

ANNUAL COLLABORATION REPORT 2020



CHILDREN &
FAMILY
SERVICES CENTER

CHILDREN & FAMILY SERVICES CENTER



WHO WE ARE

The Children & Family Services Center is a collaborative of 12 nonprofit organizations dedicated to providing high-quality, comprehensive services to children and families. It contains 100,000 square feet of professional office, client service and meeting space that allows agencies to share ideas, space, technology and administrative services to maximize resources, reduce costs and redirect savings to support and expand programs.

Our Partner Agencies receive below market rent at \$18.27 (including \$3.75 for IT) per square foot compared to \$28.00. They sign a 10-year lease that allows unlimited use of the conference rooms, onsite parking for visitors and clients, enterprise class IT infrastructure and services, rent deferral if in distress and building management during the pandemic.

Our Shared Services Agencies receive nonprofit finance and HR expertise at below-market rates, risk management, a common audit firm and insurance broker and assistance with PPP loan and forgiveness applications.

We strive to be a safe, supportive, welcoming, dynamic community, achieving our respective missions and serving our clients more creatively, efficiently and cost effectively. We believe we are far better together than we could ever be individually.

MISSION

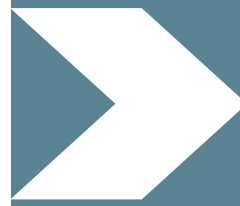
Improving the lives of children and families through an innovation partnership of community resources that promotes strong families and advocates for change.



FIND US ONLINE

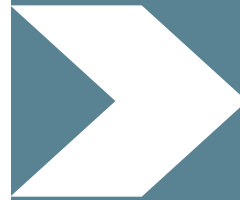


OUR PARTNER AGENCIES



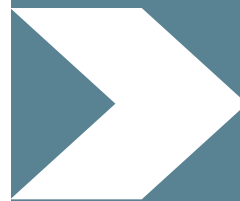
EMPOWERS INDIVIDUALS WITH LIMITED RESOURCES TO ESTABLISH AND MAINTAIN GOOD HEALTH.

SURROUNDS STUDENTS WITH A COMMUNITY OF SUPPORT EMPOWERING THEM TO STAY IN SCHOOL AND ACHIEVE N LIFE.*



ENABLES INDIVIDUALS AND FAMILIES TO OBTAIN AND SUSTAIN SAFE, DECENT AND AFFORDABLE HOUSING.*

IMPROVES THE LIVES AND FUTURES OF CHILDREN THROUGH LEGAL REPRESENTATION, ADVOCACY AND ADDRESSING COMMUNITY-WIDE ISSUES THROUGH RESEARCH AND POLICY.*



EMPOWERS PERSONS LIVING WITH HIV, AND THOSE AT RISK, TO BE HEALTHY AND STIGMA FREE.

COORDINATES THE EDUCATION AND SERVICES CONTINUUM OF THE FORMER BOULEVARD HOMES PUBLIC HOUSING SITE INTO A VIBRANT VILLAGE.

PROVIDES HOPE AND HEALING
TO THOSE IMPACTED BY
DOMESTIC VIOLENCE AND
SEXUAL ASSAULT.*



FACILITATES THE
DELIVERY OF A HIGH
QUALITY SYSTEM OF
CARE, FAMILY SUPPORT,
HEALTH SERVICES AND
EDUCATION FOR EVERY
CHILD BEGINNING WITH
BIRTH.*



PROVIDES A FULLY STAFFED CALL
CENTER THAT HELPS LANDLORDS
LIST, AND TENANTS SEARCH FOR,
PROPERTIES WHILE MONITORING
THE AVAILABILITY AND
ACCURACY OF LISTINGS.



PROVIDES
AFFORDABLE
HOUSING TO
ALLEVIATE
HOMELESSNESS
AND HUMAN
SUFFERING.



EMPOWERS CHILDREN AND
FAMILIES TO ACHIEVE
THEIR GOALS THROUGH
TRAUMA-INFORMED
MENTAL HEALTH, FAMILY
STABILITY AND EARLY
CHILDHOOD SERVICES.



FIGHTS FOR THE
EDUCATION,
HEALTH,
FINANCIAL
STABILITY AND
BASIC NEEDS OF
EVERY PERSON IN
OUR COMMUNITY.



NIMBLE NONPROFITS

THE PANDEMIC PIVOT

United Way of Central Carolinas created a COVID-19 response fund in collaboration with the Foundation for the Carolinas

United Way of Central Carolinas (UWCC) was founded 90 years ago in Mecklenburg County as “Emergency Relief” to help people affected by the Great Depression through the power of collective giving. In 2020, UWCC staff was reminded that their work is just as relevant today as it was nine decades ago.

UWCC played a crucial role in emergency relief during the coronavirus pandemic with the COVID-19 Response Fund, launched on March 16, 2020.

As a result of the public health and economic crises brought on by the pandemic, UWCC saw critical nonprofit partners on the front lines (shelters, food pantries, healthcare organizations and others) experiencing the impact and strain to address increased demand for services while simultaneously navigating decreased financial resources and modified workplace environments.

In the unique partnership, UWCC and Foundation for the Carolinas (FFTC) employed their joint expertise to raise funds, assess needs and distribute grants to nonprofits within weeks of launching the fund.

Across the Charlotte region, more than 500 grants from these relief efforts flowed to agencies on the front lines based on decisions made by special grants committees of community leaders.

The community quickly responded to the call for help. More than 1,100 donors contributed millions of dollars to the relief effort throughout 2020 to support Mecklenburg County agencies providing food, shelter, healthcare and other services to people facing hardships.

