

# What is Chronic Homelessness?

Chronic homelessness is defined by the U.S. Department of Housing and Urban Development as a situation in which an unaccompanied individual with a disabling condition has been without a permanent residence for a period of more than one year or more than four times in the last three years.

## Did you know...

...Almost 30 percent of homeless individuals have some education beyond high school.

...More than half of the homeless population has no medical insurance.

...Almost half of the homeless population did paid work in the past month.

...Almost half of homeless individuals are experiencing their first episode of homelessness.

## Article 25

***"Everyone has the right to a standard of living adequate for the health and well-being of themselves and their family, including food, clothing, housing, medical care and necessary social services."***

United Nations Declaration of Human Rights, Article 25

On Dec. 10, 1948, the General Assembly of the United Nations adopted and proclaimed the Universal Declaration of Human Rights.

## METRO SOCIAL SERVICES HOMELESSNESS COORDINATOR CLIFTON HARRIS



### How did you get involved in working on behalf of the homeless?

It started with watching my grandfather leave baskets of food on people's doorsteps in the community where I grew up. He also built schools and churches for the community. From there, I started working as executive director for Habitat for Humanity, and then I became the director of homeless services for Catholic Charities, Inc., in Memphis.

### What will be your primary responsibilities as MSS' new homeless coordinator?

Planning, coordination and communications.

### What do you hope to accomplish?

I hope to provide housing for the homeless and access to comprehensive services. I also want to create a level playing field so that our homeless have a voice and a future in Nashville.

### What are the main obstacles to overcome in addressing homelessness and peoples' perceptions?

The main obstacles are a lack of understanding and education about the many issues that not only cause homelessness but also keep people homeless.

### What are the main differences between Nashville and other markets you've worked in?

Now that's like telling my wife her biscuits are not like my mother's biscuits.

### What is the best way to learn about opportunities to assist the homeless?

There are several ways to get involved: plugging into the Homelessness Commission's meetings and committee meetings, contacting Metro Social Services' Planning and Coordination Unit and visiting the Homelessness Commission's Web site to find out what's going on in our community about homelessness. Our Web site is [www.nashville.gov/sservices/homeless](http://www.nashville.gov/sservices/homeless).

**Homelessness  
Commission**

[www.nashville.gov/sservices/homeless](http://www.nashville.gov/sservices/homeless)

The Metropolitan Homelessness Commission is responsible for implementing Nashville's Strategic Plan to End Chronic Homelessness by 2015.



## Metropolitan Social Services Metropolitan Homelessness Commission's Organizational Chart



Development of  
Permanent  
Supportive Housing  
(PSH)

Establish  
new/expanded  
services, and access  
to, mental health  
and substance abuse  
services and  
treatment.

Implement  
economic stability  
strategies  
necessary to help  
chronic homeless  
individuals  
maintain stable  
housing and  
establish and test  
personal  
accountability.

Create, develop  
and strategies that  
educate and  
informs the public  
about homeless  
issues.

Enhance  
understanding of  
the need and  
process for  
funding  
development to  
pursue  
renewable/sustai  
nable funding  
from variety of  
sources.

Must assure that  
the broad system  
of services and  
housing available  
to homeless  
individuals are as  
seamless and  
coordinated as  
possible.

## Ending homelessness

Published: Saturday, 08/19/06

In December 2004, Mayor Bill Purcell unveiled a 10-year plan aimed at ending chronic homelessness in Nashville. The following year, Metro Council formed the Homelessness Commission and charged it with implementing that plan. And in recent months, the Housing First pilot project has begun serving its first 24 homeless men and women.

Project director Clifton Harris says the goal is to get people off the streets once and for all by providing housing plus a variety of other services to meet their individual needs in areas like health care, psychological counseling, drug and alcohol rehabilitation and vocational training.

The majority of the 24 people in the pilot project are in permanent housing now, Harris said, and program staff are in the process of housing the others. The program also has a growing waiting list.

"Twenty-four people doesn't sound like a huge number," said Metro Vice Mayor Howard Gentry, who also serves as chairman of the commission, "but prior to this program, those 24 people were on the street."

