



Housing Guide

Last Updated: 3/1/2022

Table of Contents

Table of Contents	2
1.0 Purpose of This Guide	3
2.0 Housing Instability and NC InCK	3
2.1 Definition of Housing Instability	3
2.2 Identifying Housing Instability	3
2.3 Housing Instability and the NC InCK Population	4
2.4 Impact of Housing Instability on Children	5
3.0 Housing Resources	5
3.1 Prepaid Health Plan Housing Specialists	6
3.2 County Specific Resources	7
3.2.1 Alamance County	7
3.2.2 Durham County	10
3.2.3 Granville County	14
3.2.4 Orange County	15
3.2.5 Vance County	17
3.3 Statewide Policies and Programs	20
4.0 Housing Instability and Other Cores Child Service Areas	21
4.1 Education	22
4.2 NC Early Childhood	23
4.3 Food Insecurity	24
4.4 Energy & Water Assistance Programs	24
4.5 Juvenile Justice	25
5.0 Appendix	27

1.0 Purpose of This Guide

Numerous local and statewide housing resources and programs are available to help families who are facing housing instability. This guide will assist Family Navigators in providing support to families who are experiencing housing instability. It begins with an overview of housing instability in each of the five NC InCK counties followed by specific resources available in each county and across the state. The guide concludes by discussing how housing instability intersects with other NC core child service areas including education, early childhood, food insecurity, and legal aid.

NC InCK suggests Family Navigators follow the sequence below when supporting a family facing housing instability:

1. [If working for a prepaid health plan, contact the plan's housing specialist](#)
2. [Contact the Continuum of Care for the county in which the NC InCK member resides](#)
3. [Contact the Housing Authority for the county in which the the NC InCK member resides](#)
4. [Explore other county-specific programs](#)
5. [Explore statewide resources](#)

TIP: If a family is facing a potential eviction or foreclosure, contact Legal Aid's Housing Hotline at 877-201-6426 and then follow the sequence suggested above.

2.0 Housing Instability and NC InCK

2.1 Definition of Housing Instability

Different programs employ different definitions of housing instability when determining who is eligible for services. This means that although a family may be flagged as housing instable, they may not be eligible for certain services. In the [Appendix](#) of this guide, you can find the definitions used by the [Department of Housing and Urban Development \(HUD\)](#) and the [Department of Education](#) (under the McKinney-Vento Law, which ensures homeless children have access to education).

in

2.2 Identifying Housing Instability

A child's health plan or health provider will screen families on social drivers of health, including housing instability, to determine whether a family would benefit from additional services. The majority of the entities will use the following set of three questions. If the family answers "yes" to any of the questions, they are considered to be facing housing instability.

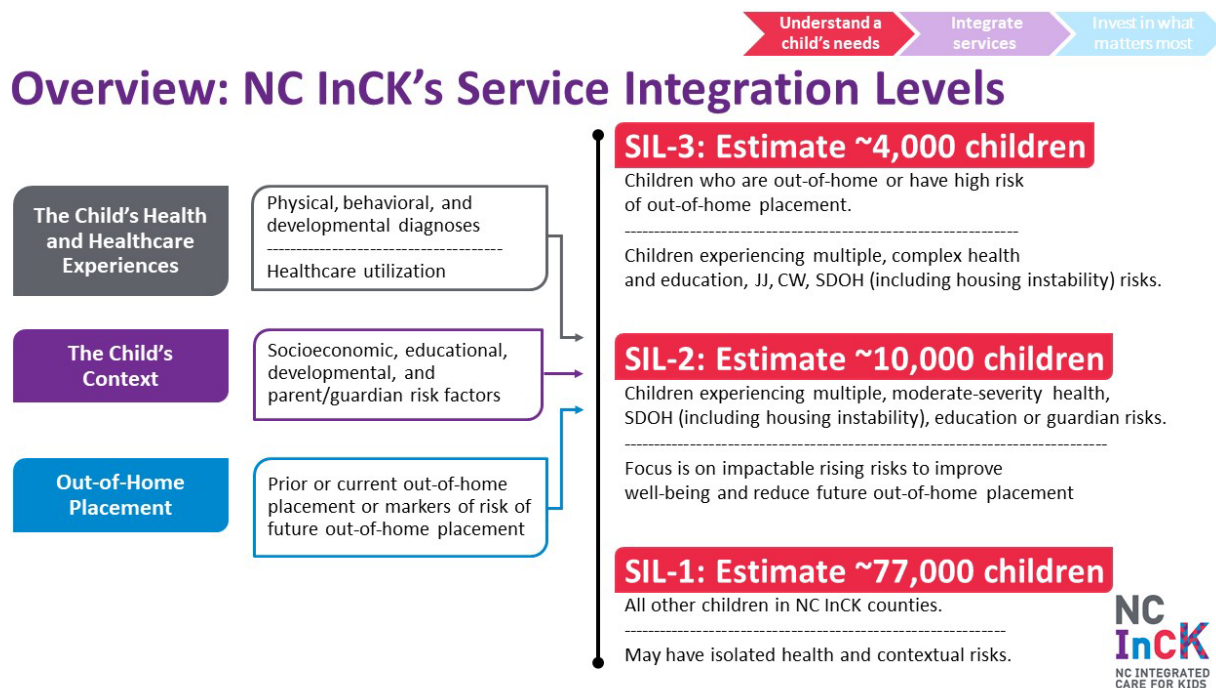
- Within the past 12 months, have you ever stayed: outside, in a car, in a tent, in an overnight shelter, or temporarily in someone else's home (e.g. couch-surfing)?
- Are you worried about losing your housing?
- During the last 12 months, have you been unable to get utilities (e.g. heat electricity) when it was really needed?

Depending on their health plan, families may be asked a slightly different set of questions to determine housing needs. Some Family Navigators will be notified about the outcome of the screening and can

utilize the results to determine how to best support a family. If a Family Navigator is not aware of whether a family has been screened or the results of the screen, consider asking the family the three questions listed above to assess for housing needs.