The Response Fund awarded nearly \$22 million in grants to 356 nonprofits. The funding included \$4 million in grants made possible by the city of Charlotte and Mecklenburg County in Coronavirus Aid, Relief and Economic Security (CARES) Act funding.



NIMBLE NONPROFITS



UWCC's unique position at the center of the nonprofit community is more important than ever. The organization's partnerships allowed it to take on growing needs brought on by the crisis and collaborate to find innovative ways to continue serving the community.

Every day, UWCC leads conversations, leverages community voices and brings the right parties together to address complex economic challenges and social disparities facing so many.

Collaborating with local government agencies, businesses, donors and volunteers to mobilize resources, UWCC is ensuring the most vulnerable populations have the opportunity to achieve economic mobility.

RAIN hosted drive-up testing for National HIV Testing Day

HIV testing is key in the fight against transmission. Testing events can locate individuals who are living with HIV but aren't yet aware. Events also help them access medical care. For people who are currently HIV-negative, testing facilitates conversations about prevention through PrEP (pre-exposure prophylaxis). RAIN's early intervention staff met the challenges presented by the pandemic by creating drive-up testing in front of their office building on June 27, 2020, National HIV Testing Day. All attendees received HIV prevention counseling and follow-up information.

Care Ring offers virtual aid

When COVID-19 hit Charlotte-Mecklenburg, it was immediately clear to Care Ring staff that they needed to dramatically change their service model. Their patients were facing an increased risk of exposure and complications from contracting COVID-19, as many had underlying, chronic health conditions. Recognizing that seeking care in the office would put them at unnecessary risk, they designed and implemented a robust telehealth program. This service had not previously been offered; however, their providers and staff adapted to the new model quickly, only having to close a few days to transition. They continued in-person visits on a limited basis for patients as clinically necessary, particularly for new patients or those needing hands-on chronic disease management. While they increased their capacity for in-person visits over the past year, telehealth remains a permanent fixture and valuable benefit of the Care Ring clinic.

NIMBLE NONPROFITS



Additionally, at a time when their clients were more financially fragile than ever, they were not going to allow cost to be a barrier to care. They made the decision to waive all fees in the clinic from April through July. This was made possible by the UWCC and FFTC COVID-19 Relief Fund, along with support from the American Heart Association, the Ginter Foundation and Blue Cross NC.

MECK Pre-K* hosted drive-thru registration events in the CFSC parking lot

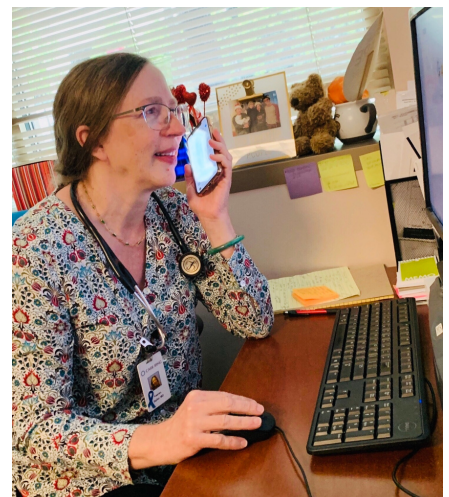
When the pandemic caused office closures and the cancellation of in-person events, MECK Pre-K had a challenge. Many families relied on community outreach events, or in-person visits to the MECK Pre-K offices, to learn about and apply for the program.

MECK Pre-K staff developed a plan to offer safe, socially distant alternatives. Drive-thru registration events and webinars in English and Spanish to explain the application process and COVID-19 safety measures became part of the plan.

They scheduled three drive-thru events and three webinars throughout the summer. The first drive-thru event on June 27 drew over 80 families, and by the end of the summer, more than 150 families had attended drive-thru events. More than 150 people attended the webinars live, with hundreds more viewing the recordings after the fact. MECK Pre-K plans to offer more drive-thru events and webinars in 2021.

Thanks to all of these efforts, MECK Pre-K was able to enroll hundreds of families, helping even more children prepare for kindergarten.

**MECK Pre-K is administered by Smart Start of Mecklenburg County.*



NIMBLE NONPROFITS

Safe Alliance expanded shelter services

In March 2020, Safe Alliance, like all organizations, saw a need to pivot services. Many employers adapted to offer remote support, with most staff working from the safety of their own homes. However, *home* is not always a safe option. Not for people experiencing Domestic Violence (DV) and Sexual Assault (SA).

Survivors not only had to navigate DV and SA but had an unprecedented global pandemic on top of everything. Safe Alliance saw an increase in the intensity level of the calls to the Greater Charlotte Hope Line as safety planning became more complex and the need for safe housing was even more essential.

Compounding this issue of safety for survivors were the added concerns of operating a 24/7 residential shelter in the midst of a pandemic. While much of the workforce was moving to the safety of their own personal space, Safe Alliance shelter staff did not have that option. Shelter staff had to figure out a way to offer continued housing to those most vulnerable. They shifted services and developed new cleaning protocols to maintain safety. Their goal was to keep individuals safe and prevent a COVID-19 outbreak that could close the shelter.

With guidance from the Mecklenburg County Health Department, Safe Alliance made the difficult decision to decrease occupancy at their existing DV Shelter to ensure safety for residents and staff. In recognizing the crucial need to maintain pre-COVID capacity, Safe Alliance collaborated with Mecklenburg County, Roof Above and the Salvation Army Center of Hope to establish alternative housing. This partnership was critical for survivors and those experiencing homelessness as it allowed continued access to resources while maintaining services that were safe for residents, staff, and the community as a whole.



Within one week, they established an alternative shelter location and began staffing it 24/7.

