

Mayor's St. Paul's Advisory Committee

Meeting Minutes

Date of Meeting: October 19, 2021

Minutes Prepared By: Krystle Glover, City of Norfolk

1. Purpose of Meeting: To receive updates regarding relocation and satisfaction surveys, education and wrap-around services for relocated students, workforce development, Tidewater Gardens Designs, and Blue/Greenway Results, followed by open discussion.

2. Attendance at Meeting

Ms. Rene Barco – not present	Mr. Bruce Brady – present	Ms. Kimberly Bray – not present	Ms. LaEunice Brown – present
Rev. James P. Curran – not present	Mr. Joe Dillard – not present	Ms. Caz Ferguson – present	Mr. Earl P. Fraley, Jr. – present
Mr. William Harrell – present	Pastor Kirk T. Houston, Sr. – present	Ms. Emma Inman for Dr. Ruth Jones Nichols – present	Ms. Shamika Kirby – present
Ms. Deirdre Love – present	Dr. Robert G. Murray – present	Mr. Don Musacchio – present	Dr. Glenn Porter – present
Councilperson Paul Riddick – present	Councilperson Danica Royster – present	Ms. Tara Saunders – not present	Dr. Doreathea White – not present
Mr. Alphonso Albert – present			

3. Agenda

- | | |
|---|-------------|
| I. Pandemic Notification/Welcome | 6:00 |
| <ul style="list-style-type: none">• Barbara Hamm Lee, SPAC Liaison• Councilperson Danica Royster, Chair | |
| II. Follow up from last meeting | 6:05 |
| <ul style="list-style-type: none">• Relocation Dashboard and Survey Update – Kim Thomas, NRHA• Blue/Greenway Survey Engagement Plan – Marcia McGill, City of Norfolk | |
| III. People First update | 6:15 |
| <ul style="list-style-type: none">• People First Annual Report – Claudia Sparks, Nicole Brown, & Vickie Madison, USI | |
| IV. Open discussion | 7:15 |
| <ul style="list-style-type: none">• SPAC Committee Members | |

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|-----|---|-------------|
| V. | Final Remarks/Close | 7:25 |
| | <ul style="list-style-type: none">• <i>Councilperson Paul Riddick, Co-Chair</i> | |
| VI. | Adjournment | 7:30 |

4. Meeting Notes, Decisions, Issues

- | | | |
|----|----------------|-------------|
| I. | Welcome | 6:00 |
|----|----------------|-------------|
- *Barbara Hamm Lee, SPAC Liaison*
 - *Councilperson Danica Royster, Chair*
 - Barbara Hamm Lee welcomed the committee, read the electronic pandemic notification and the attendance roster.
 - Councilperson Royster greeted the committee noting that due to a previous commitment, she must leave tonight's meeting at 7pm. In her absence, Councilperson Paul Riddick will provide closing remarks. As there is a full agenda, Ms. Royster turned the mic back over to Ms. Hamm Lee to obtain committee feedback regarding the upcoming meeting schedule.
 - In consideration of the November 16th City Council meeting, Barbara announced Novembers' SPAC meeting will be cancelled. With Decembers' SPAC meeting occurring so close to the holidays, Barbara extended the options to reschedule the meeting to another date in December or postpone December's meeting until January, with the understanding that in lieu of the formal meeting, pertinent correspondences will be disseminated to the committee.
 - Councilperson Riddick recommended cancelling the December meeting and reconvening in January 2022.
 - Ms. Hamm Lee acknowledged the feedback. To ensure all committee members had the opportunity to weigh in, Barbara agreed to revisit the conversation toward the closing of tonight's discussion.
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|-----|------------------------------------|-------------|
| II. | Follow up from last meeting | 6:05 |
|-----|------------------------------------|-------------|
- *Relocation Dashboard and Survey Update – Kim Thomas, NRHA*
 - *Blue/Greenway Survey Engagement Plan – Marcia McGill, City of Norfolk*
 - Kim Thomas shared an overview of the Tidewater Gardens relocation dashboard as of September 30, 2021. Presentation slides are attached.
 - Ms. Thomas noted 57 customer satisfaction and relocation surveys were mailed out to residents in October 2021. NRHA plans to have data and updates at the next SPAC meeting.
 - Mr. Riddick asked if there are residents who are without housing or have not made a housing or relocation decision yet.
 - Kim responded, as part of the formal declaration of housing choice, USI continues to assist Tidewater Garden families to make their housing choices, in addition to, preparing their documents in order to participate in the housing choice voucher program. There are families who remain in the community primarily due to the phasing approach taken to this transformation.

