

From: Emily Ball <eball@ashevillenc.gov>
Sent: 11/5/2021 9:40:57 AM
To: Mike Lamb <mlamb@ashevillenc.gov>
Cc: Ashley Lung <alung@sunriseinasheville.org>
Subject: Re: Referrals

Hey there,

We hadn't been refilling rooms in this overall operation until recently - our extension of the contract to purchase included extending a room block of the existing number of rooms we had at the time (62) until December, so we are now refilling rooms as they turnover, but that number is really minimal so we restricted referrals to just those couple of partners that Ashley mentioned for this short window of time. I think the most straightforward response for folks is that the shelter won't be able to take new community referrals unless/until the purchase goes through, so the Rescue Mission, Salvation Army, and ABCCM are the current shelter options available.

Let us know if you have questions or need anything else!

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

On Fri, Nov 5, 2021 at 8:58 AM Mike Lamb <mlamb@ashevillenc.gov> wrote:
Thank you Ashley!

Ashley or Emily, what should police tell folks who are looking for shelter at the Ramada?

On Thu, Nov 4, 2021 at 5:28 PM Ashley Lung <alung@sunriseinasheville.org> wrote:

Hi Captain lamb I don't know where they're getting this idea either the only referral process that we have is adult protective services (APS) and the JAIL maybe that's where the confusion is? The jail meaning someone being released who will otherwise be unsheltered can be referred to us. Those referrals go through Ron Harrison with RHA at the jail. I will try and figure out why they may be getting sent to the police department. It's probably some confusion in the community among the people experiencing homelessness. I've even had a probation officer call me and say that their client said they needed to be referred by them which is not the case.
Thank you, Ashley Lung

On Thu, Nov 4, 2021, 5:25 PM Mike Lamb <mlamb@ashevillenc.gov> wrote:

This week there have been folks approach an officer or show up at the police department and ask for referrals to stay at Ramada/Sunrise. We have tried to find out who is instructing these folks to approach police for referrals but this far no one will say who is telling them to go to Police.

If we continue to get these request what should we tell folks? Is there a criteria to enter? Or a referral system?

|||I assume we will get more of these as the weather gets colder.