One year later, the partnerships Safe Alliance established have proved successful as they continue to provide safe alternative housing in multiple locations while navigating a deadly pandemic that is not yet over.

PARTNER AGENCY COLLABORATIONS

Care Ring

... received three grant awards through the *UWCC* and *FFTC COVID-19 Relief Fund*. These funds enabled the group to maintain capacity for services and eliminate all service fees for patients, as well as provide translation support for the increase in Spanish-speaking referrals to Nurse-Family Partnership (NFP).

... worked with *Communities In Schools* (CIS) to remove barriers to education and extracurricular activities. CIS referred families to their clinic to receive a free, comprehensive physical needed to enroll a student in school and play sports.

... received funding from *Smart Start* for their NFP nurses to work with an early childhood specialist, employed by *Thompson Child and Family Focus*, who taught the nurses.

... partnered with *Smart Start* and Child Care Resources to offer free childcare to 10 NFP mothers. This service enabled the women to continue attending and graduate from high school, improving their ability to achieve economic mobility.

... provided adult immunizations and TB testing for *Supportive Housing Communities'* clients.

Communities In Schools

... served with *Community Link* on the Financial Security CLT coalition.

... referred clients to *Community Link* for asset building and housing services.

... provided a representative to serve on *Council for Children's Rights'* (CFCR) Board of Directors and chair the CFCR Policy Committee.

Community Link

... continued a one-year partnership with *Safe Alliance* (SA) and Mecklenburg County to assist survivors of domestic violence. SA provided case management services, and CL provided rapid placement housing for survivors and their children. The county assisted with coordination.

... assisted *Supportive Housing Communities'* clients with utility aid, housing and housing aid, as well as case management services.

... led a collaboration with all agencies at the Center to offer the IRS Volunteer Income Tax Assistance program for lower-income customers. This free tax-preparation service saved customers \$250 per tax return.



PARTNER AGENCY COLLABORATIONS



Council for Children's Rights

... fostered ongoing research partnerships with *Communities In Schools* and other local partners on the impact of COVID-19 on the juvenile justice system and child welfare.

... supported *Community Link* with the Volunteer Income Tax Assistance program and referred families to the free tax preparation service.

... participated in the *United Way*-sponsored CMC community partner calls to collaborate with key stakeholders on how to adapt to the school closures and virtual learning environments.

... collaborated with *Communities In Schools*, *Thompson Child and Family Focus*, *Smart Start of Mecklenburg County* and *UWCC* to publish the 2020 State of Our Children report.

RAIN

... provided HIV/sexual health education and on-site HIV testing at *Renaissance West*.

... referred clients to *Community Link* for assistance with mortgage payments, tax preparation and securing affordable housing.

... assisted *Supportive Housing Communities'* clients determined HIV negative with housing, therapy, outpatient therapy, sexual health services and aid.

Renaissance West Community Initiative

... distributed *Smart Start* information to caregivers of young children in the neighborhood informing families about Smart Start funded programs. RWCI was a proud partner of the Meck Basics Campaign to increase awareness and strategies for caregivers to promote healthy brain development

... collaborated with *Communities In Schools* to provide an Intensive Case Manager (ICM) at the Renaissance West STEAM Academy. The ICM provided support to 30 students during the school year.

... partnered with *Community Link* to provide asset-building workshops, including credit counseling, homebuyer education and financial literacy. The RWCI campus also served as a VITA (Volunteer Income Tax Assistance) site.

PARTNER AGENCY COLLABORATIONS

Renaissance West Community Initiative (continued)

... partnered with *United Way* on resident-informed and community-led strategic investments to support RWCI programming and community priorities to advance economic mobility for RWCI families.

Safe Alliance

... had a reciprocal referral relationship with *RAIN*. RAIN's clients accessed domestic violence services, as needed, and SA's clients living with HIV received services from RAIN.

Smart Start of Mecklenburg County

...provided funding for *Communities In Schools'* Safe Journeys program which provided case management and educational support to adolescent parents.

...provided funding for *Care Ring's* Nurse-Family Partnership, an intensive nurse home-visiting model designed to improve birth outcomes, child development and self-sufficiency of low-income, first-time parents. The funding supported two nurse home visitors who collectively carried a caseload of 50 families at any given time.

...provided funding for *Safe Alliance's* Child & Adult Relationship Enhancement initiative (CARE), a trauma-informed modification of Parent-Child Interaction Therapy skills for usage by non-clinical adults who interact with traumatized children and their caregivers.

...provided funding for *Thompson Child and Family Focus'* child-focused behavior intervention specialized therapies and training and Family Support and Education programs.

Supportive Housing Communities

...partnered with *Safe Alliance* to provide shelter, counseling, case management services, resource management and housing for their clients.

Thompson Child & Family Focus/A Child's Place

... offered outpatient therapy and other supportive mental health services to *Care Ring* clients.

... worked with *Council for Children's Rights*, which represented every child in its psychiatric residential treatment facility program.

... partnered with *Community Link* to assist A Child's Place families with resources.





MECKBETTERTOGETHER

Mecklenburg County's Department of Social Services teamed up with community partners, including some of our partners (see below), to launch *MeckBetterTogether*, an initiative that provided support for families and care for children during the COVID-19 pandemic. The resources available to families provided learning opportunities, as well as recreational, social and emotional supportive activities.

Resources were made available to parents who may have experienced increased stress due to reduced income or declined health. Programming and services included:

Supplemental virtual learning
Relationship building for families
Dealing with stress and anxiety
Child safety
Nutrition
Arts and crafts
Natural activities
Physical exercise

Children's Alliance

The [Children's Alliance](#) is a network of approximately 40 public and private agencies in Mecklenburg County which collectively serve at risk children and families in our community. Beyond sharing information and collaboration, The Children's Alliance engages in a variety of public policy matters. We believe that our collective voices lend an important influence in shaping policies and legislation that impact children and families. Our website has current information about our member agencies and information on how to contact them for appropriate services.