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- To Dr. Porters' inquiry regarding the process of receiving relocation expenses, Ms. Thomas stated once a family relocates, the family works with People First empowered by USI who prepares a packet of documentation that verifies the move has taken place and lists the expenses incurred. Payments are then processed by the Norfolk Redevelopment and Housing Authority to utility companies, landlords, and in some cases, directly to individual households based on the choice to self-move. A self-move occurs when a family opts to move their household instead of allowing NRHA to hire a professional moving company to provide the service. In these cases, families receive anywhere from \$900 - \$1700 in self-move relocation funds based on the room size of their Tidewater Gardens unit. USI also supports the families by issuing promissory notes because households must exit a unit before payments can be disbursed.
 - Dr. Porter acknowledged Ms. Thomas' response and added that the question posed stemmed from an encounter with a resident who expressed feelings of frustration due to her family's inability to fund a move.
 - Kim noted in this situation, it would be most advantageous for the resident to work with People First, who are apart of the relocation package and works with landlords and utility companies. Also, a system is in place to ensure residents receive checks within 7 to 10 calendar days.
 - Barbara reiterated if the resident communicates with People First, this matter can be provided the proper attention.
 - When approached by residents, Councilperson Royster encouraged committee members to communicate the contact information as soon as possible to ensure matters are tended to expeditiously. Emails can be sent directly to Ms. Royster. For this matter, Dr. Porter was advised to forward additional information to Ms. Royster.
- In reference to Ms. Thomas' dashboard presentation, Earl Fraley asked for clarity of the overlapping of the number of households. Kim concurred, acknowledged the overlap, and explained 408 households have vacated the Tidewater Gardens community. Of those households, multiple new households were created from adult children electing their own housing choice.
- Ms. Royster stated some families have been relocated within the Tidewater Gardens community and asked Ms. Thomas to explain the reasoning.
 - Kim explained as we have taken the phased approach to demolition, some families are not document ready or while on the housing search, may have seen units that do not satisfy their needs. For these reasons, NRHA has set up temporary units in phase 4, an area set to be demolished much later. In other cases, families have opted to move to avoid being near debris from the construction, becoming the only unit left in a building, or for personal safety issues (in rare cases). In allowing for the move, financial and relocation counseling services are still offered via People First. USI continues to work with the families to ensure their desired household placement is achieved, however, sometimes out of necessity, families are asked, not forced, if they are willing to transfer to a temporary unit. To date, approximately 8 families have been involved in a temporary move. Also, one household was granted permission to return to the Tidewater Gardens community after relocating with a housing choice voucher due to a landlord related issue.
 - Mr. Fraley asked if any families opted to relocate to another public housing community. Ms. Thomas responded approximately 25% of the families have relocated to other NRHA assisted communities for a variety of reasons, i.e., to allow time to square away their personal matters and housing availability.

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- To Ms. Inman's question of the relocation dashboard, Kim confirmed the 66% vacancy rate of the community is on schedule and the point that 55% of residents who have expressed a desire to return to the new community is right where previous community transformations have tracked and present no reason for concern. Dr. Perry added the City of Norfolk and NRHA have passed resolutions allowing residents access to 458 low-income tax credit and project-based voucher units, all of which will be provided as the right of first refusal.
- Ms. Kirby asked if People First or NRHA will provide additional relocation funds to assist the 9 families who have moved on more than one occasion. Kim answered yes, when families make their housing choice, they will be assisted again.
- As there were no additional questions or comments for Ms. Thomas, Marcia McGill proceeded to share Blue/greenway survey engagement plan. The presentation slides are attached.
- Ms. McGill added survey flyers are being developed to share with the City's faith-based partners to include in newsletters and bulletins in an effort to assist in obtaining resident feedback. The flyer will be available by the end of the week.

III. People First Update

6:15

- *People First Annual Report – Claudia Sparks, Nicole Brown, & Vickie Madison, USI*
- USI staff provided a comprehensive presentation of the People First USI Year 2 Report covering July 1, 2020, to June 30, 2021. The presentation slides are attached.

IV. Open Discussion

7:15

- After USI's presentation, Pastor Houston inquired about what educational support looked like for relocated families. Claudia and Vickie replied USI's family support specialists are required to assess families each month to determine needs, including the monitoring of school-aged youth grades, thanks to a data sharing agreement with Norfolk Public Schools. When students are found to need additional educational support, the family support specialists then refer the individual to USI's educational specialist.
- To Mr. Fraley's question regarding the type of responses received from landlords in the open market, Ms. Brown shared back in 2019 the process was difficult, however, now property managers are more open to referring their units directly to USI. Kristie Stutler added NRHA's Landlord Liaison has assisted greatly in the process. Ms. Hamm Lee also mentioned NRHA has hosted landlord summits to recruit additional property owners. Although this year's summit was postponed due to COVID, Nicole added landlords have the ability to ask questions directly to NRHA regarding housing choice vouchers.
- Emma asked, "In cases where families earn right under \$19,000, a livable wage, how do we help the families get to a living wage." Ms. Madison stated this element is a work in progress as People First continues to make connections with community partners and job training skill programs to ensure residents move to a higher earning bracket.
- Ms. Harrell added Hampton Roads Transit is actively hiring, recently increased their starting wage to over \$18.00/hour and would like to employ as many residents as possible. Ms. Inman echoed available opportunities at the Food Bank. Vickie agreed to connect with both parties to discuss further.
- There was a question on the relocation numbers presented by Kim Thomas from the dashboard. Kristie clarified that the annual report only covered the period of July 1, 2020 to June 30, 2021

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(year 2 data of the People First initiative) while Kim's dashboard report is information to present date which is the reason for the difference in numbers.

