



## Town of Waynesville, NC

### Board of Aldermen Regular Meeting

Town Hall, 9 South Main Street, Waynesville, NC 28786

Date: October 12, 2021 Time: 6:00 p.m.

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(828) 452-2491 [eward@waynesvillenc.gov](mailto:eward@waynesvillenc.gov)

#### A. CALL TO ORDER - Mayor Gary Caldwell

##### 1. Welcome/Calendar/Announcements

#### B. PUBLIC COMMENT

#### C. CONSENT AGENDA

*All items below are routine by the Board of Aldermen and will be enacted by one motion. There will be no separate discussion on these items unless a Board member so requests. In which event, the item will be removed from the Consent Agenda and considered with other items listed in the Regular Agenda.*

##### i. Adoption of minutes of the September 28th regular meeting will be at the next regular meeting on October 26,2021

#### D. PRESENTATION

##### 2. Task Force on Homelessness Needs and Assessment and Community Action Plan

- Amy Murphy Nugen

#### E. PUBLIC HEARING

##### 3. Conditional District Amendment to the Land Development Map and standards for a 2.84 acre portion of the Waynesville Country Club, PIN: 8604-99-9017

- Elizabeth Teague, Development Services Director

***Motion: To find that the project is consistent with the 2025 Comprehensive Plan and is reasonable and in the public interest.***

***Motion: To approve (deny or approve with conditions) the Conditional District Amendment Ordinance O-19-21 to the Land Development Map and standards for PIN 8604-99-9017, within the Country Club Low Density Residential District (CC-RL)***

4. Public Hearing on the Refinancing the USDA Loan for Fire Station #1, reimbursing the Town for purchase of land for Fire Station #2 and purchase of a Fire Tanker Truck
  - Rob Hites, Town Manager

***Motion: To adopt resolution R-08-21 requesting approval of both the refinancing (November meeting of the LGC) and financing the repayment of the purchase of the land for Fire Station #2 and Tanker truck after January 1st, 2022.***

**F. OLD BUSINESS**

5. Review of Rules and Procedures for Appointing a Downtown Advisory Board
  - Town Manager Rob Hites

***Motion: To approve rules and procedures after review and amendment, if necessary.***

**G. NEW BUSINESS**

6. Proposal to conduct a study to connect Clyde and Waynesville's water system for emergency purposes
  - Town Manager Rob Hites

***Motion: To approve a study to connect Clyde and Waynesville's water system for emergency purposes***

**H. COMMUNICATION FROM STAFF**

7. Manager's Report

Budget Amendment for the Purpose of Adjusting the Police Department's Pay Scale  
(Agenda attachments will be sent to the Board and Media prior to the meeting)

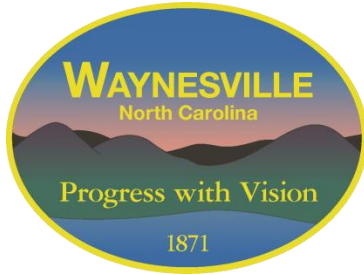
- Jesse Fowler, Assistant Town Manager

8. Town Attorney Report

- Town Attorney, Martha Bradley

**I. COMMUNICATIONS FROM THE MAYOR AND BOARD**

**J. ADJOURN**



# TOWN OF WAYNESVILLE

PO Box 100  
 16 South Main Street  
 Waynesville, NC 28786  
 Phone (828) 452-2491 • Fax (828) 456-2000  
[www.waynesvillenc.gov](http://www.waynesvillenc.gov)

## CALENDAR

### October 2021

<b>Saturday October 16</b>	<b>Apple Harvest Festival 9:00 am – 5:00 pm</b>
Tuesday October 26	Board of Aldermen Meeting – Regular Session
Saturday October 30	Treats on the Street – Main Street – 5:00 – 7:00 pm
Saturday October 20	Hazelwood Halloween – Hazelwood Ave. 5:00 – 7:00 pm
<b>Tuesday November 2</b>	Election Day
Tuesday November 9	Board of Aldermen Meeting – Regular Session
Thursday November 11 Veterans Day	Town Offices Closed
Tuesday November 23	Board of Alderman Meeting- Regular Session
Thursday & Friday November 25 & 26	Town Offices Closed - Thanksgiving
Friday December 3	Waynesville Christmas Tree Lighting – Main Street - 6:00 pm
Monday December 6	Waynesville Christmas Parade – Main Street - 6:00 pm
Saturday December 11	Night Before Christmas – Main Street – 6:00 pm
Tuesday December 14	Board of Aldermen Meeting – Regular Session
December 23, 24 & 27th	Town Closed – Christmas Holidays

## Board and Commission Meetings – October 2021

ABC Board	ABC Office – 52 Dayco Drive	<b>October 19</b> 3 <sup>rd</sup> Tuesday 10:00 AM
Board of Adjustment	Town Hall – 9 S. Main Street	<b>October 5</b> 1 <sup>st</sup> Tuesday 5:30 PM
Downtown Waynesville Association	UCB Board Room – 165 North Main	<b>October 28</b> 4 <sup>th</sup> Thursday 12 Noon
Firefighters Relief Fund Board	Fire Station 1 – 1022 N. Main Street	<b>Meets as needed</b> <i>No meeting currently scheduled</i>
Historic Preservation Commission	Town Hall – 9 S. Main Street	<b>October 6</b> 1 <sup>st</sup> Wednesday 2:00 PM
Planning Board	Town Hall – 9 S. Main Street	<b>October 18</b> 3 <sup>rd</sup> Monday 5:30 PM
Public Art Commission	Town Hall – 9 S. Main Street	<b>October 14</b> 2 <sup>nd</sup> Thursdays 4:00 PM
Recreation & Parks Advisory Commission	Rec Center Office – 550 Vance Street	<b>October 20</b> 3 <sup>rd</sup> Wednesday 5:30 PM
Waynesville Housing Authority	Waynesville Towers – 65 Church Street	<b>October 12</b> 2 <sup>nd</sup> Tuesday 3:30 PM



# TOWN OF WAYNESVILLE



TASK FORCE ON HOMELESSNESS  
HOMELESSNESS NEEDS ASSESSMENT & COMMUNITY ACTION PLAN



**OCTOBER 2021**

# Town of Waynesville Task Force on Homelessness Needs Assessment and Community Action Plan

## **Submitted**

October 4, 2021

## **Prepared for**

Town of Waynesville  
16 South Main Street  
Waynesville, NC 28786  
<https://www.waynesvillenc.gov/>

## **Prepared by**

Amy Murphy-Nugen, MSW, PhD  
Consultant

## **Special thanks**

Hannah Minick, Town of Waynesville, MSW Graduate Student Intern, August 2020-May 2021

Abby Schuler, MSW Graduate Student Research Assistant, May 2021-August 2021

Table of Contents

Figures & Tables.....4

Acknowledgments.....10

Acronyms.....12

Executive Summary.....17

Introduction.....31

Town of Waynesville Community Profile  
.....36

Point in Time Count.....53

Results: Community Feedback Survey  
.....58

Results: People who are Homeless  
Survey.....65

Findings: Listening Sessions.....135

Housing Market Analysis.....139

Recommended Action Plan.....158

References.....171

Appendices.....178

# Figures and Tables

- Figure 1 Social Determinants of Health
- Figure 2 Haywood County Map
- Figure 3 Town of Waynesville Map
- Figure 4 Age of Survey Participants
- Figure 5 Race of Survey Participants
- Figure 6 Ethnicity of Survey Participants
- Figure 7 Gender of Survey Participants
- Figure 8 Sexual Orientation of Survey Participants
- Figure 9 Religious and Spiritual Affiliation of Survey Participants
- Figure 10 Religious Denomination of Survey Participants who are Religious
- Figure 11 Employment Status of Survey Participants
- Figure 12 Survey Participants who are Receiving Wages, Incomes, and/or Financial Support
- Figure 13 Current Type of Financial Support of Survey Participants
- Figure 14 Relationship Status of Survey Participants
- Figure 15 Parental Status of Survey Participants
- Figure 16 Age Ranges of Children of Survey Participants
- Figure 17 Survey Participants and Number of People They Are Seeking Shelter With
- Figure 18 Pregnancy Status of Survey Participants
- Figure 19 Veteran Status of Survey Participants
- Figure 20 Foster Care Experience of Survey Participants
- Figure 21 County Survey Participant Lived in When They Last Had Stable Housing
- Figure 22 Survey Participant Time Lived in Haywood County
- Figure 23 Survey Participant Originally from Waynesville
- Figure 24 Survey Participant Originally from Waynesville and Time Lived in Haywood County
- Figure 25 Reason Survey Participant Came to Waynesville
- Figure 26 Survey Participants' Living Arrangements Prior to Becoming Homeless
- Figure 27 Where are you sleeping now: Most often
- Figure 28 Survey Participant Ever Asked to Move Sleeping Arrangements
- Figure 29 Survey Participant Ever Approached by an Outreach Worker While in an Unsheltered Location
- Figure 30 Is This Your First Time Experiencing Homelessness
- Figure 31 How Long Have You Been Experiencing Homelessness Currently
- Figure 32 How Many Times Have You Experienced Homelessness in the Past 12 Months
- Figure 33 How Many Times Have You Experienced Homelessness in the Past 3 Years
- Figure 34 Combined Does the Amount of Time You've Been Homeless In The Past 3 Years Equal 12 Months or More
- Figure 35 Are You Expecting to Be Stably Housed within the Next 12 Months

- Figure 36 Have You Ever Accessed Any Kind of Housing Support
- Figure 37 Have You Used Shelter Services in Waynesville/Haywood County
- Figure 38 If Safe, Affordable Housing Were Available Would You Move Into It
- Figure 39 How Much Do You Think You Could Pay Towards Rent or Housing Costs Each Month
- Figure 40 Survey Participant Experiencing Any Current Physical or Mental Health Issue
- Figure 41 Are You Able to Access Physical, Mental, and/or Substance Use Health Services
- Figure 42 In the Past 12 Months, How Many Times Have You Seen A Physical Health Provider
- Figure 43 In the Past 12 Months, How Many Times Have You Received Dental Care
- Figure 44 In the Past 12 Months, How Many Times Have You Accessed Behavioral/Mental Health Services
- Figure 45 What Behavioral Health Services Do You Access
- Figure 46 How Many Times Have You Visited the Emergency Department in the Last 12 Months
- Figure 47 Where Do You Go Typically For Health Services
- Figure 48 Have You Been A Victim of a Crime While You Have Been Unsheltered/Experiencing Homelessness
- Figure 49 Prior to Becoming Homeless, Were You Involved with the Justice System At All
- Figure 50 Over the Past 12 Months, How Many Times Have You Been Incarcerated
- Figure 51 What Type of Crime Were You Convicted Of
- Figure 52 Are You a Survivor of Domestic and/or Interpersonal Violence
- Figure 53 Have You Experienced a History of Domestic and/or Interpersonal Violence/Abuse
- Figure 54 Was Domestic and/or Interpersonal Violence/Abuse The Cause of Your Homelessness
- Figure 55 Housing Continuum
- 
- Table 1 Total Population
- Table 2 Population Change
- Table 3 Population, Race and Ethnic Demographics
- Table 4 Population, Gender Demographics
- Table 5 Population, Age Demographics
- Table 6 Median Household Income
- Table 7 Median Earnings for Females and Males
- Table 8 2019 Poverty Status
- Table 9 Poverty Status, Female and Male
- Table 10 Poverty Status, Race and Ethnic Demographics
- Table 11 Socio-economic Indicators
- Table 12 2019 Social Security and Retirement Income

Table 13	Health Insurance Coverage
Table 14	Selected Housing Characteristics
Table 15	Housing Cost Burden
Table 16	Highest Level of Educational Attainment, 18 to 24 Years-Old
Table 17	Highest Level of Educational Attainment, 25 Years & Older
Table 18	Industry, Civilian Employment, Age 16 and Over
Table 19	Industry, Civilian Employment, Age 16 and Over with Median Earnings
Table 20	Largest 25 Employers in Haywood County, 2020
Table 21	Point in Time Count: Families with Children who are Homeless
Table 22	Point in Time Count: Adults without Children who are Homeless
Table 23	Point in Time Count: Children without Guardians who are Homeless
Table 24	Point in Time Count: Location of People who are Homeless
Table 25	Point in Time Count: Populations that are Chronically Homeless
Table 26	Point in Time Count: Veterans who are Homeless
Table 27	Point in Time Count: Youth Households
Table 28	2021 Housing Inventory Count
Table 29	2020 Housing Inventory Count
Table 30	Participant Responses About Perceived Causes of Homelessness from Most to Least Likely
Table 31	Participant Responses About Perceived Causes of Homelessness, Open-ended Responses
Table 32	Participant Responses About Perceived Solutions to Homelessness from Most to Least Likely
Table 33	Participant Responses About Perceived Solutions to Homelessness, Open-ended Responses
Table 34	Participant Responses to Proximity Indicators, Organized from Most Willing to Least Willing to Consider
Table 35	Participant Responses of Willingness to Help People who are Homeless, Organized from Most Willing to Least Willing to Help
Table 36	Age of Survey Participants
Table 37	Race of Survey Participants
Table 38	Ethnicity of Survey Participants
Table 39	Gender of Survey Participants
Table 40	Sexual Orientation of Survey Participants
Table 41	Religious and Spiritual Affiliation
Table 42	Religious Denomination of Survey Participants who are Religious
Table 43	Employment Status of Survey Participants
Table 44	Survey Participants Who Are Receiving Wages, Incomes, and/or Financial Support
Table 45	Current Type of Financial Support
Table 46	Relationship Status of Survey Participants

- Table 47 Parental Status of Survey Participants
- Table 48 Age Categories for Children of Survey Participants
- Table 49 Survey Participants and Number of People They Are Seeking Shelter With
- Table 50 Pregnancy Status of Survey Participants
- Table 51 Veteran Status of Survey Participants
- Table 52 Foster Care Experience of Survey Participants
- Table 53 County Survey Participant Lived in When They Last Had Stable Housing
- Table 54 Survey Participants' Time Lived in Haywood County
- Table 55 Survey Participants Originally from Waynesville
- Table 56 Reason Survey Participant Came to Waynesville
- Table 57 Survey Participants' Living Arrangements Prior to Becoming Homeless
- Table 58 Where Are You Now Sleeping
- Table 59 Survey Participant Ever Asked to Move Sleeping Arrangements
- Table 60 Survey Participant Ever Approached by an Outreach Worker at an Unsheltered Location
- Table 61 Is This Your First Time Experiencing Homelessness
- Table 62 How Long Have You Been Experiencing Homelessness Currently
- Table 63 How Many Times Have You Experienced Homelessness in the Past 12 Months
- Table 64 How Many Times Have You Experienced Homelessness in the Past 3 Years
- Table 65 Combined Does the Amount of Time You've Been Homeless in the Past 3 Years Equal 12 Months of More
- Table 66 Are You Expecting to be Stably Housed Within the Next 12 Months
- Table 67 Main Cause of Homelessness
- Table 68 Have You Ever Accessed Any Kind of Housing Support
- Table 69 How Helpful Do You Think Services in Waynesville Are
- Table 70 Have You Used Shelter Services in Waynesville/Haywood County
- Table 71 What Are Reasons You Have Not Accessed Shelter Services
- Table 72 Have You Applied For, or Are you Receiving Any of the Following Types of Assistance in the Last Two Years
- Table 73 What, if any, Non-Housing Supports Do You Access
- Table 74 If Safe, Affordable Housing Were Available Would You Move Into It
- Table 75 How Much Do You Think You Could Pay Towards Rent or Housing Costs Each Month
- Table 76 Survey Participant Experiencing Any Current Physical or Mental Health Issue
- Table 77 Survey Participant Able to Access Physical, Mental, and/or Substance Use Health Services
- Table 78 In the Past 12 Months, How Many Times Have You Seen A Physical Health Provider
- Table 79 In the Past 12 Months, How Many Times Have You Received Dental Care
- Table 80 In the Past 12 Months, How Many Times Have You Accessed Behavioral/Mental Health Services

- Table 81 What Behavioral Health Services Do You Access
- Table 82 How Many Times Have You Visited the Emergency Department in the Last 12 Months
- Table 83 Where Do You Typically Go For Health Services
- Table 84 Type of Substance Use
- Table 85 Victim of Crime While Homeless
- Table 86 Prior to Becoming Homeless, Were You Involved with the Justice System
- Table 87 Over the Past 12 Months, How Many Times Have You Been Incarcerated
- Table 88 What Type of Crime Were You Convicted Of
- Table 89 Are You A Survivor of Domestic and/or Interpersonal Violence
- Table 90 Have You Experienced a History of Domestic and/or Interpersonal Violence/Abuse
- Table 91 Was Domestic and/or Interpersonal Violence/Abuse The Cause of Your Homelessness
- Table 92 Survey Participant Grief and Loss Experience Associated with Their Homelessness
- Table 93 Housing Types
- Table 94 Housing Supply
- Table 95 Housing Condition
- Table 96 Housing Cost Burden



# Appendices

## Methods

Community Feedback Survey Instrument

People who are Homeless Survey Instrument

Listening Session Instrument: Business Owners

Listening Session Instrument: Faith Leaders

Listening Session Instrument: Law Enforcement

## Representatives

Listening Session Instrument: People who are Homeless

Listening Session Instrument: Providers of Behavioral Health and Supportive Services

Listening Session Instrument: Providers of Housing and Supportive Services

Listening Session Instrument: Residents Impacted by Homelessness

Community Feedback to Draft Plan from August 26 Open House

# Acknowledgements

Every resident involved with this process has made a valuable contribution and merits recognition. Appreciation is extended to the 224 anonymous residents who completed a community feedback survey, the 57 anonymous neighbors who are homeless and completed a comprehensive survey about their lived experience, the 59 business owners/representatives who completed a survey, and the 31 community stakeholders who participated in one of the seven listening sessions. Gratitude to Grace Church in the Mountains for allowing us to use their facility to host listening sessions and the community feedback open house.

## Town of Waynesville Board of Alderpersons

Gary Caldwell, Mayor

Julia Boyd Freeman, Mayor Pro Tem

Chuck Dickson

Jon Feichter

Anthony Sutton

## Town of Waynesville Administration

Rob Hites, Town Manager

Jesse Fowler, Assistant Town Manager

Eddie Ward, Town Clerk

A special acknowledgment to Julie Grasty, Asset Services Manager, Department of Public Services for assisting the Task Force in accessing meeting space that met COVID-19 guidelines.

# Task Force on Homelessness

Chief David Adams (Proxy: Lt. Tyler Trantham)

Juleah Berliner

Wanda Brooks

Dale Burris

Nathan Cartwright

Sheriff Greg Christopher (Proxy: Chief Deputy Jeff Haynes )

Bob Cummings

Patsy Davis (Proxy: Brooke Smith)

Commissioner Kevin Ensley

Keri Guidry

Mandy Haithcox

Jon Lynn McDermott

Amy Murphy-Nugen (Chair)

Joslyn Schaefer

Alderman Anthony Sutton

Brandon Wilson

The Task Force would like to acknowledge Bill Guy, Laura Howell, Neese Morris, Linda Nulsen, and Theresa Pierce who were initially appointed to serve. Just as the Task Force was scheduled to begin meeting in March 2020, COVID-19 introduced many uncertainties and unexpected demands for many of us and our neighbors—including changes to family, home, and work responsibilities and schedules, significant challenges for small businesses, and health concerns both directly and indirectly related to the pandemic. Although we were all learning how to navigate the same uncharted sea, we did so in our respective boats. Thank you to our community members who were willing to serve but ultimately unable to do so while navigating these unexpected life challenges. Your willingness to serve is acknowledged and appreciated.

## Acronyms

ABCCM	Asheville Buncombe Community Christian Ministry
ACES	Adverse Childhood Experiences
BoA	Board of Aldermen
CDC	Centers for Disease Control
CoC	Continuum of Care
DV	Domestic Violence
EACH	Ending Area Child Homelessness
ED	U.S. Department of Education
ES	Emergency Shelter
FY2022	Fiscal Year 2022
HAMFI	U.S. Department of Housing and Urban Development Area Median Family Income
HHH	Helping Hands of Haywood
HIC	Housing Inventory Count
HPC	Haywood Pathways Center
HUD	U.S. Department of Housing and Urban Development
LEO	Law Enforcement Officer

LGB	Lesbian, Gay, and/or Bisexual Community
LIHTC	Low-income Housing Tax Credit
LMI	Low and Moderate Income
LPA	Local Planning Area
NCCEH	North Carolina Coalition to End Homelessness
NCHFA	North Carolina Housing Finance Agency
PH	Permanent Housing
PIT	Point-in-Time Count
PHA	Public Housing Agency
PSH	Permanent Supportive Housing
PWH	People who are Homeless
RRH	Rapid Rehousing
REACH	Resources, Education, Assistance, Counseling, and Housing of Haywood County
SAMHSA	U.S Department of Health and Human Services, Substance Abuse and Mental Health Services
SDoH	Social Determinants of Health
SMHP	Smoky Mountain Housing Partnerships
SNAP	Supplemental Nutritional Assistance Program (formerly known as Food Stamps)
SSI	Supplemental Security Income
SSVF	Supportive Services for Veteran Families
TANF	Temporary Assistance to Needy Families
TOW	Town of Waynesville
USDA RD	U.S. Department of Agriculture, Rural Development

# Task Force on Homelessness Work Groups

*Housing is healthcare...The primary and essential function of housing—to provide a safe and sheltered space—is absolutely fundamental to the people's health and well-being.*  
 –Dearbhal Murphy

As Murphy notes above (Lozier, n.d.), housing is inextricably linked to health and well-being. Consequently, the Task Force used the Social Determinants of Health (SDoH) framework to establish and develop work groups. Social determinants of health are conditions in the environment in which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks (Centers for Disease Control, 2021). Conditions (e.g., social, economic, and physical) in these various environments and settings (e.g., school, church, workplace, and neighborhood) have been referred to as “place.” In addition to the more material attributes of “place,” the patterns of social engagement and sense of security and well-being are also affected by where people live. Resources that enhance quality of life can have a significant influence on individual well-being and community health outcomes. Examples of these resources include safe and affordable housing, access to education, public safety, availability of healthy foods, local emergency/health services, and healthy toxin-free environments.

**Figure 1** Social Determinants of Health



(Adapted from Artiga & Hinton, 2018)

## Community Connections & Social Cohesion

Focus Areas: homeowner support (i.e. impacted by homelessness), support systems for people who are homeless, social cohesion

Keri Guidry, Work Group Lead

Mandy Haithcox, Work Group Notetaker

Michael Blackburn

Wanda Brooks

Dale Burris

Nathan Cartwright

Alderman Jon Feichter

Becca Goldstein

## Economic Stability

Focus Areas: business support, employment/income support for people who are homeless

Alderman Anthony Sutton Work Group Lead

Joslyn Schaefer, Work Group Notetaker

Chief David Adams

Wanda Brooks

Sheriff Greg Christopher

Jon Lynn McDermott

Lt. Tyler Trantham

## Education

Focus Areas: prevention, early intervention

Bob Cummings, Work Group Lead/Notetaker

Patsy Davis, Work Group Lead/Notetaker

Jeremiah Jaynes

## Eviction, Foreclosure, Winter Preparation, & Crisis Response

Focus Areas: eviction and foreclosure prevention & intervention, Winter Cold Grace shelter support, crisis intervention

Brandon Wilson, Work Group Lead

Vicky Gribble, Work Group Notetaker

Mayor Gary Caldwell

Commissioner Kevin Ensley

Christina Hendricks

Barbara Stuteville

Michele Rogers

## Health

Focus Areas: physical, mental/behavioral health—including substance use

Juleah Berliner, Work Group Lead

Hannah Minick, Work Group Notetaker

Jesse Lee Dunlap

Shawn Hudson

Ronnie Johnson

Neese Morris

Billye Simmers

Kasey Steffan-Valentine



# Executive Summary

## Context: COVID-19 and Community Response

### Homelessness Increasing Nationwide Prior to COVID-19

From January 2019 to January 2020, prior to the impacts of the pandemic, homelessness increased nationwide by 2.2 percent. Notably, increases were experienced by individuals who are unsheltered (7 percent increase from 2019 to 2020), which was connected to an increase in individuals experiencing chronic homelessness (15 percent increase from 2019 to 2020). Since data collection began, 2020 is the first year in which more individuals who were homeless were unsheltered (209,413) than were sheltered (199,478). Further, nationwide, Veteran homelessness did not decline in 2020, which was also the first year homelessness among family households did not decrease in over a decade (U.S. Department of Housing and Urban Development [HUD], 2021c).

Historically, for years prior to the COVID-19 pandemic, homeless services have been under-resourced and not able to fully respond to the needs of people who are experiencing homelessness or at-risk of homelessness (Fessler, 2021). As an additional consequence of the pandemic, there are concerns that homelessness will continue to exponentially escalate when the Center for Disease Control's eviction and foreclosure moratorium ends on July 31, 2021 (Frost, 2021). Although Waynesville and Haywood County may be experiencing an increase in homelessness, the growing challenge is not distinct from the rest of the nation.

### Community Response

During the Fall of 2019, discussions around homelessness were elevated due to concerns raised by business owners in Waynesville's historic Frog Level district. Although it was not the first time homelessness was an issue of discussion in our community, the topic became part of many campaign platforms during the election year. In early 2020, following the election and installation of community leadership, the Town Board created the Task Force on Homelessness and appointed twenty-one members.

## Task Force Charge

The Task Force was given the following charge by the Mayor and Board of Alderpeople.

1. Research the demographics of persons who are homeless in Waynesville and the causes of homelessness;
2. Examine stigmatization, criminalization and discrimination associated with homelessness;
3. Conduct a gap analysis to identify needs, existing community capacity, and additional resources necessary to prevent and respond to temporary and chronic homelessness; and,
4. Developing a collaborative community action plan to fill system gaps and improve existing programs.

## Homelessness Needs Assessment

A comprehensive needs assessment was conducted to identify and document unmet housing needs, gaps in housing-related services, and housing-related problems as well as opportunities in the Town of Waynesville. The findings and results of this study were used to prioritize recommendations regarding housing program and resource supports, strengthening service delivery, and informing public policy.

Specifically, data were derived from:

- U.S. Census Bureau on socio-economic community characteristics
- Community feedback survey completed by 224 residents
- Comprehensive survey of people who are homeless completed by 56 individuals
- 7 listening sessions attended by 31 key stakeholders representing business owners, faith leaders, law enforcement, people who are homeless, providers of housing and allied supports, providers of behavioral health and allied supports, and residents impacted by homelessness.
- Business survey that was conducted by the TF's Economic Stability Work Group in partnership with the Haywood Chamber of Commerce in which nearly 60 businesses participated.

In total, 370 individuals provided data and feedback.

Significant gaps were identified through the homelessness needs assessment—including, the need to increase outreach and service connection among people who are homeless, experiencing substance use and/or mental health issues, and, intersecting involvement with the criminal justice system. Data from the homelessness needs assessment found that 80 percent of the survey participants who are homeless had never encountered an outreach worker while they were unsheltered. The needs assessment also noted disparities in service access identified by people who are homeless and members of the LGBTQ community. Like the rest of the nation, Waynesville is also experiencing challenges with chronic homelessness. These challenges are further impacted by regional market conditions, which include constrained wages and a lack of affordable housing options.

Based on this comprehensive feedback and data analysis, a community action framework—titled Waynesville Community CARES—is being recommended to strengthen service delivery systems, improve the quality of life for our neighbors who are homeless, and, address concerns of our neighbors and businesses impacted by homelessness. CARES is an acronym for a five-point comprehensive strategy to address homelessness in our community.

## Recommended Action Plan: Waynesville Community CARES

Homelessness is a multifaceted and complex issue that impacts the individual experiencing being unhoused, individuals living near homelessness, businesses situated near homelessness, and the community at-large. Consequently, an effective response will require various partners and resources that span the social determinants of health. The following comprehensive Community CARES framework proposes an asset-based approach to strengthen existing services for people who are homeless and addressing concerns communicated by neighbors and businesses impacted by homelessness.



# WAYNESVILLE COMMUNITY CARES

## C.A.R.E.S

**C:** Coordination, Collaboration, Community-Building & Civility

**A:** All neighbors are known

**R:** Residence, A place to call home

**E:** Education (prevention & early intervention)

**S:** Supports (SDOH--education, financial capability, workforce development, integrated health [i.e. behavioral & physical], social capital, transportation, policy innovation, etc.)

## Recommended Community Action Plan

### C: Coordination, Collaboration, Community-building & Civility

**Goal:** Strengthen existing partnerships and service provider capacity & deepen community connections among neighbors for the purpose of both meeting needs and creating opportunity for our neighbors who are homeless, and, neighbors & businesses who are impacted by the issue of homelessness

**Why:** The homelessness needs assessment found the existing service delivery system is meeting the needs of individuals who are homeless and respond effectively to a structured program. It is essential to not only maintain the support of the existing system and providers but to also strengthen its capacity to ensure the sustainability of this effective response in meeting the needs and opportunities of our neighbors who are homeless.

The homelessness needs assessment also uncovered a critical gap—responding to the needs of individuals who are homeless, are experiencing substance use or mental health issues, and, may also be intersecting the criminal justice system. Approximately eighty percent of the participants in the study of people who are homeless indicated they had never encountered an outreach worker when they were unsheltered. Further, nearly fifty-two percent of participants had experienced homelessness before—with nearly fifty-one percent of the participants experiencing homelessness for a year or more. The amount of time spent in homelessness for the past three years equaled twelve months or more for seventy-one percent of participants. Although the disability status of the study participants was not documented, these rates of long-term homelessness and repeated episodes of homelessness in Waynesville likely suggest higher rates of chronic homelessness in the area, as well as a need for increased outreach and supportive housing programs. Recognizing that individuals may not seek services on their own or otherwise become known to providers, the United States Interagency Council on Homelessness considers street outreach as a best practice in ending homelessness and connecting people to stable housing and other supportive services (USICH, 2019). The USICH (2019) also identifies effective practices for street outreach, including: systematic, coordinated and comprehensive outreach; housing-focused outreach; person-centered, trauma-informed and culturally responsive outreach; and, emphasizing safety and reducing harm.<sup>1</sup>

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<sup>1</sup> Specific guidelines are available at [USICH Core Components of Outreach](#)

In addition to evidence that suggests chronic homelessness, our neighbors who are homeless also report being victims of crime at a higher rate (thirty-six percent) than the general population. Further, forty-eight percent of participants experienced anywhere from one to more than seven episodes of incarceration. This data indicates two distinct sub-populations of people who are homeless in our community—i.e. those who are encountering our justice system and requiring its resources and those who are not. To assess the level of potential impact of criminal involvement and behavior, participants who were incarcerated in the last 12 months were asked to indicate the highest type of crime for which they were convicted. Sixty-two percent of participants who had been incarcerated in the last 12 months indicated they were convicted of a felony. This data indicates street outreach as well as more intentional and focused coordination of care may prevent or reduce involvement with the criminal justice system and improve individual well-being for people who are homeless and community quality of life for all residents of Waynesville.

Due to the intersecting and complex causes of homelessness, effective community efforts often require the intentional collaboration and coordination of various stakeholders—including people who are homeless, housing providers, behavioral health providers, physical health care providers, law enforcement, probation, faith leaders, education and workforce development, and other supportive services. It should be acknowledged that collaborative efforts already exist in our community—and it also should be noted that these efforts would benefit from additional resources and supports. Noting the particular resource constraints in rural communities, HUD (2010) identifies a community “connector” or “champion” as a critical success factor in high-performing rural areas. The recommended CARES Director should fulfill this critical role in strengthening cross-agency (including business, government, and not-for-profit providers) collaborations, developing a shared vision to address local needs and opportunities, bridge-building and inside and outside homeless delivery system, and, cultivating creative and innovative responses to community needs and opportunities.

Community connections often serve as protective and preventive factors against homelessness (Kelly, 2020). Activities that bring community members together provide critical community-building for relationships to be developed among community members, information about resources and opportunities to be shared, and civil discussions to occur.

Action Steps	Year				
	1	2	3	4	5

Coordination & Collaboration					
TOW appoints hiring committee for CARES Director	•				
TOW hires Community CARES Director	•				
Community CARES Director establishes a care coordination team of community-based providers	•				
Community CARES Director, on monthly basis, convenes CARES coordination team to connect PWH to service providers/services	•	•	•	•	•
Community CARES Director engages with & connects PWH to services, engage with neighbors & businesses and respond to issues associated with homelessness	•	•	•	•	•
Community CARES Director hosts monthly meetings with neighbors and businesses impacted by homelessness, communicate needs & opportunities to appropriate officials, implement actions	•	•	•	•	•
CARES Director tracks aggregate data & outcomes for success measures & reports quarterly at BoA meetings	•	•	•	•	•

Community-building & Civility					
Annual Community Picnic (i.e. public-private partnership event)	•	•	•	•	•
Establish and Implement Community-Building & Engagement Mini-Grants	•	•	•	•	•
Identify Facilitator & Convene Community Study Circle(s)			•	•	•

## A: All Neighbors are Known By Name

Goal: By using an evidence-informed and baseline “by-name-list,” cultivate community, increase prevention of homelessness, and/or expedite connecting neighbors to services and opportunities

Why: As noted above, the homelessness needs assessment documented eighty percent of the participants in the study of people who are homeless had never encountered an outreach worker when they were unsheltered. If our neighbors who are homeless are not encountering providers, then it is likely they are not accessing services as expeditiously as possible to return them to stable housing. Further, the inaccuracies and inefficiencies of point-in-time counts have long been documented (Trawver, Oby, Kominkiewicz, Kominkiewicz, & Whittington, 2019). Overseen by a Town of Waynesville CARES Director who can maintain confidentiality and privacy of sensitive data, a list of our neighbors who are homeless will help facilitate coordination of services as well as document a more accurate census of individuals who are homeless.

Action Steps	Year				
	1	2	3	4	5

All Neighbors are Known By Name					
CARES Coordination Team establishes shared “by-name-list”	•				
CARES Coordination Team meets every month to review “by-name-list” & connects PWH to services	•	•	•	•	•
CARES Director, in partnership with coordination team, tracks aggregate data & outcomes for success measures & reports quarterly at BoA meetings	•	•	•	•	•



## R: Residence, A Place to Call Home

Goal: Strengthen individual well-being and community quality of life by rapidly connecting individuals at-risk of homelessness to housing, and supporting efforts to expand & develop low-cost affordable housing in safe neighborhoods including rental units and home ownership programs.

Why: As documented in the socioeconomic data for Waynesville, there are significant structural and systemic issues that make it challenging to use existing housing supports and services. For example, our community has access to Rapid Rehousing supports to quickly secure stable housing for people who are homeless but the supply of affordable, full-time rentals is limited. "Could not afford rent" was identified as one of the top three causes of homelessness among study participants who are homeless. Further, nearly thirty-eight percent of study participants indicated they had not accessed any housing services in Waynesville. Yet almost 100 percent of study participants indicated they would move into safe, affordable housing if it were available. Seventy-five percent of study participants shared they could afford \$500 or less in rent/housing cost per month. According to the U.S. Census Bureau, the 2019 median monthly rent in Waynesville was \$810 and the 2019 median monthly mortgage was \$1,152 (2019). In 2019, the rental vacancy rate was approximately five percent. Approximately, fifty percent of Waynesville's renters are estimated to be housing cost-burdened or, paying more than thirty percent of their income for rent (HUD, 2020). It is likely these cost-burdens and medians have increased during the pandemic as well as in the aftermath of the floods in neighboring communities that have furthered strained the supply of housing in our community.

The 2020 point-in-time count indicated a total of 130 people who were homeless—100 people who were sheltered, and 30 who were unsheltered. Given the limitations with the point-in-time count methodology, it is likely these numbers represent an undercount of Waynesville's population that is homeless. With more intentional and focused outreach and coordination of care combined with addressing systemic and structural housing issues—it is possible to more effectively use existing supports and services to connect our neighbors who are homeless to stable housing.

Action Steps	Year				
	1	2	3	4	5

Strengthen and Expand Capacity of Current System					
Town of Waynesville's financial support increased to service providers that focus efforts on existing need by creating a clear application process	•	•	•	•	•
Community CARES Director either provides or secures capacity-building and team-building professional development for CARES coordination team	•	•			
Community CARES Director facilitates expansion of provider participation and PWH access to Coordinated Entry, Rapid Rehousing, LIHTC, Section 8 Vouchers, PSH units	•	•	•		
Community CARES Director evaluates capacity-building, team-building, & access of Coordinated Entry, Rapid Rehousing, LIHTC, Section 8 Vouchers, PSH units			•		•
TOW increase affordable housing units: Rental & Homeownership Opportunities	•	•	•	•	•
Community CARES Director facilitates expansion of partnerships with landlords	•	•			
Community CARES Director tracks aggregate data & outcomes for success measures & reports quarterly at BoA meetings	•	•	•	•	•
TOW assesses progress, makes modifications as needed; after year 3 and year 5 determines if model is working or additional shelter is needed	•	•	•	•	•

## E: Education

Goal: Expand prevention and early intervention education strategies that prevent or mitigate homelessness

Why: Through its work groups, the Task Force documented efforts by our local schools and community agencies to teach positive coping skills to youth. It is recommended the CARES Director and coordination team work in collaboration to support these existing activities that prevent homelessness and promote individual well-being. Further, through many of the Task Force's work groups, it was learned the community had an interest in learning more about homelessness, housing, and community-building activities. It was also suggested that an annual housing fair would be helpful in connecting Waynesville's neighbors to existing housing services and opportunities.

Action Steps	Year				
	1	2	3	4	5

Individual-level education: Community CARES Director works with community agencies, schools, partners to support teaching positive coping skills and building resiliency among youth	•	•	•	•	•
Community-level education: Community CARES Director provides or coordinates quarterly and annual reports on homelessness issues at BoA meetings	•	•	•	•	•
Community-level education: Community CARES Director coordinates quarterly speaker series on issues related to homelessness, housing, & community building		•			
Community-level education: Community CARES Director coordinates annual housing fair	•	•	•	•	•
Community-level education: Community CARES Director coordinates poverty simulation hosted every other year		•		•	

## S: Supports

Goal: Identify community assets and build network capacity to connect people who are homeless, other neighbors, and businesses to services and opportunities

Why: In order to maintain stable housing, it is often helpful to connect individuals to supportive services which may include behavioral health, physical health, dental care, education, workforce development, peer support, transportation, pro-social and affordable recreation, basic services, spiritual enrichment, and governmental services. The homeless needs assessment documented that many individuals who are homeless are not currently accessing several services that may support their efforts to remain stably housed. For example, study participants noted they had not accessed the following services at notable non-participation rates: housing services (37.5%), mental health (36.4%), physical health (40.7%), substance use (50.9%), and transportation (40.7%). When asked what services they found helpful, the highest rated service was food assistance. Seventy-one percent rated food assistance services as either mostly or very helpful. Among the least helpful services, eighteen percent of participants did not find either mental health services nor housing services helpful. It is also worth noting that thirty-five percent of participants applied for and were denied Medicaid services in the last two years.

Ninety-one percent of participants have not accessed dental care in the last year. Most participants (55.4%) have also not accessed behavioral health services in the last 12 months. Approximately thirty-six percent of participants have not accessed a health care provider in the last 12 months. Yet forty percent of participants reported having both a current physical and mental health condition. Conversely, fifty-seven percent of participants have visited the emergency department 1-3 times in the last 12 months.

Action Steps	Year				
	1	2	3	4	5

Community CARES Director builds network capacity between/among housing and other providers/resources: Behavioral health, physical health, dental care, education, workforce development, peer support, transportation, pro-social & affordable recreation, basic services, spiritual, governmental services, etc.	•	•	•	•	•
Community CARES Director coordinates the following mental health action items: <ul style="list-style-type: none"> <li>• Mental health first aid training for community</li> <li>• Host panel of Mental health providers</li> <li>• Explore empowering and participatory programs for people who are homeless (i.e. programs planned/facilitated by PWH—for example, support groups, street outreach, arts/cultural enrichment, etc.)</li> <li>• Explore pilot of public-facing pro bono clinic staffed by experienced clinicians</li> <li>• Explore feasibility of implementing of a Community Response Team</li> </ul>	•	•	•	•	•
Community CARES Director and Care Coordination Team uses network capacity (& possibly NCCare360) to connect PWH to appropriate service and support mix	•	•	•	•	•
Community CARES Director identifies & maps support services assets for both people who are homeless and businesses	•		•		•
Community CARES Director leads effort to explore Policy Innovation in support of CARES Action Plan: <ul style="list-style-type: none"> <li>• TOW affordable housing set-asides (inclusive zoning)</li> <li>• Landlord incentives for affordable set-asides, Rapid Rehousing and/or Voucher participation</li> </ul>	•	•	•	•	•

<ul style="list-style-type: none"> <li>• Child Development Accounts—particularly for youth who are under 5 &amp; identified as living in poverty</li> <li>• Map and identify vacant land/property that may be used for housing development—including affordable units</li> <li>• Access to mental/behavioral health services (including support of Medicaid expansion)</li> <li>• Response to the pre-trial release program—document summons, citations;</li> <li>• Strengthen communication &amp; partnership between LEOs and magistrates;</li> <li>• Monitoring and supports for individuals on pre-trial release (i.e. check-ins, connections with providers)</li> <li>• Support recovery court in Haywood County</li> </ul>					
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# Introduction

## Context: COVID-19 and Community Response

### Homelessness Increasing Nationwide Prior to COVID-19

From January 2019 to January 2020, prior to the impacts of the pandemic, homelessness increased nationwide by 2.2 percent. Notably, increases were experienced by individuals who are unsheltered (7 percent increase from 2019 to 2020), which was connected to an increase in individuals experiencing chronic homelessness (15 percent increase from 2019 to 2020). Since data collection began, 2020 is the first year in which more individuals who were homeless were unsheltered (209,413) than were sheltered (199,478). Further, nationwide, Veteran homelessness did not decline in 2020, which was also the first year homelessness among family households did not decrease in over a decade (U.S. Department of Housing and Urban Development [HUD], 2021c).

Historically, for years prior to the COVID-19 pandemic, homeless services have been under-resourced and not able to fully respond to the needs of people who are experiencing homelessness or at-risk of homelessness (Fessler, 2021). As an additional consequence of the pandemic, there are concerns that homelessness will continue to exponentially escalate when the Center for Disease Control's eviction and foreclosure moratorium ends on July 31, 2021 (Frost, 2021). Although Waynesville and Haywood County may be experiencing an increase in homelessness, the growing challenge is not distinct from the rest of the nation.

### Community Response

During the Fall of 2019, discussions around homelessness were elevated due to concerns raised by business owners in Waynesville's historic Frog Level district. Although it was not the first time homelessness was an issue of discussion in our community, the topic became part of many campaign platforms during the election year. In early 2020, following the election and installation of community leadership, the Town Board created the Task Force on Homelessness and appointed twenty-one members.

## Task Force Charge

The Task Force was given the following charge by the Mayor and Board of Alderpeople.

1. Research the demographics of persons who are homeless in Waynesville and the causes of homelessness;
2. Examine stigmatization, criminalization and discrimination associated with homelessness;
3. Conduct a gap analysis to identify needs, existing community capacity, and additional resources necessary to prevent and respond to temporary and chronic homelessness; and,
4. Developing a collaborative community action plan to fill system gaps and improve existing programs.



In addition, the Task Force agreed to address a continuum of community opportunities and needs:





And, was led by our shared guiding principles:

- Commit to the goals and objectives of the Task Force
- Commit to attending Task Force meetings and actively participate on at least one work group
- Treat everyone with respect
- Practice active listening--listening first to understand
- Offer open-minded consideration--including embracing respectful and productive disagreement and dissent as essential to developing sound decisions
- Focus on issues and avoid personalizing criticism
- Actively engage and also practice self-restraint (i.e. share speaking time)
- Reflect an asset-based, solution-focused, data-informed approach to decision-making
- Expect the process to be messy & uncomfortable at times
- Remember that we are all neighbors
- Remember that all discussions center on fellow human beings; refrain from the dehumanization of any individual or group.
- Share responsibility to hold the Task Force to the above principles.

## Defining Homelessness

The Task Force researched federal definitions of homelessness from the US Department of Housing and Urban Development (HUD), Department of Veterans Affairs and HUD 24 CFR 576.2, which defines “literally homeless” as: An individual/family who lacks a fixed, regular, and adequate nighttime residence.

Through collaboration, we identified other areas in the Town of Waynesville where homelessness occurs and should be accounted. As a Task Force, we believe to effectively respond to this community challenge, it is critical that we work from a shared definition of homelessness. Further, a localized definition will allow us to more accurately understand and assess our own community.

Listed below is the definition we used to guide our work and also recommend serve as the definition of homelessness in the Town of Waynesville. This recommendation includes definitions from HUD, but also expands on those criteria in order to fully capture the broad spectrum of individuals experiencing homelessness in our community.

### Definition of Homelessness

- i. An individual or family with a primary nighttime residence that is a public or private place not designed for, or ordinarily used as a regular sleeping accommodation for human beings, including but not limited to a car, park, abandoned building, bus or train station, airport, or camping ground; or*
- ii. An individual or family who is residing in what is commonly referred to as a “doubled up” or a “couch surfing” situation in temporary housing; or*
- iii. An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, State, or local government programs for low-income individuals); or*
- iv. An individual who is exiting an institution, including but not limited to jail or prison, where she/he resided and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution or upon exiting no subsequent residence has been identified; or*
- v. Persons fleeing or attempting to flee domestic violence or interpersonal violence; or*
- vi. An individual or family who will imminently lose their primary nighttime residence, and no subsequent residence has been identified; and the individual or family lacks the resources or support networks needed to obtain other permanent housing; or*

*vii. Children and youth who meet the criteria described in the U.S. Department of Education (ED) Subtitle VII-B of the McKinney-Vento Homeless Assistance Act will also meet our definition;*

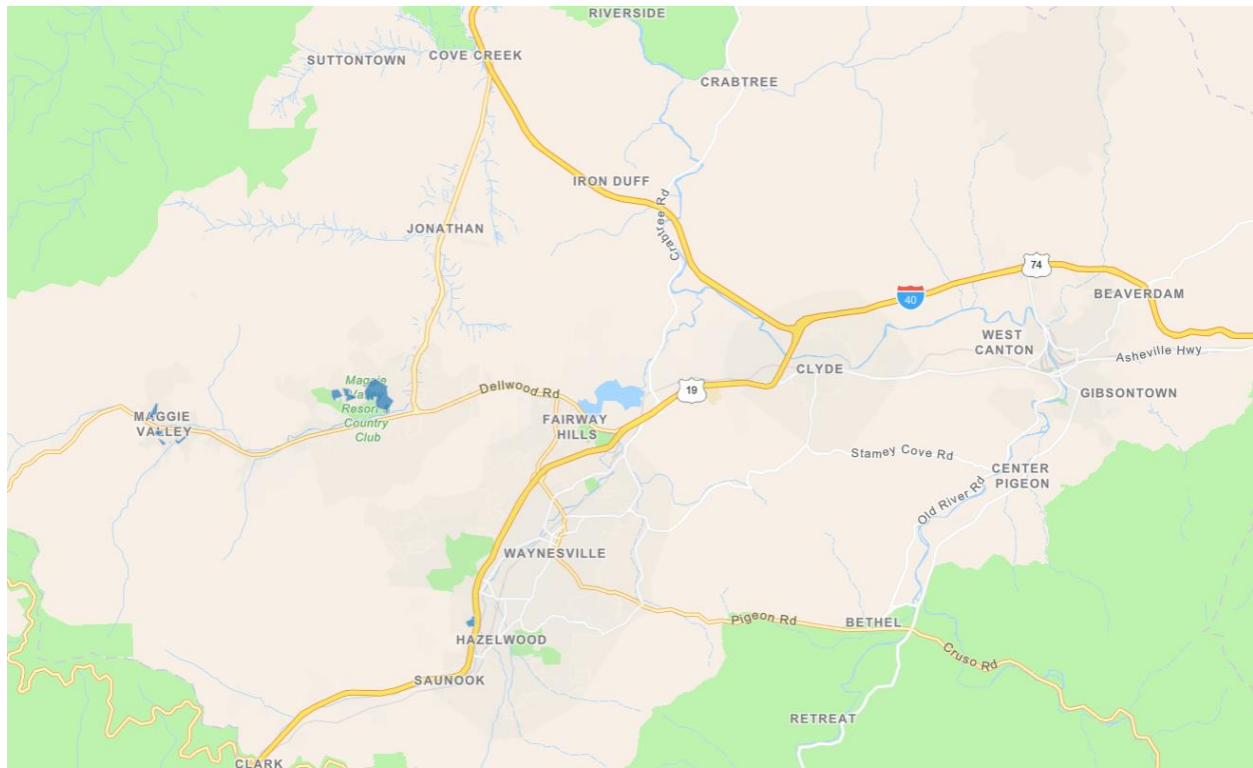
*viii. An individual or family that are defined as homeless under the other listed federal statutes such as:*

*a.) Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to a homeless assistance application;*

*b.) Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; and can be expected to continue in such status for an extended period of time due to special needs or barriers.*

# Town of Waynesville Community Profile

**Figure 2** Haywood County Map

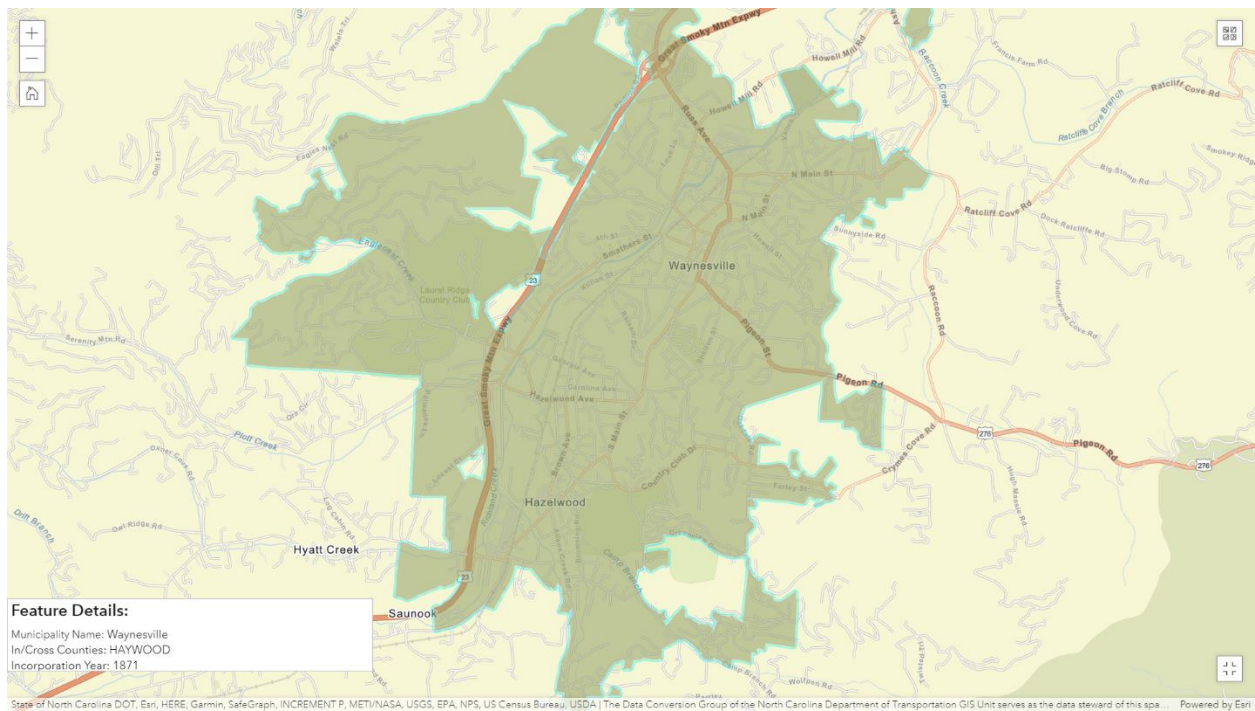


The Town of Waynesville is located in Haywood County, North Carolina. Haywood County is the third largest county in Western North Carolina, following Buncombe and Henderson counties. Haywood County is composed of four towns, Canton, Clyde, Maggie Valley, and Waynesville. In addition to the four towns of Haywood County, it is also home to the Junaluska Assembly. The Lake Junaluska Assembly is a camp and conference center for the Southeastern Jurisdiction of the United Methodist Church in the United States and the headquarters of the World Methodist Council. Waynesville is the county seat and the oldest town in Haywood County.

Waynesville has many geographical assets in and near the community. The Great Smoky Mountain National Park, the most visited National Park in the United States, is near Waynesville, some of which lies in Haywood County. This area has also been designated a Blue Ridge Heritage area and is known for folk arts and crafts. There are fourteen peaks in the Great Smoky Mountains, some of which are at least 6,000 feet in elevation. The Balsam Mountains border Haywood County on the west side. These mountains have seven different types of forests and peaks ranging over 6,400 feet in elevation. Haywood County is also close to the Nantahala National Forest. The Nantahala National Forest ranges 516,000 acres and is North Carolina's largest forest area, spanning from Waynesville to Murphy, Fontana and Cashiers. These rich geographical and recreational assets attract many tourists and visitors to the area.

Waynesville and Haywood County are in the Southeastern United States, situated 20 minutes west of Asheville, NC and 20 miles east of Cherokee, NC. The following sections discuss social and economic demographic data, including recent trends in population, income and poverty status, housing characteristics, education and employment. Data, when available, for Waynesville, Haywood County, North Carolina and the United States are included for comparative purposes. Unless otherwise indicated, data are derived from the U.S. Census Bureau.

**Figure 3** Town of Waynesville Map



## Population

Waynesville's 2019 population was estimated to be 9,965 people. Waynesville experienced a consistent population over the last decade, which is indicated by a 1.0 percent change since 2010. In comparison, Haywood County recorded a 3.4 percent change in population growth in the same time, which is lower than the state (10.7%) and national (6.8%) rates. Although it is likely Waynesville will record a population increase when the 2020 Census data is released, this consistency likely reflects geographical characteristics that both contribute to the quality of life in Waynesville as well as challenges in increasing the number of affordable housing units. For example, the limited availability of affordable and buildable land.

The racial composition of Waynesville is primarily White (94.7%), reflecting only a slightly more diverse population than Haywood County as a whole (97.0%). Individuals who are

American Indians (2.3%, n=227) and Black (2.9%, n=289) respectfully make-up three percent of Waynesville's population. In terms of ethnic identity, Hispanic or Latino/a/X individuals account for six percent (5.8%, n=582) of the population.

There are slightly more females (51.3%, n=5,112) than males (48.7%, n=4853) in Waynesville, reflecting demographic composition at the county (female 51.7%, male 48.3%), state (female 51.3%, male 48.7%), and national (female 50.8%, male 49.2%) levels. However, the median age (48.8 years) in Waynesville is notably older than the state's (38.7 years) and nation's (38.1) median. Further, individuals aged 65 years or older constitute twenty-nine percent (29.1%, n=2,903) of Waynesville's population—nearly double the percent of the state (15.9%) and nation (15.6) for this age group. Conversely, the state (59%) and nation (59.2%) have larger populations among working-age adults, aged 20 to 64 years of age, than both Haywood County (55.5%) and Waynesville (51%). This age composition may have dependency ratio implications. The dependency ratio describes the proportion of individuals who are not typically in the labor force (either children or older adults aged 65+) and individuals who typically are in the labor force.<sup>2</sup> The dependency ratio is a measure that reflects possible financial stress on individuals in the labor force supporting those who are not. It should also be noted that Waynesville's older adults are a significant asset to the community. In particular, many retired individuals share their time, talents and other resources.

**Table 1 Total Population**

	Waynesville	Haywood County	North Carolina	U.S.
<b>Total Population</b>				
2019 Census estimates	9,965	61,053	10,264,376	324,697,795
2015 Census estimates	9,748	59,170	9,845,333	316,515,021
2010 Census	9,934	58,597	9,271,178	303,965,272

(U.S. Census Bureau, 2019b; 2015; & 2010)

**Table 2 Population Change**

	Waynesville	Haywood County	North Carolina	U.S.
Percent Change 2015 to 2019	2.2%	3.2%	4.3%	2.6%
Percent Change: 2010 to 2019	1.0%	3.4%	10.7%	6.8%

(U.S. Census Bureau, 2019b; 2015; & 2010a)

<sup>2</sup> See the U.S. Census Bureau [glossary](#)

**Table 3** Population, Race and Ethnic Demographics

	Waynesville	Haywood County	North Carolina	U.S.				
<b>Racial and Ethnic Demographics</b>								
American Indian/ Alaskan Native	227	2.3%	707	1.2%	204,106	2.0%	5,643,919	1.7%
Asian	113	1.1%	484	.8%	355,907	3.5%	21,408,058	6.6%
Black or African-American	289	2.9%	957	1.6%	2,360,234	23.0%	45,612,523	14.0%
Native Hawaiian and Other Pacific Islander	.19	.2%	40	.1%	18,280	.02%	1,399,393	.04%
Some Other Race	131	1.3%	641	1.09%	348,302	3.4%	17,589,236	5.5%
White	9,436	94.7%	59,191	97.0%	7,279,065	70.9%	244,597,669	75.3%
Hispanic or Latino/a/X (of any race)	582	5.8%	2,425	4%	962,665	9.4%	58,479,370	18.0%

(U.S. Census Bureau, 2019b)

**Table 4** Population, Gender Demographics

	Waynesville	Haywood County	North Carolina	U.S.				
<b>Gender Demographics</b>								
Female Population	5,112	51.3%	31,572	51.7%	5,268,238	51.3%	164,810,876	50.8%
Male Population	4,853	48.7%	29,481	48.3%	4,996,638	48.7%	159,886,919	49.2%

(U.S. Census Bureau, 2019b)



**Table 5 Population, Age Demographics**

	Waynesville		Haywood County		North Carolina		U.S.	
<b>Age Demographics</b>								
Median Age	48.8		47.6		38.7		38.1	
Age Cohorts								
Under 5	449	4.5%	3,014	4.9%	605,125	5.9%	19,767,670	6.1%
5-9 years	569	5.7%	2,625	4.3%	630,547	6.1%	20,157,477	6.2%
10-14 years	572	5.7%	3,415	5.6%	663,079	6.5%	20,927,278	6.4%
15-19 years	405	4.1%	3,243	5.3%	684,678	6.7%	21,208,186	6.5%
20-24 years	534	5.4%	2,954	4.8%	697,588	6.8%	22,015,108	6.8%
25-34 years	1,054	10.6%	6,819	11.2%	1,362,577	13.3%	45,030,415	13.9%
35-44 years	1,013	10.2%	6,707	11.0%	1,298,033	12.6%	40,978,831	12.6%
45-54 years	1,201	12.1%	8,085	13.2%	1,376,281	13.4%	42,072,620	13.0%
55-59 years	576	5.8%	4,450	7.3%	683,840	6.7%	21,654,255	6.7%
60-64 years	689	6.9%	4,876	8.0%	635,115	6.2%	20,102,159	6.2%
65-74 years	1,568	15.7%	8,603	14.1%	976,794	9.5%	29,542,266	9.1%
75-84 years	899	9.0%	4,656	7.6%	476,222	4.6%	14,972,513	4.6%
85 years and over	436	4.4%	1,606	2.6%	174,997	1.7%	6,269,017	1.9%

(U.S. Census Bureau, 2019b)

## Income, Poverty and Health Insurance

Waynesville's median household income (\$42,796) is notably lower than Haywood County's (\$51,659, difference of \$8,863), the state (\$54,602, difference of \$11,806), and nation (\$62,843, difference of \$20,047). Waynesville also reports lower median wages (\$39,989) for full-time, year-round workers than Haywood County (\$40,914), North Carolina (\$43,409), and the United States (\$48,851). Typically, there is a gender disparity in median wages resulting in an earnings gap by female workers as noted at the county-level (female workers, \$36,166; male workers, \$45,630; median wage gap, \$9,464), state (female workers, \$39,754; male workers, \$47,383; median wage gap \$7,629), and nation (female workers, \$43,022; male workers, \$53,275; median wage gap, \$10,253); however, female employees (\$41,504) in Waynesville are reportedly exceeding earnings of their male (\$38,000, median wage gap, \$3,504) counterparts. Full-time, year-round male workers (\$38,000) in Waynesville experience a median wage gap with their Haywood County (\$45,630; median wage gap, \$7,630), state (\$47,383; median wage gap, \$9,383), and national (\$53,275; median wage gap, \$15,275) counterparts. The consequences of this wage differential may be more effectively illustrated by considering that the median gap between full-time, year-round male



workers in Waynesville could purchase approximately \$635 in housing each month if they were keeping pace with full-time, year-round male workers in Haywood County. Full-time year-round female workers in Waynesville exceed their Haywood County (\$36,166; median wage gap, \$5,338) and state counterparts (\$39,754; median wage gap, \$1,750) and lag national (\$43,022; median wage gap, \$1,518) full-time, year-round female workers. Further underscoring that local wages may not have kept pace with cost of living, twenty-seven percent (26.8%, n=544) of employees in either full-time, year-round work (6.1%, n=174) or part-time work (20.7%, n=370) live in poverty.