As the figure below indicates, a child with health risks may be elevated to Service Integration Level (SIL) 2 or 3 for additional support when housing instability is also indicated.

Figure 1. High Level Overview of NC InCK Service Integration Level Stratification



2.3 Housing Instability and the NC InCK Population

According to the North Carolina Housing Coalition, housing is considered affordable when it comprises no more than 30% of a family's budget. If a family spends more than this amount, they are considered cost-burdened. As of the publishing of this guide, there is no data accessible on what percentage of people in the five InCK counties are facing housing instability. The table below displays information from the North Carolina Housing Coalition.

Table 1. Housing Instability in NC InCK Counties

2021	% of households in county that are cost-burdened	% of renters who have difficulty affording their homes	% of homeowners who have difficulty affording their homes	# of households that are cost-burdened
Alamance County	28%	46%	18%	17,825
Durham County	32%	46%	19%	39,754
Granville County	27%	44%	20%	5,722
Orange County	30%	48%	19%	15,817
Vance County	31%	41%	23%	5,165

Linked below is data on rates of housing instability from North Carolina’s Housing Coalition:

Alamance: <https://nchousing.org/wp-content/uploads/2017/01/NCH-CountyProfile-Alamance.pdf>

Durham: <https://nchousing.org/wp-content/uploads/2017/01/NCH-CountyProfile-Durham.pdf>

Granville: <https://nchousing.org/wp-content/uploads/2017/01/NCH-CountyProfile-Granville.pdf>

Orange: <https://nchousing.org/wp-content/uploads/2017/01/NCH-CountyProfile-Orange.pdf>

Vance: <https://nchousing.org/wp-content/uploads/2017/01/NCH-CountyProfile-Vance.pdf>

2.4 Impact of Housing Instability on Children

Housing instability impacts many aspects of a child’s life. Losing stable housing may result in the loss of meaningful possessions, the need to change schools, or even separation from family members. It will mean moving, likely to one or more temporary settings while a new housing arrangement is established. It will disrupt daily routines that provide stability for children like taking the same bus to school with friends, or having their own sleeping space, or knowing all the people in their living environment. The daily demands of their lives, including going to school, completing homework, behaving in class and helping care for other siblings or relatives, continue despite these housing challenges. Housing instability has negative impacts on children’s health, social, and educational outcomes. Family Navigators should be aware of the stress housing instability can cause for a family and prioritize connecting them to resources to find housing. It may be difficult for a family to focus on any other needs or goals if they do not have a stable living arrangement.

Tip: If you are working with a family experiencing housing instability, help them keep track of when they need to complete Medicaid recertification paperwork so there is no lapse in their insurance coverage. Having an unstable living arrangement or managing urgent housing needs increase barriers to receiving and completing recertification paperwork.

3.0 Housing Resources

This section of the guide is focused on statewide resources as well as specific resources available in each of the five NC InCK counties. Family Navigators can reference these when helping clients who are facing housing instability. Supporting families in finding housing resources can be difficult work. While there are a variety of programs available, some have highly specific qualifying criteria and all have limited

funding. Application processes for some housing programs can be long and involved. Families may meet criteria to receive support from a program, but be placed on a waiting list with no clear timeline for services due to limited funding. Some programs do not accept new applications if their waiting lists are too long. Therefore, it may take applying to any and all available programs to find the support a family needs.

TIP: The process of locating and securing sustainable housing can be a significant burden for a family facing housing insecurity and, therefore, is an opportunity for a Family Navigator to provide critical support. Utilizing this guide, Family Navigators can assist NC InCK members by sharing available resources, helping families target appropriate programs, gathering necessary information for applications, and communicating with housing entities with questions (with the permission from the family).

3.1 Prepaid Health Plan Housing Specialists

All prepaid health plans are required by North Carolina state law to have a housing specialist on staff or on contract who can assist individuals who are homeless in securing housing. For those Family Navigators who work for a prepaid health plan, you can email the plan's housing specialist and make sure the family is currently on the housing specialist's caseload.

TIP: Different plans have different processes to determine which families are referred to the housing specialist. Therefore, Family Navigators should not assume that a family is working with a housing specialist.

Table 2. Prepaid Health Plan Housing Specialists Contact Information

Health Plan	Housing Specialist	Email Address
AmeriHealth	Katie McCallister	kmccallister@amerihealthcaritasnc.com
Carolina Complete Health	Daren Brown	Darren.Brown2@carolinacompletehealth.com
HealthyBlue	Donna Pierre	donna.pierre@healthybluenc.com
	Brittany Holmes	brittany.holmes@healthybluenc.com
	Reba Currie	reba.currie@healthybluenc.com
	Linsey Lauden	Lindsey.lauden@healthybluenc.com
United Health Care	Sharon Sneed	sharon_sneed@uhc.com
Well Care	Quincy Kelly	Quincy.Kelly@wellcare.com
	Connie King Jerome	Connie.KingJerome@wellcare.com

NOTE: If a Family Navigator is housed at Duke Population Health Management Office, UNC Health Alliance, Community Care Physician Network, or a different entity, there is currently no mechanism in place by which the Family Navigator can connect with a prepaid health plan housing specialist.

3.2 County Specific Resources

Listed below, you will find specific contacts and resources for each county.

TIP: For the county specific sections below, NC InCK recommends that housing navigators first contact the respective county Continuum of Care contact provided at the top of each section.

Continuum of Care Defined: Referenced below are county contacts for the local Continuum of Care (CoC). HUD defines a CoC as “a community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximize self-sufficiency. It includes action steps to end homelessness and prevent a return to homelessness” ([What is a Continuum of Care? - National Alliance to End Homelessness](#)). CoCs are tasked with reporting the number of homeless individuals in their community twice a year. They are also responsible for providing information on housing resources available in their community each year.

Many rural counties (including Alamance, Granville, and Vance) do not have their own CoC, but, rather, are part of the Balance of State CoC, which was developed in 2005. The purpose of this entity is to help rural counties access funding for homeless populations by applying for Continuum of Care funding from HUD. More information can be found [here](#).