"It is our hope, our plan, to increase those numbers drastically," he added.

If the program proves successful, Harris said, it will be easier to fund the project and serve more people.

A long-term goal of the commission is to create a stock of permanent housing for the chronically homeless. The Metro Development and Housing Agency is receiving bids to build homes for 10 to 20 people or more.

John Zirker, who formerly lived on the street and is president of the Nashville Homeless Power Project, said he had mixed feelings about the 10-year plan.

"I'm very hopeful. I want to be behind it, but I'm skeptical of how much time it takes.

"I'm dealing with people with the urgency of (Tara) Cole's situation—living out on the riverbank. How do we deal with that?" •

— TRAVIS LOLLER

Published: Saturday, 08/19/06 Nashville Tennessean



**FOR IMMEDIATE RELEASE**

March 17, 2006

Contact: Clifton Harris  
(615) 862-6411

**1,982 HOMELESS FOUND IN NASHVILLE'S HOMELESS 'COUNT'**

**Initiative Serves As Baseline, Preparation For 2007**

NASHVILLE, Tenn. – The Metropolitan Homelessness Commission has updated numbers to work with as it continues on its mission to end chronic homelessness in Nashville by 2015.

In the early morning hours of February 28, a collaboration of non-profit agencies, volunteers, and local governmental agencies completed "The Count," an initiative that hand counts Nashville's homeless population in shelters and on the streets. "The Count" will be required for all major U.S. cities by the U.S. Department of Housing and Urban Development (HUD) starting in 2007 as part of the funding process for homeless service agencies.

According to "The Count," Nashville has 1,982 homeless. Approximately 64 percent of those counted qualify as chronically homeless. HUD defines a chronically homeless person as "an unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more or has had at least four episodes of homelessness in the past three years."

"'The Count' is one of many tools which helps Social Services and our homeless services unit," said Clifton Harris, homeless coordinator, Metro Social Services (MSS). "We know there are estimates that are much higher, but this count is one of several baseline numbers that the Homelessness Commission can use in research and tracking of our chronically homeless."

Although HUD is not officially requiring cities to count their homeless in this manner until 2007, the Nashville agencies which provide services to homeless persons took the initiative to undergo the process in 2006 as a trial run. Nashville has undergone a similar counting process in recent years, but the HUD process has differences that the Nashville team wanted to flesh out before the official process began.

Staff with individuals from Metropolitan Development and Housing Authority (MDHA), Metropolitan Social Services and volunteers, teams toured known outdoor campsites and living areas, counting 496 homeless. The number of homeless in shelters (inside count) was 1,486.

"It's important to realize that it's impossible to count every homeless person in Nashville and this is just a gauge," Harris said. "But it does show that there are thousands of people who need our help, and that is what the Homelessness Commission is dedicated to providing. We're determined to tackle this challenge."

- more -

**About Metro Nashville and Davidson County Social Services**

The Metropolitan Homelessness Commission, composed of local advocates and government department heads, is charged with implementing Nashville's Strategic Plan to End Chronic Homelessness by 2015. The plan is a set of recommendations developed by the Mayor's Task Force to End Chronic Homelessness.

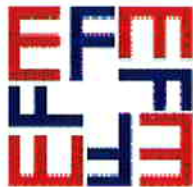
Metro Social Services promotes quality living in Nashville communities by linking people, information and resources and responding to persons challenged by economic, social, physical or behavioral problems. For more information about Metropolitan Social Services, call Dinah Gregory at (615) 862-6400.