Poverty data reflects the impacts of lower household median income and wages in Waynesville. Waynesville's overall poverty rate (18.0%) is higher than Haywood County (13.4%), North Carolina (14.7%) and the United States as a whole (13.4%). The poverty rate among youth in Waynesville is particularly concerning. Youth under 18 years of age in Waynesville experience a thirty-two percent (31.9%, n=599) poverty rate—or, almost double the national rate of twenty percent (20.3%, n=3,948,405). Further, the rate is even higher for youth under 5 years of age who experience a poverty rate of thirty-eight percent (38.3%, n=171).

Poverty experience by race reflects national trends; however, rates are overall higher at the local level. In Waynesville, an individual is more likely to be poor if they belong to an underrepresented population. Although the poverty rate is sixteen percent (15.9%, n=1,433) for Whites, it is forty percent (39.7%, n=29) for Asians, thirty-two percent (32.4%, n=77) for Blacks and African-Americans, and, twenty-four percent (24.0%, n=23) for American Indians. Poverty among Hispanics and the Latino/a/X population (18.6%, n=108) is notable—yet slightly lower than the national rate (19.6%).

Reflecting the poverty rate in the community, it is expected to see a higher Food Stamp/SNAP (Supplemental Nutrition Assistance Program) participation rate in Waynesville (19.4%, n=907) than at the state (12.0%, n=3,204) and national (11.7%, n=14,171,567) levels. Of the Waynesville households receiving SNAP benefits, thirty-eight percent (37.5%) have at least one or more persons in the home who are aged 60 years or older.

Waynesville has a higher disability rate (36.6%, n=1,713) than Haywood (33.5%, n=8,928), North Carolina (26.2%, n=1,039,781), and the United States (25.5%, n=30,781,341). Consequently, it is understandable that our community also has a higher percentage of individuals receiving Supplemental Security Income (SSI), which supports individuals who are older adults, blind, and other people who are disabled and have minimal or income by providing cash assistance to meet basic needs for food, clothing and housing.<sup>3</sup> In Waynesville, eight percent (7.9%, n=369) of residents receive SSI compared to seven percent (7.05%, n=1,880) in Haywood County, five percent (4.9%, n=194,574) in

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<sup>3</sup> [Social Security Administration, What is Supplemental Security Income](#)

North Carolina, and, in the United States (5.3%, n=6,443,122). Mean SSI payments average \$12,395 per year in Waynesville, \$10,953 in Haywood County, \$9,828 in North Carolina, and, \$10,073 in the United States.

Despite a higher poverty rate, Waynesville residents do not access cash payments (TANF) at a notably higher rate (3.4%, n=158) than at the county (1.7%, n=466), state (1.6%, n=63,625), or national (2.4%, n=2,853,791) levels. Further, even with the higher poverty rates—particularly youth poverty rates—the 2019 mean cash assistance payment in Waynesville (\$1,767) is lower than the county (\$3,323), state (\$2,666), and nation (\$3,163).

One last social determinant of health indicator—lack of health insurance—indicates that Waynesville has nearly nine percent (9.3%, n=909) of its population without health insurance. This uninsured rate is fairly consistent with other geographies—Haywood County (9.9%, n=5,982), North Carolina (10.7%, n=1,076,994), and United States (8.8%, n=28,248,613). It should be noted that North Carolina remains one of 12 states that has not expanded Medicaid under the Patient Protection and Affordable Care Act (Kaiser Family Foundation, 2021). This expansion would likely decrease the number of uninsured and underinsured residents in our community and not only improve health outcomes but also potentially housing insecurity (Guth, Garfield, & Rudowitz, 2020; Guth & Ammula, 2021).

**Table 6 Median Household Income**

	Waynesville	Haywood County	North Carolina	U.S.
Median Household Income in 2019 Inflation-Adjusted Dollars				
	\$42,796	\$51,659	\$54,602	\$62,843

(U.S. Census Bureau, 2019c)

**Table 7 Median Earnings for Females and Males**

	Waynesville	Haywood County	North Carolina	U.S.
Median Earnings for Workers in 2019 Inflation-Adjusted Dollars: Female and Male Comparison, Full-time, Year-round Workers				
Median, All Workers	\$39,989	\$40,914	\$43,409	\$48,851
Female, Full-time	\$41,504	\$36,166	\$39,754	\$43,022
Male, Full-time	\$38,000	\$45,630	\$47,383	\$53,275

(U.S. Census Bureau, 2019d)

**Table 8 2019 Poverty Status**

	Waynesville	Haywood County	North Carolina	U.S.
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**2019 Poverty Status in Last 12 Months by Percent and Age**

% of all people whose incomes was below poverty in last 12 mos.	18.0% n=1,753	13.4% n=8,057	14.7% n=1,467,591	13.4% n=42,510,843
% of under age 5 and living below poverty	38.3% n=171	33.4% n=988	23.8% n=141,716	20.3% 3,948,405
% of under age 18 and living below poverty	31.9% n=599	22.6% n=2,423	21.2% n=478,877	18.5% n=13,372,778
% of ages 18 to 64 living below poverty	17.6% n=902	13.1% n=4,597	13.8% n=843,693	12.6% 24,545,633
% of ages 65 and older living below poverty	9.2% n=252	7.3% n=1,067	9.1% n=145,021	9.3% n=4,587,432

(U.S. Census Bureau, 2019e)

**Table 9 Poverty Status, Female and Male**

	Waynesville	Haywood County	North Carolina	U.S.
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**2019 Poverty Status in Last 12 Months by Percent and Sex**

Female	17.8% n=889	13.6% n=4,236	16.0% n=824,976	14.6% n=23,601,392
Male	18.1% n=864	13.2% n=3,851	13.3% n=642,615	12.2% n=18,909,451

(U.S. Census Bureau, 2019e)

**Table 10 Poverty Status, Race and Ethnic Demographics**

	Waynesville	Haywood County	North Carolina	U.S.
<b>Racial and Ethnic Demographics</b>				
American Indian/ Alaskan Native	24.0% n=23	8.5% n=24	24.9% n=29,981	24.9% n=660,695
Asian	39.7% n=29	22.8% n=91	10.7% n=30,707	10.9% n=1,922,319
Black or African-American	32.4% n=77	31.8% n=178	22.5% n=475,973	23.0% n=9,114,217
Native Hawaiian and Other Pacific Islander	0.0% n=0	0.0% n=0	20.5% n=1,360	17.5% n=101,826
Some Other Race	68.9% n=84	65.5% n=377	27.2% n=84,699	21.0% n=3,313,183
White	15.9% n=1,433	12.4% n=7,141	11.5% n=790,244	11.1% n=25,658,220
Hispanic or Latino/a/X (of any race)	18.6% n=108	37.4% n=907	26.4% n=248,474	19.6% n=1,740,383

(U.S. Census Bureau, 2019e)

**Table 11 Socio-economic Indicators**

	Waynesville	Haywood County	North Carolina	U.S.
<b>Socio-Economic Indicators</b>				
Food Stamp/SNAP Participation Rate	19.4% N=907	12.0% N=3,204	12.6% N=498,689	11.7% N=14,171,567
Disability Status: 1 or more person	36.6% N=1,713	33.5% N=8,928	26.2% N=1,039,781	25.5% N=30,781,341
Supplemental Security Income (SSI): Households	7.9% N=369	7.1% N=1,880	4.9% N=194,574	5.3% N=6,443,122
Mean Supplemental Security Income	\$12,395	\$10,953	\$9,828	\$10,073
Public Assistance: Cash Payments (TANF)	3.4% N=158	1.7% N=466	1.6% N=63,625	2.4% N=2,853,791
Mean Cash Assistance	\$1,767	\$3,323	\$2,666	\$3,163

(U.S. Census Bureau, 2019f &amp; 2019g)

**Table 12 2019 Social Security and Retirement Income**

	Waynesville	Haywood County	North Carolina	U.S.
<b>Social Security and Retirement Income in 2019 Inflation-adjusted dollars</b>				
Mean Social Security Income	\$19,629	\$20,243	\$19,742	\$19,792
Mean Retirement Income	\$24,239	\$23,811	\$24,693	\$27,793

(U.S. Census Bureau, 2019g)

**Table 13 Health Insurance Coverage**

	Waynesville	Haywood County	North Carolina	U.S.
<b>Health Insurance Coverage</b>				
With health insurance coverage	90.7% N=8,852	90.1% N=54,614	89.3% N=8,983,255	91.2% N=291,458,259
With private health insurance	61.7% N=6,025	66.0% N=39,999	67.4% N=6,781,282	67.9% N=217,186,300
With public coverage	50.3% N=4,908	43.7% N=26,498	34.5% N=3,469,932	35.1% N=112,236,495
No health insurance coverage	9.3% N=909	9.9% N=5,982	10.7% N=1,076,994	8.8% N=23,248,613

(U.S. Census Bureau, 2019g)

## Housing

There are 5,539 housing units in Waynesville, which represents an increase of 82 units added since 2010. A distinct characterization of Waynesville is the ratio of owner-occupied units (55.6%, n=2,602) to renter-occupied units (44.4%, n=2,078). As a whole, Haywood County has a higher homeownership rate (73%, n=19,465) not only of Waynesville but also the state (65.2%, n=2,585,934) and nation (64%, n=77,274,381). Waynesville's median housing value in 2019 (\$161,000) increased by approximately \$14,800 since 2010 (\$146,200). Waynesville's median mortgage is \$1,152 and median gross rent is \$814. Over 200 (8.2%) Waynesville residents live in a home that is less than \$50,000 in value while 74 (2.8%) reside in a home valued at \$1 million or more. The percent (14.6%, n=808) of Waynesville's home owners residing in a mobile home unit is more than double the national percent (6.2%, n=8,495,408). Ten percent (9.9%, n=461) of Waynesville residents live in a home without a vehicle present.

Renters and homeowner are considered "housing cost-burdened" if they pay more than 30 percent of a household's gross income on housing costs. Rental housing costs

include rent plus utilities. Owner-occupied costs include mortgage payment, taxes, insurance, and utilities. Twenty-five percent (24.5%, n=297) of Waynesville homeowners with a mortgage are estimated to be housing cost-burdened while fifty percent (49.5%, n=979) of renters are estimated to be housing cost-burdened.

Additional housing data is including in the Market Analysis section.

**Table 14 Selected Housing Characteristics**

	Waynesville	Haywood County	North Carolina	U.S.
<b>Selected Housing Characteristics</b>				
# of housing units: 2019	5,539	35,514	4,627,089	137,428,986
# of housing units: 2010	5,457	34,705	4,229,552	130,038,080
% of owner-occupied units	55.6% N=2,602	73% N=19,465	65.2% N=2,585,934	64% N=77,274,381
% of renter occupied units	44.4% N=2,078	27% N=7,188	34.8% N=1,379,548	36% N=43,481,667
Owner-occupied, median housing value	\$161,000	\$179,700	\$172,500	\$217,500
Median mortgage	\$1,152	\$1,199	\$1,314	\$1,595
Median Gross Rent	\$814	\$785	\$907	\$1,062
Housing value, less than \$50,000	8.2% N=213	8.5% N=1,645	7.9% N=205,430	6.9% N=5,335,889
Housing value, more than \$1 million	2.8% N=74	1.0% N=197	1.2% N=30,103	3.4% N=2,610,794
Mobile homes	14.6% N=808	17.7% N=6,283	12.8% N=594,578	6.2% N=8,495,408
Owner-occupied houses where no vehicle is present	9.9% N=461	5.1% N=1,360	5.8% N=230,276	8.6% N=10,395,713

(U.S. Census Bureau, 2010b & 2019h)

**Table 15 Housing Cost Burden**

	Waynesville	Haywood County	North Carolina	U.S.
<b>Housing Cost Burden</b>				
% of owner-occupied households w. mortgages who are housing cost burdened	24.5% N=297	28.3% N=2,905	25.0% N=406,288	27.8% N=13,400,012
% of renter households who are housing cost burdened	49.5% N=979	47.5% N=2,984	47.4% N=597,082	49.6% N=20,002,945

(U.S. Census Bureau, 2019h)

## Education and Employment

Census data indicates that twenty-one percent (21.0%, n=135) of Waynesville's 18 to 24 year-olds hold a high school diploma or equivalent. An additional thirty-two percent (32.3%, n=208) of Waynesville residents aged 18 to 24 years-old have some college education or have earned their associate's degree. Further, thirty-eight percent (37.5%, n=241) of 18 to 24 year-olds in Waynesville have earned a Bachelor's degree or higher, which significantly outpaces county (9%, n=370), state (10.3%, n=101,494), and national (11.2%, n=3,429,064) trends. This notable attainment level is likely influenced by the local access to Haywood Community College and regional presence of Western Carolina University. Among Waynesville residents aged 25 and older, nearly fifteen percent (14.7%, n=1,094) hold a Bachelor's degree as their highest educational level and thirteen percent (13.1%, n=976) have earned a graduate or other professional degree.

Expectedly, employment among Waynesville residents is concentrated in three industries (55.0%, n=2,300): 1) education, health care, social services (27.3%, n=1,142); 2) arts, entertainment, recreation, accommodation and food services industry (14.6%, n=610) and, 3) retail (13.1%, n=548). Manufacturing (9.9%, n=415) and professional, scientific, and management, and administrative and waste management service (8.5%) industries also account for notable sectors of employment. Having a relatively high concentration of jobs in the service and retail sectors likely explains the comparatively low median wage earned by full-time, year-round workers that was previously noted.

Although Waynesville residents are employed in industries that provide an attractive wage (Transportation, \$58,125; Information, \$61,042; and, Public Administration, \$46,845), these sectors only account for eight percent (8.1%, n=341) of employed workers—few of which appear to be female. The three industries in which most Waynesville

residents are employed pay moderate to low-wages: Educational services, and health care and social assistance, \$42, 206; Arts, entertainment, and recreation, and accommodation and food services, \$15,000; and, Retail, \$25,536. There is also a notable wage gap between female (\$36,306) and male workers (\$69,663) in the educational, health care, and social assistance sector. Further, the arts, entertainment, recreation and food services sector reports near-poverty level wages.<sup>4</sup> In 2019, the poverty threshold for a 1-person household was \$12,490, for a 2-person household \$16,910, for a 3-person household \$21,330, and, for a 4-person household \$25,750.

**Table 16** Highest Level of Educational Attainment, 18 to 24 Years-Old

	Waynesville	Haywood County	North Carolina	U.S.
<b>Highest Level of Educational Attainment, Population 18 to 24 Years Old</b>				
Less than high school graduate	9.2% N=59	12.9% N=529	12.9% N=126,704	12.6% N=3,865,636
High school graduate (includes equivalency)	21.0% N=135	32.3% N=1,326	31.3% N=308,119	31.4% N=9,631,866
Some college or associate's degree	32.3% N=208	45.8% N=1,877	45.5% N=448,086	44.8% N=13,719,761
Bachelor's degree or higher	37.5% N=241	9.0% N=370	10.3% N=101,494	11.2% N=3,429,064

(U.S. Census Bureau, 2019i)

<sup>4</sup> [U.S. Department of Health & Human Services 2019 Poverty Guidelines](#)



**Table 17** Highest Level of Educational Attainment, 25 Years & Older

	Waynesville	Haywood County	North Carolina	U.S.
<b>Highest Level of Educational Attainment, Population 25 Years and Older</b>				
Less than 9 <sup>th</sup> grade	6.6% N=489	2.7% N=1,250	4.5% N=314,545	5.1% N=11,284,290
9 <sup>th</sup> to 12 <sup>th</sup> grade, no diploma	14.0% N=1,038	9.3% N=4,245	7.7% N=538,851	6.9% N=15,187,971
High school graduate (includes equivalency)	22.2% N=1,650	26.4% N=12,075	25.7% N=1,791,532	27.0% N=59,472,748
Some college, no degree	20.8% N=1,548	23.1% N=10,582	21.2% N=1,480,933	20.4% N=45,044,698
Associate's degree	8.6% N=641	12.5% N=5,747	9.7% N=675,145	8.5% N=18,712,207
Bachelor's degree	14.7% N=1,094	15.4% N=7,065	20.0% N=1,395,214	19.8% N=43,646,104
Graduate or professional degree	13.1% N=976	10.6% N=4,838	11.3% N=787,639	12.4% N=27,274,058

(U.S. Census Bureau, 2019i)

**Table 18** *Industry, Civilian Employment, Age 16 and Over*

	Waynesville	Haywood County	North Carolina	U.S.
<b>Industry, Civilian Employment, Age 16 and Over</b>				
Civilian employed population 16 years and over	4,184	27,218	4,764,135	154,842,185
Agriculture, forestry, fishing and hunting, and mining	.4% N=17	1.3% N=344	1.3% N=60,469	1.8% N=2,743,687
Construction	7.5% N=312	7.4% N=2,013	7.0% N=334,847	6.65% N=10,207,602
Manufacturing	9.9% N=415	12.8% N=3,491	12.4% N=588,544	10.1% N=15,651,460
Wholesale trade	.9% N=36	1.7% N=467	2.5% N=119,312	2.6% N=4,016,566
Retail trade	13.1% N=548	11.6% N=3,159	11.5% N=548,478	11.2% N=17,267,009
Transportation and warehousing, and utilities	2.1% N=88	2.6% N=705	4.7% N=222,911	5.4% N=8,305,602
Information	.5% N=22	1.1% N=289	1.7% N=80,477	2.0% N=3,114,222
Finance and insurance, and real estate and rental and leasing	4.9% N=205	4.7% N=1,287	6.5% N=308,904	6.6% N=10,151,206
Professional, scientific, and management, and administrative and waste management services	8.5% N=356	8.5% N=2,302	10.9% N=518,609	11.6% N=17,924,655
Educational services, and health care and social assistance	27.3% N=1,142	27.9% N=7,584	22.9% N=1,089,814	23.1% N=35,840,954
Arts, entertainment, and recreation, and accommodation and food services	14.6% N=610	11.9% N=3,243	9.6% N=457,584	9.7% N=14,962,299
Other services, except public administration	4.8% N=202	4.7% N=1,288	4.9% N=235,036	4.9% N=7,522,777
Public administration	5.5% N=231	3.8% N=1,046	4.2% N=199,150	4.6% N=7,134,146

(U.S. Census Bureau, 2019j)

**Table 19** Industry, Civilian Employment, Age 16 and Over with Median Earnings

	Waynesville	Female Workers	Male Workers	Female Earnings as % of Male's
<b>Industry, Civilian Employment, Age 16 and Over with Median Earnings</b>				
Civilian employed population 16 years and over with earnings	\$32,671	\$31,155	\$34,547	90.2%
Agriculture, forestry, fishing and hunting, and mining	\$20,568	-	\$20,568	-
Construction	\$27,778	-	\$26,042	-
Manufacturing	\$38,995	\$29,712	\$40,052	74.2%
Wholesale trade	\$31,364	\$45,096	-	-
Retail trade	\$25,536	\$19,566	\$35,865	54.6%
Transportation and warehousing, and utilities	\$58,125	\$62,750	-	-
Information	\$61,042	\$61,042	-	-
Finance and insurance, and real estate and rental and leasing	\$25,282	\$40,297	\$21,593	186.6%
Professional, scientific, and management, and administrative and waste management services	\$35,401	\$13,750	\$36,960	37.2%
Educational services, and health care and social assistance	\$42,206	\$36,306	\$69,663	52.1%
Arts, entertainment, and recreation, and accommodation and food services	\$15,000	\$13,831	\$18,813	73.5%
Other services, except public administration	\$14,038	\$11,716	\$26,667	43.9%
Public administration	\$46,845	\$90,613	\$41,574	218.0%

(U.S. Census Bureau, 2019k)

**Table 20** Largest 25 Employers in Haywood County: 2020

Haywood County			
Largest 25 Employers in Haywood County: 2020			
Employer Name	Industry	Class	# of Employees
Haywood County Consolidated Schools	Educational Services	Public Sector	1000+
Blue Ridge Paper Products Inc	Manufacturing	Private Sector	1000+
Dlp Partner Midwest Llc	Health Care and Social Assistance	Private Sector	500-999
County Of Haywood	Public Administration	Public Sector	500-999
Ingles Markets, Inc	Retail Trade	Private Sector	500-999
Consolidated Metco Inc	Manufacturing	Private Sector	250-499
Haywood Vocation Opportunities Inc	Manufacturing	Private Sector	250-499
Wal-Mart Associates Inc.	Retail Trade	Private Sector	250-499
Haywood Community College	Educational Services	Public Sector	250-499
Giles Chemical Division	Manufacturing	Private Sector	100-249
Town Of Waynesville	Public Administration	Public Sector	100-249
Lowes Home Centers Inc	Retail Trade	Private Sector	100-249
Silver Bluff Nursing Home	Health Care and Social Assistance	Private Sector	100-249
Publix North Carolina Employee Serv	Retail Trade	Private Sector	100-249
Mountain Projects Inc	Health Care and Social Assistance	Private Sector	100-249
Sonoco Products Company	Manufacturing	Private Sector	100-249
Maggie Valley Nursing And Rehab	Health Care and Social Assistance	Private Sector	100-249
Ken Wilson Ford	Retail Trade	Private Sector	100-249
Food Lion	Retail Trade	Private Sector	100-249
Autumn Corporation	Health Care and Social Assistance	Private Sector	100-249
U S Postal Service	Transportation and Warehousing	Public Sector	100-249
McDonalds Restaurants	Accommodation and Food Services	Private Sector	50-99
Meridian Behavioral Health Services	Health Care and Social Assistance	Private Sector	50-99
Plus Linen & Uniform Service	Other Services (except Public Administration)	Private Sector	50-99
Cataloochee Ski Area	Arts, Entertainment, and Recreation	Private Sector	50-99

(NC Department of Commerce, 2020)

# Point in Time Counts

Every January, on a single night in the last 10 days of the month, the U.S. Department of Housing and Urban Development (HUD) requires that Continuums of Care (CoC)<sup>5</sup> conduct a yearly count of people experiencing homelessness who are living in emergency shelter, transitional housing, and other sheltered environments. Every other year, in odd-numbered years, CoCs are also asked to count people who are experiencing homelessness and are unsheltered (i.e. people sleeping on the streets, in cars, abandoned structures, or, other areas not intended for human habitation) (U.S. Department of Housing and Urban Development [HUD], 2021a). That is—every odd-numbered year until January 2021, when we experienced a pandemic in which HUD waived the requirement to count unsheltered populations due to public health concerns related to COVID-19 (HUD, 2021b). Consequentially, our Waynesville neighbors who were living outside in January were not counted during the 2021 Point in Time count (PIT).

Point in Time data is reported by HUD and hosted on the website of the North Carolina Coalition to End Homelessness (2021a). PIT data is reported at the county-level and is used to inform grant and allocation decisions.

According to the recent 2020 Annual Homeless Report to Congress, after experiencing reductions in homelessness from 2010 to 2016, homelessness has increased across the nation in the last four years (HUD, 2021c). From January 2019 to January 2020, prior to the impacts of the pandemic, homelessness increased nationwide by 2.2 percent. Notably, increases were experienced by individuals who are unsheltered (7 percent increase from 2019 to 2020), which was connected to an increase in individuals experiencing chronic homelessness (15 percent increase from 2019 to 2020). Since data collection began, 2020 is the first year in which more individuals who were homeless were unsheltered than were sheltered. Further, nationwide, Veteran homelessness did not decline in 2020, which was also the first year homelessness among family households did not decrease in over a decade (HUD, 2021c). Although Waynesville and Haywood County may be experiencing an increase in homelessness, the growing challenge is not distinct from the rest of the nation.

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<sup>5</sup> A CoC is defined by HUD as “the group organized to carry out the responsibilities prescribed in the [CoC Program Interim Rule](#) for a defined geographic area. Responsibilities of a CoC include operating the CoC, designating and operating an HMIS, planning for the CoC (including coordinating the implementation of a housing and service system within its geographic area that meets the needs of the individuals and families who experience homelessness there), and designing and implementing the process associated with applying for CoC Program funds.” The CoC representing the Town of Waynesville is [Region 1](#). Region 1 includes Cherokee, Clay, Graham, Haywood, Jackson, Macon, Madison and Swain Counties.

Documenting homelessness and counting individuals who are unhoused are always challenging. The population is often hidden—both intentionally and unintentionally. As noted above, the pandemic introduced a significant challenge in counting individuals this year. For these reasons, point-in-time counts are included for both 2021 and 2020 (North Carolina Coalition to End Homelessness [NCCEH], 2021b & 2020a). Considering 2020 provides a more accurate count, we are estimating a current homeless population between 133 and 253. This estimate reflects a conservative 2.2% increase that was nationally documented from 2019 to 2020, 40-50 individuals who are incarcerated and anticipated to be homeless upon release, and 70 individuals served by Helping Hands of Haywood utilizing a motel housing model.

This estimated range underscores the significant limitations and flaws of relying solely on point-in-time counts to document the number of people who are homeless and their needs (National Law Center on Homelessness & Poverty, 2017). Although a more accurate documentation system is needed, it also must be noted that participating in point-in-time counts remain a requirement to receive HUD funding (Substance Abuse and Mental Health Services Administration [SAMHSA], 2020).

## 2021 and 2020 Point in Time and Housing Inventory Counts

General Populations: Haywood County

**Table 21** Families with Children who are Homeless

Year	Children Age 17 & Under	Adults Age 18-24	Adults age 25+	Total People	Total Households
2021	11	1	4	16	5
2020	22	1	12	35	11

(NCCEH, 2021b & 2020a)

**Table 22** Adults Without Children Who Are Homeless

Year	Adults Age 18-24	Adults age 25+	Total People	Total Households
2021	0	27	27	27
2020	5	90	95	92

(NCCEH, 2021b & 2020a)

**Table 23** *Children without Guardians who are Homeless*

Year	Children Age 17 & Under	Total Households
2021	0	0
2020	1	1

(NCCEH, 2021b &amp; 2020a)

**Table 24** *Location of People who are Homeless*

Year	Emergency Shelter	Transitional Housing	Unsheltered Situation	Total People who are Homeless
2021	43	0	No unsheltered count conducted in 2021 due to COVID-19 pandemic	43
2020	100	0	30	130

(NCCEH, 2021b &amp; 2020a)

Sub-Populations: Haywood County

**Table 25** *Population that are Chronically Homeless*

Year	CH People in Families w. Children	CH Adults wo. Children	CH Children wo. Guardians	Total People who are Chronically Homeless
2021	0	21	0	21
2020	0	21	0	21

(NCCEH, 2021b &amp; 2020a)

**Table 26 Veterans who are Homeless**

Year	Veterans in Families w. Children	Veterans wo. Children	Total Veterans	Veterans who are Chronically Homeless
2021	0	4	4	0
2020	0	4	4	0

(NCCEH, 2021b &amp; 2020a)

**Table 27 Youth Households (everyone in household is under age 25)**

Year	Unaccompanied Youth	Youth Parents & Children	Total People	Total Households
2021	5	0	5	5
2020	5	0	5	5

(NCCEH, 2021b &amp; 2020a)

## 2021 Housing Inventory Count

**Table 28 2021 Housing Inventory Count**

Proj. Type	Organization Name	Project Name	Housing Type	Year-Round Beds	Overflow Beds	PIT Count	Total Beds	Utilization Rate
ES	ABCCM	SSVF Emergency Housing Assistance	Tenant-based – scattered site	0	13	13	13	100%
RRH	ABCCM	SSVF Rapid Re-Housing	Tenant-based – scattered site	9		9	9	100%
PSH	Charles George VAMC (Haywood)	HUD-VASH	Tenant-based – scattered site	2		2	2	100%
ES	Haywood Pathways Center	Cold Weather Shelter	Site-based – single site	0	2	2	2	100%
ES	Haywood Pathways Center	Men's Emergency Shelter	Site-based – single site	19	0	11	19	58%



ES	Haywood Pathways Center	Myre-Ken Family Shelter	Site-based – clustered / multiple sites	17	0	13	17	76%
ES	Haywood Pathways Center	Women's Emergency Shelter	Site-based – single site	14	0	12	14	86%
RRH	HERE in Jackson County	Rapid Re-Housing	Tenant-based – scattered site	4		4	4	100%
ES	REACH of Haywood County	DV Shelter	Site-based – single site	10	0	5	10	50%
PSH	Vaya Health	Western Combo PSH	Tenant-based – scattered site	87		87	87	100%

(NCCEH, 2021c)

## 2020 Housing Inventory Count

**Table 29** 2020 Housing Inventory Count

Proj. Type	Organization Name	Project Name	Housing Type	Year-Round Beds	Overflow Beds	PIT Count	Total Beds	Utilization Rate
RRH	ABCCM	SSVF Rapid Re-Housing	Tenant-based – scattered site	9		9	9	100%
PSH	Charles George VAMC (Haywood)	HUD-VASH	Tenant-based – scattered site	3		2	3	67%
ES	Haywood Pathways Center	Emergency Shelter	Site-based – clustered / multiple sites	96	0	71	96	74%
RRH	HERE in Jackson County	Rapid Re-Housing	Tenant-based – scattered site	14		14	14	100%
ES	REACH of Haywood County	DV Shelter	Site-based – single site	11	0	8	11	73%
PSH	Vaya Health	Western Combo PSH	Tenant-based – scattered site	97		97	97	100%

(NCCEH, 2020b)

# Results: Community Feedback Survey

The Community Feedback Survey was adapted from an existing instrument developed by Phillips (2015)<sup>6</sup> to assess perceived causes of homelessness, priority interventions to respond to homelessness, community integration and readiness, and possible stigma in Waynesville.

## Perceived Factors Causing Homelessness

Survey participants identified having a mental illness (n= 202; 90.2%), problems with illicit drugs (n=196; 87.9%), problems with alcohol (n=191; 85.7%), limited affordable housing (n=169; 76.1%), and limited education or training (n=151; 68%) as the most consequential perceived factors causing homelessness in Waynesville. Overall, participants perceived not working hard enough to earn income (n=82; 36.9%) and being lazy (n=79; 35.7%) among the least likely factors causing homelessness in our community.

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<sup>6</sup> We express our gratitude to the author as Phillips has generously provided permission to use her instrument.

**Table 30** Participant Responses About Perceived Causes of Homelessness from Most to Least Likely

**Instructions given to participants: Please indicate how likely the following factors are to cause homelessness using the scale below (definitely likely, probably likely, neutral, definitely unlikely, probably unlikely)**

Factor	Definitely & Probably Likely (n/%)	Definitely & Probably Unlikely (n/%)	n
<b>Having a mental illness</b>	202 (90.2%)	5 (2.2%)	224
<b>Having a problem with illicit drugs</b>	196 (87.9%)	4 (1.8%)	223
<b>Having a problem with alcohol</b>	191 (85.7%)	5 (2.2%)	223
<b>Limited affordable housing</b>	169 (76.1%)	28 (12.6%)	222
<b>Having limited education or training</b>	151 (68.0%)	24 (10.8%)	222
<b>Having a physical illness</b>	148 (66.4%)	33 (14.8%)	223
<b>Having limited opportunities in life</b>	143 (63.8%)	44 (19.6%)	224
<b>Growing up in a home with limited income</b>	142 (63.7%)	38 (17.0%)	223
<b>Lack of affordable healthcare</b>	130 (58.0%)	53 (23.7%)	224
<b>Decline in public assistance</b>	129 (58.4%)	69 (31.2%)	221
<b>Economic Impact(s) of COVID-19</b>	129 (57.6%)	55 (24.6%)	224
<b>Poor economic conditions</b>	135 (60.8%)	44 (19.8%)	222
<b>Social inequality for different groups of people</b>	124 (55.9%)	64 (28.8%)	222
<b>Limited availability of jobs</b>	112 (50.5%)	82 (36.9%)	222
<b>Not working hard enough to earn income</b>	82 (36.9%)	97 (43.7%)	222
<b>Being lazy</b>	79 (35.7%)	96 (43.4%)	221

Each participant was asked what they thought was the main cause of homelessness in Waynesville. Reflecting the complexity and nuanced experience of homelessness, participants often identified more than one primary cause. The researchers coded similar responses into themes: Attracted to Services, Cost of living/inadequate wages, Enabling Behavior by Providers and the Government, Lack of Affordable Housing Options, Lack of Leadership, Lack of Services (i.e. healthcare, shelters, treatment, etc.) Presence of Mental Health Issues, Presence of Substance Abuse Issues, and Sent Here. The most frequent cited open-ended responses indicate that participants think substance use along with structural and systemic issues are likely to cause homelessness: presence of substance use issue (n=105, 47.7%), lack of affordable housing (n=62, 28.7%), cost of living/inadequate wages (n=50, 22.3%), and the lack of services (including healthcare, shelters, and mental health treatment) (n=43, 19.1%). Individuals also responded with several distinct “other” causes (n=24, 10.7%) that did not

readily fit into another category (i.e. people have no hope, social inequity, not trusting people, poor education, etc.). Participants also noted causes that reflected more personal characteristics: personal choice (n=35, 15.6%), enabling behavior by providers and government (n=18, 8.0%), presence of a mental health issue (n=17, 7.5%), attracted by services (16). A handful of participants think that a lack of leadership (n=7) in our community is a main cause of homelessness. And, a few participants think that the main cause of homelessness in Waynesville is that people are sent here by other communities (n=3). Please note, because this was an open-ended question, participants could identify more than one cause, or choose not to provide a response to this question; consequently, the percentages do not add up to one hundred percent.

**Table 31** *Participant Responses About Perceived Causes of Homelessness, Open-ended Responses*

Main Cause, Open-Ended Response	# of Responses n/%
<b>Substance Use</b>	105, (47.7%)
<b>Lack of Affordable Housing Options</b>	62, (28.7%)
<b>Cost of Living/Inadequate Wages</b>	50, (22.3%)
<b>Lack of Services (i.e. healthcare, shelters, treatment)</b>	43, (19.1%)
<b>Personal Choice</b>	35, (15.6%)
<b>Other</b>	24, (10.7%)
<b>Enabling Behavior by Providers and Government</b>	18, (8.0%)
<b>Presence of Mental Health Issue</b>	17, (7.5%)
<b>Attracted by Services</b>	16, (7.1%)
<b>Lack of Leadership</b>	7, (3.1%)
<b>Sent Here</b>	3, (1.3%)

## Perceived Solutions to Homelessness

Survey participants identified mental health treatment (n=195; 87.1%), drug and alcohol treatment (n=181; 80.8%), job training (n=179; 81%), residential programs where individuals can live and address housing and employment (n=175; 78.1%), and outreach programs in shelters (n=169; 75.4%) as the most likely solutions and supports to help our neighbors overcome homelessness and obtain housing. It is worth noting that two of the possible solutions receiving the highest rating of *least likely to help people overcome homelessness* involve programs providing food for individuals who are homeless (such as soup kitchens) (n=55; 24.6%) and “drop-in centers” where individuals who are homeless can go during the day to seek help and access hygiene services (n=53; 23.8%). Even though both services are still perceived by most survey participants to be likely to help, these relatively high negatives likely reflect concerns expressed by some Waynesville residents regarding existing service delivery.

**Table 32** Participant Responses About Perceived Solutions to Homelessness from Most to Least Likely

**Instructions given to participants: Please indicate how likely the following factors are to help individuals who are homeless to overcome this problem and obtain housing, using the scale (definitely likely, probably likely, neutral, definitely unlikely, probably unlikely).**

Perceived Solutions	Definitely & Probably Likely (n/%)	Definitely & Probably Unlikely (n/%)	n
<b>Mental Health treatment programs</b>	195 (87.1%)	16 (7.1%)	224
<b>Drug and Alcohol treatment programs</b>	181 (80.8%)	22 (9.8%)	224
<b>Job training programs</b>	179 (81.0%)	17 (7.7%)	221
<b>Residential programs where individuals can live and address housing and employment goals</b>	175 (78.1%)	28 (12.5%)	224
<b>Outreach services in shelters</b>	169 (75.4%)	28 (12.5%)	224
<b>Educational programs</b>	165 (73.7%)	24 (10.7%)	224
<b>Programs that provide individuals with low-cost housing</b>	165 (73.7%)	26 (11.6%)	224
<b>Transitional housing programs</b>	161 (71.9%)	27 (12.1%)	224
<b>Medical care for people who are homeless</b>	160 (71.7%)	32 (14.3%)	223
<b>Outreach services in the streets</b>	158 (70.9%)	38 (17.0%)	223
<b>"Drop in centers" where individuals who are homeless can go during the day to seek help and access hygiene services</b>	153 (68.6%)	53 (23.8%)	223

<b>Programs that provide individuals with vouchers for housing</b>	148 (66.1%)	44 (19.6%)	224
<b>Shelters for individuals who are homeless</b>	141 (62.9%)	45 (20.1%)	224
<b>Programs providing food for individuals who are homeless (such as soup kitchens)</b>	139 (62.1%)	55 (24.6%)	224
<b>Faith based programs</b>	112 (50.0%)	50 (22.3%)	224

Participants were asked what they think society and citizens can do to help people who are homeless in Waynesville/Haywood County. The researchers coded similar open-ended responses into themes: Limit/End Help and Services, Ending Stigma Against People who are Homeless, Expand Supports and Programs, Engage: Volunteer, Donate, Community Engagement/Relationship-building, Other, and, Policy Change. Participants (n=127) overwhelmingly indicated support for expanding programs and supports to help people who are homeless. Respondents identified several ways they thought people who are homeless may be assisted—including, expanding affordable housing options, partnership with faith-based groups, mental health supports, substance use treatment, workforce development, and, outreach. There were also participants (n=30) who thought it was important to address the stigma directed to people who are homeless in Waynesville. There are also participants (n=28) who think people who are homeless will be helped by ending or limiting help and services. Other participants (n=20) thought that more neighbors volunteering, donating, engaging with one another to build community and relationships could help people who are homeless. A handful of individuals (n=6) advocated for policy change that included ideas for developing transitional housing, building tiny home communities, and living wages. Some “other” (n=4) ideas included providing services with accountability.

**Table 33** *Participant Responses About Perceived Solutions to Homelessness, Open-ended Responses*

Proposed Solutions, Open-Ended Response	# of Responses n/%
<b>Expand Programs and Supports</b>	127 (56.7%)
<b>End Stigma Against People who are Homeless</b>	30 (13.4%)
<b>Limit or End Help &amp; Services</b>	28 (12.5%)
<b>Engage by Volunteering, Donating, Building Community &amp; Relationships</b>	20 (8.9%)
<b>Policy Change</b>	6 (2.7%)
<b>Other</b>	4 (1.8%)

## Community Integration and Readiness for Support

A notable amount of survey participants (n=135; 71.05%) shared they either have experience working or volunteering with individuals who are homeless or formerly homeless. When assessing quantitative results, there appears to be a high-level of support for community integration of people who are/were homeless.

**Table 34** *Participant Responses to Proximity Indicators, Organized from Most Willing to Least Willing to Consider*

**Instructions given to participants: Please indicate how willing you would be to interact with an individual who was previously homeless, using the scale (definitely willing, probably willing, neutral, definitely unwilling, probably unwilling).**

Proximity Indicators	Definitely & Probably Willing (n/%)	Definitely & Probably Unwilling (n/%)	n
<b>Work closely with that person on a job</b>	202 (90.6%)	10 (4.5%)	223
<b>Make friends with the person</b>	190 (84.8%)	11 (4.9%)	224
<b>Spend the evening socializing with that person</b>	187 (83.5%)	18 (8.0%)	224
<b>As your child's teacher</b>	184 (82.9%)	15 (6.8%)	222
<b>Have the person as a neighbor</b>	179 (79.9%)	18 (8.0%)	224
<b>Marry into your family</b>	160 (71.7%)	20 (9.0%)	223
<b>Dating your child</b>	133 (60.2%)	42 (19.0%)	221

Survey participants indicate a strong directive for our community to address stigma concerning our neighbors who used to be homeless (n=188; 83.9%) and who are currently homeless (n=157; 70.1%). Participants note prior and current willingness to both volunteer and donate money to help individuals who are homeless. The majority of survey participants also indicate an openness to increase programs to help people who are homeless (n=162; 72.6%)—including more programs that provide housing and vouchers to people who are homeless (n=145; 64.7%). Further, it is noteworthy that most participants support the government doing more to help people who are homeless (n=143; 64.1%)—including an apparent willingness to use tax dollars to fund such interventions.

**Table 35** Participant Responses of Willingness to Help People who are Homeless, Organized from Most Willing to Least Willing to Help

**Instructions given to participants: The next set of questions asks your opinion about people who are homeless. Please respond to the following questions honestly by clicking on the response that indicates your opinion, using the scale below (strongly agree, agree, strongly disagree, disagree, undecided).**

Level of Response	Strongly Agree & Agree (n/%)	Strongly Disagree & Disagree (n/%)	n
Communities should work to decrease stigma for people who used to be homeless.	188 (83.9%)	15 (6.7%)	224
I donated money to help individuals who are homeless in the past.	176 (78.6%)	33 (14.7%)	224
There should be more programs to help individuals who are homeless.	162 (72.6%)	37 (16.6%)	223
Communities should work to decrease stigma for people who are homeless.	157 (70.1%)	37 (16.5%)	224
I would be willing to volunteer in a program that provides food for individuals who are homeless (such as a soup kitchen).	157 (70.1%)	39 (17.4%)	224
I volunteered to help individuals who are homeless in the past.	151 (67.4%)	46 (20.5%)	224
Society should do more to help people who are homeless.	149 (66.5%)	36 (16.1%)	224
I would be willing to work in a program that helps individuals who are homeless.	147 (65.9%)	33 (14.8%)	223
People should do more to help people who are homeless.	146 (65.2%)	34 (15.2%)	224
There should be more programs that provide housing and vouchers to people who are homeless.	145 (64.7%)	48 (21.4%)	224
The government should do more to help people who are homeless.	143 (64.1%)	56 (25.1%)	223
I would be willing to donate money to an organization to help individuals who are homeless.	136 (60.7%)	41 (18.3%)	224
I would be willing to volunteer in a homeless shelter.	118 (52.9%)	57 (25.6%)	223
Tax dollars should not be used to help people who are homeless.	63 (28.3%)	133 (59.6%)	223



# Results: People who are Homeless Survey

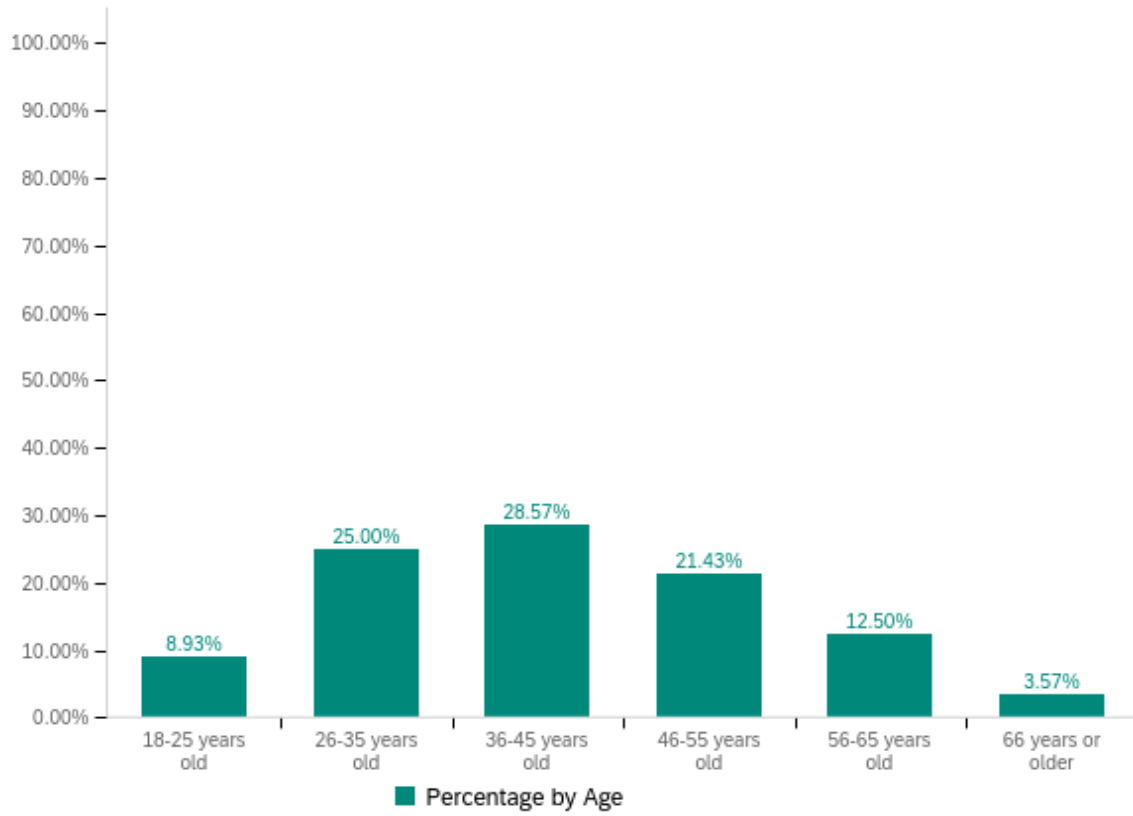
A comprehensive survey was administered to individuals who are homeless to document demographics, assess causes of homelessness, explore mitigating factors, and explore the lived experience of people who are homeless in Waynesville.

## Demographics of People who are Homeless in Waynesville

### Age

Approximately nine percent (8.93%, n=5) of survey participants were between the ages of 18-25 when they took the survey. In North Carolina, as a whole, the rate of young adults aged 18-25 constitute a slightly smaller percentage of the statewide homeless population (5.9%, n=561) (HUD, 2020). Twenty-five percent (25%, n=14) were between the ages of 26-35, nearly twenty-nine percent (28.57%, n=16) were between the ages of 36-45, nearly twenty-two percent (21.43%, n=12) were between the ages of 46-55, nearly 13% (12.5%, n=7) were between 56-65, and nearly 4 percent (3.57%, n=2) were 66 years of age or older. Children under the age of 18 were not surveyed in accordance with human subjects' protection protocol.

**Figure 4** Age of Survey Participants



**Table 36** Age of Survey Participants

Age Categories	%	Count
18-25 years old	8.93%	5
26-35 years old	25.00%	14
36-45 years old	28.57%	16
46-55 years old	21.43%	12
56-65 years old	12.50%	7
66 years or older	3.57%	2
Prefer not to say	0.00%	0
Total	100%	56

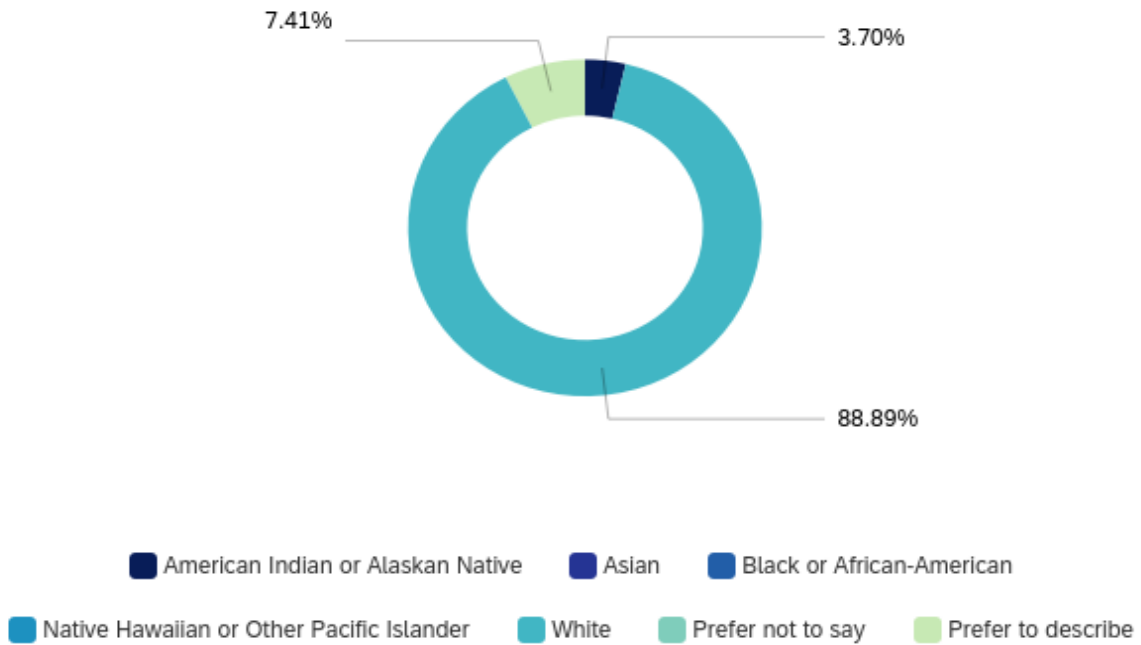
## Race and Ethnicity

Reflecting regional demographics, approximately eighty-nine percent (88.89%, n=48) of survey participants indicated a white racial identity. Almost eight percent (7.41%, n=4) preferred to self-describe indicating a combination racial identity of white and American Indian. Approximately four percent (3.7%, n=2) indicated they were American Indian/Alaskan Native.

Likewise, the overwhelming majority of participants indicated they are not Hispanic/LatinX/Latino/a (87.04%, n=47). Almost eight percent (7.41%, n=4) preferred to describe themselves as white or American, reflecting a racial or national origin rather than ethnic categorization. Nearly four percent (3.7%, n=2) identified as Hispanic/LatinX/Latino/a.

Although these demographic trends mirror the region, it should be noted that underrepresented communities are often disproportionately represented among populations who are homeless. For example, according to the 2019 Point in Time data, in North Carolina, Black individuals accounted for 51 percent of the homeless population even though they only constitute 22 percent of the state's overall population (North Carolina to End Homelessness, 2019). Given the challenges in identifying and connecting with this often-hidden population, our community should be mindful of these considerations.

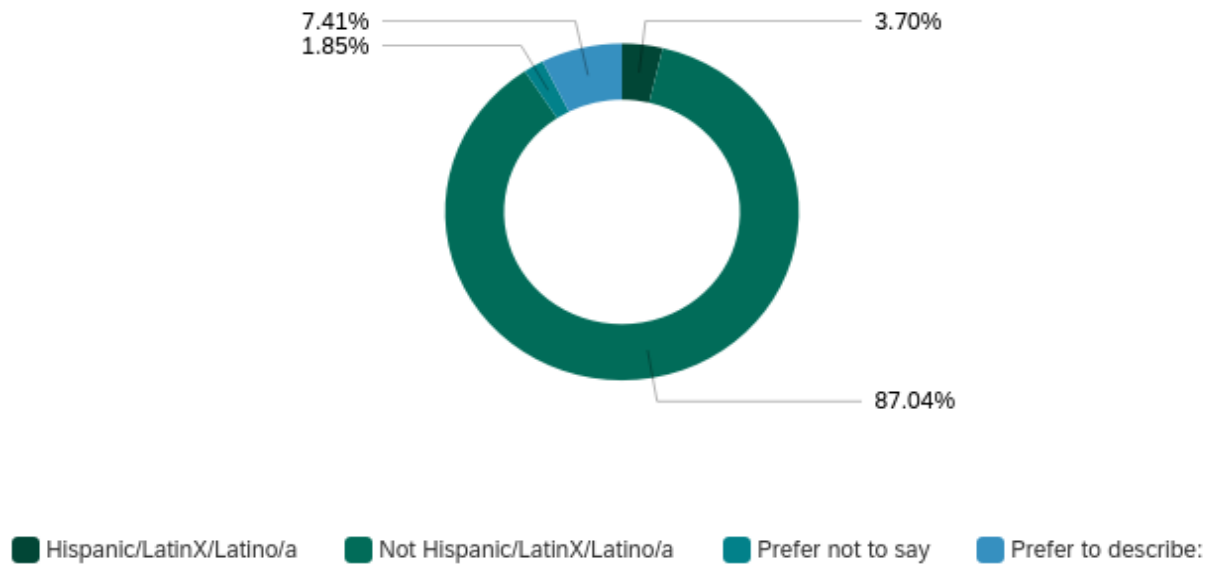
**Figure 5** Race of Survey Participants



**Table 37** Race of Survey Participants

Race	%	Count
American Indian or Alaskan Native	3.70%	2
Asian	0.00%	0
Black or African-American	0.00%	0
Native Hawaiian or Other Pacific Islander	0.00%	0
White	88.89%	48
Prefer not to say	0.00%	0
Prefer to describe	7.41%	4
Total	100%	54

**Figure 6** Ethnicity of Survey Participants



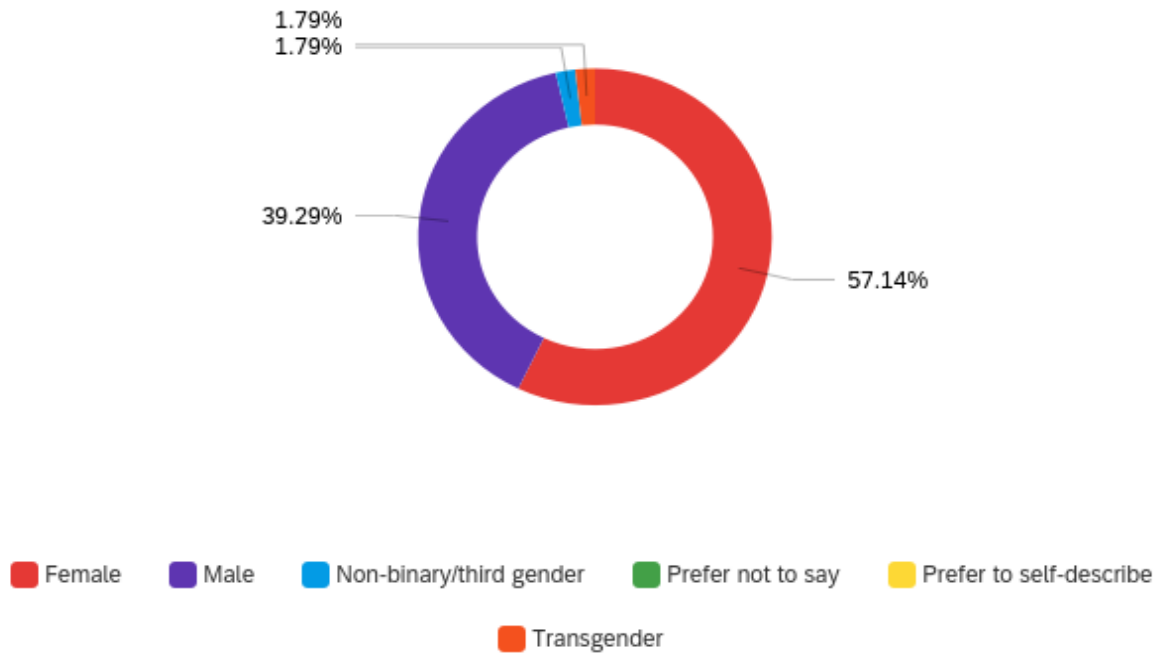
**Table 38** Ethnicity of Survey Participants

Ethnicity	%	Count
Hispanic/LatinX/Latino/a	3.70%	2
Not Hispanic/LatinX/Latino/a	87.04%	47
Prefer not to say	1.85%	1
Prefer to describe	7.41%	4
Total	100%	54

### Gender

Survey participants were majority female (57.14%, n=32) with males consisting of approximately forty percent of participants (39.29%, n=22). This data contrasts traditional statistics concerning gender make-up. At the state-level, approximately 62 percent of North Carolina's homeless population is male (Interagency Council for Coordinating Homeless Programs, 2019). Approximately two percent of participants (1.79%, n=1) identified as transgender as well as individuals identifying as non-binary/third gender (1.79%, n=1). It is worth noting that one of the individuals identifying outside of the binary indicated that they do not seek emergency shelter because they are forced to sleep in areas that do not reflect their gender identity. This concern was also noted in the community feedback survey.

**Figure 7** Gender of Survey Participants



**Table 39** Gender of Survey Participants

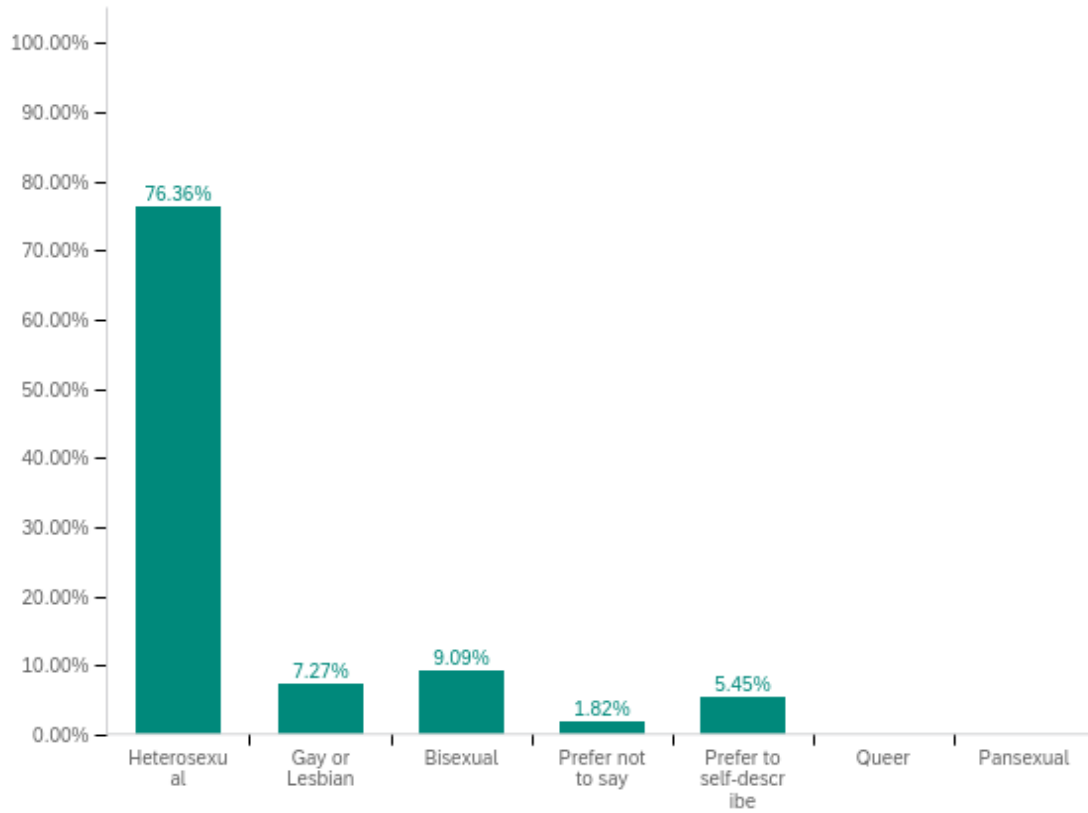
Gender	%	Count
Female	57.14%	32
Male	39.29%	22
Non-binary/third gender	1.79%	1
Prefer not to say	0.00%	0
Prefer to self-describe	0.00%	0
Transgender	1.79%	1
Total	100%	56

### Sexual Orientation

The overwhelmingly majority of participants indicate they are heterosexual (76.36%, n=42). Individuals who elected to self-describe their sexual orientation noted they are “straight,” (5.45%, n=3) also reflecting heterosexuality. Lesbian, gay, and bisexual participants constitute approximately 17 percent (16.36%, n=9) of the survey sample. These numbers reflect national trends, which indicate homelessness prevalence rates

among the LGB population are more than twice than the general population (Wilson, Choi, Harper, Lightfoot, Russell, & Meyer, 2020).