Family Navigators can call the CoC for any of the five counties to obtain guidance on where to start looking for housing resources and programs.

TIP: Housing resources are dynamic. Properties are sold or change management entities regularly. Different landlords accept different forms of vouchers and payments. Family Navigators should review resource lists and try calling landlords to confirm they still manage the property and accept vouchers or subsidy programs. While this process can be tedious, Family Navigators should try their best not to get discouraged - the next call could be the one that leads to a family accessing sustainable housing.

3.2.1 Alamance County

Continuum of Care Contact:

North Carolina Balance of State CoC

Homeless Referral Contact

Mr. Brian Alexander

brian@ncceh.org or bos@ncceh.org

(919) 755-4393

Alamance County has a Coordinated Assessment that homeless individuals must go through to be referred for some programs, including emergency shelter at the Allied Churches of Alamance County (ACAC). The number is 336-229-0881 ext. 104.

Burlington Housing Authority:

Homeless Referral Contact

Nikki Ratliff

nratliff@burlingtonha.org

Graham Housing Authority

Contact: 336-229-704

cblack@grahamhousing.com

Table 3. Alamance County Housing Public Programs and Non-Profit Agencies

Public Programs	Non-Profit Agencies
<p><u>Graham Housing Authority:</u> Administers programs in Graham including Public Housing (170 units), Section 8 Ralph Clayton Homes for disabled families, and Section 8 Housing Choice Voucher program</p> <p><u>Burlington Housing Authority:</u> Manages and administers federally funded housing in apartments located in seven communities, five of which are designated for families</p> <p><u>ACAC - Allied Churches:</u> Operates an emergency shelter for men, women, and children and provides access to food, clothing, and other needed material goods</p> <p><u>Community Services Agency Inc:</u> Includes a self-sufficiency program that works with individuals to obtain better employment and housing and provides education, counseling, budget management, transportation, food, and housing assistance</p>	<p><u>United Way of Alamance County:</u> Referral Specialists answer 2-1-1 calls to assist callers with finding assistance with housing, food, utility payments, and more</p> <p><u>Habitat for Humanity:</u> Uses volunteer labor and donations of money and materials to build homes for families in need. Homes are sold at 0% interest with monthly payments at 30% or below the homeowner's income. Habitat for Humanity also helps make repairs to non-Habitat for Humanity homes.</p>

Table 4. List of Alamance County Housing Resources

Resource	Contact information	Address	School District
Privately Owned Subsidized Units			
Beaumont Ave Apartments	336-227-5606	1336-A N Beaumont Court, Burlington, NC 27217	Alamance-Burlington Schools
Lakeside Apartments	336-229-4046	702 Lakeside Ave, Burlington, NC 27217	Alamance-Burlington Schools
Tucker Street Apartments	336-226-7420	615 Center Ave, Burlington, NC 27215	Alamance-Burlington Schools
Norfolk Village Apartments	336-229-4010	1011 Ivey Rd, Graham, NC 27253	Alamance-Burlington Schools
Tanglewood Apartments	919-563-3558	600 S 1st St, Mebane, NC 27302	Alamance-Burlington Schools
USDA Rural Developments for Families			
Oakwood Apartments I and II	919-563-2796	714 N Carr St, Mebane, NC 27302	Alamance-Burlington Schools
Cedar Ridge Apartments	336-578-4133	181 N Wilkins Rd, Haw River, NC 27258	Alamance-Burlington Schools
Brighton Place Apartments	919-563-2001	1139 N 1st St, Mebane, NC 27302	Alamance-Burlington Schools
Private Landlords Who Accept Section 8 Vouchers			
Deerfield Crossing Apartments	919-304-5402	600 Deerfield Trce, Mebane, NC 27302	Alamance-Burlington Schools
Cannon Place Apartments	336-221-0230	508 E Parker St, Graham, NC 27253	Alamance-Burlington Schools
Graham Village Apartments	336-584-0081	920 E Hanover Rd, Graham, NC 27253	Alamance-Burlington Schools
707-713 Roberson St	252-492-9385	707-713 Robertson St Burlington, NC 27217	Alamance-Burlington Schools

3.2.2 Durham County

Durham County Continuum of Care

Contact Email: durhamopeningdoors@durhamnc.gov

Coordinated Entry Number: 984-287-8313

Homeless Referral Contact

Lloyd Schmeidler

lloyd.schmeidler@durhamnc.gov

(919) 560-4570 ext. 22267

Those in need of an emergency number for housing in Durham County can call the Durham Rescue Mission as 919-688-9641 ext. 5080.

Table 5. Durham County Housing Public Programs and Non-Profit Agencies

Public Programs	Non-Profit Agencies
<p>Durham Housing Authority: Administers programs including emergency housing, affordable housing, Housing Choice Vouchers, public housing, rental assistance, and rental payments</p> <p>Durham Community Land Trustees: Community land trust that acquires land and houses through purchase or donation and works to sell houses to low and moderate income buyers</p> <p>Durham Emergency Rental Assistance Program (ERAP): Provides rental assistance for residents behind on rent and facing eviction due to COVID-19 pandemic; continues until funding runs out</p> <p>Durham Rent Relief Program: Provides up to 18 months of rental and utility assistance for residents who have experienced financial hardship due to COVID-19 pandemic; continues until funding runs out and based on priority</p>	<p>Habitat for Humanity: Uses volunteer labor and donations of money and materials to build homes for families in need. Homes are sold at 0% interest with monthly payments at 30% or below the homeowner's income. Habitat for Humanity also helps make repairs to non-Habitat for Humanity homes.</p> <p>Housing for New Hope: Helps individuals and families find safe and permanent housing and provides street outreach, housing location, rapid rehousing, supportive housing, and affordable housing</p> <p>Reinvestment Partners: Provides housing counseling to improve housing situations and increase financial wellbeing; Also has a Hotel to Home program that some individuals may be eligible for</p> <p>Urban Ministries of Durham: Includes a community shelter for individuals and families in need of emergency shelter and provides case management for clients using the shelter</p> <p>Durham County Community Living Programs: Works to provide housing for people with developmental disabilities and operates group homes, apartment living, and independent living programs</p> <p>Project Access: Includes the Durham Homeless Care Transitions program which provides case management and short-term housing to people who have acute or chronic medical issues and are homeless</p> <p>CASA: Provides supportive housing for people living with a disability and workforce housing for people with low to moderate income</p>

