

JEFFERSON COUNTY PARTNERSHIPS FOR A COMMUNITY OF CARE FOR OUR HOMELESS AND DISTRESSED



Report of the Mayor's Select Committee on Homelessness **April 8, 2021**

For I was hungry, and you gave me something to eat; I was thirsty, and you gave me something to drink; I was a stranger, and you invited me in. Matthew 25:35



City of Charles Town

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April 8, 2021

To the Jefferson County Community:

Homelessness, poverty, and unhealthy living conditions and their impacts on the overall wellbeing of all Jefferson County residents has been a continuous challenge. Our frontline organizations, including Jefferson County Community Ministries (JCCM), the West Virginia Coalition to End Homelessness, and local churches have been providing services to meet many of those challenges in our county for some time now. However, over the past few years the number of people requiring assistance has increased dramatically, overwhelming our frontline organizations.

This dramatic increase in people requiring assistance is the reason the “Mayor’s Select Committee on Homelessness” (Select Committee) was formed in 2019. The goal of the Select Committee is to “... develop recommendations for policymakers and service providers that will render homelessness a rare and brief event in our community.”

The Select Committee consists of local government representatives, service providers, local business owners, and concerned citizens. Over the past 14 months, the Select Committee has partnered with various other organizations including Telamon, Catholic Charities WV, the Family Resource Network of the Eastern Panhandle and its Health & Human Services Collaborative, the West Virginia Department of Health and Human Services, and other key organizations to help us examine and better understand the needs, identify service provider gaps, and recommend renewed approaches to addressing the problems of homelessness and its varied causes. The enclosed report is intended to be a step forward in progress and a renewal of our efforts to help those of our brothers and sisters who are in need.

After careful review and consideration of the numerous issues impacting homelessness in Jefferson County, the Select Committee recommends the following:

- 1) Establish a more robust partnership among Jefferson County municipalities, county officials, and other organizations or agencies to take a more active role in addressing social service needs in the community that lead to the risk of homelessness.
- 2) Create a Jefferson County social services liaison/coordinator position to provide adequate county-wide collaboration with local, State, and Federally sponsored social service agencies and leverage resources available for affordable housing and other social services.
- 3) Provide additional resources to our frontline organizations and expand the partnership beyond Jefferson County to a more regional collaborative effort. For example, this report concludes that many State and Federally sponsored social service agencies are regionally based and are located outside Jefferson County without adequate, if any, collaboration to address the growing needs in Jefferson County.

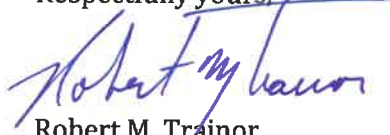
- 4) Improve affordable housing options in Jefferson County by:
 - a. initiating efforts to include affordable housing in Jefferson County housing projects; and
 - b. creating a Housing Buy-Down program in Jefferson County to increase the supply of rapid rehousing and permanent supportive housing units in the County.
- 5) Develop a "Neighborhood Ambassador" program, enhanced community policing, and other community improvements to mitigate negative activities impacting downtown neighborhoods.

The appendix to this report provides a "Community of Care Resource Guidebook", which is intended as a user-friendly document offering key information about organizations serving the homeless and providing social services to improve the community. The Select Committee recommends that this Guidebook be distributed widely in hard copy and web formats to municipal, county, and civic officials, social service and non-profit agencies, churches, educational and counseling providers, and other networks.

We ask citizens, organizations, and leaders in Jefferson County and the Eastern Panhandle region to consider this report carefully, and to rededicate yourself to being part of the solution. The findings and recommendations in this report are not the end of the effort, but a milestone in our mutual collaboration and progress.

I thank the volunteer members of the Mayor's Select Committee on Homelessness, the leadership of key local social service organizations, and other state, county and municipal leaders for the time and resources they have dedicated to this effort. I look forward to our continued cooperation; together we can make our community an even better place to live.

Respectfully yours,



Robert M. Trainor
Mayor, Charles Town, WV

Appendix A: Social Services Liaison/Coordinator Position Description

Appendix B: Community of Care Resource Guidebook

JEFFERSON COUNTY READY TO RENEW PARTNERSHIPS FOR A COMMUNITY OF CARE FOR OUR HOMELESS AND DISTRESSED

EXECUTIVE SUMMARY

The Local Challenge of Homelessness

Jefferson County, WV has a significant population of as many as 1,400 men, women and children who are homeless or at risk of homelessness as measured by the federal McKinney-Vento Homeless Assistance Act standards. The causes are many and varied, including the socio-economic challenges of inadequate wages, poverty, and unaffordable housing; inadequate health care exacerbating poor health conditions as well as substance abuse/addiction; and other problems including domestic violence and abuse. These problems can be devastating to individuals and families and have an unmistakably negative impact on the entire local community.

Mayor's Select Committee on Homelessness Launched in 2019

With citizens, social service agency partners, and businesses increasingly concerned about the crisis of homelessness in Jefferson County, Charles Town Mayor Robert M. Trainor formed the "Mayor's Select Committee on Homelessness" in 2019, which is composed of residents, human and homeless service professionals, business representatives, elected and appointed municipal leaders, and other concerned stakeholders. The goal of the Mayor's Select Committee on Homelessness (Select Committee) is to develop recommendations for policymakers and service providers that will render homelessness a rare and brief event in Jefferson County, through the effective use of a continuum of care for homeless and at-risk individuals and families, and through the recommendation of policies and initiatives to fill identified gaps.

Organizations on the Front Lines of Care and Support

The Jefferson County community is blessed to have the full and ongoing commitment and support of two primary organizations that lead the response to homelessness in our area – Jefferson County Community Ministries (JCCM) based in Charles Town, and the West Virginia Coalition to End Homelessness (WV Coalition), a state-wide organization with an Eastern Panhandle office and operation based out of Martinsburg. JCCM and the WV Coalition are on the front lines of serving the homeless and the community, and this Select Committee strategy report is focused squarely on enhancing the effectiveness and reach of JCCM and the WV Coalition to tackle these homelessness issues, with the support of other allied organizations and resources.

The Broader Community of Care in Jefferson County

Along with the primary frontline organizations of JCCM and the WV Coalition, there is a broader community of care in Jefferson County and the region made up of state, local, non-profit, and social service agencies helping homeless, vulnerable, and other individuals and families challenged by a variety of economic, health, and social issues that may put their well-being and ability to maintain housing at risk.

This report provides an outline of a robust "Community of Care" network to address these issues which includes essential partner organizations, homeless prevention and diversion organizations, community engagement organizations, emergency shelters, rapid-re-housing providers, permanent supportive housing providers, permanent and affordable housing support organizations, public agencies, social service agencies, non-profit entities, food assistance providers, clothing and personal care suppliers, health and medical institutions and providers, senior and disability service organizations, and employment skills and job training organizations.

This report also provides a “Community of Care Guidebook” that offers key information on these organizations, their missions, services, and offerings, contact information, and other user-friendly information. The Select Committee recommends that this Guidebook be distributed in print and electronic PDF format to a broad range of local municipal, county, and civic officials; social service and non-profit agencies; educational and counseling providers; and other networks. The Guidebook can also be placed on the websites of these organizations.

Recommended Strategies and Actions

The members and key supportive stakeholders involved in the Select Committee reached full consensus on strategies which can be undertaken to address the causes and impacts of homelessness in Jefferson County. Following are five (5) key strategies and actions recommended by the Select Committee in the areas of partnership, collaboration, supporting frontline homelessness organizations, and boosting affordable housing in Jefferson County. This Select Committee does not view itself as the implementing authority for these strategies, but instead recommends how existing authorities, organizations and key stakeholders could address these issues.

1. Establish and maintain a Network of Collaboration

Many of the elements necessary to address the causes and effects of homelessness more adequately are already in existence. However, the efforts of our local service providers, while selfless and often border on heroic, are not adequately coordinated resulting in lesser returns that should be expected for the effort. Establishing and maintaining a more robust partnership among Jefferson County officials, municipalities, and other organizations is a force multiplier – a Network of Collaboration. This Jefferson County Network of Collaboration could coordinate and consolidate effort on a county-wide basis to reap greater dividends for those who require assistance.

In view of this need, the Committee has developed a “Community of Care Guidebook” for Jefferson County (Appendix B) in an effort to begin identifying the many providers offering assistance and services for the underserved in our community.

2. Create a Jefferson County social services liaison/coordinator position

As many social service providers and organizations are located outside Jefferson County, the County needs a position/office to provide adequate county-wide collaboration with local, State, and Federally sponsored social service agencies and leverage resources available for affordable housing and other social services.

3. Provide additional resources to our Frontline Organizations combating homelessness

Due in part to the lack of a coordinated County effort many of our Frontline organizations are unable to adequately address the ever-increasing burden of social needs in our County and are themselves in need of additional resources. Specifically, Jefferson County Community Ministries, in partnership with the West Virginia Coalition to End Homelessness, is one of our primary frontline organizations and they are in dire need of:

- paid managers of their Emergency Shelter program,
- funding resources for their temporary housing (motel program),
- funding resources for their Transportation Support Program, and
- funding resources for a caseworker/diversion specialist.

4. Improve affordable housing options in Jefferson County

A coordinated effort is required to provide more affordable housing options in Jefferson County, such as:

- initiate a plan to include affordable housing in Jefferson County housing projects,
- create a Housing Buy-Down program in Jefferson County to increase the supply of rapid rehousing and permanent supportive housing units in the County, and
- improve the effectiveness of local housing authorities.

5. Establish a Neighborhood Ambassador program

Citizen involvement and good neighbors is essential to a caring and healthy community. Government agencies alone, however well-intentioned, cannot adequately or effectively address the many challenges associated with homelessness. The Select Committee seeks to foster positive approaches to addressing the tensions that can arise from loitering or other negative impacts associated with homelessness in downtowns, local stores and civic buildings, and the neighborhoods. The Select Committee proposes the launch of a "Neighborhood Ambassador" program that would address the need for positive interactions and community improvements.

First, the Ambassador program will recruit and manage competent clients of Jefferson County Community Ministries to conduct community improvement projects such as trash cleanup, landscaping, and snow-shoveling tasks for paid wages. This can be done in coordination with the city management, public works department, and community policing leader of Charles Town, Ranson, and potentially other Jefferson County areas.

Second, the Ambassador program will seek to boost community involvement by all local citizens at JCCM, through open houses, social gatherings, collaboration on neighborhood improvement projects, and the recruitment of citizens to support JCCM's programs which depend on community volunteers such as the Emergency Cold Weather Shelter.

The Select Committee estimates that the costs of implementing these recommendations is approximately \$251,000 initially and increasing over time if new housing buy-down units are added. Direct expenditures are associated with creating a county liaison/coordinator position (\$75,000), additional resources to the frontline organizations (\$140,000), and increasing affordable housing units (\$36,000).

REPORT FINDINGS

The Local Challenge of Homelessness

Jefferson County, WV has a significant population of as many as 1,400 men, women and children who are homeless or at risk of homelessness, as tracked by the West Virginia Coalition to End Homelessness, Homelessness Education Liaison officials in Jefferson County Schools, and as measured by the federal McKinney-Vento Homeless Assistance Act standards. The causes are many and varied, including the socio-economic challenges of inadequate wages, poverty, and unaffordable housing; inadequate health care exacerbating poor health conditions as well as substance abuse/addiction; and other problems including domestic violence and abuse. These problems can be devastating to individuals and families and have an unmistakably negative impact on the entire local community – residents, businesses, and downtown centers, as well as civic and social institutions.

In recent months and years, there has been an increase in the homeless and at-risk populations. In 2020, the WV Coalition to End Homelessness supported 134 homeless persons in Jefferson County, ranging in age from a newborn baby to a person 80 years old. Of those supported, 17 met the federal definition of chronically homeless*, while the others were in various states of homelessness. These circumstances included people living in places not meant for human habitation, people staying in emergency shelters, people living in hotel or motel rooms paid with emergency funding, people living temporarily with family or friends, people dealing with domestic violence issues, and other situations. In 2020, as many as 1,261 students (approximately 13% of all students) were living under conditions that meet the definition of “homeless” under applicable standards of the federal McKinney-Vento Act – a troubling 65% increase in homeless students over just three years, according to Jefferson County School’s Homelessness Education Liaison.

Homelessness can arise from factors including increasing housing prices and decreasing options for affordable housing, the opioid crisis, conditions of poor mental or physical health, family struggles, and other underlying causes. According to the Point in Time Count conducted in 2020 in West Virginia, homeless people reported various and multiple responses to the reasons for their homelessness that included the following: 31% said that they could not afford rent, over 30% had serious mental illness, over 30% reported substance abuse disorders, 24% said unemployment, 9% said criminal record, 6% said they had an eviction record or lacked a housing record, 6% cited domestic abuse, and 18% cited other reasons.