**Figure 8** Sexual Orientation of Survey Participants



**Table 40** Sexual Orientation of Survey Participants

Sexual Orientation	%	Count
Heterosexual	76.36%	42
Gay or Lesbian	7.27%	4
Bisexual	9.09%	5
Prefer not to say	1.82%	1
Prefer to self-describe	5.45%	3
Queer	0.00%	0
Pansexual	0.00%	0
Total	100%	55

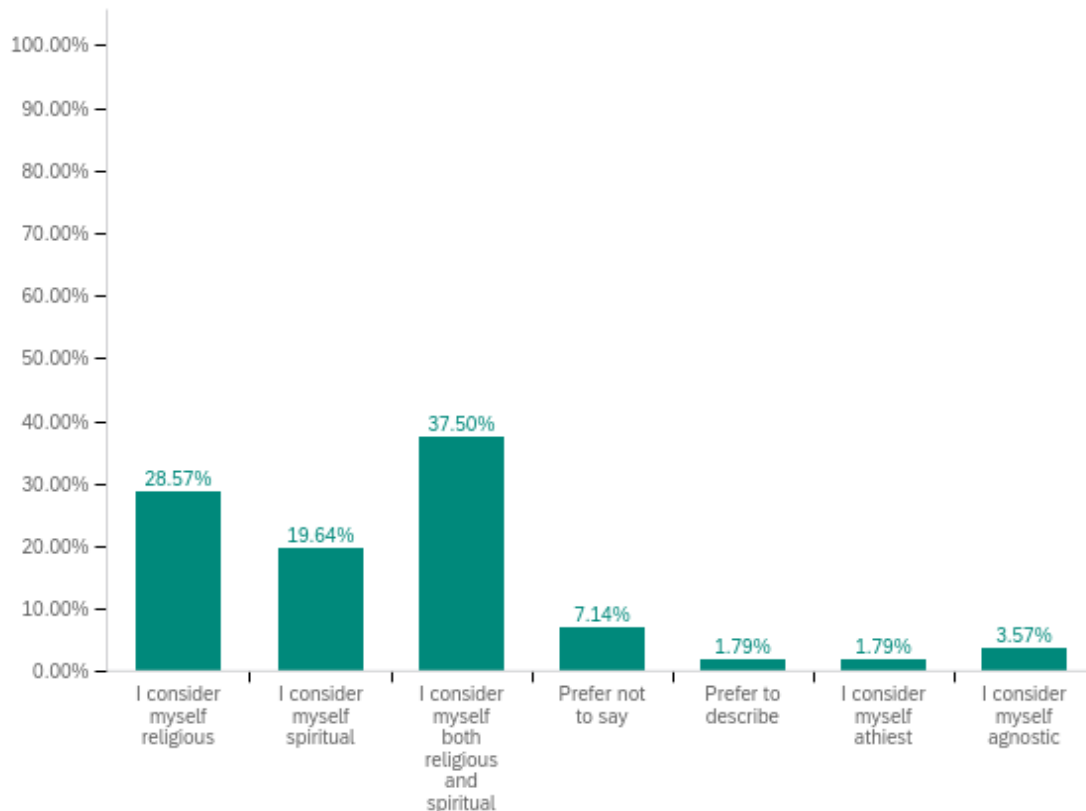
## Religious and Spiritual Affiliation

Approximately eighty-six percent (85.71%, n=48) identify as either religious, spiritual, and/or both religious and spiritual. A little over seven percent (7.14%, n=4) preferred not to disclose their religious and/or spiritual affiliation. Additionally, nearly six percent consider themselves atheist (1.79%, n=1) or agnostic (3.57%, n=2).

For individuals considering themselves religious, the overwhelming majority (97.37%; n=37) indicate they are Christians or self-describe as belonging to a Christian-affiliated denomination (i.e. Baptist, Roman Catholic, etc.)

This information is relevant considering the presence of faith-based approaches and/or programs that characterize some services for people who are homeless. For some individuals, their faith will provide an important path and strategy for coping with their situation. Other individuals may hold a strong faith orientation yet differ in approach from the services they need and are provided in a community. For example, in the listening session with people who are homeless, the majority of participants expressed a strong faith orientation and history; however, they spoke of how they perceived many volunteers to be condescending in assuming an absence of belief among individuals who are homeless. Further, consideration should be given to individuals who need services but have no religious and spiritual affiliation.

**Figure 9** *Religious and Spiritual Affiliation*

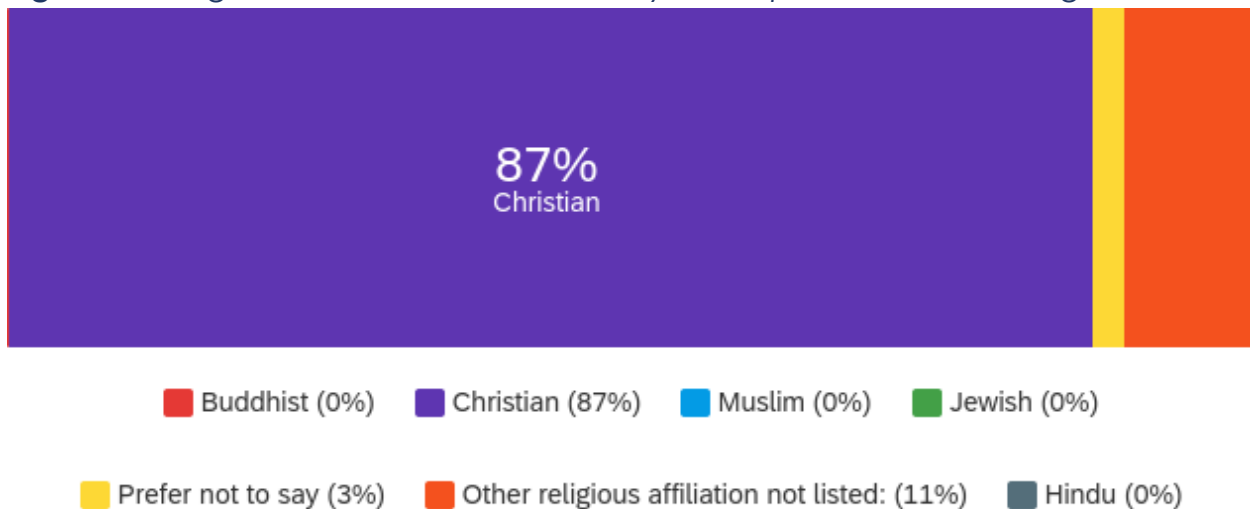




**Table 41** Religious and/or Spiritual Affiliation of Survey Participants

Religious and Spiritual Affiliation	%	Count
I consider myself religious	28.57%	16
I consider myself spiritual	19.64%	11
I consider myself both religious and spiritual	37.50%	21
Prefer not to say	7.14%	4
Prefer to describe	1.79%	1
I consider myself atheist	1.79%	1
I consider myself agnostic	3.57%	2
Total	100%	56

**Figure 10** Religious Denomination of Survey Participants Who are Religious



**Table 42** Religious Denomination of Survey Participants Who are Religious

Religious Denomination	%	Count
Buddhist	0.00%	0
Christian	86.84%	33
Muslim	0.00%	0
Jewish	0.00%	0
Prefer not to say	2.63%	1
Other religious affiliation not listed:	10.53%	4
Hindu	0.00%	0
Total	100%	38

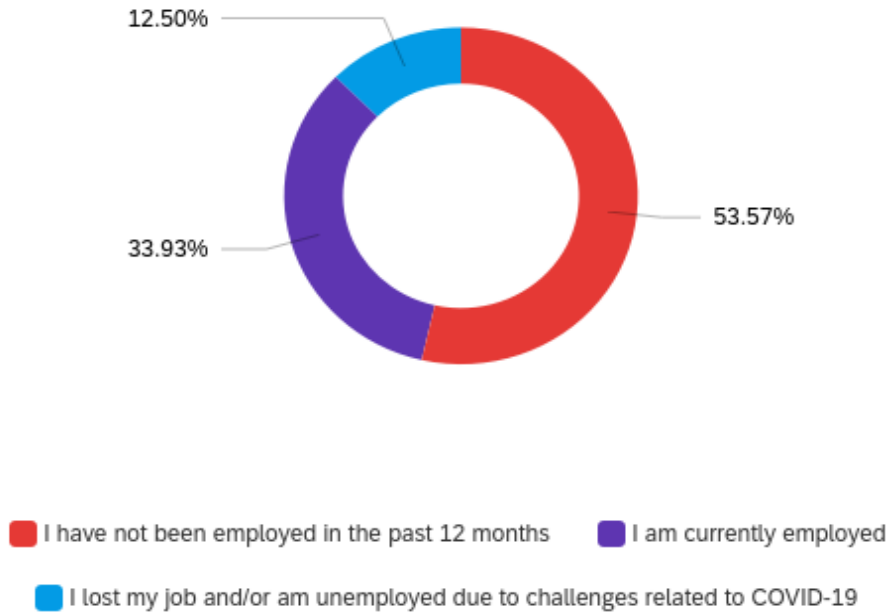
### Employment, Wages, Income & Financial Support

A little more than half of participants (53.7%, n=30) have not been employed in the past 12 months, and almost thirteen percent (12.5%, n=7) are unemployed due to challenges related to COVID-19. Approximately thirty-four percent (33.93%, n=19) are currently employed. This data is relatively consistent with recent national estimates of unemployment rates between 57 and 90 percent among people experiencing homelessness (Homelessness Policy Research Institute, 2020), which may be further complicated by the presence of untreated mental health issues and involvement in the criminal justice system (Tiderington, et al., 2019). Furthermore, it is important to note that discrimination by potential employers regarding housing and criminal backgrounds was a significant barrier to employment identified in the listening session with people who are homeless.

Approximately fifty-five percent (55.36%, n=31) of participants are not receiving any wages or income, while almost forty-three percent (42.86%, n=24) have some form of income. One participant preferred not to report their income. The types of reported income and financial support received by participants included employment wages (28.13%, n=18), government assistance (12.5%, n=8), and support from a partner, family member, and/or friend (7.81%, n=5). While almost twenty-two percent (21.88%, n=14) preferred to self-describe their financial support, eleven (n=11) of these participants described forms of government assistance. This would increase the total number of participants reporting receiving government assistance to nineteen (n=19), or approximately thirty percent (29.68%). Monthly government assistance such as disability or Social Security is not adequate to afford Fair Market Rent in Waynesville. For example, an individual whose only income is their Social Security can afford to pay

roughly \$490 per month in rent (based on the mean Social Security of \$19,629 for individuals living in Waynesville).

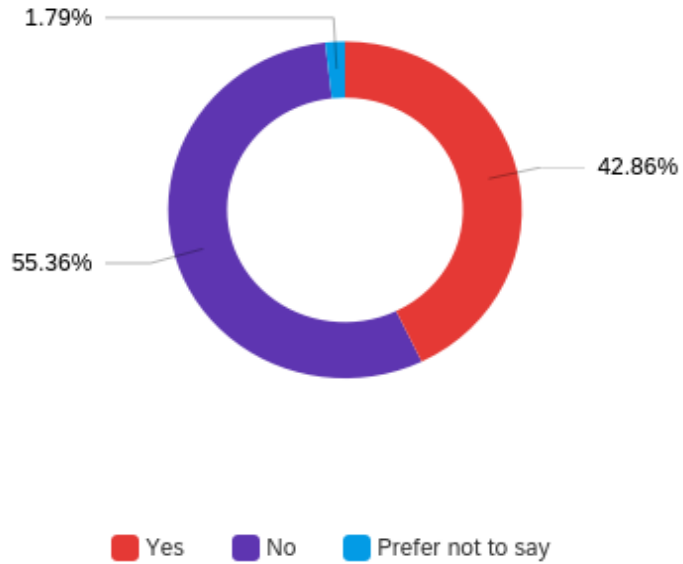
**Figure 11** *Employment Status of Survey Participants*



**Table 43** *Employment Status of Survey Participants*

Employment Status	%	Count
I have not been employed in the past 12 months	53.57%	30
I am currently employed	33.93%	19
I lost my job and/or am unemployed due to challenges related to COVID-19	12.50%	7
Total	100%	56

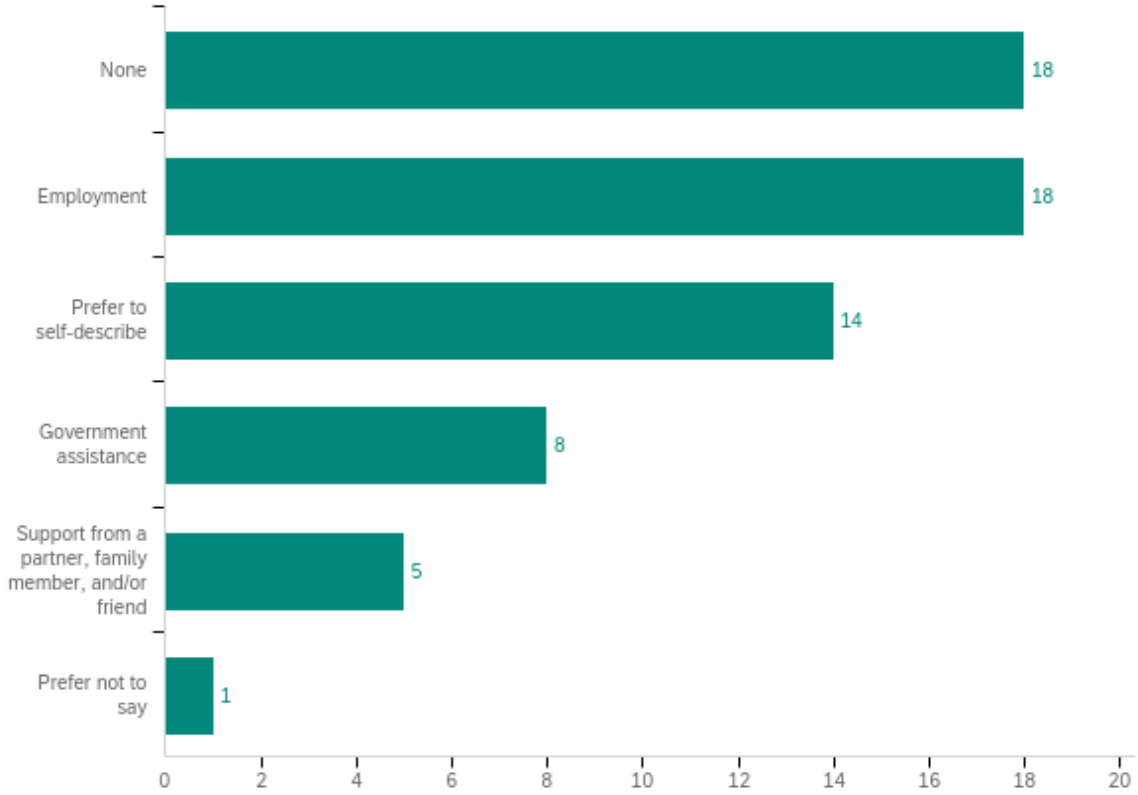
**Figure 12** Survey Participants who are Receiving Wages, Incomes, and/or Financial Support



**Table 44** Survey Participants who are Receiving Wages, Incomes, and/or Financial Support

Receiving Wages, Incomes, and/or Financial Support	%	Count
Yes	42.86%	24
No	55.36%	31
Prefer not to say	1.79%	1
Total	100%	56

**Figure 13** Current Type of Financial Support of Survey Participants (select all that apply)



**Table 45** Current Type of Financial Support of Survey Participants (select all that apply)

Current Type of Financial Support	%	Count
None	28.13%	18
Employment	28.13%	18
Support from a partner, family member, and/or friend	7.81%	5
Government assistance	12.50%	8
Prefer not to say	1.56%	1
Prefer to self-describe	21.88%	14
Total	100%	64

## Familial Relationships and Status

Approximately forty-two percent (41.82%, n=23) reported being without a romantic partner and never married. Almost one quarter of participants are divorced (25.43%, n=14), while a little more than seven percent (7.27%, n=4) are married and three percent (3.64%, n=2) widowed. Approximately twenty-two percent (21.82%, n=12) reported their relationship status as "other", with many participants noting that they were separated from their partners at the time of this survey.

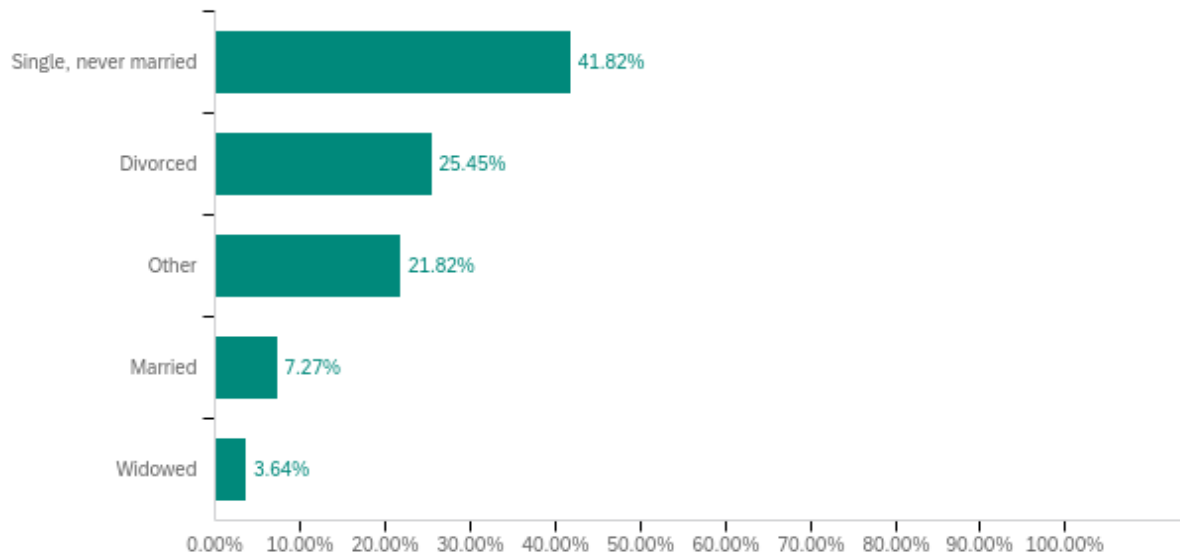
The majority of participants have children (83.93%, n=47), while sixteen percent (16.07%, n=9) reported not having children. Most participants (96%, n= 47) were not pregnant at the time of this survey. As females who are homeless are more likely to be pregnant than females who are housed, the relatively small number of pregnant females who are homeless in Waynesville (2%, n=1) is inconsistent with the national estimates of approximately 48% (Clark et al., 2019).

Of the participants with children, eighteen percent (18.31%, n=13) had young children under the age of 7, twenty-eight percent (28.17%, n=20) had children between the ages of 8-15, twenty-five percent (25.35%, n=18) had children between 15-22 years old, and almost twenty-seven percent (26.76%, n=19) had children older than 22 years.

One participant in the listening session with people who are homeless explained that their children were living with their parents during their current housing crisis. This situation was underscored during the law enforcement listening session, when participants noted their concern for the outcomes of many children in the area who live with their grandparents because of their parents' substance use and/or mental health challenges and homelessness.

A little more than sixty-four percent (64.29%, n=36) of survey participants reported seeking shelter alone. Approximately fourteen percent (14.29%, n=8) were seeking shelter with one other person, nine percent (8.93%, n=5) with two other people, and seven percent (7.14%, n=4) with three or four people. A little more than five percent (5.36%, n=3) preferred not to disclose how many people they were seeking shelter with. This data is a little less with state-wide trends, with approximately seventy-two percent (72.17%, n=6,698) seeking shelter alone and twenty-seven percent (27.19%, n=2,524) seeking shelter with others and/or children (HUD, 2020).

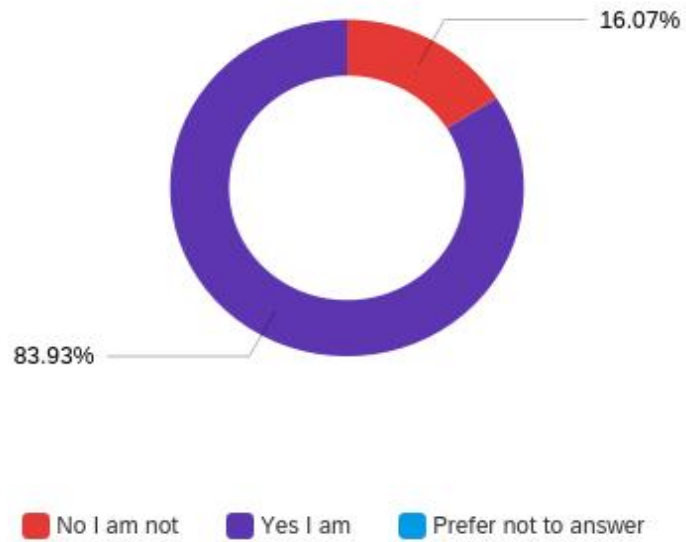
**Figure 14** Relationship Status of Survey Participants



**Table 46** Relationship Status of Survey Participants

Relationship Status	%	Count
Single, never married	41.82%	23
Divorced	25.45%	14
Other	21.82%	12
Married	7.27%	4
Widowed	3.64%	2
Domestic Partnership	0.00%	0
Prefer not to say	0.00%	0
Total	100%	55

**Figure 15** Parental Status of Survey Participants

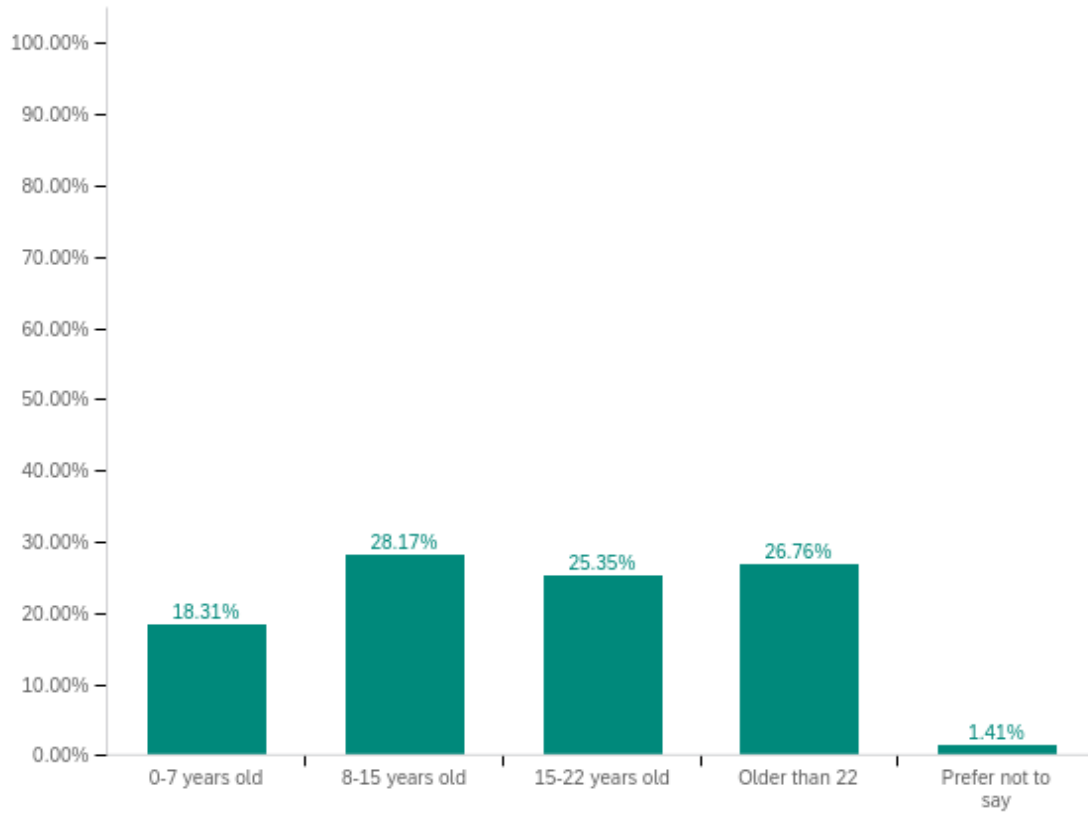


**Table 47** Parental Status of Survey Participants

Parental Status	%	Count
No I am not	16.07%	9
Yes I am	83.93%	47
Prefer not to answer	0.00%	0
Total	100%	56



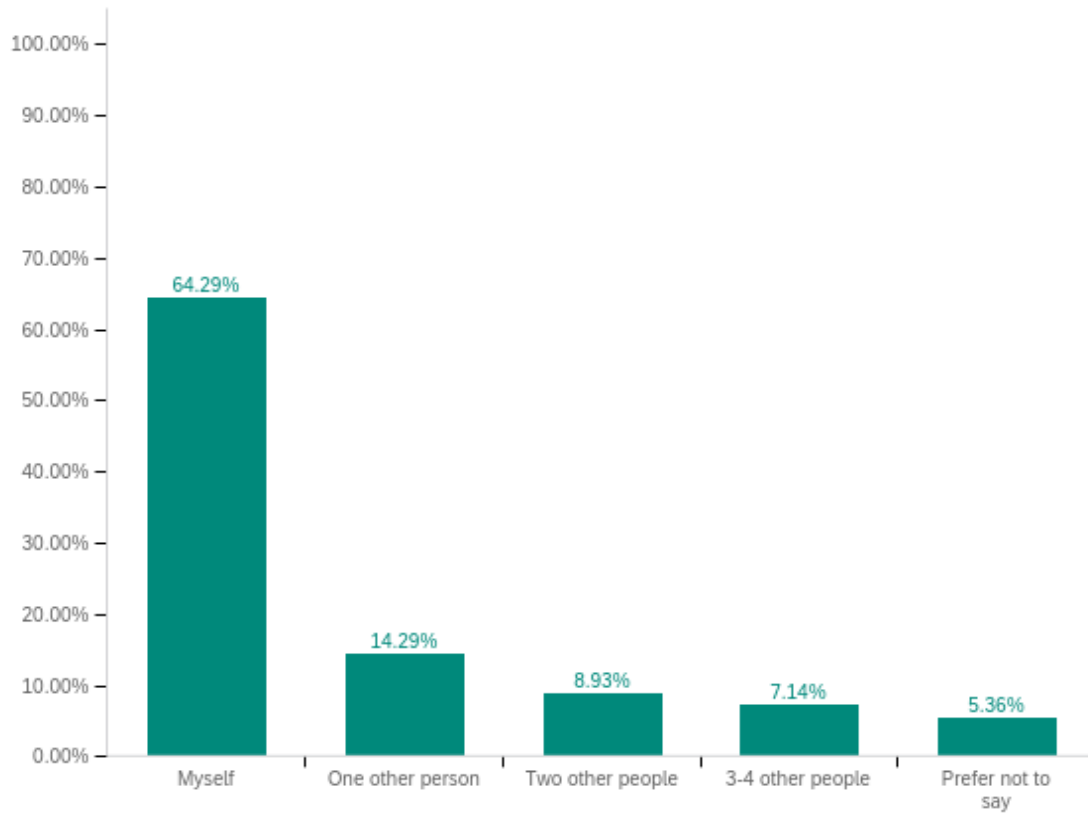
**Figure 16** Age Ranges of Children of Survey Participants



**Table 48** Age Ranges of Children of Survey Participants

Age Categories for Children	%	Count
0-7 years old	18.31%	13
8-15 years old	28.17%	20
15-22 years old	25.35%	18
Older than 22	26.76%	19
Prefer not to say	1.41%	1
Total	100%	71

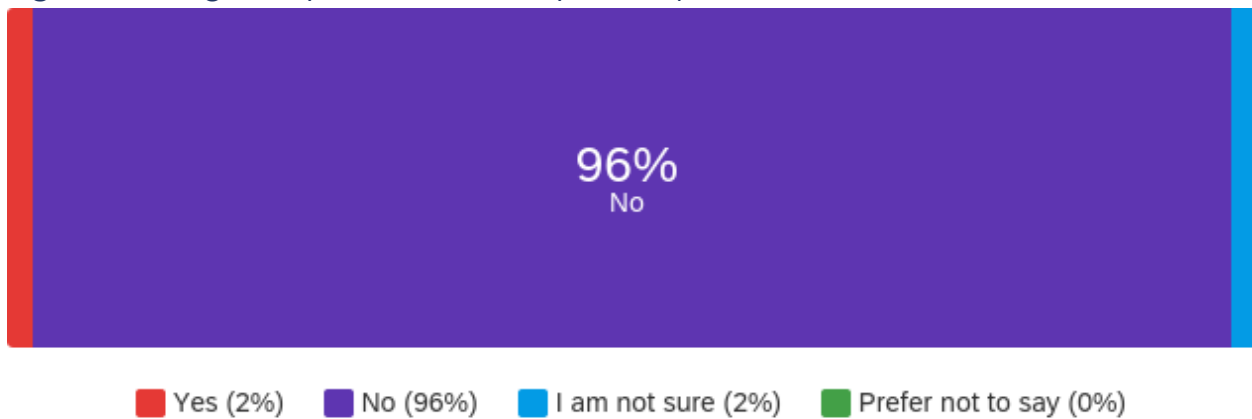
**Figure 17** Survey Participants and the Number of People They Are Seeking Shelter With



**Table 49** Survey Participants and the Number of People They Are Seeking Shelter With

Seeking Shelter With	%	Count
Myself	64.29%	36
One other person	14.29%	8
Two other people	8.93%	5
3-4 other people	7.14%	4
More than 4 other people	0.00%	0
Prefer not to say	5.36%	3
Total	100%	56

**Figure 18** *Pregnancy Status of Survey Participants*



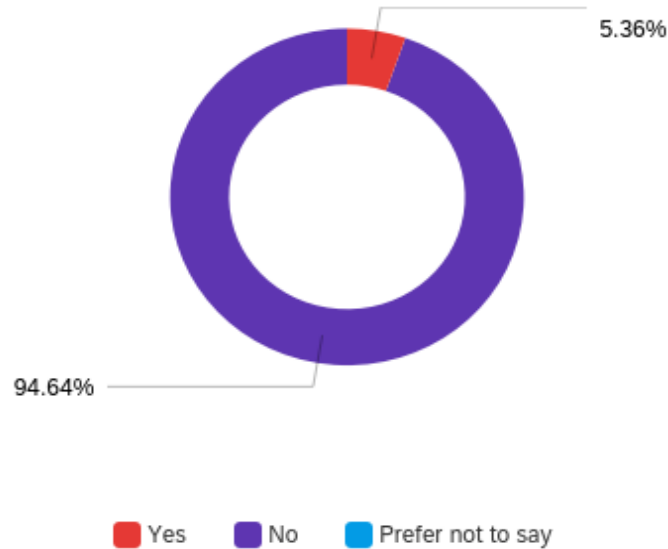
**Table 50** *Pregnancy Status of Survey Participants*

Pregnancy Status	%	Count
Yes	2.04%	1
No	95.92%	47
I am not sure	2.04%	1
Prefer not to say	0.00%	0
Total	100%	49

### Veteran Status

The overwhelming majority of participants are not veterans (94.64%, n=53), with only three participants (5.36%, n=3) reporting veteran status. As over eight percent (8.59%, n=798) of people who are homeless in North Carolina have veteran status (HUD, 2020), this relatively low percentage of veterans who are homeless in Waynesville could be due to the large percentage of participants who identified as female in our sample. Of course, the service and contributions of our female veterans are appreciated and acknowledged. Yet homelessness among veterans is primarily experienced by male veterans; according to the 2019 Point in Time Count for the balance of state in North Carolina, 93 percent of veterans who are homeless were male (NC Coalition to End Homelessness, 2019).

**Figure 19** *Veteran Status of Survey Participants*



**Table 51** *Veteran Status of Survey Participants*

Veteran Status	%	Count
Yes	5.36%	3
No	94.64%	53
Prefer not to say	0.00%	0
Total	100%	56

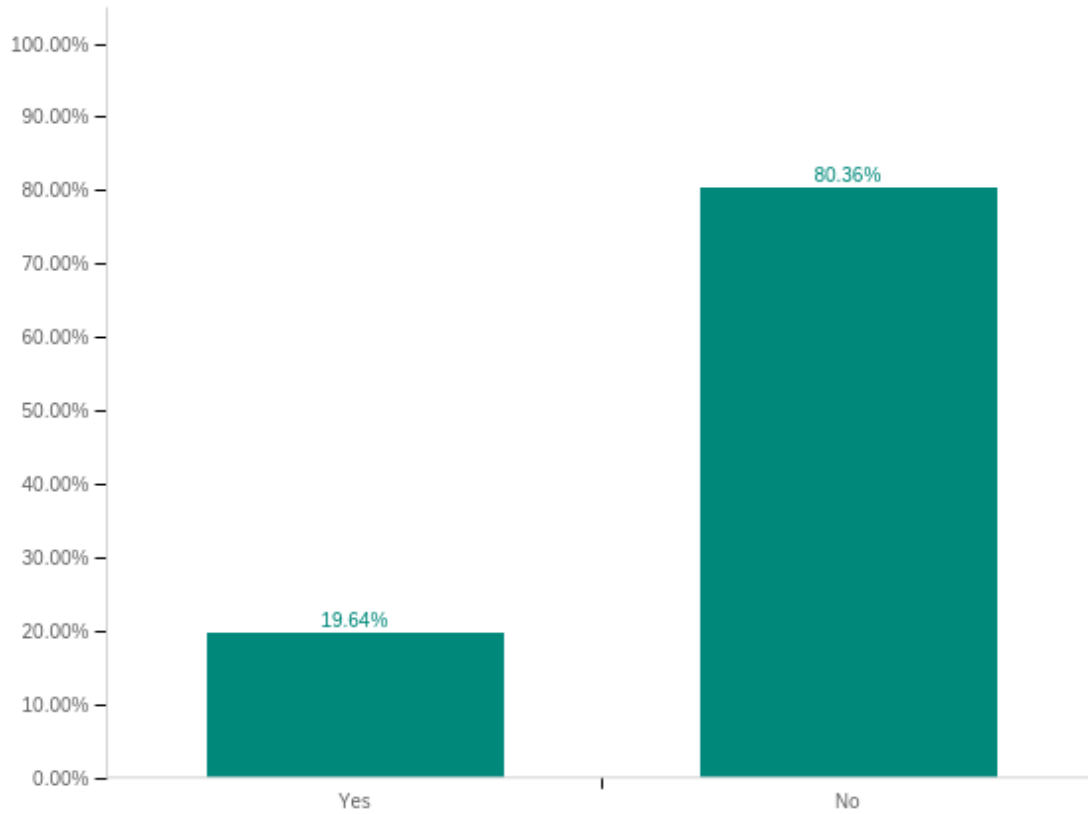
### Foster Care Experience

Approximately eighty percent (80.36%, n=45) of participants had no experience being in the foster care system. Almost twenty percent (19.64%, n=11) had experience in the foster care system as a child. Approximately 1.4% of children in Haywood County are currently in the foster care system, a number that has been increasing since 2010 (Annie E. Casey Foundation, 2020).

Children in foster care often encounter a four or more Adverse Childhood Experiences (ACES), which increases their risks for behavioral and mental health conditions as well as homelessness in adulthood (Nilsson, et al., 2019). In Haywood County over 10% of adults report having four or more ACES (Haywood County Community Health Assessment,

2018). This percentage is noteworthy and suggests ACES interventions with children in Waynesville could prevent them from becoming homeless in adulthood.

**Figure 20** Foster Care Experience of Survey Participants



**Table 52** Foster Care Experience of Survey Participants

Foster Care Experience	%	Count
Yes	19.64%	11
No	80.36%	45
Prefer not to say	0.00%	0
Total	100%	56

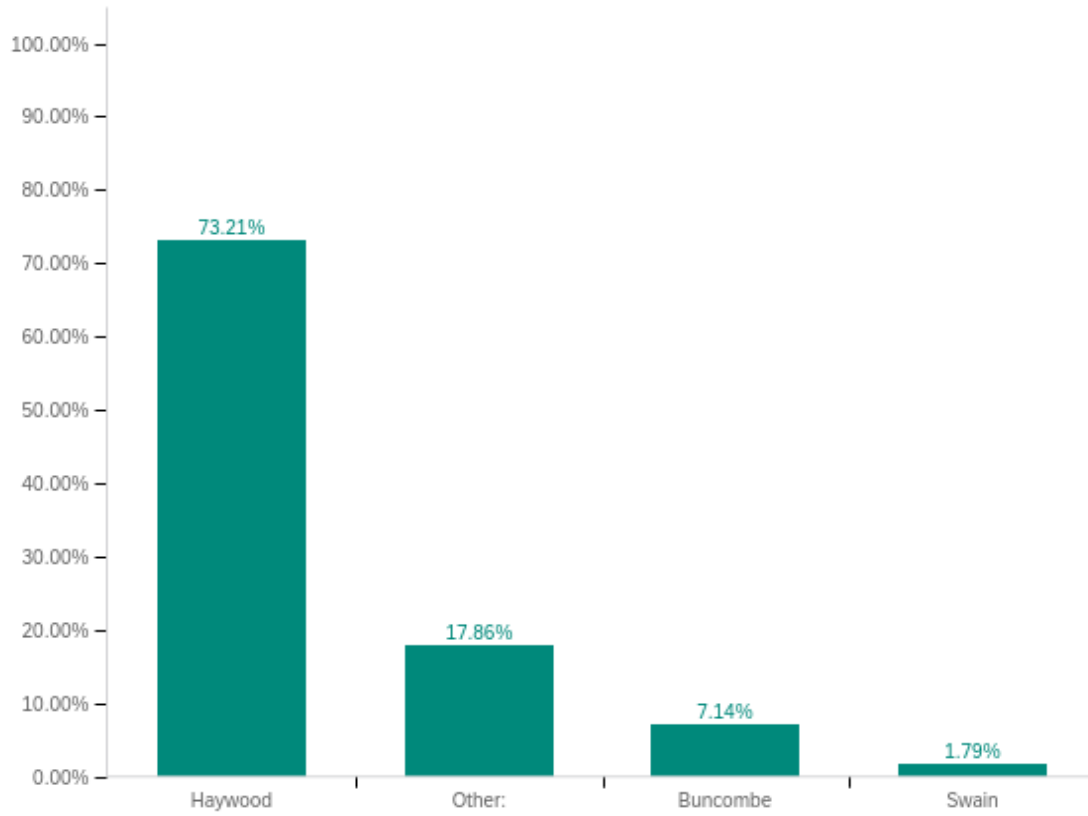
## Time in Haywood County and Waynesville

A little more than seventy-three percent (73.21%, n=41) of participants reported living in Haywood County when they last had stable housing. Approximately seven percent (7.14%, n=4) reported having stable housing in Buncombe County, and 1.79% (n=1) last had stable housing in Swain County. Almost eighteen percent (17.86%, n=10) reported last having stable housing elsewhere. Many of these participants reported that their last stable housing experiences were in surrounding regions that were not listed on the survey, including Clyde, Cruso, and Jackson County.

Forty percent (40%, n=22) of participants reported being originally from Waynesville, while sixty percent (60%, n=33) reported they were not originally from Waynesville. However, over sixty-two percent (62.5%, n=35) reported living in Haywood County for more than 10 years, with fifty-one percent (51%) of those participants being originally from Waynesville. Approximately fourteen percent (14.29%, n=8) of participants reported being in Haywood County for 1-4 years, with seventy-five percent (75%) of those individuals not originally from Waynesville. A little more than twelve percent (12.5%, n=7) of participants reported being in Haywood County for less than 1 year, suggesting that they are not originally from Waynesville. Almost eleven percent (10.71%, n=6) reported being in Haywood County for 5-9 years, with almost sixty-seven percent (66.76%) of those individuals not originally from Waynesville. These data appear to indicate that most individuals have been in Haywood County for a decade or longer, yet they may have lived in other towns and neighborhoods in the county prior to Waynesville.

A little more than half of participants (51.52%, n=17) reported coming to Waynesville because they had friends or family living there. While 1 participant (3.03%) preferred not to say why they came to Waynesville. Approximately fifteen percent (15.15%, n=5) reported coming to Waynesville to access homeless services, twelve percent (12.12%, n=4) for employment opportunities, and eighteen percent (18.18%, n=6) for reasons other than what was listed on the survey. Studies of other rural areas indicate some people who are homeless may migrate in search of homeless services, supports, and employment (National Advisory Committee on Rural Health and Human Services, 2014), especially if they have been homeless for an extended amount of time. For example, 20 percent of Veterans who are chronically homeless migrate to different regions during their homelessness (US Department of Veterans Affairs, 2015). Further, the participants (n=5) who indicated they came to Waynesville to access homeless services represent individuals seeking protection and safety from domestic or interpersonal violence or due to the death of family member.

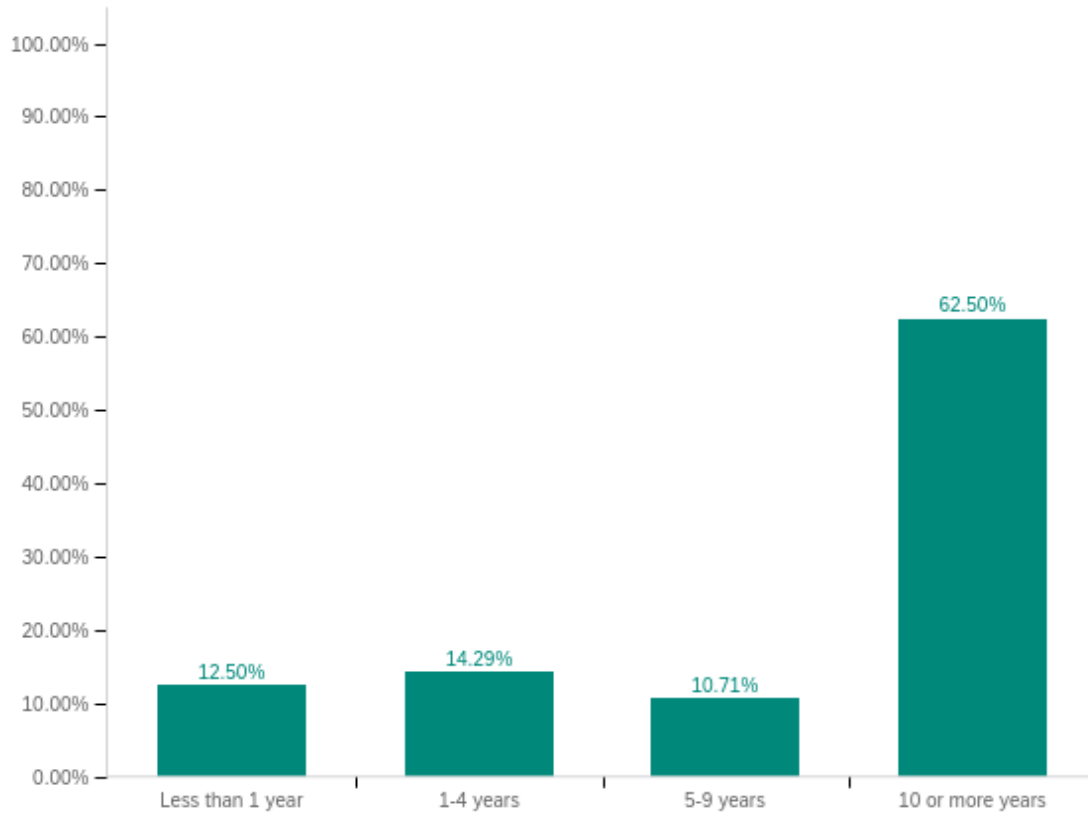
**Figure 21** County Survey Participant Lived In, When Last Had Stable Housing



**Table 53** County Survey Participant Lived In, When Last Had Stable Housing

County Last Lived in with Stable Housing	%	Count
Buncombe	7.14%	4
Haywood	73.21%	41
Swain	1.79%	1
Other:	17.86%	10
Total	100%	56

**Figure 22** Survey Participants' Time Living in Haywood County

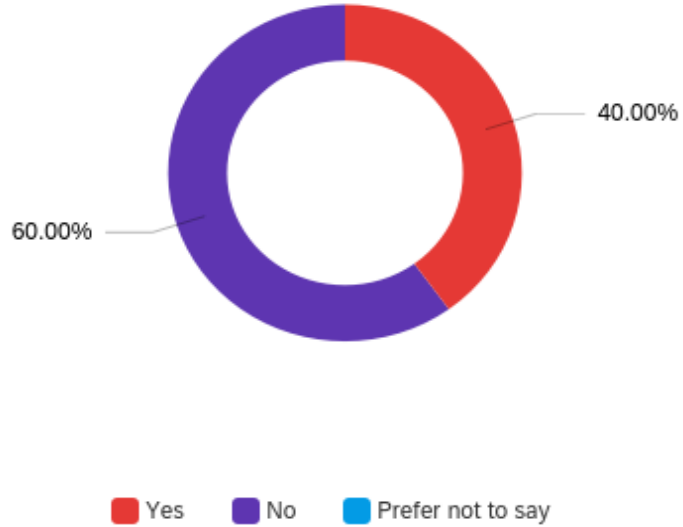


**Table 54** Survey Participants' Time Living in Haywood County

Time in Haywood County	%	Count
Less than 1 year	12.50%	7
1-4 years	14.29%	8
5-9 years	10.71%	6
10 or more years	62.50%	35
Prefer not to say	0.00%	0
Total	100%	56



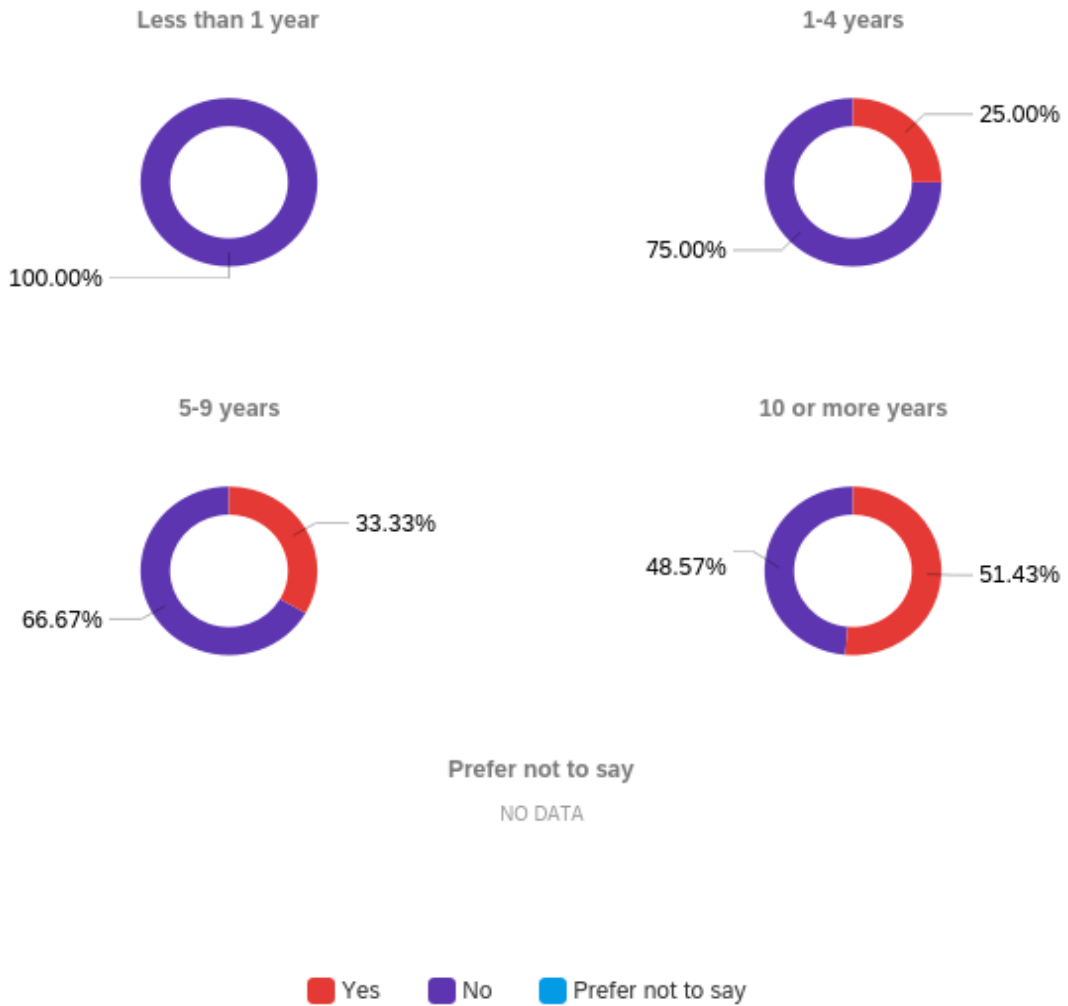
**Figure 23** Survey Participant Originally from Waynesville



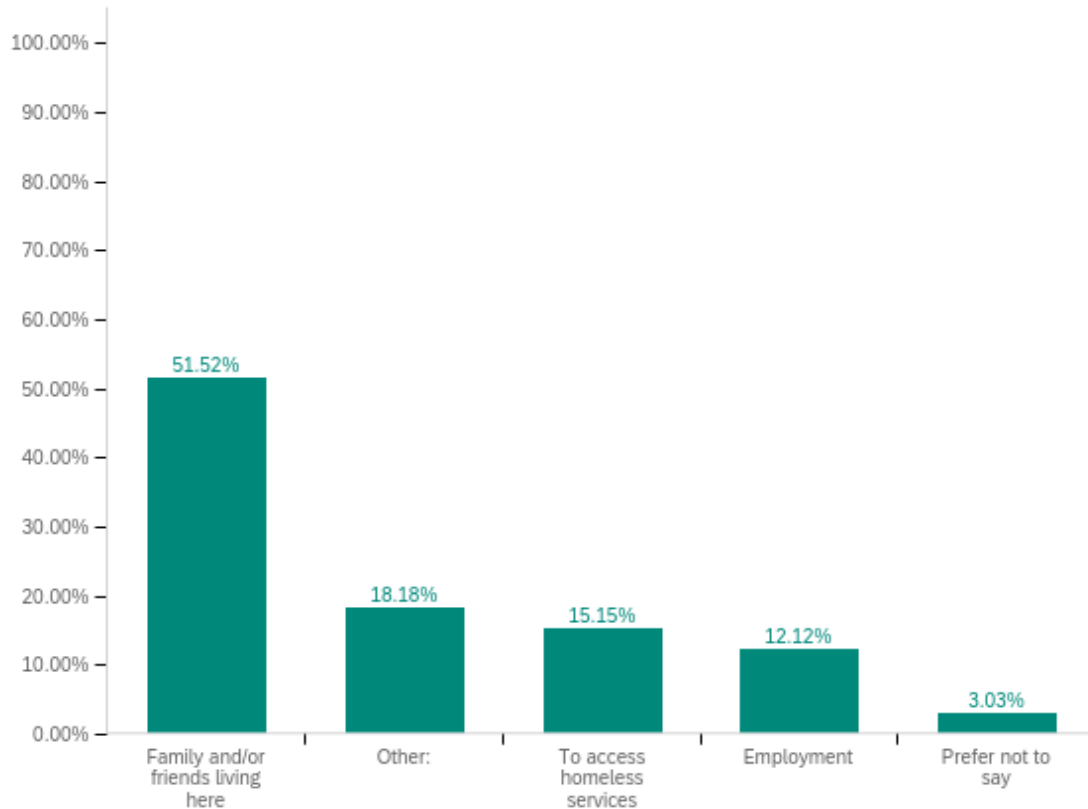
**Table 55** Survey Participant Originally from Waynesville

Originally from Waynesville	%	Count
Yes	40.00%	22
No	60.00%	33
Prefer not to say	0.00%	0
Total	100%	55

**Figure 24** Survey Participants Originally from Waynesville and Time Living in Haywood County



**Figure 25** Reason Survey Participant Came to Waynesville



**Table 56** Reason Survey Participant Came to Waynesville

Reason Came to Waynesville	%	Count
Family and/or friends living here	51.52%	17
Other:	18.18%	6
To access homeless services	15.15%	5
Employment	12.12%	4
Prefer not to say	3.03%	1
Travel/visiting	0.00%	0
To access VA services	0.00%	0
Total	100%	33

### Living Arrangements

Prior to becoming homeless, over sixty percent (60.71%, n=34) lived in a house they or their partner rented. This high percentage is indicative of a lack of affordable housing in

the area. In 2019, 29% of renters in Haywood County were cost-burdened (meaning that they were spending more than 30% of their income on housing costs) and 14.6% faced eviction (NC Housing Coalition, 2019). This data suggests that over a quarter of Haywood County renters cannot afford their homes, and some are becoming homeless as a result.

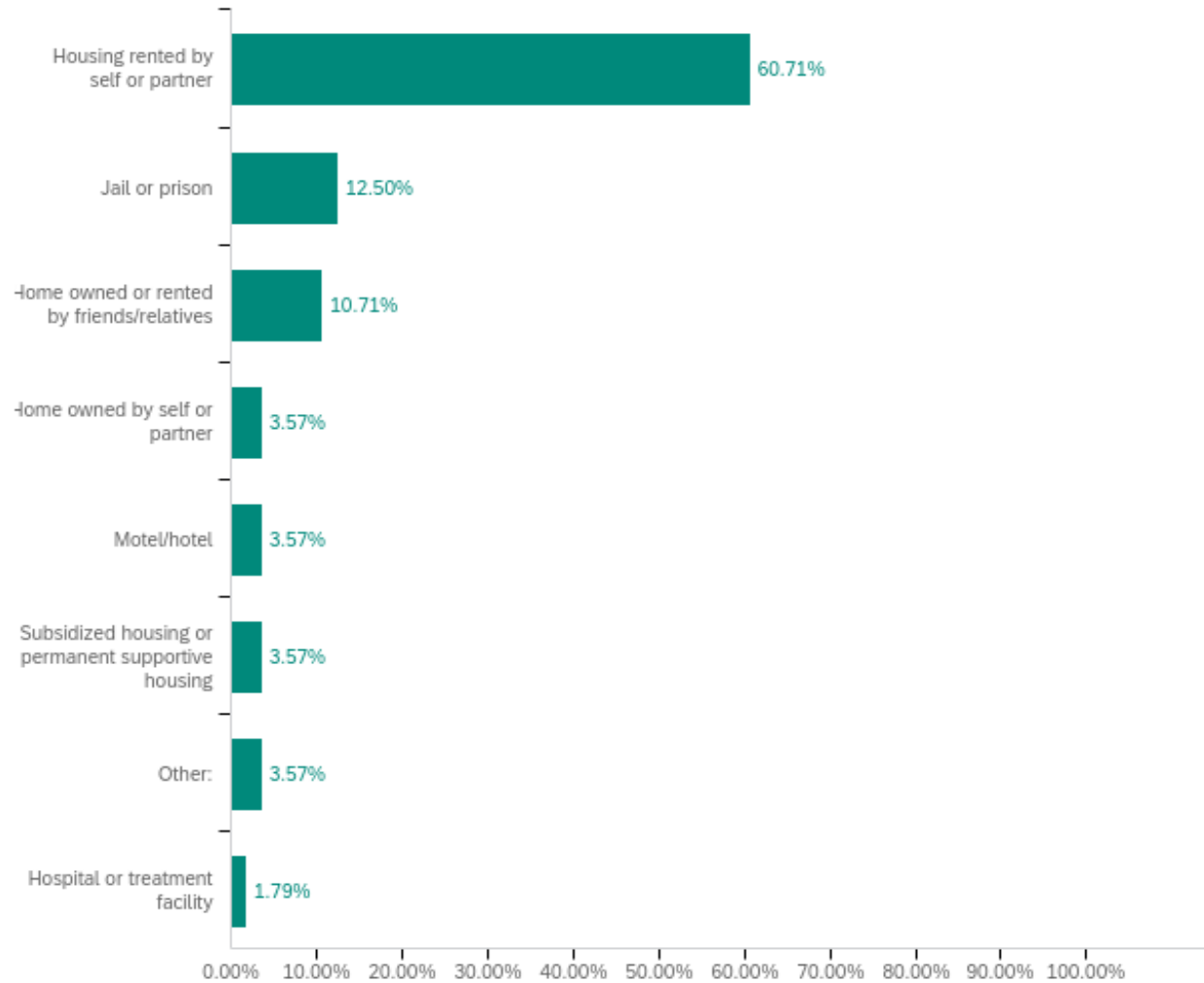
Almost eleven percent of participants (10.71%, n=6) lived in a house rented or owned by friends and/or family before they became homeless. A little more than twelve percent (12.5%, n=7) became homeless after being released from jail or prison. Two participants (3.57%, n=2) lived in a home that they or their partner owned, two participants (3.57%, n=2) lived in a hotel or motel, two participants (3.57%, n=2) resided in subsidized or supportive housing, and two participants (3.57%, n=2) lived in a place other than what was listed on the survey.

Currently, most participants are sleeping at a private facility/homeless shelter (32.14%, n=18) or at an outdoor location (28.57%, n=16). A little over ten percent (10.71%, n=6) are sleeping at a friend's house, and five percent (5.36%, n=3) are sleeping at a family member's house. One person (1.79%, n=1) reported sleeping in an abandoned building, and two (3.57%, n=2) reported sleeping in a place not normally used for sleeping. Almost eighteen percent (17.86%, n=10) of participants reported sleeping somewhere other than what was listed on the survey, indicating a wide array of sleeping locations. The majority of participants (59.26%, n=32) have experienced being asked to move sleeping arrangements. People who are homeless indicated in our listening session that being asked to move throughout the night impacts their ability to function during the day, seek the resources they need, and/or maintain a job.

Thirty-six percent (35.8%, n=19) of participants were unsheltered in Waynesville at the time of the survey. This proportion is substantially higher than that of North Carolina (27.5%, n=2558) (HUD, 2020) and may suggest a lack of street outreach to people who are homeless in Waynesville. Outreach workers are important for identifying the needs of a person experiencing homelessness and connecting them with services. Outreach workers are often the first point of contact for people who are homeless, and can help connect individuals with services who may have previously resisted them (Bond, et al., 2021; HUD, 2009). Multiple listening session participants, especially stakeholders serving in law enforcement, also mentioned challenges with "service-resistant" people who are homeless and unsheltered. Research suggests this service gap could be alleviated by efforts from street outreach workers by building trusting relationships with people who are unsheltered and connecting them to services that would be most appropriate for their individual and unique needs. Research on homelessness in rural America highlights the necessity for street outreach programs in rural regions due to the phenomenon of "hidden homelessness" as a result geographically inaccessible resources and services (HUD, 2009).