Table 6. List of Durham County Housing Resources

Resource	Contact information	Address	School District
Emergency Shelters			
Urban Ministries of Durham	919-682-0538	410 Liberty St, Durham NC 27701	N/A: McKinney-Vento should apply
Families Moving Forward (Transitional Housing)			
Urban Ministries of Durham	919-682-0538	410 Liberty Street, Durham, NC 27701	N/A: McKinney-Vento should apply
Durham Rescue Mission	919-688-9641	1201 E Main St, Durham, NC 27701	N/A: McKinney-Vento should apply
Interfaith Hospitality Network	919-682-2846	1216 N Roxboro St, Durham, NC 27701	N/A: McKinney-Vento should apply
Low-Income Housing Tax Credit Developments with Project-Based Rental Assistance			
Main Street Townhomes	919-667-9907	705 East Main Street Suite 7 Durham, NC 27701	Durham Public Schools
Oakley Square Apartments	919-682-2701	1835 Cheek Rd, Durham, NC 27704	Durham Public Schools
Calvert Place Apartments	888-865-7094	900 East Main Street Durham, NC 27701	Durham Public Schools
Privately owned subsidized units for families			
Lynnhaven Apartments	919-596-2167	917 Wadesboro St Durham, NC 27703	Durham Public Schools
Crestview Apartments	919-286-5431	2809 Crest St Durham, NC 27705	Durham Public Schools
Oakley Square Apartments	919-682-2701	1835 Cheek Rd, Apt 13-A, Durham, NC 27704	Durham Public Schools
Rochelle Manor Apartments	919-598-1396	2819 Rochelle St Durham, NC 27703	Durham Public Schools
Landlords that accept Section 8 Vouchers			
Alston Village Apartments	216-475-8900	5400 S Alston Ave	Durham Public Schools
Cambridge Village	919-682-2000	1332 Fidelity Drive	Durham Public Schools
Camden Place Apartments	919-403-0774	1217 Camden Avenue Durham, NC 27701	Durham Public Schools
Duke Street Apartments	919-403-0774	711 N Duke Street Durham, NC 27701	Durham Public Schools
Duke View Apartments	919-620-8681	1011 Moreene Road Durham, NC 27705	Durham Public Schools
Edgemont Elms Apartments	919-682-2656	912 Angier Avenue Durham, NC 27701	Durham Public Schools
Falls Pointe at the Park Apartments	919-806-5400	5400 S Alston St Durham, NC 27713	Durham Public Schools
Fiske Street Apartments	919-469-0260	925 Fiske St Durham, NC 27703	Durham Public Schools
Forest Glen Apartments	919-281-8370	100 Lynn Forest Dr,	Durham Public Schools

Resource	Contact information	Address	School District
		Durham, NC 27713	
Foxridge Apartments	866-400-6902	200 Foxridge Crescent Durham, NC 27703	Durham Public Schools
Glendale Apartments	919-683-6307	823 N Mangum St, Durham, NC 27701	Durham Public Schools
Greens Of Pine Glen Apartments	919-544-9999	6201 Pine Glen Trail Durham, NC 27713	Durham Public Schools
Harrell & Harrell-Smith Apartments	919-469-0260	1405 Mathison St, Durham, NC 27701	Durham Public Schools
Hopkins Street Apartments	919-477-9659	709 Hopkins St, Durham, NC 27701	Durham Public Schools
Ivy Commons Apartments	919-956-8413	412 E Pilot St, Durham, NC 27707	Wake County Schools
Lakemoor Apartments	919-544-1451	205 Kent Lake Dr, Durham, NC 27713	Durham Public Schools
Lakewood Apartments	919-403-0774	2201 Morehead Ave, Durham, NC 27707	Durham Public Schools
Lovett Square	919-683-2648	211 Stokes St, Durham, NC 27701	Durham Public Schools
Magnolia Pointe Apartments	919-477-1024	4801 Danube Ln, Durham, NC 27704	Durham Public Schools
Maplewood Apartments	919-489-0579	1407 Chapel Hill Street, Durham, NC 27701	Durham Public Schools
Moreene Manor Apartments	919-383-0105	3500 Tremont Dr, Durham, NC 27705	Durham Public Schools
Moreene West Apartments	919-383-4298	700 Moreene Road, Durham, NC 27705	Durham Public Schools
Morehead Glen Apartments	919-403-0916	1112 Rock St, Durham, NC 27707	Durham Public Schools
Naples Terrace Apartments	919-688-4039	1237 E Naples Pl, Durham, NC 27703	Durham Public Schools
New Bethel Apartments	919-286-7898	2614 Crest Street, Durham, NC 27705	Durham Public Schools
Pendleton Townhomes	919-598-8985	300 S Woodcrest St, Durham, NC 27703	Durham Public Schools
Rochelle Manor Apartments	919-598-1396	2819 Rochelle Street, Durham, NC 27703	Durham Public Schools
Savannah Place Apartments	919-806-0944	1519 Savannah Pl, Durham, NC 27713	Durham Public Schools
The Oaks at Northgate Apartments	919-572-5154	1306 Leon St Durham, NC 27705	Durham Public Schools
Sherwood Park Apartments	919-956-5835	500 McCallie Ave, Durham, NC 27704	Durham Public Schools
Springwood Park Apartments	919- 596-1259	3004 Ivywood Ln, Durham, NC 27703	Durham Public Schools

Resource	Contact information	Address	School District
St. Joseph's Place Apartments	919-682-9807	506 Hope Avenue, Durham, NC 27707	Durham Public Schools
Town & Campus Apartments	919-403-0774	910 West Trinity Street, Durham, NC 27701	Durham Public Schools
Trailwood Apartments	919-419-7440	1718 Palmer St, Durham, NC 27707	Durham Public Schools

The Durham County Housing Resources table above was compiled from North Carolina Housing Coalition's [Housing Resources in Durham County](#).