These strains and risks of homelessness became even more acute in 2020, as the COVID-19 virus crisis has created economic challenges for many families who have lost jobs and earning power, strained the resources of local governments and social service organizations and churches, increased the threats and occurrence of housing evictions and foreclosures, raised concerns about virus transmission and other decreases in health quality in homeless and vulnerable populations, and decreased volunteers’ abilities to provide help. At the time this report was issued, there were numerous eviction cases pending in the local Jefferson County judicial system. The level of requests

* Chronically homeless is defined by federal law and the U.S. Department of Housing & Urban Development (HUD) as an individual or family that is homeless and resides in a place not meant for human habitation, a safe haven, or in an emergency shelter, and has been homeless and residing in such a place for at least 1 year or on at least four separate occasions in the last 3 years. The federal definition also requires that the individual or the family head of household has a diagnosable substance use disorder, serious mental illness, developmental disability, posttraumatic stress disorder, cognitive impairments resulting from a brain injury, or chronic physical illness or disability. A person may also be considered chronically homeless if they meet those criteria and have come out of an institutional facility (hospital, jail, or substance abuse or mental health facility) where they spent less than 90 days.

to Catholic Charities of WV for rental and mortgage assistance has jumped by 65% in 2020, over the same period in 2019.

This increasing population of homeless in Jefferson County has triggered concern in the community about the plight of these individuals and families, increased strains on social service agencies, and impacted local businesses and neighborhoods.

Mayor's Select Committee on Homelessness Launched in 2019

With citizens, social service agency partners, and businesses increasingly concerned about the crisis of homelessness, Charles Town Mayor Bob Trainor formed the “Mayor’s Select Committee on Homelessness” (Select Committee) in 2019, which is composed of residents, human and homeless service professionals, business representatives, elected and appointed municipal leaders, and other concerned stakeholders. The goal of the Select Committee is to develop recommendations for policymakers and service providers that will render homelessness a rare and brief event in our community, through the effective use of a continuum of care for homeless and at-risk individuals and families.

The members of and key collaborative partners with the Select Committee include:

Members:

- Gary Cogle, citizen of Jefferson County
- Josh Compton, Jefferson County Commissioner
- Gary Dungan, Vice President of the Board, Jefferson County Community Ministries
- Anthony Grant, City Manager, City of Ranson
- John King, retired Law Enforcement, citizen of Charles Town
- Janet Lowry, Secretary of the Board, Jefferson County Community Ministries
- Jean Petti, Councilmember, City of Charles Town
- Shane Stoneberger, Downtown Charles Town Business Owner
- Bob Trainor, Mayor, City of Charles Town
- Matt Ward, citizen of Charles Town

Key Supportive Stakeholders:

- Robert Shefner, former Director of Jefferson County Community Ministries
- Keith Lowry, Interim Director of Jefferson County Community Ministries
- Kenneth Allread, Executive Director, Advocate for Homeless Families, Frederick County MD
- Siobhan Bertone, Eastern Panhandle Program Assistant, Catholic Charities of West Virginia
- Helen Dettmer, Mayor, Town of Bolivar
- Stephanie Grove, Jefferson County Administrator
- Katrina Hagedorn, Case Manager, Catholic Charities of West Virginia
- Daryl Hennessy, City Manager, City of Charles Town
- Ellie Johnson, Supervisor of SOAR Program, WV Coalition to End Homelessness
- Chris Kutcher, Chief of Police, Charles Town
- Jennifer Lyons, Jefferson County Day Report Center
- Beau Stiles, Director of Street Outreach for Eastern Panhandle, WV Coalition to End Homelessness
- Laura Whittington, Town Administrator, Town of Bolivar

- Alicia White, Housing Stabilization Case Manager, WV Coalition to End Homelessness

The **primary objectives** outlined in the Select Committee's mission statement include developing a plan to:

1. **Identify the human service needs of those in our community experiencing the predicaments that may lead or have led to homelessness;**
2. **Determine gaps in the local social services safety net;**
3. **Provide a listing of applicable regional service providers that may be able to fill potential gaps in the local social services safety net and the process for accessing those services;**
4. **Provide recommendations to meet the associated ancillary challenges associated with homelessness that include an increase in property damage, crime, and loitering in the downtown and elsewhere in the community; unsanitary conditions in public places; and overall public safety concerns; and**
5. **Address the lack of quality affordable housing options in Jefferson County.**

It is also understood by the members and participants in the Select Committee that, due to the complex nature of the issues and challenges undertaken by the Select Committee and its timeline, developing an all-encompassing solution is unlikely. As such, the Select Committee has focused on those approaches that will maximize positive impact in the short-term while establishing a foundation and commitments to further action for future longer-term solutions.

Organizations on the Front Lines of Care and Support

The Jefferson County community is blessed to have the full and ongoing commitment and support of two primary organizations who lead the response to homelessness in our area – Jefferson County Community Ministries (JCCM) based in Charles Town and the West Virginia Coalition to End Homelessness (WV Coalition), a state-wide organization with an Eastern Panhandle office and operation based out of Martinsburg. JCCM and the WV Coalition are on the front lines of the serving the homeless and the community, and this Select Committee report is focused squarely on enhancing the effectiveness and reach of JCCM and the WV Coalition to tackle these homelessness issues, with the support of other allied organizations and resources.



Since 1983, **Jefferson County Community Ministries (JCCM)** (<https://jccm.us/>), backed by 50+ churches and other affiliates and partners, is based on the main street in downtown Charles Town. JCCM has served individuals and families in need in Jefferson County with safety-net services and assistance including client assessments and counseling, a nightly Cold-Weather

Shelter during the winter season, Warming/Cooling Stations and a “Safe Space Program”, a Motel Program to provide 2-3 days of short-term housing assistance, a Food Pantry, a Clothing Closet, a Street Medicine initiative, referrals to effective social service agencies and programs, and limited financial aid to prevent rent evictions and utilities terminations and assist with medicine, cooking and heating fuel, emergency shelter, Eastern Panhandle Transit Authority (EPTA) bus transit tickets, and gasoline for needed travel. JCCM’s Transition Assistance programs focus on Transition Coaching, Life Skills Coaching, literacy, financial literacy and budget coaching, job preparedness, healthy eating/lifestyle education, and stress reduction. JCCM has adopted a firm approach that people may

not utilize the JCCM emergency shelter system unless the individual agrees to engage in the JCCM Day Program and case management efforts to make progress toward regaining self-sufficiency.

The increase in homelessness in Jefferson County in recent years and the complexity of the causes and impacts of this issue, have strained the organization's capacity, and forced a rethinking of JCCM's approaches for more effectively serving the community. For 2021 and beyond, JCCM is planning a shift in its service model, with a new JCCM focus on short-term assistance and "Transition Assistance" that meets shorter-term needs, that is better integrated with a continuum of care of other organizations in the area which have the capacity to address some of the more acute and longer-term problems that render some individuals and families unable to effectively utilize JCCM's services.

JCCM and the broader community are backed by the **WV Coalition to End Homelessness** (www.wvceh.org). The WV Coalition is a direct service non-profit organization providing homeless street outreach, case management, rapid re-housing, and permanent supportive housing for people experiencing homelessness. The WV Coalition is also the organization designated and funded by the U.S. Department of Housing & Urban Development (HUD) as the "Continuum of Care" provider on homelessness for most of the state, and all the WV Eastern Panhandle. In addition to its standard funding sources, in 2019, the WV Coalition was one of 32 organizations nationwide to receive funding from the "Bezos Day One Fund" to provide shelter and support for young families in communities. The WV Coalition provides the following services and programs in our area:



1. **Coordinated Entry:** The WV Coalition uses a well-established "coordinated entry" system and a team of Housing Case Managers which seek to target the appropriate housing intervention to each population group, particularly those with higher acuity and higher needs and:
 - a. divert people away from the system for those who can solve their own homelessness;
 - b. quickly, efficiently, and effectively move people from streets and shelters to permanent housing;
 - c. create a more defined and effective role for emergency shelters and transitional housing with a minimum of red tape;
 - d. determine the types of supportive housing needed;
 - e. create an environment of less time, effort, and frustration on the part of case managers by targeting efforts; and
 - f. end homelessness across communities, versus program by program.
2. **Diversion Services:** Diversion is a strategy that prevents homelessness for people seeking shelter, or other homeless assistance, by helping them identify immediate alternate housing arrangements and, if necessary, connecting them with services and financial assistance to help them return to permanent housing. Diversion programs can reduce the number of families becoming homeless, the demand for shelter beds, and the size of program wait lists.
3. **Rapid Re-housing:** The WV Coalition leads rapid re-housing in the area, which is an intervention designed to help individuals and families exit homelessness as quickly as possible, return to permanent housing, and achieve stability in that housing. Rapid re-housing assistance is offered without preconditions (such as employment, income, absence of criminal record, or sobriety) and the resources and services provided are typically tailored

to the unique needs of the household. Rapid re-housing services are provided to individuals and families who were homeless and without shelter for at least one night prior to entering the program. The core components of a rapid re-housing program are housing identification and relocation, short-and/or medium-term rental assistance and move-in (financial) assistance, and case management and housing stabilization services. The lease in these housing situations is directly between the individual/family and the landlord, although the WV Coalition works directly with landlords to help them navigate the rapid re-housing program and be more amenable to participating. Under HUD rapid re-housing program requirements in this housing market, the WV Coalition may pay participating landlords up to \$794 per month (utilities must be included) for a 1-bedroom unit. While the rapid re-housing can provide subsidized rental housing assistance for as long as a year, the WV Coalition model for this type of assistance is up to 6 months, with an effort to achieve self-sufficiency after that period.

Currently, the WV Coalition has just three (3) units of rapid re-housing available in Jefferson County, all of which are filled. This shortage of available units, caused primarily by the high cost of housing units in this county as well as by limits imposed by HUD funding restrictions, means that people and families receiving rapid re-housing support must sometimes be placed in other communities in WV, sometimes far away from their home communities

4. **Permanent Supportive Housing:** The WV Coalition also coordinates the system to provide permanent supportive housing, which means housing to serve a homeless individual or family with higher levels of acuity. The Telamon Corporation likewise is a Permanent Supportive Housing provider in the greater Jefferson County region. In these housing situations, the lease is between the WV Coalition (or Telamon) and the landlord. Permanent Supportive Housing is housing created for the purpose of keeping highly vulnerable individuals and families with complex issues from dying on the streets by providing them with a safe, stable place to live coupled with intensive case management. It is, by definition, a potentially permanent type of housing that seeks to provide a stable place for persons who otherwise would not succeed in remaining stable with a Housing Choice Voucher, Public Housing, market rate housing, or homeownership. Permanent supportive housing is a housing type designed for persons with prolific mental health, physical health, and/or substance use issues, including persons who are chronically homeless. Successful permanent supportive housing utilizes a “housing first” philosophy — the philosophy that all persons can be housed immediately without preconditions of sobriety, income, or behavior.

The housing first philosophy is guided by the belief that people need necessities like food and a place to live before attending to anything less critical, such as getting a job, budgeting properly, or attending to substance use issues. Evidence has shown that people experiencing homelessness, even chronic homelessness, can be placed in an apartment with case management services, abide by their lease, and successfully remain in housing over a long period of time. Individuals and families come into the WV Coalition system into permanent supportive housing primarily from emergency shelters, street outreach, supportive services for veteran family providers, and the WV Coalition’s coordinated entry programs. These units are, like rapid re-housing units, allocated a maximum of \$794 per month (utilities included) under HUD restrictions. The WV Coalition typically is permitted under HUD funding allocations to support between 18-21 Permanent Supportive Housing Units annually – across the entire WV Eastern Panhandle. HUD allows Permanent Supportive Housing units to be leased in Jefferson County only with pre-approval (typically these units are allocated only to Berkeley County). All of these are currently being used in the Berkeley/Jefferson County area.

5. **SOAR:** The WV Coalition runs the “Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) Outreach, Access, and Recovery” or “SOAR” program, an initiative to train case managers on how to help children and adults in the preparation of a Social Security disability benefits application, and how to properly document behavioral health issues to increase access to benefits for those with behavioral health issues that are experiencing or at risk of homelessness.
6. **Housing Management Information System (HMIS):** The WV Coalition is responsible for maintaining the HMIS, a shared data system designed to provide an unduplicated count of homeless individuals, information on the number of people who are homeless, related demographics and their needs over time. HMIS can benefit local agencies by providing customizable, 24/7 electronic access to key information that can be used to:
 - a. develop case plans, action steps, case notes, and client goals;
 - b. coordinate effective delivery of services and housing by sharing client demographic, intake data, and service delivery (every participating agency becomes a point of entry for the entire network);
 - c. interconnect a system of care rather than a sporadic grouping of independent programs; and
 - d. track client needs and services, as well as track services by funding streams.
7. **Day One/Family Navigator Services:** Amazon CEO Jeff Bezos has established a program through his philanthropy named “Day One Families Fund” which, in 2019, chose the WV Coalition as one of 32 organizations nationally to receive funding for locally tailored efforts to help keep young families in housing and help them make progress on socio-economic efforts. The WV Coalition has used this funding to hire, train, and utilize “Family Navigators” who help families identify resources and support for avoiding homelessness and making family progress.

