

From: Kat Sullivan <ksullivan@sunriseinashville.org>
Sent: 1/3/2022 2:35 PM
To: Jenny Moffatt <jennym@homewardboundwnc.org>
Cc: Jessie Cadogan <jcadogan@sunriseinashville.org>, Emily Bales <eba@sunriseinashville.org>
Subject: Re: confused

Hey all, just a reminder I am taking both of these people to the DMV appt on 2/7/22 that was set up for them.

Kat Sullivan, CPSS, Certified Recovery Coach
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On Sun, Jan 30, 2022, 2:35 PM Jenny Moffatt <jennym@homewardboundwnc.org> wrote:

Hey Jessie,
Just wanted to circle around and see if you all had the HACA files ready for these two folks we said we'd take in January
Thanks
Jenny Moffatt
Permanent Supportive Housing Director
Homeward Bound of WNC.
828-782-1492 Cell
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On Wed, Jan 12, 2022 at 9:01 PM Kat Sullivan <ksullivan@sunriseinashville.org> wrote:

Thank you, Jenny.

[REDACTED]
[REDACTED] point, I will need to double-check tomorrow, the info about who has what would be in the ref. But off the top of my head, I think we gave it to Norah minus the credentials. I'll let you know if they have. Jess or I will follow up with you tomorrow.

Best,
Kat



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On Wed, Jan 12, 2022 at 8:41 PM Jenny Moffatt <jennym@homewardboundwnc.org> wrote:

We'll take them It doesn't need to be this hard and confusing, Sorry y'all

We can take them and squeeze them in on with our HACA team, it's not a problem It is true that we are down a staff person on that team and have asked to not slate any additional clients, but this was all worked out before that So we want and need to honor that

So who has their files y'all or AHOPE?

Can you give me their full names?

Jenny Moffatt

Permanent Supportive Housing Director

Homeward Bound of WNC.

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On Wed, Jan 12, 2022 at 7:50 PM Kat Sullivan <ksullivan@sunriseinashville.org> wrote:

Hi Jenny,

I was wondering if you could possibly clear up my confusion. We have the two participants that we had slated with Eliada, met with the Eliada CM, then Norah Casterline contacted myself and Ashely and said that she would like to offer them her program, all parties involved agreed that was a better fit for them. Then sometime later the participant received this text message from Norah. See attachment at bottom of the email. We all discussed it in CAM and decided they could again be slated with Eliada. Then on that next CAM 12/16, we were prepared to present them again for Eliada when four hours before CAM we receive the following email from Norah.

Hey Kat and Ashley,

I just got word that we will HAVE space to slate [REDACTED] and [REDACTED] for HACA next month. This would be their quickest avenue to get into housing through us. Are you guys working with them on anything currently? If not, my coworkers or I can talk to them and get that paperwork completed and their file submitted. Just wanted to check in with you first, in case you had something else in the works with them. We did not present them for Eliada, I verbally stated to Norah that was great, that they had already stated they were on board with that option so let's do it.

I do know that Norah stated that she was having a hard time connecting to them on 12/21 and now that I am officially back to work I sent an email asking how things were going and if we can give support in any way. This is our correspondence.

Hi Norah, I hope you are well.

I was messaging to see if we can get an update on [REDACTED] and [REDACTED]. Have you been able to get up with them and maybe the process it takes to get them housing? The reason I am asking for that is a piece I we are asked almost daily about this and if I had a good idea of the process I can help to keep them feeling better, and prompt them if there are things they are supposed to do. I appreciate your time. I am also CCing Jess in this as I am transitioning to a new position within Sunrise soon. As always if there is anything we can do to support our mutual participants please let us know

Best,

Kat

Hi Kat,

Thank you for reaching out. Just to be clear are these clients asking you almost daily about their housing or is this coming from somewhere else? I have not heard from them since I arrived for a scheduled meeting about two weeks ago and they told me they didn't feel well. They have my number so I am confused why I haven't been contacted by them.

However, I just learned in the past couple of days that we need to hold off on taking on any more clients at this time as one of our case managers is leaving. We will not have the capacity to take any new clients until the position is relisted, hired, and trained. So at this time, we don't have slots for them to get into HACA through our program.

I realize that this is a blow and I'm sorry I didn't get a chance to tell you or them before your email. As I said, I just found out on Monday. I realize that this is an extra hard blow as this is similar to what happened with the emergency housing vouchers for [REDACTED] and [REDACTED]. I wish that we had enough slots to take them on through HACA at this time or that I had gotten to complete paperwork with them before this news broke that there will not be room for any new HACA clients. However, it's been pretty difficult to get in contact with them or get together to do paperwork. They have canceled or not shown up to meetings with Christian and/or me and it's generally felt very difficult to get things done with them. I don't say this to blame them, only to explain why their file didn't get completed before this time and before this temporary lapse in HACA slots for our program. I'm also feeling a little frustrated hearing that they are asking you daily for updates when they have never contacted me and only sporadically respond to my attempts at contacting them.

Going forward: When we do have HACA slots again (could be several months, just depends on the timeline of hiring and training a new person) we can definitely try to slate them through this channel. I would be happy to complete the full HACA application with them and submit it and their birth certificates to the HACA office. I can also work with them to go to the DMV and try to get IDs for them and eventually Social Security cards. All of these would be helpful in case they come up on the HACA waitlist on their own (without a supportive services preference from Homeward Bound) or if they were getting housing elsewhere. For any of this work to take place though, I need them to be engaged and willing to keep meetings with me, get up super early to go to the DMV, etc.

I hope that gives a little clarity and please encourage them to call me if they want to discuss. I will reach out to them again before the end of the week to try to give them this news as well and see if they would like my assistance with the things I mentioned. Again, sorry I hadn't gotten a chance to let you know this news earlier in the week. Feel free to call me if you would like to discuss.
Thank you,

I was aware of the part where you could not take any new HACA people, you and I discussed that. Where I am confused is how those two are not already in that program. We have several other HB case managers that have picked up our participants on their caseload that are extremely hard to make contact with and they have made sure they connected with that participant. Sunrise has staff on-site at all times and has always been available to connect our mutual participants. These two have been shuffled around entirely too much. I am just devastated about this news. This does not make sense to me and I will not be part of telling them this news. I am not ok with this so please get back to me.
Best,
Kat

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