3.2.3 Granville County

Continuum of Care:

North Carolina Balance of State CoC

Homeless Referral Contact

Ms. Denise Neunaber

bos@ncceh.org

(919) 755-4393

In Granville County, you can dial 2-1-1 for information about housing resources.

Granville County Housing Authority

Granville County Housing Authority: 919-693-2456

Oxford Housing Authority: 919-693-6936

Table 7. Granville County Housing Public Programs and Non-Profit Agencies

Public Programs	Non-Profit Agencies
Oxford Housing Authority : Administers public housing apartment complexes including Broughton Maple Pinewood and Villas of Knotts Grove Apartments	<p>United Way of Granville County: Referral Specialists answer 2-1-1 calls to assist callers with finding assistance with housing, food, utility payments, and more.</p> <p>Families Living Violence Free: Provides emergency shelter for victims of domestic and sexual violence</p>

Table 8. List of Granville County Housing Resources

Resource	Contact information	Address	School District
Shelters			
Harbor House Ministries	919-693-1998		
USDA Rural Developments for Families			
Piedmont Village I and II Apartments	919-575-6000	604 E C St, Butner, NC 27509	Granville County Schools
Ten Pines Apartments	919-575-4707	200 8th St, Butner, NC 27509	
Driftwood Apartments	919-528-4476	900 Driftwood Cir, Creedmoor, NC 27522	Granville County Schools
Pinetree Apartments	919-603-5378	104 Coventry Dr, Oxford, NC 27565	
Oakridge Apartments	919-693-2546	212 Green Forest Dr, Oxford, NC 27565	Cumberland County Schools

The Granville County List of Housing Resources table shown above was compiled from the following resources:

- [Granville County Department of Social Services Housing Resources](#)
- North Carolina Housing Coalition's [Housing Resources in Granville County](#)

3.2.4 Orange County

Contact for Continuum of Care:

Ms. Corey Root
 croot@orangecountync.gov
 (919) 245-2496

In Orange County, you can call or email the **Housing Helpline** at 919-245-2655 or HousingHelp@orangecountync.gov to learn about resources. You can also visit the [Orange County](#) website for information about emergency housing assistance.

Orange County Housing Authority:

919-245-2490

Table 9. Orange County Housing Public Programs and Non-Profit Agencies

Public Programs	Non-Profit Agencies
<p>Orange County Housing & Community: Administers rental assistance programs including the Section 8 Housing Choice Voucher Program, the Emergency Housing Program, and the Rapid Re-Housing Program; also provides resources for home repair and rehabilitation for low-income homeowners and the Longtime Homeowner Assistance Program</p>	<p>Community Home Trust: Assists individuals earning less than 60% of the median income with buying a home; also accepts Section 8 Vouchers for properties</p> <p>Habitat for Humanity: Uses volunteer labor and donations of money and materials to build homes for families in need. Homes are sold at 0% interest with monthly payments of 30% or below the homeowner's income. Habitat for Humanity also helps make repairs to non-Habitat for Humanity homes.</p> <p>Empowerment, Inc.: Offers affordable rental options, 1-on-1 counseling for home ownership preservation, and foreclosure management</p> <p>CASA: Provides supportive housing for people living with a disability and workforce housing for people with low to moderate income</p>

Table 10. List of Orange County Housing Resources

Resource	Contact information	Address	School District
Privately Subsidized United for Families			
Interchurch Council	919-942-2197	Chase Park Apartments 1060 W. NC Highway 54 Bypass Chapel Hill, NC 27516	Chapel Hill-Carrboro City Schools
Gateway Village	919-732-6701	400 Lakeside Dr. #B, Hillsborough, NC 27278	Orange County Schools
Coachwood Apartments	919-732-9844	200 Cheshire Dr. Hillsborough, NC, 27278	Orange County Schools
Greenfield Place Apartments	919-240-7337	150 Formosa Lane Chapel Hill, NC 27517	Chapel Hill-Carrboro City Schools
Hampton Pointe Apartments	919-296-9003	350 Hampton Pt Hillsborough, NC 27278	Orange County Schools
Elmwood Apartments	919-563-2977	616 E Oakwood St Mebane, NC 27302	Orange County Schools
Cedar Hill Apartments	919-563-3539	275 South 11th St	Orange County Schools

Resource	Contact information	Address	School District
		Mebane, NC 27302	
The Landings at Winmore	919-929-4454	100 Andy's Lane, Suite 200 Chapel Hill, NC 27516	Chapel Hill-Carrboro City Schools
Hillsborough West Village Apartment Homes	919-732-3744	115 Holiday Park Road Hillsborough, NC 27278	Orange County Schools
Transitional Housing and Shelters			
Interfaith Council - Homestart House	919-932-6025	110 W. Main Street Carrboro, NC 27510	Chapel Hill-Carrboro City Schools
Landlords that accept Section 8 Vouchers			
Dobbins Hill	919-932-3100	1749 Dobbins Hill Suite 1B Chapel Hill, NC 27514	Chapel Hill-Carrboro City Schools
Housing Agencies			
Chapel Hill Housing Development	919-968-2850	317 Caldwell St Chapel Hill, NC 27516	N/A
Orange County Housing Authority	919-245-2490	300 West Tryon St Hillsborough, NC 27278	N/A
EMPOWERment Inc.	919-967-8779	109 N. Graham St Suite 200 Chapel Hill, NC 27516	N/A

The Orange County table shown above was compiled from the following resources:

- [Orange County Resource Guide](#)
- North Carolina Housing Coalition's [Housing Resources in Orange County](#)

3.2.5 Vance County

Continuum of Care Contact:

North Carolina Balance of State CoC

Homeless Referral Contact

Ms. Denise Neunaber

bos@ncceh.org

(919) 755-4393

In Vance County, you can dial 2-1-1 for information about housing resources.