###



**Comprehensive  
Case Management Services  
For the  
Chronic Homeless Population of  
Nashville and Davidson County**

**In Partnership with  
Metropolitan Social Services  
Metropolitan Homelessness Commission**



**ECKMAN/FREEMAN & Associates  
Call (615) 889 – 1221 or (800) 489 – 6162**

P.O. Box 140347  
Nashville TN 37214  
(615) 889-1221  
(800) 489-6162  
[www.eckmanfreeman.com](http://www.eckmanfreeman.com)

## Eckman/Freeman Interdisciplinary Team

Karen Daniel, MSWW, CMSW, CDMS, CCM, Case Manager  
Tiffany Collier, MSW, Case Manager  
Courtney Bryant, MSW, Case Manager  
Betty Murray, RN, CCM, Team Member  
Paula Krebs, BA, MS, CRC, CCM, Team Member  
Janel Roland, BS, MS, Team Member  
Vicki Dunham, BA, CDMS, Team Member  
Jim Womack, MS, CRC, CDMS, CCM, Team Member  
Peg Lessard, RN, CRRN, CLNC, Team Member  
Tonya Cain, RN, BSN, Program Manager  
Sharon Marsh, RN, BSN, CCM Program Supervisor

Auxiliary Team Members are specialists  
in the areas of Nursing, Vocational Rehabilitation,  
and Social Security disability who are  
brought into cases following comprehensive  
assessment and needs identification.

## Eckman/Freeman's Mission

- To strive for an end to chronic homelessness in Nashville and Davidson County.
- To work closely with other community providers and agencies to coordinate and streamline services to the homeless population.
- To provide comprehensive and personal case management services to our clients in order to facilitate and sustain housing and self-sufficiency.
- To provide an excellent example of successful case management services to other cities who also seek to end chronic homelessness.

## Past, Present, Future

**In April 2004**, Nashville Major Bill Purcell appointed a Task Force charged with addressing how to end chronic homelessness. The Task Force took up the challenge by bringing together community leaders, government, and service agencies that developed Nashville's Ten Year Plan to address the many complex facets of chronic homelessness. The plan involves comprehensive services in the areas of housing, health, economic stability, and systems coordination and provides Nashville a guide to end chronic homelessness, thus improving the lives of many in our community.

**In May 2005**, the Metropolitan Council passed Ordinance No. BL2005-582 to establish a Homelessness Commission for Nashville and Davidson County. The Commission is located within Metropolitan Social Services with members appointed by the mayor or his designee.

**In April 2006**, Eckman/Freeman and Associates was chosen as a service provider of intensive case management services for chronically homeless clients referred by designated community agencies and service providers in Nashville and Davidson County. In May 2006, Eckman/Freeman and Associates began working with these clients, providing comprehensive assessment and a team approach to address client needs. Services include:

Housing Assistance	Physical Health Services
Mental Health Services	Vocational Services
Social Services	Community Resources
Substance Abuse Assistance	Financial Coordination/Support

## Eligibility Requirements

Potential clients must meet the HUD definition of "chronically homeless" stated as "an unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more or has had at least four episodes of homelessness in the past three years."



## Qualifying for SSI/SSDI

SSI and SSDI have both similarities and differences. Both require non-medical and medical information, and both have a similar process to determine eligibility. Non-medical criteria are different and more complicated for SSI than for SSDI, but medical criteria are exactly the same. :

- Must have medically determinable physical or mental impairment
- Impairment must have lasted or be expected to last 12 months or more or to result in death
- Impairment must cause functional limitations that keep individual from working

Many mentally ill, homeless adults have such medical conditions, and they are often complicated by co-occurring disorders. They have difficulties in four functional areas, which include activities of daily living, social functioning, ability to complete tasks, and extended periods of decompensation.

To be eligible for SSI/SSDI, these individuals, in addition to meeting complex non-medical criteria, must:

- Meet diagnostic and durational criteria
- Show "marked" functional impairment in at least two of the four functional areas, with "marked" defined as more than "moderate."
- To determine eligibility, DDS follows a sequential evaluation

When substance abuse or addiction is present, the issue of "materiality" is considered. To show that substance abuse is material to the individual's disability, it must be determined that an individual that became clean and sober would still be disabled by another illness or impairment.