V. Final Remarks/Close

7:25

- *Barbara Hamm Lee, SPAC Liaison*
- *Councilperson Paul Riddick, Co-Chair*
- Barbara reiterated the November meeting is cancelled due to a City Council meeting and Decembers' meeting will be cancelled in recognition of the holidays. Updates will be shared with the committee via email for the months of November and December. The next meeting will take place in January 2022.
- No oppositions were noted.
- Mr. Riddick thanked Barbara, all of the presenters, and everyone for their participation and encouraged everyone to continue to make this project a successful one.

VI. Adjournment

7:30



St. Paul's Advisory Committee Meeting

October 19, 2021

Virtual - WebEx

6 – 7:30 pm

Agenda

- Welcome/Opening Comments
- Follow up from last meeting
 - *Relocation Dashboard and Survey Update – Kim Thomas, NRHA*
 - *Blue/Greenway Survey Engagement Plan – Marcia McGill, City of Norfolk*
- People First Update
 - *People First Annual Report Review – Claudia Sparks, Nicole Brown, Vickie Madison, People First Empowered by USI*
- Open Discussion
 - *SPAC Committee Members*
- Next Steps/Announcements/Closing Remarks/Adjournment

**Tidewater Gardens
Dashboard
Overview as of
September 30, 2021**



Tidewater Gardens Relocation Dashboard as of September 30, 2021

- **408 household (66% vacancy) have transitioned out of Tidewater Gardens***
- **55% express a desire to return to the new community**
- **80% (325 households) have selected housing options in Norfolk**
- **54% (221 households) moved to private rental through the HCV program**
- **33% have moved into defined Area of Opportunities as defined by HUD**
- **\$770,000+** distributed in relocation expenses
- **57** Customer Satisfaction and Relocation surveys mailed out to residents in October 2021



Blue/Greenway Stormwater & Recreation Park

Survey For Resident Feedback Revisited

Survey Modifications

- The St. Paul's Resilience Park Survey is now the **"St. Paul's Live Play Survey"**
- Survey Significantly Shortened to Drilldown to the Input Needed Quickly
- Survey is now Private with a Custom URL
<http://www.norfolk.gov/LivePlaySurvey>

Meeting Resident Where They Are...

Targeted Engagement at On Site Events & Where Residents Naturally Are...

- Tidewater Gardens Walk & Talk Event
- “Worth It Wednesday”
- YMCA
- Door to Door

Piggyback on the Daily Connections that People First is Already Making...

- People First Family Support Specialist will be incorporating the survey into daily interactions with residents
- Residents will be encouraged to complete the survey during Office Appointments
- Emailing the Private Survey Link to Residents Directly

People First USI Year 2 Report

Claudia Sparks, Senior Project Manager
Nicole Brown, Assistant Project Manager
Vickie Madison, Assistant Project Manager

TIDEWATER GARDENS
NORFOLK, VIRGINIA

IMPACT REPORT

YEAR 2

**JULY 2020-
JUNE 2021**



PEOPLE FIRST
A REPORT BY
URBAN STRATEGIES, INC.



People First Empowered by USI Team

People First Empowered by USI Team

- **1** Senior Project Manager
- **2** Assistant Project Managers
- **1** Administrative Assistant provides administrative oversight to the team.
- **2** Lead Mobility Specialists provide ongoing relocation support coordinated with Lead Family Support Specialist
- **1** Lead Family Support Specialist provide ongoing support for the FSS process coordinated with relocation services
- **8** Family Support/Mobility Specialists provide intensive need driven family support and mobility counseling services
- **1** Education and **1** Workforce Specialist carry targeted caseloads based on need for education or employment support
- **1** Section 3 Coordinator oversight of Section 3 hiring and partner building
- **2** Outreach Workers conduct intakes, canvassing, and targeted outreach

People First^{USI} Result Statement

All St. Paul's families will be safe,
supported, and thriving.

The Project Result statement was created by the City, NRHA, and USI.

1. # and % of Kindergarteners entering school with age-appropriate functioning to be considered “Ready to Learn”
2. Proficiency in Math & Reading for 3rd through 9th graders
3. High School graduation rate



1. # and % of working-age, able-bodied adults employed
2. # and % of individuals retaining work for 180 days
3. # and % of individuals with improved credit score



1. # and % of target population that is insured
2. # and % population participating in trauma-reducing programs/ programs that help to build safety, mastery, and connection.
3. # and % of target population connected to services to manage chronic health conditions



1. # and % of families with low Family Risk Index (FRI)***
2. # and % of families with decreasing FRI***
3. # and % of relocated families remaining stably housed