The vast majority (80%, n=44) of participants reported never being approached by a street outreach worker while in an unsheltered location. The need for street outreach workers and programs in Waynesville was repeatedly identified throughout our data collection, including in the community feedback survey and in listening sessions with law enforcement, housing providers, faith-based institutions, and behavioral health service providers.

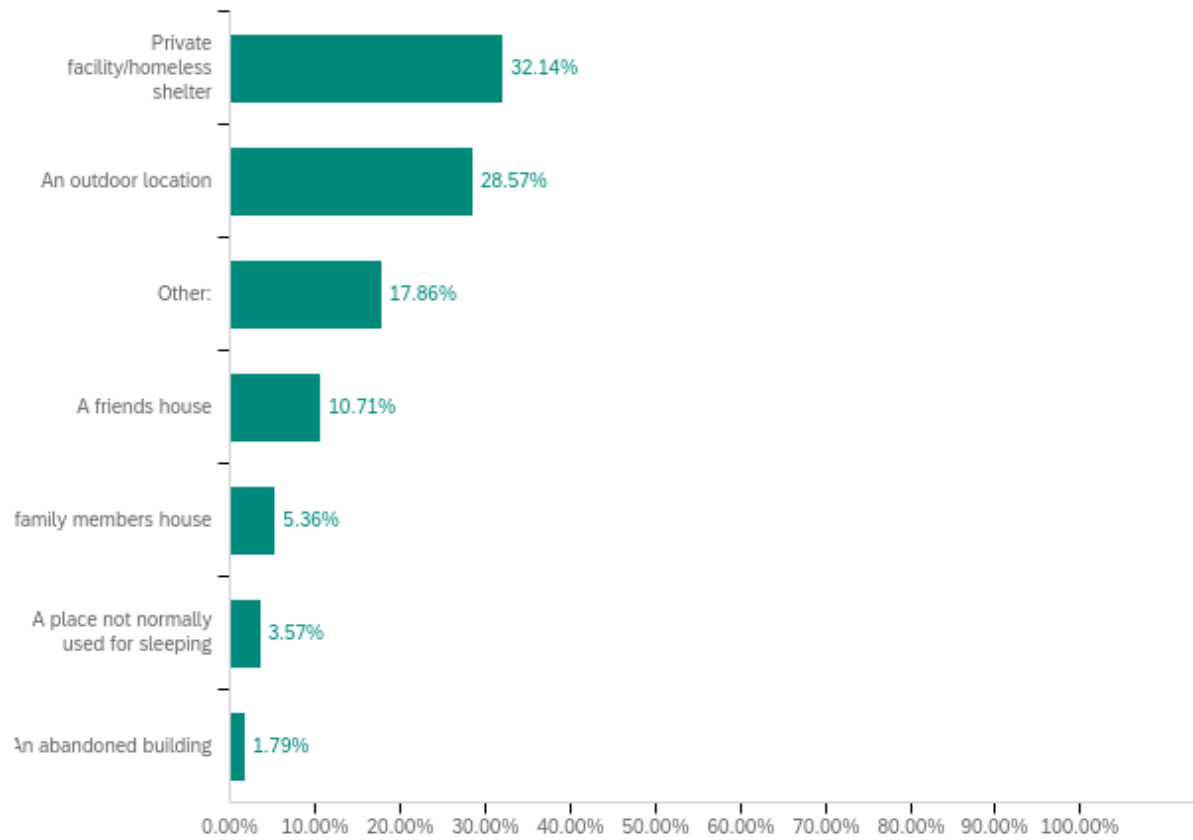
**Figure 26** Survey Participants' Living Arrangements Prior to Becoming Homeless



**Table 57** Survey Participants' Living Arrangements Prior to Becoming Homeless

Living Arrangements Prior to Becoming Homeless	%	Count
Housing rented by self or partner	60.71%	34
Jail or prison	12.50%	7
Home owned or rented by friends/relatives	10.71%	6
Home owned by self or partner	3.57%	2
Motel/hotel	3.57%	2
Subsidized housing or permanent supportive housing	3.57%	2
Other:	3.57%	2
Hospital or treatment facility	1.79%	1
Foster care	0.00%	0
Juvenile justice facility	0.00%	0
Military base/active duty	0.00%	0
Prefer not to say	0.00%	0
Total	100%	56

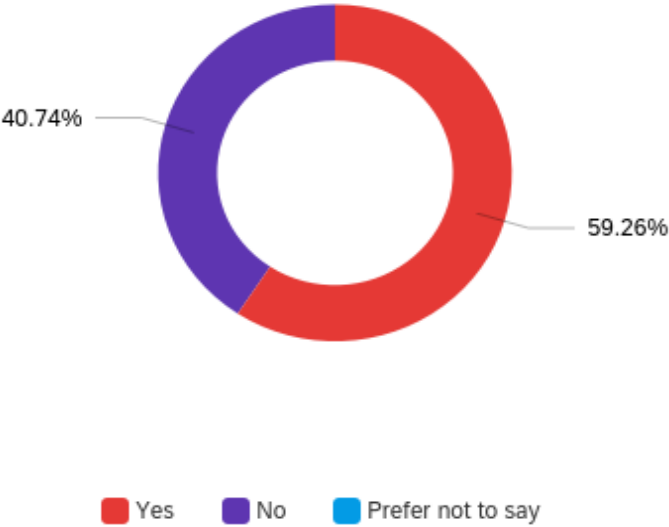
**Figure 27** *Where are you sleeping now: Most often*



**Table 58** *Where are you sleeping now: Most often*

Where Are You Now Sleeping (most often)	%	Count
Private facility/homeless shelter	32.14%	18
An outdoor location	28.57%	16
Other:	17.86%	10
A friends house	10.71%	6
A family members house	5.36%	3
A place not normally used for sleeping	3.57%	2
An abandoned building	1.79%	1
Public facility	0.00%	0
Prefer not to say	0.00%	0
Total	100%	56

**Figure 28** Survey Participant Ever Asked to Move Sleeping Arrangements

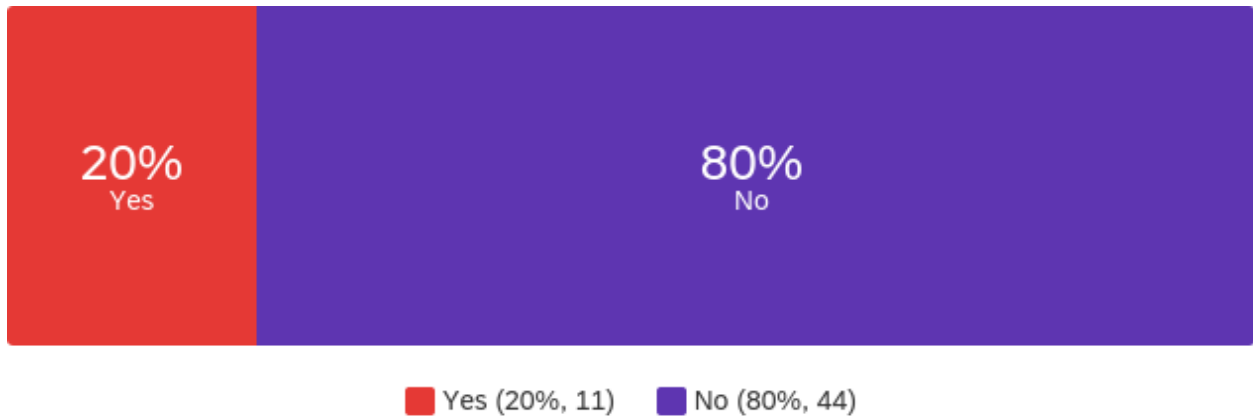


**Table 59** Survey Participant Ever Asked to Move Sleeping Arrangements

Ever Asked to Move Sleeping Arrangements	%	Count
Yes	59.26%	32
No	40.74%	22
Prefer not to say	0.00%	0
Total	100%	54



**Figure 29** Survey Participant Ever Approached by an Outreach Worker While in an Unsheltered Location



**Table 60** Survey Participant Ever Approached by an Outreach Worker While in an Unsheltered Location

Ever Approached by an Outreach Worker at an Unsheltered Location	%	Count
Yes	20.00%	11
No	80.00%	44
Prefer not to say	0.00%	0
Total	100%	55

### Experience with Homelessness

At the time of this survey, about forty-eight percent (48.21%, n=27) of participants were experiencing homelessness for the first time. A little more than half (51.79%, n=29) had experienced homelessness before. One participant (1.82%, n=1) had been homeless for less than a week and four (7.27%, n=4) had been homeless for less than a month. Approximately seven percent (7.27%, n=4) have been homeless for 1-3 months, fourteen percent (14.55%, n=8) for 4-6 months, and sixteen percent (16.36%, n=9) for 7-11 months. Half of participants (50.91%, n=28) had been homeless for a year or more. Approximately sixty-eight percent (67.86%, n=38) of participants expect to be stably housed within the next year.

In the past year, almost fifty-nine percent (58.93%, n=33) of participants experienced homelessness once. A little over twelve percent (12.5%, n=7) were homeless twice in the past year and seven percent (7.14%, n=4) three times. Two participants (3.57%, n=2) preferred not to disclose this information. One participant (1.79%, n=1) was homeless four times in the last year, and sixteen percent (16.07%, n=9) were homeless six or more times. In the past three years, almost forty-three percent (42.86%, n=24) had

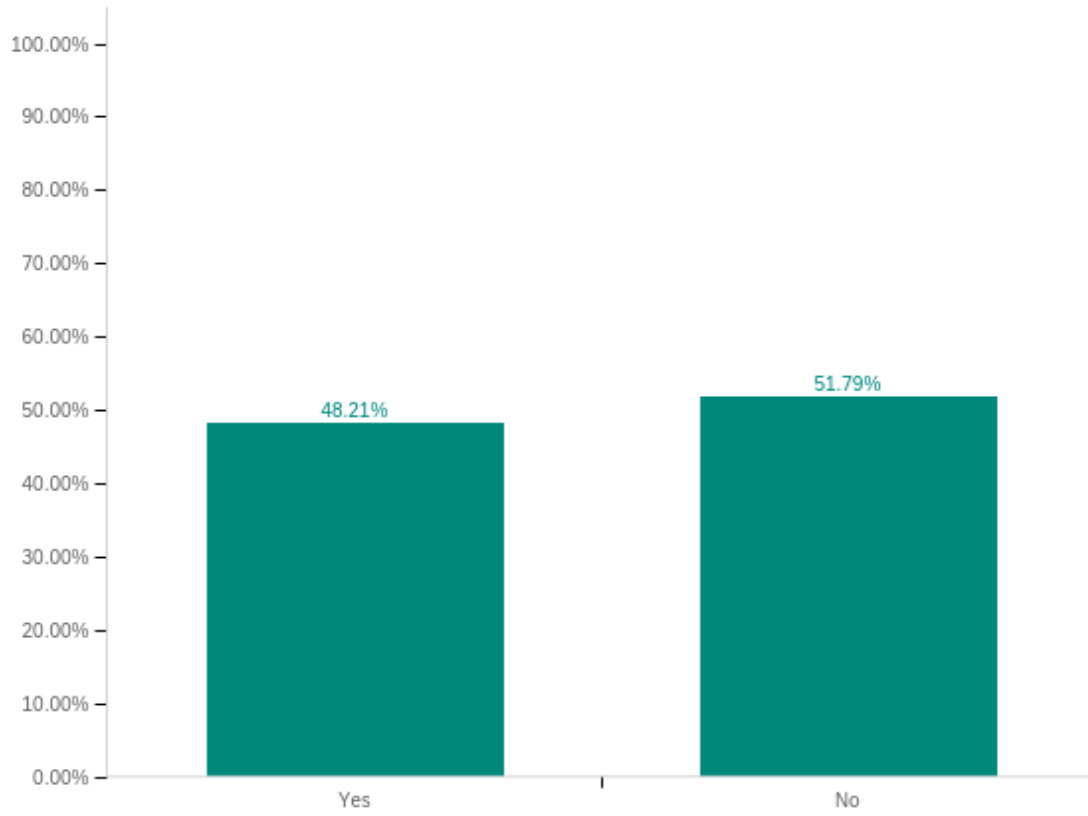
experienced homelessness one time. Almost twenty percent (19.64%, n=11) experienced homelessness two times in the past three years, and eleven percent (10.71%, n=6) three times. One participant (1.79%, n=1) experienced homelessness four times in the past three years, two participants (3.57%, n=2) experienced homelessness five times, and almost eighteen percent (17.86%, n=10) experienced homelessness six or more times in the past three years.

People who have a disability and experience homelessness consistently for at least one year, or, at least on four separate occasions in the last 3 years where the combined length of time being unsheltered is at least 12 months may be considered chronically homeless.<sup>7</sup> Chronic homelessness is often caused by comorbid physical and mental health conditions, and often requires supportive interventions like permanent supportive housing and case management (Raven, et al., 2020). In North Carolina, a little more than thirteen percent (13.7%, n= 1,272) of people who are homeless are considered chronically homeless (North Carolina Coalition to End Homelessness, 2020); nationally, this percentage is higher at twenty-seven percent (27%, n=110,528) (National Alliance to End Homelessness, 2021a). In this study, fifty-one percent (50.91%, n=28) of participants have been homeless for over one year, and the amount of time spent in homelessness for the past three years equaled twelve months or more for seventy-one percent (71.43%, n=40) of participants. Although the disability or status of the study participants was not documented, these rates of long-term homelessness and repeated episodes of homelessness in Waynesville may suggest higher rates of chronic homelessness in the area, as well as a need for increased outreach and supportive housing programs.

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<sup>7</sup> [Definition of Chronic Homelessness](#)

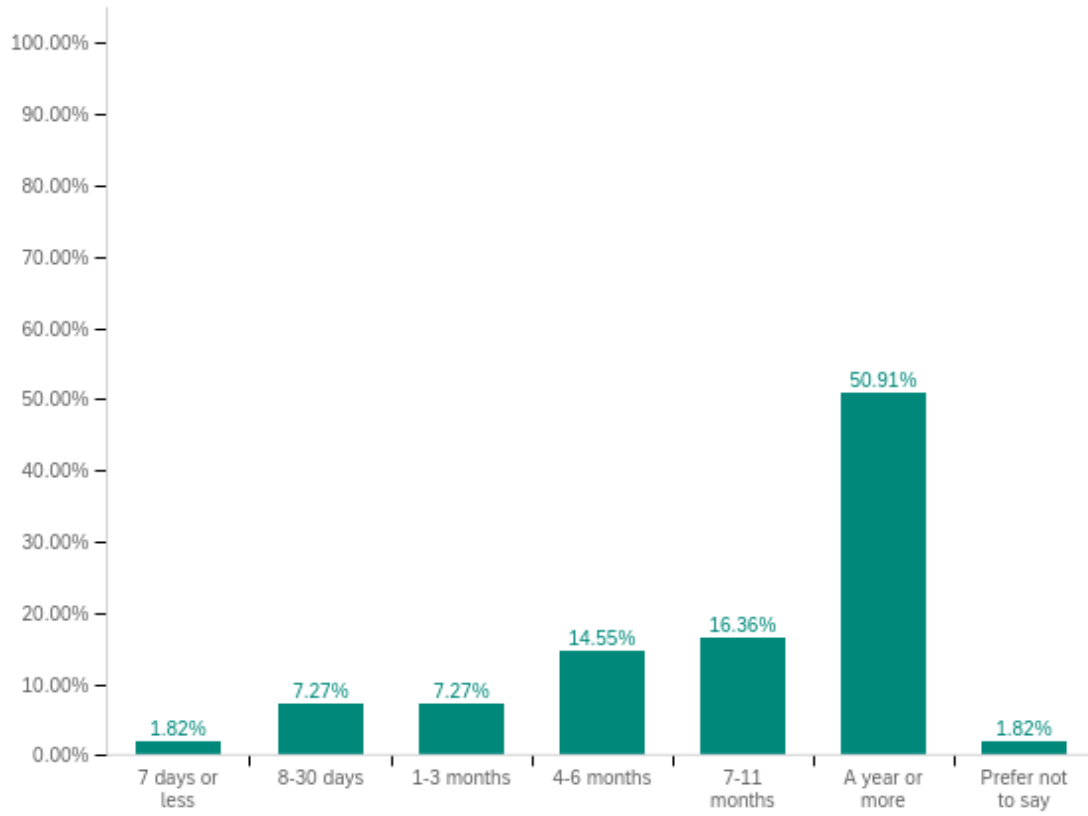
**Figure 30** *Is This Your First Time Experiencing Homelessness*



**Table 61** *Is This Your First Time Experiencing Homelessness*

First Time Experiencing Homelessness	%	Count
Yes	48.21%	27
No	51.79%	29
Prefer not to say	0.00%	0
Total	100%	56

**Figure 31** How Long Have You Been Experiencing Homelessness Currently



**Table 62** How Long Have You Been Experiencing Homelessness Currently

How Long Have You Been Experiencing Homelessness Currently	%	Count
7 days or less	1.82%	1
8-30 days	7.27%	4
1-3 months	7.27%	4
4-6 months	14.55%	8
7-11 months	16.36%	9
A year or more	50.91%	28
Prefer not to say	1.82%	1
Total	100%	55

Figure 32 How Many Times Have You Experienced Homelessness in the Past 12 Months

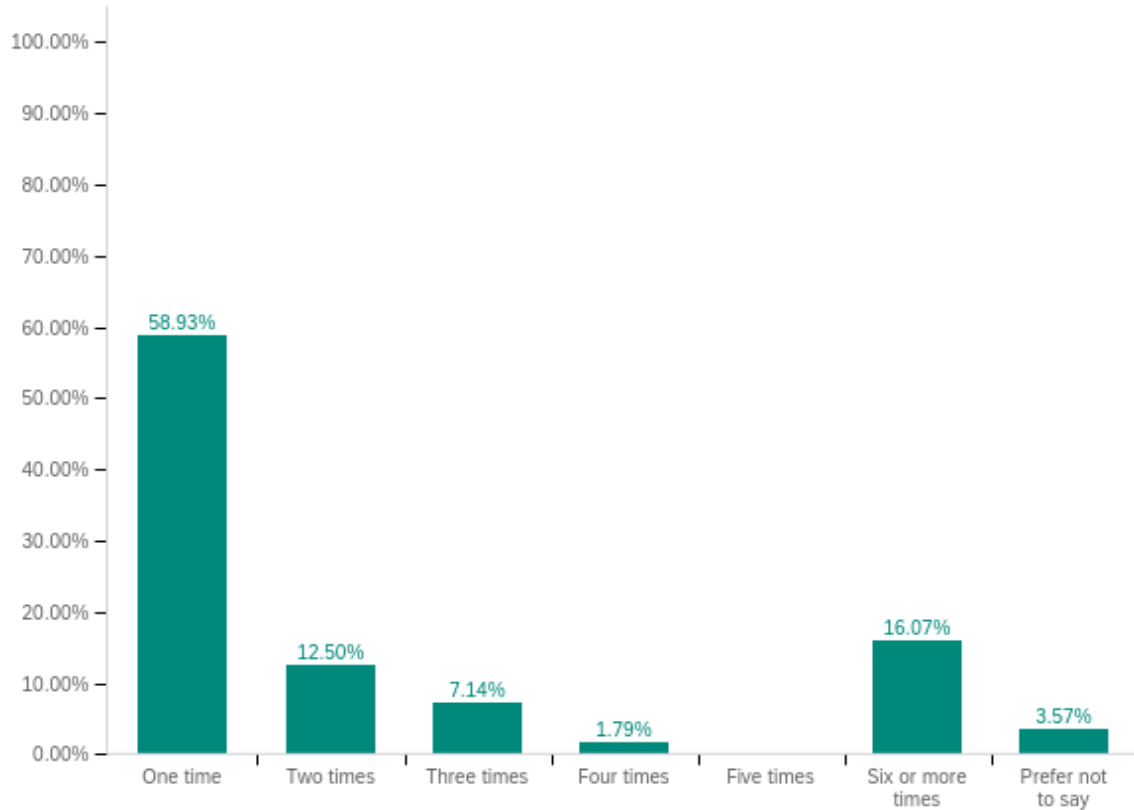
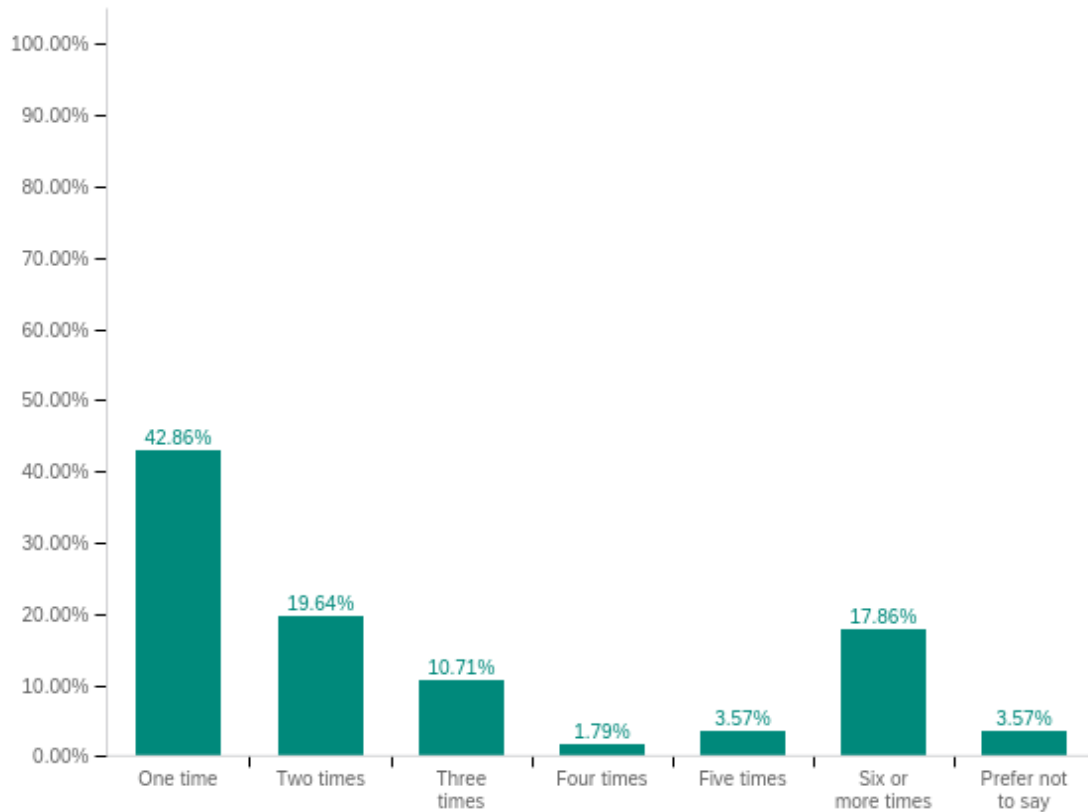


Table 63 How Many Times Have You Experienced Homelessness in the Past 12 Months

How Many Times Have You Experienced Homelessness in the Past 12 Months	%	Count
One time	58.93%	33
Two times	12.50%	7
Three times	7.14%	4
Four times	1.79%	1
Five times	0.00%	0
Six or more times	16.07%	9
Prefer not to say	3.57%	2
Total	100%	56

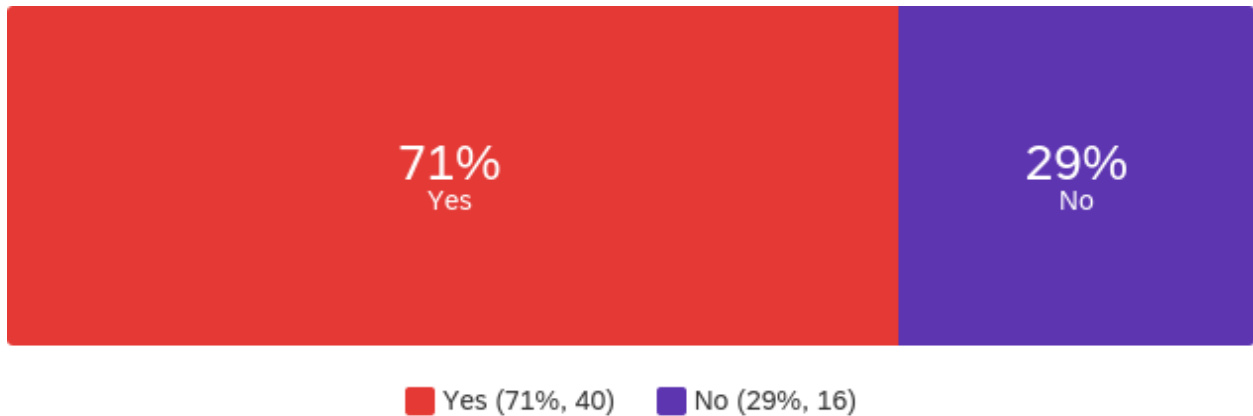
**Figure 33** How Many Times Have You Experienced Homelessness in the Past 3 Years



**Table 64** How Many Times Have You Experienced Homelessness in the Past 3 Years

How Many Times Have You Experienced Homelessness in the Past 3 Years	%	Count
One time	42.86%	24
Two times	19.64%	11
Three times	10.71%	6
Four times	1.79%	1
Five times	3.57%	2
Six or more times	17.86%	10
Prefer not to say	3.57%	2
Total	100%	56

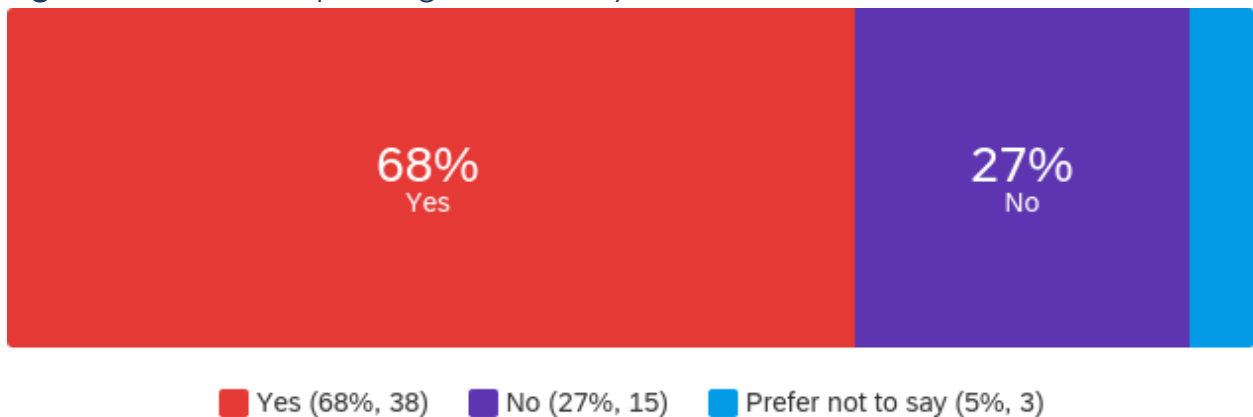
**Figure 34** Combined Does the Amount of Time You've Been Homeless In The Past 3 Years Equal 12 Months or More



**Table 65** Combined Does the Amount of Time You've Been Homeless In The Past 3 Years Equal 12 Months or More

Combined Does the Amount of Time You've Been Homeless In The Past 3 Years Equal 12 Months or More	%	Count
Yes	71.43%	40
No	28.57%	16
Prefer not to answer	0.00%	0
Total	100%	56

**Figure 35** Are You Expecting to Be Stably Housed Within the Next 12 Months



**Table 66** Are You Expecting to Be Stably Housed Within the Next 12 Months

Are You Expecting to Be Stably Housed Within the Next 12 Months	%	Count
Yes	67.86%	38
No	26.79%	15
Prefer not to say	5.36%	3
Total	100%	56

### Main Cause of Homelessness

The most frequently cited causes for homelessness among the participants included: alcohol and/or substance use (17.82%, n=18), domestic and/or interpersonal violence (11.88%, n=12), could not afford rent (9.9%, n=10), job loss (7.92%, n=8), mental health issues (7.92%, n=8), and, incarceration (6.93%, n=7). These responses reflect the complex and varied experience of individuals who are homeless—including both personal as well as structural causes.

Over seventeen percent (17.82%, n=18) of participants identified alcohol and/or substance use as a main cause for their housing crisis. The rates of substance misuse among people who are homeless in Waynesville reflect the prevalence of substance use disorder in Haywood County. According to the Haywood County Community Health Assessment (2018), substance use in the county has increased exponentially since 2009, with alcohol being the most misused substance among residents. In the county's health assessment, thirty-eight percent of surveyed residents said their lives had been negatively impacted by substance use—either their own or someone they knew. Haywood County has prioritized mental health and substance use as the top priority issue for the entire community. (please see the following section on substance use for more county, state, and national data comparisons)

Almost twelve percent (11.88%, n=12) of participants cited domestic/interpersonal violence as a main cause of their homelessness. This rate is higher than at the state level, which indicates that nine percent (9.2%, n=860) of people who are homeless in North Carolina reported domestic/interpersonal violence experiences (HUD, 2020). Participants in the listening sessions with service providers and people who are homeless identified the prevalence of intimate partner violence in Haywood County, as well as their hope for increased services to address interpersonal violence in the community. (please see the following section on domestic and interpersonal violence for more on domestic violence in Waynesville)



Almost ten percent (9.9%, n=10) of participants cited their inability to afford rent as a main cause of their homelessness. Unaffordable housing has been repeatedly identified as a leading cause of homelessness in national research (Schwartz, 2021), as well as during almost every listening session conducted for this needs assessment. Waynesville is experiencing a high-demand on housing. In pre-pandemic 2019, almost half (48%) of Haywood County renters struggled to afford their homes, and fifteen percent (14.9%) faced evictions (North Carolina Housing Coalition, 2019). We are anticipating seeing those numbers increase when the current pandemic eviction moratorium is lifted. (please see the following housing market analysis section for an overview of Waynesville's current affordable housing crisis).

Eight percent (7.92%, n=8) of participants cited mental health issues as a main cause of their homelessness. State-level data provides that almost fourteen percent (13.8%, n=1,281) of people who are homeless suffer from severe mental illness (HUD, 2020), yet it is unknown if their mental health was the cause of their homelessness. Other sources indicate that mental health issues are experienced by a range of thirty-three to forty-six percent of the population who are homeless (Larkin, Aykanian, & Streeter, 2019).

Eight percent (7.92%, n=8) identified job loss as main cause of their homelessness. As job loss is a major risk factor for falling into poverty, it is a common cause of homelessness across the nation. Past research on homelessness and job loss explains that this phenomenon most often occurs among extremely low-income individuals that have irregular employment including temporary jobs and day labor (Metraux et al., 2018). Sporadic and temporary employment is even more common in rural areas like Waynesville (Robertson et al., 2007).

Lastly, almost seven percent (6.93%, n=7) of participant cited incarceration as a main cause of their homelessness. Research on the intersection of incarceration and homelessness indicates that involvement with the criminal justice system may lead to homelessness, rather than homelessness leading to incarceration (Moschion & Johnson, 2019). It also demonstrates that the risk of homelessness increases over the twelve-month period after incarceration. In the listening sessions with people who are homeless, faith-based institutions, and law enforcement officers, participants mentioned their concerns with the lack of housing supports for people who are released from incarceration in Haywood County.

**Table 67** Main Cause of Homelessness (may have selected more than 1 response)

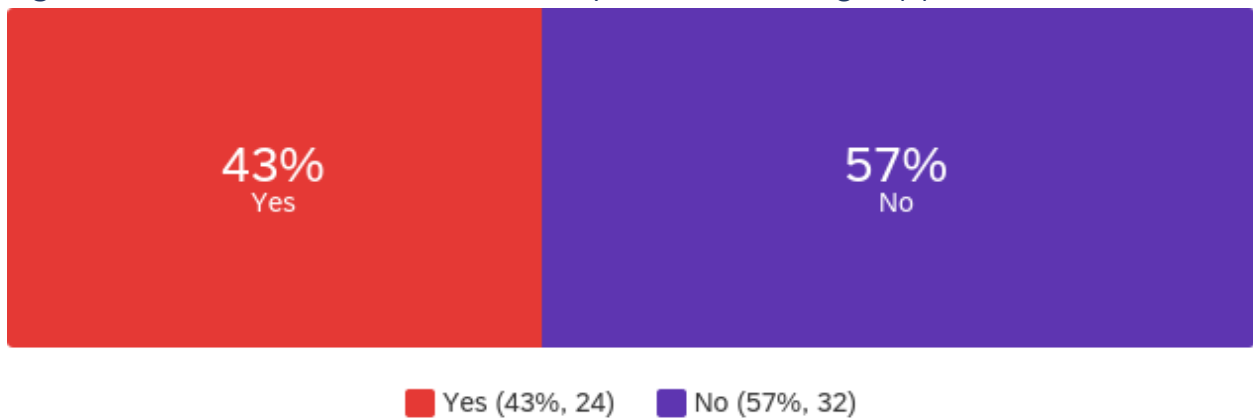
Main Cause of Homelessness Responses	%	Count
Alcohol and/or substance use	17.82%	18
Domestic and/or interpersonal violence	11.88%	12
Could not afford rent	9.90%	10
Job loss	7.92%	8
Mental health issues	7.92%	8
Incarceration	6.93%	7
Other option not listed:	6.93%	7
COVID-19	5.94%	6
Eviction	5.94%	6
Argument with family/friends/roommate	3.96%	4
Divorce/separation/break-up	3.96%	4
Illness/medical issues	3.96%	4
Death of a parent/spouse/child	2.97%	3
Family/friends couldn't afford to let me stay	1.98%	2
Family/friends wouldn't let me stay	0.99%	1
Prefer not to say	0.99%	1
Foreclosure	0.00%	0
Aging out of foster care	0.00%	0
Hospitalization/treatment	0.00%	0

## Housing and Non-Housing Supports

Fifty-seven percent (57.14%, n=32) of participants indicated they have not accessed any kind of housing support. Nearly, forty-three percent (42.86%, n=24) of participants have accessed housing support. When asked what services participants have found helpful in Waynesville, the highest rated service is food assistance. Seventy-one percent (71.43% n=40) rated food assistance services as either mostly or very helpful. Participants in the listening sessions specifically identified faith-based food pantries and Open Door as most helpful in alleviating their food insecurities. Among the least helpful services, eighteen percent (18.2%, n=10) of participants did not find either mental health services nor housing services helpful. A participant in the listening session with law enforcement mentioned the challenging outcomes associated with the loss of government funding for mental health resources and treatment in Western North Carolina. Further, in the 2018 Haywood County Community Health Assessment, it is noted that although current behavioral health services in Haywood County are effective in supporting some residents, there is a lack of services for people who need longer term mental health care and substance abuse treatment. This gap was noted in the listening sessions with housing and behavioral health service providers as well.

Sixty-two percent (61.82%, n=34) of participants have used shelter services in Waynesville. Of the thirty-five percent who have not used shelter services, most of them indicated issues with substance use and addiction are a barrier ("other" category, 27.59%, n=8). Other reasons cited for not seeking shelter include too crowded (17.24%, n=5; too many rules (17.24%, n=5), feel unsafe (10.34%, n=3), cannot bring pet (10.34%, n=3), prefer not to say (6.9%, n=2), would be separated from my partner (3.45%, n=1), bugs (3.45%, n=1), and cannot stay with my friends (3.45%, n=1). This is consistent with research from the US Department of Housing and Urban Development (2010), which cites common barriers to supportive services including structural barriers (physical location, transportation), capacity barriers (lack of resources and funding), and eligibility barriers (restrictive criteria to receive service). These struggles were underscored in the listening sessions with people who are homeless, who mentioned feeling isolated from services in the face of eligibility requirements they were unable to meet and structural barriers like congregated living shelters, which can be inaccessible for individuals suffering from trauma and other forms of mental illness.

**Figure 36** Have You Ever Accessed Any Kind of Housing Support



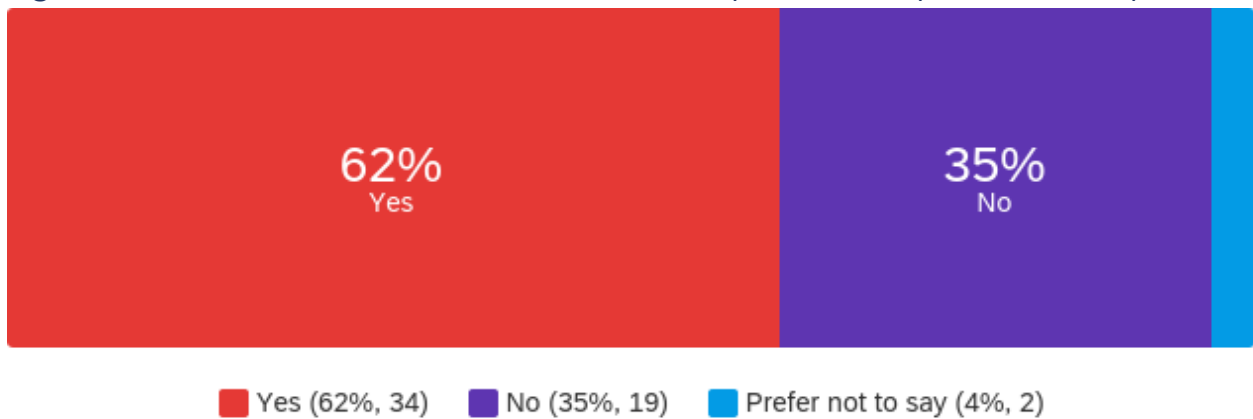
**Table 68** Have You Ever Accessed Any Kind of Housing Support

Have You Ever Accessed Any Kind of Housing Support	%	Count
Yes	42.86%	24
No	57.14%	32
Prefer not to say	0.00%	0
Total	100%	56

**Table 69** How Helpful Do You Think Services in Waynesville Are

Service	I haven't accessed any services	n	Not helpful	n	Somewhat helpful	n	Mostly Helpful	n	Very helpful	n	Total
Housing Services	37.50%	21	17.86%	10	30.36%	17	7.14%	4	7.14%	4	56
Mental health services	36.36%	20	18.18%	10	10.91%	6	18.18%	10	16.36%	9	55
Physical health service	40.74%	22	14.81%	8	14.81%	8	14.81%	8	14.81%	8	54
Substance use services	50.91%	28	9.09%	5	18.18%	10	16.36%	9	5.45%	3	55
Food Assistance	10.71%	6	1.79%	1	16.07%	9	28.57%	16	42.86%	24	56
Transportation	40.74%	22	11.11%	6	20.37%	11	11.11%	6	16.67%	9	54

**Figure 37** Have You Used Shelter Services in Waynesville/Haywood County



**Table 70** Have You Used Shelter Services in Waynesville/Haywood County

Used Shelter in Waynesville/Haywood County	%	Count
Yes	61.82%	34
No	34.55%	19
Prefer not to say	3.64%	2
Total	100%	55

**Table 71** What Are Reasons You Have Not Accessed Shelter Services

Responses	%	Count
Other	27.59%	8
They are too crowded	17.24%	5
Too many rules	17.24%	5
Feel unsafe	10.34%	3
I cannot bring my pet	10.34%	3
Prefer not to say	6.90%	2
I would be separated from my partner	3.45%	1
Bugs	3.45%	1
I cannot stay with my friends	3.45%	1
Distance from town	0.00%	0
Germs	0.00%	0

**Table 72** Have You Applied For, or Are You Receiving Any of the Following Types of Assistance in the Last Two Years (mark all that apply)

Type of Assistance	Not applicable		Have applied		Applied and was denied		Total
Child support	98.11%	52	1.89%	1	0.00%	0	53
Food Stamps/SNAP	40.00%	8	35.00%	7	25.00%	5	20
General assistance	83.33%	35	9.52%	4	7.14%	3	42
Medicaid	44.12%	15	20.59%	7	35.29%	12	34
Social Security Disability Income	69.57%	32	10.87%	5	19.57%	9	46
Social Security Income	80.85%	38	10.64%	5	8.51%	4	47
TANF (cash assistance)	95.92%	47	2.04%	1	2.04%	1	49
Unemployment assistance	86.27%	44	1.96%	1	11.76%	6	51
VA benefits/compensation	100.00%	50	0.00%	0	0.00%	0	50
Worker's compensation	100.00%	53	0.00%	0	0.00%	0	53

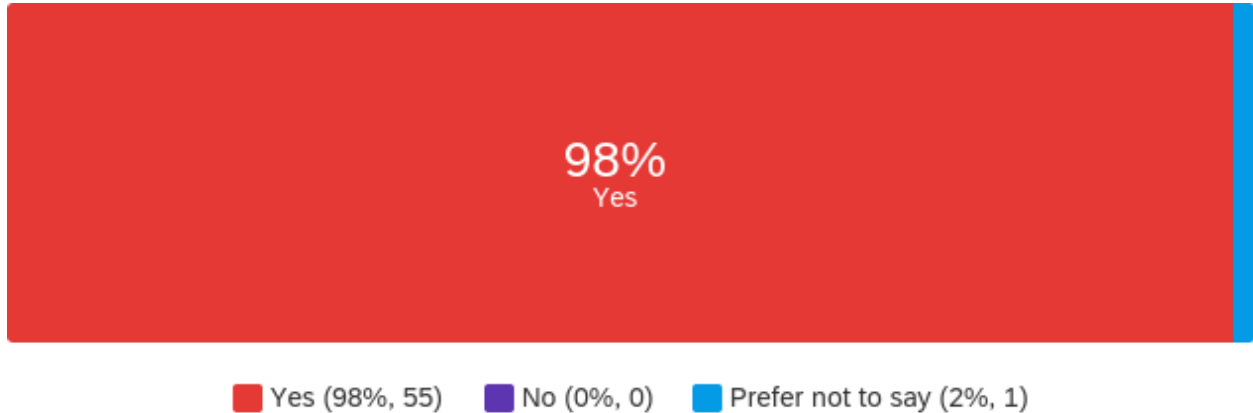
**Table 73** What, if any, Non-Housing Supports Do You Access (mark all that apply)

Non-Housing Supports	%	Count
Food pantry/food assistance	23.45%	34
Case management	17.93%	26
Emergency department and/or urgent care services	10.34%	15
Syringe exchange	10.34%	15
Bus or transportation passes	8.97%	13
Meal programs	8.28%	12
Walk-in clinics for physical health, mental health, and/or substance use	5.52%	8
Employment services	5.52%	8
Other:	4.83%	7
Mobile crisis	4.14%	6
Prefer not to say	0.69%	1

## Interest in Housing & Affordable Monthly Housing Cost

Almost 100 percent (98%, n=55) of participants indicated they would move into safe, affordable housing if it were available. This response challenges the claim that individuals who are homeless chose this situation and prefer an unhoused living arrangement. In assessing access to housing, 75 percent (75%, n=42) indicate that could afford \$500 or less in rent/housing cost per month, 23 percent (23.21%, n=13) estimate they could afford \$500 to \$800 in rent/housing cost per month, and 1 participant could afford more than \$800 in rent/housing cost per month. According to the U.S. Census Bureau, the 2019 median monthly rent in Waynesville was \$810 and 2019 median monthly mortgage was \$1,152 (2019). Please see additional discussion in the housing market analysis.

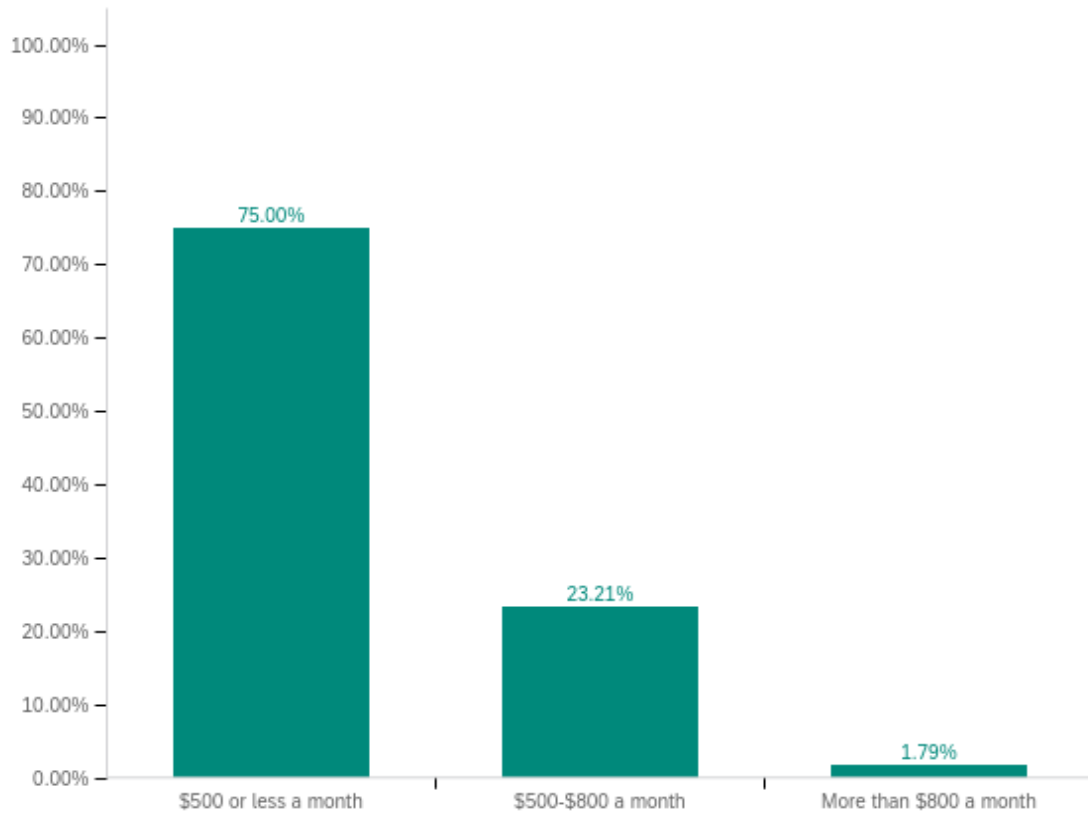
**Figure 38** *If Safe, Affordable Housing Were Available Would You Move Into It*



**Table 74** *If Safe, Affordable Housing Were Available Would You Move Into It*

If Safe, Affordable Housing Were Available Would You Move Into It	%	Count
Yes	98.21%	55
No	0.00%	0
Prefer not to say	1.79%	1
Total	100%	56

**Figure 39** How Much Do You Think You Could Pay Towards Rent or Housing Costs Each Month



**Table 75** How Much Do You Think You Could Pay Towards Rent or Housing Costs Each Month

How Much Do You Think You Could Pay Towards Rent or Housing Costs Each Month	%	Count
\$500 or less a month	75.00%	42
\$500-\$800 a month	23.21%	13
More than \$800 a month	1.79%	1
Total	100%	56



## Health Status, Access & Services

People who are homeless have higher rates of illness and mortality than the general U.S. population (Lozier, n.d.), and are more than twice as likely to have a disability (National Alliance to End Homelessness, 2021b). Nearly 77 percent (76.79%, n=43) of study participants had a current physical health (16.07%, n=9), mental health (21.43%, n=12), or a combination of physical and mental health conditions (39.29%, n=22). Although 57 percent (57.14%, n=32) of participants indicated an ability to access physical, mental, and/or substance use health services, nearly 30 percent (28.57%, n=16) shared they sometimes are able to access those services but not always when they are needed. Fourteen (14.29%, n=8) percent of participants communicated that they are not able to access these health services. Inaccessible healthcare services for people who are homeless due to structural barriers like transportation, physical location, or lack of funding are quite common throughout rural America, as well as a hesitancy to seek professional healthcare (Robertson, et al. 2007; Whitley, 2013).

Further, the data indicate that just because an individual has access, it does not mean they are receiving health care services. Most notably, ninety-one percent (91.07%, n=51) of individuals have not accessed dental care in the last year. This finding is consistent with a 2019 study of people experiencing rural homelessness, which reported that dental health was the most common physical health concern among their survey sample (Easterday et al., 2019). Inadequate oral health may contribute to serious quality of life and costly health issues, including, endocarditis, cardiovascular disease, pregnancy and prenatal complications, and pneumonia (Mayo Clinic, 2019). Further, in an aesthetically-driven society, dental appearance may impact one's ability to compete for jobs—particularly, in a local economy reliant on public-facing service sector employment (Halasa-Rappel, Tschampel, Foley, Dellapanna, & Shepard, 2019).

The majority of respondents (55.36%, n=31) have also not accessed behavioral health services in the last 12 months. It was noted in the listening sessions with service providers that behavioral healthcare opportunities for people who are homeless in Waynesville are limited. Participants explained that behavioral health services are challenged by resource capacity, which makes it difficult for people who are homeless to receive timely and sustainable mental healthcare when they need it. About 30 percent (n=17) of participants have accessed behavioral health services 1-4 times in the last 12 months. Approximately fourteen percent (14.29%, n=8) of individuals accessed services more than 4 times in the last 12 months. Of those individuals receiving behavioral health services, thirty percent (30.36%, n=17) accessed outpatient services and five percent (5.36%, n=3) were admitted for inpatient services.

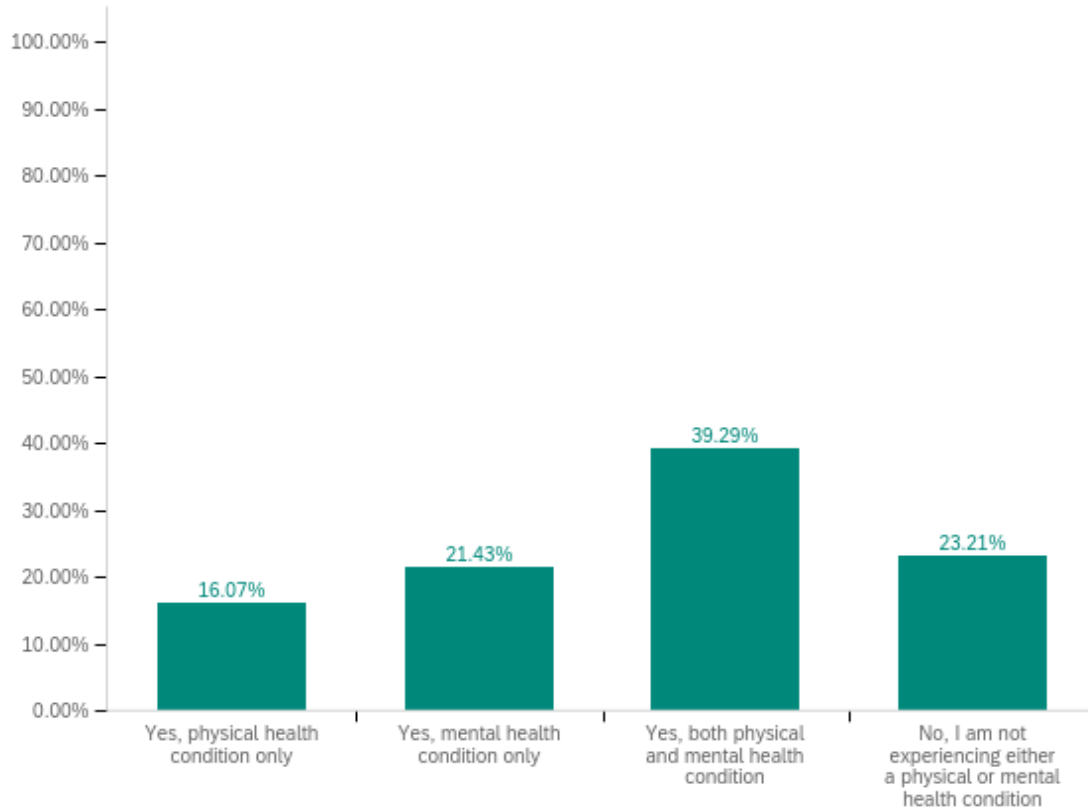
Approximately thirty-six percent (35.71%, n=20) of participants have not accessed a physical healthcare provider in the last 12 months. Twenty-four (23.93%, n=26) percent

of participants accessed physical health services 1-4 times in the last 12 months. In 2020, Blue Ridge Community Health Services reported providing physical healthcare to twenty-eight (28) people who are homeless. Eighteen percent (17.86%, n=10) of participants accessed physical health care more than 4 times in the last 12 months. Blue Ridge Community Health Services also reported fifty-three (53) return visits from previous patients. Overall, the rates of physical healthcare access among people who are homeless in Waynesville are lower than national rates of approximately 53% (Easterday et al., 2019).

In terms of accessing emergency health care, thirty-seven percent (36.36%, n=20) of participants have not been to the emergency department at all. Fifty-seven percent (56.37%, n=31) of participants have visited the emergency department 1-3 times in the last 12 months, increasing care costs for both themselves and the emergency departments. Seven percent (7.27%, n=4) have used emergency health care more than 4 times in the last 12 months. These rates are typical; people who are homeless often use emergency departments due to a lack of primary care or community clinic availability. Nationally, there are an average of 203 emergency department visits per 100 people who are homeless (HHS, 2020). This suggests a “revolving door” in which people who are homeless have higher rates of returns to emergency departments because their complex health needs are most likely not met by emergency room treatment (Kerman et al., 2020).

When individuals do access health care services, they are most likely to visit the emergency room (31.65, n=25) or urgent care (20.25%, n=16). Nineteen percent of participants typically go to a private doctor (18.99%, n=15). Eight percent (7.59%, n=6) typically go to a community clinic. Although six percent (6.33%, n=5) of participants indicated an “other” location, most of those identified Blue Ridge Health, which would fall under the category of a community clinic. Three percent (2.53%, n=2) typically go to a Veterans Administration (VA) hospital or clinic. One percent (1.27%, n=1) of participants preferred not to share where they typically seek health care services. These rates are consistent with research on the subject; people who are homeless often avoid professional doctors due to perceived discrimination and an inaccessible healthcare system (Kerman et al., 2020). For this reason, people who are homeless usually prefer community-based clinics and other not for profit community health services (Whitley, 2013).