PARK CENTER  
SSI/SSDI HOMELESS  
OUTREACH PROJECT  
511 South 8th Street  
Nashville, Tennessee 37206

# An estimated 15% of the homeless who apply for SSI or SSDI are approved on their initial application.

## Our goal is to help applicants through the process and increase their chances for approval.



PARK CENTER  
SSI/SSDI HOMELESS  
OUTREACH PROJECT





## Facing the facts

Many chronically homeless individuals with psychiatric or physical disabilities may be eligible for Social Security benefits. They need assistance not only to navigate the SSI/SSDI system, but also to appeal frequent rejection. Park Center's SSI/SSDI Homeless Outreach Project, begun in May 2006 and funded by Metro Social Services and the Metro Homeless Commission, strives to change statistics that show many eligible homeless people never get these federal benefits.

Statistics show the urgent need to connect eligible homeless people with SSI/SSDI:

- **39%** of homeless people are estimated to be eligible because of mental illness.
- **46%** of homeless people are estimated to be eligible because of physical illness.
- Yet only about **11%** of those homeless people are receiving the benefits they are almost certainly entitled to.

Service providers can help the eligible homeless apply, but benefits don't come easily:

- Just **37%** of **all** people who apply for SSI are approved when they make their first application.
- Data from state and national agencies that work with the homeless and mentally ill supports the estimate that the figure for people with mental illness or co-occurring disorders is much lower than **37%**. The numbers drop even more among those who have been homeless for an extended period.
- Following appeals of initial denials, approvals increase to **53%**.

## 2. MEDICAL HISTORY

## Facing the challenges

Those who seek to initiate contact between homeless people with serious mental illness and SSI/SSDI resources face many complications, but there are strategies that work.

**PROBLEM:** Homeless adults with serious mental illness don't have mailing addresses or other contact information, the first thing the government wants.

**STRATEGY:** With completion of an Appointment of Representative form (SSA 1696), a stand-in can be appointed to represent the applicant.

**PROBLEM:** Clients have sporadic treatment history and cognitive problems often affect their ability to recall information.

**STRATEGY:** Service providers can act as "Columbos," dogged investigators who learn everything they can with regard to a client's history.

**PROBLEM:** A societal stigma exists around mental illness and homelessness, and often a homeless individual is in denial about mental illness.

**STRATEGY:** Service providers can complete disability report/forms, making sure to address mental and physical illness that they personally can document.

**PROBLEM:** When medical records are available, functional information is often missing.

**STRATEGY:** To assist clients, providers can learn about the disability determination process and write up appropriate supplemental functional information in the medical summary.

**PROBLEM:** The rate of co-occurring substance abuse and mental illness is high among homeless adults.

**STRATEGY:** Providers can become familiar with the materiality issue of substance abuse in evaluating eligibility, and they can explain the client's substance use, clinical symptoms addressed, and history leading to substance abuse.

## Reaching out

The Park Center SSI/SSDI Outreach Project staff gets referrals through its own street outreach or from another community provider, such as a shelter, or an individual, such as a minister. The process and procedures include:

1. With referral for an initial application, there must be a confirmation of chronic homelessness, according to HUD, and a description of behaviors that indicate serious mental illness is likely.
2. Within three days, at least one staffer meets with the consumer, completes a screening, and obtains releases to contact and get information from SSA.
3. Release forms are immediately faxed to SSA, and there's a quick response as to whether the individual is eligible to make an initial application for SSI and/or SSDI.
4. For an eligible person, the case manager completes the entire application on an outreach basis within seven days of SSA's response. The case manager then immediately begins getting copies of available medical records and requesting all others. Follow-up is weekly.
5. Until a final decision comes, the project staff tracks the case, maintains contact with the DDS staff, and keeps in touch with the applicant. If the application is denied, project staff may help complete the appeal forms or refer the consumer to an appropriate source to assist.