Smart Start of Mecklenburg County

[Smart Start of Mecklenburg County](#) is a private, nonprofit partnership that funds local programs for children ages birth to five and their families. The Partnership mobilizes resources, forges partnerships, and supports families to improve early childhood health, education and development and ensure children are prepared for kindergarten. Their four areas of focus are early care and education quality and accessibility, family support, health, and early literacy for children birth to five. Visit their programs page for a [complete list of funded programs](#).



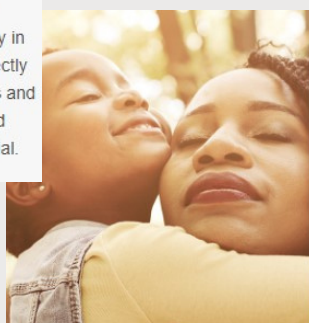
Communities In Schools

[Communities In Schools](#) (CIS) is the nation's largest organization dedicated to empowering students to stay in school and on a path to a brighter future. Working directly inside schools, CIS connects students to caring adults and community resources to help them succeed inside and outside the classroom and reach their greatest potential.



Greater Charlotte Hope Line*

The [Greater Charlotte Hope Line](#) is a 24/7 hotline for Mecklenburg County residents seeking help for parenting support, domestic violence and sexual assault. This free resource is confidential, safe, and staffed by highly trained advocates who have the knowledge and empathy necessary to help those who call. We provide a single source for crisis intervention services as well as support and prevention programming through education, guidance, emotional support and referrals to appropriate community services.



COMMUNITY COLLABORATIONS

Care Ring

... utilized a network of volunteer physicians from Atrium Health, Novant Health, OrthoCarolina, independent practices, dentist offices and other specialists who care for the uninsured through their Physicians Reach Out program.

... partnered with Atrium Health in the “Community Immunity For All” collaborative to vaccinate underserved communities and those most disproportionately affected by COVID-19. CR provided education and outreach to support their clients in making informed decisions to best protect their health.

... honored Loaves & Fishes with its annual Maribelle Connerat Award in October in recognition of the organization's efforts to ensure access to food during the pandemic. CR staff made referrals for patients experiencing food insecurity and made deliveries to patients who were home-bound.

... participated in MedLink of Mecklenburg, a collaborative of the local free and charitable clinics, Federally Qualified Health Centers, hospital community clinics, local charitable pharmacy and access to other care partners. The group met monthly to ensure a seamless system of care for people with limited resources.

... accessed the electronic medical records system, Epic, through Novant Health’s Community Connect program, which improved processes, data tracking and overall service delivery.

... collaborated with Vision to Learn to provide safe, on-site free eye exams and glasses to their school-age clients. Thirty two children received an eye exam and 28 received a free pair of glasses.

... maintained strong ties with NC MedAssist to ensure patients could access the medications, both over-the-counter and prescription, they needed.

... received support from Susan G. Komen Charlotte to fund its Breast Health Initiative, which enabled low income, uninsured women to receive prevention services such as clinical breast exams and mammograms, and comprehensive oncology care (in the event of a diagnosis) at no cost.

... participated in the Mecklenburg County Breast Health Coalition, a network of healthcare and diagnostic providers, to collaborate and leverage resources to improve access to care for women with breast health concerns.

... received childproofing equipment for its Nurse-Family Partnership (NFP) families from Child Proof Advice, a local non-profit.



COMMUNITY COLLABORATIONS

Care Ring (continued)

... received a donated “baby shower in a bag” from Baby Bundles for every baby born in NFP. Bags included more than \$300 worth of clothes, blankets, toys, books and other baby items.

... strengthened their partnership with Charlotte Center for Legal Advocacy to link eligible clients with affordable health insurance coverage through the Affordable Care Act health insurance marketplace. This partnership included staff training and education, direct navigator appointment scheduling and streamlined data sharing.



Communities In Schools

... hosted 25 showcases where community providers highlighted services and resources to CIS staff.

... collaborated with Big Brothers Big Sisters on ways to increase the number of CIS students matched with mentors in their network.

... partnered with Boys Scouts of Mecklenburg County about programming and services available to students in elementary through high school.

... worked with Carolina Youth Alliance to identify common students served in 22 high schools to integrate services menu.

... was a founding member of the newly created Financial Security CLT coalition that focused on income inequalities. Collaborating members included Greenlight Fund, Urban League of Central Carolinas, Crisis Assistance Ministry, Latin American Coalition, Community Link, Legal Services, and YMCA of Greater Charlotte.

... collaborated with McCrorey Branch YMCA and Just Kickin Foundation to coordinate an afterschool program at West Charlotte High School.

... collaborated with Brush Strokes and Music to sponsor 20 students to a music and arts enrichment summer camp at Queens University of Charlotte.

... partnered with Mentors Excellence Towards Academic Success at Independence High to bring the UNC Charlotte Hispanic College Awareness Program to the school.

... continued to conduct bi-monthly partnership meetings with Classroom Central, Promising Pages, HELP, Urban League, Project BOLT, ReadCharlotte, and Heart Math Tutors to discuss student and school needs and to coordinate aligned responses.

... connected families to Second Harvest food bank through drive-thru and socially distanced food pick-ups.

... connected students and families with Eliminate the Digital Divide (E2D) to provide computers.