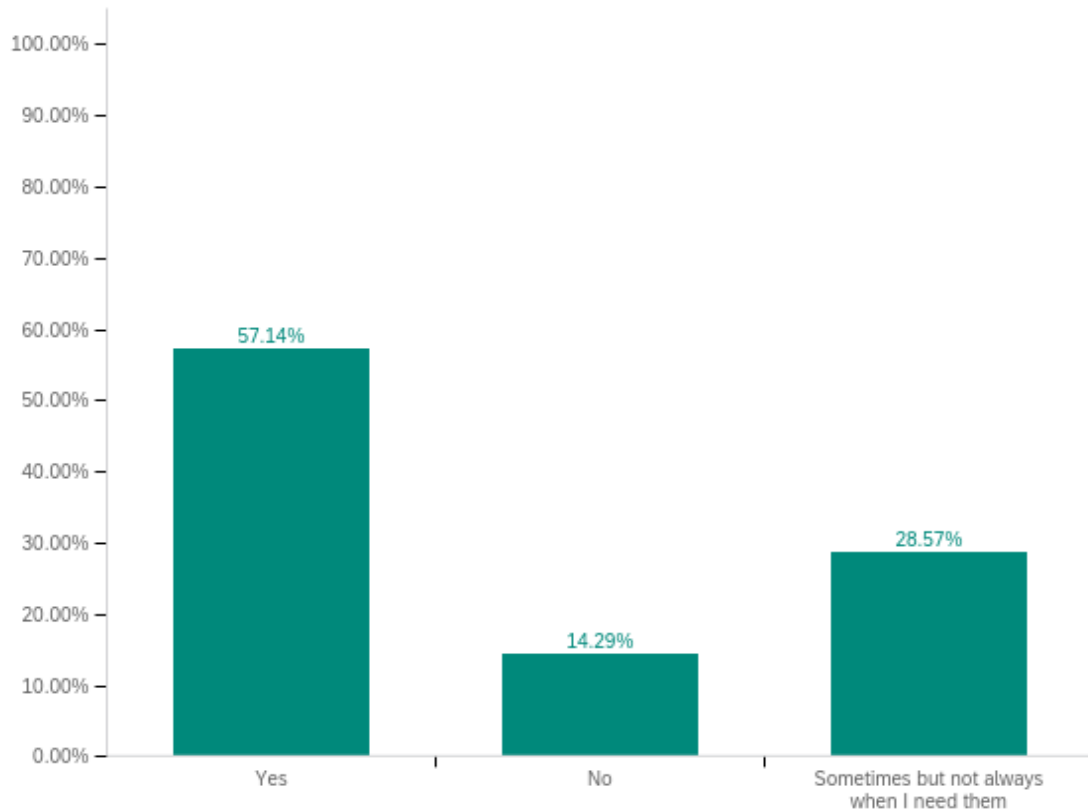
**Figure 40** Survey Participant Experiencing Any Current Physical or Mental Health Issue



**Table 76** Survey Participant Experiencing Any Current Physical or Mental Health Issue

Experiencing Any Current Physical or Mental Health Issue	%	Count
Yes, physical health condition only	16.07%	9
Yes, mental health condition only	21.43%	12
Yes, both physical and mental health condition	39.29%	22
No, I am not experiencing either a physical or mental health condition	23.21%	13
Prefer not to say	0.00%	0
Total	100%	56

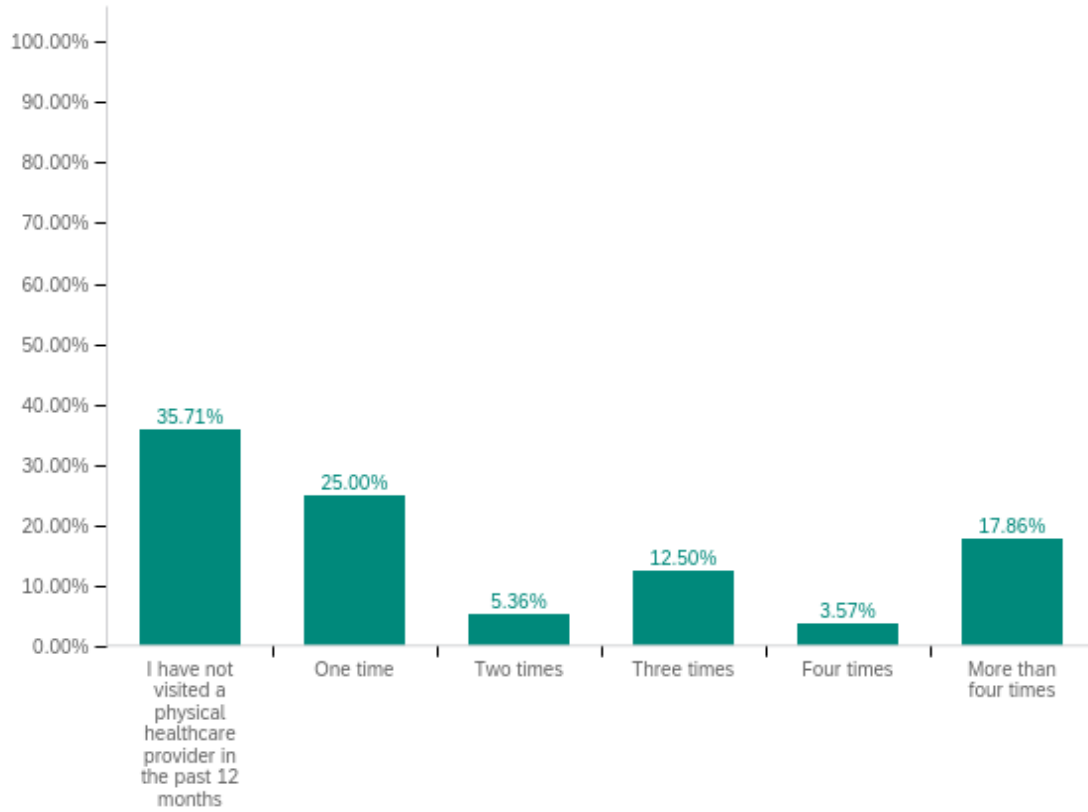
**Figure 41** Are You Able to Access Physical, Mental, and or Substance Use Health Services



**Table 77** Are You Able to Access Physical, Mental, and or Substance Use Health Services

Able to Access Physical, Mental, and or Substance Use Health Services	%	Count
Yes	57.14%	32
No	14.29%	8
Prefer not to say	0.00%	0
Sometimes but not always when I need them	28.57%	16
Total	100%	56

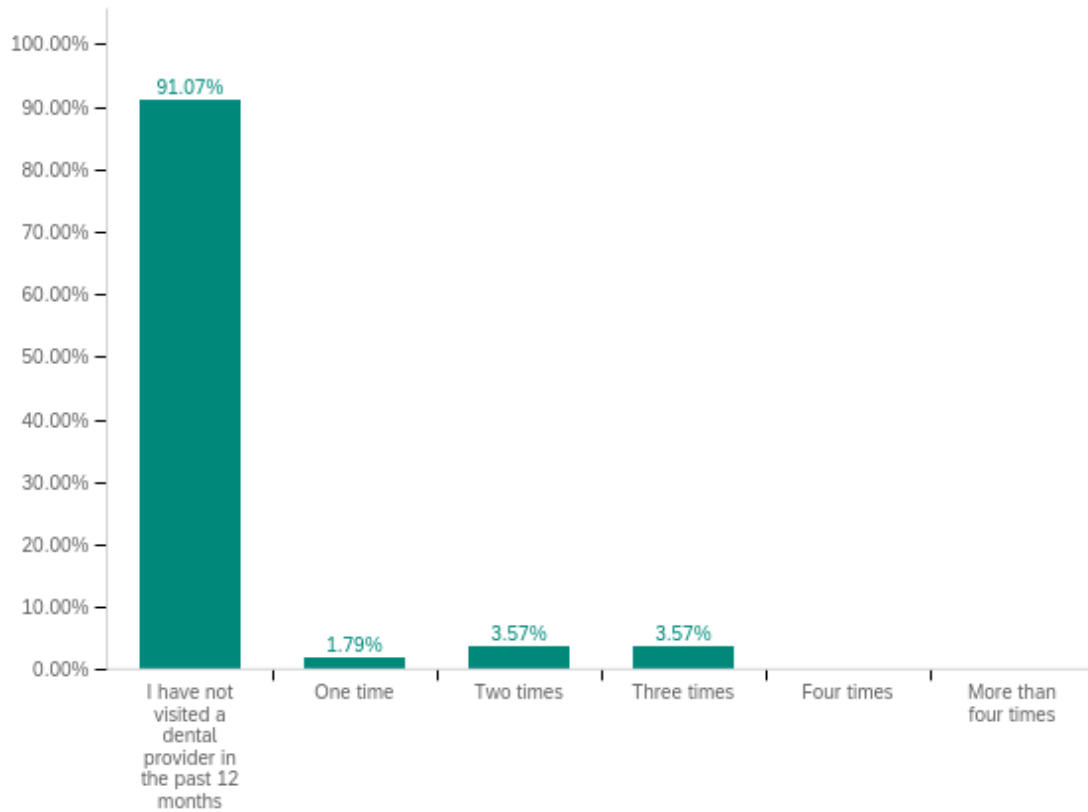
**Figure 42** *In The Past 12 Months, How Many Times Have You Seen A Physical Health Provider*



**Table 78** *In The Past 12 Months, How Many Times Have You Seen A Physical Health Provider*

In The Past 12 Months, How Many Times Have You Seen A Physical Health Provider	%	Count
I have not visited a physical healthcare provider in the past 12 months	35.71%	20
One time	25.00%	14
Two times	5.36%	3
Three times	12.50%	7
Four times	3.57%	2
More than four times	17.86%	10
Prefer not to say	0.00%	0
Total	100%	56

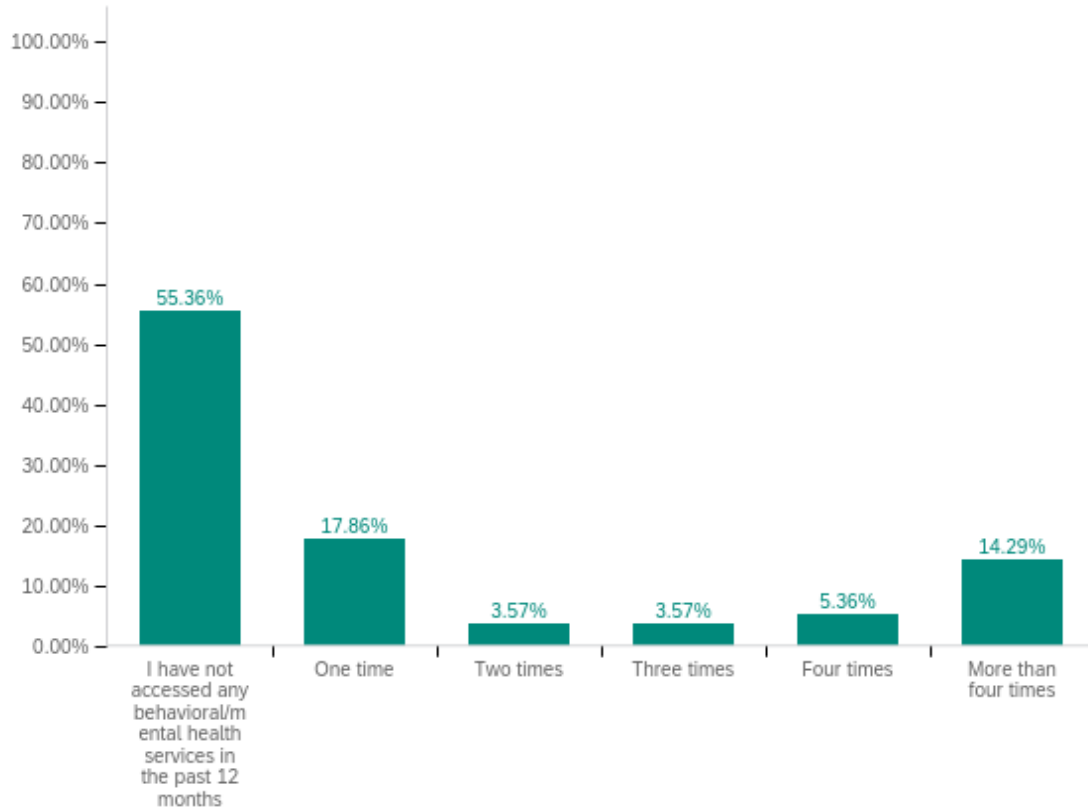
**Figure 43** In The Past 12 Months, How Many Times Have You Received Dental Care



**Table 79** In The Past 12 Months, How Many Times Have You Received Dental Care

In The Past 12 Months, How Many Times Have You Received Dental Care	%	Count
I have not visited a dental provider in the past 12 months	91.07%	51
One time	1.79%	1
Two times	3.57%	2
Three times	3.57%	2
Four times	0.00%	0
More than four times	0.00%	0
Prefer not to say	0.00%	0
Total	100%	56

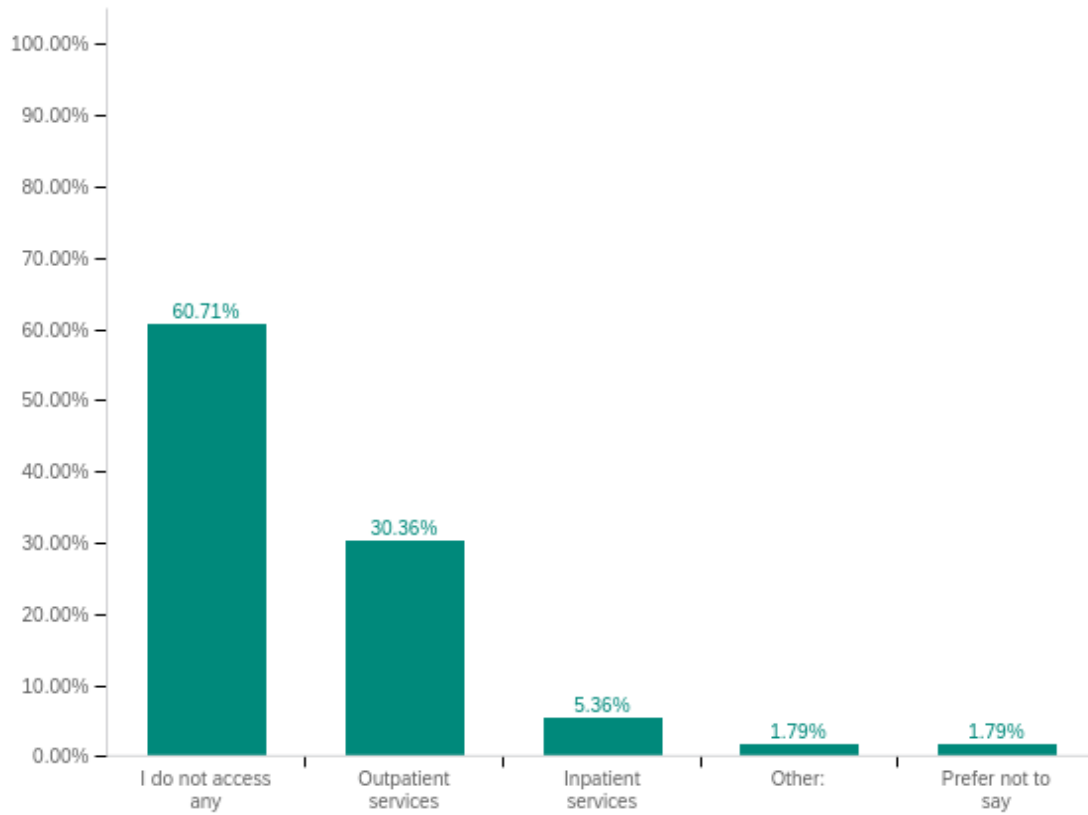
**Figure 44** *In The Past 12 Months, How Many Times Have You Accessed Behavioral/Mental Health Services*



**Table 80** *In The Past 12 Months, How Many Times Have You Accessed Behavioral/Mental Health Services*

In The Past 12 Months, How Many Times Have You Accessed Behavioral/Mental Health Services	%	Count
I have not accessed any behavioral/mental health services in the past 12 months	55.36%	31
One time	17.86%	10
Two times	3.57%	2
Three times	3.57%	2
Four times	5.36%	3
More than four times	14.29%	8
Prefer not to say	0.00%	0
Total	100%	56

**Figure 45** What Behavioral Health Services Do You Access

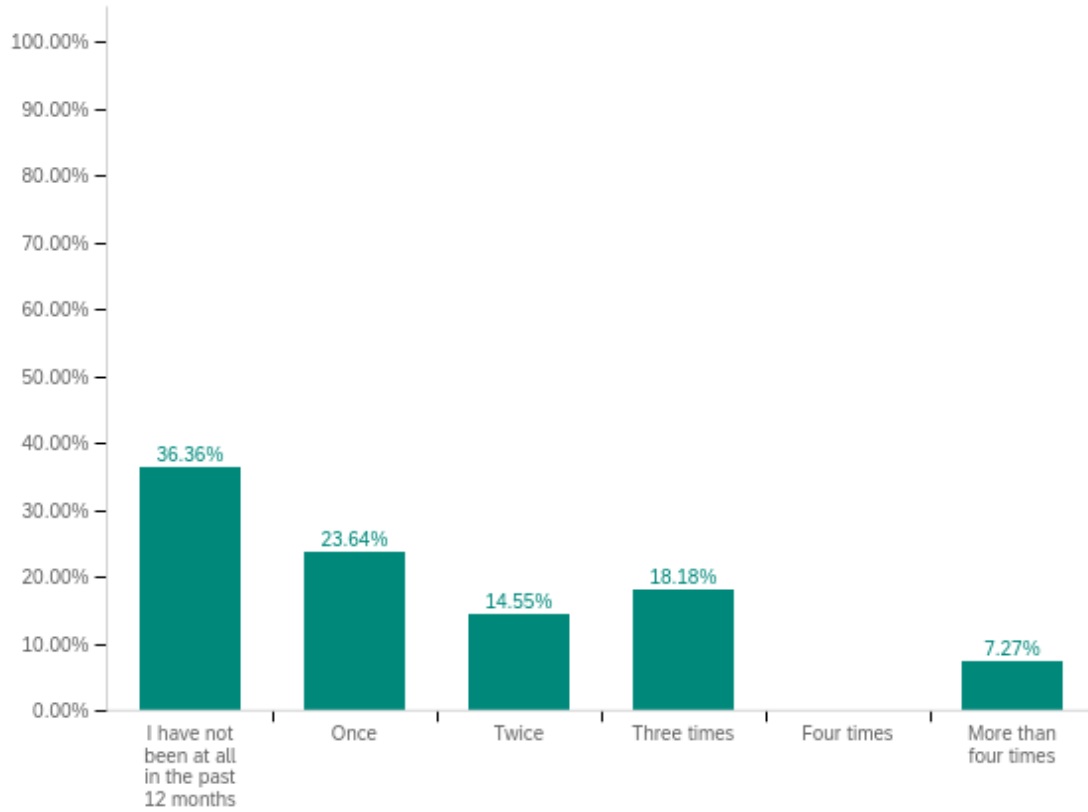


**Table 81** What Behavioral Health Services Do You Access

What Behavioral Health Services Do You Access	%	Count
I do not access any	60.71%	34
Outpatient services	30.36%	17
Inpatient services	5.36%	3
Other:	1.79%	1
Prefer not to say	1.79%	1
Total	100%	56



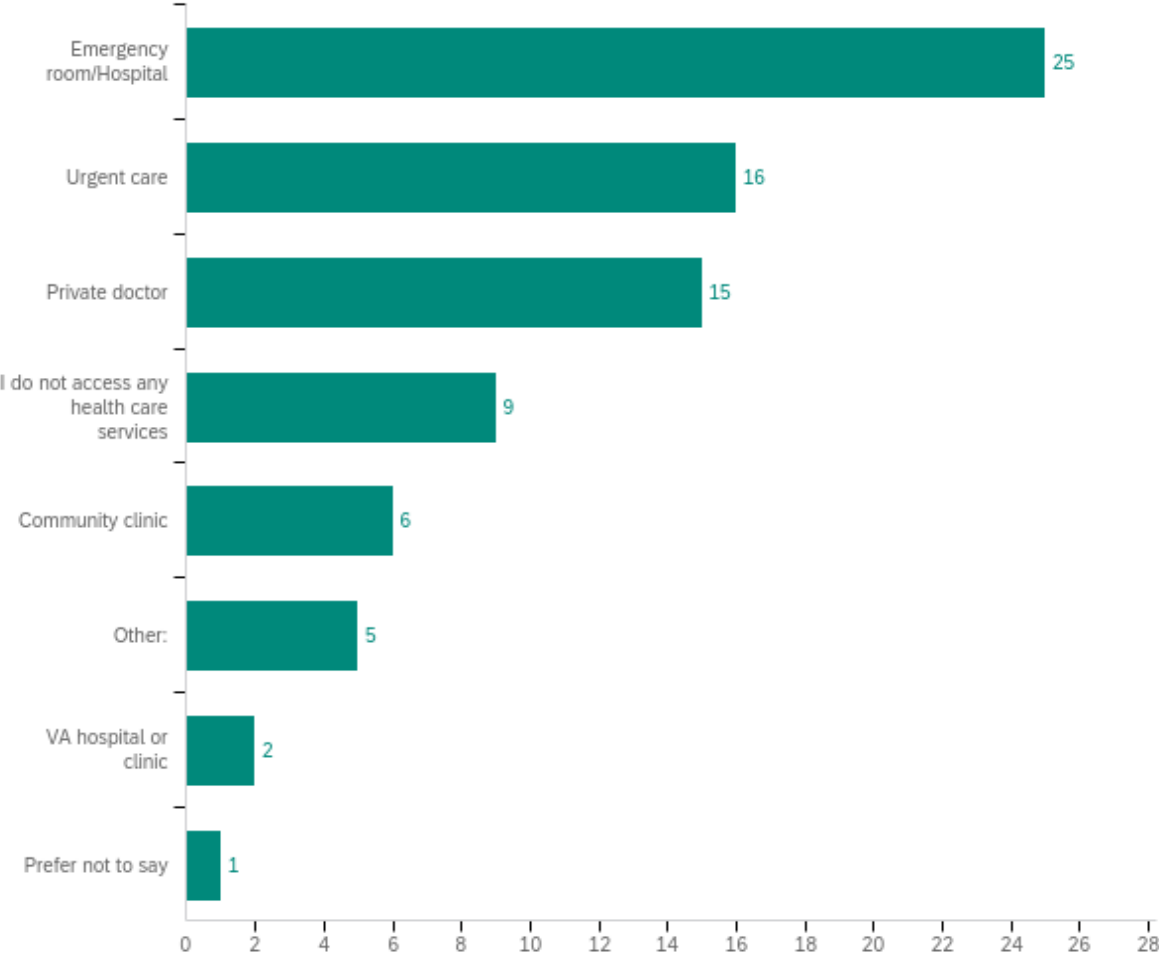
**Figure 46** How Many Times Have Your Visited the Emergency Department in the Last 12 Months



**Table 82** How Many Times Have Your Visited the Emergency Department in the Last 12 Months

How Many Times Have Your Visited the Emergency Department in the Last 12 Months	%	Count
I have not been at all in the past 12 months	36.36%	20
Once	23.64%	13
Twice	14.55%	8
Three times	18.18%	10
Four times	0.00%	0
More than four times	7.27%	4
Prefer not to say	0.00%	0
Total	100%	55

**Figure 47** Where Do You Go Typically Go For Health Services (mark all that apply)



**Table 83** *Where Do You Go Typically Go For Health Services (mark all that apply)*

Typically Go for Health Services	%	Count
I do not access any health care services	11.39%	9
Community clinic	7.59%	6
Emergency room/Hospital	31.65%	25
Urgent care	20.25%	16
Private doctor	18.99%	15
Other:	6.33%	5
Prefer not to say	1.27%	1
VA hospital or clinic	2.53%	2
Total	100%	79

## Substance Use

National estimates of illicit substance use suggest that twenty-six percent of people who are homeless use harmful chemical substances (National Coalition For The Homeless, 2017). Approximately ten percent (10.5%, n=973) of people who are homeless in North Carolina report chronic substance abuse (HUD, 2020). Comparatively in 2017, nearly eleven percent of North Carolina's general population reported illicit substance use (HHS, 2017). According to the 2018 Haywood County Community Health Assessment, substance use in the county has increased since 2009, with alcohol being the most misused substance in the county. Further, over one-third (38%) of Haywood County's population reported being negatively affected by substance abuse either in their own lives or that of their families, suggesting that substance use is a prevalent health issue throughout the county.

Findings in this study generally reflected those of people who are homeless in North Carolina. Participants in Waynesville most frequently use nicotine (24.79%, n=29). Fourteen percent (13.68%, n=16) of the participants use methamphetamine, compared to less than one percent of North Carolina's general population (USDHHS, 2017). Twelve percent (11.97%, n=14) use alcohol and/or marijuana, while approximately twenty-six percent of the state's general population reports doing so. National estimates of alcohol use among people who are homeless report a use rate of thirty-eight percent (National Coalition For The Homeless, 2017). The rate of use for heroin and opioids is eight percent (7.69%, n=9) among study participants, compared to less than one percent of North Carolina's general population. Three percent (2.56%, n=3) of study participants use benzodiazepines and/or barbiturates. Less than two percent (1.71%,

n=2) of participants use hallucinogens and less than one percent (.85%, n=1) use cocaine/crack and/or herbal stimulants. Of those participants who use substances, a combination of methamphetamine, alcohol, marijuana, heroin, and opioids was often indicated. Fourteen percent (13.68%, n=16) of participants do not use any substances.

**Table 84** *Type of Substance(s) Used Among Survey Participants who indicate Using Substances*

Type of Substance	%	Count
Nicotine	24.79%	29
I do not use any substances	13.68%	16
Methamphetamine	13.68%	16
Alcohol	11.97%	14
Marijuana	11.97%	14
Heroin	7.69%	9
Opioids	7.69%	9
Benzodiazepines/Barbiturates	2.56%	3
Other: Using before incarceration (2); Zyprexa (1)	2.56%	3
Hallucinogens	1.71%	2
Cocaine (crack)	0.85%	1
Herbal substances (kratom, kava)	0.85%	1
Aerosols/Inhalants	0.00%	0
Ecstasy	0.00%	0
Steroids	0.00%	0
Prefer not to say	0.00%	0

## Justice System Involvement

People who are homeless are particularly vulnerable to violence and being victims of crime. Thirty-seven percent (36.36%, n=20) of participants have experienced being a victim of a crime while they have been unsheltered and/or experiencing homelessness. This percent is higher than national rates—nationally, fifteen to twenty-one percent of people who are homeless report being victims of a crime. These numbers increase as the length of time experiencing homelessness increase (Meinbresse et al., 2014). Further,

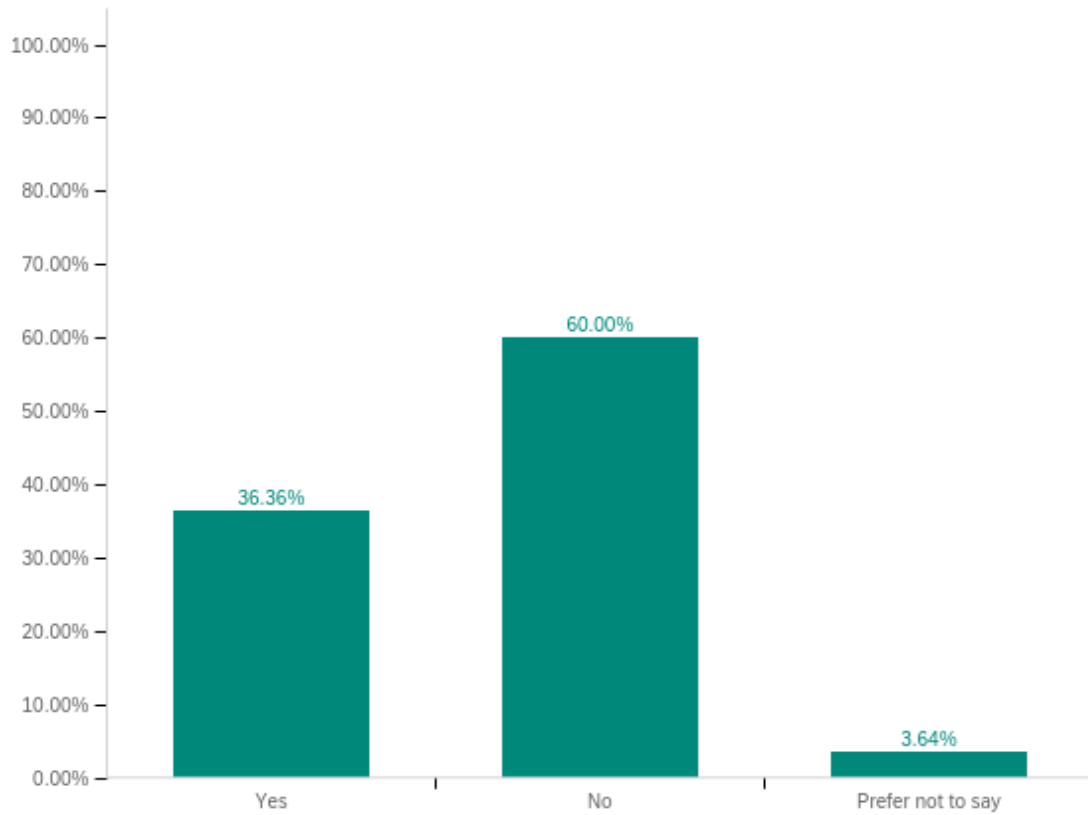
females and people with mental health concerns are more at risk for victimization (Nilsson et al., 2020). The higher rates of victimization among people who are homeless in Waynesville could be due to participants' extended length of time experiencing homelessness, as well as the majority presenting as female.

Fifty-six percent (55.56%, n=30) of participants had prior involvement with the justice system before becoming homeless. Forty-five percent (44.44%, n=24) of participants indicated no involvement with the justice system before they became unhoused.

Forty-eight percent (48.21%, n=27) of participants reported that they had not been incarcerated (jail or prison) any time during the last 12 months. Twenty percent (19.64%, n=11) of participants reported being incarcerated one time during the last 12 months. Twenty-three percent (23.21% n=13) of participants reported being incarcerated two-four times during the last 12 months. Almost six percent (5.36%, n=3) of participants reported being incarcerated five-seven times over the last 12 months. Nearly four percent (3.57%, n=2) of participants preferred not to respond to this question.

Overall, forty-five percent of participants reported no justice system involvement over the last 12 months—while forty-eight percent (48.21%, n= 27) experienced anywhere from one to more than seven episodes of incarceration. This data indicates two distinct sub-populations of people who are homeless in our community—i.e. those who are encountering our justice system and requiring its resources and those who are not. To assess the level of potential impact of criminal involvement and behavior, participants who were incarcerated in the last 12 months were asked to indicate the highest type of crime for which they were convicted. Sixty-two percent (62.07%, n=18) of participants who had been incarcerated in the last 12 months indicated they were convicted of a felony. Twenty-eight (27.59%, n=8) of participants who had been incarcerated in the last 12 months indicated they were convicted of a misdemeanor.

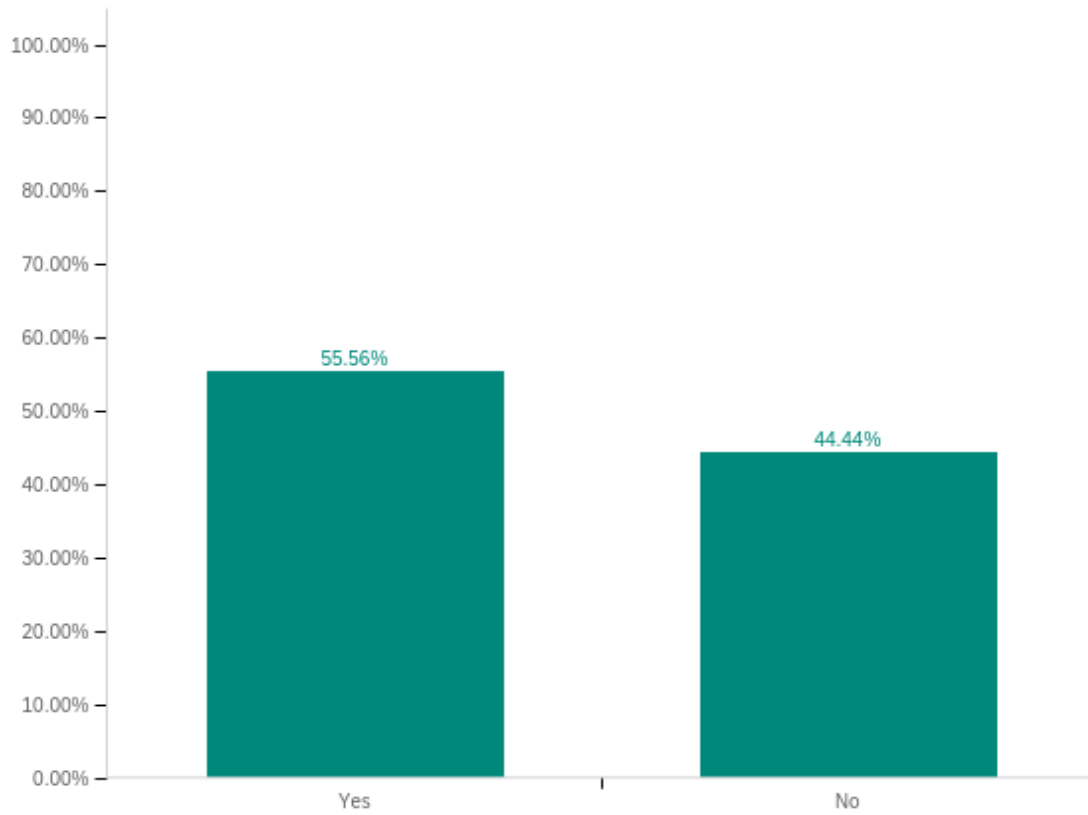
**Figure 48** Have You Been a Victim of a Crime While You Have Been Unsheltered/Experiencing Homelessness



**Table 85** Have You Been a Victim of a Crime While You Have Been Unsheltered/Experiencing Homelessness

Victim of Crime While Homeless	%	Count
Yes	36.36%	20
No	60.00%	33
Prefer not to say	3.64%	2
Total	100%	55

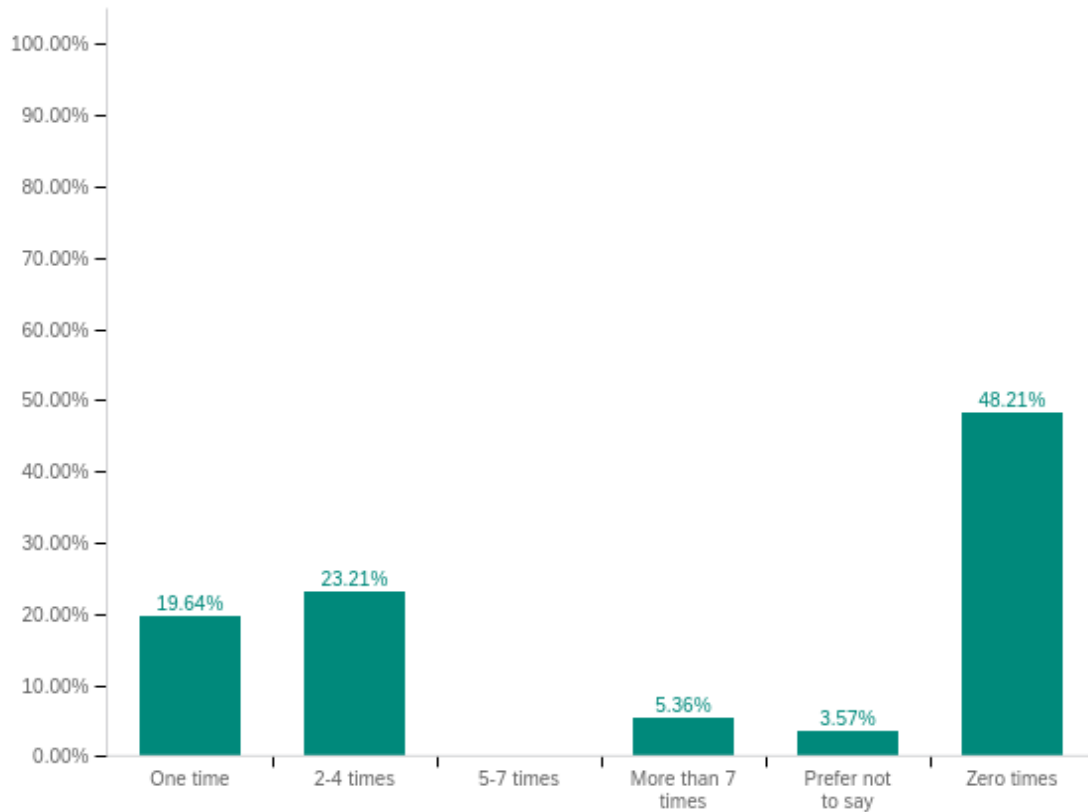
**Figure 49** *Prior to Become Homeless, Were You Involved with the Justice System At All?*



**Table 86** *Prior to Become Homeless, Were You Involved with the Justice System At All?*

Prior to Become Homeless, Were You Involved with the Justice System At All?	%	Count
Yes	55.56%	30
No	44.44%	24
Prefer not to say	0.00%	0
Total	100%	54

**Figure 50** Over The Past 12 Months, How Many Times Have You Been Incarcerated (jail or prison)

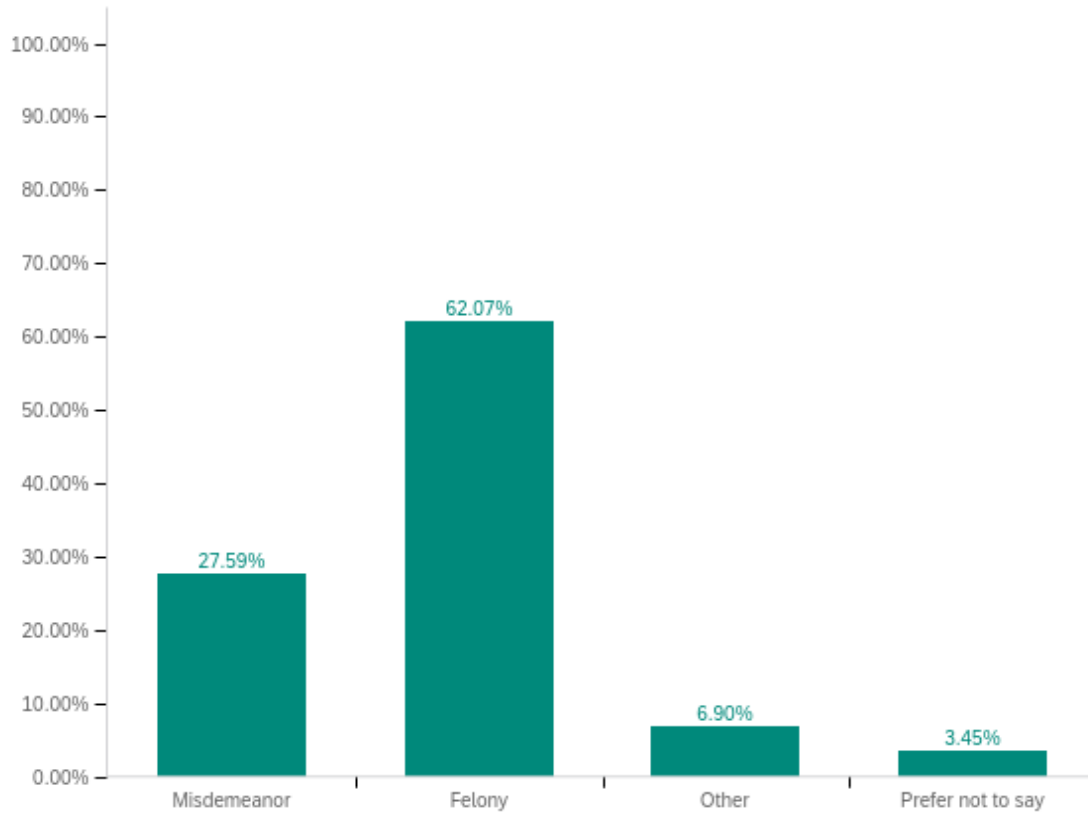


**Table 87** Over The Past 12 Months, How Many Times Have You Been Incarcerated (jail or prison)

Over The Past 12 Months, How Many Times Have You Been Incarcerated (jail or prison)	%	Count
One time	19.64%	11
2-4 times	23.21%	13
5-7 times	0.00%	0
More than 7 times	5.36%	3
Prefer not to say	3.57%	2
Zero times	48.21%	27
Total	100%	56



**Figure 51** *What Type of Crime Were You Convicted Of*



**Table 88** *What Type of Crime Were You Convicted Of*

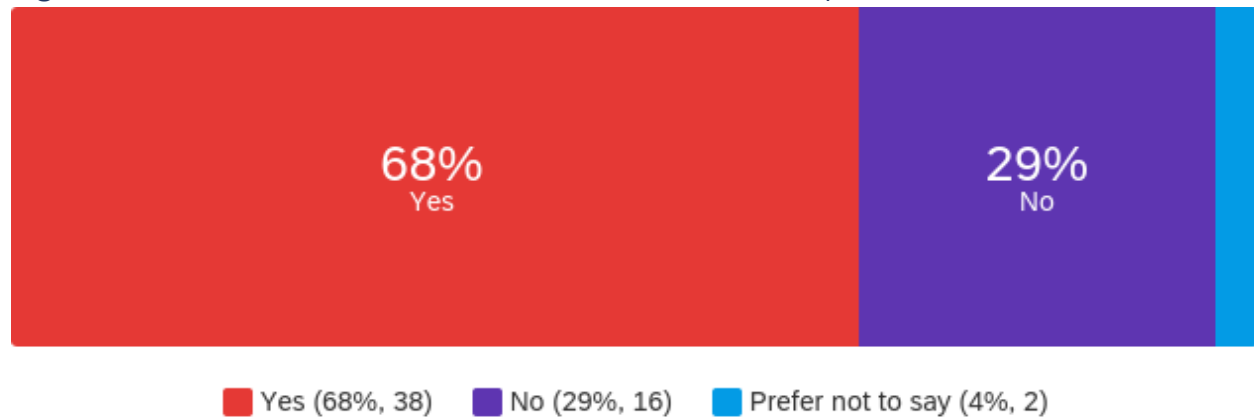
What Type of Crime Were You Convicted Of	%	Count
Infraction	0.00%	0
Misdemeanor	27.59%	8
Felony	62.07%	18
Other	6.90%	2
Prefer not to say	3.45%	1
Total	100%	29

## Domestic Violence and Interpersonal Violence

Sixty-eight percent (67.86%, n=38) of participants are survivors of domestic and/or interpersonal violence. Comparatively, in North Carolina, 9% (n=860) of people who were homeless in 2020 are survivors of domestic violence (HUD, 2020). Yet North Carolina has the 10<sup>th</sup> highest rates of reported domestic violence in the country (National Domestic Violence Hotline, 2020). It is possible that the North Carolina PIT Count underreported intimate violence in 2020, as available data about the North Carolina general population estimates intimate partner violence as 1 in 4 for women and 1 in 9 for men. Regardless, the high rates of domestic violence within Waynesville's homeless population suggest that the Town and County may need to increase its response to domestic violence prevention and supports.

An almost equal number of participants have a history of domestic and/or interpersonal violence/abuse (69.64%, n=39). Further, thirty-eight percent (37.50%, n=21) of participants identify domestic violence and/or interpersonal violence/abuse as a cause of their homelessness. This phenomenon was also noted in the listening session with people who are homeless, and is the case nationally as well, with many individuals and families citing domestic violence as a cause of their homelessness (National Alliance to End Homelessness, 2021).

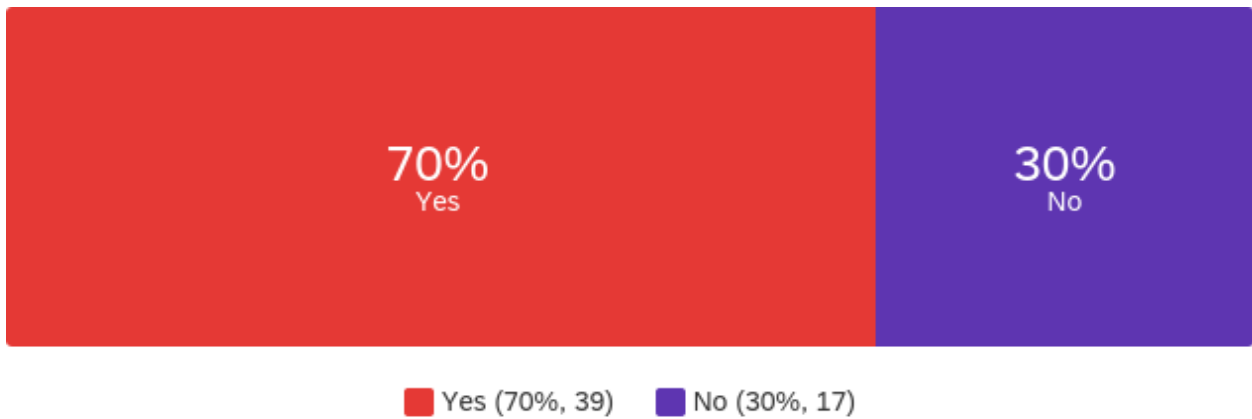
**Figure 52** Are You a Survivor of Domestic and/or Interpersonal Violence



**Table 89** Are You a Survivor of Domestic and/or Interpersonal Violence

Are You a Survivor of Domestic and/or Interpersonal Violence	%	Count
Yes	67.86%	38
No	28.57%	16
Prefer not to say	3.57%	2
Total	100%	56

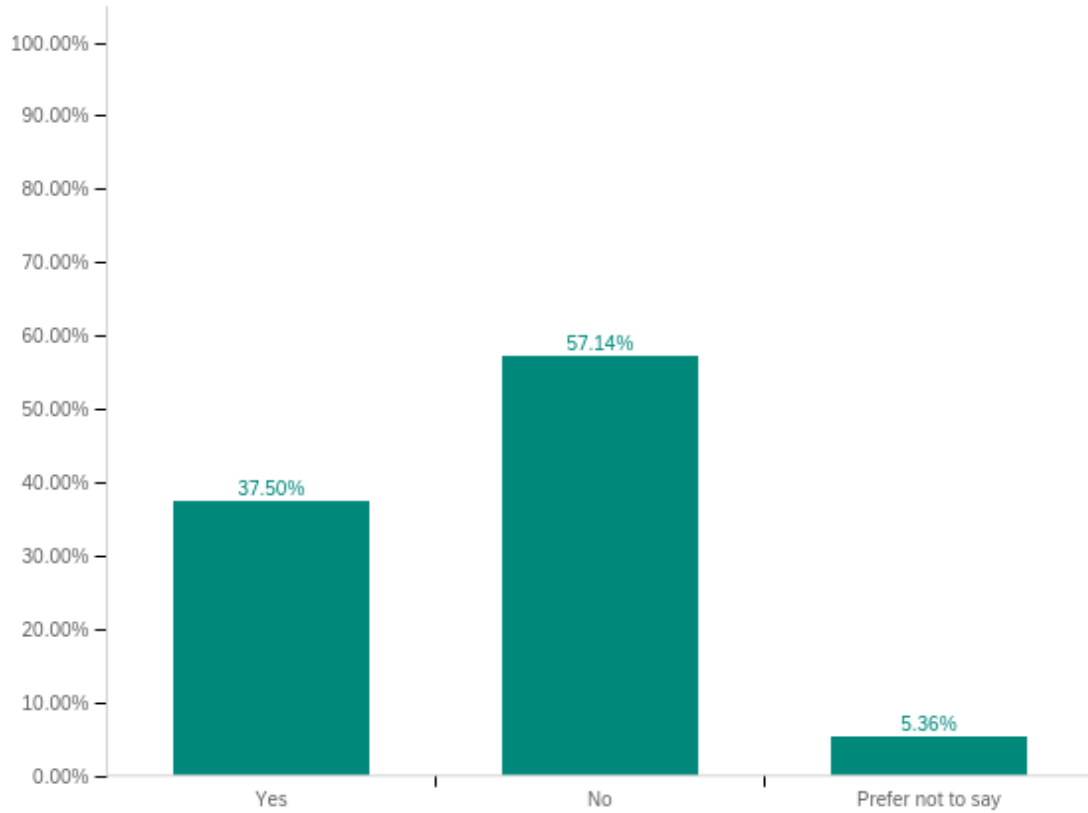
**Figure 53** Have You Experienced a History of Domestic and/or Interpersonal Violence/Abuse



**Table 90** Have You Experienced a History of Domestic and/or Interpersonal Violence/Abuse

Have You Experienced a History of Domestic and/or Interpersonal Violence/Abuse	%	Count
Yes	69.64%	39
No	30.36%	17
Prefer not to say	0.00%	0
Total	100%	56

**Figure 54** Was Domestic and/or Interpersonal Violence/Abuse The Cause of Your Homelessness



**Table 91** Was Domestic and/or Interpersonal Violence/Abuse The Cause of Your Homelessness

Was Domestic and/or Interpersonal Violence/Abuse The Cause of Your Homelessness	%	Count
Yes	37.50%	21
No	57.14%	32
Prefer not to say	5.36%	3
Total	100%	56

## Grief and Trauma Experience

Although grief is often associated with the death of a loved one, the experience of loss may also occur with other life events such as job loss or loss of material goods—including one's home (Papa & Maitoza, 2013). The symptoms of grief include extreme sadness, rumination or excessive thinking about the loss, and the experience of feeling emptiness and sadness for a period of time (American Psychiatric Association, 2013). The loss of home may create a loss of belonging (Clapham, 2010; Tognoli, 2003). Further, the loss of one's home can have profound psychological consequences resulting in disenfranchised grief—which is defined as the socially stigmatized denial of the right to grieve (Doka, 2002). Pickover and Slowik (2013) report that the involuntary loss of one's home may be a significant contributor to prolonged grief and psychological distress—including suicidal ideation and depression.

Neimeyer and Jordan (2002) associate *empathetic failure* with disenfranchised grief. Attig (2004) explains that this is a failure to recognize and to acknowledge a profound loss, which leads to the inability of a person experiencing loss to restore to a former, healthier state of functioning. In essence, the result is the person experiencing loss is subjected to disenfranchisement twice—first, in their overwhelming loss of their home and second, in the lack of social support that contributes to an inability to return to a former state of functioning.

Table 92 provides all individual ratings for each grief statement. This data summary aggregates responses noting ratings of *sometimes*, *very often*, and *always* to illustrate the extent of the grief response to the loss of housing and potential impact to the return to a former state of functioning. Eighty-three percent (83.34%, n=45) of participants feel like the loss of their housing is a personal disaster sometimes, very often or always, with seventy-four percent (74.08%, n=40) thinking about not having housing so much that it is hard for them to do the things they would normally do sometimes, very often, or always. Nearly sixty-nine percent (68.52%, n=37) of participants feel stunned and dazed over the loss of their housing sometimes, very often, or always. Reflecting grief implications on trust and security, eighty-one percent (81.48%, n=44) of participants have a difficult time trusting people since the loss of their housing sometimes, very often or always, seventy-six percent (76.37%, n=42) of participants have lost their sense of security, safety, and control sometimes, very often, or always, and eighty-one percent (81.82%, n=45) of participants have felt on edge, jumpy or easily startled since the loss of their housing sometimes, very often, or always.

Eighty-one percent (81.81%, n=45) of participants are made upset by memories of their housing loss sometimes, very often, or always with seventy percent (70.37%, n=38) of participants feeling bitter about the loss of their housing sometimes, very often, or always. Further, sixty-one percent (61.10%, n=33) of participants feel a part of them

vanished by the loss of their housing sometimes, very often, or always. Fifty-eight percent (58.18%, n=32) of participants feel that the loss of their housing has smashed their view of the world sometimes, very often, or always. Sixty-seven percent (66.67%, n=36) of participants feel like they have become numb sometimes, very often or always since the loss of their housing. Sixty-four percent (64.15%, n=34) of participants have pain in different places of their body sometimes, very often, or always since the loss of their housing.

**Table 92** Survey Participant Grief and Loss Experience Associated with their Homelessness

Grief Statement	Never	Rarely	Sometimes	Very Often	Always	Total
The loss of my housing feels like a personal disaster.	7.41% n=4	9.26% n=5	25.93% n=14	22.22% n=12	35.19% n=19	54
I think about not having housing so much that it is hard for me to do the things I normally do.	14.81% n=8	11.11% n=6	25.93% n=14	20.37% n=11	27.78% n=15	54
I feel stunned and dazed over the loss of my housing.	18.52% n=10	12.96% n=7	29.63% n=16	20.37% n=11	18.52% n=10	54
Ever since the loss of my housing, it's hard for me to trust people.	11.11% n=6	7.41% n=4	22.22% n=12	22.22% n=12	37.04% n=20	54
I have pain in different places in my body since I lost my housing.	32.08% n=17	3.77% n=2	24.53% n=13	15.09% n=8	24.53% n=13	53
I feel like I have become numb since the loss of my housing.	22.22% n=12	11.11% n=6	31.48% n=17	18.52% n=10	16.67% n=9	54
I feel bitter about the loss of my housing.	24.07% n=13	5.56% n=3	20.37% n=11	27.78% n=15	22.22% n=12	54
I feel a part of myself vanished by the loss of my housing.	29.63% n=16	9.26% n=5	24.07% n=13	14.81% n=8	22.22% n=12	54
I feel that the loss of my housing has smashed my view of the world.	30.91% n=17	10.91% n=6	36.36% n=20	7.27% n=4	14.55% n=8	55
I have lost my sense of security, safety, and control.	18.18% n=10	5.45% n=3	20.00% n=11	21.82% n=12	34.55% n=19	55
I have felt on edge, jumpy or easily startled since the loss of my housing.	12.73% n=7	5.45% n=3	32.73% n=18	10.91% n=6	38.18% n=21	55
Memories about the loss of my housing upset me.	12.73% n=7	5.45% n=3	25.45% n=14	16.36% n=9	40.00% n=22	55

# Findings: Listening Sessions

## Listening Session: People Who Are Homeless

Participants in the listening session with people who are homeless agree that Waynesville is a nice place to live with available jobs, access to natural beauty, and family connections. They report several challenges of being homeless in Waynesville, including lack of affordable housing and inactive landlords, a high cost of living, and a lack of accessible public transportation. They struggle to pay housing deposits and application fees, leaving them unable to rent a home and creating a fear-based mindset of being constantly uprooted and unsafe. Participants identified solutions to their challenges including rental assistance programs, housing and employment case management, a community gathering space for mutual support, a “tiny home” community, transitional and independent housing to foster social inclusion and personal accountability, and accessible public transit costs and schedules.

Participants described feeling hurt their perceived judgement, discrimination, and stigma against them by some community members in Waynesville. They often cannot find housing or employment due to practices by landlords and employers who do not move their applications forward when they learn they live at a shelter. They wish people could get to know their stories, approach the issue with empathy and compassion, and make them “feel like humans”. They hope to live in a community that helps vulnerable populations instead of blaming them for their struggles. The listening session ended with participants speaking of the fear they have surrounding the new jail plans in Haywood County, especially being caught in a cycle of criminality in which they get arrested for being homeless, become a felon, and struggle to find housing and employment because of it. Participants also voiced their gratitude for the compassion provided to them by Waynesville law enforcement.

## Listening Session: Business Owners

The participant in this listening session reported that Waynesville has always been a positive environment for business owners. Challenges related to homelessness that their business faces included: the location of homeless supportive services disrupting their daily business, providers not creating limitations and boundaries for the people they serve, interacting with people who are homeless that they do not know, unsafe feelings among clientele and staff, and that homeless services seem to be attracting more people who are homeless to the area. They also reported their concern that prospective investors are not interested in the area due to the prevalence of homelessness. Solutions identified by the participant included not providing enabling “band-aid” services such as food and shelter, moving service locations away from business districts, and heightened collaboration among service providers and local businesses. They also requested an increase in the policing of people who are homeless

to hold them accountable for their actions, the provision of substance abuse treatment, and an end to the “court diversion” program.

In addition to a formal listening session with business owners, the Task Force's Economic Stability Work Group in partnership with the Haywood County Chamber of Commerce conducted a Homelessness and Business Impact Survey for business owners in Waynesville. Findings in this survey were similar to the above listening session. Common themes identified in the survey included increased policing, concern for safety of business clientele and staff, a focus on the cleanliness of business districts, and suggestions to move resources away from the centralized locations they are currently in. Survey participants stressed the importance of the Town protecting business owners and property values, while also reducing the chances of community harm that could be caused from divestment in economic development and investment in homelessness services. Many business owners were concerned about the effects of homelessness on their clientele, as well as speculation about people who are homeless in Waynesville not being local to the area. While some business owners wanted to end, move, and/or reduce low barrier services that “enable” people who are homeless, other business owners advocated for an expansion of services, compassion for neighbors who are homeless, and offered to employ people who are homeless. Some participants also mentioned community collaborations and education efforts to better understand homelessness in Waynesville. Business owners on all sides of the spectrum agreed, however, that mental health and substance abuse treatment services are important in getting to the “root of the problem” and alleviating homelessness in Waynesville.

## Listening Session: Faith Leaders

The faith leaders in this listening session reported enjoying the spiritual connections they found in the mountains of Waynesville, leading their caring congregations, encouraging community outreach efforts, and working with community partners. The challenges they associated with homelessness included: the lack of a low barrier shelter for people who are homeless to meet their basic survival needs, the lack of mental health and substance abuse services, inaccessible service locations due to the lack of public transportation, and public misconceptions and rumors that disrupt service provision and the wellbeing of people who are homeless. They also reported concerns with interorganizational conflicts and scarcity mindsets, discriminatory town policies and ordinances, and local leadership that may more effectively balance economic success and the well-being of their townspeople.

Solutions identified by participants include street outreach to connect people who are homeless to services, increased capacity for existing service providers, and removing religious barriers and requirements for services. They also spoke of creating a network of community organizations and service providers with an organizer to coordinate intake and service provision. Participants hoped that their churches could work to build relationships with people who are homeless, provide them with resources, and mobilize their congregations to volunteer with and donate to homeless services.



## Listening Session: Law Enforcement Representatives

Participants in this listening session reported enjoying engaging and building relationships with community members, protecting and serving the people of Waynesville, and thinking creatively in order to best serve the needs of residents and people who are homeless. They noted that it is their duty to serve community members regardless of if they have homes or not, and that mediating between resident needs and the needs of people who are homeless presents challenges. They also shared the importance of having data to determine if there has been a rise in homelessness in Waynesville so that the community can respond from an evidence-informed perspective.

Challenges reported by participants regarding homelessness included interactions with “service-resistant” individuals with intersecting mental health and substance abuse disorders, understanding severe mental illness, a lack of funding for mental health services, as well as the seemingly unsafe “diversion program.” They also mentioned problematic public misconceptions and rumors about people who are homeless being criminals and not local to the area, as well as their concern with the families and children affected by substance abuse and homelessness. Solutions identified by participants included childhood trauma interventions in schools, advocating for more funding for mental health services, holding people who are homeless legally accountable for criminal actions, harsher drug law penalties, and street outreach for service-resistant individuals that would alleviate the concerns of business owners. They also provided community engagement solutions including learning the stories of people who are homeless, empathizing with their situations, increased town support for service provision, and a community collaboration of service providers, local organizations and law enforcement that is led by a coordinator of services. Lastly, participants identified their need for support in interventions with individuals with severe mental illness, like a Mobile Crisis Team.

## Listening Session: Providers of Behavioral Health and Supportive Services

Participants in this listening session reported enjoying building relationships with people who are homeless, connecting them with resources, and engaging the greater community in their work. Their challenges to serving people who are homeless included handling the community stigma and judgement against them, serving the unique needs of every individual (e.g. like housing the pets of people who are homeless), the difficulty in addressing the intersections of substance abuse and mental illness, and a lack of a community gathering space for people who are homeless and providers to network and coordinate services. Participants also noted the challenges caused by the lack of public transportation and walkability in Waynesville, the lack of affordable housing and landlord incentives for low income housing, and being overwhelmed with calls for services.

Solutions identified by participants included rapid re-housing and rental assistance programs, utilizing old buildings for low income housing, and landlord recruitment to accept housing vouchers. They also advocated for a mutually supportive community gathering space, breaking down barriers between people who are homeless, providers, and law enforcement, and case management services to connect people who are homeless with all the services they need. Participants called for more town support for outreach services, mental health treatment, medical screenings for people who are homeless, and a collaborative effort among service providers and town organizations to address all the needs of people who are homeless in Waynesville. Lastly, they wished for a change in the community narrative regarding homelessness, including community education efforts, poverty simulations, and facility tours with residents and local government officials.

## Listening Session: Providers of Housing and Supportive Services

Participants in this listening session reported enjoying connecting people and families who are homeless with permanent housing, as well as teaching people who are homeless sustainable life skills. They shared that the definition of a home is different for everyone, and that a home base allows people to meet their basic needs (shelter, food) and take care of other issues in their lives (employment, healthcare). Challenges to service provision identified by participants included community assumptions and stereotypes of people who are homeless that disrupt their work and cause harm to the people they serve, reconciling with the stigma that creates a barrier to housing and employment for people who are homeless, providing housing in a place with no affordable housing, and finding temporary shelter for the pets of people who are homeless with trauma. They also mentioned their concerns with the end of the COVID-19 eviction moratorium and the increase in homelessness that it will cause.

Solutions to these challenges identified by participants included changing the community narrative regarding homelessness in Waynesville, educating community members and local leaders on the complexities of homeless, and collaborating with other service providers and local organizations to coordinate intakes and address service gaps. Other solutions included addressing the "roots of the problem" by providing affordable and accessible substance abuse rehabilitation and mental health treatment programs, expanding Medicaid, acknowledging that congregate shelters do not work for everyone, and providing case management for newly housed people. Participants also requested community poverty simulations, Point In Time counts by the Town, and a meeting with the Board of Alderpeople.

## Listening Session: Residents Impacted by Homelessness

Participants in this listening session reported enjoying the community connections they have in Waynesville, as well as the era of more policing of the Town in the 1980's and

1990's. They share a concern for the lack of investment and infrastructure in Waynesville and Hazelwood. Challenges associated with homelessness that they face were reported as seeing drug paraphernalia in their neighborhoods, late night noise disruptions, a lack of mental health and substance abuse inpatient and outpatient treatment, as well as a concern about people who are homeless that may be coming to Waynesville from elsewhere.

Solutions to these challenges identified by participants included expanding the jail in Haywood County, ending the pre-trial diversion program, and having a stronger police presence. They would like to see work requirements for homeless services, one centralized location away from town for service provision, no methadone or suboxone maintenance clinics, no low barrier shelter options, and stricter zoning laws to control where people who are homeless are allowed to be. Lastly, they would like the Task Force to have more business owner representation, as well as funding oversight for not for profits, fewer homeless services, and an end to food distribution for food scarce families in Waynesville.

## Housing Market Analysis

### Housing Types

There are 5,539 housing units in Waynesville. In 2010, there were 5,457 housing units. A distinct characterization of Waynesville is the ratio of owner-occupied units (55.6%, n=2,602) to renter-occupied units (44.4%, n=2,078). As a whole, Haywood County has a higher homeownership rate (73%, n=19,465). The national homeownership rate is sixty-four percent.

**Table 93** *Housing Types*

	Waynesville	Haywood County	North Carolina	U.S.
<b>Housing Types</b>				
# of housing units: 2019	5,539	35,514	4,627,089	137,428,986
# of housing units: 2010	5,457	34,705	4,229,552	130,038,080
% of owner-occupied units	55.6% N=2,602	73% N=19,465	65.2% N=2,585,934	64% N=77,274,381
% of renter occupied units	44.4% N=2,078	27% N=7,188	34.8% N=1,379,548	36% N=43,481,667

(U.S. Census Bureau, 2010b & 2019h)

## Housing Supply

There are an average of 2.10 persons per owner-occupied unit and 2.05 persons per renter-occupied unit in Waynesville. In 2010, there was more potentially available housing supply than is currently in Waynesville or Haywood County. In 2010, there were approximately eighteen percent of units (17.8%, n=969) that were vacant in Waynesville—that percent dropped to sixteen percent (15.5%, n=859) in 2019. Further, the homeowner vacancy rate decreased from 3.1 in 2010 to 1.0 in 2019 and the rental vacancy rate decreased from 5.8 in 2010 to 5.4 in 2019. Less than one percent (approximately 30 units) of Waynesville's housing stock was constructed after 2014, compared to 2.5 percent of the overall nation's.

**Table 94** *Housing Supply*

	Waynesville	Haywood County	North Carolina	U.S.
<b>Housing Supply</b>				
Average household size: Owner-occupied unit	2.10	2.29	2.57	2.70
Average household size: Renter unit	2.05	2.22	2.43	2.49
2019 Vacant housing units	15.5%	25.0%	14.3%	12.1%
2010 Vacant housing units	17.8%	22.4%	14.3%	12.2%
2019 Homeowner vacancy rate	1.0	1.9	1.8	1.6
2010 Homeowner vacancy rate	3.1	2.4	2.5	2.4
2019 Rental vacancy rate	5.4	4.1	6.8	6.0
2010 Rental vacancy rate	5.8	10.3	9.6	7.8

(U.S. Census Bureau, 2010b & 2019h)

## Housing Condition

### Plumbing and Kitchen Facilities

The adequacy of indoor plumbing facilities is often used as a proxy for housing conditions. In Waynesville, there are approximately 100 housing units lacking complete plumbing facilities and 98 units lacking complete kitchen facilities. Nearly 600 homes are without telephone service—it should be noted that this increasing number may reflect individuals opting out of landline use for cellular service.