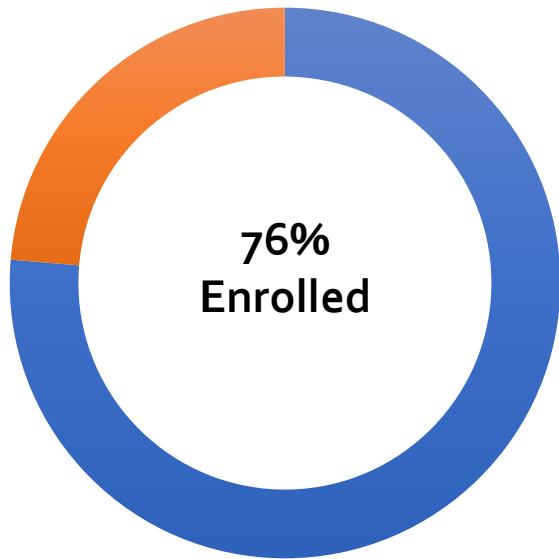


Key Service Pillars and Indicators

YEAR 2: Increased Family Engagement by 25%

Year 1

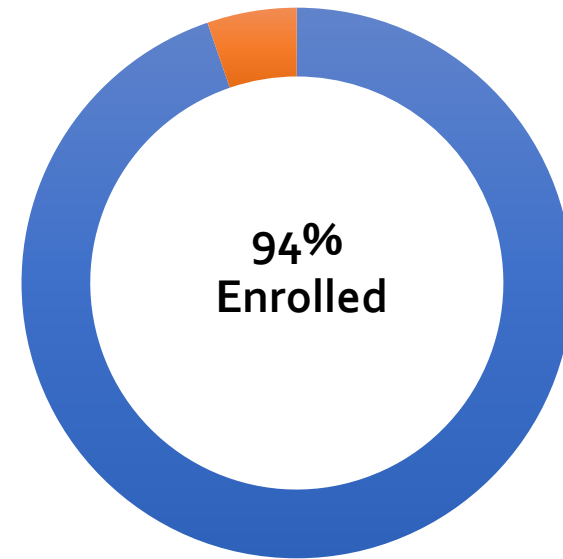
People First USI Services Year 1



■ Enrolled ■ Not Enrolled

Year 2

People First USI Services Year 2



■ Enrolled ■ Not Enrolled

N= 577HH



Newport News
Shipbuilding



Norfolk Public Schools
The cornerstone of a proudly diverse community

Peoples Pharmacy LLC



Kaleidoscope Counseling
& Case Management, LLC

EVMS
MINUS 9 TO 5



theUPcenter
UNDERSTANDING PEOPLE UNDERSTANDING PROBLEMS
SINCE 1883

BRINSHORE

eliminating racism
empowering women
ywca



Centura
COLLEGE

HAMPTONROADS
WORKFORCECOUNCIL



Primeplus
Senior Centers



NORFOLKWORKS



BOYS & GIRLS CLUBS
OF SOUTHEAST VIRGINIA



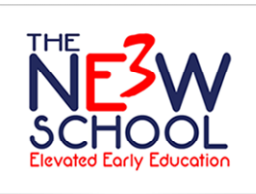
City of
Norfolk
Department of Public Health



The
Planning
Council



EVMS
Eastern Virginia Medical School



Service Partner Selection and Monitoring

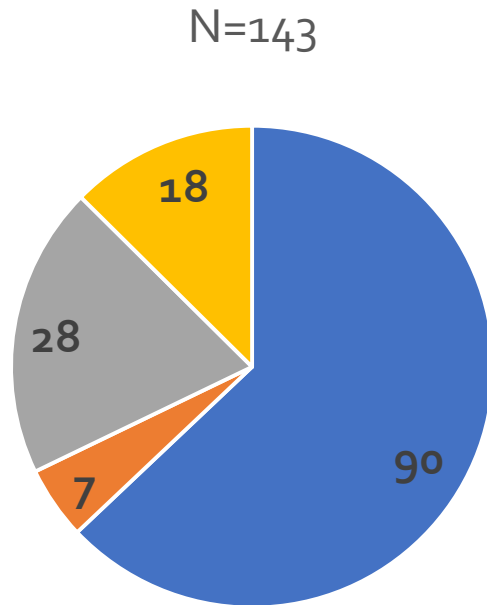
- Leverage vs. Contract Partner
- RFP Process
- Monthly Reports
- Check In Partner Meetings
- Utilization Review in real time
- Yearly Contract Reviews
- New Partner RFP- Filling the gaps
- Bank On* (Partner Spotlight)



Housing Stability YEAR 2: Assisted 143 or 92% of the 156 Families Who Relocated from Tidewater Gardens

Housing Stability YEAR 2: Assisted Families in Making the Right Relocation Choice for their Family

