



Frequently Asked Questions

General Questions

1. What is the mission of Oak City Cares?

Oak City Cares is a hub for connecting individuals and families, who are at risk of or are experiencing homelessness, to coordinated services that create a path to stable housing and renewed hope.

Our goal is to make homelessness rare, brief, and non-recurring in Wake County.

2. How is Oak City Cares different?

Never before have so many organizations been co-located to work collaboratively to end homelessness. Guests will come to one central location, tell their story once, and receive or be connected to the services they need: housing, employment, health, and food.

Oak City Cares is a comprehensive, coordinated approach offering onsite help and a bridge to ongoing resources to individuals and families. Oak City Cares staff will coordinate services offered by human service professionals, medical providers, and other specialists from multiple partners at the downtown center.

3. Where is it located?

Oak City Cares will be in downtown Raleigh, in a renovated county-owned building next to the existing South Wilmington Street Center (an emergency and transitional shelter for men experiencing homelessness). The location is served by existing transportation, is close to other services, and is easily accessible for guests, volunteers, and staff.

4. What is the address for Oak City Cares?

Oak City Cares will be located at 1430 S. Wilmington Street, Raleigh, NC 27603. While renovations are taking place on this property, the mailing address for Oak City Cares is 3000 Highwoods Boulevard, Suite 128, Raleigh, NC 27604.

5. When will Oak City Cares open?

The County hosted a groundbreaking ceremony on June 20, 2018, and we plan to open Oak City Cares by March 2019.

Service to Community

6. What services will be provided?

Our goal is to have the following services for individuals and families onsite:

- Coordinated assessment and connection to housing assistance and community resources.
- Assessment for and connection to medical, mental health, and substance use care.
- Weekend meals for people experiencing homelessness and food insecurity.
- Laundry facilities, showers, computers, and phones.

7. Will Oak City Cares duplicate existing services?

Oak City Cares will not duplicate services. Oak City Cares will be a place for existing community agencies to serve guests in one location and address the multiple needs of those experiencing or at risk of homelessness. This not only reduces transportation barriers for our guests, but also allows for deeper and more coordinated partnerships among service providers.

8. Who are the service providers?

Conversations are underway with many potential partner agencies. (As the partnerships are finalized, they will be listed on our website www.OakCityCares.org.) Additionally, the over 70 partners currently providing weekend meals at the Oak City Outreach Center will continue to do so at Oak City Cares.

9. How are partnerships arranged?

Partnerships are arranged through the Oak City Cares Executive Director, who is developing community collaborations with government, nonprofit, and faith-based organizations. Strong connections with these organizations will provide life rebuilding services for our guests. Formal Memorandums of Understanding between partner agencies and Oak City Cares will provide the framework for the delivery of professional and efficient services.

10. How and when will guests access services?

Onsite services will be available seven days a week and will be provided by Oak City Cares staff and partner agency staff. Partner human services agencies and nonprofits will be onsite to deliver their services on weekdays under a variety of arrangements. Guests will have enhanced access to offsite services by utilizing a call center and through referrals. Volunteers will be onsite each day and volunteer groups will provide weekend meals. Oak City Cares staff will provide coordination of all onsite partnerships and services.

Coordinated services will address the following needs:



11. How will Oak City Cares work with service providers that are not onsite?

Oak City Cares will arrange referrals and transportation to other providers as needed. As a coordinated entry and assessment site, Oak City Cares will collaborate with other community providers to share information, identify gaps in services, and connect guests with needed resources. The coordinated data will ensure those with the highest unmet needs receive priority.

12. How does Oak City Cares fit into the big picture of addressing homelessness?

Oak City Cares is a hub for connecting individuals and families, who are at risk of or are experiencing homelessness, to coordinated services offered in one location. Oak City Cares provides the long-term strategy for addressing homelessness in Wake County, and is a collaboration among the County, the City of Raleigh, the Partnership to End and Prevent Homelessness, and Catholic Charities of the Diocese of Raleigh. It builds upon the model of compassionate care and connection demonstrated at the Oak City Outreach Center near Moore Square, a temporary solution established in 2014 to serve weekend meals.

Characteristics of Those Who Are Experiencing Homelessness

13. What are key statistics about homelessness in Wake County?

- Nearly 5,500 people in Wake County experienced homelessness last year. (NC Homeless Management Information System data, as reported to US Department of HUD.)
- That number increased by 25% over the previous year, even as it declined in North Carolina overall.
- On any given night in Wake County, there are approximately 1,000 people experiencing homelessness in our community. (983 individuals in 2017 Point in Time Count.)
- A total of 3,465 students in Wake County Schools did not have a permanent place to sleep at night during the 2016-2017 school year.

14. Why is a different approach necessary?

Individuals and families remain in homelessness much too long while going from agency to agency, navigating a multitude of services. When people remain homeless for long periods, they become isolated and lose hope due to the lack of social supports that are necessary for anyone to overcome homelessness.

According to a 2017 SAS Institute analysis of Wake County data from emergency medical, homeless, and jail services, 807 individuals had disproportionately high utilization, defined as at least one incident in all three services. Further, 26 people had high usage of all three services (defined as five or more incidents of jail and EMS interactions, in addition to high utilization of homeless services.) These recurring interactions are costly and, importantly, do not provide long-term, sustainable, and positive outcomes for the individuals involved.

