

MSS ANNUAL REPORT

Metropolitan Social Services

Fiscal Year 2011-2012



Metro Social Services promotes positive change for individuals and families in times of crisis and economic hardship through case management, direct services to fill identified gaps, and regular community needs assessments that help influence solutions to poverty.

Brief Overview of New Programs and Changes

During Fiscal Year 2011-2012, Metro Social Services established several new collaborative efforts aimed at reaching out to customers in the Nashville community.

New efforts include the Prepared to Parent!, a training class for parents; easier access to case management by stationing social workers at different community agencies; and expanded the congregate nutrition sites in Madison, one in the Chippington Towers, the other at Riverwood.

The department recognizes the importance of taking care of its employees and offered staff retreats to encourage the health and wellbeing of caregivers.

On July 1, 2011, the Metropolitan Homelessness Commission moved from the Metropolitan Development and Housing Agency (MDHA) to its original location at Metro Social Services.

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"Metro Social Services' goal is to assist people who have exhausted most of their resources. We are in many ways an agency of last resort."
- Renée Pratt.

Note from the Executive Director

Once again, we are looking back over the past fiscal year and examine how many people we have been able to help here at Metro Social Services. Our direct services focus mainly on seniors, young children who live with relative caregivers as well as families and individuals who have exhausted their resources. In a nutshell, Metro Social Services' goal is to assist people who lack the resources to meet their basic needs. We are in many ways an agency of last resort and many of our staff deal with people in crisis situations.

I am proud of the achievements that our diligent and dedicated personnel have been able to provide this past fiscal year. MSS leadership recognizes the toll constant caring can have on caregivers. Therefore, we regularly held retreats for all staff that focused on the well-being of our Metro Social Services employees.

The following pages will give you an overview of the organization's work for the past year, budget information, a letter from the Board of Commissioners Chair, details of our program accomplishments, and information on the Planning & Coordination Unit's annual Community Needs Evaluation. It is our way of letting you know how MSS is continuing to respond to the needs of our community.

At the beginning of the fiscal year, the Metropolitan Homelessness Commission returned to Metro Social Services. This year, we have included information about the Homelessness Commission in this annual report. With this new addition, have come questions about the difference between Homelessness Commission and the Homeless Unit of Metro Social Services.

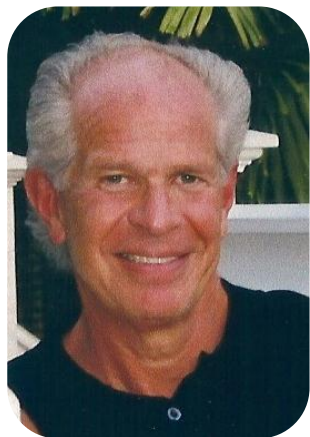
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Renée Pratt serves the Executive Director of Metro Social Services.

Prior to her appointment, Ms. Pratt was the department's Director of Administration and also led the Division of Planning and Coordination.

Message from the Board Chair



Between August 24, 2011, and June 27, 2012, the Metro Social Services Board of Commissioners met a total of nine times. Board members at these meetings included Howard Gentry, Frank Boehm, Mary Rolando, Bill Sinclair, George Price, Marlen Santana Perez, Kristine LaLonde and Renard Francois.

Our minutes reveal a productive and energetic year.

The Homelessness Commission once again became a part of MSS and its Executive Director, Clifton Harris, began giving MSS Board updates on activities of the Homelessness Commission as well as helped the Board understand the inner workings of this important Metropolitan Nashville 10 Year Plan to reduce homelessness.

At the August meeting, I was nominated to replace Howard Gentry as Chair of MSS due to the fact that he had been appointed by the Metro Council to serve as Criminal Court Clerk. I assumed this responsibility at the next meeting held on September 28, 2011, with Bill Sinclair being elected Vice Chair.

In an attempt to educate our Commissioners on the various MSS activities, I assigned each Commissioner to a specific MSS program and requested that at each MSS meeting the Commissioners would give a report on these program activities. These programs included Adult and Family Services, Homeless, Homemaker, Indigent Burial, Nutrition, and Planning and Coordination. During the year each of our Commissioners became quite familiar with

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these various programs, and it is planned to rotate program assignments during the next fiscal year so as to widen this exposure.

In addition, the MSS Executive Director, Renee Pratt, took me to various sites where MSS conducted many of its direct services including congregate meal sites, home delivered meal distribution sites and homes in which MSS was providing homemaker services. I also was given a tour of the Rescue Mission where I was briefed on the activities of this vitally important homeless shelter in Nashville.