Vance County Housing Authority:

(252) 438-6127

Table 11. Vance County Housing Public Programs and Non-Profit Agencies

Public Programs	Non-Profit Agencies
<p>Vance County Housing Authority: Administers and manages the public housing program at Lincoln Heights Apartments</p> <p>Phone: (252) 438-6127</p> <p>Franklin Vance Warren Opportunity: Administers and manages the Section 8 Housing Choice Voucher Program for families, the Home Ownership Program for low to moderate income families, the Heating Air Repair & Replacement Program, and the Weatherization Program</p>	<p>Franklin Vance Warren Opportunity: Administers and manages the Section 8 Housing Choice Voucher Program for families, the Home Ownership Program for low to moderate income families, the Heating Air Repair & Replacement Program, and the Weatherization Program</p> <p>United Way of Vance County: Referral Specialists answer 2-1-1 calls to assist callers with finding assistance with housing, food, utility payments, and more.</p>

Table 12. List of Vance County Housing Resources

Resource	Contact information	Address	School District
Privately Owned Subsidized Units			
Beacon Light-Goodwill Baxter Apartments	252-492-2603	318 Boddie St Henderson, NC 27536	Vance County Schools
North Henderson Heights Apartments	252-492-5201	550 W Andrews Street Henderson, NC 27536	Vance County Schools
Springwood Apartments	252-492-4573	605 High St, Henderson, NC 27536	Vance County Schools
Low-Income Housing Tax Credit Developments with Project-Based Rental Assistance			
Long Creek Court Apartments	252-494-2011	207 Hawkins St Franklinton, NC 27525	Vance County Schools
USDA Rural Developments for Families			
Cedarhurst Apartments	252-760-8100	720 Highland Avenue Henderson, NC 27536	Vance County Schools
Hillcrest Apartments	252-492-9600	271 S Beckford Dr Henderson, NC 27536	Vance County Schools
Wickford Apartments	704-541-9729	250 S Beckford Dr, Henderson, NC 27536	Vance County Schools
Woods Apartments I and II	336-760-8100	300 S. Cooper Street Henderson, NC 27536	Vance County Schools
Long Creek Court Apartments	704-362-4808	1001 Long Creek Ct. Kittrell, NC 27544	Vance County Schools

Resource	Contact information	Address	School District
Private Landlords who Accept Section 8 Vouchers			
<u>Village Square Apartments</u>	252-949-0846	<u>1113 Washington St. Henderson, NC 27536</u>	Vance County Schools
<u>911, 913, 923, 925 Arch St Apartments</u>	252-492-9385	<u>911/913/923/925 Arch St. Henderson, NC 27536</u>	Vance County Schools
<u>Thurston St Apartments</u>	252-492-0226	<u>1032 Thurston St Henderson, NC 27536</u>	Vance County Schools
<u>Heritage Homes Apartments</u>	252-492-9091	<u>351 Keene St Henderson, NC 27536</u>	Vance County Schools
<u>Carmel Ridge Apartments</u>	252-492-9385	<u>110 Carmel Ridge Rd Henderson, NC 27537</u>	Vance County Schools
<u>911 & 913 Water Street</u>	252-492-9385	<u>911 Water Street Henderson, NC 27536</u>	Vance County Schools
<u>Holly Court Apartments</u>	252-492-9385	<u>105-107 Holly Ct Henderson, NC 27536</u>	Vance County Schools
<u>691 & 693 Boddie St Apartments</u>	252-492-9385	<u>691 Boddie St Henderson, NC 27536</u>	Vance County Schools
<u>Lynnbank Homes</u>	252-492-9385	<u>Lynnbank Estates Road Kittress, NC 27544</u>	Vance County Schools
<u>206 & 208 Swain Street Apartments</u>	252-492-9385	<u>206 & 208 Swain St. Henderson, NC 27536</u>	Vance County Schools
<u>697 & 699 Beck Avenue</u>	252-492-9385	<u>677 & 699 Beck Ave Henderson, NC 27536</u>	Vance County Schools
<u>1010 & 1012 Harriet Street</u>	252-492-9385	<u>1010 & 1012 Harriet St Henderson, NC 27536</u>	Vance County Schools
<u>508 & 510 Charles Street Apartments</u>	252-492-9385	<u>508 & 510 Charles Street Henderson, NC 27536</u>	Vance County Schools
<u>1620A & 1620B Graham Ave</u>	919-676-8441	<u>1620A & 1620B Graham Ave Henderson, NC 27536</u>	Vance County Schools
<u>1027-1033 Maple Street Apartments</u>	252-492-9385	<u>1027-1033 Maple Street Granite Falls, NC 28630</u>	Vance County Schools
<u>Wester Avenue Duplex</u>	252-492-9385	<u>Wester Avenue Henderson, NC 27536</u>	Vance County Schools
<u>Clark Street Duplex</u>	252-492-9385	<u>322 A B Clark Street Henderson, NC 27536</u>	Vance County Schools
<u>218A & 218B Gary Street</u>	252-492-9385	<u>218A& 218B Gary Street Henderson, NC 27536</u>	Vance County Schools
<u>Foxborough Pines</u>	252-492-9385	<u>100 Fox Borough Ln Henderson, NC 27536</u>	Vance County Schools

The Vance County Housing Resources table shown above was compiled from the following resource:

- North Carolina Housing Coalition's [Housing Resources in Vance County](#).

3.3 Statewide Policies and Programs

The following list includes promising statewide programs that a Family Navigator can review with a family.

TIP: Family Navigators should start with NC Housing Search (listed first in the table below). This search tool is designed to help all NC residents with their housing needs by helping locate appropriate housing based on the specific situation a family is in as well as connect NC residents with other resources, including those listed in the remainder of the table below.

