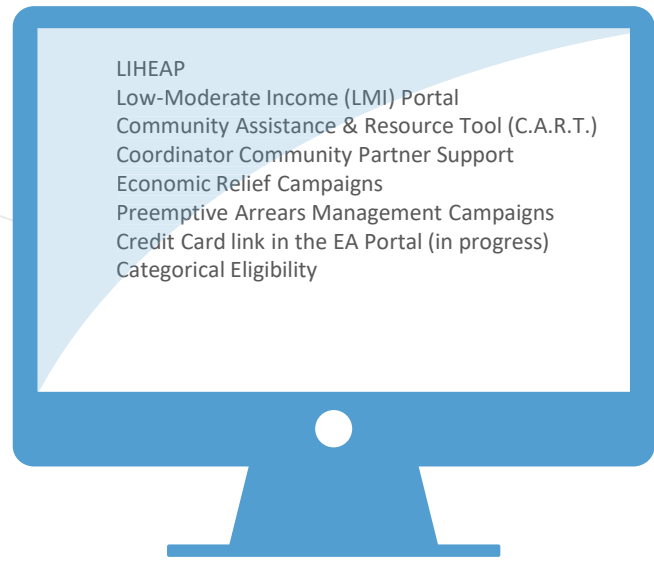
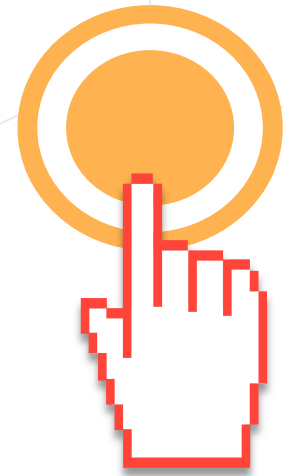
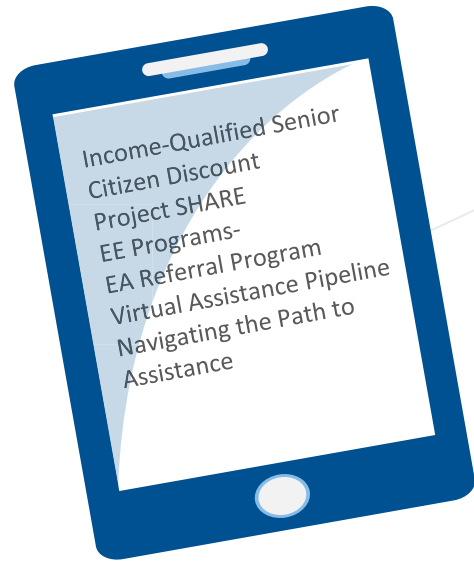
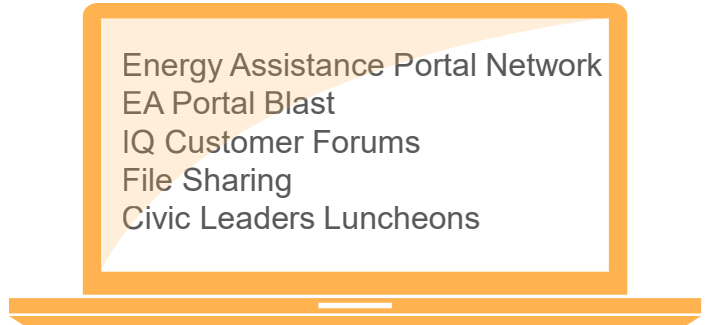
Energy Assistance Portal Network



Benefits

- ▶ Improved customer experience
- ▶ Easily view customer information
- ▶ 24/7 access and no cost
- ▶ Make payments and/or pledges for critical accounts
- ▶ Eliminates need to call, fax, or mail

Enhanced Customer Assistance Programs



CONNECTED OUTCOMES



Enhanced Customer Experience



Improved Customer and Utility Communication



Energy Assistance and Savings for Efficiency (EASE)



Enhanced Customer Data and Analytics

2023 Point in Time Count

	2022	2023	2022 vs 2023
MALE	126	152	21%
FEMALE	115	122	6%
TRANSGENDER	0	0	0%
UNKNOWN	2	0	-100%
	243	274	13%
Children	8	36	350%
SHELTERED	192	205	8%
UNSHELTERED	51	69	35%