### Heating Fuel

Most housing units in Waynesville are heated by electricity (59.8% n=2,799) or fuel oil, kerosene, etc. (27.6%, n=1,293). A smaller percentage (7.5%, n=349) uses bottled, tank, or LP gas; or wood (2.8%, n=133), and/or utility gas (1.9%, n=91). Less than one percent (n=6) reportedly use no fuel, which likely indicates a housing condition problem unless the units are seasonal.

### Age

Age may also be a proxy for the condition of housing, especially considering the risk of lead-based paint. The percent of homes built in 1979 and prior is sixty-four percent (63.6%, n=3,524). Further, approximately thirteen percent (13.3%, n=734) of the housing stock was constructed prior to the year 1940 when the health risks of lead-based paint was highest.

**Table 95** *Housing Condition*

	Waynesville	Haywood County	North Carolina	U.S.
<b>Housing Condition</b>				
Housing lacking complete plumbing facilities	.0%	.4%	.3%	.4%
Housing lacking complete kitchen facilities	.1%	.4%	.6%	.8%
No telephone service available	2.4%	2.2%	2.0%	1.9%
Utility gas	1.9%	2.1%	6.9%	48.0%
Bottled, tank, or LP gas	7.5%	12.2%	63.4%	4.8%
Electricity	59.8%	55.5%	3.0%	38.9%
Fuel oil, kerosene, etc.	27.6%	21.6%	3.0%	4.7%
Coal or coke	0.0%	0.1%	0.0%	0.1%
Wood	2.8%	7.8%	1.7%	1.8%
Solar	0.0%	0.2%	0.0%	0.2%
Other fuel	0.2%	0.3%	0.2%	0.5%
No fuel used	0.1%	0.2%	0.4%	1.1%
Built 2014 or later	0.5%	0.8%	3.3%	2.5%
Built 2010 to 2013	1.8%	1.5%	3.9%	2.7%
Built 2000 to 2009	8.2%	18.5%	19.4%	14.0%
Built 1990 to 1999	15.0%	16.1%	19.9%	13.9%
Built 1980 to 1989	10.8%	18.3%	15.4%	13.4%
Built 1970 to 1979	15.2%	12.9%	13.7%	15.2%
Built 1960 to 1969	12.6%	9.4%	8.9%	10.6%
Built 1950 to 1959	13.4%	8.7%	6.9%	10.3%
Built 1940 to 1949	9.2%	5.6%	3.5%	4.9%
Built 1939 or earlier	13.3%	8.1%	5.2%	12.6%

(U.S. Census Bureau, 2010b & 2019h)

## Housing Affordability

An affordable housing mortgage or rent should not exceed 30 percent of an individual or household's income. When housing costs exceed 30 percent of one's income, it constitutes being a "cost burdened household." Twenty-five percent (24.5%, n=297) of

Waynesville homeowners with a mortgage are estimated to be housing cost-burdened while fifty percent (49.5%, n=979) of renters are estimated to be housing cost-burdened.

Of Waynesville's renter households that are cost-burdened, forty-one percent (40.5%, n=435) are extremely low-income households and thirty percent (30.3%, n=325) are low-income households. In terms of being at-risk for homelessness and presenting a potential opportunity for preventive interventions, there are 545 renter households in Waynesville that are both extremely housing cost-burdened (i.e. paying more than fifty percent of their income toward housing costs) and also characterized by extremely low- or low-incomes.

The largest percent of Waynesville's owner households that are cost-burdened are moderate-income households (28.5%, n=185). Twenty-two percent (22.3%, n=145) of Waynesville's extremely low-income population is paying more than 30 percent of its income toward a mortgage. Further, twenty-four percent (24.4%, n=55) of Waynesville's extremely low-income households are also extremely housing cost-burdened—paying more than fifty percent of their income toward mortgage costs.

**Table 96** *Housing Cost Burden*

	Renter Households		Owner Households	
Housing Cost Burden	>30%	>50%	>30%	>50%
# of Households	1,074	549	650	225
0-30%HAMFI <sup>8</sup> Households	40.5% N=435	64.7% N=355	22.3% N=145	24.4% N=55
30% to 50% HAMFI Households	30.3% N=325	34.6% N=190	18.5% N=120	37.1% N=70
50% to 80% HAMFI Households	24.1% N=259	0.7% N=4	28.5% N=185	17.8% N=40
80% to 100% HAMFI Households	5.1% N=55	0.0% N=0	10.0% N=65	13.3% N=30
100% and greater HAMFI Households	0.0% N=0	0.0% N=0	20.8% N=135	13.3% N=30

(U.S. Department of Housing and Urban Development, 2020)

## Housing Continuum

The housing continuum—a concept related to but also distinct from “Continuums of Care”—describes the various types of housing options available in a community from those completely financed by public funding with extensive integrated supports to full

<sup>8</sup> [HAMFI](#) is HUD Area Median Family Income. This is the median family income calculated by HUD for each jurisdiction, it is used to determine Fair Market Rents (FMRs) and income limits for HUD programs.

market-rate, independent ownership opportunities. The housing continuum may also be used to map existing capacity as well as gaps in services and opportunities.

**Figure 55** *Housing Continuum*



(Greater Victoria Coalition to End Homelessness, 2020)

### Western North Carolina Homeless Coalition

The WNCHC serves as the Balance of State’s Regional Committee (or, Local Planning Area [LPA]) for Continuum of Care Region 1. Region 1 includes Haywood County as well as Cherokee, Clay, Graham, Jackson, Macon, Madison, and, Swain Counties. Destri Leger currently serves the regional lead; however, Keri Guidry is transitioning into this role.

The WNCHC is the entry point for accessing the following supports and housing services:

Coordinated Entry<sup>9</sup>: Coordinated entry is a process developed to ensure that all people experiencing a housing crisis have fair and equal access and are quickly identified, assessed for, referred, and connected to housing and assistance based on their strengths and needs.

<sup>9</sup> [What is Coordinated Entry?](#)



Rapid Rehousing<sup>10</sup>: Rapid re-housing rapidly connects families and individuals experiencing homelessness to permanent housing through a tailored package of assistance that may include the use of time-limited financial assistance and targeted supportive services. Rapid rehousing programs help families and individuals living on the streets or in emergency shelters solve the practical and immediate challenges to obtaining permanent housing while reducing the amount of time they experience homelessness, avoiding a near-term return to homelessness, and linking to community resources that enable them to achieve housing stability in the long-term. Rapid rehousing is an important component of a community's response to homelessness. A fundamental goal of rapid rehousing is to reduce the amount of time a person is homeless.

Rapid Rehousing Assistance: Available from 24 to 47 households

Permanent Supportive Housing<sup>11</sup>: Permanent housing (PH) is defined as community-based housing without a designated length of stay in which formerly homeless individuals and families live as independently as possible. Under PH, a program participant must be the tenant on a lease (or sublease) for an initial term of at least one year that is renewable and is terminable only for cause. Further, leases (or subleases) must be renewable for a minimum term of one month. The CoC Program funds two types of permanent housing: permanent supportive housing (PSH) for persons with disabilities and rapid re-housing (RRH). Permanent supportive housing is permanent housing with indefinite leasing or rental assistance paired with supportive services to assist homeless persons with a disability or families with an adult or child member with a disability achieve housing stability. Rapid re-housing emphasizes housing search and relocation services and short- and medium-term rental assistance to move homeless persons and families (with or without a disability) as rapidly as possible into permanent housing.

Permanent Supportive Housing: Accessed through Coordinated Entry, Administered through Vaya, Available for 47 households

## Haywood Pathways Center

The mission of Haywood Pathways Center is, "In Christ's name, feed the hungry, house the homeless and reduce recidivism in Haywood County." The organization fulfills its mission by providing emergency shelter and other supports to people who are homeless.

### Adult Shelter

Haywood Pathways Center provides overnight and/or short-term (1-3 night) shelter for adults who are in crisis or chronically homeless, and are residents of Haywood County. They are open year-round and accept men and women over the age of 18. Each intake has the following requirements- proof of residency, 8 panel urine drug screening, background check, and breathalyzer test.

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<sup>10</sup> [What is Rapid Rehousing?](#)

<sup>11</sup> [What is Permanent Supportive Housing](#)

Haywood Pathways Center has the capacity to provide shelter for 32 men and 28 women. Guests have access to hot meals, showers, hygiene items, clothing, and laundry facilities. All guests participate in center activities – devotion, prayer, and chore teams for dorms, kitchen, dining room, laundry, and grounds maintenance. Adult Shelter Dorms are closed from 8:30 AM- 4:30PM each weekday. However, their dining hall is open 24 hours per day, to ensure that residents have a safe and stable place to be.

The shelter does not accept anyone under the influence of drugs and/or alcohol. They are unable to accommodate anyone who has been convicted of violent crimes or sex offenses. They are also not able to accommodate anyone who is determined to be a danger to self or others, but will assist in finding an appropriate facility and transportation.

#### Myr-Ken Family Dorm

Haywood Pathways Center provides short-term shelter for mothers and their children who are in crisis or chronically homeless, and are residents of Haywood County. Fathers are not permitted into the family shelter, but may be able to reside in the Adult Shelter program if they meet the requirements to do so. The Family Shelter has an interview process, as there are fewer spaces available. Phone interviews are available upon request at 828.246.0332. Five private family rooms per floor are available to assist 10 total families.

Applicants will be required to provide proof of Haywood County Residency, undergo an interview with a case manager, needs assessment, legal clearance, and drug/alcohol testing. They do not accept anyone who is under the influence of drugs or alcohol, but will refer them to a substance treatment program, and reconsider their application after successful completion of the program. Parents must commit to participation with a case manager to develop a person-centered plan of action based on their specific needs, goals and resources. In addition, parents are also required to attend parenting classes and a budgeting class.

#### Short Term Residential Program

Residents of Pathways are addressed in a holistic and individual manner, recognizing that the road to recovery is rarely a clear-cut path. The overall goal is to provide a safe and sober environment that eliminates the concerns for the basic needs, and allows a shift in focus to that of breaking the cycles of addiction and homelessness.

Individuals interested in the Short Term Residential Program have a 3 day trial period to determine if they have the motivation and commitment to make a change in their life. During this time, they will meet with a case manager to learn more about the 6 month program.

A person-centered plan is developed by an experienced case manager taking into consideration six areas of focus which include: income, housing, stabilization, life skills, social support, and spirituality.

Some individuals only need a helping hand until they can find employment. They have the life skills and financial knowledge to make it on their own. But many who come to Haywood Pathways Center need more. An individual may have obtained employment, but he/ she does not have the life skills or financial knowledge to be successful without additional support, education, and/or resources. For this individual, the 6 month program offers the safety and security of a place to sleep and regular meals as they work toward the goal of permanent employment, housing and self-sufficiency. In addition, all residents that are extended to staying the short-term program are required to attend a budgeting class and a renting 101 class.

#### Emergency Cold Grace

Cold Grace Program — During the winter months, Haywood Pathways Center implements the Cold Grace Program for nights when temperatures fall below 32 degrees Fahrenheit. Any man or woman, without safe shelter for the night, who is alcohol and drug-free, will be accepted and permitted to stay in the dining hall for the night, and/or return, for an unlimited number of nights until the weather has improved and safety can be assured.

#### Day Labor Program

For many Haywood Pathways guests, employment opportunities are limited due to lack of education, skills, incarceration, or a previous poor employment record. The Day Labor Program provides guests with the opportunity to work on a day by day basis, develop skills in job responsibility, accountability and communication, and potential references for future employment.

The Day Labor Program is administered through the Administrative Team and is staffed by individuals who have been determined to be ready to assume responsibility and accountability. The program is available to any resident, or business in Haywood County on a day to day basis—for any field of work, Monday through Saturday. Requests for day labor must be made a minimum of 24 hours in advance.

## Pathways Kitchen

Food, a basic necessity in life, is an important component of Haywood Pathways Center. They have a fully equipped kitchen, large and welcoming dining room, caring and loyal stores, individuals, churches and organization that supply them with food and faithful volunteer crews who plan, prepare and serve an evening meal 7 days a week to their guests and the community.

Breakfast and Lunch are open only to guests of the center as this is a time of fellowship, chore completion, and making plans for their day off campus. The kitchen chore team is responsible for cleaning the kitchen and dining room after all have eaten, and before they leave for the day. Bagged lunches are prepared and dispersed to HPC guests who will be off campus for appointments or employment reasons.

Dinner is served at Haywood Pathways Center 7 days a week from 5:45PM to 6:30 PM The evening meal is open to guests of the center, as well as to anyone in need in the community; men, women and children. Meals are planned, prepared and served by volunteer crews from local churches and organizations. Menus vary with the season and /or donations that have been received that week.

## Cooperating Agencies

Haywood Pathways Center goal is to partner with as many agencies within Haywood County as possible in order to get their guests the services they need, that will allow them to return to independent living.

**Goodwill Career Connections**- used for employment services, job retention skills, budgeting classes, mock interviews

**NCWORKS**– used for employment services, job retention skills, budgeting classes, mock interviews

**Haywood Community College**– GED Classes

**Lifeworks**– life skills, job skills, and discipleship classes.

**Meridian Behavioral Services**– substance abuse programs, offender services, recovery education, mental health services

**Vaya Health**– Permanent Supportive Housing program.

**Appalachian Community Services**– Mental health, substance abuse, and developmental disability services.

**Mountain Projects**- Housing assistance

**Blue Ridge Health**– Healthcare needs

**The Open Door**- Medication assistance program and food assistance program

**Haywood Christian Ministries**– Thrift store clothing assistance, medication assistance, food assistance programs

**NCServes**– Veterans Services

**Working Wheels**– Referring partner to help successful program participants obtain a vehicle

**EACH Initiative**– Referring partner for transitional Housing for Single Parents with children

**WNC Homeless Coalition**– Rapid Re-Housing Program

### Helping Hands of Haywood

The mission of HHH is to, “Expand and add valuable programs and provide vital items needed to increase the well-being of our community, especially to those who are disenfranchised, experiencing homelessness, or insecure shelter in Haywood County and western North Carolina.” HHH fulfills its mission by providing the following services:

#### HHOH Deliverables

<b>Survival Services</b>
<b>Includes:</b> “Trust Intake,” food, hygiene, clothing, private, emergency overnight stays, addressing severe health conditions and obtaining medication, rent/mortgage assistance, and immediate attention for mental health episodes including suicide intervention or death prevention.
<b>Wrap Around Deliverables</b>
<b>Examples:</b> Full health assessment, care plan with daily engagement, critical IDs/documents, general health care services including an ongoing doctor relationship, health insurance, addiction interventions, surgical procedures, public health initiatives, ongoing medication and food, enrollment and active participation in support services, employment assistance, government financial/disability income, driver’s license and insurance, bills/fees, car maintenance, phone, court/legal support, transportation, and “warm hand offs” to intervention initiatives.
<b>Sustaining Housing</b>
<b>Examples:</b> rental search/application, 1st month rent/deposit, legal lease review, utilities, furniture, household equipment and supplies, house repairs, transportation solutions, bank accounts, etc. Follow up for a minimum of 6 months after services completed ensuring healthy status and use of support systems.

## REACH of Haywood County

REACH of Haywood is a local not-for-profit organization that provides aid to survivors of domestic violence, sexual assault, and elder abuse. REACH offers advocacy, emergency shelter, community outreach, and prevention education to empower individuals to live a self-sufficient life free of violence.

Services provided by Reach of Haywood:

24-Hour Crisis Helpline

Emergency Shelter

Legal and Court Assistance

Counseling and Support Groups

Housing Assistance

Services for the Elderly and Persons with Disabilities

Referrals to Other Local Agencies

Community Education and Prevention Programs (*Safe Dates*)

All of Reach's services are offered free of charge to women, children, and men. Reach has the capacity to provide shelter services to up to 10 individuals at one time.

## EACH (Ending Area Child Homelessness)

The EACH Initiative, Inc. brings together groups of people who care in the Haywood Community known to EACH as "Villagers. Villagers partner with children and parents experiencing homelessness they move to a position of self-sustainability over a two-year period. A full-time Case Manager, employed by The EACH Initiative, works one-on-one with the Family and the Villagers as they mobilize community resources and connect them with the Family. Housing is provided for the Family over the two-year period the Family is in the EACH Program. Villagers provide love and care by celebrating birthdays and sharing in social events, offering Skill Partners in areas a Family needs, such as financial counseling, health care referrals, nutritional guidance, etc. Under the Family Funds First principle a Family uses all of their income and financial resources to meet their needs after which Villagers supplement income as may be needed. Budgeting and financial oversight and accountability occur through the EACH Case Manager and a Villager budget coach. EACH has the capacity to provide housing for up to five families at one time.

## Mountain Projects

Mountain Projects is a community based not-for-profit organization, founded in 1965 as a Community Action Agency, that provides vital services to the elderly, disadvantaged

and general public in Western North Carolina. It was begun as part of the “War On Poverty” with a \$52,000 Office of Economic Opportunity grant and a pilot summer Head Start program. Since then the agency has grown to an annual budget of eleven million dollars, a staff of 140, and provides a broad diversity of services to the community in response to its changing needs.

Mountain Projects administers the Section 8 rental assistance voucher program, which is a federal program designed to provide rental assistance for families who have low-incomes. This program is aimed at families who are currently paying more than 30% of their adjusted gross, monthly income for rent and utilities, and for those who need rental assistance in order to live in “safe, decent and sanitary” housing. Mountain Projects and the federal government have a special commitment to aid people who are homeless, low income, elderly, disabled and large families.

MPI currently has 1,008 vouchers to help families in both Haywood and Jackson Counties. Typically, 43% of the clients they help are elderly or people with disabilities. Once their clients receive a voucher, they choose the home they want to live in. They work with more than 700 landlords within the two counties that work with this program.

#### Waynesville Housing Authority

Members of the Waynesville Housing Authority are appointed by the Mayor to deal with issues regarding the Waynesville Housing Authority per North Carolina General Statute 157-5, including managing 100 units total. The units are brick, single story duplexes located in four areas of Waynesville. The locations are Chestnut Park (8 units), Pigeon Street (12 units), Boyd Avenue (20 units), and Ninevah [60 units (family section)]. There are 20 studio apartments, 24 one-bedroom apartments, 25 two-bedroom apartments, 23 three-bedroom apartments, and 7 four-bedroom apartments.

The Waynesville Housing Authority Tower, at 65 Church Street, manages 62 units total in a six-story building. There are 52 one-bedroom, and 10 two-bedroom apartments in the building.

Rent for WHA is estimated at 30% of the family's monthly adjusted income. WHA has a minimum rent of \$50. The max rent must be 80% of HUD issued fair market rent for Haywood County. The max rent for the Tower is set by USDA/HUD RD. Different factors can change a tenant's rent such as income, medical expenses (elderly households 62+), and children in the home (daycare expenses). Rent includes electric, water, sewer, and garbage. With WHA, electric is partially included. The tenant has a monthly allowance of kilowatts; tenants are responsible for the amount they exceed the allowance, at .0922 cents per KW over.



Public housing is funded by the federal government and administered by the Waynesville Housing Authority for the jurisdiction of City of Waynesville / County of Haywood. PHAs are governed by a board of officials that are generally called "commissioners."

### Low-income Housing Tax Credit (LIHTC) Developments

#### Credits Awarded

Project Name: Brookmont Lofts Project

Developer: Landmark Realty

Project type: LIHTC

Location: North Main Street (old hospital)

Anticipated # of Units: 50 affordable rental units

Eligible Populations: Income-qualifying older adults & veterans

#### Credits Applied For, Not Awarded in August 2021 Round

Project Name: Balsam Edge

Developer: Mountain Housing Opportunities

Project type: LIHTC

Location: Howell Mill Road and Calhoun Drive

Anticipated # of Units: 84

Eligible Populations: Income-qualifying populations

Anticipated Monthly Rent Range: \$388 (one-bedroom)--\$963 (three-bedroom)

### Smoky Mountain Housing Partnership

Smoky Mountain Housing Partnership (SMHP) is the affordable housing division of Mountain Projects, Inc., a community action agency that has served the southern mountains of Western North Carolina since 1965. Mountain Projects has several long-running initiatives to assist homeowners in need. These programs offer renovation support for current homes, rental assistance, and heating assistance during winter months. Smoky Mountain Housing Partnership is the newest addition to Mountain Projects' lineup of programs, generating affordable housing and home buying services for essential workers in Haywood and Jackson Counties.

#### DIRECT PURCHASE HOUSING

Homeownership through the USDA 502 Direct Loan Program:

Direct Purchase is an alternative to new construction. With the direct purchase option clients are able to purchase an existing home through the assistance of a realtor. An additional benefit of the direct purchase program may include down payment assistance.



Smoky Mountain Housing Partnership serves all of North Carolina through this program:

Financing

### **Rural Home Loans (Section 502 Loan Program)**

Assists low- and very-low-income applicants to obtain decent, safe and sanitary housing in eligible rural areas by providing payment assistance to increase an applicant's repayment ability. Payment assistance is a type of subsidy that reduces the mortgage payment for a short time. The amount of assistance is determined by the adjusted family income.

Financing Benefits:

- Interest rate below market rate and when modified by payment assistance, can be as low as 1%
- Payment is based on income and adjusted annually
- Repayment period is 33 years
- No down payment is required
- Most closing costs can be financed into the loan
- Interest and mortgage payments are deferred during construction
- Moratorium – Suspends the borrower's requirement of making monthly payments for up to a 2-year period due to hardship situations

Micro Home Communities

The SMHP, in collaboration with Western Carolina University (WCU), will be developing a national model for micro-home community development for the communities of our Smoky Mountains.

Western Carolina University's School of Art and Design, Interior Design, and Social Work programs will be assisting SMHP in creating a unique micro-home model that will incorporate the latest concepts in WELL-Certified Design Standards.

The Social Work Community & Organization Practices course students at WCU will be breaking into four teams to conduct a needs assessment of the population that will occupy the micro-homes SMHP will be building. The students will be targeting demographics such as elderly, homeless, veterans, and single-parent families. Their research will prove to be an invaluable insight into the quality of life of these individuals and families. The study will be used to gain an understanding of what the population's disadvantages are, such as unique challenges, social status, and each demographics' unique needs. The students will then analyze their research and present their data and recommendations to be incorporated into the design features of this project.

The Junior Studio II course at the WCU School of Art & Design will work in tandem with the Social Work students implementing their research findings by creating design concepts that will utilize a holistic approach. They will create floor plans, specifications of materials needed, rendered views, and present them to the Smoky Mountain Housing Partnership later in the semester. Junior Studio II students will be encouraged to

use sustainable building practices. This particular project will focus on features such as the orientation of the buildings to capture daylighting, passive solar, and address seasonal opportunities for shade, while also incorporating accessibility, aging in place, mobility, environmental, and well-being standards.

The opportunity for Western Carolina University students to work with the SMHP is a win-win situation. Students will be facing real issues and gaining valuable life experience in the field, all the while seeing they have a lasting impact. SMHP benefits by having floor plans and designs built around the concepts of WELL building standards and cutting edge research.

The micro-home community will consist of 8 to 15 micro-homes of 300 to 600 square feet in size that will be interconnected by walkways clustered around a community garden and community gathering area. The micro-homes will be highly energy-efficient and contain full kitchens, washers and dryers, separate bedrooms, and living areas for residents.

### Self-Help Housing

Through SMHP's Self-Help housing program, we help families and individuals achieve their dream of homeownership. With the help of the participants "sweat equity", these homes are affordable and attainable.

### **What is Self-Help Housing?**

Through this program, qualifying participants work within a small group of 4-6 families to help each other build their homes under the leadership of a construction supervisor. By the families working together cooperatively to build their homes, they earn "sweat equity" and reduce construction costs.

### **Do I need construction experience to apply?**

No, you do not need to have any prior construction experience to be eligible for this program — just a willingness to learn and work with a construction supervisor.

### **Who provides the financing for the land, materials, fees, etc.?**

The USDA provides payment assistance and low-interest rates to low-income families that would otherwise not be able to secure a home loan.

Financing Benefits of the Self-Help Housing Program are:

- Below-Market Interest Rates
- Payment is Based on Adjusted Annual Income
- No Downpayment Required
- Most Closing Costs can be Financed in the Loan
- Interest and Mortgage Payments are Deferred During Construction

- Payment deferral of a borrower's requirement of monthly payments for up to 2 years due to hardship situations such as job loss or medical illness.

### **Who can qualify for the Self-Help Program?**

In general, you may qualify for this program if:

- Have stable income.
- Ability and willingness to meet the labor requirements.
- Have the legal capacity to incur a loan.
- Agree to occupy the residence as your primary home.
- You are not barred from any other federal programs.
- You are unable to obtain a loan from any other source.
- Meet Household Income Limit.

#### **Workforce Housing**

SMHP owns land off of Jonathan Creek in Maggie Valley suitable for building 40 or so homes for the workers of Haywood and Jackson counties. Stay tuned to this page for updates on when we break ground, pour foundations and complete the homes. All homes will be listed on this website as they become available for purchase.

#### **Down Payment Assistance**

Down Payment Assistance is offered through the North Carolina Housing Finance Agency (NCHFA). It is a deferred payment, non-forgivable mortgage with 0% interest rate that can increase your purchase power or reduce your first mortgage amount making your monthly payment even more affordable.

Smoky Mountain Housing Partnership serves the following North Carolina counties through this program:

**Avery, Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Rutherford, Swain, Yancey**

#### **DIRECT PURCHASE HOUSING**

Homeownership through the USDA 502 Direct Loan Program:

Direct Purchase is an alternative to new construction. With the direct purchase option clients are able to purchase an existing home through the assistance of a realtor. An additional benefit of the direct purchase program may include down payment assistance.

Smoky Mountain Housing Partnership serves all of North Carolina through this program:

### **Financing**

#### **Rural Home Loans (Section 502 Loan Program)**

Assists low- and very-low-income applicants to obtain decent, safe and sanitary housing in eligible rural areas by providing payment assistance to increase an applicant's repayment ability. Payment assistance is a type of subsidy that reduces the mortgage payment for a short time. The amount of assistance is determined by the adjusted family income.

#### Financing Benefits:

- Interest rate below market rate and when modified by payment assistance, can be as low as 1%
- Payment is based on income and adjusted annually
- Repayment period is 33 years
- No down payment is required
- Most closing costs can be financed into the loan
- Interest and mortgage payments are deferred during construction
- Moratorium – Suspends the borrower's requirement of making monthly payments for up to a 2-year period due to hardship situations

#### Haywood Habitat for Humanity

The mission of Haywood Habitat for Humanity is, "Seeking to put God's love into action, Habitat for Humanity brings people together to build homes, communities and hope." Habitat fulfills its mission through homeownership opportunities.

Each house Habitat build is sold to their partners with an affordable mortgage. Additionally, each homeowner listed on the deed is required to invest 200 hours of "sweat equity" into the construction of their home.

#### HABITAT GUIDELINES

All applicants must be a resident of Haywood County at the time of application and must have been a resident of North Carolina for a minimum of 12 months. Applicants cannot be on the sexual offender registry. A criminal background check is conducted for all applicants.

Haywood Habitat for Humanity's Board of Directors, based upon the recommendation of the Homeowner Selection Committee, selects their Partner Homeowners. The decision is based on the following criteria:

- **Need** - Applicants must be unable to qualify for a conventional bank loan, and their current housing must be inadequate (unsafe, overcrowded, unsanitary, unaffordable, unsafe neighborhood, or inaccessible). As part of the application process, the Homeowner Selection Committee will conduct an interview with the

applicants.

- **Ability to Pay** - Applicants must have a steady source of verifiable, legal income, and earn 60%-80% of the county's median income based on family size. (See *current qualifying income guidelines below.*) The monthly mortgage payment cannot exceed 30% of the homeowner's gross income, to not overburden the homeowner with a housing cost that exceeds their budget.
- **Willingness to Partner** - Each applicant that will be listed on the deed must invest 200 hours of "sweat equity" in the construction of their home. All applicants are required to attend Habitat home ownership education classes.

#### CURRENT QUALIFYING INCOME GUIDELINES

Family Size	Annual Income Range	Monthly Income Range
1	\$26,625-\$35,500	\$2,219-\$2,958
2	\$30,450-\$40,600	\$2,538-\$3,383
3	\$34,238-\$45,650	\$2,853-\$3,804
4	\$38,025-\$50,700	\$3,169-\$4,225
5	\$41,100-\$54,800	\$3,425-\$4,567
6	\$44,138-\$58,850	\$3,678-\$4,904
7	\$47,175-\$62,900	\$3,931-\$5,242
8	\$50,213-\$66,950	\$4,184-\$5,579

#### Market Rate Multi-Family Development with LMI Set-Aside

Multi-family development with designated affordable units:

Project Name: Mountain Creek

Developer: Tribridge Residential

Project type: Market rate

Location: Russ Avenue (former BI-LO grocery location)

Anticipated # of Set-aside Moderate-Income Units: 20

Eligible Populations: Moderate income-qualifying populations

# Recommended Action Plan

Action Framework: Waynesville Community CARES

Homelessness is a multifaceted and complex issue that impacts the individual experiencing being unhoused, individuals living near homelessness, businesses situated near homelessness, and the community at-large. Consequently, an effective response will require various partners and resources that span the social determinants of health. The following comprehensive Community CARES framework proposes an asset-based approach to strengthen existing services for people who are homeless and addressing concerns communicated by neighbors and businesses impacted by homelessness.



## WAYNESVILLE COMMUNITY CARES

### C.A.R.E.S

**C:** Coordination, Collaboration, Community-Building & Civility

**A:** All neighbors are known

**R:** Residence, A place to call home

**E:** Education (prevention & early intervention)

**S:** Supports (SDOH--education, financial capability, workforce development, integrated health [i.e. behavioral & physical], social capital, transportation, policy innovation, etc.)



## Recommended Community Action Plan

### C: Coordination, Collaboration, Community-building & Civility

**Goal:** Strengthen existing partnerships and service provider capacity & deepen community connections among neighbors for the purpose of both meeting needs and creating opportunity for our neighbors who are homeless, and, neighbors & businesses who are impacted by the issue of homelessness

**Why:** The homelessness needs assessment found the existing service delivery system is meeting the needs of individuals who are homeless and respond effectively to a structured program. It is essential to not only maintain the support of the existing system and providers but to also strengthen its capacity to ensure the sustainability of this effective response in meeting the needs and opportunities of our neighbors who are homeless.

The homelessness needs assessment also uncovered a critical gap—responding to the needs of individuals who are homeless, are experiencing substance use or mental health issues, and, may also be intersecting the criminal justice system. Approximately eighty percent of the participants in the study of people who are homeless indicated they had never encountered an outreach worker when they were unsheltered. Further, nearly fifty-two percent of participants had experienced homelessness before—with nearly fifty-one percent of the participants experiencing homelessness for a year or more. The amount of time spent in homelessness for the past three years equaled twelve months or more for seventy-one percent of participants. Although the disability status of the study participants was not documented, these rates of long-term homelessness and repeated episodes of homelessness in Waynesville likely suggest higher rates of chronic homelessness in the area, as well as a need for increased outreach and supportive housing programs. Recognizing that individuals may not seek services on their own or otherwise become known to providers, the United States Interagency Council on Homelessness considers street outreach as a best practice in ending homelessness and connecting people to stable housing and other supportive services (USICH, 2019). The USICH (2019) also identifies effective practices for street outreach, including: systematic, coordinated and comprehensive outreach; housing-focused outreach; person-centered, trauma-informed and culturally responsive outreach; and, emphasizing safety and reducing harm.<sup>12</sup>

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<sup>12</sup> Specific guidelines are available at [USICH Core Components of Outreach](#)



In addition to evidence that suggests chronic homelessness, our neighbors who are homeless also report being victims of crime at a higher rate (thirty-six percent) than the general population. Further, forty-eight percent of participants experienced anywhere from one to more than seven episodes of incarceration. This data indicates two distinct sub-populations of people who are homeless in our community—i.e. those who are encountering our justice system and requiring its resources and those who are not. To assess the level of potential impact of criminal involvement and behavior, participants who were incarcerated in the last 12 months were asked to indicate the highest type of crime for which they were convicted. Sixty-two percent of participants who had been incarcerated in the last 12 months indicated they were convicted of a felony. This data indicates street outreach as well as more intentional and focused coordination of care may prevent or reduce involvement with the criminal justice system and improve individual well-being for people who are homeless and community quality of life for all residents of Waynesville.

Due to the intersecting and complex causes of homelessness, effective community efforts often require the intentional collaboration and coordination of various stakeholders—including people who are homeless, housing providers, behavioral health providers, physical health care providers, law enforcement, probation, faith leaders, education and workforce development, and other supportive services. It should be acknowledged that collaborative efforts already exist in our community—and it also should be noted that these efforts would benefit from additional resources and supports. Noting the particular resource constraints in rural communities, HUD (2010) identifies a community “connector” or “champion” as a critical success factor in high-performing rural areas. The recommended CARES Director should fulfill this critical role in strengthening cross-agency (including business, government, and not-for-profit providers) collaborations, developing a shared vision to address local needs and opportunities, bridge-building and inside and outside homeless delivery system, and, cultivating creative and innovative responses to community needs and opportunities.

Community connections often serve as protective and preventive factors against homelessness (Kelly, 2020). Activities that bring community members together provide critical community-building for relationships to be developed among community members, information about resources and opportunities to be shared, and civil discussions to occur.

Action Steps	Year				
	1	2	3	4	5

Coordination & Collaboration					
TOW appoints hiring committee for CARES Director	•				
TOW hires Community CARES Director	•				
Community CARES Director establishes a care coordination team of community-based providers	•				
Community CARES Director, on monthly basis, convenes CARES coordination team to connect PWH to service providers/services	•	•	•	•	•
Community CARES Director engages with & connects PWH to services, engage with neighbors & businesses and respond to issues associated with homelessness	•	•	•	•	•
Community CARES Director hosts monthly meetings with neighbors and businesses impacted by homelessness, communicate needs & opportunities to appropriate officials, implement actions	•	•	•	•	•
CARES Director tracks aggregate data & outcomes for success measures & reports quarterly at BoA meetings	•	•	•	•	•

Community-building & Civility					
Annual Community Picnic (i.e. public-private partnership event)	•	•	•	•	•
Establish and Implement Community-Building & Engagement Mini-Grants	•	•	•	•	•
Identify Facilitator & Convene Community Study Circle(s)			•	•	•

## A: All Neighbors are Known By Name

Goal: By using an evidence-informed and baseline “by-name-list,” cultivate community, increase prevention of homelessness, and/or expedite connecting neighbors to services and opportunities

Why: As noted above, the homelessness needs assessment documented eighty percent of the participants in the study of people who are homeless had never encountered an outreach worker when they were unsheltered. If our neighbors who are homeless are not encountering providers, then it is likely they are not accessing services as expeditiously as possible to return them to stable housing. Further, the inaccuracies and inefficiencies of point-in-time counts have long been documented (Trawver, Oby, Kominkiewicz, Kominkiewicz, & Whittington, 2019). Overseen by a Town of Waynesville CARES Director who can maintain confidentiality and privacy of sensitive data, a list of our neighbors who are homeless will help facilitate coordination of services as well as document a more accurate census of individuals who are homeless.

Action Steps	Year				
	1	2	3	4	5

All Neighbors are Known By Name					
CARES Coordination Team establishes shared “by-name-list”	•				
CARES Coordination Team meets every month to review “by-name-list” & connects PWH to services	•	•	•	•	•
CARES Director, in partnership with coordination team, tracks aggregate data & outcomes for success measures & reports quarterly at BoA meetings	•	•	•	•	•

## R: Residence, A Place to Call Home

Goal: Strengthen individual well-being and community quality of life by rapidly connecting individuals at-risk of homelessness to housing, and supporting efforts to expand & develop low-cost affordable housing in safe neighborhoods including rental units and home ownership programs.

Why: As documented in the socioeconomic data for Waynesville, there are significant structural and systemic issues that make it challenging to use existing housing supports and services. For example, our community has access to Rapid Rehousing supports to quickly secure stable housing for people who are homeless but the supply of affordable, full-time rentals is limited. "Could not afford rent" was identified as one of the top three causes of homelessness among study participants who are homeless. Further, nearly thirty-eight percent of study participants indicated they had not accessed any housing services in Waynesville. Yet almost 100 percent of study participants indicated they would move into safe, affordable housing if it were available. Seventy-five percent of study participants shared they could afford \$500 or less in rent/housing cost per month. According to the U.S. Census Bureau, the 2019 median monthly rent in Waynesville was \$810 and the 2019 median monthly mortgage was \$1,152 (2019). In 2019, the rental vacancy rate was approximately five percent. Approximately, fifty percent of Waynesville's renters are estimated to be housing cost-burdened or, paying more than thirty percent of their income for rent (HUD, 2020). It is likely these cost-burdens and medians have increased during the pandemic as well as in the aftermath of the floods in neighboring communities that have furthered strained the supply of housing in our community.

The 2020 point-in-time count indicated a total of 130 people who were homeless—100 people who were sheltered, and 30 who were unsheltered. Given the limitations with the point-in-time count methodology, it is likely these numbers represent an undercount of Waynesville's population that is homeless. With more intentional and focused outreach and coordination of care combined with addressing systemic and structural housing issues—it is possible to more effectively use existing supports and services to connect our neighbors who are homeless to stable housing.

Action Steps	Year				
	1	2	3	4	5

Strengthen and Expand Capacity of Current System					
Town of Waynesville's financial support increased to service providers that focus efforts on existing need by creating a clear application process	•	•	•	•	•
CARES Director either provides or secures capacity-building and team-building professional development for CARES coordination team	•	•			
CARES Director facilitates expansion of provider participation and PWH access to Coordinated Entry, Rapid Rehousing, LIHTC, Section 8 Vouchers, PSH units	•	•	•		
CARES Director evaluates capacity-building, team-building, & access of Coordinated Entry, Rapid Rehousing, LIHTC, Section 8 Vouchers, PSH units			•		•
TOW increase affordable housing units: Rental & Homeownership Opportunities	•	•	•	•	•
CARES Director facilitates expansion of partnerships with landlords	•	•			
CARES Director tracks aggregate data & outcomes for success measures & reports quarterly at BoA meetings	•	•	•	•	•
TOW assesses progress, makes modifications as needed; after year 3 and year 5 determines if model is working or additional shelter is needed	•	•	•	•	•

## E: Education

Goal: Expand prevention and early intervention education strategies that prevent or mitigate homelessness

Why: Through its work groups, the Task Force documented efforts by our local schools and community agencies to teach positive coping skills to youth. It is recommended the CARES Director and coordination team work in collaboration to support these existing activities that prevent homelessness and promote individual well-being. Further, through many of the Task Force's work groups, it was learned the community had an interest in learning more about homelessness, housing, and community-building activities. It was also suggested that an annual housing fair would be helpful in connecting Waynesville's neighbors to existing housing services and opportunities.

Action Steps	Year				
	1	2	3	4	5

Individual-level education: Community CARES Director works with community agencies, schools, partners to support teaching positive coping skills and building resiliency among youth	•	•	•	•	•
Community-level education: Community CARES Director provides or coordinates quarterly and annual reports on homelessness issues at BoA meetings	•	•	•	•	•
Community-level education: Community CARES Director coordinates quarterly speaker series on issues related to homelessness, housing, & community building		•			
Community-level education: Community CARES Director coordinates annual housing fair	•	•	•	•	•
Community-level education: Community CARES Director coordinates poverty simulation hosted every other year		•		•	

## S: Supports

Goal: Identify community assets and build network capacity to connect people who are homeless, other neighbors, and businesses to services and opportunities

Why: In order to maintain stable housing, it is often helpful to connect individuals to supportive services which may include behavioral health, physical health, dental care, education, workforce development, peer support, transportation, pro-social and affordable recreation, basic services, spiritual enrichment, and governmental services. The homeless needs assessment documented that many individuals who are homeless are not currently accessing several services that may support their efforts to remain stably housed. For example, study participants noted they had not accessed the following services at notable non-participation rates: housing services (37.5%), mental health (36.4%), physical health (40.7%), substance use (50.9%), and transportation (40.7%). When asked what services they found helpful, the highest rated service was food assistance. Seventy-one percent rated food assistance services as either mostly or very helpful. Among the least helpful services, eighteen percent of participants did not find either mental health services nor housing services helpful. It is also worth noting that thirty-five percent of participants applied for and were denied Medicaid services in the last two years.

Ninety-one percent of participants have not accessed dental care in the last year. Most participants (55.4%) have also not accessed behavioral health services in the last 12 months. Approximately thirty-six percent of participants have not accessed a health care provider in the last 12 months. Yet forty percent of participants reported having both a current physical and mental health condition. Conversely, fifty-seven percent of participants have visited the emergency department 1-3 times in the last 12 months.

Action Steps	Year				
	1	2	3	4	5

Community CARES Director builds network capacity between/among housing and other providers/resources: Behavioral health, physical health, dental care, education, workforce development, peer support, transportation, pro-social & affordable recreation, basic services, spiritual, governmental services, etc.	•	•	•	•	•
Community CARES Director coordinates the following mental health action items: <ul style="list-style-type: none"> <li>• Mental health first aid training for community</li> <li>• Host panel of Mental health providers</li> <li>• Explore empowering and participatory programs for people who are homeless (i.e. programs planned/facilitated by PWH—for example, support groups, street outreach, arts/cultural enrichment, etc.)</li> <li>• Explore pilot of public-facing pro bono clinic staffed by experienced clinicians</li> <li>• Explore feasibility of implementing of a Community Response Team</li> </ul>	•	•	•	•	•
Community CARES Director and Care Coordination Team uses network capacity (& possibly NCCare360) to connect PWH to appropriate service and support mix	•	•	•	•	•
Community CARES Director identifies & maps support services assets for both people who are homeless and businesses	•		•		•
Community CARES Director leads effort to explore Policy Innovation in support of CARES Action Plan: <ul style="list-style-type: none"> <li>• TOW affordable housing set-asides (inclusive zoning)</li> <li>• Landlord incentives for affordable set-asides, Rapid Rehousing and/or Voucher participation</li> <li>• Child Development Accounts—particularly for youth who are under 5 &amp; identified as living in poverty</li> </ul>	•	•	•	•	•



<ul style="list-style-type: none"> <li>• Map and identify vacant land/property that may be used for housing development—including affordable units</li> <li>• Access to mental/behavioral health services (including support of Medicaid expansion)</li> <li>• Response to the pre-trial release program—document summons, citations;</li> <li>• Strengthen communication &amp; partnership between LEOs and magistrates;</li> <li>• Monitoring and supports for individuals on pre-trial release (i.e. check-ins, connections with providers)</li> <li>• Support recovery court in Haywood County</li> </ul>					
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**"I wouldn't wish homelessness on my worst enemy. It's a pain and fear...which I can't explain."**



**PARTICIPANT, SURVEY PEOPLE WHO ARE HOMELESS**

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# Appendices

Methods.....	179
Community Feedback Survey Instrument.....	183
People who are Homeless Survey Instrument.....	202
Listening Session Instrument: Business Owners.....	255
Listening Session Instrument: Faith Leaders.....	257
Listening Session Instrument: Law Enforcement Representatives.....	259
Listening Session Instrument: People who are Homeless	261
Listening Session Instrument: Providers of Behavioral Health and Supportive Services.....	263
Listening Session Instrument: Providers of Housing and Supportive Services.....	265
Listening Session Instrument: Residents Impacted by Homelessness.....	267
Community Feedback to Draft Plan from August 26 Open House.....	269

## Methods

### Purpose

The purpose of this study was to conduct a needs assessment to identify and document unmet housing needs, gaps in housing-related services, and housing-related problems as well as opportunities in the Town of Waynesville. The findings and results of this study will be used to prioritize housing program and resource supports, strengthen service delivery, and inform public policy.

### Design

Reflecting a comprehensive needs assessment approach (Royse, Thyer, & Padgett, 2016), this study integrated various data collection approaches, including:

<b>Data Collection Source</b>	<b>Length of Participation</b>	<b>Administer to Whom</b>	<b>When Administered/ Timepoint</b>
Survey/questionnaire that documents the experiences and needs of individuals who are homeless	30-45 minutes	Participants who meet the inclusion criteria: Resident of Waynesville/ Haywood County, NC; Have resided in Waynesville/Haywood County, NC for at least 1 day; Have experienced homelessness; Be at least 18 years old	Administered one-time either in person or through the use of internet enabled technology through an on-line Qualtrics survey.
Survey/questionnaire that documents community feedback regarding the needs of people who are homeless and community impacts concerning homelessness	10—30 minutes	Participants who meet the inclusion criteria: Resident of Waynesville/Haywood County, NC; Have resided in Waynesville/ Haywood County, NC for at least 1 day: --Be at least 18 years old	Administered one-time either in person or with technology assistance through an on-line Qualtrics survey
Semi-structured listening sessions with key stakeholder groups (i.e. people who are homeless; business owners;	45-60 minutes	Participants who meet the inclusion criteria -Identified as a key stakeholder in	Facilitated focus group discussion either in person or with technology

social service providers; faith-based institutions; law enforcement)		one or more of the following groups: people who are homeless; business owners; social service providers; faith-based institutions; law enforcement	assistance through an on-line Qualtrics survey
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Other data was collected to inform the assessment; however, this was secondary data that was available in the public domain.

**Participants**

Two hundred and twenty-four individuals participated in the community feedback survey. Fifty-six individuals participated in the comprehensive survey for people who are homeless. A series of listening sessions were held for a number of key informant stakeholders including business owners/representatives, faith-based leaders, law enforcement representatives, people who are homeless, residents living in proximity to homelessness, and service providers (2 groups—housing and behavioral health providers and related social service providers). In total, thirty-one individuals participated in the listening sessions.

**Inclusion criteria**

Inclusion Criteria for the Survey/Questionnaire for People who are Homeless

- Resident of Waynesville/Haywood County, NC
- Have resided in Waynesville/Haywood County, NC for at least 1 day
- Have experienced homelessness
- Be at least 18 years old

Inclusion Criteria for the Community Feedback Survey

- Resident of Waynesville/Haywood County, NC
- Have resided in Waynesville/Haywood County, NC for at least 1 day
- Be at least 18 years old

Inclusion Criteria for Listening Sessions

- Identified as a key stakeholder in one or more of the following groups: people who are homeless; business owners; social service providers; faith-based institutions; law enforcement

**Exclusion Criteria**

Exclusion Criteria for the survey/questionnaire for people who are homeless  
 Individuals will be ineligible if they are not over 18, if they do not live in either Waynesville/Haywood County, NC; and, have never experienced homelessness

Exclusion Criteria for the survey/questionnaire for community members  
Individuals will be ineligible if they are not over 18 and do not live in either Waynesville/Haywood County, NC

Exclusion Criteria for the Listening Sessions  
Individuals will be ineligible if they are not considered key informants/stakeholders in one or more of the following groups: people who are homeless; business owners; social service providers; faith-based institutions; law enforcement

### **Purposive Sample**

The purposive-sample was identified through: 1) referrals, 2) network contacts, and 3) snowballing (Smith et al., 2012). To maximize opportunities in identifying potential research participants, all three purposive sampling techniques were used. Specifically, the following recruitment strategies were used:

- Distribute recruitment materials through email and social media;
- Collaborate with our community partners to share recruitment materials. Community partners expressing their support of this project and willingness to help identify research participants are identified in attached letters with this application;
- After initial research participants are identified, snowball sampling will be used to request referrals; and,
- We will also be available for in-person presentations and face-to-face meeting as community partners and/or other interested stakeholders may request.

### **Informed Consent**

There were two processes for obtaining informed consent: 1. In-person, or, 2. Online. In either process, participants could contact the researchers for additional information and/or to have questions answered. Both processes are described below:

#### **In-person Informed Consent:**

This process was used for participants who completed any of the data instruments in-person. The setting of the data collection was chosen by the research participant and agreed upon by the researcher(s)--with attention to maintaining confidentiality.

- Step 1: An inclusion criteria survey was administered to determine if the individual met the criteria for participation in the study. In addition to being administered in-person, there may be situations in which the pre-screening interview may be conducted through a standard phone call or by use of video-enabled technology (such as Zoom, Go To Meeting, BlueJeans or a similar video-enabled software).
- Step 2: If the potential research participant meets the inclusion criteria and voluntarily wants to proceed with participating in the study, a consent form was

distributed to the potential research participant. After one of the researchers thoroughly explained the consent form, the potential research participant was given an opportunity to thoroughly read the consent form.

- Step 3: Prior to signing the form, the researcher(s) asked if the research participant had any questions or needed any additional information.
- Step 4: Once it was determined the research participant wanted to proceed with participating in the research, a signature was collected on the consent form. Signatures may be indicated by a standard hand-written signature or by electronically signing the forms. Electronic signature of the consent form includes an email from the research participant acknowledging their review of the consent form and attaching the consent form with an electronic signature and date.

### **On-line/Electronic Informed Consent:**

This process was used for participants who completed any of the data instruments online or electronically. The setting of the data collection was chosen by the research participant and agreed upon by the researcher(s)--with attention to maintaining confidentiality.

- Step 1: If a potential research participant completed the data collection online, they were directed to the Qualtrics link. The first item in the Qualtrics survey is an inclusion criteria survey, which was administered to determine if the individual met the criteria for participation in the study. If it is determined the potential research participant did not meet the inclusion criteria, they were routed to a screen that thanked them for their interest and communicated they did not meet the inclusion criteria. If it is determined the potential research participant met the inclusion criteria, the Qualtrics survey routed them to the consent form.
- Step 2: If the potential research participant met the inclusion criteria and voluntarily wanted to proceed with participating in the study, a consent form was then presented in the Qualtrics survey. The consent form provided the name and contact information of the primary investigator that the research participant could contact if they had any questions or needed additional information.
- Step 3: Once it was determined the research participant wanted to proceed with participating in the research, a signature was collected on the consent form. Signatures may be indicated by selecting one of two options in the Qualtrics form: 1. I agree to participate in this study; or, 2. I do not agree to participate in this study. If an individual indicated agreement to participating, Qualtrics routed them to the rest of the survey. If an individual declined participation, Qualtrics routed them to a "thank you" page and prevented access to the rest of the survey.

# Community Feedback Survey Instrument



## **Town of Waynesville, Task Force on Homelessness: Community Feedback Survey**

**Thank you for your interest!**

The following survey is part of a research study [protocol #1703021-1] being conducted by researchers from Western Carolina University. The purpose of the study is to conduct a needs assessment to identify and document housing needs--particularly related to homelessness in Waynesville, North Carolina. Our results and findings will be used to prioritize housing programs and resource supports, strengthen service delivery, and inform public policy.

Your feedback is greatly valued. Thank you for taking the time to participate in this voluntary survey.

Please proceed to the consent form to participate in the survey. After reading the consent form, if you agree to participate in this research and are at least 18 years of age, live in Waynesville or Haywood

County, please click "I Agree" to proceed with the survey. If you do not wish to participate in the study, please click "I Do Not Agree."

With gratitude,

Amy Murphy-Nugen, MSW, PhD, Principal Investigator, Associate Professor  
Western Carolina University, Department of Social Work

Hannah Minick, MSW Graduate Student, Investigator,  
Western Carolina University, Department of Social Work

Ronnie Johnson, MSW Graduate Student, Investigator, Western Carolina University, Department of  
Social Work





**Western Carolina University**  
**Consent Form to Participate in a Research Study**

**Project Title: Town of Waynesville Task Force on Homelessness Needs Assessment (IRB #1703021-1)**

This study is being conducted by: Amy Murphy-Nugen, MSW, PhD, Associate Professor, Department of Social Work, Western Carolina University, Ph: 828.227.3698, Email: abmurphynugen@wcu.edu; Hannah Minick, MSW Graduate Student, Email: hgminick1@catamount.wcu.edu; Ronnie Johnson, MSW Graduate Student, Email: rwjohnson4@catamount.wcu.edu

**Description and Purpose of the Research:** You are invited to participate in research about homelessness in the Town of Waynesville and Haywood County. Community members are asked to provide their feedback about housing priorities, needs, and opportunities. By doing this study, we hope to prioritize housing programs and resource supports, strengthen service delivery, and inform public policy.

**What you will be asked to do:** If you participate, you will be one of 500 participants in Waynesville/Haywood County completing this survey. Participants must be over the age of 18 and live in Waynesville or Haywood County. If you choose to participate, you may be asked to provide the following information in the survey: a) housing priorities, b) housing needs, and c) housing opportunities. Your responses will either be recorded through an online Qualtrics survey or on a hard copy of the survey. The researchers will enter all hard copy surveys completed into Qualtrics. No videotaping will be used. It is expected that the survey will take approximately 30 minutes. The location of the interview will be determined by you in consultation with the researchers. If you are unable to complete the survey online or meet face-to-face, the researchers will work with you to schedule a video interview through a videoconferencing service like Zoom or Skype. Please note, in this case, no video images will be recorded. We would like to digitally, audio-record the interview with you to make sure that we accurately remember all of the information you share. The researchers will keep the handheld, digital audio recording on a secure, password-protected laptop and they will only be used by the researchers involved in this study. We will only digitally audio-record you if you give us permission. Breaks in the interview process will be taken as needed to maintain your comfortability. All survey responses will be entered in Qualtrics. All data that is collected will be kept secure and confidential.

**Risks and Discomforts:** There are no foreseeable economic, physical, social, and/or psychological risks anticipated from participating in this research. Some interview questions may bring up feelings or experiences that are unpleasant or make you uncomfortable. If during the interview process you feel

uncomfortable, you may skip or refuse to answer any questions, take a break, or stop your participation in this study at any time. Please know that all appropriate measures will be taken to ensure participant confidentiality and to make sure that data is protected at all times. The procedures that the researchers will undertake to ensure participant privacy and data security are described in detail below in the Privacy, Confidentiality and Data Security section.

**Benefits:** There are potential benefits for you and/or society that could surface from this research. By asking you to share your feedback concerning homelessness in Waynesville/Haywood County, you are potentially informing service delivery and public policy. The information gained from the survey may help us better understand the lived experience of homelessness in Waynesville/Haywood County, which may be used to inform resource supports, service delivery, and public policy.

You may choose to receive a summary of the survey results once they have been completed. No promise or guarantee of benefits have been made to encourage you to participate in this research study.

**Privacy/Confidentiality/Data Security:** The data collected in this research study will be kept confidential. Participation in research may involve some loss of privacy. We will do our best to make sure that the information about you is kept confidential, but we cannot guarantee total confidentiality. Your personal information may be viewed by individuals involved in the research and may be seen by people including those collaborating and regulating the study. We will share only the minimum necessary information in order to conduct the research. Your personal information may also be given out if required by law, such as pursuant to a court order. While the information and data resulting from this study may be presented at scientific meetings or published in a scientific journal, your name or other personal information will not be revealed. Participant's identifiable information and survey responses will be kept confidential and only shared between the researchers conducting the study. A coding system will be used for all data in which only the researchers involved in this study will be able to match participant identifiers with their data. All hard copies resulting from this interview will be securely stored in a locked filing cabinet and only the researchers will have access.

We may collect some of your information through Qualtrics and hard copy surveys. Hard copy documents resulting from these surveys will be kept for three years and then destroyed through deleting electronic files and shredding hard copy documents on university-maintained equipment. It is possible that the Institutional Review Board (IRB) may view the collected data for auditing purposes. The IRB is responsible for the oversight of the protection of human subjects involved in research. Identifiable information might be used or distributed to other researchers for future research without obtaining additional consent from you. The research team will work to protect your data to the extent permitted by technology. It is possible, although unlikely, that an unauthorized individual could gain access to your

responses because you are responding online. This risk is similar to your everyday use of the internet.

The data from the survey may be shared with the Task Force on Homelessness and Town of Waynesville/Haywood County government officials, presented in university classes and at academic conferences, published in journal articles, and shared with funding agencies. In any situation in which data collected through this survey is shared, assigned pseudonyms for all identifying information (i.e. people, places, etc.) will be used. There are three circumstances where we would be required to break confidentiality and share your information with appropriate authorities. The first is if we become aware or have a reason to believe that a child, an older adult, or person with a disability is being abused or neglected. The second is if you make a serious threat to harm yourself or others. The third is if researchers are required to disclose research records pursuant to a court order.

**Voluntary Participation:** Participation in this survey is voluntary and you have the right to withdraw your consent or discontinue participation at any time without penalty. During the interview/questionnaire process, you may skip any questions that make you uncomfortable. You may choose to withdraw at any time. If you wish to withdraw from the study, please notify the investigator in person, by telephone, or by email (contact information is below). If you decide to withdraw from the study, the researchers will ask if the information already collected from you can be used or if you want the already collected information to be removed from the study.

**Compensation for Participation:** No compensation will be provided.

**Contact Information:** For questions about this study, please contact Dr. Amy Murphy-Nugen , the principal investigator and faculty advisor for this project, 828.227.3698 and/or [abmurphynugen@email.wcu.edu](mailto:abmurphynugen@email.wcu.edu); Hannah Minick, 828.365.8046 and/or [hgminick1@catamount.wcu.edu](mailto:hgminick1@catamount.wcu.edu), Ronnie Johnson, [rwjohnson4@catamount.wcu.edu](mailto:rwjohnson4@catamount.wcu.edu)

If you have questions or concerns about your treatment as a participant in this study, you may contact the Western Carolina University Institutional Review Board through the Office of Research Administration by calling 828-227-7212 or emailing [irb@wcu.edu](mailto:irb@wcu.edu). All reports or correspondence will be kept confidential to the extent possible.

**Please print or save a copy of this information to keep for your records.**

**I understand what is expected of me if I participate in this research study. I have been given the opportunity to ask questions, and understand that participation is voluntary. My signature (i.e. indicated by selecting one of the circles below) shows that I agree to participate and I am at least 18 years old.**

- I agree to participate in the study
- I do not agree to participate in the study

Please indicate whether you meet the following criteria of participating in this study: I am at least 18 years old, live in Waynesville/Haywood County, and I have not previously completed this survey.

- Yes (1)
- No (2)

This survey is about homelessness. An individual who is experiencing homelessness is defined as not having a home, apartment, or any form of housing. This includes individuals who live on the streets or stay in temporary dwellings, such as shelters. This survey was created by Lindsay Phillips, who has granted permission for its use.