These two primary frontline organizations, JCCM and the West Virginia Coalition, are essential to the service of the homeless community, and this Select Committee seeks to enhance and improve their roles in the community, boost their resources, and ensure that they are actively addressing our most severe problems with homelessness. This report provides recommendations to reach those objectives in a later section. In the following section, this report identifies other organizations in Jefferson County and the Eastern Panhandle which are essential for collaborating with these frontline organizations in supporting Jefferson County families and those at risk for homelessness.

The Broader Community of Care in Jefferson County

Along with the frontline organizations combatting homelessness in Jefferson County, there is a broader community of care in Jefferson County and the region made up of state, local, non-profit, faith-community organizations, and social service agencies helping homeless, vulnerable, and other individuals and families challenged by a variety of economic, health, and social issues that may put their well-being and ability to maintain housing at risk.

As stated in the October 2020 report of the United States Council on Homelessness, Expanding the Toolbox: The Whole-of-Government Response to Homelessness (www.usich.gov/resources/uploads/asset_library/USICH-Expanding-the-Toolbox.pdf):

Communities should prioritize projects that increase self-sufficiency with a focus on outcomes measuring the long-term success and stability of people who are homeless or at risk of homelessness. This envisions an approach that dramatically reduces homelessness by engaging and assessing

families and individuals with a trauma-informed approach to care that addresses the real root causes of homelessness and focuses on these tools: prevention of homelessness; the importance, power, and dignity of work; mental health care; affordable housing; population-specific programming; a renewed focus on racial disparities; and the promotion of alternatives to criminalizing people experiencing homelessness. See Expanding the Toolbox Report at pp. 1, 12.

With that “whole-of-community” approach in mind, this section of the report provides an outline of a robust “Community of Care” network in Jefferson County and the Eastern Panhandle region to address these issues. Attachment (A) to this report provides more specific information about these Community of Care organizations.

The Jefferson Community of Care Network:

Primary Frontline Organizations

- Jefferson County Community Ministries
- WV Coalition to End Homelessness

Essential Partner Organizations

- WV DHHR, Bureau of Children & Families
- Telamon-Transition Resource Corporation
- Community Networks, Inc.

Community Outreach and Engagement

- Regional Resource Connection
- Family Resource Network

Emergency Shelter and Motel Placement

- JCCM
- Eastern Panhandle Empowerment Center
- Bethany House for Women & Children
- Martinsburg Union Rescue Mission
- Faith Community Coalition for the Homeless

Rapid Re-Housing

- WV Coalition
- Community Networks, Inc.
- Eastern Panhandle Empowerment Center

Permanent Supportive Housing

- WV Coalition
- Telamon
- Community Networks, Inc.

Permanent Housing

- West Virginia Housing Development Fund
- Martinsburg Housing Authority
- Eastern Panhandle HOME Consortium
- Habitat for Humanity
- United Way of the Eastern Panhandle

Public Services

- Jefferson County Health Department
- WV Department of Health & Human Services/Bureau for Children & Families
- Eastern Panhandle Transit Authority (EPTA)
- Jefferson County Fire Department and Emergency Medical Services (EMS)
- Jefferson County Sheriff's Department
- Four municipal police departments and one University police department

Social Services

- Catholic Charities of WV
- United Way of the Eastern Panhandle
- The Salvation Army
- Boys & Girls Club of the Eastern Panhandle, Jefferson County Branch
- Relatives as Parents Program (RAPP), family support services
- WVHU Healthy Grandfamilies
- Parent-Educator Resource Center
- LogistiCare

Food Assistance

- WIC (Women, Infants and Children)
- JCCM Food Pantry
- Meals on Wheels of Jefferson County
- Faith Feeding Freedom
- Ranson Old Town Community Gardens
- Bushel & Peck/Charles Town Farmers Market

Clothing & Personal Care Assistance

- JCCM Clothing Closet
- Horizon Goodwill, Shepherdstown
- School Clothing Allowance
- Faith Feeding Freedom

Health & Medical

- WVU Medicine
- JCCM Street Medicine
- Good Samaritan Free Health Care
- Jefferson County Day Report Center
- Genesis Health Care, Care Haven Center
- EastRidge Health Systems
- Shenandoah Community Health
- Family Preservation Services
- Blue Ridge Recovery Resource Center
- United Way of the Eastern Panhandle

Senior Services

- Good Shepherd Interfaith Volunteer Caregivers
- Shepherdstown Area Independent Living (SAIL)

Disability Services

- Jefferson County Council on Aging
- SOAR

Job Training and Employability Skills

- Jefferson County Adult Learning
- WV Works
- Horizon Goodwill Industries
- JCCM

Recommended Strategies & Actions

Homelessness, affecting both adults and children, increasingly impacts many of our fellow residents here in Jefferson County. The debilitating consequences of homelessness not only wreaks havoc among those directly affected but the entire community suffers – residents, businesses, and town centers, as well as civic and social institutions. The causes of homelessness are many and varied, including unaffordable housing, domestic violence, substance abuse, inadequate health care, and lack of a reliable socio-economic safety net. While there may not be a simple panacea for solving our homelessness challenges, the Select Committee presents the following recommendations as initial steps to render homelessness a rare and brief event in our community.

The Select Committee does not view itself as the implementing authority for these strategies, but instead recommends how existing authorities, organizations and key stakeholders could address these issues.

1. Establish and maintain a more robust Network of Collaboration

Many of the elements necessary to address the causes and effects of homelessness more adequately are already in existence. However, the efforts of our local service providers, while selfless and often border on heroic, are not adequately coordinated resulting in lesser returns that should be expected for the effort. Establishing and maintaining a more robust partnership among Jefferson County officials, municipalities, and other organizations is a force multiplier – a Network of Collaboration. This Jefferson County Network of Collaboration could coordinate and consolidate effort on a county-wide basis to reap greater dividends for those who require assistance.

In view of this need, the Committee has developed a “Community of Care Guidebook” for Jefferson County (Appendix A) in an effort to identify the many providers offering assistance and services for the underserved in our community. The Committee recommends that this Guidebook be distributed in print and electronic PDF format to a broad range of officials and service providers throughout Jefferson County. The Guidebook should also be placed on the websites of these organizations. Updating this Guidebook routinely would be one of the duties of the county liaison/coordinator referenced in Recommended Strategies & Actions #2.

2. Create a Jefferson County social services liaison/coordinator position

As many social service providers and organizations are located outside Jefferson County, the County needs a position/office to provide adequate county-wide collaboration with local, State, and Federally sponsored social service agencies and leverage resources available for affordable housing and other social services. See Appendix A for a proposed description of the duties for such a position.

a. Liaison with county and regional service providers

Many of the federal and state social service agencies that were created to serve the Eastern Panhandle are located in Berkeley County and as such lack adequate collaboration, connection, or service offerings to meet Jefferson County needs. This disconnect and the growing populations of both Jefferson and Berkeley counties requires that either Jefferson County pursue a more active role at Berkeley County based social service agencies or begin the process of pursuing a more direct role with those social agencies. In either case, some manner of a social services position in Jefferson County is required to coordinate this effort. In addition, the liaison/coordinator position would coordinate closely with Jefferson County Community Ministries, the WV Coalition to End Homelessness, West Virginia Department of Health and Human Resources (DHHR) –

Jefferson County Office, the Health & Human Services Collaborative of the Eastern Panhandle, local churches, and nonprofits to coordinate services.

b. Engage local government officials and social service organizations in key collaboration networks of the Eastern Panhandle.

The interaction among organizations and civic leaders which took place during the year of collaboration on the Select Committee brought great understanding and fresh energy for tackling these homelessness issues. Yet it also highlighted that these communications are not robust or frequent enough. Also, as noted above, a great many of the organizations serving Jefferson County are based in Martinsburg, do not maintain a regular presence in Jefferson County, and are not fully attuned to the needs in Jefferson County. Likewise, local government officials and social service organizations in Jefferson County must boost their efforts to collaborate with these regional organizations. For those reasons, the Select Committee recommends the designated liaison/coordinator begin engaging with key collaborative regional networks including the Family Resource Network (FRN) and Health and Human Services Collaborative of the Eastern Panhandle (HSSC) and initiate regular/annual convenings of these groups with Jefferson County officials to discuss specific issues, developments, and needs in our county.

3. Provide additional resources to our Frontline Organizations combating homelessness

JCCM, in partnership with local churches, and WV Coalition are the frontline organizations addressing homelessness in Jefferson County and have been battling the causes of consequences of poverty and homelessness for many years. They are a welcome source of positive benefit in our community. However, these organizations have been stretched to their limits and need additional resources and support to enable them to continue providing services to those in need. As such, *the Select Committee recommends a cost-sharing agreement between Jefferson County and the municipalities governments* to assist JCCM to meet the following needs:

a. Resources for key Jefferson County Community Ministries (JCCM) needs:

Many critical services provided by JCCM to the at-risk community, including those who are homeless, are very resource intensive. Due in part to the COVID-19 pandemic coupled with increased needs have all but exhausted JCCM's resources. In fact, JCCM forecasts a shortfall of approximately \$80,000 for this fiscal year. Therefore, JCCM needs approximately \$80,000 for this fiscal year and will require a like supplement in the future to be able to provide the current level of services. The following provides a general outline of the shortages:

- i. \$30,000 to support three full-time and two part-time shift Cold Weather Shelter managers, required to cover the 12-hour nightly shifts. These positions are assisted by non-paid volunteers.
- ii. \$25,000 to support the JCCM Critical Rehousing (Motel) program. This program aids clients who require housing support in excess of the more typical short-term one to three day stay
- iii. \$25,000 to support JCCM's Transportation Support program and various other expenses. This program provides resources for automotive repairs, Eastern Panhandle Transport Authority (EPTA) bus tickets, transportation-to-work support, and the acquisition and maintenance of donated/low-cost vehicles for JCCM staff and volunteer use.

- b. Establish an additional Caseworker/Diversion Specialist position at Jefferson County Community Ministries, in partnership with the WV Coalition, to provide services throughout Jefferson County:**

The fundamental juncture in the continuum of care for assisting at-risk populations is to avoid their homelessness in the first place. Caring and advising at-risk and homeless clients require skilled caseworkers who are able to navigate the varied and somewhat tortuous labyrinth of Federal, State, and private care givers to identify, schedule, and secure the most efficacious assistance for clients. The estimated cost for an additional caseworker is \$60,000 (inclusive) for the fulltime position. As JCCM is one of the centers of social services in Jefferson County, it is recommended that the caseworker be located at JCCM with office/meeting space available at other municipalities in Jefferson County to provide direct services to those areas.

4. Improve affordable housing options in Jefferson County

Increase the number of affordable housing units in the county and improve affordable housing options in Jefferson County. A fundamental challenge for the homeless and vulnerable in Jefferson County is the lack of affordable housing. In addition, given the restrictions under Department of Housing and Urban Development (HUD) funding programs, there is a severe shortage of units that can be utilized for rapid rehousing and permanent supportive housing in Jefferson County. Short-term need and longer-term solutions demand that a greater supply of affordable housing is needed in Jefferson County. To address the lack of affordable housing in Jefferson County, the Select Committee recommends:

- a. Initiate efforts to include affordable housing in Jefferson County:**

County and municipality officials should investigate strategies – including building and development incentives and requirements – to establish meaningful portions of new housing construction projects in Jefferson County that are affordable for our lower-income workforce, individuals, and families.

- b. Create a "Housing Buy-Down" fund to support additional rapid rehousing and permanent supportive housing units in the County:**

The WV Coalition reports the dire need for additional units for rapid rehousing for individuals and families, and permanent supportive housing for the homeless. However, in the expensive Jefferson County housing market, it is very difficult to find owners/landlords who can afford or are willing to rent their properties for the maximum HUD allowance of \$794 (including utilities). To open up more rapid rehousing units in the County, the Select Committee recommends that county and municipal governments create a Housing Buy-Down fund to subsidize the \$794 HUD allowance for 10 rapid rehousing and 5 permanent support housing units at \$200/month would require an annual commitment of only \$36,000. The Select Committee recommends the establishment of a goal in Jefferson County to increase rapid re-housing units by 5 more units in 2022 and 10 total units in 2023 and beyond, and to increase permanent supportive housing units by 2 units in 2022 and 3 additional units in 2023 and beyond, through the establishment of an "Affordable Housing Buy-Down Fund" to be used in coordination with the WV Coalition and Telamon.

c. Enhance the effectiveness of public housing authorities to serve Jefferson County's affordable housing needs:

The Martinsburg Housing Authority (MHA) has jurisdiction over Jefferson County's affordable housing issues but as with other agencies outside the county, a true partnership has never been formed and has failed to meet the needs of Jefferson County. As stated in our recommendation to create a Jefferson County social services liaison/coordinator position, we should either establish a more active role at the Martinsburg Housing Authority or begin the process of pursuing a more direct role with state and/or federal agencies.