2022 Point in Time Count Continued...

SHELTERED			
MALE		98	
FEMALE		107	
TRANSGENDER		0	
UNKNOWN		0	
UNSHELTERED			
MALE		54	
FEMALE		15	
TRANSGENDER		0	

CoC Performance Profile

GA 505 Columbus/ Muscogee/ Russell County



2020 CoC Boundary 2019 CoC Boundary

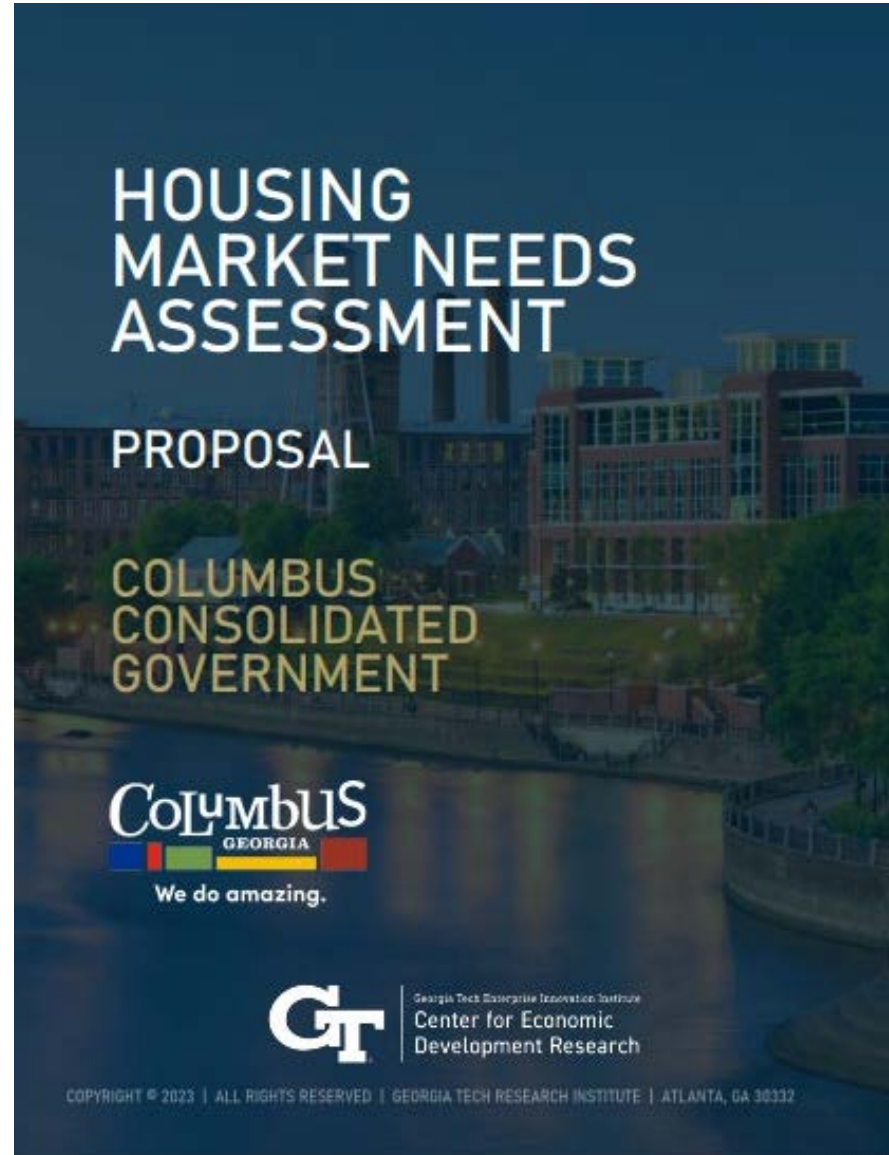


System Performance Measurements

1. **Length of time persons remain homeless**
2. The extent to which persons who exit homelessness to permanent housing destinations return to homelessness
3. **Number of homeless persons**
4. Jobs and income growth for homeless persons in CoC Program-funded projects
5. **Number of persons who become homeless for the first time**
6. Homelessness prevention and housing placement of persons defined by Category 3 of HUD's homeless definition in CoC Program-funded projects **(Cat- 3 not valid in Georgia)**
7. **Successful housing placement**



https://unitedwayofthecv-my.sharepoint.com/:b:/g/personal/pat_unitedwayofthecv_org/ETvYQijFN8ZPvRLYZSRxqzoBQ7vYH8z6GoAK6OW3TIS2NA?e=hMBM78