Through this educational process, our entire MSS Board of Commissioners became more aware of how MSS activities dispensed its direct services as well as became knowledgeable on the many and varied aspect of these important programs.

The third Community Needs Evaluation was put together by the Planning and Coordination division of MSS and approved by the MSS Board. This important and extremely helpful informational source is used each year to help guide many citywide social services including those of The Poverty Council, which is chaired by MSS Board Commission member, Kristine LaLonde.

A Policy Recommendation based on the findings of the 2011 Community Needs evaluation was also sent to Mayor Dean as well as Council members and Metro agencies involved in social service activities.

During the 2012 fiscal year, Mary Rolando was appointed by the MSS Board to chair an Ad Hoc Committee on

Aging in Nashville. This important committee is to make critical decisions on what activities will be the most helpful in aiding an evolving senior population in Nashville to remain in their homes and thereby reduce the need and expense of providing institutional care. Members of this Ad Hoc Committee on Aging were chosen on the basis of their leadership and expertise in this area and will report on recommendations that the city of Nashville should consider implementing to achieve the goal of keeping Nashville's aging population in their homes. Issues involving transportation and upgrading individual homes to make them suitable for continued senior living, along with a budget proposal for full implementation, will be reviewed by the MSS Board and given to Mayor Karl Dean in fiscal year 2013.

Other noteworthy MSS activities of the 2012 fiscal year includes a revision of its Indigent Burial policies, participation in Project Homeless Connect, active participation in the work of the Poverty Council's goal of helping to reduce poverty in Davidson County, continuation of MSS programs to help feed the hungry, prevent homelessness and provide support to adults, families and children in need. In addition, MSS was involved in providing school supplies for eligible families, Thanksgiving meals to over 500 individuals and families and Christmas baskets for needy Nashville citizens.

It has been another rewarding year for the MSS Board and its entire staff of dedicated personnel. The year ahead looks equally promising.

Metro Social Services Board of Commissioners

Name	Term starting	Term ending
Dr. Frank Boehm, chair	Oct. 20, 2008	April 3, 2014
Bill Sinclair, vice chair	April 20, 2010	April 3, 2014
Mary Rolando	April 21, 2009	April 3, 2015
Bishop George W. Price Jr.	Oct. 20, 2008	April 2, 2014
Marlen Santana Perez	July 5, 2011	April 3, 2016
Renard François	Oct. 19, 2011	July 20, 2014
Kristine LaLonde	Oct. 19, 2011	April 3, 2016

The Metro Social Services Board of Commissioners consists of seven members.

At the beginning of FY2012/13, Bishop George W. Price and Marlen Santana Perez resigned.

Mayor Karl Dean appointed Pastor William Harris to finish the term of Bishop Price and Chrissy Kirkwood to finish the term of Marlen Perez.



Poverty in Davidson County and the Role of Social Service Agencies

For the past three years, Metro Social Services' Planning & Coordination unit produced the city's Community Needs Evaluation.

As stated in the Metro Charter, Metro Social Services is to make social investigations and give regular reports to the Council and other governmental agencies. Thus, the department produces an annual Community Needs Evaluation, which explores the causes of financial dependency and includes methods of alleviating the causes and detrimental effects of poverty.

Poverty in Davidson County, according to the U.S. Census Bureau, has increased from 13.0% to 20.2% for all populations. For children under the age of 18, the poverty rate has increased from 19.1% to 32.2% (which compares to a state child poverty rate of 27.5% and a national rate of 21.6%).

For 2010, the poverty threshold for a person under the age of 65 was \$11,344, and for a family of four with two minor children, it was \$22,250.

The Community Needs Evaluation is based on multiple federal, state and local sources including a grassroots community survey conducted by members of the Planning and Coordination unit. During the past three years, more than 4,000 Davidson County residents were surveyed to help identify the greatest needs and gaps in our community.

In 2011, the grassroots survey identified Housing & Related Assistance as the top need in Davidson County followed by Workforce & Economic Opportunity. Food & Nutrition was identified as the third highest need.

With government budgets continuing to decrease, best-practice and outcome-oriented approaches provide an opportunity to leverage resources across a community that is willing to collaborate.

Based on the past three annual Community Needs Evaluations, the Planning and Coordination unit developed policy recommendations for the consideration of policy makers of the Metro government of Nashville and Davidson County.

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The recommendations were approved by the Metro Social Services Board of Commissioners in March 2012 and include General Policy Recommendations as well as Specific Issue Recommendations.