### For more information

Park Center Homeless Outreach Project

615.227.5062 or email

[will.connelly@parkcenternashville.org](mailto:will.connelly@parkcenternashville.org)

Also check out

[www.pathprogram.samhsa.gov/SOAR](http://www.pathprogram.samhsa.gov/SOAR)





SUNDAY	WEDNESDAY	FRIDAY
<b>Breakfast</b> 3 Nashville Rescue Mission <sup>1</sup> . . . . . 5:30 am - 6:30 am 33 Downtown Presbyterian Church . . . . . 8:30 a.m <b>Lunch</b> 3 Nashville Rescue Mission <sup>2</sup> . . . . . 12:00 pm - 1:00 pm 2 Community Care Fellowship . . . . . 12:30 pm - 1:30 pm 35 Belmont Church . . . . . 2:00 pm <b>Dinner</b> 3 Nashville Rescue Mission . . . . . 5:30 pm - 6:30 pm	<b>Breakfast</b> 3 Nashville Rescue Mission <sup>1</sup> . . . . . 5:30 am - 6:30 am 1 Campus for Human Development . . . . . 6:00 am <b>Lunch</b> 31 Samaritan Ministries . . . . . 11:00 am - 12:00 pm 30 Loaves & Fishes (Holy Name) . . . . . 11:30 am - 1:00 pm 33 Downtown Presbyterian Church . . . . . 12:00 pm - 1:00 pm 3 Nashville Rescue Mission . . . . . 12:00 pm - 1:00 pm <b>Dinner</b> 3 Nashville Rescue Mission . . . . . 5:30 pm - 6:30pm	<b>Breakfast</b> 3 Nashville Rescue Mission <sup>1</sup> . . . . . 5:30 am - 6:30 am <b>Lunch</b> 46 The Lord's Outreach Ministries (Hamburger Bob). 11:00 am 31 Samaritan Ministries . . . . . 11:00 am - 12:00 pm 2 Community Care Fellowship . . . . . 11:30 am - 12:30 pm 32 Edgehill UMC/Luke 14:12 . . . . . 11:30 am 3 Nashville Rescue Mission . . . . . 12:00 pm - 1:00 pm <b>Dinner</b> 3 Nashville Rescue Mission . . . . . 5:30 pm - 6:30 pm
MONDAY	THURSDAY	SATURDAY
<b>Breakfast</b> 3 Nashville Rescue Mission <sup>1</sup> . . . . . 5:30 am - 6:30 am <b>Lunch</b> 31 Samaritan Ministries . . . . . 11:00 am - 12:00 pm 30 Loaves & Fishes (Holy Name) . . . . . 11:30 am - 12:30 pm 3 Nashville Rescue Mission . . . . . 12:00 pm - 1:00 pm <b>Dinner</b> 3 Nashville Rescue Mission . . . . . 5:30 pm - 6:30 pm	<b>Breakfast</b> 3 Nashville Rescue Mission <sup>1</sup> . . . . . 5:30 am - 6:30 am <b>Lunch</b> Isaiah 58 <sup>3</sup> . . . . . 11:00 am-1:00 pm 2 Community Care Fellowship . . . . . 11:30 am-12:30 pm 1 Campus for Human Development . . . . . 11:30 am 47 Music City Mission . . . . . 11:30 am 31 Samaritan Ministries . . . . . 12:00 pm 3 Nashville Rescue Mission . . . . . 12:00 pm - 1:00 pm <b>Dinner</b> 38 The Foundry/Provision International . . . . . 5:30 pm 3 Nashville Rescue Mission . . . . . 5:30 pm - 6:30 pm	<b>Breakfast</b> 3 Nashville Rescue Mission <sup>1</sup> . . . . . 5:30 am - 6:30 am <b>Lunch</b> 46 The Lord's Outreach Ministries (Hamburger Bob). 11:00 am 3 Isaiah 58 <sup>4</sup> . . . . . 11:00 am - 1:00 pm 30 Loaves & Fishes . . . . . 11:30 am - 1:00 pm 34 Gordon Memorial . . . . . 12:00 pm - 1:00 pm 3 Nashville Rescue Mission . . . . . 12:00 pm - 1:00 pm Isaiah 58 <sup>5</sup> . . . . . 12:30 pm - 2:30 pm <b>Dinner</b> 38 Foundry/Provisional International (Summer Only). 5:00 pm 3 Nashville Rescue Mission . . . . . 5:30 pm - 6:30 pm
TUESDAY	<p><sup>1</sup> Breakfast for overnight guests only. <sup>2</sup> Must attend Sunday morning worship service to eat Sunday lunch, all other meals, no service is required. Service time is 10:45 am. <sup>3</sup> 620 Dickerson Road <sup>4</sup> 157 Lafayette (Lafayette/Fairfield near J.C. Napier) <sup>5</sup> 1000 Edgehill</p>	