5. Establish a Neighborhood Ambassador program

Citizen involvement and good neighbors is essential to a caring and healthy community. One challenge of the homelessness situation in Jefferson County is that local citizens and business proprietors may have concerns about loitering or other negative impacts associated with homeless people in the downtown, local stores, civic buildings, and neighborhoods. These tensions can be particularly acute in and around downtown Charles Town and Ranson, as the base of services for homeless and at-risk individuals is the Jefferson County Community Ministries headquarters located in downtown Charles Town. The members of the Mayor's Select Committee clearly recognize that there must be resolutions that will address those negative issues, while fostering positive interaction between human beings in real need, with the other people who live and work in our community as well as with our visitors.

Jefferson County Community Ministries recognizes the importance of its staff being fully attentive to the negative impacts associated with JCCM clients and taking proactive efforts to minimize and address these issues on an ongoing basis. The Select Committee encourages concerned citizens to contact JCCM leadership directly about issues, and approaches to improvement. Over time, the Jefferson County social services liaison/coordinator position can be involved in helping address these issues.

The Select Committee believes that a solid approach to improvement in this area would be to launch a "Neighborhood Ambassador" program in Charles Town and Ranson, which could be expanded to other areas of Jefferson County in the future as appropriate. The purpose of the Neighborhood Ambassador program will be two-fold.

First, the Neighborhood Ambassador program will select clients of JCCM who are enrolled and succeeding in the JCCM Life Skills program, and who demonstrate capacity and willingness to be a Neighborhood Ambassador, to be hired under hourly wage contracts to promote progress and improvements in targeted downtown and other areas. For example, ambassadors would ensure trash receptacles are cleared, trash and other debris in the streets are collected, inappropriate activities observed and corrected with support from JCCM staff and local governments, and beautification and improvement projects are conducted. These Neighborhood Ambassadors could also help senior citizens in need in the community, with tasks such as snow shoveling and yard debris/leaf clearance. This approach is based on a successful pilot initiative led by the City of Ranson and JCCM to deploy JCCM Ambassadors in paid tasks such as janitorial projects in Ranson municipal buildings and gardening at the Ranson Old Town Community Gardens. The Select Committee and JCCM are keen to expand the Ambassador program to provide meaningful paid wages to JCCM clients who are willing to serve and create a frontline of Neighborhood Ambassadors who can help ensure that negative activities and impacts are mitigated. JCCM also believes that some of the Ambassadors' services can be provided on a volunteer basis during some periods, to emphasize the importance of volunteer service and contributions in local communities.

Next steps on this aspect of the Neighborhood Ambassador program would be for JCCM to confirm and put forward a policy proposal on how the Ambassadors can be selected, trained, managed, and compensated. JCCM working in coordination with the City Managers, Public Works Directors, and Police Departments would establish good protocols for conducting the program and maintaining collaboration. Sources for payment of hourly wages can be identified in these discussions.

In addition, the Select Committee recommends that the Charles Town and Ranson Police Departments continue and enhance their approach of using beat officers and school resource officer staff to conduct community policing activities in the downtown areas. These community policing approaches can include collaboration with JCCM staff and clients at the JCCM headquarters, downtown walking and biking patrols, and collaboration with the Neighborhood Ambassadors, various Ranson and Charles Town city organizations, and businesses. JCCM and the Charles Town and Ranson Police Departments have commenced discussions on a promising idea of pairing community policing officers with outreach/case management workers to support those in need. Charles Town and Ranson should consider applying to the U.S. Department of Justice for COPS Hiring grant resources to support this program, including new grants which have been established to pair police with social workers, mental health providers, and community engagement staff to address community issues and needs.

The second purpose and approach for the Neighborhood Ambassador program is to engage local citizens, the faith-based community, and other organizations to get more involved in supporting JCCM and people in need. As previously noted, citizen involvement and good neighbors are essential to a caring and healthy community. Government agencies alone, however well-intentioned, cannot adequately or effectively address the many challenges associated with homelessness. Therefore, the Select Committee recommends using the Neighborhood Ambassador program as a way to boost community involvement at JCCM, through open houses, social gatherings, collaboration on neighborhood improvement projects, and the recruitment of citizens to support JCCM's programs which depend on community volunteers such as the Emergency Cold Weather Shelter.

Finally, the Select Committee recommends that the City of Charles Town work with Potomac Edison to install additional/enhanced lighting around the Charles Town Library, which is a place where homeless people often gather. The future Jefferson County social services liaison/coordinator, Charles Town officials, and JCCM officials must continue to identify approaches for addressing the negative impacts on library users that sometimes arise in these situations.

**THE MAYOR'S SELECT
COMMITTEE ON
HOMELESSNESS REPORT**

APPENDIX A

**SOCIAL SERVICES
LIAISON/COORDINATOR**

**DRAFT POSITION
DESCRIPTION**

Position Title:	Social Services Liaison/Coordinator	Grade Level:	VII
Department	County Commission	Date:	
Reports to:	County Administrator	FLSA Status	Exempt

Statement of Duties: Responsible for coordinating various affordable housing resources in the County in an attempt to obtain funding and additional resources to assist the homeless and at risk of homelessness population.

Supervision Required: Employee works under the general direction of the County Administrator. The employee plans and carries out the regular work in accordance with standard practices and previous training, with substantial responsibility for determining the sequence and timing of action and substantial independence in planning and organizing the work activities, including determining the work methods. The employee is expected to solve, through experienced judgment, most problems of detail or unusual situations by adapting methods or interpreting instructions to resolve the particular problem. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines, and priorities.

Technical and policy problems or changes in procedures are discussed with supervisor, but ordinarily the employee plans the work, lays it out and carries it through to completion independently. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

Confidentiality: Access to *some confidential information*, not department-wide that is obtained during performance of essential functions, where the effect of any disclosure would probably be negligible or where the full significance of the overall confidential matter would not be apparent in the work performed.

Accountability: Consequences of errors or poor judgment may include adverse public relations, missed deadlines, monetary loss, legal repercussions, labor/material costs, and jeopardize programs.

Judgment: Guidelines only provide limited guidance for performing the work. They may be in the form of administrative or organizational policies, general principals, legislation, or directives that pertain to a specific department or functional area. Extensive judgment and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. The employee is recognized as the department or functional area's authority in interpreting the guidelines, in determining how they should be applied, and in developing operating policies and practices.

Complexity: The work consists of employing many different concepts, theories, principles, techniques, and practices relating to an administrative field. Assignments typically concern such matters as studying trends in the field for application to the work; assessing services and recommending improvements.

Work Environment: The work environment involves *everyday discomforts typical of indoor environments such as office settings*, with *infrequent exposure to outside elements*. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Mental stress is usually present in the form of being required to weigh competing and concurrent demands under deadline pressures.

Nature and Purpose of Public Contact: Duties involve *constant contact with local, state, and federal government officials, community leaders and any other individuals to protect and promote the municipality's overall interest.* Employees must possess a high degree of diplomacy and judgment and must be able to work effectively with and influence all types of persons. Duties require a well-developed sense of strategy and timing in representing the municipality effectively in critical and important situations which may influence the well-being of the municipality.

Occupational Risk: Duties of the job present *little potential for injury.* Risk exposure is similar to that found in typical office settings.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Plans, organizes, directs, coordinates, and implements the work plan and policies related to the County-wide housing projects and programs.
2. Generate resources and funding to assist the homeless population and those at risk for homelessness.
3. Ascertain housing needs in the County and available resources to assist the County's homeless population.
4. Research available affordable and supportive housing options.
5. Research and apply for federal, state, local, and private grants. Research other funding opportunities for affordable housing, programs to prevent homelessness, and other programs that would support the homeless population and those at risk of homelessness.
6. Direct and coordinate grant acquisition and contract management for housing programs.
7. Develop partnerships with housing and community providers and organizations to assist the County homeless population.
8. Engage landlords to create housing opportunities.
9. Coordinate with community volunteer organizations to create positive community engagement opportunities for the homeless population. Such organizations may include church groups, local high school volunteer organization, community civic groups, boy/girl scout groups and other similar organizations.
10. Represent the County and municipalities at meetings regarding housing issues for homeless populations and assist in educating the community on changing policy as it related to access to affordable housing.
11. Prepare and present policy recommendations to the County Commission and City Councils with regard to housing for the at risk and homeless populations.

12. Maintain all related records and documents.

13. Other duties as assigned

Recommended Minimum Qualifications:

Education and Experience: Bachelor's degree from an accredited college or university in Social Services, Public Policy, Public Administration, Business Administration, or a related field of study. Three to five years of progressively responsible work experience in public or private affordable housing policy and/or affordable housing development. Specific experience in financing affordable housing is desirable. Four years of relevant experience may be substituted for the education requirement or a combination of education and experience.

Knowledge, Abilities and Skill

Knowledge: Basic knowledge of federal, state, and local housing legislation, regulations, programs, and resources. Basic knowledge of housing programs, functions, and services.

Abilities: Ability to interact effectively and appropriately and establish collaborative relationships with the public, policy makers, community partners, and state federal, and local officials. Ability to perform multiple tasks and plan, organize, direct, develop, and implement housing policies. Ability to exercise ingenuity in solving County-wide housing and homeless problems.

Skills: Excellent written and oral communication skills. Working knowledge of Microsoft Word, Outlook, and Excel.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Demands: *Little or no physical demands* are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional lifting of objects such as ledger books, photocopy, and computer paper (up to 30lbs.).

Motor Skills: Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, operating a personal computer and/or most other office equipment, typing and/or word processing, filing, sorting of papers, or operating a motor vehicle.

Visual Demands: Visual demands include constantly reading documents for general understanding and for analytical purposes.

**THE MAYOR'S SELECT
COMMITTEE ON
HOMELESSNESS REPORT**

APPENDIX B

**COMMUNITY OF CARE
RESOURCE GUIDEBOOK**

APPENDIX B COMMUNITY OF CARE RESOURCE GUIDEBOOK

I - FRONTLINE ORGANIZATIONS SERVING THE HOMELESS & AT-RISK

Jefferson County Community Ministries

Focus areas & service offerings: JCCM serves individuals and families in need in Jefferson County with safety-net services and assistance including client assessments and counsel, a Cold-Weather Shelter during the winter season at nights, Warming/Cooling Stations and a "Safe Space Program", a Motel Program to provide 2-3 days of short-term assistance, a Food Pantry, a Clothing Closet, a Street Medicine initiative, referrals to effective social service agencies and programs, and limited financial aid to prevent rent evictions and utilities terminations and assist with medicine, cooking and heating fuel, emergency shelter, EPTA bus transit tickets, and gasoline. JCCM's Transition Assistance programs focus on Transition Coaching, Life Skills Coaching, literacy, financial literacy and budget coaching, job preparedness, healthy eating/lifestyle education, stress reduction.

Who is eligible: All in need are welcomed and served.

Website: <https://jccm.us/>

Contact: 304.725.3186, info@jccm.us, or visit 238 West Washington Street, Charles Town, WV 25414

West Virginia Coalition to End Homelessness

Focus areas & service offerings: The West Virginia Coalition, which is the official "Continuum of Care" provider for homeless services designated and funded by U.S. HUD, provides Family Navigator services for families and children, diversion counseling and case management for individuals and families at risk of being homeless, referrals to shelters for homeless people in need, rapid re-housing placements for individuals and families in short-term need of housing assistance, permanent supportive housing placements for individuals with high-acuity and high-need for housing and caseworker support, and social security income and disability assistance.

Who is eligible:

- Diversion, counseling, caseworker, Family Navigator, and other counseling assistance to individuals and families at risk for homelessness.
- Rapid Re-Housing for individuals and families that were homeless the night before
- Permanent Supportive Housing for individuals or heads of family households who have been chronically homeless for more than one year, or homeless after release from a health/medical/jail or other institution in the past 90 days.

Website: www.wvceh.org

Contact: Consolidated entry intake phone line at 833.722.2014 or ces@wvceh.org, and Eastern Panhandle Outreach Officer Beau Stiles at beaustiles@wvceh.org or 304.871.6151

II - ESSENTIAL PARTNER ORGANIZATIONS

West Virginia Department of Health & Human Resources, Bureau of Children & Families

Focus areas & service offerings: At the official State of West Virginia agency tasked with supporting the health and well-being of our local citizens, DHHR is an essential organization for serving the homeless, economically vulnerable, and people and families in need. DHHR Bureau of Children & Families support offered from its Charles Town/Jefferson County offices include: Homelessness services

- Short term emergency assistance (rent, utilities, food, household supplies, clothing, transportation, medical services)
- SNAP, Medicaid/CHIP/QHP/Medicare, long-term care
- Childcare
- Child support services
- Substance abuse prevention services
- Domestic violence prevention, child abuse prevention, elder abuse prevention, adult protective services
- LIEAP/home energy-utility assistance
- Non-emergency medical transport
- Disaster assistance
- Refugee resettlement

Who is eligible: A variety of eligibility requirements apply for the range of service offerings from DHHR – contact a DHHR representative to find out if you qualify for particular services.