Table 13. Statewide Housing Programs

Name of Entity	Contact Information	Comments
NC Housing Search	1- 877-428-8844	Locates available apartments, rental homes, condos, and other housing that fits individual and family needs Connects people to other housing resources and provides helpful tools
HUD Public Housing and Housing Vouchers*	Contacts provided in link	List of local Public Housing Agency (PHA) contact information organized by county
Section 8 Housing Choice Voucher Program**	Contacts provided in link	The Section 8 Housing Choice Voucher Program is a federal government program that assists low-income families, the elderly, and the disabled to afford decent, safe, and sanitary housing regardless of race, religion, or political affiliation in the private market.
NC Homeowner Assistance Fund	Phone: 855-696-2423 Email: questions@nchaf.gov	Administered by the NC Housing Finance Agency using the \$273 million that was allocated to North Carolina under the American Rescue Plan to prevent mortgage delinquencies, defaults, displacements, and foreclosures for homeowners experiencing financial difficulties after January 21, 2020, due to the coronavirus pandemic.

Name of Entity	Contact Information	Comments
HOME Investment Partnerships Program	Caroline LaFrierier Phone: 828-586-1962 ext.218 Email: caroline@regiona.org	Finances housing for low-income individuals, including down payment assistance, construction of homes and apartments, rehabilitation of owner-occupied homes, and rental assistance
Hardest Hit Fund	North Carolina Housing Finance Agency Phone: 919-877-5700	Principal reduction, down payment assistance, mortgage payment assistance, and transition assistance
Emergency Rental Assistance Program (ERAP)		Provides funding to assist households unable to pay rent or utilities. Each county has ERAP funds to distribute until they run out.

***Public Housing:** Public housing refers to a housing development made up of many units, all of which are government-sponsored. Therefore, unlike with a Section 8 Housing Voucher, families do not have to identify a landlord willing to take the voucher.

****Section 8 Housing Choice Voucher (HCV):** The federal government's assistance program for low-income families to help with safe and sanitary housing in the private market. HCVs are administered locally by public housing agencies, which receive federal funds from HUD. When a family or individual is issued a HCV, they are responsible for finding a housing unit with an owner/landlord who agrees to rent to them and take their voucher. The PHA pays the subsidy directly to the landlord on behalf of the family or individual. The family pays any difference between the amount subsidized and the cost of their rent.

TIP: If a family feels they have been unfairly denied the right to use a Section 8 Housing Choice Voucher, families or a Family Navigator should contact Legal Aid's Housing Hotline at 877-201-6426.

4.0 Housing Instability and Other Core Child Service Areas

As previously established, housing instability negatively impacts children in many ways. The following are some specific resources related to the other core child service areas that might be helpful to families in these difficult situations. The other core child service guides can also be referenced for additional resources.

4.1 Education

TIP: Family Navigator Tip: As you work with a family to try and secure sustainable housing, keep in mind the public school for which families are currently zoned. Ask a family directly whether remaining within the current school zone is important, and, if their answer is yes, use the [public school zone finder](#) as you are exploring different housing options. Moving schools, especially in the middle of a year, can lead to a significant academic learning loss and social/emotional challenges. Therefore, whenever possible, try to keep a child within the same school, or minimally, the same school district.

The McKinney-Vento Homeless Assistance Act was established in 1987 and provides rights and services to children experiencing homelessness or housing instability. For these children, it guarantees the following:

- Enrollment in a school regardless of record status
- Transportation to school
- Access to the same education as non-homeless/housing instable students
- Access to comparable services non-homeless/housing instable students are afforded.

Table 14. McKinney-Vento data for the NC InCK communities

Public School Unit (PSU)	2020-2021 School Year Total Identifications	2020-2021 School Year 0-5 Age Siblings
Alamance-Burlington Schools	528	27
Durham Public Schools	655	27
Granville County Schools	73	1
Orange County Schools	67	0
Vance County Schools	108	6

State Education Agencies and Local Education Agencies (LEAs) coordinate with each other to identify students experiencing homelessness or housing instability and work with the school districts to provide them with the necessary resources. A local McKinney-Vento liaison works directly with the students and families experiencing housing instability in the school district they are appointed to. The liaison helps identify students who qualify and ensures they receive appropriate educational services. The liaison also helps coordinate immediate enrollment and transportation when needed.

The chart below contains contact information for McKinney-Vento liaisons for each NC InCK county. Family Navigators can reach out to these individuals with or on behalf of families. Family Navigators can also provide the McKinney-Vento contact information to families facing housing instability. It is important to consider ways a child can stay in their current school if possible, as changing schools can derail a child's academic progress as well as their social connections. The tip box includes a link Family Navigators can use with families to find out the public school zone for any address. Liaisons can help

arrange transportation to and from temporary living arrangements outside of a school zone so a child does not have to change schools.

Table 15. McKinney-Vento Liaisons for Each NC InCK County

County	Liaison	Contact for Liaison
Durham	Ms. Ebony Thomas Ross (McKinney-Vento Homeless Liaison)	Email: ebony_thomas@dpsnc.com Phone: 919-560-3927
Vance	Ms. Laura Rigsbee (Director of Federal Programs and McKinney-Vento Liaison)	Email: lrigsbee@vcs.k12.nc.us phone: 252-492-2127
Alamance	Dr. LaJauna Norfleet (Director of Student Support Services)	Email: lajuana_norfleet@abss.k12.nc.us Phone: 336-438-4000 ext. 20089
Orange	Chapel Hill-Carrboro: Ms. Roslyn Moffitt (Dir./Title I/Family Community Engagement) Orange County: Ms. Sherita Cobb (Director, Student Support)	Email: rmoffitt@chccs.k12.nc.us Phone: 919-967-8211 ext. 28260 Email: sherita.cobb@orange.k12.nc.us Phone: 919-732-8126 ext. 19500
Granville	Daniel Jordan (McKinney-Vento, Foster Care, N & D Program Liaison)	Email: jordand1@gcs.k12.nc.us Phone: 252-425-9368

4.2 NC Early Childhood

Early Head Start (EHS) and Head Start (HS) are federally-funded programs that promote school readiness and the social-emotional development of low-income children. As of 2016, [Head Start Program Performance Standards](#) allow HS and EHS to reserve up to 3% of the federally-funded spots for children that are experiencing homelessness. The definition HS and EHS uses for homelessness considers children who are doubled up (living with family members or friends) homeless. Efforts made by HS and EHS to enroll homeless children include asking intake questions to identify children that are doubled up and

collaborating with local McKinney-Vento liaisons and services. Children who are homeless are prioritized during the application process for HS and EHS, and they may be provided with additional case management services by the HS or EHS site if their child is enrolled there.

