

**From:** Emily Ball <eball@ashevillenc.gov>  
**Sent:** 10/15/2021 5:57:38 AM  
**To:** Ashley Lung <alung@sunriseinasheville.org>  
**Cc:** Jennifer Teague <Jennifer.Teague@buncombecounty.org>, Ron Harrison <Ron.Harrison@buncombecounty.org>  
**Subject:** Re: Shelter referrals

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Hey all - Ashley and I talked about this yesterday and are thinking 48 hours, but she'll workshop that with her team and confirm. I'd like to be responsive to what's going on with individuals but also ensure we're not leaving rooms empty when we have so much community need, so that's the balance we're trying to strike.

Emily Ball  
Homeless Services System Performance Lead  
City of Asheville  
O: 828.271.6129  
C: 828.747.8510

On Thu, Oct 14, 2021 at 12:20 PM Ashley Lung <[alung@sunriseinasheville.org](mailto:alung@sunriseinasheville.org)> wrote:  
Emily. Ron was asking how long we hold the room for someone who has been referred to us but hasn't been seen in a few days? I don't know how to answer that. Thank you

Ashley Lung (she/her) NCCPSS  
Shelter Director  
Sunrise Community for Recovery & Wellness

mailing: PO BOX 845 Asheville, NC 28802  
  
physical: 50 S. French Broad Ave. Asheville, NC 28801  
  
office: 828.552.3858  
  
cell: 828.475.9952  
  
24/7 Peer Support Warmline 828.280.2554  
  
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On Mon, Sep 20, 2021, 2:49 PM Emily Ball <[eball@ashevillenc.gov](mailto:eball@ashevillenc.gov)> wrote:  
Hey all,  
  
I've talked with each of you about this and am writing to connect us all about refilling shelter space as it becomes available. Here's the plan:

- You'll be our only referral partners at this point, although we may widen that if we end up with more inflow

capacity.Â Â

- When a room becomes available, Ashley (copied here) will send an email to this group telling us she has a vacancy.
- We'll refill that room withÂ the first referral from either of you - for confidentiality purposes, I think you'd just call Ashley directly to make the referral and coordinate.Â If we have multiple referrals at the same time, we'll just triage it to figure out who needs the space the most.
- We're looking for peopleÂ who are currently unsheltered or would otherwiseÂ be unsheltered (e.g. were unsheltered before entering jail).

Ashley's number is 475.9952.Â Ashley, feel free to add anything else, and Jen and Ron, let us know if this works or what questions you have.Â Â

Emily Ball

Homeless Services System Performance Lead

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