Website: <https://dhhr.wv.gov/bcf/Pages/County-Details.aspx?County=jefferson>
or <https://dhhr.wv.gov/POS/Pages/default.aspx>

Contact: 304.725.2600, or visit 239 Willow Spring Drive, Charles Town, WV 25414

Telamon-Transition Resource Corporation

Focus areas & service offerings: Telamon (TRC) is a nonprofit organization that seeks to transform lives through education. Over the years, the Telamon network has grown to include nearly 2,000 employees, board members, volunteers and partners who are actively involved in helping to make communities better, individually, and collectively, with operations in 11 states including West Virginia.

With financial stability, families can achieve the dream of homeownership. With funding support from the WV Department of Health & Human Resources, TRC provides “Housing & Financial Empowerment” services ensure that families receive support in reaching these important goals. TRC provides temporary transitional housing for individuals experiencing or at risk of experiencing homelessness and who are in recovery from co-occurring disorders of alcohol and or drug abuse and mental illness. Services are available in Morgan, Berkeley, and Jefferson counties.

Primary Housing Services

Housing Counseling – Service to help persons find and keep a home, manage money, and plan. Education is the most important component to financial success. Telamon offers programs and workshops on a variety of topics from budgeting and credit to buying a home and surviving financial setbacks.

Financial Coaching – Assists persons with planning and accessing resources for their financial future.

First-time Homebuyer's Program – Provides advocacy and advise for persons ready to purchase a home.

Transitional and Supportive Housing – Telamon offers a variety of transitional and supportive housing options to reduce homelessness among veterans and people with disabilities. In addition to housing, Telamon provides the following supportive services to maximize housing stability and prevent a return to homelessness:

- Intensive Case Management
- Goal Planning
- Mentoring
- Benefits Assistance
- Employment Services
- Resource Development
- Medical Assistance
- Support for prevention of utility cutoffs
- Budget & Credit Counseling
- Housing Counseling

Who is eligible: All who are in need are welcomed and served. Specific eligibility requirements apply to various programs and service offerings.

Website: www.Telamon.org

Contact: 304.263.0916, 67 Aikens Center, Martinsburg, WV 25404

Community Networks, Inc.

Focus areas & service offerings: Community networks offers a wide range of services to the region's homeless and low-income populations including:

- Emergency shelter for women and children at Bethany House
- Transitional Housing for single women at the HOPE Living Center which provides 9 single room occupancy units
- Permanent housing assistance and supportive services for HIV/AIDS individuals
- A drop-in center for persons with HIV/AIDS inclusive of a pantry, laundry facilities, case management and supportive services.
- Homeless Prevention and Rapid Re-Housing with rental assistance and case management to homeless households

Who is eligible: All in need are welcomed and served. Specific eligibility requirements apply to various programs and service offerings.

Website: <https://communitynetworksinc.org/>

Contact: 304.263.3510, 216 E. John Street, Martinsburg, WV 25402; Regional Resource Coordinator: April Cove (o) 304.350.3114; © 304.268.3807; DHHR Phone: 304.267.0100, x. 03114

III - COMMUNITY OUTREACH & ENGAGEMENT

Regional Resource Connection

Information clearinghouse providing referrals to other service agencies. Call (304) 724-2600, ext. 2036

Family Resource Network of the Panhandle

Focus areas & service offerings: The Family Resource Network of the Panhandle (FRNOTP) is a 501(c)(3) corporation purposed to facilitate establishment of a system of prevention, education and early intervention activities aimed at enabling families, children, and their communities to reach their fullest potential through community-based planning activities for Berkeley, Jefferson, and Morgan Counties. FRNOTP also serves as a clearinghouse for all human service resource information within the Eastern Panhandle of West Virginia. FRNOTP does not provide direct client services.

Website: www.frnotp.org

Contact: Director@frnotp.org or 304.262.5360, 433 Mid-Atlantic Parkway, Martinsburg, WV 25404

IV - EMERGENCY SHELTER

Jefferson County Communities Ministries

Focus areas & service offerings:

JCCM's Homeless Services provide a safe and secure cold-weather shelter in the evenings and overnight, during the October through March period. The shelters are housed in church facilities on a rotating basis throughout the cold weather period. JCCM also offers a "Motel Program" for individuals who need shelter on a transitional basis while in temporary need, dealing with medical respite needs, or in other emergency circumstances, for periods typically as long as 2-3 days.

Who is eligible: People in Jefferson County in need of temporary emergency shelter. JCCM requires guests of these emergency shelter programs to abide by a set of appropriate rules, and to participate in the JCCM Day Program to gain skills of self-sufficiency so that these emergency shelter situations are temporary and not ongoing.

Website: www.jccm.us

Contact: jccm.c.w.shelter@gmail.com

Eastern Panhandle Empowerment Center (Formerly known as the Shenandoah Women's Center)

Focus areas & service offerings: EPEC's mission is to protect victims, prevent violence and empower survivors of domestic violence, sexual assault, stalking and human trafficking. EPEC provides services in Jefferson, Berkeley, and Morgan Counties.

Who is eligible: All who are in an abusive relationship, need emergency shelter because of a violent partner or stalking, or have been sexually assaulted. They provide a live digital help room every Monday at 6:00 p.m. and Wednesday at 2:00 p.m., where trained advocates are available to provide resources and discuss important topics and experiences related to sexual and domestic violence, stalking, human trafficking, or dating violence. The help room is open to past or present victims.

Website: <https://epecwv.org/>

Contact: 304.725.7080, info@epecwv.org, or visit 113 East Third Avenue, Ranson, WV 25438. They provide a 24/7, 365 days a year hotline; 304-263-8292.

Bethany House

Focus areas & service offerings: Emergency shelter provided 24 hours a day/7 day a week, year-round for up to 32 people. Also provides for basic needs of guests including meals and laundry, along with case management, support services, and referral services.

Who is eligible: Women & children

Website: <https://communitynetworksinc.org/bethany-house>

Contact: Bunny Shaw, Director of Services/Case Manager at 304.263.3510, x12; or Darlene Hayhurst, Shelter Manager, at 304.263.3510, x13. Located at 216 E. John Street, Martinsburg, WV.

Martinsburg Union Rescue Mission

Focus areas & service offerings: This organization is a Christ-centered, church-backed organization serving men in need, including by providing emergency and short-term shelter, a longer-term "Residential Rehab Program", an "Employment Program" to provide housing to employed men with needs for housing support, and a "Staff Program" which can employ men at the Union Rescue Mission.

Who is eligible:

All men that enter any residential program at the Mission are required to participate in the Mission's Spiritual Recovery Program. A strict, no tolerance of drugs and alcohol atmosphere is maintained. Self-esteem is fostered through developing positive work ethics. Social skills are developed through peer and community interaction. Development of social acceptance is encouraged through community interaction. Participation in church, social and civic groups is strongly encouraged.

The Mission's Support Program is the primary program that new men enter. It is a Christian-based recovery program that restores structure and order through work assignments. These assignments include warehouse helpers that assist in our recycling program, cook helpers that assist in preparing and serving meals, housekeepers that clean and perform light maintenance, driver's assistants that help with donation pick-ups, wood and furnace crew, stockroom sorter, and facilities and grounds maintenance.

The Mission's Guest Program provides emergency and short-term shelter, food, and clothing. In the Guest Program, an individual may stay up to 7 straight days. During this time, he must show signs that he is working towards taking steps to move forward in his life circumstances by attending daily chapel services, participate in daily work assignments around the Mission, and attend required classes during their 7 day stay. Guest length of stay is generally limited to seven days per calendar month and a total of 28 days per calendar year. After assessing a new man's needs, staff will offer the Residential Rehabilitation Program here at the Mission or refer him to an alternative community program or organization if the person's needs require.

The Mission's Employment Program is a halfway program that allows men to reside at the Mission while employed in the community. Employment may be full-time or a combination of part-time employment in the community and part-time volunteer work in the community or at the Mission. Once a man enters the Employment Program, he is encouraged to find housing within 180 days. After 90 days a review of the man's financial stability will be conducted by a staff member, this requirement may be waived until a man is physically, mentally, and financially capable to live outside of the Mission's structured environment.

The Mission's Staff Program is designed to allow men to continue in the Mission's Spiritual Recovery Program while providing avenues for increased responsibility and authority. A participant in this program assumes a residential staff position in administration, food services, housekeeping, transportation, store operations or facilities and grounds maintenance.

Website: www.MartinsburgUnionRescueMission.com

Contact: Call 304.263.0601, x3 or visit 608 W. King Street, Martinsburg, WV 25401

Faith Community for the Homeless

Focus areas & service offerings: Faith Community for the Homeless is composed of volunteer service organizations, churches, and social service professionals who provide emergency shelter, emergency housing, eviction avoidance services, tents, sleeping bags, and other needs.

Who is eligible: All those in need in the community. FCCH helps people who are homeless or on the verge of being homeless when there are no other available options.

Website: <https://faithcommunitycoalitionforhomeless.com/>

Contact: Call 304.960.5535

V - RAPID RE-HOUSING

West Virginia Coalition to End Homelessness

(See entry above under Frontline organizations)

Community Networks, Inc.:

(See entry above under Essential community organizations)

Eastern Panhandle Empowerment Center:

In 2021, EPEC will commence services as a Rapid Re-Housing provider, with 8-10 units across the WV eastern panhandle. EPEC will provide services to woman in need and expects to provide three months' rent at no cost, the next three months with a 25% payment requirement from the guest, and the following months at a 50% subsidized rate, as the guest moves toward housing self-sufficiency.

Website: <https://epecwv.org/>

Contact: 304.725.7080, info@epecwv.org, or visit 113 East Third Avenue, Ranson, WV 25438. They provide a 24/7, 365 days a year hotline; 304-263-8292.

VI - PERMANENT SUPPORTIVE HOUSING

West Virginia Coalition to End Homelessness

(See entry above under Frontline organizations)

Telamon:

(See entry above under "Essential community organizations")

Community Networks, Inc.:

(See entry above under Frontline organizations)

VII - PERMANENT, AFFORDABLE & WORKFORCE HOUSING

West Virginia Housing Development Fund

Focus areas & service offerings: The WVHDF is a public body corporate and governmental instrumentality of the State of West Virginia established to increase the supply of residential housing for persons and families of low- and moderate-income, and to provide construction and permanent mortgage financing to public and private sponsors of such housing. To date, the Housing Development Fund has issued more than \$4.5 billion in bonds and has financed more than 124,000 housing units since it began operation in 1969. Key programs include:

- **Home4Good:** A grant program from the WVHDF and the Federal Home Loan Bank of Pittsburgh that funds non-profit Continuum of Care organizations – including the WV Coalition to End Homelessness – to support the full range of those nonprofits’ homelessness assistance activities.
- **Homeownership Program:** Can provide qualifying, first-time homebuyers with 30-year, fixed-rate mortgage loans for up to 100% of the purchase price of a home. Further, WVHDF’s Downpayment / Closing Cost Assistance Program can provide low cost (2%), 10-year loans to help first-time homebuyers raise the funds needed for home down payments and closing costs.
- **National Housing Trust Fund Program:** WVHDF allocates this federal source of funding for the financing, acquisition, new construction, and rehabilitation of affordable housing multifamily residential rental projects. There does not appear to have been an allocation to any Jefferson County projects in many years.
- **Low Income Housing Tax Credits (LIHTC):** The WV Housing Development Fund allocates LIHTC federal tax credits to developers of low-income residential rental units to subsidize and encourage private investment in affordable housing construction and rehabilitation.
- **Multifamily Loan Program:** WVHDF’s: “Multifamily Loan Program” provides construction and/or permanent financing for new multifamily rental developments or those requiring acquisition and rehabilitation. Projects financed under this program are expected to receive portions of their funding from equity raised through the syndication of Low-Income Housing Tax Credits or other leveraging sources. Most loans made under this program require some form of loan guarantee or mortgage insurance. Interest rates are fixed, and generally below market rate, with loan terms up to a maximum of 40 years.

Website/Contact: www.wvhdf.com/programs, (800) 933-9843, with offices in Charleston and Bridgeport

Martinsburg Housing Authority

Focus areas & service offerings: The Martinsburg Housing Authority administers the HUD Section 8 voucher program in Jefferson, Berkeley, and Morgan Counties, providing tenant-based “Housing Choice Vouchers” which subsidize rental payments for qualified, low-income renter recipients. MHA allocates these Housing Choice Vouchers over the entire three-county region, meaning that a recipient can utilize it at any rental unit which meets HUD housing quality standards anywhere in the three counties, rather than being tied to a specific housing unit or complex.