Please indicate how likely the following factors are to cause homelessness, using the scale below:

	Definitely likely (1)	Probably likely (2)	Neutral (5)	Probably unlikely (3)	Definitely unlikely (4)
Being lazy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decline in public assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Economic Impact(s) of COVID-19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Growing up in a home with limited income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having a mental illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having limited education or training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having limited opportunities in life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having a physical illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having a problem with alcohol	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having a problem with illicit drugs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Lack of affordable healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limited affordable housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Definitely likely (1)	Probably likely (2)	Neutral (5)	Probably unlikely (3)	Definitely unlikely (4)
Limited availability of jobs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not working hard enough to earn income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Poor economic conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social inequality for different groups of people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Please indicate how likely the following factors are to help individuals who are homeless to overcome this problem and obtain housing, using the scale below:

	Definitely likely (1)	Probably likely (2)	Neutral (5)	Probably unlikely (3)	Definitely unlikely (4)
"Drop in centers" where individuals who are homeless can go during the day to seek help and access hygiene services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug and Alcohol treatment programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faith based programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job training programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical care for people who are homeless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental Health treatment programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outreach services in shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Outreach services in the streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Definitely likely (1)	Probably likely (2)	Neutral (5)	Probably unlikely (3)	Definitely unlikely (4)
Programs providing food for individuals who are homeless (such as soup kitchens)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs that provide individuals with low-cost housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs that provide individuals with vouchers for housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residential programs where individuals can live and address housing and employment goals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Shelters for individuals who are homeless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transitional housing programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please indicate how willing you would be to interact with an individual who was previously homeless, using the scale and scenarios below:

	Definitely willing (1)	Probably willing (2)	Undecided (5)	Probably unwilling (3)	Definitely unwilling (4)
As your child's teacher	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dating your child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have the person as a neighbor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make friends with the person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marry into your family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spend the evening socializing with that person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work closely with that person on a job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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The next set of questions asks your opinion about people who are homeless. Please respond to the following questions honestly by clicking on the response that indicates your opinion, using the scale below:

	SA = Strongly Agree (1)	A = Agree (2)	U = Undecided (5)	D = Disagree (3)	SD = Strongly Disagree (4)
Communities should work to decrease stigma for people who are homeless.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communities should work to decrease stigma for people who used to be homeless.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I donated money to help individuals who are homeless in the past.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I volunteered to help individuals who are homeless in the past.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<p>I would be willing to donate money to an organization to help individuals who are homeless.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	<p>SA = Strongly Agree (1)</p>	<p>A = Agree (2)</p>	<p>U = Undecided (5)</p>	<p>D = Disagree (3)</p>	<p>SD = Strongly Disagree (4)</p>
<p>I would be willing to work in a program that helps individuals who are homeless.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>I would be willing to volunteer in a homeless shelter.</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>I would be willing to volunteer in a program that provides food for individuals who are homeless (such as a soup kitchen).</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

People should do more to help people who are homeless.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Society should do more to help people who are homeless.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tax dollars should not be used to help people who are homeless.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	SA = Strongly Agree (1)	A = Agree (2)	U = Undecided (5)	D = Disagree (3)	SD = Strongly Disagree (4)
The government should do more to help people who are homeless.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There should be more programs to help individuals who are homeless.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There should be more programs that provide housing and vouchers to people who are homeless.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any experience working or volunteering with individuals who are homeless or formerly homeless?

Yes (1)

No (2)



What do you think is the main cause of homelessness in Waynesville/Haywood County?

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What do you think society and citizens can do to help people who are homeless in Waynesville/Haywood County?

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Please use this space to provide additional feedback you would like to share regarding homelessness in Waynesville/Haywood County. Thank you for your time and consideration of this survey.

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**We thank you for your time spent taking this survey.**

# People who are Homeless Survey Instrument



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## Start of Block: Thank you for your interest!

The following survey is part of a research study [protocol #1703021-1] being conducted by researchers from Western Carolina University. The purpose of the study is to conduct a needs assessment to identify and document housing needs--particularly related to homelessness in Waynesville, North Carolina. Our results and findings will be used to prioritize housing programs and resource supports, strengthen service delivery, and inform public policy.

Your feedback is greatly valued. Thank you for taking the time to participate in this voluntary survey.

Please proceed to the consent form to participate in the survey. After reading the consent form, if you agree to participate in this research and are at least 18 years of age, live in Waynesville or Haywood County, and have experienced homelessness, please click "I Agree" to proceed with the survey. If you do not wish to participate in the study, please click "I Do Not Agree."

With gratitude,

Amy Murphy-Nugen, MSW, PhD, Principal Investigator, Associate Professor  
Western Carolina University, Department of Social Work

Hannah Minick, MSW Graduate Student, Investigator,  
Western Carolina University, Department of Social Work

Ronnie Johnson, MSW Graduate Student, Investigator, Western Carolina University, Department of Social Work

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Key Information: Town of Waynesville Task Force on Homelessness Assessment

**(IRB #1703021-1)** This first part gives you key information to help you decide if you want to join the study. We will explain things in more detail later in this form. We are asking if you want to volunteer for a research study about homelessness in Waynesville, North Carolina. By doing this study, we hope to learn what it is like for you to be homeless and strengthen services for people who are

homeless. Please ask the research team if you have any questions about anything in this form. If you have questions later, contact the researcher in charge of the study. The contact information is on page 2 of this form. **What will happen if I join the study?** If you join, your part in this research will last about 45 minutes. During the study, we will ask that you tell us a) your age, race, gender, and other information about you, b) about your experience of homelessness and housing history c) personal information involving involvement with the justice system, interpersonal violence, and health needs/substance use. **Do I have to join this study?** No. It is okay to say no. You will not lose any services, benefits, or rights you would normally have if you decide not to join. If you decide to take part in the study, it should be because you really want to volunteer. **What do I need to know to decide if I should join this study?** People decide to join studies for many reasons. Here are some of the main things you should think about before choosing to join this study. **Main reasons to join the study** What you share may be used to strengthen services for other people who are experiencing homeless You will help us better understand your experience of homelessness

**Main reasons not to join the study** It will take time Some questions may make you sad or upset You may experience stigma What you tell us, may be subject to a court order These are just some of the reasons to help you decide if you want to join the study. We will explain more about the risks, benefits, and other options to joining the study later in this form. Tell the study team if you decide that you do not want to be in the study. Remember, it is okay to say no.

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Page Break

Western Carolina University

Consent Form to Participate in a Research Study

**Project Title:** Town of Waynesville Task Force on Homelessness Needs Assessment (IRB #1703021-1)

**This study is being conducted by:** Amy Murphy-Nugen, MSW, PhD, Associate Professor, Department of Social Work, Western Carolina University, Ph: 828.227.3698, Email: abmurphynugen@wcu.edu; Hannah Minick, MSW Graduate Student, Email: hgminick1@catamount.wcu.edu; Ronnie Johnson, MSW

Graduate Student, Email: rwjohnson4@catamount.wcu.edu We are asking you to be in a research study. You do not have to join the study. Take as much time as you need to read this form and decide what is right for you. **Why am I being asked to be in this research study?** · We want to learn more about what it was like for you to be homeless. · By doing this study, we hope to find out how to strengthen services for people who are homeless in the Town of Waynesville, Haywood County, North Carolina. · We are asking people who have been homeless to help us. · Eighty people, 18 years or older, who live in Waynesville and have experienced homelessness will be part of this study.

**What if I don't understand something?** This form may have words you do not understand. If you would like, research staff will read it with you. You are free to ask questions at any time – before, during, or after you are in the study. Please ask as many questions as you would like before you decide if you want to be in this study. If you decide to take part in the study, it should be because you really want to volunteer.

**What will happen if I say yes, I want to be in this study?** · First, we will see if you qualify to be in the study. We will ask you if you are 18 years old or older, live in Waynesville or Haywood County, and have experienced homelessness. · If you qualify, we will do these things:  
o Give you a form that asks about a) your age, race, gender, and other demographic information, b) a series of questions about your experience of homelessness and housing history c) personal information involving involvement with the justice system, interpersonal violence, and health needs/substance use.  
o We can also read the form and questions out loud and fill out the form with you, if you want. o You do not have to answer any questions you do not want to answer. o It will take about 45 minutes to answer all the questions. **How long will I be in the study?** · You will be in the study for 45 minutes

**What if I say no, I do not want to be in this study?** It is ok not to participate in the study. **What happens if I say yes but change my mind later?** You can stop being in the study at any time.

Nothing bad will happen because you change your mind and leave the study. If you decide to stop being in the study, please tell the researcher in-person, by telephone, or by email (contact information is below). If you decide to stop being in the study, the researchers will ask if what you told us can be used or if you want what you told us to be removed from the study. **Will it cost me anything to be in the study?** The study will not cost you anything. **Will I be given anything for being in the study?** Yes. We will give you a care package containing basic care items that are not over \$20.00 in cost. No other compensation will be provided. You will be given the care package at the end of the study. If you change your mind and decide not to be in the study, you may keep the care package. **Will being in this study help me in any way?** Being in the study may or may not help you, personally. But even if it does not help you, it may help people who are homeless in the future. What we learn may help in the following ways: Help us better understand homelessness in Waynesville/Haywood County

What we learn may be used to strengthen housing resource supports, service delivery, and public policy.

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Western Carolina University

Consent Form to Participate in a Research Study...continued...

**What are the risks of being in this study?**

The risk of joining this study are: The questions may make you sad or upset You may feel stigma You may tell us something that is subject to a court order If during the study you feel uncomfortable, you may skip or refuse to answer any questions, take a break, or stop your participation in this study at any time. A list of supportive resources will be provided to you at the time of the study in case you feel you need support afterwards.

There is also the risk that someone could find out that you were in the study and learn something about you that you do not want others to know. We will do our best to protect your privacy, as explained in more detail later in this form.

**What are the alternatives to being in this study?**

You do not have to be in this study. There are no alternatives to being in this study because it does not involve any treatment or other procedures that may help you.

**Who will see this information? How will you keep it private?**

The local study team may know your name and have access to your information.

We will do our best to make sure no one outside the study knows you are part of the study.

We will take your name off information that we collect from you during the study. We will assign a pseudonym (made-up name) for all identifying information (i.e. people, places, etc.), so that no one can identify you.

We will share your information with the sponsor of this study, Town of Waynesville and the Task Force on Homelessness. But the sponsor will only see an assigned pseudonym (made-up name) instead of your name.

When we share the results of the study in written reports, presentations, or publications, we will not include your name or anything else that could identify you.

There are people who make sure the study is run the right way. These people may see information that identifies you. They are

OHRP (Office for Human Research Protections), a federal agency

Western Carolina University Institutional Review Board

Other institutional oversight offices

There are three circumstances where we would be required to break confidentiality and share your information with appropriate authorities. The first is if we become aware or have a reason to believe that a child, an older adult, or person with a disability is being abused or neglected. The second is if you

make a serious threat to harm yourself or others. The third is if researchers are required to disclose research records pursuant to a court order.

**Where and for how long will my information be kept?**

Your information will be labeled with a pseudonym (made-up name) and be kept securely stored in a locked filing cabinet and only the researchers will have access.

Once we give your information a pseudonym (made-up name), we will keep the key to this code in a locked file.

Only the researchers will be able to link it to you.

The research team will work to protect your data to the extent permitted by technology. It is possible, although unlikely, that an unauthorized individual could gain access to your responses because you are responding online. This risk is similar to your everyday use of the internet.

The information will be kept for 3 years and then it will be destroyed.

**If I stop being in the study, what will happen to my information collected in the study**

If you wish to have your information taken out of the study, call Amy Murphy-Nugen at 828.227.3698

**Will my information from the study be used for anything else, including future research**

No. Your information will be used only for this study. It will not be used for future research, either with or without identifiers.

**Will you tell me the results of the study?**

Yes. Once the study is done, we will send you a summary of all the results and what they mean. We will not send you your individual results from the study. If you would like a summary sent to you, please contact Amy Murphy-Nugen at 828.227.3698.

**What if new information comes up about the study?**

We will tell you if we learn anything that may change your mind about being in the study.

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Western Carolina University

Consent Form to Participate in a Research Study...continued...

**What if new information comes up about the study?** We will tell you if we learn anything that may change your mind about being in the study. **What if I have questions?** Please call the head researcher of the study – Amy Murphy-Nugen at 828.227.3698– if you have: any questions about this study  
feel you have been injured in any way by being in this study You can also call the office at Western Carolina University that supervises research if you cannot reach the study team, have questions about your rights as a research participant, or want to speak to someone not directly involved with this

study. To do so, contact the Western Carolina University Institutional Review Board through the Office of Research Administration by calling 828-227-7212 or emailing [irb@wcu.edu](mailto:irb@wcu.edu). **By signing the document, I am saying:** I agree to be in the study. I know that joining this study is voluntary. Someone has talked with me about the information in this form and answered all of my questions. **I know that:** I can stop being in any and all parts of the study at any time and nothing bad will happen to me. I can call the office that supervises research (WCU Institutional Review Board) at 828-227-7212 if I have any questions about the study or about my rights. I do not give up any of my legal rights by signing this form. Please print or save a copy of this information to keep for your records. My signature shows that I agree to be part of this study and I am at least 18 years old.

- I agree to be in the study. (4)
  
- I do not agree to be in the study (5)

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Page Break

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Please indicate whether you meet the following criteria of participating in this study. Thank you.

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I am at least 18 years old, live in Waynesville/Haywood County, and have experienced homelessness.

Yes (1)

No (2)

*Skip To: End of Survey If I am at least 18 years old, live in Waynesville/Haywood County, and have experienced homelessness. = No*

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Page Break

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How old are you?

18-25 years old (2)

26-35 years old (3)

36-45 years old (4)

46-55 years old (5)

56-65 years old (6)

66 years or older (7)

Prefer not to say (8)

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Survey Label

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How old were you when you first experienced homelessness?

- Under 18 years old (1)
  - 18-25 years old (2)
  - 26-35 years old (3)
  - 36-45 years old (4)
  - 46-55 years old (5)
  - 56-66 years old (6)
  - 66 years or older (7)
  - Prefer not to say (8)
- 

Are you a parent?

- No I am not (1)
- Yes I am (2)
- Prefer not to answer (4)

*Skip To: Q38 If Are you a parent? = No I am not*

*Skip To: Q38 If Are you a parent? = Prefer not to answer*

---

How old are your children? Please select all age brackets that apply if you have multiple children in different age ranges.

- 0-7 years old (1)
  - 8-15 years old (2)
  - 15-22 years old (3)
  - Older than 22 (4)
  - Prefer not to say (5)
- 

Please indicate your gender identity:

- Female (1)
  - Male (2)
  - Non-binary/third gender (3)
  - Transgender (6)
  - Prefer not to say (4)
  - Prefer to self-describe (5) \_\_\_\_\_
-

Please indicate your sexual orientation:

- Bisexual (3)
  - Gay or Lesbian (2)
  - Heterosexual (1)
  - Pansexual (7)
  - Queer (6)
  - Prefer not to say (4)
  - Prefer to self-describe (5) \_\_\_\_\_
- 

Please indicate your racial identity:

- American Indian or Alaskan Native (1)
- Asian (2)
- Black or African-American (3)
- Native Hawaiian or Other Pacific Islander (4)
- White (5)
- Prefer not to say (6)
- Prefer to describe (7) \_\_\_\_\_

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Please indicate your ethnic identity:

- Hispanic/LatinX/Latino/a (1)
  - Not Hispanic/LatinX/Latino/a (2)
  - Prefer not to say (3)
  - Prefer to describe: (4) \_\_\_\_\_
- 

Please indicate if you consider yourself religious, spiritual or unaffiliated:

- I consider myself religious (1)
- I consider myself spiritual (2)
- I consider myself both religious and spiritual (3)
- I consider myself agnostic (7)
- I consider myself athiest (6)
- Prefer not to say (4)
- Prefer to describe (5) \_\_\_\_\_

*Skip To: Q39 If Please indicate if you consider yourself religious, spiritual or unaffiliated: = I consider myself spiritual*  
*Skip To: Q39 If Please indicate if you consider yourself religious, spiritual or unaffiliated: = I consider myself athiest*  
*Skip To: Q39 If Please indicate if you consider yourself religious, spiritual or unaffiliated: = I consider myself agnostic*

Skip To: Q39 If Please indicate if you consider yourself religious, spiritual or unaffiliated: = Prefer not to say

Skip To: Q46 If Please indicate if you consider yourself religious, spiritual or unaffiliated: = I consider myself religious

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Please indicate your religious affiliation.

- Buddhist (1)
  - Christian (2)
  - Hindu (9)
  - Jewish (4)
  - Muslim (3)
  - Prefer not to say (5)
  - Other religious affiliation not listed: (6)
-

Please indicate your highest level of education completed:

- Less than high school (1)
  - Some high school (7)
  - High school diploma or equivalent (GED) (2)
  - Some college or Associates degree (6)
  - College degree (3)
  - Graduate or Professional degree (8)
  - Prefer not to say (5)
- 

Are you currently employed or have you been employed in the past 12 months? (select all that apply)

- I am currently employed (3)
  - I have not been employed in the past 12 months (2)
  - I lost my job and/or am unemployed due to challenges related to COVID-19 (5)
-

Are you currently receiving any wages/income?

- Yes (1)
  - No (2)
  - Prefer not to say (5)
- 

What financial support(s) do you currently have? (select all that apply)

- Employment (2)
  - Government assistance (4)
  - Support from a partner, family member, and/or friend (3)
  - None (1)
  - Prefer not to say (5)
  - Prefer to self-describe (6) \_\_\_\_\_
-



Are you a veteran?

- Yes (1)
  - No (2)
  - Prefer not to say (4)
- 

Have you had any experience being in the foster care system?

- Yes (1)
  - No (2)
  - Prefer not to say (4)
-

Who are you currently seeking housing/shelter with?

- Myself (1)
  - One other person (2)
  - Two other people (3)
  - 3-4 other people (4)
  - More than 4 other people (5)
  - Prefer not to say (6)
- 

Are you currently residing with other people?

- No (1)
- Yes, with friends (2)
- Yes, with family members (3)
- Yes, with acquaintances (4)
- Yes, in a facility and/or shelter (7)
- Prefer not to say (5)
- Prefer to self-describe (6) \_\_\_\_\_

---

Are you currently pregnant?

Yes (1)

No (2)

Not applicable (6)

I am not sure (4)

Prefer not to say (5)

---

Before you became homeless, what was your living situation like?

- Home owned or rented by friends or relatives (2)
  - Owned my own home (12)
  - Rental unit (3)
  - Subsidized housing or permanent supportive housing (5)
  - Military base or facility (7)
  - Foster care (8)
  - Juvenile justice facility (9)
  - Option not listed: (10) \_\_\_\_\_
  - Prefer not to say (11)
-

What county were you living in when you last had stable housing?

- Buncombe (1)
  - Cherokee (2)
  - Clay (3)
  - Graham (4)
  - Haywood (5)
  - Macon (7)
  - Madison (8)
  - Swain (9)
  - Other: (10) \_\_\_\_\_
  - Prefer not to say (11)
-

How long have you been living in Haywood County?

- Less than 1 year (1)
  - 1-4 years (2)
  - 5-9 years (3)
  - 10 or more years (4)
  - Prefer not to say (5)
- 

Are you originally from Waynesville?

- Yes (1)
- No (2)
- Prefer not to say (3)

*Skip To: Q59 If Are you originally from Waynesville? = Yes*

*Skip To: Q58 If Are you originally from Waynesville? = No*

---

What brought you to Waynesville?

- Employment (2)
  - Family and/or friends living here (1)
  - Travel/visiting (3)
  - To access homeless services (4)
  - To access VA services (5)
  - Other: (6) \_\_\_\_\_
  - Prefer not to say (7)
-

What were your living arrangements prior to becoming homeless?

- Foster care (8)
  - Home owned by self or partner (1)
  - Housing rented by self or partner (13)
  - Home owned or rented by friends/relatives (2)
  - Hospital or treatment facility (6)
  - Jail or prison (3)
  - Juvenile justice facility (9)
  - Military base/active duty (7)
  - Motel/hotel (4)
  - Subsidized housing or permanent supportive housing (5)
  - Other: (10) \_\_\_\_\_
  - Prefer not to say (11)
-



Where are you currently sleeping? If your sleeping arrangements change frequently, please select the option where you sleep *most* often.

- An outdoor location (1)
  - A friends house (2)
  - A family members house (3)
  - An abandoned building (4)
  - Public facility (5)
  - Private facility/homeless shelter (9)
  - A place not normally used for sleeping (6)
  - Other: (7) \_\_\_\_\_
  - Prefer not to say (8)
- 

Have you ever been asked to move your sleeping arrangements?

- Yes (1)
  - No (2)
  - Prefer not to say (3)
-

Have you ever been approached by an outreach worker while in an unsheltered location?

- Yes (1)
  - No (2)
  - Prefer not to say (3)
- 

Is this your first time experiencing homelessness?

- Yes (1)
  - No (2)
  - Prefer not to say (3)
-

How long have you been experiencing homelessness currently?

- 7 days or less (1)
  - 8-30 days (2)
  - 1-3 months (3)
  - 4-6 months (4)
  - 7-11 months (5)
  - A year or more (6)
  - Prefer not to say (7)
- 

How many times have you experienced homelessness in the past 12 months?

- One time (1)
- Two times (2)
- Three times (3)
- Four times (4)
- Five times (5)
- Six or more times (6)
- Prefer not to say (7)

---

How many times have you experienced homelessness in the past three years?

- One time (1)
  - Two times (2)
  - Three times (3)
  - Four times (4)
  - Five times (5)
  - Six or more times (6)
  - Prefer not to say (7)
- 

Combined, does the amount of time you've been homeless in the past three years equal 12 months or more?

- Yes (1)
  - No (2)
  - Prefer not to answer (3)
-

Are you expecting to be stably housed within the next 12 months?

Yes (1)

No (2)

Prefer not to say (4)



What do you think is the **main** cause that led to your homelessness?

- Aging out of foster care (18)
- Alcohol and/or substance use (2)
- Argument with family/friends/roommate (8)
- COVID-19 (22)
- Could not afford rent (3)
- Death of a parent/spouse/child (13)
- Divorce/separation/break-up (4)
- Domestic and/or interpersonal violence (14)
- Eviction (15)
- Family/friends couldn't afford to let me stay (16)
- Family/friends wouldn't let me stay (6)
- Foreclosure (17)
- Incarceration (7)
- Illness/medical issues (10)
- Hospitalization/treatment (19)

- Job loss (1)
  - Mental health issues (5)
  - Other option not listed: (20) \_\_\_\_\_
  - Prefer not to say (21)
- 

Have you ever accessed any kind of housing support?

- Yes (1)
  - No (2)
  - Prefer not to say (3)
- 

If safe, affordable housing were available would you move into it?

- Yes (1)
  - No (2)
  - Prefer not to say (3)
-

About how much do you think you could pay towards rent or housing costs each month?

- \$500 or less a month (1)
- \$500-\$800 a month (2)
- More than \$800 a month (3)

How helpful do you think services in Waynesville/Haywood County are?

	I haven't accessed any services (1)	Not helpful (2)	Somewhat helpful (3)	Mostly Helpful (4)	Very helpful (5)
Housing Services (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health services (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical health service (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance use services (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food Assistance (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>





Have you applied for, or are you receiving any of the following types of assistance in the last two years?  
(mark all that apply)

	Not applicable (1)	Have applied (2)	Receive (3)	Applied and was denied (4)
Child support (8)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food Stamps/SNAP (1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General assistance (6)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medicaid (2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Security Disability Income (4)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Security Income (3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TANF (cash assistance) (5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unemployment assistance (9)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VA benefits/compensation (7)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Worker's compensation (10)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

---

What, if any, non-housing supports do you access? Please mark all that apply:

- Bus or transportation passes (2)
  - Case management (9)
  - Emergency department and/or urgent care services (6)
  - Employment services (10)
  - Food pantry/food assistance (1)
  - Meal programs (12)
  - Mobile crisis (5)
  - Syringe exchange (3)
  - Walk-in clinics for physical health, mental health, and/or substance use (4)
  - Other: (7) \_\_\_\_\_
  - Prefer not to say (8)
-

Have you used shelter services in Waynesville/Haywood County?

- Yes (1)
- No (2)
- Prefer not to say (3)

*Skip To: Q80 If Have you used shelter services in Waynesville/Haywood County? = Yes*

*Skip To: Q79 If Have you used shelter services in Waynesville/Haywood County? = No*

*Skip To: Q80 If Have you used shelter services in Waynesville/Haywood County? = Prefer not to say*

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What are reasons you have not accessed shelter services? (select all that apply)

- Bugs (5)
  - Distance from town (8)
  - Feel unsafe (11)
  - Germs (6)
  - I cannot bring my pet (2)
  - I would be separated from my partner (3)
  - They are too crowded (1)
  - Too many rules (4)
  - I cannot stay with my friends (7)
  - Other: (9) \_\_\_\_\_
  - Prefer not to say (10)
-

Are you currently on probation?

Yes (1)

No (2)

Prefer not to say (3)

---

Are you currently on parole?

Yes (1)

No (2)

Prefer not to say (3)

---

Have you been a victim of a crime while you have been unsheltered/experiencing homelessness?

Yes (1)

No (2)

Prefer not to say (3)

---

Prior to becoming homeless, were you involved with the justice system at all?

- Yes (1)
  - No (2)
  - Prefer not to say (3)
- 

Over the past 12 months how many times have you been incarcerated (jail or prison)?

- Zero times (6)
- One time (1)
- 2-4 times (2)
- 5-7 times (3)
- More than 7 times (4)
- Prefer not to say (5)

*Skip To: Q86 If Over the past 12 months how many times have you been incarcerated (jail or prison)? = Zero times*

---



What type of crime were you convicted of?

- Infraction (1)
  - Misdemeanor (2)
  - Felony (3)
  - Other (4)
  - Prefer not to say (5)
- 

Are you experiencing any current physical or mental health conditions?

- Yes, physical health condition only (1)
  - Yes, mental health condition only (2)
  - Yes, both physical and mental health condition (3)
  - No, I am not experiencing either a physical or mental health condition (4)
  - Prefer not to say (5)
-

Are you able to access physical, mental, and or substance use health services?

- Yes (1)
  - No (2)
  - Sometimes but not always when I need them (4)
  - Prefer not to say (3)
- 

In the past 12 months how many times have you seen a physical health care provider?

- I have not visited a physical healthcare provider in the past 12 months (1)
  - One time (2)
  - Two times (3)
  - Three times (4)
  - Four times (5)
  - More than four times (6)
  - Prefer not to say (8)
-

In the past 12 months how many times have you received dental care?

- I have not visited a dental provider in the past 12 months (1)
  - One time (2)
  - Two times (3)
  - Three times (4)
  - Four times (5)
  - More than four times (6)
  - Prefer not to say (7)
-

In the past 12 months how many times have you accessed behavioral/mental health services?

- I have not accessed any behavioral/mental health services in the past 12 months (1)
  - One time (2)
  - Two times (3)
  - Three times (4)
  - Four times (5)
  - More than four times (6)
  - Prefer not to say (8)
-

How many times have you been to the emergency department in the past year?

- I have not been at all in the past 12 months (1)
  - Once (2)
  - Twice (3)
  - Three times (4)
  - Four times (5)
  - More than four times (6)
  - Prefer not to say (7)
-

Where do you typically go for health services? Please mark all that apply:

- I do not access any health care services (1)
  - Community clinic (2)
  - Emergency room/Hospital (3)
  - Private doctor (5)
  - Urgent care (4)
  - VA hospital or clinic (8)
  - Other: (6) \_\_\_\_\_
  - Prefer not to say (7)
- 

What behavioral health services do you access?

- I do not access any (1)
- Outpatient services (2)
- Inpatient services (3)
- Other: (4) \_\_\_\_\_
- Prefer not to say (5)



Are you actively using any substances? Please mark all that apply:

- I do not use any substances (1)
- Aerosols/Inhalants (6)
- Alcohol (2)
- Benzodiazepines/Barbiturates (9)
- Cocaine (crack) (16)
- Ecstasy (3)
- Hallucinogens (4)
- Herbal substances (kratom, kava) (5)
- Heroin (17)
- Marijuana (10)
- Methamphetamine (15)
- Nicotine (14)
- Opioids (7)
- Steroids (11)
- Other: (12) \_\_\_\_\_



Prefer not to say (13)

---

Are you a survivor of domestic and/or interpersonal violence or abuse?

Yes (1)

No (2)

Prefer not to say (3)

---

Have you experienced a history of domestic and/or interpersonal violence/abuse?

Yes (1)

No (2)

Prefer not to say (3)

---

Was domestic and/or interpersonal violence/abuse the cause of your homelessness?

- Yes (1)
  - No (2)
  - Prefer not to say (3)
- 

Please indicate your relationship status:

- Single, never married (1)
  - Married (2)
  - Domestic Partnership (3)
  - Divorced (4)
  - Widowed (5)
  - Other (7)
  - Prefer not to say (6)
-

The following statements ask you to reflect on the loss of your housing. For each statement, please indicate how you currently feel.

	Never (1)	Rarely (2)	Sometimes (3)	Very Often (4)	Always (5)
The loss of my housing feels like a personal disaster. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think about not having housing so much that it is hard for me to do the things I normally do. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel stunned and dazed over the loss of my housing. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ever since the loss of my housing, it's hard for me to trust people. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have pain in different places in my body since I lost my housing. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel like I have become numb since the loss of my housing. (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel bitter about the loss of my housing. (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I feel a part of myself vanished by the loss of my housing. (8)

I feel that the loss of my housing has smashed my view of the world. (9)

I have lost my sense of security, safety, and control. (10)

I have felt on edge, jumpy or easily startled since the loss of my housing. (11)

Memories about the loss of my housing upset me. (12)

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Please use this space to share any additional thoughts about your experience with homelessness. Thank you for your time and consideration in completing the survey.

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Page Break

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# Listening Session Instrument: Business Owners

Good Morning/Afternoon/Evening, my name is Amy Murphy-Nugen and I am the Chair of the Town of Waynesville's Task Force on Homelessness. Thank you for attending this evening. The Task Force on Homelessness was created by the Mayor and Board of Aldermen, they have charged the task force with the following responsibilities:

## Charge

1. Research the demographics of persons who are homeless in Waynesville and the causes of homelessness;
2. Examine stigmatization, criminalization and discrimination associated with homelessness;
3. Conduct a gap analysis to identify needs, existing community capacity, and additional resources necessary to prevent and respond to temporary and chronic homelessness; and,
4. Developing a collaborative community action plan to fill system gaps and improve existing programs.

Part of this process involves hearing from community members concerning their experience with homelessness in our community—both concerns and solutions. I will record your responses but no names will be associated with any particular statements. Your information will remain confidential. The responses will be used to help inform our community's response to homelessness.

As we engage in this listening session, I ask that you join me in adhering to the guiding principles that the Task Force developed for effectively engaging with one another:

## Guiding Principles

- Treat everyone with respect
- Practice active listening--listening first to understand
- Offer open-minded consideration--including embracing respectful and productive disagreement and dissent as essential to developing sound decisions
- Focus on issues and avoid personalizing criticism
- Actively engage and also practice self-restraint (i.e. share speaking time)
  - Reflect an asset-based, solution-focused, data-informed approach to decision-making
  - Expect the process to be messy & uncomfortable at times
  - Remember that we are all neighbors
  - Remember that all discussions center on fellow human beings; refrain from the dehumanization of any individual or group.
  - Share responsibility to hold one another to these principles.

Can we all agree to use these principles to guide our discussion today?

It is anticipated that it will take approximately 45 minutes to complete the series of questions. There are six open-ended questions I plan to ask; however, I may ask some additional follow-up questions, as needed, for clarification. Are there any questions I may answer about the process?

1. Tell me about a time when your business was thriving in Waynesville/Haywood County. What was that like? What made it possible? (ASSETS)

2. What are the primary challenges your business faces that are associated with homelessness in our community? (NEEDS)

What solutions do you recommend for addressing these challenges? (SOLUTIONS)

3. What immediate action(s) should the Town of Waynesville take to respond to homelessness in our community? (IMMEDIATE ACTION/PRIORITIES)
4. Tell me about a time that your business helped an individual or family experiencing homelessness. What assistance did your business provide? What did that look like?
5. What role do you envision businesses/business owners playing in addressing homelessness in our community? (ENGAGEMENT/SHARED RESPONSIBILITY)
6. What one piece of advice would you offer to the Task Force on Homelessness? (VALUING FEEDBACK)
7. Is there anything else you would like to share with me about homelessness and/or owning a business in our community? (VALUING FEEDBACK)

Thank you for time and consideration in participating in this listening session.



## Listening Session Instrument: Faith Leaders

Good Morning/Afternoon/Evening, my name is Amy Murphy-Nugen and I am the Chair of the Town of Waynesville's Task Force on Homelessness. Thank you for attending this evening. The Task Force on Homelessness was created by the Mayor and Board of Aldermen, they have charged the task force with the following responsibilities:

### Charge

1. Research the demographics of persons who are homeless in Waynesville and the causes of homelessness;
2. Examine stigmatization, criminalization and discrimination associated with homelessness;
3. Conduct a gap analysis to identify needs, existing community capacity, and additional resources necessary to prevent and respond to temporary and chronic homelessness; and,
4. Developing a collaborative community action plan to fill system gaps and improve existing programs.

Part of this process involves hearing from community members concerning their experience with homelessness in our community—both concerns and solutions. I will record your responses but no names will be associated with any particular statements. Your information will remain confidential. The responses will be used to help inform our community's response to homelessness.

As we engage in this listening session, I ask that you join me in adhering to the guiding principles that the Task Force developed for effectively engaging with one another:

### Guiding Principles

- Treat everyone with respect
- Practice active listening--listening first to understand
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- Reflect an asset-based, solution-focused, data-informed approach to decision-making
- Expect the process to be messy & uncomfortable at times
- Remember that we are all neighbors
- Remember that all discussions center on fellow human beings; refrain from the dehumanization of any individual or group.
- Share responsibility to hold one another to these principles.

Can we all agree to use these principles to guide our discussion today?

It is anticipated that it will take approximately 45 minutes to complete the series of questions. There are seven open-ended questions I plan to ask; however, I may ask some additional follow-up questions, as needed, for clarification. Are there any questions I may answer about the process?

1. Tell me about a time when you most enjoyed being a part of your faith group? What was that like? What made it possible? (ASSETS)

2. What do you think are the primary challenges associated with homelessness in our community? (NEEDS)

What solutions do you recommend for addressing these challenges? (SOLUTIONS)

3. Tell me about a time when your faith-based community assisted an individual or family experiencing homelessness? (ENGAGEMENT/SHARED RESPONSIBILITY)
4. What role do you see faith-based communities playing in addressing homelessness in our community? (ENGAGEMENT/SHARED RESPONSIBILITY)
5. What immediate action(s) should the Town of Waynesville take to respond to homelessness in our community? (IMMEDIATE ACTION/PRIORITIES)
6. What one piece of advice would you offer to the Task Force on Homelessness? (VALUING FEEDBACK)
7. Is there anything else you would like to share with me about homelessness in our community? (VALUING FEEDBACK)

Thank you for time and consideration in participating in this listening session.

# Listening Session Instrument: Law Enforcement Representatives

Good Morning/Afternoon/Evening, my name is Amy Murphy-Nugen and I am the Chair of the Town of Waynesville's Task Force on Homelessness. Thank you for attending this evening. The Task Force on Homelessness was created by the Mayor and Board of Aldermen, they have charged the task force with the following responsibilities:

## Charge

1. Research the demographics of persons who are homeless in Waynesville and the causes of homelessness;
2. Examine stigmatization, criminalization and discrimination associated with homelessness;
3. Conduct a gap analysis to identify needs, existing community capacity, and additional resources necessary to prevent and respond to temporary and chronic homelessness; and,
4. Developing a collaborative community action plan to fill system gaps and improve existing programs.

Part of this process involves hearing from community members concerning their experience with homelessness in our community—both concerns and solutions. I will record your responses but no names will be associated with any particular statements. Your information will remain confidential. The responses will be used to help inform our community's response to homelessness.

As we engage in this listening session, I ask that you join me in adhering to the guiding principles that the Task Force developed for effectively engaging with one another:

## Guiding Principles

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- Focus on issues and avoid personalizing criticism
- Actively engage and also practice self-restraint (i.e. share speaking time)
- Reflect an asset-based, solution-focused, data-informed approach to decision-making
- Expect the process to be messy & uncomfortable at times
- Remember that we are all neighbors
- Remember that all discussions center on fellow human beings; refrain from the dehumanization of any individual or group.
- Share responsibility to hold one another to these principles.

Can we all agree to use these principles to guide our discussion today?

It is anticipated that it will take approximately 45 minutes to complete the series of questions. There are ten open-ended questions I plan to ask; however, I may ask some additional follow-up questions, as needed, for clarification. Are there any questions I may answer about the process?

1. Tell me about a time when you most enjoyed working as a law enforcement officer in our community? What was that like? What made it possible? (ASSETS)
2. What do you think are the primary challenges associated with homelessness in our community? (NEEDS)

What solutions do you recommend for addressing these challenges? (SOLUTIONS)

3. How does law enforcement support people who are experiencing homelessness in our community? (ENGAGEMENT/SHARED RESPONSIBILITY)
4. Tell me about a time that law enforcement assisted someone experiencing homelessness. What happened? (ENGAGEMENT/SHARED RESPONSIBILITY)
5. What immediate action(s) should the Town of Waynesville take to respond to homelessness in our community? (IMMEDIATE ACTION/PRIORITIES)
6. What are the ways in which you have experienced law enforcement collaborating/working with other community partners to address homelessness in our community? (ENGAGEMENT/SHARED RESPONSIBILITY)
7. What is the role of law enforcement in addressing homelessness in our community? (ENGAGEMENT/SHARED RESPONSIBILITY)
8. What one piece of advice would you offer to the Task Force on Homelessness? (VALUING FEEDBACK)
9. Is there anything else you would like to share with me about homelessness in our community? (VALUING FEEDBACK)

Thank you for time and consideration in participating in this listening session.

## Listening Session Instrument: People who are Homeless

Good Morning/Afternoon/Evening, my name is Amy Murphy-Nugen and I am the Chair of the Town of Waynesville's Task Force on Homelessness. Thank you for attending this evening. The Task Force on Homelessness was created by the Mayor and Board of Aldermen, they have charged the task force with the following responsibilities:

### Charge

1. Research the demographics of persons who are homeless in Waynesville and the causes of homelessness;
2. Examine stigmatization, criminalization and discrimination associated with homelessness;
3. Conduct a gap analysis to identify needs, existing community capacity, and additional resources necessary to prevent and respond to temporary and chronic homelessness; and,
4. Developing a collaborative community action plan to fill system gaps and improve existing programs.

Part of this process involves hearing from community members concerning their experience with homelessness in our community—both concerns and solutions. I will record your responses but no names will be associated with any particular statements. Your information will remain confidential. The responses will be used to help inform our community's response to homelessness.

As we engage in this listening session, I ask that you join me in adhering to the guiding principles that the Task Force developed for effectively engaging with one another:

### Guiding Principles

- Treat everyone with respect
- Practice active listening--listening first to understand
- Offer open-minded consideration--including embracing respectful and productive disagreement and dissent as essential to developing sound decisions
- Focus on issues and avoid personalizing criticism
- Actively engage and also practice self-restraint (i.e. share speaking time)
- Reflect an asset-based, solution-focused, data-informed approach to decision-making
- Expect the process to be messy & uncomfortable at times
- Remember that we are all neighbors
- Remember that all discussions center on fellow human beings; refrain from the dehumanization of any individual or group.

- Share responsibility to hold one another to these principles.

Can we all agree to use these principles to guide our discussion today?

It is anticipated that it will take approximately 45 minutes to complete the series of questions. There are seven open-ended questions I plan to ask; however, I may ask some additional follow-up questions, as needed, for clarification. Are there any questions I may answer about the process?

1. Tell me about a time when you most enjoyed living in Waynesville? What was that like? What made it possible? (ASSETS)
2. What are the primary challenges you have experienced with homelessness in Waynesville? (NEEDS)

What do you think would be helpful to address these challenges? (SOLUTIONS)

3. What immediate action(s) should the Town of Waynesville take to respond to homelessness in our community? (IMMEDIATE ACTION/PRIORITIES)
4. Have you ever helped someone who was homeless in Waynesville? If so, please describe the situation and what help you offered. (ENGAGEMENT/SHARED RESPONSIBILITY)
5. What do you think the community's role should be in responding to the needs of our neighbors who are homeless? (IMMEDIATE ACTION/PRIORITIES)
6. What one piece of advice would you offer to solve the issue of homelessness in our community? (VALUING FEEDBACK)
7. Is there anything else you would like to share with me about homelessness in our community? (VALUING FEEDBACK)

Thank you for time and consideration in participating in this listening session.

# Listening Session Instrument: Providers of Behavioral Health and Supportive Services

Good Morning/Afternoon/Evening, my name is Amy Murphy-Nugen and I am the Chair of the Town of Waynesville's Task Force on Homelessness. Thank you for attending this evening. The Task Force on Homelessness was created by the Mayor and Board of Aldermen, they have charged the task force with the following responsibilities:

## Charge

1. Research the demographics of persons who are homeless in Waynesville and the causes of homelessness;
2. Examine stigmatization, criminalization and discrimination associated with homelessness;
3. Conduct a gap analysis to identify needs, existing community capacity, and additional resources necessary to prevent and respond to temporary and chronic homelessness; and,
4. Developing a collaborative community action plan to fill system gaps and improve existing programs.

Part of this process involves hearing from community members concerning their experience with homelessness in our community—both concerns and solutions. I will record your responses but no names will be associated with any particular statements. Your information will remain confidential. The responses will be used to help inform our community's response to homelessness.

As we engage in this listening session, I ask that you join me in adhering to the guiding principles that the Task Force developed for effectively engaging with one another:

## Guiding Principles

- Treat everyone with respect
- Practice active listening--listening first to understand
- Offer open-minded consideration--including embracing respectful and productive disagreement and dissent as essential to developing sound decisions
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- Actively engage and also practice self-restraint (i.e. share speaking time)
- Reflect an asset-based, solution-focused, data-informed approach to decision-making
- Expect the process to be messy & uncomfortable at times
- Remember that we are all neighbors
- Remember that all discussions center on fellow human beings; refrain from the dehumanization of any individual or group.
- Share responsibility to hold one another to these principles.

Can we all agree to use these principles to guide our discussion today?

It is anticipated that it will take approximately 45 minutes to complete the series of questions. There are six open-ended questions I plan to ask; however, I may ask some additional follow-up questions, as needed, for clarification. Are there any questions I may answer about the process?

1. Tell me about a time when you most enjoyed working as a service provider in Waynesville/Haywood County? What was that like? What made it possible? (ASSETS)
2. What are the primary challenges associated with serving people who are experiencing homelessness in our community? (NEEDS)

What solutions do you recommend for addressing these challenges? (SOLUTIONS)

3. What immediate action(s) should the Town of Waynesville take to respond to homelessness in our community? (IMMEDIATE ACTION/PRIORITIES)
4. How does your agency support people who are experiencing homelessness in our community? (ENGAGEMENT/SHARED RESPONSIBILITY)
5. What one piece of advice would you offer to the Task Force on Homelessness? (VALUING FEEDBACK)
6. Is there anything else you would like to share with me about homelessness in our community? (VALUING FEEDBACK)

Thank you for time and consideration in participating in this listening session.



# Listening Session Instrument: Providers of Housing and Supportive Services

Good Morning/Afternoon/Evening, my name is Amy Murphy-Nugen and I am the Chair of the Town of Waynesville's Task Force on Homelessness. Thank you for attending this evening. The Task Force on Homelessness was created by the Mayor and Board of Aldermen, they have charged the task force with the following responsibilities:

## Charge

1. Research the demographics of persons who are homeless in Waynesville and the causes of homelessness;
2. Examine stigmatization, criminalization and discrimination associated with homelessness;
3. Conduct a gap analysis to identify needs, existing community capacity, and additional resources necessary to prevent and respond to temporary and chronic homelessness; and,
4. Developing a collaborative community action plan to fill system gaps and improve existing programs.

Part of this process involves hearing from community members concerning their experience with homelessness in our community—both concerns and solutions. I will record your responses but no names will be associated with any particular statements. Your information will remain confidential. The responses will be used to help inform our community's response to homelessness.

As we engage in this listening session, I ask that you join me in adhering to the guiding principles that the Task Force developed for effectively engaging with one another:

## Guiding Principles

- Treat everyone with respect
- Practice active listening--listening first to understand
- Offer open-minded consideration--including embracing respectful and productive disagreement and dissent as essential to developing sound decisions
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- Reflect an asset-based, solution-focused, data-informed approach to decision-making
- Expect the process to be messy & uncomfortable at times
- Remember that we are all neighbors
- Remember that all discussions center on fellow human beings; refrain from the dehumanization of any individual or group.
- Share responsibility to hold one another to these principles.

Can we all agree to use these principles to guide our discussion today?

It is anticipated that it will take approximately 45 minutes to complete the series of questions. There are six open-ended questions I plan to ask; however, I may ask some additional follow-up questions, as needed, for clarification. Are there any questions I may answer about the process?

1. Tell me about a time when you most enjoyed working as a service provider in Waynesville/Haywood County? What was that like? What made it possible? (ASSETS)

2. What are the primary challenges associated with serving people who are experiencing homelessness in our community? (NEEDS)

What solutions do you recommend for addressing these challenges? (SOLUTIONS)

3. What immediate action(s) should the Town of Waynesville take to respond to homelessness in our community? (IMMEDIATE ACTION/PRIORITIES)
4. How does your agency support people who are experiencing homelessness in our community? (ENGAGEMENT/SHARED RESPONSIBILITY)
5. What one piece of advice would you offer to the Task Force on Homelessness? (VALUING FEEDBACK)
6. Is there anything else you would like to share with me about homelessness in our community? (VALUING FEEDBACK)

Thank you for time and consideration in participating in this listening session.

## Listening Session Instrument: Residents Impacted by Homelessness

Good Morning/Afternoon/Evening, my name is Amy Murphy-Nugen and I am the Chair of the Town of Waynesville's Task Force on Homelessness. Thank you for attending this evening. The Task Force on Homelessness was created by the Mayor and Board of Aldermen, they have charged the task force with the following responsibilities:

### Charge

1. Research the demographics of persons who are homeless in Waynesville and the causes of homelessness;
2. Examine stigmatization, criminalization and discrimination associated with homelessness;
3. Conduct a gap analysis to identify needs, existing community capacity, and additional resources necessary to prevent and respond to temporary and chronic homelessness; and,
4. Developing a collaborative community action plan to fill system gaps and improve existing programs.

Part of this process involves hearing from community members concerning their experience with homelessness in our community—both concerns and solutions. I will record your responses but no names will be associated with any particular statements. Your information will remain confidential. The responses will be used to help inform our community's response to homelessness.

As we engage in this listening session, I ask that you join me in adhering to the guiding principles that the Task Force developed for effectively engaging with one another:

### Guiding Principles

- Treat everyone with respect
- Practice active listening--listening first to understand
- Offer open-minded consideration--including embracing respectful and productive disagreement and dissent as essential to developing sound decisions
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- Actively engage and also practice self-restraint (i.e. share speaking time)
- Reflect an asset-based, solution-focused, data-informed approach to decision-making
- Expect the process to be messy & uncomfortable at times
- Remember that we are all neighbors
- Remember that all discussions center on fellow human beings; refrain from the dehumanization of any individual or group.

- Share responsibility to hold one another to these principles.

Can we all agree to use these principles to guide our discussion today?

It is anticipated that it will take approximately 45 minutes to complete the series of questions. There are six open-ended questions I plan to ask; however, I may ask some additional follow-up questions, as needed, for clarification. Are there any questions I may answer about the process?

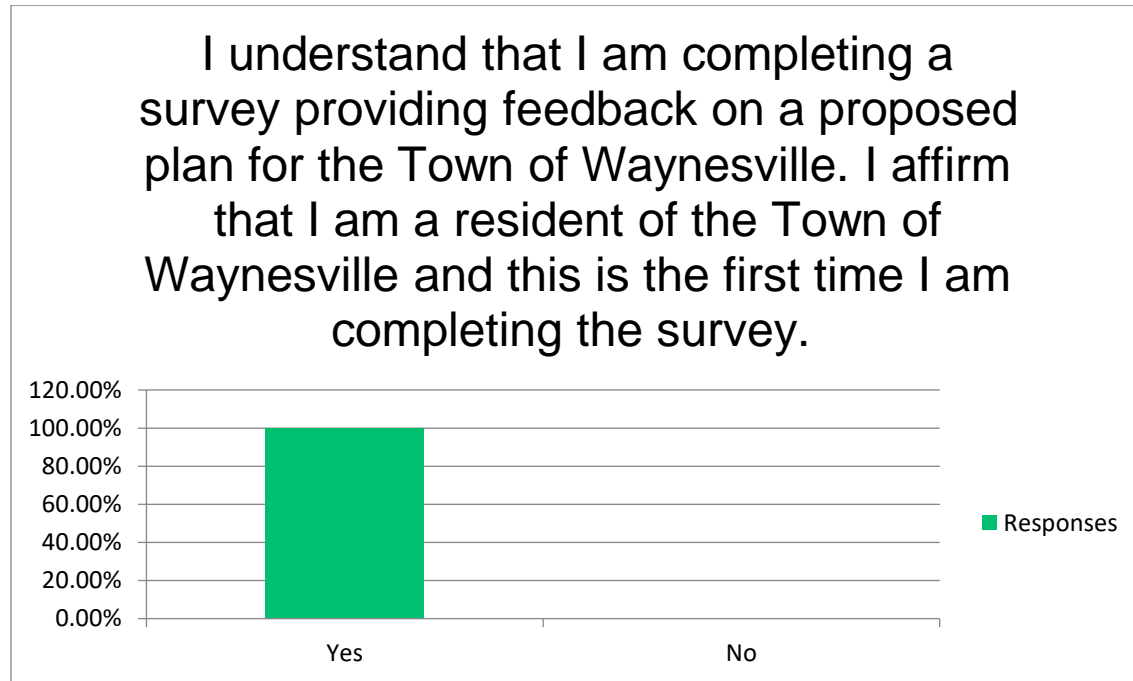
1. Tell me about a time when you most enjoyed living in Waynesville/Hazelwood? What was that like? What made it possible? (ASSETS)
2. What are the primary challenges associated with homelessness in our community? (NEEDS)

What solutions do you recommend for addressing these challenges? (SOLUTIONS)

3. What immediate action(s) should the Town of Waynesville take to respond to homelessness in our community? (IMMEDIATE ACTION/PRIORITIES)
4. What role will you play in helping our community address homelessness? (ENGAGEMENT/SHARED RESPONSIBILITY)
5. What one piece of advice would you offer to the Task Force on Homelessness? (VALUING FEEDBACK)
6. Is there anything else you would like to share with me about homelessness in our community? (VALUING FEEDBACK)
- 7.

Thank you for time and consideration in participating in this listening session

## Community Feedback Responses to Draft Plan from August 26 Open House



Answer Choices	Responses	
Yes	100.00%	94
No	0.00%	0
	<b>Answered</b>	<b>94</b>
	<b>Skipped</b>	<b>0</b>

**How helpful do you think the following actions would be in addressing homelessness in Waynesville?  
(collaboration, coordination, community-building & civility action items)**

	Very Unhelpful		Unhelpful		Neutral		Helpful		Very Helpful		n
TOW hires Community CARES Director & 2 neighborhood CARES outreach workers to coordinate responses to people who are homeless, neighbors and businesses who are impacted by homelessness	52.13 %	49	7.45 %	7	4.26 %	4	7.45 %	7	28.72 %	27	94
Community CARES Director establishes a care coordination team of community-based providers to more quickly respond to people who are homeless	47.87 %	45	9.57 %	9	5.32 %	5	9.57 %	9	27.66 %	26	94
Community CARES Director, on monthly basis, convenes CARES coordination team to connect people who are homeless to service providers/services	47.31 %	44	10.7 5%	10	2.15 %	2	12.90 %	1 2	26.88 %	25	93
Neighborhood CARES Outreach Workers engage with & connect people who are homeless to services, engage with neighbors & businesses and respond to issues associated with homelessness	43.62 %	41	11.7 0%	11	2.13 %	2	11.70 %	1 1	30.85 %	29	94
Neighborhood CARES Outreach Workers host monthly meetings with neighbors and businesses impacted by homelessness, communicate needs & opportunities to appropriate officials, implement actions	40.43 %	38	11.7 0%	11	8.51 %	8	11.70 %	1 1	27.66 %	26	94
CARES Director & Neighborhood CARES Outreach Workers track data & outcomes for success measures & report quarterly at Town	41.94 %	39	10.7 5%	10	8.60 %	8	9.68 %	9	29.03 %	27	93

of Waynesville Board meetings												
Host Annual Community Picnic to build community and encourage civility among neighbors	46.24 %	43	15.05 %	14	12.90 %	12	8.60 %	8	17.20 %	16	93	
Establish and Implement Mini-Grants that support Community-Building & Engagement activities of neighbors	47.87 %	45	13.83 %	13	6.38 %	6	11.70 %	11	20.21 %	19	94	
Identify Facilitator & Convene Community Study Circle(s) to take action on shared community-interest	43.62 %	41	13.83 %	13	9.57 %	9	11.70 %	11	21.28 %	20	94	

**How helpful do you think the following actions would be in addressing homelessness in Waynesville? (all neighbors are known action items)**

	Very Unhelpful		Unhelpful		Neutral		Helpful		Very Helpful		n
CARES Coordination Team establishes shared "by-name-list"	46.81 %	44	9.57 %	9	5.32 %	5	13.83 %	13	24.47 %	23	94
CARES Coordination Team meets every month to review "by-name-list" & connect people who are homeless to services	46.81 %	44	7.45 %	7	5.32 %	5	15.96 %	15	24.47 %	23	94
CARES Director, in partnership with coordination team, tracks "by-name" data & outcomes for success measures & reports quarterly at Town of Waynesville Board meetings (no identifying information will be reported outside of confidential providers, information will be aggregated)	42.55 %	40	12.77 %	12	4.26 %	4	13.83 %	13	26.60 %	25	94

**How helpful do you think the following actions would be in addressing homelessness in Waynesville? (residence action items)**

	Very Unhelpful		Unhelpful		Neutral		Helpful		Very Helpful		n
Town of Waynesville and community continues to support service providers, people who are homeless, neighbors and businesses impacted by homelessness at current levels	29.03%	27	7.53%	7	12.90%	12	20.43%	19	30.11%	28	93
Service providers continue providing service and supports at current levels	30.43%	28	11.96%	11	16.30%	15	15.22%	14	26.09%	24	92
Town of Waynesville assesses homelessness after year 3 and year 5, determines if progress is acceptable	34.41%	32	5.38%	5	17.20%	16	19.35%	18	23.66%	22	93
CARES Director either provides or secures capacity-building and team-building professional development for CARES coordination team for the purpose of strengthening and expanding capacity of current system	51.06%	48	9.57%	9	10.64%	10	6.38%	6	22.34%	21	94
CARES Director facilitates expansion of provider participation and access of people who are homeless to Coordinated Entry, Rapid Rehousing, Low-income housing tax credit units, Section 8 Vouchers, and/or permanent supportive housing units	54.26%	51	4.26%	4	5.32%	5	12.77%	12	23.40%	22	94
CARES Director evaluates capacity-building, team-building, & access of Coordinated Entry,	51.06%	48	5.32%	5	8.51%	8	10.64%	10	24.47%	23	94



Rapid Rehousing, Low-income housing tax credit units, Section 8 Vouchers, and/or permanent supportive housing units											
Town of Waynesville increases affordable housing units: Rental & Homeownership Opportunities	38.30%	36	6.38%	6	5.32%	5	15.96%	15	34.04%	32	94
CARES Director facilitates expansion of partnerships with landlords	44.68%	42	7.45%	7	7.45%	7	13.83%	13	26.60%	25	94
CARES Director tracks data & outcomes for success measures associated with strengthening & expanding capacity of current system & reports quarterly at Town of Waynesville Board meetings	51.06%	48	7.45%	7	7.45%	7	8.51%	8	25.53%	24	94
TOW assesses progress of strengthening & expanding capacity of current system, makes modifications as needed; after year 3 and year 5 determines if model is working or additional shelter is needed	45.74%	43	6.38%	6	8.51%	8	13.83%	13	25.53%	24	94
Explore feasibility of additional emergency shelter options (federal emergency shelter grant requires low-barrier entry model)	60.22%	56	4.30%	4	4.30%	4	4.30%	4	26.88%	25	93
Develop operations and capacity plan to apply for funding to support an additional emergency shelter (federal emergency shelter grant requires low-barrier entry model)	60.64%	57	4.26%	4	4.26%	4	3.19%	3	27.66%	26	94

**How helpful do you think the following actions would be in addressing homelessness in Waynesville? (education action items)**

	Very Unhelpful		Unhelpful		Neutral		Helpful		Very Helpful		n
Community CARES Director works with community agencies, schools, partners to support teaching positive coping skills and building resiliency among youth	45.74%	43	5.32%	5	8.51%	8	15.96%	15	24.47%	23	94
Community CARES Director schedules quarterly and annual reports on homelessness issues at Town of Waynesville board meetings	43.01%	40	9.68%	9	5.38%	5	16.13%	15	25.81%	24	93
Community CARES Director coordinates quarterly speaker series on issues related to homelessness, housing, & community building	45.74%	43	10.64%	10	9.57%	9	12.77%	12	21.28%	20	94
Community CARES Director coordinates annual housing fair	47.87%	45	8.51%	8	11.70%	11	9.57%	9	22.34%	21	94
Community CARES Director coordinates Poverty Simulation hosted every other year	51.06%	48	11.70%	11	9.57%	9	10.64%	10	17.02%	16	94

**How helpful do you think the following actions would be in addressing homelessness in Waynesville? (support action items)**

	Very Unhelpful		Unhelpful		Neutral		Helpful		Very Helpful		Total
Community CARES Director builds network capacity between/among housing and other providers/resources: Behavioral health, physical health, dental care, education, workforce development, peer support, transportation, pro-social & affordable recreation, basic services, spiritual, governmental services, etc. (i.e. network capacity means organizations working together to provide services and expand access).	52.13%	49	7.45%	7	2.13%	2	9.57%	9	28.72%	27	94
Care Coordination Team uses network capacity (& possibly NCCare360) to connect people who are homeless to appropriate service and support mix (i.e. network capacity means organizations working together to provide services and expand access).	46.81%	44	5.32%	5	4.26%	4	17.02%	16	26.60%	25	94
Neighborhood Outreach Workers identify & map support services assets for both people who are homeless and businesses	44.09%	41	4.30%	4	7.53%	7	21.51%	20	22.58%	21	93

Community CARES Director explores Policy Innovation in support of CARES Action Plan-- including but not limited to: TOW affordable housing set-asides (inclusive zoning--supported in TOW's comprehensive plan); Landlord incentives for affordable set-asides, Rapid Rehousing and/or Voucher participation; Child Development Accounts— particularly for youth who are under 5 & identified as living in poverty; Map and identify vacant land/property that may be used for housing development— including affordable units; Access to mental/behavioral health services	50.54%	47	5.38%	5	3.23%	3	13.98%	13	26.88%	25	93
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**How helpful do you think the following actions would be in addressing homelessness in Waynesville? (recommended additional action items proposed by Members of the Task Force on Homelessness)**

	Very Unhelpful		Unhelpful		Neutral		Helpful		Very Helpful		Total
Propose the 2 Neighborhood Outreach Workers focus their efforts--1 outreach worker focuses on businesses and housed neighbors and is employed by the Town of Waynesville; 1 outreach worker focuses on people who are homeless and is employed by a service provider	44.68%	42	9.57%	9	6.38%	6	19.15%	18	20.21%	19	94
Proposes Town of Waynesville's financial support be increased to service providers that focus efforts on existing need instead of supporting Community CARES Director & associated action items	50.55%	46	10.99%	10	10.99%	10	4.40%	4	23.08%	21	91
Propose Community CARES Director explores Policy Innovation in support of CARES Action Plan--to also include: response to the pre-trial release program—document summons, citations; more effective communication & partnership	48.94%	46	5.32%	5	5.32%	5	14.89%	14	25.53%	24	94

between law enforcement officers and magistrates; considerations of more effective monitoring and supports for individuals on release (i.e. check-ins, connections with providers)											
Support establishing a recovery court in Haywood County.	30.85%	29	4.26%	4	11.70%	11	12.77%	12	40.43%	38	94
Propose instead of TOW hiring CARES Director, recommend TOW release request for proposal to contract with a service provider to fulfill action items assigned to CARES Director	50.00%	46	11.96%	11	14.13%	13	7.61%	7	16.30%	15	92

**Q8: What action item(s) in the proposed plan do you think is/are the most important in addressing homelessness?**

Open-Ended Response
Prevention. Need much more focus on preventing homelessness. Should be a source for people facing homelessness.
Case Management
These people are being addressed as homeless when in fact they are something else . They are drifters and drug addicts that are drawn here by offers of free needles and pipes and cheap drugs . Our town has become and Airbnb for drifters .
Education of residents and concentration on homelessness only. Help understand that homelessness and addiction/mental health are not the same thing.
Supporting the current providers. Creating outreach positions for the community members that are bit homeless is silly.
There are no providers that serve the population this draft targets (people with no shelter options), therefore there is no way for a provider to hire the coordinator defacto. How would it happen if there is no provider? Ideas that are not feasible should not be entertained. Everyone wants to see implementation, not more circular conversation. Just have the town do it. Providers that want a provider to do it, but don't want to actually be that provider, seem to just be resource guarding. The town has the time, the capacity, and the funds. We have all heard it - providers are exhausted and working ten hour days, and not able to meet the shelter needs of all Waynesville residents. We must do something different.
Affordable housing
We do not want to encourage homeless to come here. We do not want to be Asheville.
Making the effort to find out who the homeless are and if they have a criminal background, then sort by those who want care and who want to improve their situation.
Stop turning Haywood County into the drug addict capital of the south.
Offering work opportunities.
If you have monies available pave the dang roads, call the police department and escort the vagrants out on your beautiful new asphalt Do your jobs and stop wasting our tax dollars.
None. No focus on cause and effect.
Most homeless people want to have that lifestyle (not all but most). Trying to change people that don't want to change is useless.
Programs that strengthen support for current homeless (education, mental health, job training) rather than support expansion of homeless population in Haywood.
Affordable housing
None
STOP USING TAXPAYER MONEY TO ENABLE ADDICTS AND THIEVES!
Co-ordinate with existing agencies, non-profits, Pathways, churches, etc. which do a great job. No need for more bureaucracy.
The plan is not effective fir Waynesville.
I feel we need to address homelessness with structure. As a former teacher, structure is the only mechanism that works. I am in total disagreement with using low barrier shelters. Low barrier means the homeless can come and go as they please without consequences. Trust me, that never has and never will work.