PF USI Assisted Relocations by Type



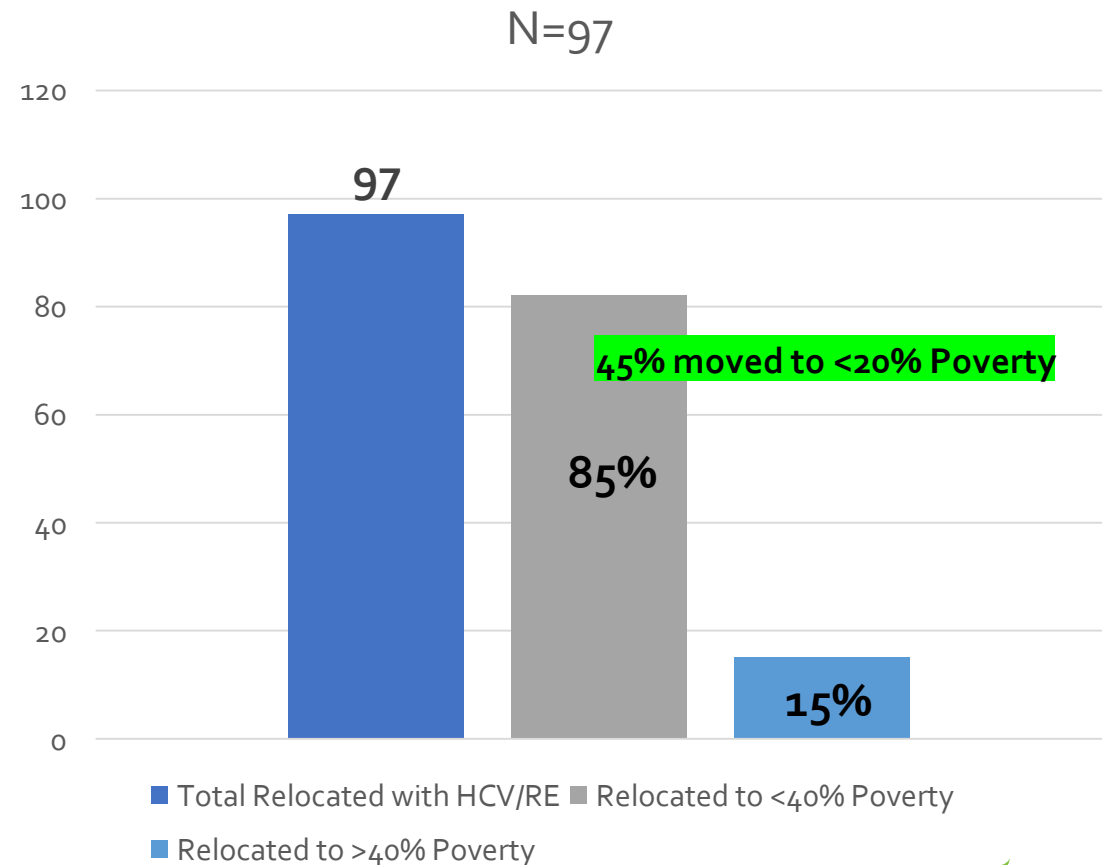
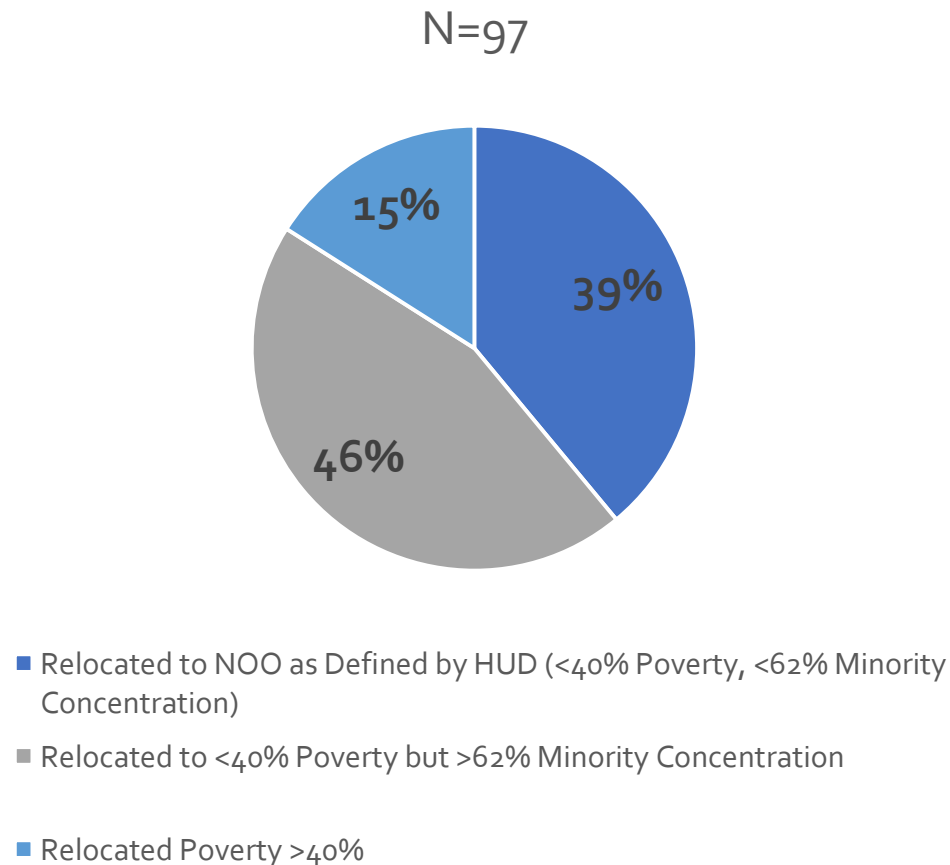
■ HCV ■ Rented Elsewhere ■ PH Unit Transfer ■ Project Based Housing