United Way of the
Chattahoochee Valley

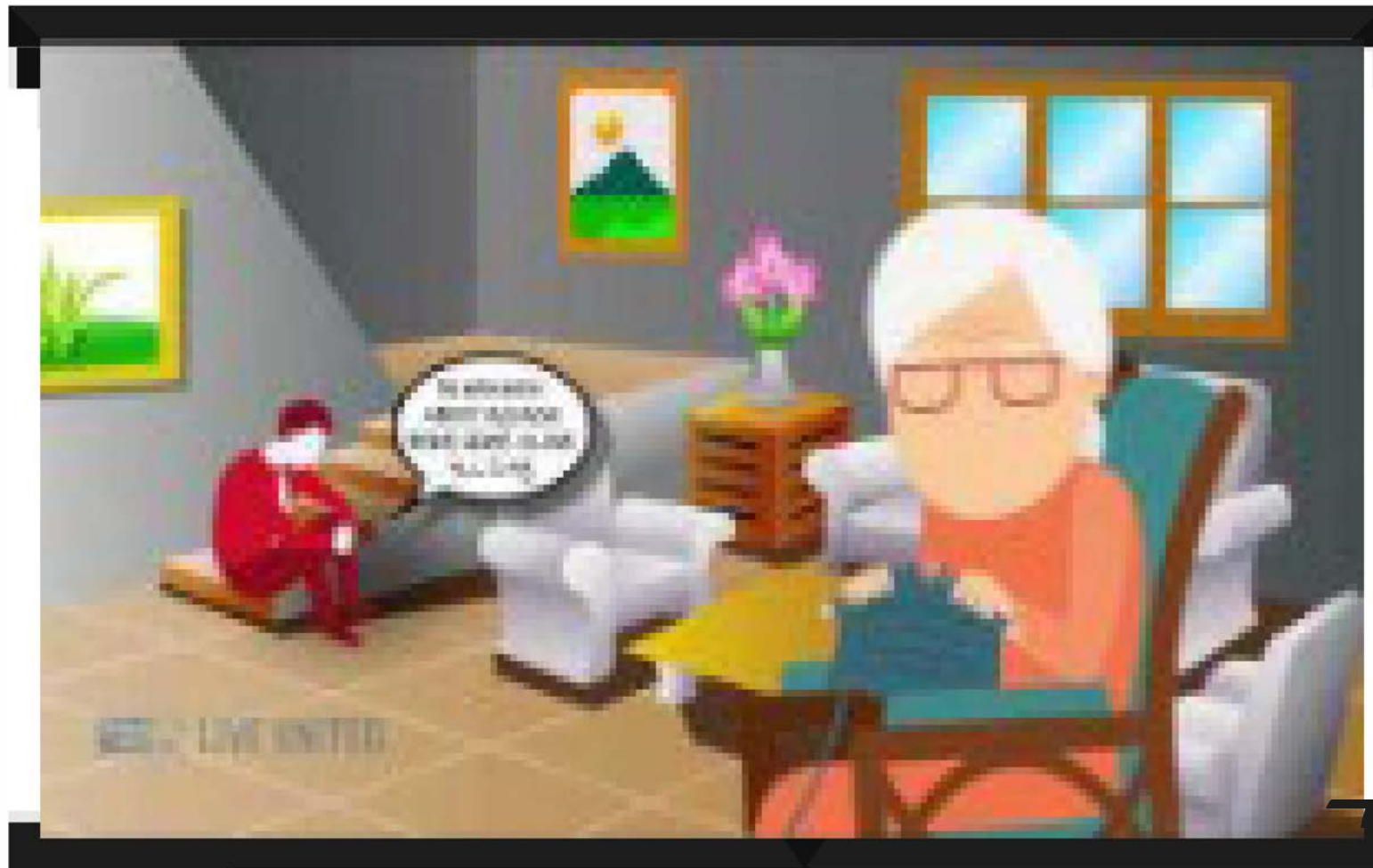




United Way of the Chattahoochee Valley



United Way envisions a collaborative, resilient region where every person can thrive



What is 211

211 is a confidential information and referral service specifically designed to cater to the health and human service needs of the public. We connect families and individuals with resources, during times of a crisis, natural disasters, emergencies and everyday needs