### Provider Map



- Alcoholics Anonymous . . . . . 40
- Assumption St. Vincent Outreach . . . . . 43
- Behavioral Health Access . . . . . 39
- Belmont Church . . . . . 35
- Bethlehem Centers of Nashville . . . . . 42
- Bridges to Care . . . . . 39
- Campus for Human Development . . . . . 1
- Cayce Clinic . . . . . 16
- Community Care Fellowship . . . . . 2
- Department of Human Services . . . . . 45
- Dismas House . . . . . 7
- Downtown Clinic . . . . . 14
- Downtown Presbyterian Church . . . . . 33
- East Nashville Cooperative Ministry . . . . . 26
- Edgehill United Methodist Church/Luke 14:12 32
- Family Life Center . . . . . 5
- Foundations Associates . . . . . 48
- Foundry/Provision International . . . . . 38
- Goodwill Industries . . . . . 28
- Gordon Memorial Church . . . . . 34
- Guest House (Campus) . . . . . 1
- Hope Center . . . . . 5
- Ladies of Charity . . . . . 41
- Loaves & Fishes (Holy Name Church) . . . . . 30
- Lord's Outreach Ministries . . . . . 46
- MDHA . . . . . 13
- Matthew 25 . . . . . 6
- Matthew Walker . . . . . 18
- Mental Health Cooperative . . . . . 20
- Metro Action Commission . . . . . 27
- Metro Social Services . . . . . 49
- Metropolitan General Hospital . . . . . 21
- Middle Tennessee Career Center . . . . . 25
- Nashville CARES . . . . . 37
- Nashville Rescue Mission . . . . . 3
- Oasis Center . . . . . 10
- Operation Stand Down . . . . . 8
- Park Center . . . . . 9
- Project Return . . . . . 12
- Salvation Army . . . . . 4
- Samaritan Ministries . . . . . 31
- Samaritan Recovery Center . . . . . 50
- Siloam Family Health Center . . . . . 19
- Traveler's Aid . . . . . 3
- Urban Housing Solutions . . . . . 11
- V. A. Medical Center . . . . . 22
- Vine Hill Clinic . . . . . 15
- Vocational Rehab . . . . . 29
- W.O.M.E.N . . . . . 44
- Waverly-Belmont Clinic . . . . . 17

**NORTH**

Any questions or comments regarding this brochure should be directed to:  
Suzie Tolmie  
Homeless Coordinator  
Metropolitan Development and Housing Agency  
615.252.8574 (Phone) 615-252-8559 (Fax)  
stolmie@nashville-mdha.org (Email)



With all of the changes at MSS recently, is there a central phone number I can call to answer all of my questions?

The MSS Administrative Office may be contacted at (615) 862-6400, or program services may be contacted directly at the following telephone numbers:

Adult and Family Support Services	(615) 862-6432
Information and Referral Services	(615) 862-6458
Brief Counseling	(615) 862-6432
Adult Homemaker Program	(615) 862-6480
Senior Nutrition Services	(615) 880-2292
Burial Assistance	(615) 862-6458
Relative Caregiver Assistance	(615) 862-6432
Homelessness Services	(615) 880-2526
Planning and Coordination Unit	(615) 862-6494



## Metropolitan Social Services

### MISSION

Metropolitan Social Services promotes quality living in our communities by linking people, information and resources. We respond to persons challenged by economic, social, physical or behavioral problems.