PF USI Assisted Relocations by Type
YEAR 2

- (90) or 63% HCV – Majority of families are opting to move with a voucher
- (28) or 20% PH Unit Transfer
- (18) or 13% Project Based Housing
- (7) or 5% Rented Elsewhere

Data taken from NRHA Dashboard

Housing Stability YEAR 2: Assisted 85% of Families in Moving to Neighborhoods with <40% Poverty Rate



Partners, Challenges, and Strategies

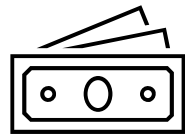
Partners:

- NRHA, 100+ Property Managers and Owners, UP Center, Legacy Builders, LLC



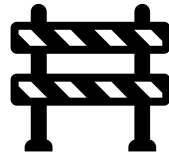
Landlord refusal to participate in the HCV program

Strategies: Advocacy, education, and support with landlords



Unit affordability

Strategies: Advocacy with landlords and landlord incentive program



Barriers to rent readiness

Strategies: Running credit reports, credit repair, barrier elimination and connection to community resources



Desire for single family homes

Strategies: Engaged Legacy Builders (professional realtor)



Temporary/Second Moves

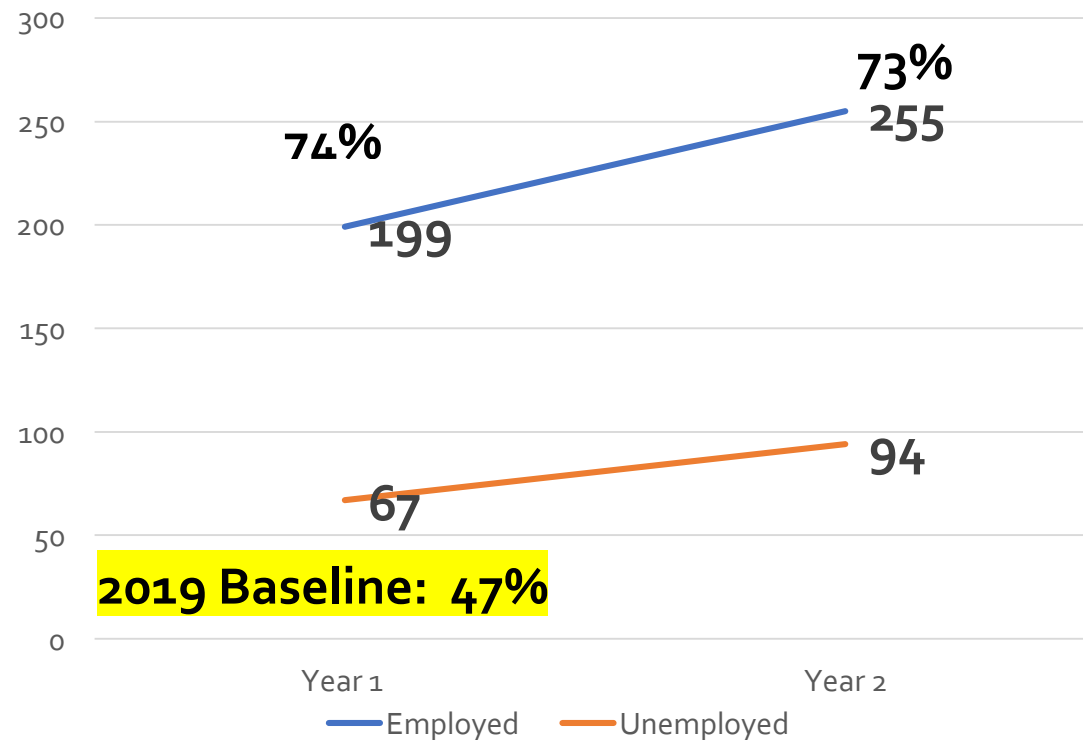
Strategies: Credit repair, barrier elimination, document preparation for housing of choice, and temporary options as needed



