

From: M randa Masters <mmasters s nr se nashe e.org>
Sent: 3/ 5/2022 5:50:07 PM
To: oph e Probert <sprobert he pmateon ne.org>
Cc: eba ashe enc.go , e Zager s < ager s he pmateon ne.org>
Subject: Re: Fw: Hous ng nfo

Hi all!

I meant to send a thank you for sending all of these details! Another question.... did you get the new FMRs today? I was wondering if your RRH folks will be able to start using those amounts now while looking for housing? Or will they need to stick with the old FMRs (\$1099 for 1 bedroom)?

Thank you again!

On Thu, Mar 10, 2022 at 3:46 PM Sophie Probert <sprobert@helpmateonline.org> wrote:

Hey M a da,

No p obema a , a ksfo e g mek ow w a you eedca yo ! ease see my espo ses ed be ow

1. Can the grant pay a double security deposit or just a single? We are able to pay a security deposit and first month’s rent but can not pay double deposit.
2. Is there a minimum lease term that's required or can it be month-to-month? No specifications on length of lease- preferably not longer than 12/13 months but if it is we can make it work most likely.
3. Will the grant pay the entirety of the first 3 months of rent or are clients responsible for a portion? This will be determined on a case-by-case basis once they get closer to attaining housing.
4. FMR question: \$1099 for a 1 bedroom unit, not including the utility allowance? This is correct for right now because we have a waiver but this needs to be a realistic amount for the client to pay for themselves.
5. No utility assistance is provided, even if clients have limited income for the first couple of months? Utility assistance is provided on a case-by-case basis. We understand that people moving into housing from not having a stable home have more difficulty attaining and maintaining employment so we will help the first few months depending on the case.
6. When they identify a unit &/or need someone to speak to a potential landlord, would they connect with their Case Manager or you? From your email, I assume it's the CM but wanted to double-check.

These two clients can reach out to Ilze, their case manager (they have her contact info- if you need it let me know and I’d be happy to provide it, she is also CC’d on this email) to talk to any landlords (she will request they sign an ROI) but if she is out of the office or a bigger need arises, you’re always welcome to reach out to me.

T a ks!

Sophie Probert

Helpmate Associate Coordinator of Housing Programming

she, her, hers

828-254-2968 ext 122 (Business)

828-254-0516 (Hotline)

sprobert@helpmateonline.org

PO Box 2263

Asheville, NC 28802

From: M a d a M a s e s [ma o mmas es@sunriseinashville.org]
Sent: T u s d a y , M a r 0 , 2022 3 25 M
To: S o p h i e <sp obe @ epma eo org>
Cc: eba @as ev e c gov
Subject: w d w H o u s i n g f o

Hi Sophie,

Sorry to switch emails on you but I just got my Sunrise email set up yesterday. Thank you for the info! So sorry to do this but can I ask more questions? I apologize if I overlooked any of this info if you already provided it.

1. Can the grant pay a double security deposit or just a single?
2. Is there a minimum lease term that's required or can it be month-to-month?
3. Will the grant pay the entirety of the first 3 months of rent or are clients responsible for a portion?
4. FMR question: \$1099 for a 1 bedroom unit, not including the utility allowance?
5. No utility assistance is provided, even if clients have limited income for the first couple of months?
6. When they identify a unit &/or need someone to speak to a potential landlord, would they connect with their Case Manager or you? From your email, I assume it's the CM but wanted to double-check.

Thank you & sorry for all of my questions! Just want to make sure I understand all the guidelines!

Thank you again!

Miranda Masters

----- Forwarded message -----

From: **Miranda Masters** <mirandatn@hotmail.com>
Date: Wed, Mar 9, 2022 at 10:19 PM
Subject: Fw: Housing info
To: mmasters@sunriseinashville.org <mmasters@sunriseinashville.org>

From: Emily Ball <eba@ashev.org>
Sent: Wednesday, March 9, 2022 00:00 AM
To: Sophie Probert <sprobert@helpmateonline.org>
Cc: maida@oma.com <maida@oma.com>
Subject: Re: Housing for

Excellent info - thanks so much!

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

On Tue, Mar 8, 2022 at 2:05 PM Sophie Probert <sprobert@helpmateonline.org> wrote:

Hi,

I hope you are doing well.

Bob and I received your email regarding the 3 months of the assistance they expected to pay me. I was so surprised, but I have been working on the case and I have been able to get the case resolved. I have been able to get the case resolved and I have been able to get the case resolved.

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Thanks!

Sophie Probert
Helpmate Associate Coordinator of Housing Programming
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828-254-0516 (Hotline)

sprobert@helpmateonline.org

PO Box 2263

Asheville, NC 28802

From: Em y Ba [mailto:eba@as.ev.e.c.gov]
Sent: Tuesday, Mar 8, 2022 2:55 PM
To: Sophie Probert <sprobert@helpmateonline.org>
Cc: maida@oma.com
Subject: Re: Housing for

Perfect! Their initials are [REDACTED] and [REDACTED] - feel free to call my cell (747.8510) if that's not enough info. Thanks!

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

On Tue, Mar 8, 2022 at 12:43 PM Sophie Probert <sprobert@helpmateonline.org> wrote:

O! u desad! Okay, could you provide me the address where the facility is located? I am a former resident of the facility and I am interested in the facility.

Sophie Probert
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From: Em y Ba [mailto:eba@as.ev.e.c.gov]
Sent: Tuesday, Mar 8, 2022 2:41 PM
To: Sophie Probert <sprobert@helpmateonline.org>
Cc: maida@oma.com
Subject: Re: Housing for

They're not currently fleeing but were when slated through coordinated entry, and my understanding is that they're still enrolled and are just waiting on/working on units.

Emily Ball

Homeless Services System Performance Lead

City of Asheville

O: 828.271.6129

C: 828.747.8510

On Tue, Mar 8, 2022 at 12:39 PM Sophie Probert <sprobert@helpmateonline.org> wrote:

Hey Emily,

Just looking for information about the household's experience with the program. I'm a volunteer and I'm looking for information about the program.

Thanks!

Sophie Probert

Helpmate Associate Coordinator of Housing Programming

she, her, hers

828-254-2968 ext 122 (Business)

828-254-0516 (Hotline)

sprobert@helpmateonline.org

PO Box 2263

Asheville, NC 28802

From: Emily Ball [mailto:eba@ashevillesc.gov]

Sent: Tuesday, March 8, 2022 2:07 PM

To: Sophie Probert <sprobert@helpmateonline.org>; miranda@omac.com

Subject: Housing for

Hi Sophie,

There are 2 households at the Ramada shelter who've been slated for Helpmate's RRH program, and we're hoping to get some info from you about the parameters of that so we can see what kind of support we can offer them in housing search. I've copied Miranda Masters here who's working at the shelter and is focused on housing specifically so can help with any action steps for these two households. Could you reply with details about length of assistance, income limits, etc. so Miranda will have that info as she's working with them?

Thanks!

Emily Ball

Homeless Services System Performance Lead

City of Asheville

O: 828.271.6129

C: 828.747.8510

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