Metropolitan Social Services  
Metropolitan Government of Nashville and Davidson County  
25 Middleton Street • Nashville, Tennessee 37210  
Phone (615) 862-6400 • Fax (615) 862-6404  
[www.nashville.gov/sservices](http://www.nashville.gov/sservices)

**PARTNER**  
FREQUENTLY ASKED  
QUESTIONS



## Metropolitan Social Services is committed to helping Nashville residents meet the challenges of a new day.

### Why did Metro Social Services (MSS) develop a new business model?

As a government agency, MSS has limited resources, so it is essential to operate in the most efficient way possible. In 2004, MSS underwent a performance audit and conducted an internal review to identify strengths and challenges. As a result and in an effort to best serve customers, MSS developed a new business model to increase effectiveness and update the way services are provided.

The new business model, approved by the MSS Board of Commissioners, allows MSS to provide the best level of service to as many people as possible. Under the new plan, some MSS programs, such as the Financial Assistance Program and Refugee Services, have been transferred to other agencies to prevent duplication of services provided by other Metro departments or nonprofit organizations in the community. The transfer of these programs allows MSS to retain some of the most needed services and focus efforts on newly developed programs, like the Adult and Family Support Services Program.

### As a partner organization, what are the major changes that I need to know about?

MSS has updated its organizational structure and services to more effectively serve the Nashville community. This reorganization will allow MSS to focus efforts on the Adult and Family Support Services Program, which serves the elderly, disabled, extended family and homeless populations. While previous Adult and Family Support Services like Senior Nutrition Services and the Adult Homemaker Program remain, several new services have been added. In addition, MSS has formed a Planning and Coordination Unit to ensure that social services are available to individuals and families in Nashville.

Direct services MSS offers include:

**Adult and Family Support Services:** Provides direct services to the elderly, disabled, extended family, and homeless populations.

**Information and Referral Services:** Identifies the needs of customers and links customers with community agencies that deliver services to meet those needs.

**Brief Counseling:** Provides solution-oriented counseling for individuals with short-term goals.

**Adult Homemaker Program:** Serves frail elderly and disabled adults who need help with household tasks and/or personal care.

**Senior Nutrition Services:** Promotes the well-being of persons over age 60 by providing nutritious meals at congregate meal sites or delivering to senior homes.

**Burial Assistance:** Provides assistance to grieving families.

**Homelessness Services:** Addresses the needs of homeless individuals and families by providing supportive services and coordinating direct services with partner agencies. Collaborates with the Planning and Coordination Unit to enhance services named in the 10-year plan to end chronic homelessness.

**Relative Caregiver Assistance:** Provides Life Management Skills Training, Family-centered Casework and Parenting Skills Development.

### How can my organization work with MSS to best serve people in need?

The goal of MSS is to encourage quality living in our communities by linking people in need with supportive services, and MSS is always exploring partnerships with organizations that share this same mission. Joined resources strengthen efforts and make a positive difference in the community. If you are interested in partnering with MSS, please call Dinah Gregory, Director of Planning and Coordination, at (615) 862-6494 or Demitria Norman, Interim Director of Adult and Family Support Services, at (615) 862-6490.

### What services does MSS offer to different populations through its Planning and Coordination Unit?

The Planning and Coordination Unit assesses the needs of the community, reviews available resources and works with local social service providers to meet identified needs. The unit focuses its efforts on the youth, senior, homeless and immigrant populations. Specific actions for the targeted populations are listed below.

#### Youth Service Coordination

- Collaborates with community partner agencies to better serve youth.
- Addresses the needs of the most vulnerable youth through issues related to education, child care and juvenile justice, among others.

#### Senior Service Coordination

- Serves as a liaison with community agencies providing services to the adult/senior populations.
- Assesses the needs of the adult and senior populations by developing strategies to meet those needs through assisted-living programs, transportation, adult day care and relative care, among others.

#### Homelessness Services Coordination

- Aids in the implementation of recommendations from the Mayor's Task Force to End Chronic Homelessness.
- Staffs the Homelessness Commission.
- Collaborates with local agencies to promote adequate housing and support services for the homeless population through long-term planning.