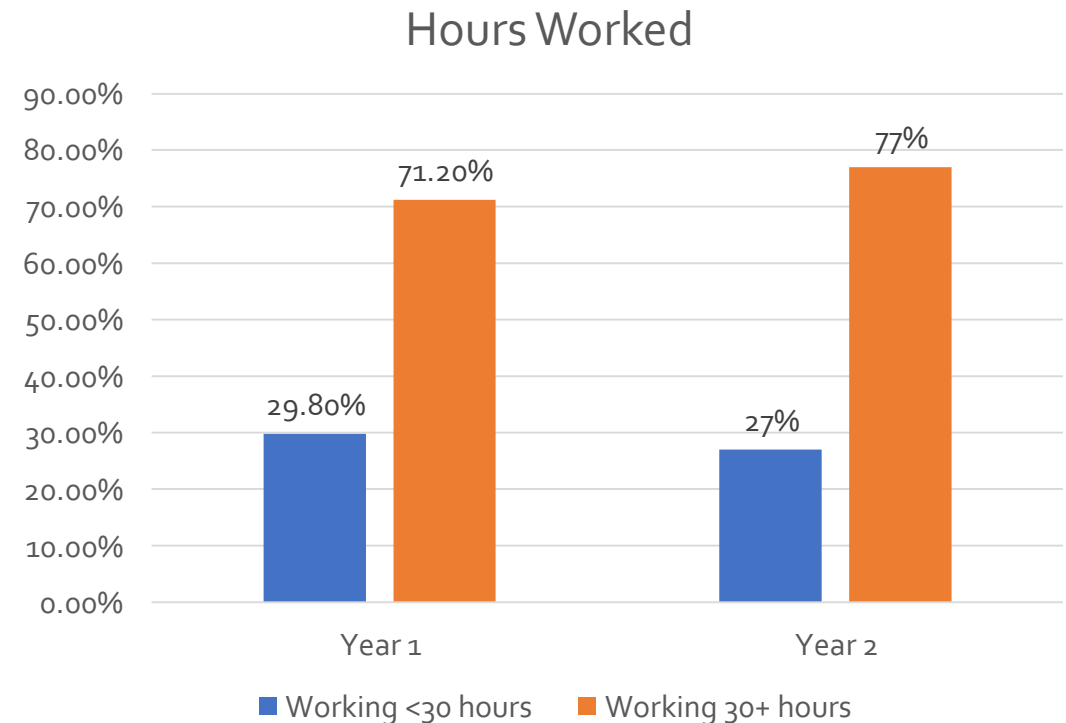
Economic Mobility Results Statement: All households in Tidewater Gardens, before and after redevelopment, are economically independent.

Economic Mobility YEAR 2: Increased the Number of HH with Wage Income and Full Time Employment