Website: No website

Contact: martinsburghousing@yahoo.com, 304.263.8891, or 703 South Porter Avenue, Martinsburg, WV 25401-1827

Eastern Panhandle Successful Renters Program

Focus areas & service offerings: This program provides people of all ages and needs with education and support to stay in rental housing, avoid eviction, and be successful renters. Led by Catholic Charities of WV, Telamon, and Legal Aid of WV, the Successful Renters Program works with various social service agencies, realtors, and individuals across Jefferson County and the Eastern Panhandle. The six-hour Successful Renters Program helps with financial issues including budgeting, savings, and credit, explores the legal rights and responsibilities of landlords and tenants, and explains issues under the Fair Housing & Truth in Lending Acts.

Who is eligible: Renters of all ages, experience and needs are eligible to participate in program workshops which are offered via social service agencies in the region.

Contact: Kat Hagedorn, Case Manager and Promise House Family Resource Coordinator at Catholic Charities of WV, at 304.267.8837 or khagedorn@ccwva.org.

Habitat for Humanity

Focus areas & service offerings: Founded in 1992, Habitat for Humanity of the Eastern Panhandle is an affiliate of Habitat for Humanity International and is a 501c3 not-for-profit, ecumenical Christian housing ministry. We build simple, energy efficient and affordable houses for low-income families in Jefferson, Berkeley, and Morgan Counties. Habitat EP is also recognized as a certified Community Housing Development Organization (CHDO). This designation enables access to federal grants for use in such areas as infrastructure and land development for low-income housing. The Board of Directors reserves one third of its seats for persons who are representative of identified low-income communities.

Habitat homes are built with donated funds and materials, utilizing volunteer labor with professional oversight, and sold to a partner family. These homes are affordable because they are serviced by a Habitat EP zero interest mortgage amortized over 20 years. In keeping with the biblical economics of Habitat, there is no profit on each home built. Mortgage payments include insurance and property tax, while the principal is returned to the construction building fund to finance the building of future homes. This truly completes the circle of partnering for each family. Continued guidance is provided for families such as assistance with budgeting, home maintenance and other issues that may arise.

Habitat for Humanity EP has issued a Request for Proposal on September 15, 2020 to facilitate the creation of a 3-year strategic plan, which will serve as a roadmap for the continuation of building affordable housing for low-income residents of Berkeley, Jefferson and Morgan Counties in WV.

The West Virginia Housing Development Fund runs the "Low-Income Assisted Mortgage Program" (LAMP), which can buy Habitat for Humanity home mortgages to accelerate the recoupment of investment by Habitat organizations and enable them to reinvest in more units of affordable housing.

Who is eligible: Habitat does not have clients or customers; we have partners. Habitat partner families are required to complete 500 hours of "sweat equity" before occupying the house, gaining self-reliance and skills to become successful homeowners. Families who apply for an opportunity to partner with Habitat EP must meet the income guidelines, have a reportable source of income, and demonstrate that they are in substandard living conditions. We are committed to the achievement of equal housing opportunity throughout the nation. We adhere to a family selection policy in which there are no barriers of race, color, religion, sexual orientation, disability, familial status, or national origin.

Website: www.habitatwv.org/

Contact: 304.263.3154, 630 W. Race Street, Martinsburg, WV 25401

United Way of the Eastern Panhandle

Focus areas & service offerings: Among other services, the United Way helps families become stable and financially independent by efforts to increase the availability of safe and affordable housing in the Jefferson County and Eastern Panhandle region, including through

- **Stable housing and utilities payment assistance**
- **Legal assistance**
- **Financial coaching**

Who is eligible: All Eastern Panhandle residents and people in need

Website: www.uwayep.org and www.wv211.org

Contact: Call 304.263.0603, or
visit 24 District Way, Suite 201,
Martinsburg, WV 25404

VIII- PUBLIC AGENCIES

Jefferson County Health Department

Focus areas & service offerings: Our mission is to protect the health of the public through the provision of public health services including communicable and reportable disease services, community health promotion, environmental health services and threat preparedness. This is accomplished through clinics, educational material, enforcement, disease control, planning, immunization, technical assistance, and inspections. Clinical services provided include Family Planning, Harm Reduction, Immunizations for Adults and Children, Flu Shots, Sexually Transmitted Disease/HIV Testing for Breast and Cervical Cancer Screening Program, Epidemiology Surveillance Programs, other tests, and services:

Who is eligible: Medical services are available to all persons regardless of race, color, sex, religion, national origin, or ability to pay. Open Monday-Friday 9:0AM-3:00PM, by appointment only due to COVID-19.

Website: www.jchdwv.org/about/contact

Contact: 304.728.8416. Address is 8 Wiltshire Road #1, Kearneysville, WV 25430

WV Department of Health & Human Services, Bureau for Children & Families:
(See entry above under Essential community organizations)

Legal Aid of West Virginia

Focus areas & service offerings: Legal Aid of West Virginia (LAWV) provides free legal advice and representation for vulnerable people in Jefferson County, helping protect citizens' access to basic rights such as food, shelter, safety, healthcare, education and more. This can include legal cases affecting safety, livelihood, access to benefits, and other basic life needs including housing disputes; protection from domestic violence; access to government benefits including Medicaid, unemployment compensation, food stamps and veteran's benefits; consumer protection; and access to education and healthcare including mental health care for children and adults.

Who is eligible: Individuals seeking civil legal aid from LAWV generally must meet income guidelines, established by the federal government, and legal issues must fall into general priority areas.

Website: www.lawv.net/About-Us/Programs and www.lawv.net/Get-Help/Apply-for-Help

Contact: 304.263.8871, or visit 301 W. Burke Street, Suite B, Martinsburg, WV 25401

Eastern Panhandle Transit Authority (EPTA)

Focus areas & service offerings:

EPTA's public transit bus and shuttle services cover extensive routes throughout Jefferson and Berkeley Counties. A person may also request to have a bus leave the route to pick up or drop them off. This is called an **off route**. An off route can travel up to $\frac{3}{4}$ of a mile from the published route. Off route pickups or drop-offs must be scheduled a day in advance. Additionally, there is an extra \$ 2.00 dollar charge for each off-route pickup or drop-off.

Who is eligible: EPTA is accessible to all persons. The fare for persons with disabilities, seniors, and Medicare cardholders is half the regular fare. EPTA provides full services to persons with disabilities. Buses are equipped with lifts or ramps that enable persons in mobility devices or persons who cannot step onto the bus to ride. Busses have priority seating for persons with disabilities.

Operators are trained to assist riders use of ramps, security mobility devices, provide information on destinations served, and announce any stop one requests. A person may travel with their respirator, concentrator, and portable oxygen. Service animals are welcome onboard buses, vans and in EPTA facilities. Service Animals must always be kept under control of the passenger. Public information is available in alternative formats upon request, including for non-English speakers.

Website: www.eptawv.com

Contact: 304.263.0876, info@eptawv.com,

446 Novak Drive,
Martinsburg, WV 25405

Jefferson County Fire Department & Emergency Medical Services:

All emergency calls for Police, Fire and EMS should go through 911 dispatcher for resources to be dispatched based on location and availability.

Jefferson County Fire Departments

Jefferson County Emergency Services Agency

Company 11
419 16th Avenue
Ranson, WV, 25438
Phone: (304) 728-3287
Fax: (304) 728-6221
<http://jcesa.org>

Bakerton Fire Department

Company 7
891 Carter Ave
Harpers Ferry, WV 25425
Phone: (304) 876-0007
www.bakertonfd.com/

Citizens Fire Company

Company 2
245 Citizens Way
Charles Town, WV 25414
Phone: (304) 725-2814
www.citizensfirecompany.com

Friendship Fire Company

Company 1
1050 W Washington St
Harpers Ferry, WV 25425
Phone: (304) 535-2211
www.friendshipfirecom.com/

Independent Fire Company

Company 4
200 W 2nd Ave
Ranson, WV, 25438
Phone: (304) 725-2514
www.independentfirecompany.org/

Middleway Volunteer Fire Department

Company 6
110 Dark Hill Rd
Kearneysville, WV, 25438
Phone: (304) 725-0006

Shepherdstown Fire Department

Company 3
8052 Martinsburg Pike
Shepherdstown, WV 25443
Phone: (304) 876-2311
www.shepherdstownfiredepartment.com

Jefferson County Sheriff Department and Five Municipal Police Departments**Jefferson County Sheriff's Department**

Phone: (304) 728-3205
102 Industrial Blvd #100
Kearneysville, WV 25430
Email info@jcsd.wv.com
www.jeffersoncountywv.org/county-government/elected-officials/sheriff-s-law-enforcement-office

West Virginia State Police Troop 2 Headquarters

Phone: (304) 725-9779
409 Industrial Blvd
Kearneysville, WV 25430
<https://appengine.egov.com/apps/wv/WVSP/contactus>
www.wvsp.gov/Pages/default.aspx

Charles Town Police Department

Phone: (304) 725-2714
661 S George St,
Charles Town, WV 25414
Email ctpdinfo@charlestownwv.us
www.charlestownpolice.com

Ranson Police Department

Phone: (304) 725-2411
700 N Preston St,
Ranson, WV 25438
Email rroberts@ransonwv.us
www.cityofransonwv.net/184/Police

Shepherdstown Police Department

Phone: (304) 876-6036
104 N King St,
Shepherdstown, WV 25443
Email trouse@shepherdstown.us
www.shepherdstown.us/departments/police-department

Harpers Ferry Police Department

Phone: (304) 535-6366

1000 Washington St,

Harpers Ferry, WV 25425

Email jbrown@harpersferrywv.us

www.harpersferrywv.us/police.htm

Shepherd University Police Department

Phone: (304) 876-5374

377 W Campus Dr,

Shepherdstown, WV 25443

Email jmcavoy@shepherd.edu

www.shepherd.edu/police

IX- SOCIAL SERVICE AGENCIES

Catholic Charities of WV

Focus Areas & service offerings: Catholic Charities, which holds service hours at JCCM every Thursday, provides case management, food assistance, SNAP outreach, immigration services, childcare resources, adult learning, quality living assistance, and disaster recovery services.

Who is eligible: All in need are served.

Website: www.CatholicCharitiesWV.org

Contact: 304.267.8837,
224 S. Queen Street,
Martinsburg, WV

United Way of the Eastern Panhandle

Focus areas & service offerings: United Way helps families become stable and financially independent by supporting basic needs, improving opportunities for financial education, and increasing the availability of safe and affordable housing in Jefferson County and Eastern Panhandle region. The United Way also operates the region's 211 system with trained specialists to consult with and refer people in need to resources in the following areas:

- Stable housing and utilities payment assistance
- Supplemental food and nutrition programs
- Medical and mental health care
- Employment and education services
- Childcare and family services
- Legal assistance
- Health care and insurance assistance
- Addiction prevention and rehabilitation programs
- Crisis and emergency counseling
- Disaster relief
- Senior services
- Transportation
- Financial coaching
- Disability resources
- Veterans' services
- Youth programs

Who is eligible: All Eastern Panhandle residents and people in need

Website: www.uwayep.org and www.wv211.org

Contact: For 211 support, call 211, or text your zip code to 898-211.
For the United Way, call 304.263.0603.
Address: 24 District Way, Suite 201,
Martinsburg, WV 25404

The Salvation Army

Focus Areas & service offerings: Salvation Army provides emergency shelter, transitional housing, emergency financial assistance, food assistance, case management, and disaster recovery services.

Who is eligible: All in need are served.

Website: www.SalvationArmyUSA.org

Contact: 304.267.4612,
111 Ellis Street,
Martinsburg, WV

Boys & Girls Club of the Eastern Panhandle, Jefferson County Unit

Focus areas & service offerings: The Boys & Girls Clubs provides a safe space for after-school and weekend recreational and educational activities for youth, including economically vulnerable youth.

Website: www.bgcepwv.net/

Contact: 304.728.3143 or jefferson@bgcepwv.org,

Jefferson County club located:
334 North Lawrence Street,
Charles Town, WV 25414

Relatives as Parents Program (RAPP)

Focus areas & service offerings: A support network for relatives who are raising another family member's child (or a child with close family ties), when those children are temporarily or permanently separated from their parents. It is sponsored by the West Virginia Bureau of Senior Services, Mission West Virginia, and the Brookdale Foundation. Provides a "RAPP Resource Guide", phone support with information and advocacy, a Facebook support group, training for relative caregivers and professionals, educational resource development, and community networking, organizing and advocacy.

Who is eligible: WV residents currently providing care, or who are considering caregiving for a child or children of a relative or others with close family ties.