Oak City Cares will quickly and effectively connect people with the services that will help them secure housing, find employment, improve health, and become valued members of our community.

15. How was the building designed with consideration for human dignity?

- The entryway includes a welcome area with coffee station so volunteers and staff can greet guests and make them feel comfortable.
- Oak City Cares will provide the only public restroom facilities in the downtown area.
- Cell phone charging stations will be provided and will have locks so that guests can safely leave their phones unattended while they work with providers.
- Both private and open meeting areas are available. This allows for private discussions between staff and guests as well as large group meetings, which help develop a sense of community.
- Family areas have been designed so parents and children stay in sight of each other while the adult is engaged in services, which is important for children who have experienced trauma.
- An outdoor picnic shelter will be available for meals and interaction, for those guests who are uncomfortable staying indoors for long periods of time.

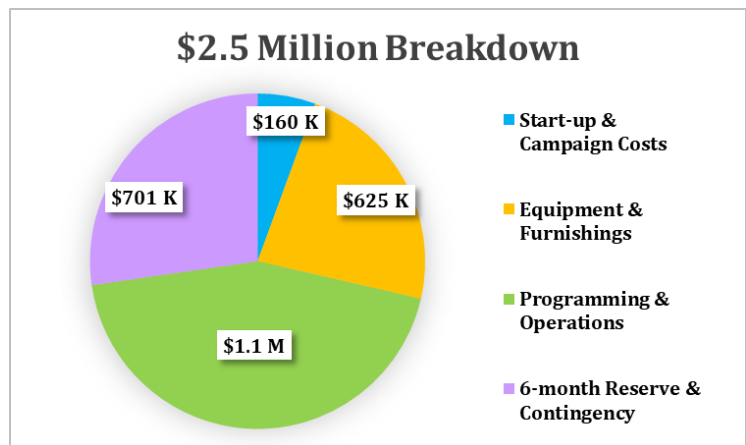
Oak City Cares Finances and Governance

16. What is the projected annual budget for Oak City Cares?

The annual budget is projected at \$800,000 per year. Oak City Cares is responsible for raising \$300,000 of this budget per year, with the balance to be covered through support from various government sources. Oak City Cares leaders developed this budget projection by consulting with Catholic Charities and using their experience with other large-scale projects. Going forward, the Executive Director of Oak City Cares is responsible for the budget, with oversight from its Board of Directors.

17. What is the breakdown of the \$2.5 million campaign goal?

We are raising \$2.5 million from individuals and organizations to fund expenses not covered by government funding sources. The campaign includes programming and operations for the first three years to help ensure long-term sustainability. The campaign also includes one-time expenses for equipping the facility, in addition to start-up and campaign costs.



18. What is the financial commitment from Wake County and the City of Raleigh?

Together, the County and City have invested \$10.4 million to purchase and renovate the property. The County owns the building and is responsible for maintenance.

19. What is the governance structure of Oak City Cares?

Oak City Cares will have an Executive Director, programming staff, and Board of Directors.

Building Renovation and Construction

20. What are the details of the building renovation?

The 30,000 square foot building is on 4.2 acres of Wake County property, and the County is renovating 23,300 square feet. The remaining square footage is available for future expansion. The location requires significant site improvements and environmental remediation, and the County has also made significant investments in plumbing due to the types of services to be offered (such as guest showers, laundry, and kitchen) and security requirements (such as badge access to secure areas). The building is solar ready, has redundant mechanical systems with the County-owned building next door, and is renovated to a 50-year standard.

21. What firms are involved in the renovation?

Gilbane is the building company and LS3P Associates LTD is the architectural and planning firm.

Campaign Pledges and Payment

22. Do I need to pay my campaign pledge all at once?

No. Pledges may be paid over three years. Oak City Cares staff are available to work with you to structure your donation within those three years.

23. Are naming opportunities available?

Numerous naming opportunities are available inside and outside the building, with opportunities starting at \$25,000. In addition, campaign donors of \$10,000 or more can be listed on a campaign donor display.

24. How do I complete my pledge?

Pledges can be made by completing the Campaign Commitment Form. Payments can be made by: check, credit card, and gift of stock/securities.

25. What is the Tax-ID number for Oak City Cares?

83-0826329

26. Is my donation tax deductible?

Oak City Cares, Inc. was organized as a North Carolina nonprofit corporation on June 8, 2018 and is applying for tax-exempt 501(c)(3) status with the Internal Revenue Service (IRS). Oak City Cares, Inc. is currently accepting gifts and pledges, and upon receipt of a tax-exempt determination letter from the IRS, these gifts will be tax-deductible to the extent permitted by law. (When the IRS approves a 501(c)(3) status, that tax-exempt status is recognized retroactively to the date the organization was created.) Donors can also choose to make contingent pledges and begin payments upon 501(c)(3) approval. All donors should consult with their personal tax advisors for additional questions.

27. Whom should I contact with questions?

Campaign Co-Chairs Trish Healy and Charles Meeker invite you to make a financial gift and help make Oak City Cares a success. For questions about Oak City Cares, please contact Kathy Johnson, Oak City Cares Executive Director, by phone at (919) 790-8533, ext. 30, or by email at Kathy.Johnson@oakcitycares.org.