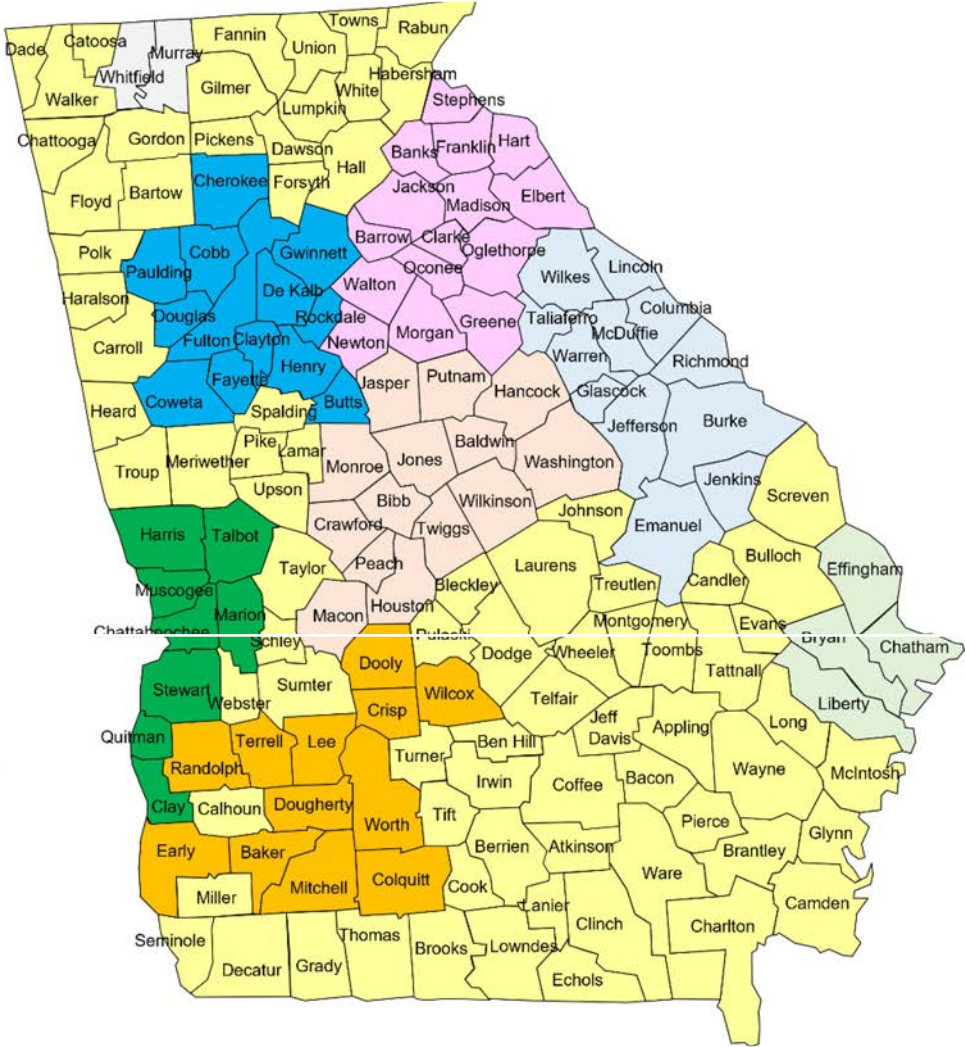
211 Community Resource Center

Serving Areas

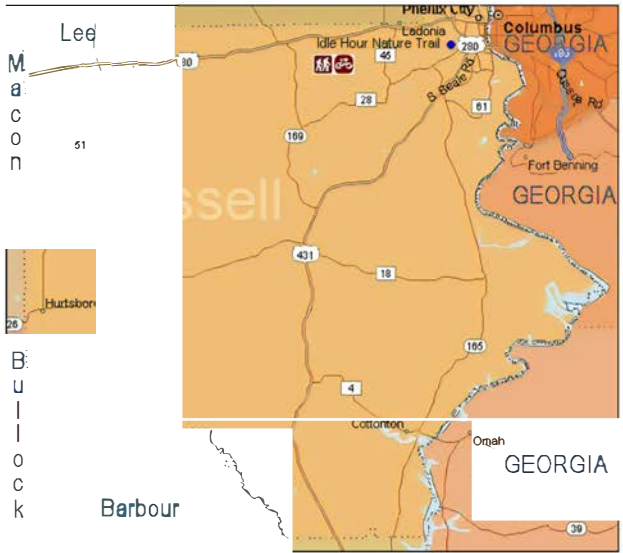
There are 10 Counties Served by the United Way of Chattahoochee Valley's 211 Community Resource Center:

- Chattahoochee
- Clay
- Harris
- Marion
- Muscogee
- Quitman
- Russell (AL)
- Stewart
- Taylor
- Talbot