Family Navigators can make sure families are aware of HS and EHS programs and can explain that programs should prioritize those experiencing housing instability. The Family Navigator can assist the family with completing the application or may be able to facilitate the family filling out the application with someone at the HS or EHS site. The Family Navigator can also make sure the family has transportation arranged to and from the program sites so their child can attend consistently. For more information, please review [NC InCK's Early Childhood Guide](#).

4.3 Food Insecurity

When a family is facing housing instability, Family Navigators should check to make sure they have access to enough food to feed their children and themselves. The NC InCK Food Guide provides information about food resources in each of the five counties and can be referenced to provide specific information to families. It is important to remember that a family with an unstable living situation (e.g., with a friend or relative, at a hotel, in a shelter) may not have access to a full kitchen or a way to cook and prepare meals. Buying prepared or easy-to-prepare food and meals can be more expensive than cooking, which can quickly stress a food-budget. Families may need a higher level of support when it comes to food resources while they are facing housing instability.

Family Navigators should also consider the types of foods different resources provide and whether they are helpful. For example, a food bank providing raw ingredients that need to be cooked is not helpful for a family without a way to prepare the food. A place that prepares daily meals ready to eat may be better. Families are best equipped to know what they need and what limitations exist given their circumstances. When talking with families about the intersection between housing instability and food insecurity, you can ask the following questions:

- Do you have enough food to feed your children and yourselves an adequate amount each day?
- In your current housing, do you have access to a full kitchen or a way to cook and prepare meals?
- In your current housing, do you have a place to store food?
- Based on your current housing, what is the ideal type and quantity of food for you to receive?

For more information, please review NC InCK's Food Guide.

4.4 Energy & Water Assistance Programs

Low Income Energy Assistance Program (LIEAP): LIEAP is a federally-funded program that provides a one-time annual vendor payment to help eligible families pay their heating expense. Eligible households including a person 60 years old or older or someone who is disabled can receive assistance in December. All other households can apply from January 1 through March 31 or until funds are exhausted. Each county's Department of Social Services (DSS) can provide the application information for NC InCK members. Eligibility requirements for the program can be found [here](#).

Crisis Intervention Program (CIP): CIP is also a federally-funded program aimed to assist a household in a heating or cooling related crisis. For example, if a household has no heating or cooling source or has a disconnect notice for the source and a household member's health or wellbeing would be in danger if the problem was not resolved, then a household may be eligible for CIP. Again, each local DSS can provide information about how to apply to this program. Eligibility requirements for the program can be found [at this link](#).

Emergency Assistance (Short-Term Financial Assistance for Families in Crisis): This resource can help pay for housing and utility expenses, and families who have an income at or below 200% of the poverty level, can provide proof of identity and citizenship, and have a child who lives with a relative eligible for Work First Family Assistance are eligible. This program is administered through each county's DSS. More information about the program and eligibility requirements can be found [at this link](#).

Low Income Household Water Assistance Program (LIHWAP): LIHWAP is a federally-funded program that provides assistance paying drinking and waste water expenses to low-income households. This program is administered through each county's DSS. More information about the program and eligibility requirements can be found [at this link](#).

County-specific programs: County DSS agencies sometimes work with local non-profit organizations to provide assistance to cover expenses such as energy and water for low-income households. Each county can provide information on the programs they have or any permanent or temporary assistance programs within their community.

Many NC InCK members' families will qualify for these assistance programs. Family Navigators can talk with families about these programs and help them gather the required documentation to apply. Family Navigators can also call local DSS agencies to ask about additional programs and services or to request applications for families.

Table 16. County DSS Agencies

County DSS Agency	Phone Number
Alamance	336-228-1312
Durham	919-560-8000
Granville	919-693-1511
Orange	919-245-2800
Vance	252-492-5001

4.5 Juvenile Justice

Common barriers for being eligible for housing programs and initiatives include criminal records and prior convictions. Legal Aid of NC can help in overcoming these obstacles and obtaining housing. [Legal Aid of North Carolina](#) provides free legal help to low-income residents. Legal Aid often helps people with issues related to housing conditions and evictions. Housing related services provided by Legal Aid include:

- Prevents improper and illegal evictions and terminations of housing subsidies
- Ensures that repairs and services are made to unsafe rental homes
- Saves homes from foreclosure

- Helps homeowners and renters displaced by natural disasters

The [NC InCK Legal Aid Guide](#) provides comprehensive information on how Legal Aid can help families, who is eligible to receive assistance, and how to access services. Family Navigators should work with

TIP: To reach Legal Aid, call 877-201-6426 from 8:30-4:00, Monday-Thursday.

families who are losing their housing or struggling with housing conditions to contact Legal Aid for assistance.

5.0 Appendix

Table A-1. Definitions of Homelessness

Source	Definition
Department of Housing and Urban Development (HUD)	<p>Category 1: Literally homeless</p> <p>Category 2: Imminent Risk of Homelessness (includes eviction notices, lack of permanent housing, and staying at hotels/motels)</p> <p>Category 3: Homeless Under Other Federal Statutes (includes moving multiple times in last 60 days)</p> <p>Category 4: Fleeing/Attempting to Flee DV</p>
Department of Education: McKinney-Vento	<p>“Homeless children and youths” are defined as:</p> <ul style="list-style-type: none"> ● Individuals who lack a fixed, regular, and adequate nighttime residence ● Includes: <ul style="list-style-type: none"> ○ Children and youths who are sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason; are living in motels, hotels, trailer parks, or camping grounds due to the lack of alternative adequate accommodations; are living in emergency or transitional shelters; or are abandoned in hospitals ○ Children and youths who have a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human being ○ Children and youths who are living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings ○ Migratory children