The General Policy Recommendations are as follows:

1. Strategically Align Metropolitan Government Resources.
2. Enhance Coordination.
3. Refine Funding Allocation Process to Nonprofit Organizations.

The Specific Issue Recommendations follow the Community Needs Evaluation's study areas, which are Child Care, Food & Nutrition, Health, Home & Community Based Services, Housing, Neighborhood Development, and Workforce & Economic Opportunity.

The following section highlights some of the recommendations that were included in the document and is by no means comprehensive.

Child Care: Metro government should invest in early childhood development for low-income preschool children to involve better alignment between preschool and school-based learning, improve transitions as children move from one level to the next, and enhance resources to respond to unmet needs.

Food & Nutrition: Metro government should improve coordination between Metro agencies and nonprofit organization in the distribution of food to disadvantaged populations. Metro government should revisit the structure and support of the current Food Policy Council to enable it to take on this coordination role.



Health: Nashville should improve a cohesive and coordinated safety net system that includes preventive, primary, dental and all specialty care. In addition, Metro government should explore alternatives such as the expansion of the Safety Net Consortium, potential philanthropic involvement of the Nashville Health Care Council, etc.

HCBS- Seniors/Adults: Metro government agencies should share data and update their services to coordinate and align resources with the growing needs as baby boomers retire.

Housing: Nashville should create a Housing Trust Fund and promote inclusionary zoning that would equitably disperse affordable housing across the county.

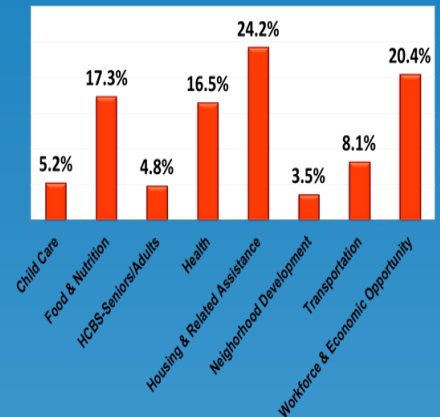
Neighborhood Development: Metro government should clarify its role in neighborhood development and coordinate efforts of different departments through the Mayor's Office of Neighborhoods.

Workforce & Economic Opportunity
Nashville has a shortage in workers with needed skills. Metro government could help prepare high school graduates for college and trades by enhancing paid internship opportunities.

The full recommendations are available at www.nashville.gov/social-services, go to Planning & Coordination, then click on Resource Guides and Reports.

Identified Needs in Davidson County

Greatest Gap Between Available Services and Needs
Grassroots Community Survey 2011



1. Housing & Related Assistance
2. Workforce & Economic Opportunity
3. Food & Nutrition
4. Health
5. Transportation
6. Child Care
7. Home and Community Based Services - Seniors/Adults
8. Neighborhood Development



Mayor Karl Dean, Renée Pratt, Dinah Gregory, and Dr. Frank Boehm

In February 2012, Mayor Karl Dean joined Metro Social Services in the announcement of the third annual Community Needs Evaluation.

New Programs established and implemented in 2011

Metro Social Services staff initiated and implemented new programs to benefit Davidson County residents including Prepared To Parent!, community-based case management, and created collaborative efforts with different Metro departments.

Prepared To Parent!



The Prepared To Parent! Program began in September and is a six-week class raising awareness of the primary responsibilities and skills needed for effective parenting.

Classes are specifically designed for parents with children who have truancy issues and can serve as pre-trial diversion. In other words, parents can avoid court by participating and completing Prepared To Parent! classes.

The cost is based on a sliding scale, according to income, and low-income families will receive a rebate of a portion of the cost upon completion of the program.

Collaboration with Other Metropolitan Departments

Executive Director Renée Pratt enhanced relationships with Metro Nashville Public Schools. As a result Metro Social Services case workers now receive calls referred to by Metro Schools. MSS social workers are working closely with Metro Schools case managers.

Schools Director Dr. Jesse Register also invited Renée Pratt to serve on a new transformational leadership group called Community Achieves, which addresses the emotional and social factors that influence students in Davidson County.

In addition, Metro Social Services has piloted a partnership with the West Police Precinct on Charlotte Avenue by placing a social worker within the precinct one day each week. The collaboration between the social worker and police officers has been successful and Metro Social Services is looking forward to further help alleviate pressure on the Police Department. Many officers serve as de facto social workers addressing needs they come across in their daily activities.