#### Immigrant Service Coordination

- Promotes integration of the immigrant communities and local communities.
- Provides coordination and technical assistance to local agencies that serve the refugee and legal immigrant populations.
- Monitors immigrant community needs by facilitating regularly scheduled needs assessment meetings.





## What does it mean to be chronically homeless?

*Chronic homelessness is a situation in which an unaccompanied individual with a disabling condition has been without a permanent residence for a period of more than one year or for more than four times in the last three years.*

### By the Numbers

*A recent one-night count conducted in Davidson County found that:*

- 496 homeless people were living on the streets.
- 1,486 homeless people were living in shelters.
- About 64 percent of those counted were chronically homeless.
- Fourteen percent of homeless people living in shelters were employed.




### Metropolitan Social Services

Metropolitan Government of Nashville  
and Davidson County  
25 Middleton Street • Nashville, TN 37210  
Phone (615) 862-6400 • Fax (615) 862-6404  
[www.nashville.gov/sservices](http://www.nashville.gov/sservices)

What if you  
didn't have food ...  
shelter ... water ...  
money ... education ...  
health care?







## NASHVILLE'S 10-YEAR PLAN

2005

HOMELESSNESS  
COMMISSION  
FORMS

*In April 2004, Mayor Bill Purcell appointed a Task Force to end chronic homelessness in Metro Nashville Davidson County within 10 years. The Metropolitan Homelessness Commission is responsible for Nashville's Strategic Plan to End Chronic Homelessness by 2015. The 11-member Homelessness Commission addresses the many aspects of homelessness, including housing, physical health and behavioral health, economic stability, systems coordination, community education and fiscal strategies.*

2015

GOAL TO END  
CHRONIC  
HOMELESSNESS

### HOMELESSNESS IN OUR COMMUNITY

Every day, thousands of people in Metro Nashville Davidson County go without basic necessities of life like housing and food that are often taken for granted. Physical and mental disabilities, a lack of affordable housing and support systems, limited occupational skills and drug and alcohol addiction all contribute to homelessness.

Homelessness is not just a government problem, but a community problem that affects every single person, agency and business. By working together, we can provide solutions for our homeless and make our community a better place for all of our citizens.

### OUR COMMUNITY IN ACTION

The Homelessness Commission has taken a major step toward improving our community by establishing a permanent supportive housing project to serve the chronically homeless. Additional affordable housing will continue to be developed, and case managers will provide support for those entering housing with physical

health, mental health and substance abuse problems. Outreach coordinators will connect individuals with health care benefits, Supplemental Security Income (SSI) and Supplemental Security Disability Income (SSDI). These services are essential to achieving long-term housing and economic stability, with the ultimate goal of self-sufficiency.

In an effort to coordinate services and housing available to homeless persons, the Homelessness Commission and the Metropolitan Health Department created the Nashville Homeless Management Information System (NHMIS). NHMIS allows providers to collect quality information that can be used to eliminate the duplication of services, improve programs and expand services.

*Homelessness is a growing problem, and one that Nashville is prepared to tackle. If you are interested in learning more about the Homelessness Commission or how you can be involved, call Clifton Harris at (615) 862-6411 or visit <http://www.nashville.gov/sservices/homeless/index.htm>.*

*I want to help. How can I get involved?*

*For more information about the Homelessness Commission, please complete the form below and return to:*

*The Homelessness Commission  
25 Middleton Street, Nashville, TN 37210*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Area of Interest: \_\_\_\_\_ Systems Coordination \_\_\_\_\_ Community Education \_\_\_\_\_ Housing  
Physical/Behavioral Health \_\_\_\_\_ Fiscal Strategies \_\_\_\_\_ Economic Stability \_\_\_\_\_



*Metropolitan Government  
of Nashville and Davidson County*

---



**CLIFTON HARRIS**  
Homelessness Services Coordinator  
Planning and Coordination  
Metropolitan Social Services

Howard Office Bldg.  
25 Middleton Street  
Nashville, TN 37210

(615) 862-6411 Office  
(615) 862-6404 Fax  
[clifton.harris@nashville.gov](mailto:clifton.harris@nashville.gov)