

When You Contact the Housing Helpline...



By Phone **919-245-2655**



Phone answered live, 10am - 4pm,
Monday-Friday. Leave a voicemail at
any time, calls will be returned during
office hours.

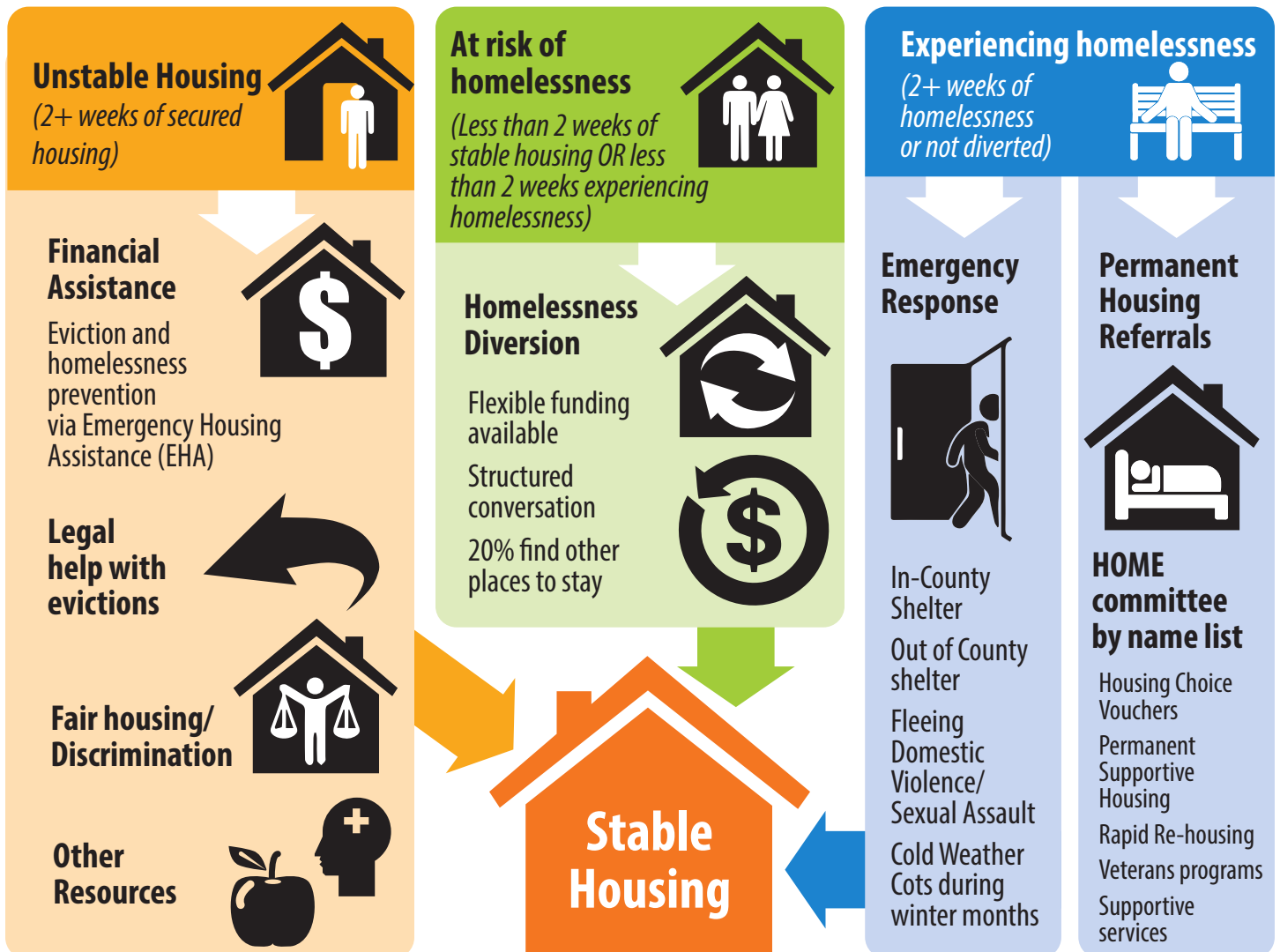
By Email



housinghelp@orangecountync.gov

Email to get the conversation started, emails are
returned during office hours.