COMMUNITY COLLABORATIONS

Communities In Schools (continued)

... connected students in need of academic support with virtual Heart Math tutoring.
... worked with Our Bridge to provide students and families with COVID-19 information and PPE supplies.
... coordinated with Classroom Central to provide students with school supplies.

Community Link

... welcomed all Children & Family Services Center agencies to its Volunteer Income Tax Assistance program, which provided free tax preparation for select clients. All agency clients and personnel with a household income of \$57,000 or less could get their taxes prepared with CL at no cost.

Council for Children's Rights

... continued engagement with key stakeholders, both public and nonprofit entities, to ensure and enforce children's rights, including: Race Matters for Juvenile Justice (RMJJ), Model Courts, Mecklenburg County Mental Health Task Force, Juvenile Justice Partnership, Juvenile Crime Prevention Council and Child Fatality Prevention and Protection Team.

... partnered with the YMCA Remote Learning Program to provide several free trainings for staff and service providers on identifying and obtaining special education services for children with disabilities in the school system.

... provided free "Know Your Rights" trainings to local colleges and universities to ensure youth and young adults were aware of their constitutional rights.

... produced the annual Juvenile Justice Report in partnership with RMJJ and UNCC.

RAIN

... referred clients to Carolina Care Partnership and RAO Community Health (formerly Rosedale Assistance and Opportunities) for federally funded financial assistance through HOPWA (Housing Opportunities for persons living with AIDS) program.

... partnered with infectious disease clinics, referred clients for infectious disease medical care and assisted in completing AIDS drug assistance program applications and other referrals. Clinics referred patients to RAIN's medical case management, support groups, early intervention program, PrEP, Empowering Positive Youth program, mental health services, CREW (Community Resources for Empowerment and Wellness), research and testing.



COMMUNITY COLLABORATIONS



RAIN (continued)

... coordinated with staff at the Mecklenburg County Health Department to provide services and/or referrals for mutual and new clients. RAIN collaborated with the Health Department to implement community outreach projects for HIV testing. Mecklenburg County staff members tested clients every Wednesday evening in RAIN's office.

... collaborated with Urban Ministries Women's Shelter and Clinic to provide "HIV 101" training on a bi-monthly basis.

... coordinated new referrals with Urban Ministries Women's Shelter staff, as well as coordinated services for clients living at the shelter who were also enrolled in RAIN's medical case management program.

... worked with Time Out Youth, The Relatives and Point Source Youth to advocate for a Youth Advisory Committee to the Charlotte-Mecklenburg Housing Continuum of Care. Members of these organizations also participated in the newly formed committee.

... partnered with Duke University Health's research project, CREW, which linked transgender people to services for substance abuse, mental health issues and aftercare support. RAIN provided case management services for these clients as well as access to pre-exposure prophylaxis (PrEP) and post-exposure prophylaxis (PEP).

... referred clients to Carolinas Care Partnership (CCP) for their housing partnership program and maintained a working relationship with clients throughout the process. RAIN collaborated with CCP on HIV outreach/testing. The program assisted with the first month's rent, utilities or rental deposits.

Renaissance West Community Initiative

.. partnered with NC MedAssist and RWSA (Renaissance West STEAM Academy) to provide a mobile pharmacy event, which provided more than 1,000 over-the-counter medicine kits, as well as 55 flu shots, for area families. Second Harvest distributed 750 boxes of food, and the Charlotte Football Club, in partnership with Ally Bank, provided over 900 Scholastic book packs for K-5 students.

... partnered with Food Lion FEEDS to provide an onsite mobile market to distribute more than 300 bags of groceries for RWCI families.

COMMUNITY COLLABORATIONS

Renaissance West Community Initiative (continued)

... partnered with Charlotte Speech and Hearing to screen and provide interventions to their youngest children at the Howard Levine Child Development Center and Renaissance West STEAM Academy. RWCI partnered with Charlotte Speech and Hearing to ensure children ages 3 to 5 had access to speech therapy following the temporary closure of the Howard Levine Child Development Center.

... worked with Freedom School Partners to provide their K-8 students during the summer with their R.E.S.P.O.N.S.E (Reading and Enrichment for Scholars Plus Other Needed Supplies and Essentials) program. More than 80 students participated.

... implemented the On My Genius Campaign to provide a mentoring program for boys ages 10 to 17 twice a week, which focused on developing entrepreneurial skills.

... partnered with Central Piedmont Community College to provide onsite HSE (High School Equivalency) and GED classes and exam preparation.

... collaborated with the City of Charlotte's aviation department to provide career development workshops and job fairs for RWCI job seekers.

... In 2020, RWCI was designated as an EnVision Center by the federal Department of Housing and Urban Development (HUD). The HUD EnVision Center Demonstration program is committed to moving individuals and families to self-sufficiency by establishing centralized hubs of support focused on economic empowerment, educational advancement, health and wellness and character and leadership.

... partnered with Truist and Samaritan's Feet to provide more than 600 pairs of shoes for RWCI and West Boulevard Corridor children.

... continued to collaborate with InLivian to promote family self-sufficiency through case management and supportive services.

... partnered with Southminster to provide supportive services for seniors through programming which included nutrition, walking club, birthday club and a variety of activities that encouraged movement and social engagement.

... partnered with Digital Charlotte to provide free public wi-fi for families in Little Rock, the residents at Renaissance and the Retreat. Digital Charlotte is an initiative of the Knight School of Communication at Queens University of Charlotte with a goal of ensuring digital equity for the community.



COMMUNITY COLLABORATIONS

Renaissance West Community Initiative (continued)

... conducted a COVID-19 screening event through Atrium Health where 102 community members were screened, and 52 were tested, for COVID-19.