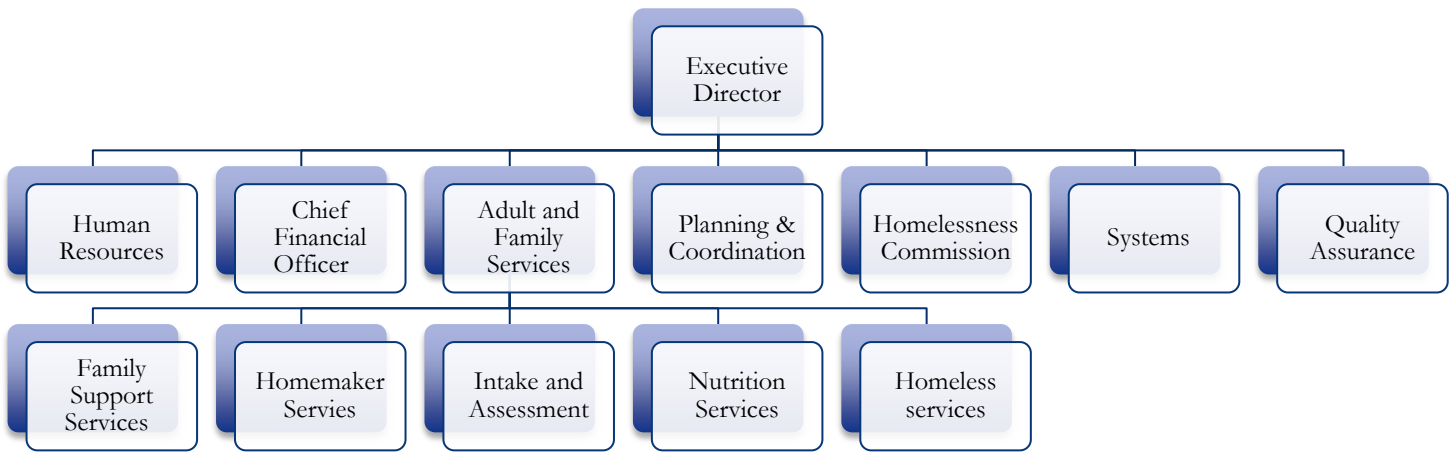


Metro Social Services participated in the Mayor's First Day Festival, left, and the annual Thanksgiving and Christmas baskets giveaways, right.

During FY 2010/11, about 700 families received a turkey for Thanksgiving.



Metro Social Services Organizational Overview



Executive Director

Renée Pratt has worked with Metro Social Services since 1992. Ms. Pratt held several positions within Metro Social Services before becoming the Director of Administration in 2005. She then served as interim director and consequently was appointed by the board as the executive director. As such she oversees and manages a staff of 89.

Human Resources

Metro Social Services has its own HR manager who serves as a link between the department and Metro Human Resources. The HR manager helps in the hiring process and ensures Metro Social Services employees have all the information needed to follow policies and receive benefits as directed by the Metropolitan government.

Chief Financial Officer

The Chief Financial Officer oversees the budget of Metro Social Services and ensures the department is accountable of all public funding it receives. The CFO updates the MSS Board of Commissioners on a monthly basis to allow for informed budgetary decisions and recommendations.

Adult and Family Services

Adult and Family Services oversees the direct services provided by the different units. (see page 8)

Planning and Coordination

Metro Social Services added a strong component of planning and coordination in 2005. As part of its research and coordination functions, the Planning and Coordination unit has released three Community Needs Evaluations since 2009 and assisted the Poverty Council with the implementation of the city's Poverty Reduction Initiative.

Homelessness Commission

The Metropolitan Homelessness Commission was established in 2005 within Metro Social Services. It moved under the umbrella of the Metropolitan Development and Housing Agency (MDHA) in June of 2007. As of July 1, 2011, the Metropolitan Homelessness Commission is housed again within Metro Social Services. (see updates on page 10)

Systems

The IT Systems unit ensures all technological and software systems within Metro Social Services are working. The IT Systems unit consists of one staff member who supports the entire department.

Quality Assurance

Metro Social Services' Quality Assurance officer oversees contractual agreements the department enters with other entities. This unit also regularly surveys customer satisfaction and ensures that all direct services meet efficient and high quality standards.



Adult and Family Services

Family Support Services

The Family Support Services program assists customers with the development and improvement of their life skills. Through intensive case management, this staff of seven works to increase independence and to stabilize families.

While the Family Support Services program does not provide direct financial assistance, case workers provide customers with grief counseling, life management, self-help empowerment skills, budgeting and connect them with other resources within the Davidson County community.