There Are Different Outcomes Based On Household Need



Permanent Housing Referrals via the HOME Committee



People experiencing homelessness in Orange County are eligible to be added to the HOME Committee by-name list for case conferencing and permanent housing referrals. The HOME Committee list is updated twice per month (before and after the HOME Committee meeting) based on these criteria:

Overall HOME list prioritization

1. Service need – higher vulnerability scores prioritized over lower scores
2. Domestic Violence status – people fleeing domestic violence, sexual assault, or stalking prioritized over people who are not
3. Length of time homeless – longer lengths of time homeless prioritized over shorter
4. Living situation – people living unsheltered prioritized over people in shelter
5. COVID – persons at high risk of complications due to age and/or health status.

Permanent Housing referrals for housing/homeless programs are coordinated via the Orange County HOME Committee, including:

NAME	DESCRIPTION	OC PROGRAMS	ELIGIBILITY	REFERRAL
<u>Housing Choice Vouchers</u> (formerly known as Section 8)	Housing subsidy, permanent for as long as household is income-eligible	Orange County Housing Authority	HCV waitlist is open to people with experience of homelessness via the HOME Committee access point, who meet any of the following criteria <ul style="list-style-type: none"> • People on fixed incomes - disability, retirement • Low case management needs • Case management needs exist but are met • Permanent Supportive Housing Move On • RRH not stabilized in 3-12 months • “All But” chronic homeless status <ul style="list-style-type: none"> • Missing months, episodes of chronicity OR formal disability status but exhibiting signs of a disability • Veterans who are either <ul style="list-style-type: none"> • Not eligible for VA healthcare • Not stabilizing in SSVF in 3-12 months • Fleeing domestic violence, sexual assault, or stalking 	At HOME Committee meeting
<u>Rapid Re-housing</u>	Short-term services and financial assistance	<ul style="list-style-type: none"> • OCHCD/OCPEH HH • Compass Center (people fleeing domestic violence) 	<ol style="list-style-type: none"> 1. Serving people with high service needs not being served in other programs <i>Top of the list according to VI-SPDAT (3 people out of 15 total on caseload)</i> 2. People in need of mid-level services who are already connected to another service provider (HomeLink, ACTT) (5 people out of 15 total on caseload) <i>Determined during HOME meeting for any open slots on RRH caseload</i> 3. Long-term shelter stayers (7 people out of 15 total on caseload) <i>People with longest cumulative lengths of stay at IFC HomeStart and IFC Community House</i> 	At HOME Committee meeting
<u>Permanent Supportive Housing</u>	Long-term services and financial assistance	<ul style="list-style-type: none"> • IFC • Community Link 	<ul style="list-style-type: none"> • For people experiencing chronic homelessness (have a disability + 12 months of homelessness) • Top of HOME Committee list 	At HOME Committee meeting
<u>HUD-VASH</u>	Long-term services and financial assistance	Durham VA Medical Center	<ul style="list-style-type: none"> • Eligible for VA (Veterans Affairs) health care • In need of case management services in order to obtain and sustain independent community housing • Have serious mental illness, substance use disorder history, or physical disability. 	Done by the VA, contact the HUD-VASH program directly (919) 286-0411 x177065
<u>Supportive Services for Veterans and their Families (SSVF)</u>	Short to medium-term services and financial assistance	Volunteers of America of the Carolinas	<ul style="list-style-type: none"> • Veteran with a discharge other than dishonorable • A single person or family in which the head of household, or the spouse of the head of household, is a Veteran • Very low income of less than 50% of the area median income • Currently homeless or currently residing in permanent housing and in danger of becoming homeless (restrictions apply) or timing out of transitional housing 	(919) 530-1100 infocarolinas@voa.org https://www.voacarolinas.org/gethelp-ssvf
<u>For persons living with HIV/AIDS, HOPWA</u>	Housing subsidy, permanent for as long as household is income-eligible; some housing search support provided	Durham County DSS	<ul style="list-style-type: none"> • Individual or head of household living with HIV/AIDS 	(919) 560-8362 Fax: (919) 328-6108 csawyer@dconc.gov