Website: www.missionwv.org/rapp

Contact: Contact Nikki S. at Mission West Virginia at nsnuffer@missionwv.org, or call 1-866-Call-MWV or 304.562.0723

WVHU Healthy Grandfamilies

Focus areas & service offerings: Healthy Grandfamilies is a free initiative led by West Virginia State University to provide information and resources to grandparents who are raising one or more grandchildren. The program is funded by the West Virginia State Legislature, grants and contributions from several health insurance companies throughout the state. Designed as a series of nine discussion sessions and follow-up services, Healthy Grandfamilies is taught by volunteer professionals and paraprofessionals who are knowledgeable of each topic. Each session provides valuable resources along with childcare for attendees and refreshments. Upon completion of the program, participants will receive a certificate of completion, and three months of follow-up services with a social worker.

Who is eligible: WV residents currently providing care, or who are considering caregiving for a grandchild.

Website: www.HealthyGrandfamilies.com

Contact: 304.264-0225,

653 Winchester Avenue,
Martinsburg, WV 25401

Parent-Educator Resource Center

Focus areas & service offerings: Since 1983, the Office of Special Programs has coordinated the WV Parent-Educator Resource Center (PERC) Project. Local education agencies in 37 counties participate in the project by establishing centers to work with families of children in the school system, educators, and others. A team consisting of a parent of a special needs child and an educator staffs each PERC. Although basic services are listed below, how each PERC provides these services depends on the individual community strengths, resources, and needs. All PERCs have certain common functions and responsibilities including:

providing information, resources, and training for parents on important issues such as parenting skills, problem solving, educational planning for their child, behavior management, home learning activities, and other topics to strengthen home-to-school partnerships; assisting families on an individual basis to better understand their children's educational needs and to discover opportunities and options for meeting these needs; connecting families with appropriate community services; and offering information, resources, and training to educators to increase the skills, knowledge and attitudes needed to encourage and strengthen family involvement and positive school-to-home partnerships.

Website: <https://jcsperc.webs.com/>

Contact: 304.725.6473, info@epcwv.org, or visit 370 Page Jackson Road, Charles Town, WV. 25414 (to the left behind the school).

LogistiCare

Focus areas & service offerings: Provides transportation for eligible West Virginia Medicaid Members to travel to and from their Medicaid covered healthcare services. NEMT services include gas mileage reimbursement, passes for fixed route buses, and transportation supplied by private transportation providers. Trip requests require 5 business days' notice and transportation will only be provided to and from your address on record with West Virginia Medicaid. No transportation is provided for medical emergencies. If you are experiencing a medical emergency, please call 911 immediately. LogistiCare takes requests for routine transportation Monday through Friday from 7:00am to 6:00pm.

Who is eligible: Medicaid beneficiaries.

Website: www.member.logisticare.com (for routine trips). Apps for smartphones and tablets are also available.

Contact: For routine and urgent trips, contact 844.549.8353; for Ride Assist for late trips, returns home, cancellations, or rescheduling trips, call 844.549.8354. Hearing Impaired/TTY, call 866.288.3133.

X - FOOD ASSISTANCE

Women, Infant & Children Nutrition Program (WIC)

Focus areas & service offerings: The mission of the West Virginia WIC program is to improve the health of women, infants, and children in West Virginia by providing quality nutrition and breastfeeding counseling and education; as well as health monitoring and nutritious foods. Many of Jefferson County's grocery stores honor WIC including the Food Lion stores in both Charles Town and Shepherdstown, Martin's, Sav-a-Lot, Wal-Mart, and Weiss. It is also accepted at the Charles Town Farmers Market and Bushel & Peck. Beyond resources for food, WIC is a short-term program designed to improve lifetime nutrition and health families through:

- Personalized nutrition counseling
- Breastfeeding counseling and support
- Healthy food
- Referrals to childcare and health insurance programs
- Medical and dental care referrals
- Health and social service resources
- Immunization screenings
- Tips on healthy eating

Who is eligible: WIC provides services to married and single parents (working and not working), and fathers, mothers, pregnant women, breastfeeding women, postpartum mothers, grandparents, foster parents, or legal guardians residing with a child under the age of five, infants up to one year, and children between one and five years old. There are income requirements for eligibility: household income must be no more than 185% of federal poverty income guidelines, with SNAP, TANF, and Medicaid recipients automatically eligible.

Website: <https://dhhr.wv.gov/wic/Pages/default.aspx> or www.Facebook.com/ShenandoahWIC/

Contact: 304.725.2028, or visit the Jefferson County WIC Clinic at:
211 E. 5th Avenue,
Ranson, WV 25438

JCCM Food Pantry

Focus areas & service offerings: The Jefferson County Community Ministries Food Pantry provides emergency assistance for food. The pantry stocks canned and boxed foods, baked goods, and fresh produce from Martin's Grocery, the Charles Town Farmers Market, and other local farmers.

Who is eligible: Clients are eligible to receive food by attending a life-skill opportunity between each instance of service received. Eligible clients may receive up to seven days of food per family member, three times in a six-month period.

Website: www.JCCM.us

Contact: 304.725.3186, or visit the Food Pantry at
238 West Washington Street
Charles Town, WV

Meals on Wheels of Jefferson County

Focus areas & service offerings: Meals on Wheels mission is to deliver daily hot and healthy meals to anyone in Jefferson County who is homebound or for any reason is unable to prepare at least one balanced meal per day, regardless of his or her age, income, infirmity, race, gender, or neighborhood. Their goal is to ensure their clients can remain independent in their homes for as long as safely possible.

The service meets two essential needs: (1) ensuring their clients receive a healthy, well-balanced daily meal to prevent malnutrition, and (2) monitoring their client's well-being, and summoning the client's caregiver of record, or emergency help, if needed. The drivers also bring a little cheer into the client's life with a daily visit since many clients are quite isolated.

Website: <http://mowojc.org/>

Contact: 304.725.1601, mowjc@outlook.com or visit:

Charles Town Presbyterian Church
100 North Mildred Street
Charles Town WV 25414
from 8:00 a.m. until 1:00 p.m. Monday – Friday.

Faith Feeding Freedom

Focus areas & service offerings: Faith Feeding Freedom is a 501(c)(3) organization that feeds the homeless and hungry every Friday outside the Martinsburg Library at 11:30 am. The program is feeding 75+ people each week. In addition, to feeding, the group supply clothing, shoes, socks, sleeping bags, backpacks, tents, hygiene products and other essential items that they add to the Needs List each week. In the winter months they additionally supply coats, blankets, hand and foot warmers, propane for the portable stoves, and other cold weather essentials. They provide a nourishing lunch and foods to sustain the many homeless, low-income families and elderly that do not have the means to meet their basic needs; praying, fellowship, and taking the time to just listen, letting them know they matter.

Goal for the Future: find a building the homeless can come to, that would allow them to take a shower, do their laundry, and to just sit down in a warm or cool place depending on the time of year; to talk with them and help them with the resources available to help them step out of homelessness.

Website: www.faithfeedingfreedom.org

Contact: 681.242-2600, twiesberg@faithfeedingfreedom.org

Ranson Old Town Community Gardens

Focus areas & service offerings: In 2013, local volunteers and faith leaders engaged in serving meals to the homeless in the community, launched an initiative to establish a community garden to provide healthful produce for insecure neighbors in the Ranson/Charles Town/Jefferson County area. The City of Ranson provided land behind the Ranson Civic Center for a large community gardens, which continue to be active today and which strengthen the social fabric of the community as volunteers provide healthy fruits and vegetables, free of charge, for those on a limited budget. In 2014 as garden space continued to expand, Ranson Old Town Community Gardens became a 501(c)(3) organization. We work together with key organizations including Jefferson County Communities Ministries, the WVU Extension Service, the local school system, Scouting, master gardeners, and other service organizations.

Who is eligible: All are welcomed.

Website: <https://RansonWVCommunityGardens.org>

Contact: info@ransoncommunitygardens.org,

Phone: 304.725.2617

408 S. Mineral Street

Ranson, WV 25438

Bushel & Peck / Charles Town Farmers Market

Bushel & Peck is a farm-to-market, retail grocery store in the center of downtown Charles Town, providing locally sourced, healthy, and organic staple and perishable foods (vegetables, fruits, meats, milks, and other grocery items) to Jefferson County. Bushel & Peck accepts SNAP payments for food.

Website: <https://bushelandpeck.jeffersongap.org/>

Contact: 304.885.8133,

Charles Washington Hall

100 W. Washington Street

Charles Town, WV 25414

XI - CLOTHING & PERSONAL CARE ASSISTANCE

Clothing Closet at Jefferson County Community Ministries

Focus areas & service offerings: The Jefferson County Community Ministries Clothing Closet provides emergency assistance for good quality clothing, footwear, purses, bedding, towels, and personal hygiene products. The Closet stocks items for men, women, children, and infants.

Who is eligible: Clients are eligible to receive items from the Clothing Closet by attending a life-skill opportunity between each instance of service received. Eligible clients may receive clothing one time in one month, up to three outfits per person.

Website: www.JCCM.us

Contact: 304.725.3186, or visit:
The Clothing Closet
238 West Washington Street
Charles Town, WV

Horizon Goodwill

Service offerings: Goodwill Industries is a human service agency and network of not-for-profit businesses with a mission to help people with special needs and barriers to employment and improve their quality of life through work and related services.

Website: www.HorizonGoodwill.org

Contact:

Charles Town: 304.728.6883, located at:
160 Patrick Henry Way
Charles Town, WV 25414

Shepherdstown: 304.876.8048, located at:
83 Maddox Square Drive
Shepherdstown, WV 25443

School Clothing Allowance (at WV DHHR)

Service offerings: Children who are enrolled in West Virginia schools can receive a \$200 benefit that may be used toward the purchase of appropriate school clothing or piece goods for families whose clothing for their children.

Who is eligible: Families with school-aged children currently receiving WV WORKS cash assistance, those in foster care, children ages 4-18 who receive SNAP, and children enrolled in school and under 100% of the federal poverty level automatically receive the WV School Clothing Allowance for each school-age child the home by the end of August each year. Others may be eligible for the benefit, if they can demonstrate monthly income qualification levels with their application (which must be filed at the local DHHR office by September 30 each year).

Website: www.wvpath.org and
<https://dhhr.wv.gov/bcf/Services/familyassistance/Pages/default.aspx>

Contact: 877.716.1212

Faith Feeding Freedom
(See entry above under Food Assistance)

XII - HEALTH & MEDICAL ASSISTANCE

WVU Medicine and University Health Associates

Focus areas & service offerings: WVU Medicine provides services throughout Jefferson County through locations including Jefferson Medical Center in Ranson, Women's Health and Family Medicine in Ranson, Harpers Ferry Family Medicine, Urgent Care in Charles Town, and a number of physician offices. WVU Medicine partners with Jefferson County Community Ministries and a variety of local social service providers to promote good health for citizens and families in the community.

Who is eligible: WVU and University Health Associates are committed to providing quality care to patients regardless of their ability to pay. In 2019 statewide, WVU Medicine provided \$23.5 million in financial assistance, \$222 million in health services for Medicaid shortfalls, and \$2.1 million for a wide range of community outreach and investment programs.

In emergencies, treatment will not be delayed because of financial or insurance issues. For patients who do not possess the ability to pay for emergent or medically necessary healthcare services, WVU applies the following guidelines. Patients who reside in West Virginia are eligible for 100 percent financial assistance if they:

- Have received or are scheduled to receive emergency or medically necessary care;
- Have a household income less than twice the federal poverty limit;
- Do not have substantial assets;
- Have applied for and have been denied Medicaid coverage; or
- Are a citizen or permanent resident of the United States (students from countries outside of the US are not eligible).

Patients who do not meet these guidelines may be considered on an exception basis. Financial assistance is not provided for a variety of medical services, including prescriptions.

Website: www.wvumedicine.org

JCCM Street Medicine Program

Focus areas & service offerings: JCCM works with WVU Medicine and its doctor and other medical personnel to provide health checkups, medical services, respite care, and other support for those whose health conditions inhibit their ability to be self-sufficient. JCCM also partners with WVU's "Medical Curriculum in Health and Exercise and Food Services (MedCHEFS) and the WVU Medicine Center for Diabetes and Metabolic Health, to offer cooking demos at JCCM's center in Charles Town on the third Saturday of each month at 10 a.m. to support those in need of better health and nutrition. JCCM can provide limited assistance of up to \$125 per year per client to cover costs for needed medicines. JCCM's Smart Recovery program supports addiction recovery.

Who is eligible: JCCM clients

Website: www.JCCM.us

Contact: 304.725.3186, or visit:
The Clothing Closet
238 West Washington Street
Charles Town, WV

Good Samaritan Free Clinic

This nonprofit, faith-based organization provides free health care from its Martinsburg clinic to those in need. Good Samaritan has partnered with Jefferson County Community Ministries to support COVID-19 testing for those in need in Jefferson County.