The Prepared to Parent! program is a component of this unit and provides parents with necessary tools to instill parenting confidence. (see page 6)

The main request from customers during FY 2011/12 was assistance with affordable housing, utilities, and household items. About 5% of customers who came through the Family Support Services programs were looking for employment. In comparison, about 55% were in search of a place to live.

However, the greatest need was emergency financial assistance to help with rents (35%), utilities (21%) and mortgage (7%). There was also an increase in customers who asked for assistance with medical benefits, mostly because they had lost employment.

Homemaker Services

The Homemaker Services unit consists of two programs. The Adult Homemaker Program provides caring assistance that allows eligible adults to maintain independent living

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For many individuals and families, Metro Social Services is a last resort for help. In FY 2011/12, the Homeless Services program was able to assist 458 Davidson County households.

One family that received assistance had moved to Nashville from Florida. They had planned to stay with friends, but when that didn't work out, they left the apartment they had shared with their friends, leaving behind all their belongings, and camped behind a church dumpster.

When they asked Metro police officers where they could find a soup kitchen, the officers connected this family of five with a Metro Social Services case manager. The case manager was able to find resources that allowed the family to move into a motel for one week and assisted them with finding temporary housing through a local service provider.

During the time in the motel, the case manager ensured the family had one hot meal every day, provided transportation to a clinic to obtain asthma medication for one of the children, and connected the family with other necessities such as clothing, diapers and bus passes.

Meanwhile the husband is employed and the family is living at the Salvation Army while trying to save up enough money for permanent housing.

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in their homes. Homemakers assist their customers with household tasks and/or personal care.

Metro Social Service is a Choices provider and during FY 2011-2012 employed 27 homemakers. Each homemaker saw approximately four customers per day.

The Children's Homemaker Program offers specialized services to support families with children under the age of 18 who are in imminent risk of entering state custody. Homemakers in this program work closely with the primary caregiver to ensure that the children's needs are met and that they are in a safe, healthy and clean home environment.

Homemaker customers receive 2-2.5 hours of services per week. On average there were 225 customers in the adult program and 118 customers in the children's program.

The Homemaker budget was cut by \$50,000 for FY 2011-2012. However, Metro Social Services ensured that current customers' needs were met.

In early May, the Homemaker programs went through a state audit and came away with no findings, which is the result of a dedicated staff that provides high standards.

Intake & Assessment

Metro Social Services provides intake & assessment services for all of its customers.

Proper assessment allows for the evaluation of needs and helps with appropriate referrals to services within and outside of Metro Social Services.

Nutrition Services

Metro Social Services provides nutritionally sound meals to eligible seniors and disabled persons to promote better health, reduce isolation of the elderly, and help them continue to live independently.

The Nutrition Services program provides home-delivered meals as well as congregate meals at strategically located sites across Davidson County.

During FY 2011-2012, Metro Social Services delivered more than a thousand meals each week to customers, making it the largest Meals on Wheels provider in Davidson County.

The Nutrition Services unit started holding open houses at different congregate sites on a monthly basis to inform potential customers of services the department offers.

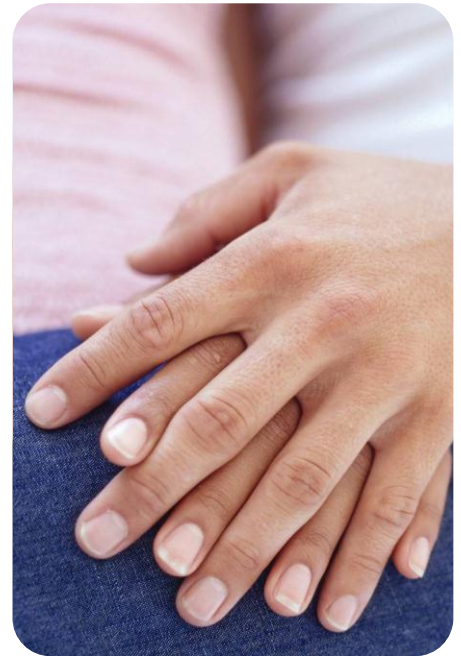
The minimum age of customers served by the Nutrition program was 60. However, Metro Social Services identified an increasing need for nutrition services for people between the ages of 50 and 59.

Homeless Services

The Homeless Services program addresses the needs of individuals and families who are homeless or at the imminent risk of homelessness.

The program offers case management to assist customers in obtaining or maintaining housing and employment. Case managers work one-on-one with customers to assess their situation and link them with resources within the community.