... partnered with Novant Health to distribute 482 masks and host a COVID-19 educational event for the Renaissance West community.

... partnered with Be Whole Counseling and Wellness Services to provide individual and family counseling along with monthly support groups to promote mental health and emotional wellness.



Safe Alliance

... partnered with Mecklenburg County, The Salvation Army Center of Hope, and Roof Above to offer ongoing, safe shelter to individuals, a vital resource, as shelters were forced to reduce capacity due to the pandemic. Read more about this collaboration on page 8 of this publication.

... partnered with Mecklenburg County Community Support Services to provide ongoing, co-located services, including mental health counseling, to victims of domestic violence.

... partnered with Legal Aid and Charlotte Center for Legal Advocacy to maximize the number of victims who received free legal representation at their one-year domestic violence protection orders hearing. Legal representation was provided by a cadre of staff and pro bono attorneys.

... worked closely with Crisis Assistance Ministries, which provided clients with limited financial resources for emergency rent and utility assistance.

... served on the Mecklenburg County Child Sexual Abuse Prevention Coalition, along with medical practices, hospitals and the Mecklenburg County Department of Social Services, which coordinated sexual abuse prevention efforts.

... partnered with Loaves and Fishes, which helped shared clients secure nutritious food at pantries throughout the county.

... collaborated with the Charlotte Community Health Clinic to increase access to healthcare services for clients living at the Clyde & Ethel Dickson Domestic Violence Shelter, including facilitated intakes, transportation services and payment assistance.

... developed a partnership with Dress for Success that allowed survivors to schedule employment outfitting and attend their educational program.

COMMUNITY COLLABORATIONS

Safe Alliance

... was a founding member of the Domestic Violence Community Leadership Team (DVCLT), which will evolve in conjunction with the Survivor Resource Center. DVCLT will grow in its role as a feedback loop for receiving data, program and policy recommendations from the victim services community.

... worked with Latin American Coalition to ensure all public and private agencies that work with the immigrant communities understood the unique aspects of multiple immigrant communities and the dynamics of domestic and sexual trauma.

... partnered with Time Out Youth to ensure ongoing support for LGBTQ youth impacted by domestic violence and sexual assault.

... continued to partner with the Guilford Family Justice Center, Camp HOPE America and Camp Weaver to offer a trauma-focused and evidence- and values-based camping and mentoring initiative for children exposed to domestic violence and sexual assault. Their Victim Assistance Court Program sent campers to Camp HOPE NC in August 2020.

... established a model for organizational change with the Center for Trauma Resilient Communities that promoted safety through the creation of a trauma-informed community that focused equally on the people who received and provided services.

... worked with The WELLegacy Institute™ and CAPO Integrated Strengths to increase team synergies for staff members through improved communication and an understanding of how to more effectively collaborate via a strengths-based approach.

... created a program for children living in the shelter to build resiliency in collaboration with Positive One, a local nonprofit.

... partnered with Race Matters for Juvenile Justice, a nonprofit that works to reduce disparate outcomes for children and families of color, to provide all Safe Alliance employees and board members with racial equity training.

... took a lead role in facilitating a Mecklenburg County Sexual Assault Response Team (SART) to provide a coordinated, victim-centered response to sexual assault within Mecklenburg County.

... partnered with Fashion for Compassion on an employment program for survivors that helped with budgeting and self-sufficiency.



COMMUNITY COLLABORATIONS

Safe Alliance

... continued to collaborate with the Mecklenburg County District Court, the Mecklenburg County Clerk's Office, the Mecklenburg County Sheriff's Office and the N.C. Administrative Office of the Courts to offer electronic filing of Domestic Violence Protection Orders. SA's Victim Assistance Court Program partnered with the District Court judges as part of the collaboration.

... partnered with other local domestic violence shelters to secure shelter when the domestic violence shelter was at capacity and the caller was deemed high risk.

... worked with Goodwill and Charlotte Works to increase GED, job training and placement opportunities for shelter residents.

... partnered with Habitat for Humanity to create a financial literacy program for survivors at the shelter that included homeownership educational opportunities.

... opened the Survivor Resource Center in collaboration with on-site partners Charlotte-Mecklenburg Police Department, Mecklenburg County Community Support Services, Mecklenburg County Department of Social Services, and Pat's Place Child Advocacy Center, to provide referral-based support for highest-lethality cases of domestic violence, sexual assault and child maltreatment. Off-site partners include Atrium Health's Domestic Violence Health Care Project, the Charlotte-Mecklenburg District Attorney's Office, Mecklenburg County District Court; and the Mecklenburg County's Sheriff's Office.

... partnered with the Charlotte-Mecklenburg, Davidson, Huntersville, Cornelius, Mint Hill, Pineville, and Matthews police departments to provide trauma-informed victim advocacy services, including 24/7 hospital accompaniment, referrals, and escorting victims to and from Safe Alliance's victim assistance court program.

... partnered with the Mecklenburg County Department of Social Services to provide a two-generation approach to prevention and intervention for those who had experienced, or were at risk for, domestic violence, sexual assault and child abuse or neglect through the Greater Charlotte Hope Line.

... operated a joint Domestic Violence Speakers Bureau along with Mecklenburg County Community Support Services Prevention and Intervention Division.



COMMUNITY COLLABORATIONS

Smart Start of Mecklenburg County

... continued advocacy work with the Charlotte Regional Business Alliance to expand access to quality early childhood programs.

... continued participation on the advisory board of the Health Department's Healthy Weight, Healthy Child program.

... continued participation on ZFive, an early childhood mental health collective.