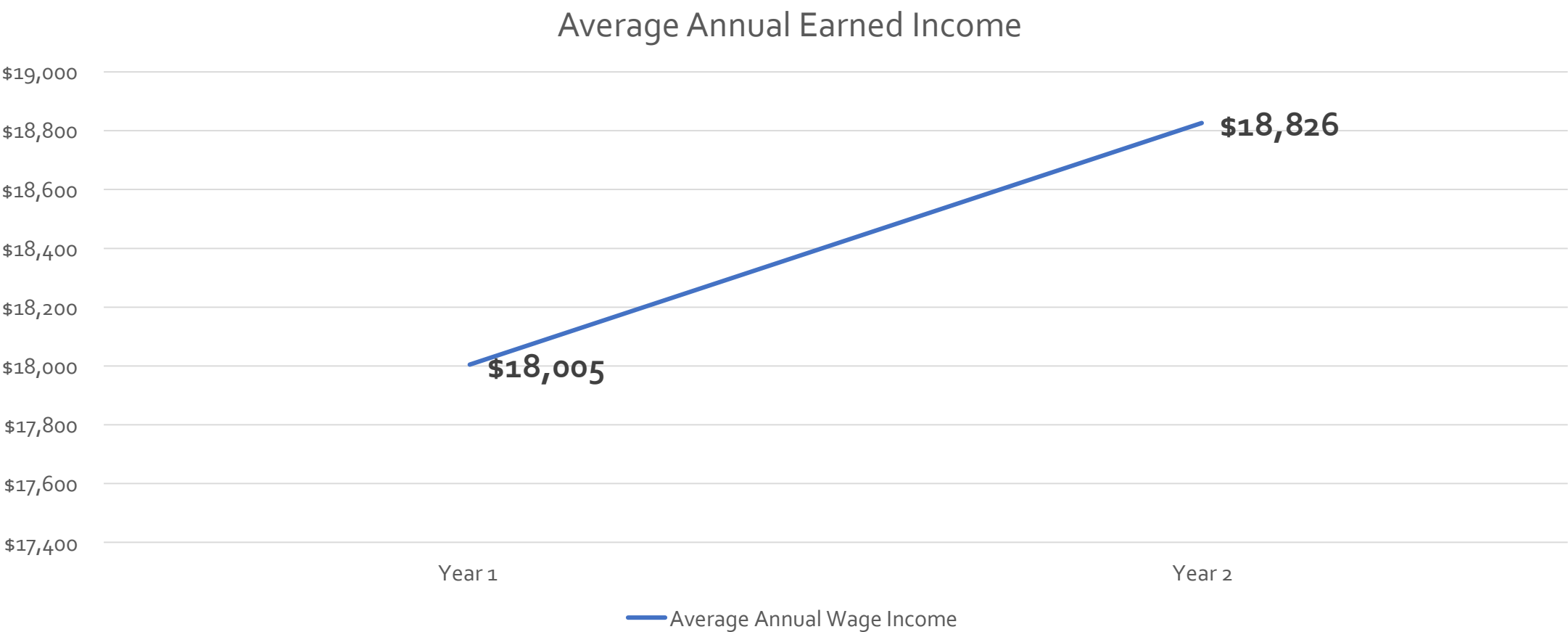
Number and Percent of Employed



Full Time vs. Part Time Employment



Economic Mobility YEAR 2: Increased Annual Earned Income

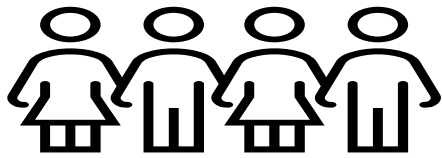


People First USI supported TG residents with obtaining 97 jobs during YEAR 2

Partners, Challenges, and Strategies

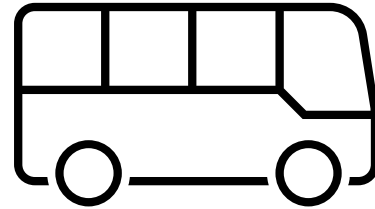
Partners:

Amazon, Love, Hope & Care Home Healthcare, Pride Industries, ODU Center for Innovation & Entrepreneur, Hilton Honors Hotel, Norfolk State University, Tegra Global, Bank On, Hampton Roads Transit, Up Center



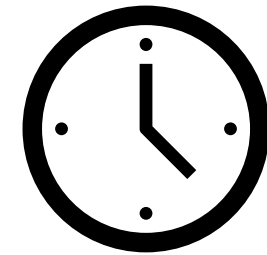
Finding and maintaining affordable, safe childcare

Strategies: Connecting with Minus 9 to 5 – capacity building childcare centers, United Way grant



Available & reliable Transportation

Strategies: Hampton Roads Transit committed bus passes, Uber, and PF USI vans



Shift Hours not conducive to family life

Strategies: Increase Employment partners with other shift options

Health Results Statement:

All children and adults living in Tidewater Gardens, before and after redevelopment, are mentally and physically healthy.



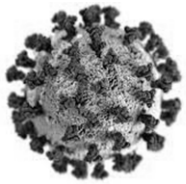
Health Year 2: Maintaining high rates of Health Insurance and Connection to Medical Home while increasing the % accessing services to manage chronic health conditions

	Implementation Baseline 2018 323 Families Assessed	Year 1	Year 2
Number and Percent of residents who have a place where they go regularly other than an emergency room	200/33%	83%	404/81%
Number and Percent of individuals connected with services to manage Chronic Health Condition	No Data Available	159/48%	197/88%
Number and Percent of residents who have health Insurance	22%	347/89%	448/89%

Partners, Challenges, and Strategies

Partners:

CHKD, CHIP, Food Bank of SEVA, Department of Health, Hampton Roads Community Health Center (Dental), Kaleidoscope Counseling, LLC, People's Pharmacy, PrimePlus, Norfolk Community Services Board (CSB), Teens With a Purpose, Greater Hampton Roads Diaper Bank



COVID-19

Strategies: Mitigate chronic health conditions, address trauma and stress, and increase education and access to vaccine



Program access for seniors

Strategies: Well visits, access to food, delivery of prescription medication



Wifi connection in community

Strategies: Modified service delivery and worked with Norfolk Public Schools (laptops) and Cox Communications to increase community access to internet



Education Results Statement:

All children and youth in Tidewater Gardens are ready for school, thrive in and out of school, graduate from high school, and are prepared for college, career and life.

Education Year 2: Maintaining higher rates of enrollment in early learning programs while increasing on time graduation

	Implementation Baseline 2018 323 Families Assessed	Year 1	Year 2
Number & Percent of resident children 0-3 participating in center-based or formal home learning programs	38%	68%	55%
Number and Percent of students who graduate on time	78%	No LEARN DATA Available	83%

Partners, Challenges, and Strategies

Partners:

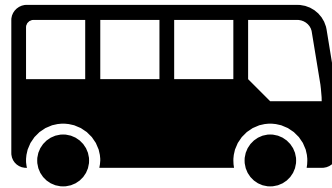
Norfolk Public Schools, Boys & Girls Club, Don't Duck History, Teens with a Purpose, Young Investors Group, Communities in Schools, YMCA, Minus 9 to 5



Recruitment

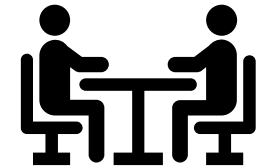
Strategies:

Modified service delivery and times



Transportation

Strategies: Increased virtual options, provider supported transportation, providers moved locations (went to children)



Education partners outside St. Paul's Area

Strategies: United Way Grant, possible future RFP

Open Discussion

***Next Steps/Announcements/
Closing Remarks/Adjournment***