Homeless Services case managers also screen customers for the Roof Top program, which is a



community-based program managed by a consortium of congregations to provide financial assistance to eligible individuals and families.

Indigent Burial Program

The Indigent Burial program is available to persons who at the time of death were residents of Davidson County or died in Davidson County without leaving any means behind to cover the cost of a burial.

Metro Social Services works with several funeral homes to provide burial or cremation services. Applications for services must be made by the family member closest in relation to the deceased. If no family member is available, friends or agency representatives may apply for burial assistance.

During FY 2011-2012, Metro Social Services assisted with 150 burials and cremations.

Metropolitan Homelessness Commission

The Metropolitan Homelessness Commission once again became part of Metro Social Services on July 1, 2011, when the five-member staff moved from the Metropolitan Development and Housing Agency (MDHA) to the Clifford Allen Building on Second Avenue North, which houses Metro Social Services.

The move signified the beginning of a transitional phase, which started when the relationship between the Metropolitan Homelessness Commission and The Key Alliance was redefined. In April 2012, the Metro Council passed ordinance no. BL2012-133, which approves an agreement between Metro Social Services, The Key Alliance and the Metropolitan Homelessness Commission. The ordinance further clarified the separation between the Metropolitan Homelessness Commission and The Key Alliance, a nonprofit organization created by the Homelessness Commission in 2009 to garner support to end homelessness from the private sector.

The Metropolitan Homelessness Commission took a lead role in events such as Project Coat Connect, Project Arts Connect, Project Homeless Connect, and the Run for the Homeless. In May, the Metropolitan Homelessness Commission had the opportunity to host a breakfast for representatives from the U.S. Interagency Council on Homelessness including its executive director, Barbara Poppe. In addition to these events, the Metropolitan Homelessness Commission continued its contracts with Park Center, Eckman/Freeman, and Room In The Inn. Other ongoing initiatives



include Adopt A Meter, Go Teach and landlord outreach programs. During FY 2011-2012, the Commission changed its meeting format to include presentations and panel discussions. As a result, it examined the need for an Emergency Homeless Shelter Plan and a coordination effort for homeless outreach.

EVENTS

Project Coat Connect

The Metropolitan Homelessness Commission moved the date for Project Homeless Connect from December to March. Usually MHC

held a coat drive to benefit people participating in Project Homeless Connect. The Commission decided to hold Project Coat Connect in December during cold weather. Thanks to a collaborative effort with The Key Alliance, 2Steel Girls, The Bridge Ministry, Nashville Rescue Mission, Room In The Inn, First Baptist Nashville, McKendree UMC, Craft Memorial UMC, and LeAnn Rimes, it was able to distribute more than 2,000 coats to homeless individuals and homeless Metro school children. A special thanks goes to Allison Steel, who served as the Project Coat Connect chair, and special supporter Diane Joy Albertson of the Unseen Child Foundation.

Project Arts Connect

During winter, an art exhibit called Project Arts Connect showcased the work of Nashville artists who have been affected by homelessness. The Metropolitan Homelessness Commission partnered with The Key Alliance, the Metropolitan Nashville Arts Commission, The Contributor, Room In The Inn, and Howard Gentry to show a diverse body of artwork including photography, ceramics, paintings, collage, and mixed media. The art opening was held on January 20, and the work was displayed in the Metro Arts Gallery, on the 4th floor of the Metro Office Building, 800 Second Avenue South, until March 2.

Project Homeless Connect

On March 28, 2012, the fourth annual Project Homeless Connect was held at the Tennessee State Fairgrounds where 72 agencies and more than 700 volunteers provided

8,300 services to 900 guests who were homeless or on the brink of homelessness.

Rev. Bill Barnes Champion Award

The Metropolitan Homelessness Commission created the Rev. Bill Barnes Champion Award to recognize Nashvillians for their advocacy and work toward social equity and permanent solutions to homelessness. It is named for its first recipient, the Rev. Bill Barnes.



Run for the Homeless

In partnership with The Key Alliance, the Metropolitan Homelessness Commission held the second annual Run for the Homeless on May 12, 2012, at the Hall of Fame Park in Downtown Nashville.



About 500 runners participated and the event added Junior Races, which offered sack hopping and stick horse racing for about 30 kids.