Current Georgia 211 Coverage



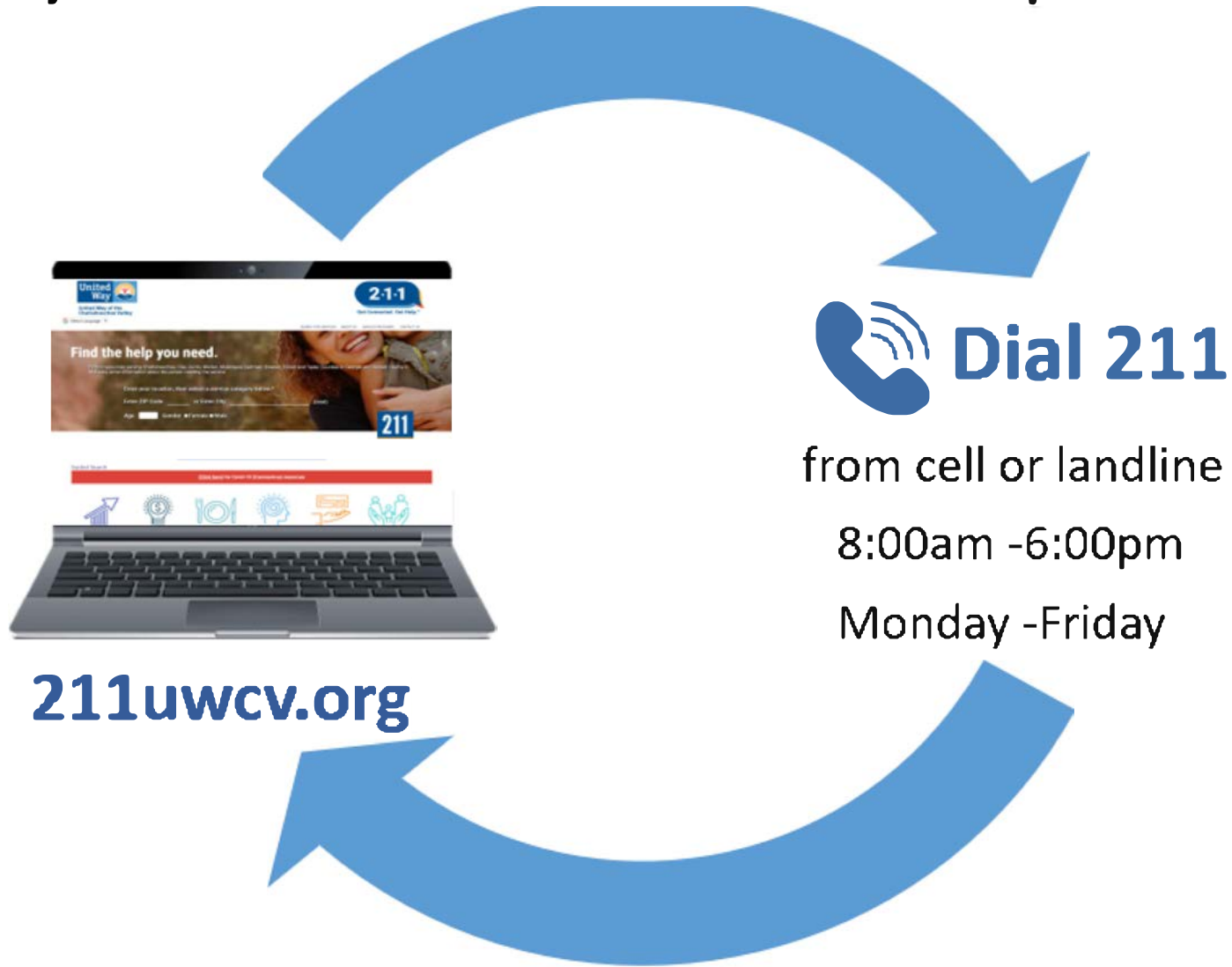
- Albany 211
- Athens 211
- Atlanta 211
- Augusta 211
- Columbus 211**
- Dalton 211
- Macon 211
- Savannah 211
- Uncovered



Types of Referrals Offered by 211

- Basic Human Needs Resources
- Physical and Mental Health Resources
- Work Support
- Access to Services in Non-English Languages
- Support for Older Americans and Persons with Disabilities
- Children, Youth and Family Support
- Suicide Prevention