Website: www.GoodSamaritanFreeClinic.org

Contact: 304.264.4049, or visit:
601 S. Raleigh Street
Martinsburg, WV 25401

Jefferson Day Report Center

Focus areas & service offerings: The Jefferson Day Report Center, Inc. (JDRC) opened in July 2014. The Center is located in the city of Ranson, WV, which is centrally located in Jefferson County. JDRC employs evidence-based practices that have been proven to have a positive impact on substance abuse recovery and reducing recidivism. Services include health and medical services, a variety of therapy services, medication management, and other services. Evidence-based practices increase offender accountability, reduce recidivism, and promote public safety. The focus is always on public safety and providing cost-effective alternatives to incarceration for drug and alcohol offenders under Court supervision. The JDRC provides on-site and telehealth medical and mental health services and supervision to pre-trial and sentenced offenders, employs the WV DUI & Driver's Safety Program along with a vast array of other services for the Department and Health and Human Services.

Who is eligible: Day Report centers must be judicially referred. The process begins with a referral from JDRC's justice agency partners that include Circuit Court, Magistrate Court, Drug Court, Probation and Parole, and WV DHHR. The target population for services at the JDRC are non-violent offenders with a medium to high risk/need determined by clinical assessment. This assessment is used to develop an individualized treatment plan for each participant. A team of highly trained, multidisciplinary professionals outline a step-by-step plan for clients to achieve success while under the administration of the JDRC.

Website: www.jeffersondayreport.com/

Contact: 304.728.3527, or visit:
121 W. Third Street
Ranson WV 25438

EastRidge Health Systems

Focus areas & service offerings: Provides accessible, high quality, progressive and comprehensive programs, and services for persons with mental illness, intellectual/developmental disabilities, and substance abuse disorders in order to optimize their quality of life within the community.

Who is eligible: Jefferson County residents. Services paid through health insurance/Medicaid, or through application to EastRidge's Charity Care program.

Website: www.EastRidgeHealthSystems.org

Contact: 24-hour crisis number and requests for mobile team response, 855.807.1258; Jefferson County Clinic located at 340 Edmond Road, Suite D, Kearneysville, WV 25430, 304.725.7565

Shenandoah Community Health

Focus areas & service offerings: Primary care for all ages, dental care, breastfeeding support, diabetes management, and behavioral health services are available at locations in Ranson and Martinsburg. Shenandoah Community Health's Special Populations Department coordinating visits to migrant camps and sites where the homeless gather. The outreach team consists of nurses, bilingual outreach workers, and drivers who support this high risk and underserved population to reduce barriers to care, ensure access to care and improve services and coordinated healthcare by collecting documentation such as nursing assessments, demographics, and health screening intakes from migrant camps, homeless and other outreach sites. Free nursing assessments, case management, and health education, as well as referrals for medical, dental, and behavioral healthcare to agricultural workers and the homeless. In addition, free interpretation services in Spanish, French, and Haitian Creole and patient advocacy and assistance with sliding fee, prescriptions, billing, laboratory and x-ray services, and free transportation services.

Who is eligible: Shenandoah Community Health takes all patients, and accepts private insurance, Medicare, Medicaid, and offers a sliding fee program for those who qualify, saying "finances are never a barrier to care at SCH."

Website: www.shencommhealth.com

Contact: 304.263.4999,
99 Tavern Road
Martinsburg, WV 25401

Family Preservation Services of WV

Focus areas and service offerings: A partnership of WV DHHR's Bureau for Behavioral Health and the Bureau of Children & Families, with state agencies, service providers, and family & youth service organizations. Provides mental health and psychiatric services for individuals, children, and families.

Who is eligible: WV citizens

Website: <https://wvsystemofcare.org>

Contact: Melinda "Mindy" Umstot, BS, West Virginia System of Care Region 3 Clinical Coordinator / Family Preservation Services of WV, Inc., 285 W. Birch Lane, Romney, West Virginia 26757 304.822.2670 (O), 304.703.0822 (C), mindy@hardynet.com

Blue Ridge Recovery Resource Center

Focus areas and service offerings: Blue Ridge provides trained Recovery Coaches for those struggling with any kind of addiction to support recovery, individual health and wellness, and self-directed life efforts to reach full individual potential. Blue Ridge also provides trained Life Coaches for those not in recovery, but who need support for issues of trauma, grief, co-dependency, or other personal issues or difficulties. The center administers the GRaCE program (Greater Recovery and Community Empowerment)

Who is eligible: Free of charge for West Virginians

Website: www.StrengtheningGrace.com

Contact: Executive Director Marti Steiner, Marti@StrenthinGrace.com, or President John Unger at John@StrengthinGrace.com, or WVRecoveryCoachAcademy@gmail.com

Care Haven Center at Genesis Health Care

Focus areas & service offerings: In addition to ShortStay and LongTerm care services, GHS offers Specialized Alzheimer's care, orthopedic rehabilitation, ventilator care, dialysis care, Assisted/Senior Living service, and hospice care. Pets permitted.

Who is eligible: Medical referral required

Website: www.genesishcc.com/carehaven

Contact: 304.263.0933, 866-Call-MWV or 304.562.0723
2720 Charles Town RoadMartinsburg, WV 254051

XIII- SENIOR CITIZEN SERVICES

Good Shepherd Interfaith Volunteer Caregivers

Focus areas & service offerings: GSIVC provides services to Jefferson County senior citizens to help them live independently in their own homes for as long as they choose, including well checks for the elderly, transportation assistance, grocery runs, medical equipment, minor home repairs, and in-person visits/phone calls.

Who is eligible: Those who are aging and disabled.

Website: www.gsivc.org

Contact: Fill out an application for assistance at <https://gsivc.org/ways-to-help/care-receiver-application-3/>,
call: 304.876.3325,
email: info@gsivc.org,
or visit the office:
7311 Martinsburg Pike
Shepherdstown, WV

Shepherdstown Area Independent Living (SAIL)

Focus areas & service offerings: SAIL is a membership organization that helps its members remain active, connected, and independent in their own homes and community for as long as possible. SAIL provides its members with services including transportation, medical notetaking, respite care, friendly visits, check in calls, grocery shopping, health and wellness programs, education programs, social activities and events, and opportunities to volunteer.

Who is eligible: Residents in the area 6-7 miles in and around Shepherdstown (876 and 870 phone extension areas). There is no minimum age for participation. Fees are \$250 annually for individuals, and \$500 annually for households with 2 or more people.

Website: <http://sail.clubexpress.com>

Contact: Linda O'Brien 304.870.7245 or info@ShepherdstownSAIL.org

XIV- DISABILITY ASSISTANCE

Jefferson County Council on Aging (JCCOA) Jefferson Center

Focus areas & service offerings: The JCCOA Jefferson Center provides day habilitation, pre-vocational, and supported employment services to adults diagnosed with disabilities. The center is open Monday-Friday from 9am-3pm and provides an active training schedule in areas including functional academics, health, safety, communication, social, and job readiness skills. Individuals are also learning how to access their community resources by going to the local library, participating in dances and other activities at the Senior Center and buying their lunches in the community. Community activities are also conducted at the center such as line dancing instruction, service dog visits, and craft classes. The Jefferson Center has also started a Special Olympics group and has taken on contract work, such as shredding for Jefferson County Parks and Recreation, and bulk mail services for the Jefferson County Circuit Clerk, the Jefferson County Chamber of Commerce, and the WV Fireman's Association. Jefferson Center's "Day Habilitation" is a structured program to promote acquisition of skills or maintenance of skills for the member outside the residential home. These programs include:

- Development of self-care skills
- Use of community services and businesses
- Emergency skills
- Mobility skills
- Nutritional skills
- Social skills
- Communication and speech instruction
- Therapy Objectives
- Interpersonal skills instruction
- Functional academics such as recognizing emergency and other public signs, independent money management skills, etc.
- Citizenship, rights, and responsibilities, self-advocacy, etc.
- Self-medication
- Independent living skills
- Volunteer services

The Jefferson Center's "Supported Employment" services enable individuals to engage in paid, competitive employment, in integrated community settings. The services are for individuals who have barriers to obtaining employment due to the nature and complexity of their disabilities, regardless of age or vocational potential. The services are designed to assist individuals for who competitive employment at or above the minimum wage is unlikely without such support and services and need ongoing post-employment support based upon the member's level of need. JCCOA Supported Employment services include, but are not limited to:

- Vocational counseling
- Job development and placement for a specific waiver member with the member present
- On-the-job training in work and work-related skills
- Accommodation of work performance task
- Supervision and monitoring by a job coach
- Intervention to replace inappropriate work behaviors with adaptive work skills and behaviors
- Retraining as jobs change or job tasks change

- Training in skills essential to obtain and retain employment, such as effective use of community resources
- Transportation to and from job sites when other forms of transportation are unavailable or inaccessible

Who is eligible: Adults diagnosed with disabilities, in Jefferson County.

Website: <http://jccoa.org/jeffersonctr/>

Contact: jccoaajcdirector@frontier.net

Phone: 304.728.1076

Located at:

301 North Mildred Street

Charles Town, WV 25414

SOAR

Focus areas & service offerings: The WV Coalition to End Homelessness runs the “Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) Outreach, Access, and Recovery” or “SOAR” program, an initiative to train case managers on how to help children and adults in the preparation of a Social Security disability benefits application, and how to properly document behavioral health issues to increase access to benefits for those with behavioral health issues experiencing or at risk of homelessness.

Website: www.wvceh.org/tools-resources/soar/soar.html

Contact: info@wvceh.org or 304.842.9522

XV - EMPLOYMENT SKILLS, JOB TRAINING & JOB PLACEMENT

Jefferson County Adult Learning

Focus areas & Service Offerings: No-cost adult education courses and programming for job training, career pathways counseling and support, job certification training for computers/Microsoft Office/IC3 Certification, home health aide training, English for Speakers of Other Languages (ESOL), U.S. citizenship classes, and TASC Test (aka GED)

Who is eligible: Jefferson County adults, services are no-cost

Website: <http://jeffersonadulthoodeducation.weebly.com/>

Contact: 304.725.3011; bryan.ortez@k12.wv.us (for English classes and computer support), brehberger!@k12.wv.us (high school equivalency, home health aide training, MOS certifications, job search)

WV WORKS, a program of the West Virginia Department of Health & Human Services

Focus areas & service offerings: WV WORKS provides monthly cash assistance, support service payments, and education/job training to eligible families. Most WV WORKS recipients also receive SNAP and Medicaid benefits. Eligible participants can receive career assessment services, vocational training, job skills training related to employment, and education related to employment including college classes. Other programs include the "JOIN" program (Joint Opportunities for Independence), which is a work experience and skills training program, which can provide paid employment for up to 40 hours per week for a period of up to 12 months; the "Employer Incentive Program" creating jobs for participants; and the "Community Work Experience Program" which provides work activities for parents or other caretaker relatives who have little or no work history, for up to 40 hours per week for a period of up to 12 months.

Who is eligible: A family is eligible based on a gross income test, based on family size and other factors, as well as completion of a WV WORKS program that includes negotiation of a "personal responsibility contract" with a DHHR Case Manager which identifies goals, objections, and actions that will be taken by the person in order to become self-sufficient.

Website: <https://dhhr.wv.gov/bcf/Services/familyassistance/Pages/WV-WORKS.aspx>

Contact: 304.725.2600, or visit:
239 Willow Spring Drive
Charles Town, WV 25414

Horizon Goodwill Industries

Focus areas & service offerings: Horizon Goodwill provides vocational evaluations, job readiness training, job placement, case management, and paid and unpaid work experiences for Eastern Panhandle citizens. These core services include career planning and assessment, career exploration, employment connections, pre-employment assistance, employment development and placement services, job readiness training, developmental and pre-vocational programs, supported employment programs, transitional employment, work experience, and other individual and customized support services.

Who is eligible: Horizon Goodwill serves youth, older workers, people with criminal backgrounds, people with disabilities, veterans and military families, people re-entering or changing careers, anybody looking for employment, and area employers and communities.

Website: <https://horizongoodwill.org/>

Contact: Vocational Case Managers Tara Broschart and Christy Schoeneman

Phone: 240.522.2725 or 301.3384790

E-mail: tbroschart@goodwill-hgi.org or cscheneman@goodwill-hgi.org

Jefferson County Community Ministries

Focus areas & service offerings: "Transitional Services" at Jefferson County Community Ministries focus on developing a new or additional life skills leading to employment, housing, reliable transportation, and improved quality of life. The goal of the sessions is to provide clients with the tools needed to become more self-sufficient. The Life Skills Sessions cover a range of topics including but not limited to:

- Budget coaching
- Job coaching
- Health and wellness
- Life skills

Who is eligible: Clients utilizing JCCM's homelessness, food, clothing, and other service programs.

Website: www.JCCM.us

Contact: 304.725.3186, or visit:

238 West Washington Street

Charles Town, WV