Breakfast for USICH

When the U.S. Interagency Council on Homelessness (USICH) participated in a conference in Nashville, the Metropolitan Homelessness Commission had a chance to host a breakfast for USICH executive director Barbara Poppe and field representatives of her agency. We invited community partners including Urban Housing Solutions, Park Center, the Nashville Rescue Mission, United Neighborhood Health Services, Room In The Inn, and the National Health Care for the Homeless Council to make presentations to give our guests an overview of the situation of homelessness in Nashville.

CONTRACTS

SOAR Program

SOAR stands for SSI/SSDI Outreach, Access and Recovery and connects eligible homeless individuals with benefits. The Metropolitan Homelessness Commission contracts with Park Center, a local nonprofit serving people with mental illness, to implement the SOAR program.

Park Center had set a goal of serving 80 homeless individuals per year and assisting 20 people with temporary or permanent housing. Park Center

has exceeded all its benchmarks by connecting 102 people with benefits during the past fiscal year and assisting 44 people with permanent housing.

Since inception in spring of 2006, our SOAR program has generated a more than \$9.2 million serving over 413 individuals. The program has reduced the average application time for SSI/SSDI benefits from up to two years to less than 55 days.

Case Management Services

The Metropolitan Homelessness Commission has continued its contract with Eckman/Freeman Associates to provide case management services for 34 individuals at any given time.



During FY2011/12, three case managers assisted 42 formerly homeless individuals. The program is open to 34 individuals at any given time. Besides the three fulltime licensed master's social workers (LMSW), Eckman/Freeman provides ancillary staff including a registered nurse, a master's vocational counselor, and a social security advocate.

The primary case managers (LMSWs) help program participants with a service plan that is based on individual needs. Depending on those needs, case managers assist with locating and applying for affordable housing and

understanding the expectations of housing providers; coordinate medical, psychiatric, and substance abuse treatment; coordinate community resources for necessities such as food, clothing and transportation; offer 24/7 crisis calls; coordinate personal enrichment activities and literacy programs; provide client advocacy; offer referrals to and assistance with legal aid; facilitate family contact; coach home management skills; offer social security advocacy; and provide job coaching and vocational assistance.

Emergency Homeless Shelter Plan

In November 2011, a panel of different agencies discussed Nashville's homeless population in extreme weather situations. The panelists included representatives from Metro Social Services, the Office of Emergency Management, the Mayor's Office of Neighborhoods, Open Table, the American Red Cross' Nashville chapter, the Nashville Rescue Mission, Room In The Inn, the Salvation Army, and United Neighborhood Health Services. Sabrina Edgington with the National Health Care for the Homeless facilitated the panel. After the discussion, the Metropolitan

Homelessness Commission asked the executive director to implement an Emergency Homeless Shelter Plan. Heidi Mariscal of the Office of Emergency Management was instrumental in writing a draft. Commission staff immediately started monitoring winter weather situations and created a list of contacts among participating organizations to coordinate any efforts in case of an emergency. The plan was still in its draft stage at the end of the fiscal year.



Outreach Initiative

A panel held during the March 2012 meeting focused on street outreach. Commissioner Steven Samra lead the discussion with panelists Carolyn Grossley of the Homelessness Commission and Corey Gephart with Park Center. The panel stressed

the importance of homeless outreach, which is where the first relationships are forged with homeless individuals.

After the panel discussion, the Metropolitan Homelessness Commission started holding monthly meetings inviting street outreach workers from other agencies. The outreach workers hold a confidential meeting discussing issues they are dealing with and working together to coordinate their efforts in helping people.

Adopt A Meter

The Metropolitan Homelessness Commission continued to partner with The Key Alliance on programs such as the city's Adopt A Meter program, which placed 26 blue donation meters in Downtown Nashville raising more than \$26,000 since inception of the program.

Go Teach Mentoring

About eight congregations were interested in mentoring a Housing First participant. The Go Teach is a partnership with The Key Alliance and trains a group of 5-6 volunteers from a congregation who commit to mentoring a formerly homeless individual for at least one year.

The Metropolitan Homelessness Commission is overseen by a 22-member board. Commissioners include the following voting members:

Erik Cole, chair; Council Lady Megan Barry, Dr. Frank Boehm, Phil Duke, Council Lady Emily Evans, Stacy Farley, Howard Gentry, Councilman Jason Holleman, Diane Kuhn, Dayna Lovelady, Steven Samra, Charles Strobel, Tom Turner, and Sheri Weiner. (One slot was open)

The following seven Metro department heads or their designees are non-voting ex-officio members: Hershell Warren, Mayor's Office; Renee Pratt, Metro Social Services; Commander Jason Reinbold, Metro Police; Phil Ryan, MDHA; Angie Thompson, Metro Health Dept.; Paul Haynes, Nashville Career and Advancement Center; Marvin Cox, Metro Action Commission.