... continued the relationship with Leading On Opportunity to improve social and economic outcomes for young children, including the Young Parent Initiative, a project launched to better understand the experiences of young parents of color as they navigate systems of care during their transition into parenthood and adulthood.

... continued working with Enlace and the Latin American Chamber of Commerce Charlotte to reach into the Hispanic and Latinx community.

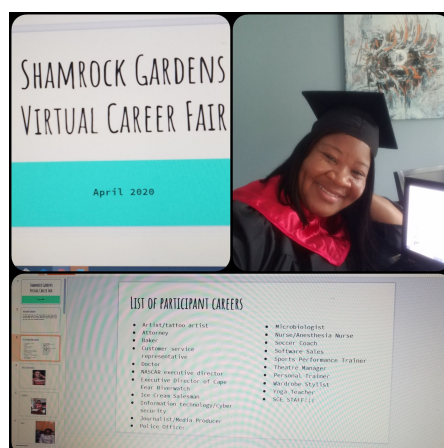
... provided funding to YMCA Parents as Teachers, a program which provides young parents the information, support and encouragement to help their children develop optimally during their crucial early years.

... provided funding to Early Intervention at Novant Health, a program that provides early identification, referral and enrollment of children ages birth to 36-months, with developmental delays and established medical conditions in the Mecklenburg County area.

... provided funding to Sound Beginnings and Apple a Day, an evidence-based, early language intervention program for preschoolers focused on building their skills in communication, emerging receptive and expressive language.

... provided funding to the Department of Social Services Mecklenburg County for subsidy and Community Child Maltreatment Prevention and Early Intervention Initiative.

... provided funding to WAGE\$, a program that provides education-based salary supplements to qualifying teachers, directors and family child care providers working with children up to age 5.



COMMUNITY COLLABORATIONS

Smart Start of Mecklenburg County (continued)

... provided funding to Bilingual Preschool, The Learning Collaborative and Lakewood Preschool; all five-star programs that provide high-quality preschool education to at-risk families.

... provided funding to four Child Care Resources Inc. programs, including Child Care Subsidy, Child Care Consumer Education, Quality Every Day and Directors Leadership Academy.

... provided funding to CPCC Early Childhood Teacher Professional Development program, courses designed to prepare early care and education teachers to work in their field.

... provided funding for four dedicated, certified Child Care Health Consultants to provide training for their local early child care centers.

... partnered with Junior League of Charlotte for their fall Diaper Drive.

... provided over \$120,000 to more than 300 local child care centers through their Child Care Provider COVID-19 Relief Fund.

... served as co-chair for NC Pre-K in addition to providing funding for the program.

... continued advocacy efforts with Children's Alliance, NC Child and NC Early Education Coalition.

... funded and facilitated The Basics Mecklenburg, a brain development campaign which included a countywide coalition of organizations and individuals working to make sure that every child gets a great start in life.



Supportive Housing Communities

... coordinated with other outreach teams, as part of the broader Mecklenburg County emergency response team, to plan responses to events that impacted individuals living outside or in places not meant for human habitation.

... collaborated with other outreach teams in coordinating the Point-in-Time Count and United States Census.

... collaborated with Cardinal Innovations to access mental health resources for clients who had neither a mental health provider nor income. SHC staff attended their appointments and encouraged them to take psychotropic medication as prescribed.

COMMUNITY COLLABORATIONS

Supportive Housing Communities (continued)

... partnered with InnerVision, a comprehensive recovery center that provided free clinical assessments for PATH clients, as well as Atrium Behavioral Health and Monarch, which both provide counseling and inpatient services.

... partnered with Carolina Outreach, The Right Choice and the Veterans Administration Medical Center to provide mental health services for Projects for Assistance in Transition from Homelessness (PATH) clients. The Veterans Administration Medical Center was also a referral source for consideration as a PATH client, for veterans deemed ineligible for veteran services.

... coordinated referral processes for inpatient and outpatient services for substance use services with Atrium Behavioral Health; Anuvia Prevention & Recovery Center; Cascade (focusing on women and children); Hope Haven, which has a residential treatment program focused on building life skills; McLeod Addictive Disease and Men's Shelter/Urban Ministry Center's Substance Abuse Education Recovery (SABER) program, which provided housing services and psychotherapy in addition to intensive outpatient treatment.

... partnered with the Movement Family Wellness Center and CW Williams Community Health Center to provide clients with free medical services,

... collaborated with the Lion's Club to provide clients with eye examinations and glasses.

... collaborated with MedAssist to provide clients with medication refills.

... used housing programs at the Men's Shelter/Urban Ministry Center, Charlotte Housing First, Charlotte Family Housing, Inlivian, Community Link, Salvation Army Center of Hope, Samaritan House, Transitions to Community Living Initiative (TCLI), VA HUD VASH and Carolina CARE Partnership.

... referred clients to:

- Crisis Assistance Ministry for additional assistance with rent and utility payments;
- Loaves & Fishes for access to food;
- YWCA and Salvation Army Center of Hope for women and children experiencing homelessness or abuse; and,
- Charlotte Area Fund for assistance in obtaining employment training and gaining employment.

... partnered with Homeless Relief Ministry, a team of SHC volunteers from three local churches, to furnish units for clients.



COMMUNITY COLLABORATIONS

Supportive Housing Communities (continued)

... partnered with Amara Wellness to provide clinical services, housing, conduct assessments, offer courses for parents, finances, and education.

... partnered with Promise Resource Network (PRN) to assist individuals with recovery, resources, food, cooking classes, clothing, out-house services (banking, yoga, fitness, etc.), and peer-to-peer peer support.

... partnered with Amara Wellness, an integrated behavioral health clinic, to provide free clinical assessments for PATH clients.