Ways to connect with a 211 Specialist



CoC Board of Directors

Board Member	Agency	Term Expiration
Jennifer Lowman	Phenix City Government	2023
Curtis Lockette	Law Enforcement	2025
Rob Scott	CCG	2023
Trikella Nelson	Muscogee County School District	2024
Gloria Rodgers	Faith Community	2023
Shannon Smallman	Landlord	2026
Dr. Lakeita Arrington-Judkins	Veteran's Administration	2024
Carla Godwin	HACG	2025
Sarah Kimmell	Russell County School District	2024
Tiffanee McDaniel	Synovus	2025
Kristin Barker	BetterWork Columbus	2024
Pat Frey	Home for Good	Ex-Officio

Nominations

- Jennifer Lowman City of Phenix City
- Rob Scott CCG- Community Reinvestment
- Gloria Johnson Rodgers Gwendolyn Wilkes Rainbow Center

Board Officer Nominations

- Curtis Lockette Chair
- Dr. Lakeita Arrington-Judkins Co Chair
- Carla Godwin Secretary

CoC Governance Charter Amendment

- Centralized/Coordinated Intake and Assessment Work Group
Changed to
Coordinated Entry (CES) Committee
- Count Committee
Changed to
Point in time Count Committee
- Added
Lived Experience Committee

CoC Governance Charter Amendment

- Updated address, email address and phone to

- **Mailing address:**

- Home for Good Home for Good
 - P.O. Box 1157 1005 Front Ave
 - Columbus, GA 31902 Columbus, GA 31901
 - Vice President Pat Frey
 - pfrey@unitedcv.org
 - Office: 762-246-7842
 - Website: <http://www.homeforgoodcv.org>

CoC Governance Charter Amendment

- Updated VAWA from:
- VAWA emergency transfer plan. The Continuum of Care must develop the emergency transfer plan for the Continuum of Care that meets the requirements under § 578.99(j)(8). [77 FR 45442, July 31, 2012, as amended at 81 FR 80809, Nov. 16, 2016]

Updated to

VAWA emergency transfer plan. The Continuum of Care must develop the emergency transfer plan for the Continuum of Care that meets the requirements under 24 CFR 5 Docket No. FR-6330-N-01 Document Number 2022-28073

Announcements

- Addictive Disease Services

- Other Announcements

Chloe Landreth

Upcoming Events



Tuesday, September 12, 2023

11:00 am

Buffet opens at 11:00 am

Program begins at 11:30 am

https://unitedcv.org/events/event/kickoff2023/?utm_source=newsletter&utm_medium=email&utm_campaign=lets_kickoff_another_year&utm_term=2023-08-07#reg

Upcoming Events



New Horizons Behavioral Health

RECOVERY *on the River!*

FRIDAY, SEPTEMBER 8TH, 2023
6 PM - 8 PM
WOODRUFF RIVERFRONT PARK

Join New Horizons Behavioral Health in celebrating and promoting substance use and mental health recovery in our community with speakers, entertainment, music, vendors, food trucks, face painting, prizes and MORE!

Food truck coupons and t-shirts FREE to first 200 people!

Thank you to our sponsors:

- CLINTON FOUNDATION
- Afric
- Georgia Council for Recovery
Freedom from Addiction
- piggly wiggly
- The Overby Co.

Upcoming Events



HMIS All User Meeting

Wednesday, September 6, 2023 3:00 PM-4:00 PM

<https://us02web.zoom.us/j/86710753510?pwd=YjNLMnNKLOpYRnRjVTVxeUkrNzU1UT09>

Meeting ID: 867 1075 3510

Passcode: 400740

Links and Resources

[Home for Good - HOME FOR GOOD \(homeforgoodcv.org\)](https://homeforgoodcv.org)

[United Way of the Chattahoochee Valley Community Resources" \(211uwcv.org\)](https://211uwcv.org)

[Office of Community Planning and Development \(hud.gov\)](https://hud.gov)

Housing Provisions of the Violence Against Women Act Reauthorization Act of 2022

"Working in Homeless Services" Survey from The National Alliance to End Homelessness

[https://docs.google.com/forms/d/e/1FAIpQLSfDB7lu7Jju9eIC8_d1V7JQAPJhLJwv_xPS9-ODijrdylrXYA/viewform?usp=sf link.](https://docs.google.com/forms/d/e/1FAIpQLSfDB7lu7Jju9eIC8_d1V7JQAPJhLJwv_xPS9-ODijrdylrXYA/viewform?usp=sf_link)

GA 505 System Performance Measures

[ReportBook 2023.xls](#)

CoC Membership Form

[CoC Membership Application Rev. 8-14-23.pdf](#)



THANK YOU



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