Executive Director Clifton Harris resigned in June 2012, and Carolyn Grossley who has worked with the Commission as its housing and outreach coordinator since August 2010 was appointed as the interim director.



Metropolitan Homelessness Commission Budget for FY2011/12

FY 12 Operating Budget

Expenditures

Salaries	311,000.00
Fringe Benefits	108,700.00

Sub-total Personal Services	<u>419,700.00</u>
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Contract - Guest House	200,000.00
Contract - Day Center	150,000.00
Contract - Eckmann Freeman	357,300.00
Contract - Park Center	173,000.00
Other Contractual Services	34,400.00
Internal Service Fees	3,900.00
Supplies	6,000.00
HMIS Software Support	10,000.00

Total Expenditures	<u><u>1,354,300.00</u></u>
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Funding

Local Funds	1,354,300.00
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Total Funding Sources	<u><u>1,354,300.00</u></u>
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Staff Retreats and Wellness



Metro Social Services organized three Health & Wellness events for its staff during the past fiscal year. All three events focused on staff's wellbeing with the message that caregivers have to take care of themselves to be able to take care of others.

Note from the Executive Director continued from page 1

The Metropolitan Homelessness Commission (MHC) was created in 2005 with the task to implement Nashville's Ten Year Plan to end Homelessness (the plan can be reviewed at www.nashville.gov/social-services). MHC focuses on creating new housing opportunities to get the most vulnerable chronically homeless individuals off the streets and into permanent housing. MHC does not provide direct services, but contracts with partner agencies to implement solutions to homelessness.

The MSS Homeless Services unit is a part of the Adult and Family Support Services unit and directly helps address the needs of homeless individuals and families by providing supportive services and coordinating direct services with partner agencies.

During the last year, overall demand for services has rapidly increased. Specifically, MSS experienced more requests for food and housing from individuals and families. We mainly attribute this increase of demand to lost wages, changes in the distribution of food stamps and the higher cost of living.

As we move forward in the coming year, I am often reminded of the fact that we must find a solution to assisting the most vulnerable in our community by reaching out to those in need who may otherwise not even seek help. Metro Social Services is dedicated to partnering with other providers so that we can help each other address the growing demands for services.

I hope you enjoy reading this annual report and feel free to contact us with your feedback and input.

Renée Pratt,
Executive Director

Poverty Council

MSS' Planning & Coordination unit provided staff support for the Poverty Council. In FY2011/12, the Planning & Coordination staff produced the first annual Poverty Council Report.

In October 2011, Mayor Karl Dean appointed Dr. Kristine LaLonde of Belmont University to chair the Nashville Poverty Council and to serve on the Metropolitan Social Services Board of Commissioners.

The Nashville Poverty Council meets regularly to discuss issues of poverty in Davidson County and implement the city's Poverty Reduction Plan.

The Poverty Reduction Plan was created through a process led by the Metropolitan Action Commission and the Nashville Chamber Public Benefit Foundation. Seven action teams were formed to create a plan that addresses the key issues of Child Care, Economic Opportunity, Food, Health Care, Housing, Neighborhood Development, and Workforce Development.

In 2010, Mayor Karl Dean asked Metro Social Services to monitor and coordinate the initiative's implementation and conduct regular community needs assessments, develop collaborations and enhance community coordination. That year, Metro Social Services organized seven public-private implementation teams and an umbrella organization called Nashville Poverty Council to address the recommendations from the Poverty Initiative Plan.

More information is available at www.nashville.gov/social-services/planning-and-coordination.

Metro Social Services Budget for FY2011/12

	FY 12 Funding	
	percentage	amount
Metro funds	80.2%	6,210,800
Federal/state funds	19.2%	1,485,500
Customers pay	0.7%	50,500
Total Revenue		<u>7,746,800</u>

Program	FY 12 Operating Budget	FY 12 Non-Metro Revenue
Homeless program	467,900	-
Homemaker Program	1,596,600	408,900
Nutrition Program	1,760,000	1,122,100
Family Support	845,100	-
Burial Assistance	293,100	5,000
Family Services	<u>4,962,700</u>	<u>1,536,000</u>
Planning and Coordination	625,100	-
Homelessness Commission	1,354,300	-
Planning and Coordination	<u>1,979,400</u>	-
Administration	804,700	-
Administration	<u>804,700</u>	-
Total	<u>7,746,800</u>	<u>1,536,000</u>