... worked with the Harvest Center of Charlotte to provide clients meals and shelter.

... collaborated with The Relatives to assist teen and adolescents ages 15-23 with aid, food, clothing, case management services, and provide a temporary respite.

... partnered with AT&T to provide free or reduced internet for homeless students.

... collaborated with the following agencies to provide services through their Employment Program: Goodwill Career Center, GoodWork Staffing of Goodwill, The Center for Community Transition, Charlotte Works, NC Works, MeckWorks, Charlotte Mecklenburg Workforce Providers Council, Charlotte Area Fund, Urban League, Department of Health and Human Services Division of Vocational Rehabilitation Service, Workforce Providers Council, City of Charlotte, Central Piedmont Community College, and the N.C. Department of Commerce-Workforce Solutions.

... connected clients with Department of Social Services (DSS) for SNAP (food stamps) and Atrium Behavioral Health for voluntary/involuntary care and mental health services.

... partnered with Charlotte Metro Credit Union to provide financial literacy, banking, credit score, credit improvement literacy and aid to clients.

... collaborated with Samaritan House to allow clients to reside in their facility for surgery recovery.

... worked with Central Piedmont Community College (CPCC) to provide GED programs and annual dental assistance for their clients.

... connected their clients with Department of Health and Human Services (DHHS) to provide Medicaid and Medicare provision.



COMMUNITY COLLABORATIONS

Thompson Child & Family Focus

... partnered on a variety of operational/training/resource needs with the following agencies for their community mental health programs:

- Charlotte-Mecklenburg Schools
- Department of Juvenile Justice
- Department of Social Services
- Pat's Place Child Advocacy Center
- Anuvia Wellness & Recovery
- Smith Family Wellness
- Novant Developmental and Behavioral Pediatrics
- Duke University
- UNC-Chapel Hill
- Florence Crittenton

... partnered on a variety of operational/training/resource dynamics with the following agencies for their Foster Care program:

- Lutheran Family Services
- Access Family Services
- Least of These (kinship/foster parent support)
- Foster Parent Alliance (foster parent support)
- Autism Society (general support to parenting children with special needs)
- One More, One Less (churches supporting foster parents)
- Foster Villages (foster parent support)
- Congregation for Kids (foster parent support and staff support).

... partnered on a variety of operational/training/resource dynamics with the following agencies for their Early Childhood/Prevention services:

- Mecklenburg County Health Department (Triple P Program)
 - Child Care Resources Inc. (CCRI) helped ensure all children had access to high quality childcare
 - Milestone Therapy, Early Bird Development Services and Chatterbox Speech Therapy for specialized services
- PNC Bank/Foundation supported early childhood services.



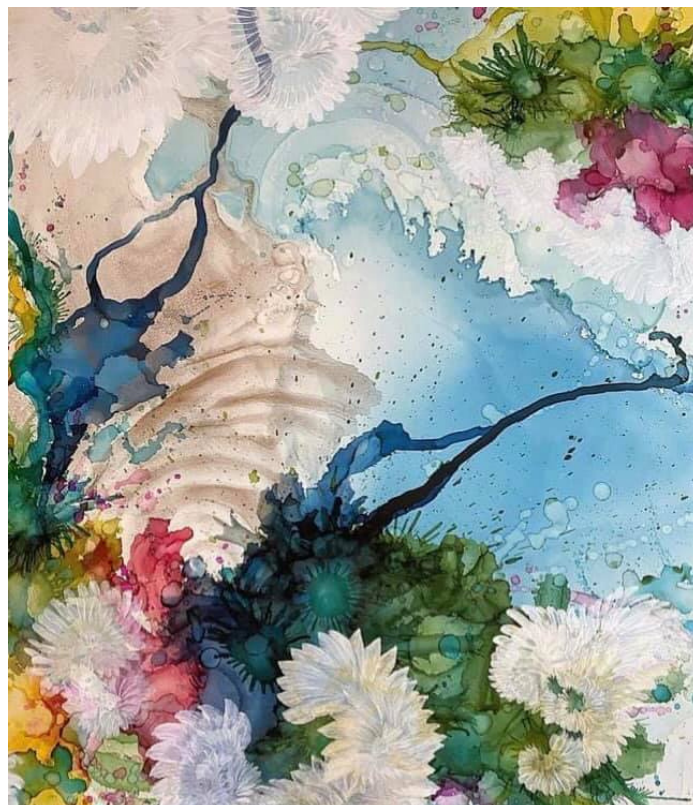
COMMUNITY COLLABORATIONS

United Way of Central Carolinas

... launched the COVID-19 Response Fund in partnership with Foundation for the Carolinas (FFTC) in March of 2020. The fund raised nearly \$25 million and disbursed funds to nonprofits to support increased demands for their services across the Charlotte region. UWCC pivoted to a virtual grantmaking process to ensure resources were allocated effectively and efficiently. For more details on this effort, see page 5 of this publication.

... facilitated bi-weekly virtual conversations between Charlotte-Mecklenburg Schools and local nonprofits, Belk Foundation, Read Charlotte and FFTC, to better connect and organize shared efforts that supported educators, students and families during the unusual school year. The UWCC team fielded questions during the conversations, shared resources with participants and held post-meeting debriefs with the nonprofit partners to identify immediate follow-up actions and solutions.

... partnered with TIAA to host a three-part workshop that gave nonprofit board members a centralized place to learn how to develop strong boards that drive their missions forward. Duke Energy and Piedmont Natural Gas also joined the effort. Additional training workshops are planned for 2021. This was a great example of the nonprofit and business sectors uniting for a common purpose to make a difference in the community.



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