I am not in favor of a low barrier shelter in Waynesville. We are a small community - not a huge city with a downtown warehouse district that might house and provide services to a homeless population.
The proposed plan requires the acceptance of Low Barrier Housing (LBH) pg 141. LBH will boost the number of homeless. There will be more felons and thus more victims, pg 105, report. Our citizens Will be less safe. We can and want to help with programs that don't use LBH
A low-barrier shelter; more access to needed services, especially mental health care
This plan has no accountability as a covenant. This will never work if they aren't forced to get clean.
None. We should not be spending the money to make Waynesville San Francisco.
Case management
Case management
None. Too too heavy adding staff, growing budgets, getting grants.
Focus on working poor first. Housing cost is skyrocketing, wages aren't.
Incentives to builders to include low income housing.
Data
We have been poring resources into fixing homelessness for the last 50 years and the numbers have only increased. Why don't we let them suffer the conscience of their actions, just like I have to on a daily basis. Your plan only makes it easier for the freeloaders to pursue their chosen lifestyle. I think the term is HBC, Homeless By Choice. The ones who are able and willing to be reformed, will do so only when there is no other option. Please spend our public resources more wisely.
Affordable housing & a low barrier shelter.
Just look at Asheville's plan and how beautiful it was and then allowed this to happen. The more free handouts given to the homeless, the less likely that they will work.
Addressing mental and Behavioral health issues
More affordable housing and help with finding it.
Coordination of efforts across service providers to develop true and complete continuum of care for those who are homeless. Do both! Hire a care coordinator and case workers AND increase funding and services to people who have no shelter.
Forget CARES director position. Implement the part of the plan that supports and grows service providers within reason.
Decrease services provide
Too many available jobs for anyone to be out of work and homeless
Connecting services to those in need.
Get the dope out of the county most of these people get money for being disable in some way but they spend their money on drugs in stead of renting their self a home and paying bills
accountability
Zero
Drug court
To leave levels of service as is. Our non-profits ate doing a great job.
Continued dialog and review of issues between residents, businesses and homeless parties
NO low-barrier shelters!!!!
None, don't need 3 additional town employees or low barrier shelters.
Coordination between those providing services
How will 'progress' be measured and how will transparency of results be provided? Currently, there is an incentive for those involved in the TF to interpret the homeless issue as one to be solved through



significant tax expenditures. Once the monies start flowing, there will be a huge incentive to 'improve' the results so the project can be expanded and receive permanent funds.
To continue to allow the NON-PROFITS and the Pathways Center to service the local homeless on a case by case basis, modeled after Tyler Trantham's article.
None. We want no homelessness bureaucracy paid by TOW, and no additional shelters beyond Pathways.
Supporting current businesses and residents that are already dealing with the current homeless population.
We need to take care of the 29 homeless Haywood County residents and stop bringing them in for profit.
Stop enabling homelessness!
Hard to identify...too many issues that have not been addressed
Mental health access
The CARES coordinator position is key to the success of the entire process. This position would bring more support and accountability from the TOW, expand capacity for the providers by being able to apply for grants using the pooled resources of both public and private entities together, and hopefully expand the inventory of available affordable units in town which is severely lacking currently.
Making them get a job to pay their way
Local churches can handle the homeless way better than our tax dollars paying a CARES staff. TOW stay out of it & CARES is a big mistake
Drug court
Any mention of a CARES position gets a very unhelpful from me. I do NOT support paid positions to enable the homeless situation
Drug courts

<b>Q9: What action item do you think is missing from this proposed plan?</b>
Open-Ended Response
Prevention.
Job placement . There are jobs everywhere. If you want one . And that's what it takes to have a home .
A physical plant! I suggest that the town contact K-Mart and negotiate a \$1 a year contract for 20 years to take over the abandoned Bigbox K-mart store on Russ avenue. It is located near a number different facilities which are needed for progress in overcoming homelessness. ( Employment, health, transportation) The town gets a physical plant away from down town and residential areas and K-mart gets a tax break.
Entire plan needs revised
Unrestricted access to low barrier shelter
A plan to relocate the homeless out of our town
TOW needs to assure it's residents that they are not going to put No or low barrier shelters any where near residential housing and assure that zoning does not change to add the language to do this type of congregate housing.
To stop this escalation of turning our county into a drug and crime mecca.
Work required

Stopping it dead in its' tracks.
Responsibility on the part of the client.
Encourage collaboration between surrounding counties to assume a shared responsibility for the homeless issue instead of Haywood continue to attract this population - we already have 3 shelters and now are considering more and NO low barrier shelters should be allowed !
Review current resources in the community
<b>We DO NOT WANT A LOW BARRIER SHELTER IN OUR TOWN!</b>
Lack of understanding of the whole town's needs and goals. Consideration of tax payers hard earned dollars.
Leaving Waynesville.
This entire plan is a betrayal to the residents of Waynesville. The action item missing is the mention of low barrier housing and how it is tied to grants for this program you are pushing. I've lived and worked in inner cities where crime was rampant. As a senior citizen I do not want to deal with that again. Low barrier housing just invites criminals to move to Waynesville. Most people in low barrier housing have criminal records due to their drug habits. This is not fair to young families with children to have to live in this environment. Again, I'm not against homeless living in Waynesville if there are controls in place.
A coordination of all the community, civic, or church groups in Haywood that provide assistance to the homeless.
The entire report fails to address Covid. Dr. Fauci says we can expect the virus, in one form or another, for the foreseeable future. What protocols for masking, safe distancing, vaccination will there be at a LBH. How will they be enforced? We have many seniors, my wife and I included, and we don't want your action to endanger the health of residents. Don't you see this as an important issue?
More jails. More jail time.
Common sense!
Na
Na
Working poor or working lower middle class families that are being priced out of housing.
This is all about promoting a Cares Director. Wonder who wrote this?
There is so much information that you have gathered it's hard to think of something missing.
Na
Rent control & banning airbnb's within city limits. Vacation rentals are creating more problems i.e lack of available/affordable housing! STOP catering to tourists. Put forth a 1/4 sales increase within town of Waynesville aimed at creating affordable housing & infrastructure. Tourists clog up our roads yet locals pay the price for fixing pot holes. Makes no sense.
It seem most/all efforts are directed towards supported the people experiencing homelessness. I do not, however, see much--if any--effort directed towards mitigating the harm that is done to residents and businesses in close proximity to high concentrations of homeless activity. A second major problem with the proposal is the entire burden for providing service to, and supporting the homeless, is borne by the Town of Waynesville and its taxpaying residents. This is NOT simply a problem in Waynesville, rather it is a County and, indeed, a regional problem. As such, any plan MUST include support from Haywood County, as well as the three other municipalities in the county. This should be a collaborative effort, which must include the spreading the services provided to support unsheltered individuals throughout the county.
Similar situation was run illegally in Hazelwood. The residents nearby were terrified, no curfews, theft was ongoing to supply drug habits. Drinking at all hours with trash scattered for the community to

pick up. Property values decreased. Needles everywhere. Waynesville is a unique area with a beautiful lake, mountains, trails and virtually quiet neighborhoods. Let's keep it that way
An actual shelter
Increase funding to agencies and nonprofits for those experiencing or at risk of being homeless. Have a fundraising process to bring in monies for this issue. Full continuum of care starting with housing first. Emergency shelter for ALL people who are homeless.
I think this survey is poorly designed. Some questions get negative votes because it starts with "the CARES director" as first part of question.
Decrease services provided
Signs showing where jobs are available
Having more drug rehab programs available and making them mandatory for those wanting services and housing.
The biggest one of all get the drugs out of the county and put the dopes in jail and make them stay their the dope heads that live in Haywood county have ruined the county and their on every Courbet that you turn it ant even safe to walk down the road for your health entymore because of all the dope heads and some body need to beheld accountable for letting the drugs take over the county
Individual accountability
What the Residents feel about this in our communities. Just maybe we don't want our hard earned taxes to pay for this unnecessary plan.
Don't need to hire someone to do what Social Services and the court system should be doing.
To help the unhoused homeless on a case by case like Tyler Trantham said.
Although addressed, involvement of law enforcement and courts in addressing homelessness and drug problems within the community.
NO low-barrier shelters!!!!
Nothing no more shelters besides pathways.
Have not heard a word from Haywood Christian Ministry or Long's Chapel about their future homeless plans. Why? Nothing from the school system about early invention and their experience. Social workers in the schools would be far better than Child Development Accounts-look at the problems in Cherokee with children receiving 'trust monies' from the Tribe at 18.
Any Emergency Funds coming to the Town of Waynesville for homelessness should be given to the homeless flood victims in Cruso.
None. We want no homelessness bureaucracy paid by TOW, and no additional shelters beyond Pathways.
More police patrol. Prosecution of trespassers on private property.
Common sense. We don't need to pay a coordinator!
Stopping enabling homelessness.
Where can or will be the proposed housing and who will fund? Taxpayers?
Drug rehab
Making them get a job
Don't spend a dime of our tax dollars on this nonsense. Churches can handle it
Common sense
Let the churches and civic groups handle the homelessness. This should be an agenda for local government
Any form of requiring accountability or responsibility from those experiencing homelessness. Any recognition that this is way too much money to spend on on 30 persons, many go whine don't want to change their circumstances.

**Q10: Is there any additional feedback you would like the Task Force on Homelessness to consider as it finalizes an action plan?**

Open-Ended Response

More focus on prevention. People can call/have case management before they are homeless. Stop the entire focus on pulling people out of the river--go upstream and figure out why they are falling in.

Of the people who come into our community to take advantage of our generosity, is there any form of background checks being done on them to see if they are fugitives or dangerous persons in any way . I've personally witnessed several reasons to believe that Thea newer is no.

Emphasize the fact that this is a homeless task force not an addiction/mental health task force.

Stop listening to the screamers of helping haywood. They are a hate group. They have offered nothing of use and only serve to intimidate.

Revise the plan. No cares director. 2 outreach workers for homeless people- yes. Support and strengthen current supports. Increase mental health treatment and drug treatment. Yes to drug court.

It is a municipal responsibility. By not hiring staff to handle this task, we enable 'doing nothing' .

Stop spending hard working people money. Train people who are willing to work.

Yes, assure your citizens that you are protecting them by voting against any changes to local Zoning to include or allow rapid housing by means of a low barrier shelter. By calling this rapid housing confuses people. Please clarify the definition of what rapid housing includes, it's deceiving!

With an identified population of 29 homeless individuals in Waynesville, the CARES program and any and everything associated with it would be a colossal waste of money.

Stop funding the drug addicts coming here in droves.

No more shelters and NO low barrier/no barrier shelter.

Go back to Asheville or Charlotte.

Please research the similar failed plans in San Fransisco and LA., CA. before trying to resolve what you do not comprehend. How do I know this, I was homeless.. Throwing more bureaucracy at the problem is the least effective solution, destroys communities, wastes resources and does not help the homeless.

Utilize existing faith based organizations that are more prepared than some gov't intervention.

Suggestions; -hot line established to diffuse rumors which are destructive and create transparency. - focus on strengthening effectiveness of current shelters instead of expansion. -remember that homeless solutions require cooperation of residential and business community, not just homeless and social services. Establish programs to help people better themselves by requiring change rather than just subsistence. -NO low barrier shelters should be allowed in Haywood. Lets not encourage people with toxic behavior and no willingness to be better citizens to locate in Haywood - Thank you for working on this daunting task. We depend on you to make the right decisions for both the homeless and the community!.

I'm against low barrier shelters completely, lots of people that are roaming the streets are not even from Waynesville or Haywood County and I do NOT think taxpayers from Waynesville or Haywood County should be responsible.

Someone is benefitting and it is not the homeless. Stop wasting our money NOW!

No.

Put a facility in Asheville.

This is a terrible survey regarding homelessness in Waynesville. It appears that the sole purpose of this document is to create jobs under the CARES Act, not to actually access needs for homeless.

Waynesville is a beautiful tourist town that should not be ruined by attracting more homeless that have no restrictions.
We needed low barrier shelter
I do not want to have a low barrier shelter in my neighborhood or anywhere else in Waynesville. In my opinion, that is a place that will draw even more homeless to our area and the capacity for TOW to manage this segment of the population will quickly get out of control.
No low barrier shelters! Please!!!!!!
You should allow residents to submit to you written questions and you should respond in writing. This survey does not allow for questions or dialogue. People are frustrated when no questions or dialogue is allowed. I, among many others, stand ready to discuss these important issues.
TOW money and Tax payer money should be used to help the people of the town that are living in poverty and the children that are living in poverty.
Let's make Waynesville a good place to live instead of a shit hole.
To do a news article amd interview the unhoused population. Ask how and why they are in their situation.
It's a very thought out process that I believe will help
Stop thinking about government solutions. Partner with Asheville low barrier shelter, they have the infrastructure already in place.
Limited resources work on affordable housing first. We are driving working poor to homelessness. These are long term residents without drug and mental issues. They need help too!
Being sure that there is mental health treatment options for homeless. Also to keep working with educating the community about homelessness and informing them of profess. Making things both and and not either or for people who jump to archaic conclusions.
Bond referendum within city limits 1/4 penny tax increase to assist with affordable housing. Ban vacation rentals within city limits. Rent control on certain sq ft apartments & mobile homes.
There is a wellspring of dissatisfaction with this process--particularly amongst individuals who live closest to locations with high concentrations of homeless activity (e.g. Frog Level, Pathways area, Bethel Building). The predominant line of thinking among this group of people is they have been shut out of the process and yet they have experienced the lion's share of the harmful effects caused by some of the individuals that are unsheltered and living in Waynesville. Their concerns should be heard, otherwise a sizeable (by my estimate) portion of the community will not support the plan, at best, or be openly hostile to it and work against it at worst. The latter is virtually assured should the plan not include provisions to address their concerns.
The residents in the Town of Waynesville do NOT want low barrier shelters! Let's keep Waynesville clean and safe. Asheville could absorb 30 more residents. This plan would only open the door to additional homeless. I vote NO!
Could the TOW provide a location for a shelter? It could be overseen by the Community Cares Director and staff provided by community programs and volunteers
No
One time annual events are not effective in creating long term change. Use those funds to help homeless. Find a better way to educate the community on a regular basis. Particularly address the group That is clearly prejudice against the homeless and people in poverty. Saving Haywood is a small group compared to the number of residents who want to see a continuum of care. Clarify to our community the true situation of homeless. How is homelessness connected to the big issues of poverty? Where is mental health and substance abuse disorders addressed in detail for Those in poverty not just the folks who can pay for treatment. What is the mission and vision the city will adopt? Where are leaders taking a stand to help ALL residents no matter their poverty or mental

<p>illness? These tasks and functions listed CANNOT be addressed by a team of three. It's too much for one director to manage and implement.. How will the collaborative be powered up to address the need ? Have leaders across the collaborative take on some of these operations and pay them to do it. For instance who is going to manage the database of information, grant applications and reporting, financial administration, donor base, marketing, detailed administration work? More than 3 ppl are needed. Consider hiring a director from another community who has successfully led a continuum of care process. Seek out some successful models and use those collaboratives as mentors. We know what works to address homelessness - copy that. Beef up the professional development for the full collaborative. How will we address gaps and overlaps? Empower the CARES collaborative to change within and across agencies who does what. MOST IMPORTANT - establish A continuum of care starting with shelter first to address our community issues with homelessness. A partial approach is not going to solve this. MUCH APPRECIATION TO THE TASK FORCE AND LEASERS OF WAYNESVILLE. Bravo on this first step!</p>
<p>We do not need a costly effort. We do not want to attract homeless people. We want to help the community. To me, homeless people are from the flooded areas and from highly unusual life events out of their direct control.</p>
<p>If you build it, they will come. If you provide it, they will come. Why do we want Waynesville to have tent cities in our parks like Asheville?</p>
<p>Go to a different town</p>
<p>No to low-barrier housing.</p>
<p>Get read of the drug problem</p>
<p>waste of time and money</p>
<p>I think this plan is a way to draw more homeless people to our town of Waynesville. As a tax payers in the town of Waynesville, We are totally against adding anymore cost to to the town budget.</p>
<p>Our society seems to be making living on the streets an acceptable life plan. No. We should encourage traditional life goals a family, a job, and a home. The American dream. Living as a grifter, not working, crimes and drugs should not be an acceptable life path. The homeless I see appear to be in a social club. Hanging out smoking and being unproductive and unmotivated. We should not condone this behavior. If you are mentally ill and homeless, you are a vulnerable adult and you should be referred to DSS adult protective services. This agency is tasked with finding services to protect these individuals.</p>
<p>Give Homelessness money to Cruso.</p>
<p>This is a start.</p>
<p>NO low-barrier shelters!!!! If so, the first ones need to be next door to the mayor's and aldermen's homes and businesses!</p>
<p>Don't shove low barrier shelters down our throats.</p>
<p>Let the ToW taxpayers vote in a referendum about this proposed project. If you are not a ToW taxpayer who will actually be paying for a proposed director, case workers, new low barrier shelter etc., then there is no impact on your family budget and you can support this very expensive proposal.</p>
<p>If the 29 unhoused homeless choose a to live in a low barrier homeless shelter they have two giant low barrier homeless motels in Asheville.</p>
<p>This proposal solely by Nugen is not even a plan presented by the members of the task force. TOW wants no part of Nugen's plan.</p>
<p>No LOW BARRIER shelters</p>

Some way to clean up the mess that the current homeless population leaves as of now. Needles and human waste are my current concerns. Town of Waynesville could leave a public restroom open and make trash receptacles available that the town is responsible for the upkeep.
You have wasted a year and a lot of money on your nonsense.
The Task Force on Homelessness was a rigged game that was always going to suggest the awful proposals that it suggested. Perhaps the next time you do a task, you try some intellectual diversity.
Provide the information in a format to allow the general public to understand. Also, be sure to address why and who the funding will come from, Taxpayers? Why would the funds be given to fund more people in Government? Mountain Projects Inc. is doing the same work. Give them the funds since they can reach out and take care of the most, if not all, of the issues at hand.
No more paid personnel to work on issues such as this
Disband and stop taking our tax dollars
would it matter
Reach out to the churches, such as Long's Chapel, FUMC and Grace Episcopal Church. Those churches have more than enough space and resources for this issue. This is NOT the responsibility of tax payers or local government!
This entire process has been a joke. The town wasted money that actually could have been spent for something useful, only to be told they need to spend a lot more money.

**TOWN OF WAYNESVILLE BOARD OF ALDERMEN  
REQUEST FOR BOARD ACTION  
Meeting Date: October 12, 2021**

**SUBJECT:**

Public Hearing to consider a Conditional District Amendment to the Land Development Map and standards for a 2.84 acre portion of the Waynesville Country Club, PIN: 8604-99-9017.

**AGENDA INFORMATION:**

**Agenda Location:** Public Hearing  
**Item Number:** E3  
**Department:** Development Services  
**Contact:** Elizabeth Teague  
**Presenter:** Elizabeth Teague

**BRIEF SUMMARY:**

This project proposes to carve out 2.84 acres from the Waynesville Country Club property for 8 single-family units and shared areas for parking, driveways, walkways and greenspace. This project is located where the Club facilities of a hotel and three duplexes have been demolished. The eight units will be 4 bedrooms each, reducing water and sewer demand, and the project will re-use and redesign the existing driveway entrance and parking lot reducing impervious surface. The redevelopment area is adjacent to approximately 545 linear feet of frontage on Chelsea Drive, along which they are proposing sidewalks, and is otherwise surrounded by the Waynesville Country Club property. At their regularly scheduled meeting on September 20, the Planning Board held a public hearing and found that the project is consistent with the 2035 Plan and unanimously recommended adoption of the conditional district.

**MOTIONS FOR CONSIDERATION:**

1. Motion to find that the project is consistent with the 2025 Comprehensive Plan and is reasonable and in the public interest.
2. Motion to approve (deny or approve with conditions) the Conditional District Amendment Ordinance to the Land Development Map and standards for PIN 8604-99-9017, within the Country Club Low Density Residential District (CC-RL)

**FUNDING SOURCE/IMPACT:**

N/A

**ATTACHMENTS:**

Staff Report, Recommendation from the Planning Board, Application Materials

**MANAGER'S COMMENTS AND RECOMMENDATIONS:**



**Board of Aldermen Staff Report  
Waynesville Country Club – Cottage Area Development  
Conditional District Map amendment (Rezoning) Application  
October 12, 2021**

**Project:** Subdivision Development within the Waynesville Country Club  
**Location:** 176 Country Club Drive; PIN 8604-99-9017  
**District:** Country Club Residential Low Density  
**Applicant:** WGC Hospitality, LLC; Assisted by Patrick Bradshaw, P.E., Civil Design Concepts

**Background:**

This project carves out 2.84 acres from the 104.41 acre tract of the Waynesville Country Club property. This project is located where the 42 bedroom hotel and three four-bedroom duplexes have been demolished, and proposes eight residences of 4 bedrooms each, reducing water and sewer demand. The project would re-use and redesign the existing driveway entrance and parking lot to provide an overall reduction in impervious surface. The redevelopment area is adjacent to 550 linear feet of frontage on Chelsea Drive and is otherwise surrounded by the Waynesville Country Club property and golf course.

The design concept is similar to townhome development, with common areas designated for parking, walkways, and landscape, except that each single-family residence would be a free-standing structure conveyed on its own lot. While the project is compliant with the use and overall density (6 units per acre) of the zoning district, each lot is smaller than the minimum lot size for the district. The plan also does not meet connectivity, parking, and street standards of a typical subdivision. The applicants request conditional district rezoning to accommodate this design and subdivision approach.

Waynesville’s Land Development Standards, Section 15.15, states that: “Conditional Districts are districts with conditions voluntarily added by the applicant and approved in a legislative procedure by the Board of Aldermen in accordance with G.S. 160A-382. Conditional Districts provide for orderly and flexible development under the general policies of this Ordinance without the constraints of some of the prescribed standards guiding by-right development.” Any conditions or standards imposed by the Board should “be limited to improving conformance with the existing ordinance and/or addressing expected impacts generated by the development and use of the site.” If approved, the site plan and conditions are codified with the Conditional District zoning designation and replace any conflicting development regulations which would otherwise apply.

The Plan was reviewed by the Town’s Technical Review Committee on August 19, 2021 and revised plans and complete application were submitted September 1, 2021. The Plan was approved by the Planning Board as submitted on September 20, 2021. Notification of this hearing was submitted to the Mountaineer and letters were sent to property owners within 500 feet of the project site on September 29, 2021; and the property was posted September 29, 2021.

**Conditional District Application and Ordinance Request:**

The applicant is providing a complete application of environmental survey, master plan, elevations and a narrative of requests and explanation of the project’s reasonableness and consistency with the Town’s Comprehensive Land Use Plan. The attached ordinance has been drafted for the Board’s consideration based on the application and the recommendation of the Planning Board.

**Staff Review Comments:**

**Zoning District:**

This project introduces a single-family residential development and subdivision within the Country Club Residential District within the boundaries of the Club itself. The fundamental use of the property as single family residences remains consistent with the district’s purpose and intent.

**2.3.1 Residential-Low Density Districts (RL) □ Purpose and Intent**

- A. The **Country Club Residential – Low Density District (CC-RL)** is an area predominately comprised of large lot subdivisions with the Waynesville Country Club serving as its social and recreational center. While single-family homes are the dominant residential use in this area, townhouses and accessory apartments are also permitted. Connections to the South Main Street Business District should be enhanced as new development takes place. A residential scale is required for all new development. Tree preservation and proliferation along the South Main Street corridor is critical to the ambiance of the area.

**Dimensional Requirements (LDS Chapter 2-4):**

The CC-RL District allows single family homes and townhomes at a density of 6 units/acre, which this proposal exceeds at less than 3 units/acre. Applicant seeks relief from the CC-RL dimensional standards for 10% Civic Space, minimum lot size of .5 acre, the 60’ lot width requirement, and specific setbacks.

The CC-RL setbacks are 20’ along front, rear, and side-streets; 10’ from adjacent lots; and 15’ between buildings. Proposed lots and structures 1,2,3,4,6 are located within the projects boundary perimeter and exceed these district setbacks. Lots 5, 7, and 8 abut the boundary of the golf course which is preserved greenspace. Internally, individual lots are separated by 15’ in compliance with setbacks.

CC-RL District permits single family residences, duplexes and townhomes, community facilities and country clubs. Lodging is allowed in the form of Inns or Bed and Breakfasts. The applicant asks that the development retain privileges with respect to being part of the Country Club to allow for lodging, residential, and recreational uses which are allowable in the Permitted Uses Table.

Applicant asks for relief from LDS Section 4.3 Basic Lot Standards which require all lots to front a public street as residences are designed to be served by common driveways and parking areas. Adequate fire and emergency vehicle access within 150’ of all sides of residential lots except for Lot #8 which abuts the golf course. Fire access to Lot#8 must be verified at time of building permit or the driveway lengthened. One structure is proposed per lot without any accessory structures.

**Building Design Guidelines (LDS Chapter 5):**

Applicant requests that design guidelines not be applied but has provided architectural elevations which meet Town Standards in LDS Section 5.8 anyway.

**Infrastructure (LDS Chapter 6):**

The applicant seeks relief from LDS Section 6.4 Connectivity, and Section 6.6, Street classification and design, and pedestrian requirements in favor of shared driveways, parking areas, and walkways.

Pedestrian facilities are proposed along Chelsea Road, adding 240' of sidewalk on the property side of the road and then crossing over to add another 280' of sidewalk on the opposite side of the street. This creates a safer pedestrian condition than what exists and preserves existing vegetation.

By replacing the motel and 3 duplex rental condos, with the proposed 8 single-family residences, this project will decrease overall traffic in and out of the existing driveway. Project does not require a TIA.

Because the total number of bedrooms is being reduced from 54 bedrooms (former inn and condos) to 32 bedrooms (4 bedrooms in each of the 8 cottages), the overall demand on Town water and sewer will be decreased. Electric and cable services are already available and serving this location.

#### **Civic Space (LDS Chapter 7):**

Applicant has sought relief for Civic Space requirements which for a subdivision in CC-RL would be 10% of the total acreage, or 0.28 acres. Since project abuts the country club facilities, it qualifies for the 50% reduction in civic space per LDS Section 7.3.3. Given that this is a re-use of club property, the provision of connecting walkways to club facilities, and the common area shared by these 8 units, this request is reasonable and within the spirit of the ordinance.

#### **Landscape (LDS Chapter 8):**

The plan shows landscaping along Chelsea Drive to be maintained and a new landscape plan to be detailed as proposed on the Site concept plan which is compliant. Each parking space is within 40' of an existing or proposed shade tree, and driveway and parking area will be buffered from the right-of-way.

#### **Parking (LDS Chapter 9):**

This project will provide 40 parking spaces along with smaller spaces that could accommodate golf carts. Single-family requires 1 space per unit, and townhome development requires 1.5 spaces per unit (in this case that would be 12). As four-bedroom rentals however, staff would recommend that each unit have at least 4 spaces available, which this plan exceeds.

#### **Lighting and Signage (LDS Chapter 10 and 11):**

Lighting and signage for the parking lots, buildings, and driveway entrances shall be submitted to Town staff for approval and must comply with Chapters 10 and 11 of the Land Development Standards.

#### **Environmental (LDS Chapter 12):**

This project re-uses an existing, impervious area that held buildings and a parking lot. Project will reduce the impervious footprint and re-use existing stormwater conveyances. New construction must meet floodplain and stormwater requirements.

**Planning Board Review and Recommendation of Comprehensive Plan Consistency:**

At the September 20, 2021 Planning Board meeting, staff submitted that the proposed use and plan is compatible with the surrounding properties, that this development would improve traffic and pedestrian safety along Chelsea Road, and that the landscaping and site plan as shown would be compatible to the neighborhood. The Planning Board found that the proposed Master Plan is consistent with the 2035 Comprehensive Plan in the following ways:

Goal 2: Create a range of housing opportunities and choices

- This project will create 8 high-end residential and rental properties.

Goal 4: Protect and enhance Waynesville’s cultural resources

- This development is part of an on-going plan to revitalize the Waynesville Country Club as a recreational resource and economic generator.

The Planning Board also found that this conditional district request and site plan is reasonable and in the public interest, with the following conditions:

1. Fire access be verified for lot # 8 and the driveway be extended as needed or directed by the Town’s Fire Official.
2. Elevations of buildings be submitted for compliance with design guidelines provided in LDS Section 5.8.3 at the time of the building permit application.

Since that meeting, the Town’s Code Enforcement division and the applicants engineering firm, Civil Design Concepts, have confirmed fire access compliance for Lot # 8 as shown on the site plan, and elevations have been provided by Clark-Lanning Architects and are compliant with LDS Section 5.8.3.

The attached draft ordinance includes the planning board’s findings on consistency and enumerated conditions allowed to accommodate the site plan as proposed, shown as “Appendix A.”

**Requested Action:**

1. Motion to find the project consistent with the 2035 Land Development Plan and is reasonable and in the public interest.
2. Motion to approve the attached ordinance.

**ORDINANCE NO. O-19-21**

**AN ORDINANCE AMENDING THE ZONING MAP  
OF THE TOWN OF WAYNESVILLE  
TO ESTABLISH THE  
COUNTRY CLUB – LOW DENSITY CONDITIONAL DISTRICT AT  
176 COUNTRY CLUB DRIVE; A PORTION OF PIN 8604-99-9017**

**WHEREAS**, the Town of Waynesville has the authority, pursuant to North Carolina General Statutes, to adopt land development regulations, clarify such regulations, and may amend said regulations from time to time in the interest of the public health, safety and welfare; and

**WHEREAS**, the Planning Board held a duly noticed public hearing, reviewed the proposed site plan and request, and found it is consistent with The Town of Waynesville 2035 Land Development Plan and is reasonable and in the public interest, and has voted to recommend adoption by the Board of Aldermen; and

**WHEREAS**, the Board of Aldermen held a duly noticed public hearing, on this date of October 12, 2021;

**WHEREAS**, the Board of Aldermen reviewed the proposed site plan and request, and found it is consistent with the Town of Waynesville’s 2035 Comprehensive Plan and is reasonable and in the public interest in the following ways:

Goal 2: Create a range of housing opportunities and choices

- This project will create 8 high-end residential and rental properties.

Goal 4: Protect and enhance Waynesville’s cultural resources

- This development is part of an on-going plan to revitalize the Waynesville Country Club as a recreational resource and economic generator.

**NOW, THEREFORE, BE IT ORDAINED BY THE BOARD OF ALDERMEN OF THE TOWN OF WAYNESVILLE, MEETING IN REGULAR SESSION ON OCTOBER 12, 2021, AND WITH A MAJORITY OF THE BOARD MEMBERS VOTING IN THE AFFIRMATIVE, TO ESTABLISH THE COUNTRY CLUB- LOW DENSITY CONDITIONAL DISTRICT (CC-RL-CD) AS FOLLOWS:**

**Section One:** To establish the Country Club Conditional District (CC-RL-CD) Boundary in accordance with the site plan attached and on a lot to be recorded with the metes and bounds shown as “ATTACHMENT A.”

**Section two:** The following provisions of the Code of Ordinances be amended to apply within the adopted site plan as follows:

- Chapter 2, Table 2.4.1
  - 2.c – Civic Space requirement of 10% shall not apply.
  - 3.a – Lot standard of ½ acre shall not apply.
  - 3.c – Lot width requirement of 60 feet shall not apply.

4.a, b, c, d and e – Specific building setback requirements shall not apply, but the development will have a minimum of 20 horizontal feet between buildings.

- Chapter 2, 2.5.1 – As part of the historic “Waynesville Country Club” property and parent tract, this specific conditional district area, even upon further subdivision shall retain the same privileges as parent tract with respect to “Golf Course/Country Club” use as defined the Land Development Standards in Chapter 17, Section 17.3 – Definitions, Use Type which allow residential, lodging, recreational and other golf related uses.
- Chapter 4 – 4.3 – Basic Lot Standards  
4.3.1 – lots to front on a public street, civic space or approved driveway shall not apply.  
4.3.3 – Dimensional Standards shall not apply, but a minimum of 20’ separation shall be provided between structures to insure compliance with building code.
- Chapter 5 – Sections 5.3 through 5.8 shall not apply.
- Chapter 6 – Section 6.4 shall not apply.
- Chapter 6, Section 6.6 – Town Street Classification and Design and 6.7 Street Engineering Standards – The developer may provide internal drive aisles of a minimum 24-foot wide private easement access from Chelsea Street to and through the proposed development site that exceeds the maximum length of 400 ft and provides access between other developer owned property to the west. Parking access off said access way is allowed as shown on Appendix A. All other portions of these sections shall not apply.
- Chapter 6, Section 6.8 – Pedestrian Facilities – See proposed Master Plan for the sidewalk locations as proposed along Chelsea Road along the development frontage.
- Chapter 7 – Civic Space – The requirements of this section are removed under Chapter 2, Section 2.c above.
- Chapter 8, - Tree Protection / Landscaping and Screening – Remove the specific requirements of this section and grant right to prepare a site-specific landscape plan commensurate with the nature of the plantings contemplated on the Master Plan.
- Chapter 9, 9.3 – Permitted Parking Locations and 9.8 Driveway Access – The developer requests the removal of the requirements of these sections. The proposed Master Plan shall represent the proposed parking layout for this development.

**ADOPTED** this Twelfth Day of October, 2021.

TOWN OF WAYNESVILLE

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Gary Caldwell, Mayor

ATTEST:

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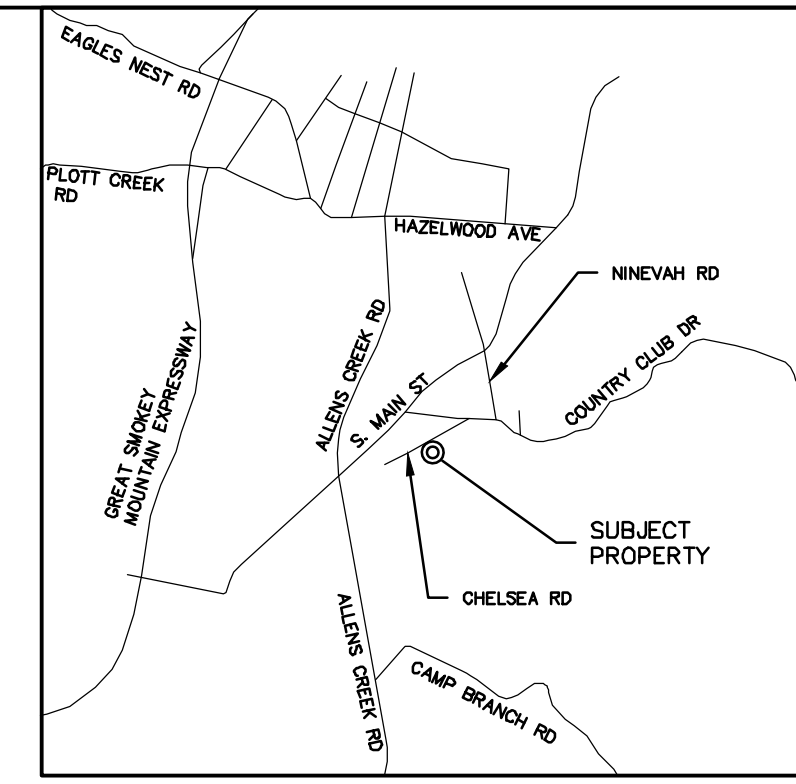
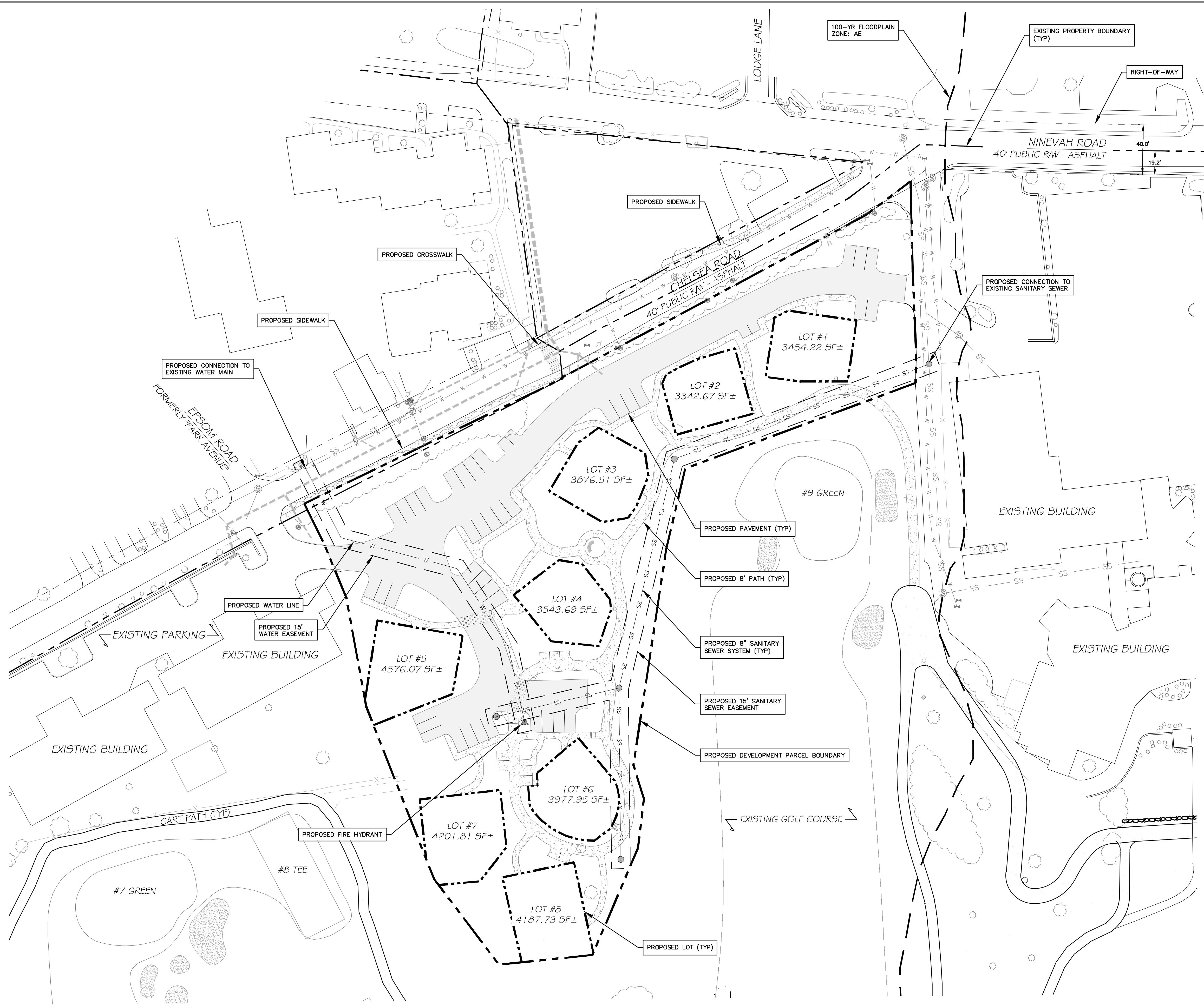
Eddie Ward, Town Clerk

APPROVED AS TO FORM:

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Martha Sharpe Bradley, Town Attorney

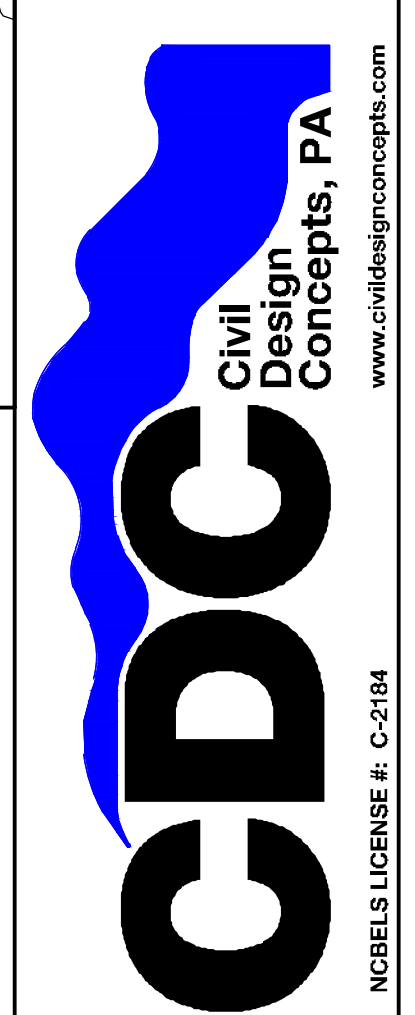




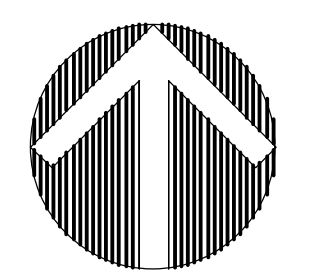
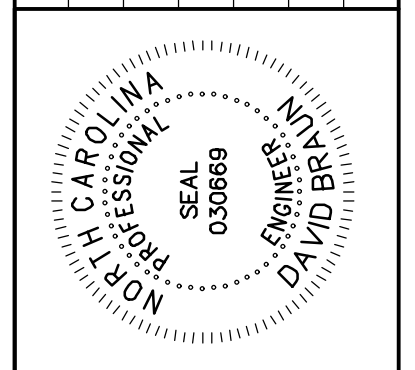
VICINITY MAP  
(NOT TO SCALE)

DEVELOPMENT DATA	
OWNER/DEVELOPER:	WGC HOSPITALITY LLC 1943 HOFFMEYER RD SITE C FLORENCE, SC 29501-3939
CONTACT:	JAY HAM (843) 799-2306
CIVIL ENGINEER:	CIVIL DESIGN CONCEPTS, P.A. 168 PATTON AVENUE ASHEVILLE, NC 28801
CONTACT:	DAVID BRAUN, P.E. (828) 252-5388
PROJECT DATA	
PIN:	8604-99-9017
ADDRESS:	176 COUNTRY CLUB DR, TOWN OF WAYNESVILLE, NC 28786
DEED BOOK/PAGE:	CABC/8641, CABC/4600
SITE ACREAGE:	2.84 ACRES BEING SPLIT FROM GOLF CLUB PROPERTY, PIN# 8604-99-9017
TOTAL LOT AREAS:	0.72 AC
COMMON AREA:	2.12 AC
PIN:	8604-99-9017
EXISTING ZONING:	CC-RL (COUNTRY CLUB RESIDENTIAL-LOW DENSITY)
PROPOSED ZONING:	CD (CONDITIONAL DISTRICT)
PARKING PROVIDED:	40 SPACES
PROPOSED USE:	EIGHT SINGLE FAMILY HOMES @ 4 BEDROOMS/EACH = 32 BEDROOMS

168 PATTON AVENUE  
ASHEVILLE, NC 28801  
PHONE (828) 462-4410  
FAX (828) 252-5388



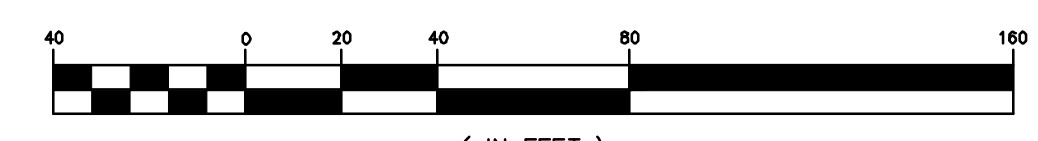
NO.	DATE	DESCRIPTION	BY



NORTH

CONDITIONAL DISTRICT-  
REZONING PLAN

GRAPHIC SCALE



( IN FEET )  
1 inch = 40 ft.

WAYNESVILLE INN & GOLF CLUB  
COTTAGES

DRAWN BY: JAA  
CDC PROJECT NO.: 22105

SHEET  
C001



# Report For

WGC HOSPITALITY LLC A SC LLC  
1943 HOFFMEYER RD STE C  
FLORENCE, SC 29501-3939

## Account Information

**PIN:** 8604-99-9017

**Legal Ref:** 1027/2044

**Add Ref:** CAB C/6641  
CAB C/4600

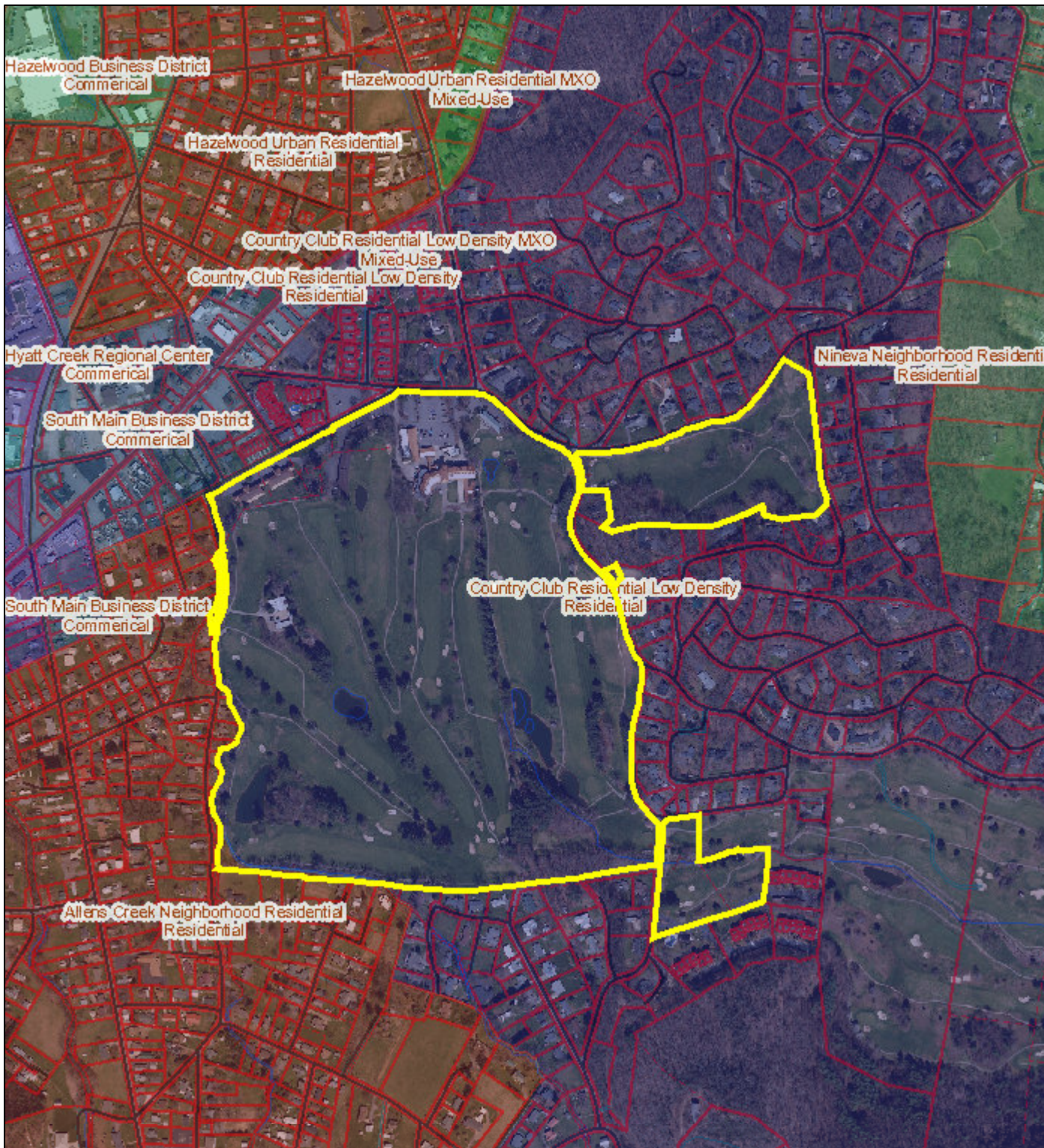
## Site Information

MOTEL/HOTEL, MOTEL/HOTEL, MOTEL/HOTEL  
Commercial Use, Commercial Use, Commercial Use  
176 COUNTRY CLUB DR

**Heated Area:** 0  
**Year Built:** 1965  
**Total Acreage:** 104.41  
**Township:** Town of Waynesville

## Site Value Information

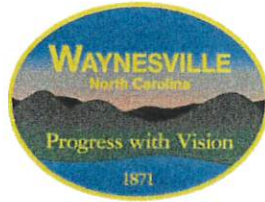
**Land Value:**  
**Building Value:**  
**Market Value:**  
**Deferred Value:**  
**Assessed Value:**  
**Sale Price:**  
**Sale Date:** 4/19/2021



1 inch = 667 feet  
September 14, 2021

Disclaimer: The maps on this site are not surveys. They are prepared from the inventory of real property found within this jurisdiction and are compiled from recorded deeds, plats and other public records and data. Users of this site are hereby notified that the aforementioned public primary information sources should be consulted for verification of any information contained on these maps. Haywood county and the website provider assume no legal responsibility for the information contained on these maps.





To: Town of Waynesville Board of Aldermen  
From: Susan Teas Smith, Planning Board Chair  
Date: October 21, 2021  
Subject: Planning Board Report on CD Amendment Request  
Description: Country Club Low Density CD subdivision and development.  
Address: 176 Country Club Drive, portion of PIN # 8604-99-9017

The Planning Board held a public hearing at their regularly scheduled meeting on September 20, 2021, to consider the Conditional District Application as presented by Civil Design Concepts on behalf of WGC Hospitality, LLC. The meeting was duly noticed and Chair Susan Smith presided.

The Planning Board voted on the following:


A motion was made by Planning Board member Don McGowen and seconded by Micheal Blackburn that the application is consistent with the Town's Land Use Plan goals of:


- Goal 2: Create a range of housing opportunities and choices
  - This project will create 8 high-end residential and rental properties.
  
- Goal 4: Protect and enhance Waynesville's cultural resources
  - This development is part of an on-going plan to revitalize the Waynesville Country Club as a recreational resource and economic generator.

Further, that the application be approved with two conditions:

1. Fire access be verified for lot # 8 and the driveway be extended as needed or directed by the Town's Fire Official.
2. Elevations of buildings be submitted for compliance with design guidelines provided in LDS Section 5.8.3 at the time of the building permit application.

The motion passed unanimously, all ayes (8-0).

 10/5/21  
Susan Teas Smith, Planning Board Chair, Date

 10-5-21  
Esther Coulter, Date



# TOWN OF WAYNESVILLE

Development Services Department

PO Box 100

9 South Main Street

Waynesville, NC 28786

Phone (828) 456-8647 • Fax (828) 452-1492

[www.waynesvillenc.gov](http://www.waynesvillenc.gov)

September 29, 2021

## Notice of Public Hearing for Town of Waynesville Board of Aldermen

The Town of Waynesville Board of Aldermen will hold a **public hearing on October 12, 2021 at 6:00 pm**, in the Town Hall Board Room, located at 9 South Main Street, Waynesville, NC, to consider a conditional district zoning amendment for a 2.84 acre portion of Haywood County PIN 8604-99-9017 within the Waynesville Country Club. The proposal is to create 8 residential units on individual lots with common areas for parking, walkways and landscaping.



Questions related to the hearing itself should be directed to the Waynesville Development Services Department, (828) 456-8647, [eteague@waynesvillenc.gov](mailto:eteague@waynesvillenc.gov).

**AUTHORIZATION FOR AGENT TO  
APPEAR BEFORE WAYNESVILLE PLANNING BOARD,  
ZONING BOARD OF ADJUSTMENT, OR BOARD OF ALDERMEN**

The undersigned Owner or Party with a contract or option to purchase that real property located at 176 Country Club Drive PIN # 8604-99-9017 in Waynesville or the ETJ area of Waynesville, North Carolina, has submitted an application which is to be heard in a proceeding by the Planning Board of Waynesville, North Carolina. I hereby authorize the following named individual to present my application and case, as my agent at such hearings.

Name of Authorized Agent: Patrick Bradshaw / Matt Sprouse / Emily Clark


Title and Company: Civil Design Concepts / Sitework Studios / Clark Lanning Architecture

Address: 52 Walnut Street, Suite 9, Waynesville NC 28786

Phone and email: [patrick@cdcgo.com](mailto:patrick@cdcgo.com) [mssprouse@siteworkstudios.com](mailto:mssprouse@siteworkstudios.com) [emily@clarklanning.com](mailto:emily@clarklanning.com)

This authorization shall be good through the completion of the project for which the zoning text or map amendment, special use permit, subdivision, variance or appeal, or other Town approval is requested, or until revoked in writing. The Town of Waynesville may rely on this authorization until it is given notice of the revocation of this authorization or of a change of property ownership takes place.

This the 20th day of September, 2021.



David Tart

Owner or Party with Contractual Interest in Property





## Transmittal

**Date:** September 1, 2021  
**Project Name:** Waynesville Inn and Golf Club – Cottage Area Development  
**CDC Project:** 22105

**To:** Elizabeth Teague – Development Services Director  
 Town of Waynesville  
 9 South Main Street  
 Waynesville, NC 28786

**Via:**  Mail  Overnight  Hand Delivered  Pick up @ CDC Office  Digital

Copies	Date	Description
1	9/1/2021	Land Development Map Amendment Application
1	9/1/2021	Land Development Map Amendment Check in the amount of \$700
3	9/1/2021	Masterplan Rendering
3	9/1/2021	Conditional District Request Letter & Project Narrative
3	8/31/2021	Environmental Survey
3	9/1/2021	Proposed Development Plan

**Remarks:**

Elizabeth,

Attached is the Conditional District Submittal for this proposed residential project. Please let us know if you have any questions or comments.

Thank you,

Patrick Bradshaw, P.E

Mailing Address: P.O. Box 5432, Asheville, NC 28813

168 Patton Avenue Asheville, NC 28801      52 Walnut Street – Suite 9, Waynesville, NC 28786  
 Phone 828-252-5388 Fax 828-252-5365      Phone: 828-452-4410 Fax: 828-456-5455



**TOWN OF WAYNESVILLE**  
**Development Services Department**  
**PO Box 100**  
**9 South Main Street**  
**Waynesville, NC 28786**  
**Phone (828) 456-8647 • Fax (828) 452-1492**  
[www.waynesvillenc.gov](http://www.waynesvillenc.gov)

**Application for Land Development Standards Map Amendment**

Application is hereby made on \_\_\_September 1\_\_\_, 2021\_\_\_ to the Town of Waynesville for the following map amendment:

Property owner of record: \_\_WGC Hospitality, LLC  
 Address/location of property: \_176 Country Club Drive Waynesville, NC 28786\_\_\_  
 Parcel identification number(s): \_\_A Portion of PIN # 8604-99-9017\_\_\_\_\_  
 Deed/Plat Book/Page, (attach legal description): \_\_\_DB1027 / PG 2044\_\_\_\_\_  
 The property contains approximately 2.80 acres.  
 Current district: \_\_Country Club Residential – (CC-RL)\_  
 Requested district: \_Country Club Residential – (CC-RL) – Conditional District\_\_\_

**The property is best suited for the requested change for the following reason(s), (attach additional sheets if necessary):** This development provides infill and context-sensitive development and will enhance an already walkable and attractive neighborhood. The development will add to the range of housing opportunities within the Town, and by limiting the required land area through the use of smaller lots it will serve to protect the natural resources. All of these are goals of the Town’s land use plan. In addition, the Town’s comprehensive land use plan Recommendation #2 includes promotion of the re-use and redevelopment of existing commercial and residential areas through zoning tools such as flexible standards, conditional districts and special use permits.

**Applicant Contact Information**

Applicant Name (Printed): \_\_\_WGC Hospitality, LLC\_\_\_  
 Mailing Address: 1943 Hoffmeyer Road – Suite C, Florence, South Carolina, 29501-3939  
 Phone(s): \_\_843-799-2306\_\_\_\_\_  
 Email: \_\_david.tart@rainsco.com\_\_\_\_\_  
 Signature of Property Owner(s) of Record Authorizing Application:

**Note: Map Amendment Requests require a fee based on the size and number of lots being requested. The request will be scheduled for the next agenda opening for the Waynesville Planning Board. Please submit application to: Town of Waynesville Development Services Department, 9 South Main Street, Waynesville, NC 28786.**

**2021004648**

HAYWOOD COUNTY NC FEE \$26.00  
STATE OF NC REAL ESTATE EXT

**\$14349.00**

PRESENTED & RECORDED

04/19/2021 11:21:09 AM

**SHERRI C. ROGERS**

REGISTER OF DEEDS

BY: STACY C. MOORE

ASSISTANT

**BK: RB 1027**

**PG: 2044 - 2047**

**NORTH CAROLINA SPECIAL WARRANTY DEED**

Excise Tax: \$14,349.00

Tax Parcel Identifier Nos. 8604-99-9017; 8605-90-5202; 8614-18-6366;  
8614-27-7912

Mail after recording to:  
Womble Bond Dickinson (US) LLP  
5 Exchange Street  
Charleston, South Carolina 29401  
Attention: James M. Wilson, Esq.

**Delinquent Taxes to be paid by the closing attorney to the County tax collector upon disbursement of closing proceeds.**

This instrument was prepared without title examination by:  
Paul M. Fogleman, Esq., Womble Bond Dickinson (US) LLP

Brief description for the Index:                      Waynesville Golf & Country Club

**NORTH CAROLINA  
HAYWOOD COUNTY**

**THIS SPECIAL WARRANTY DEED** is made this 15 day of April, 2021 by **MOUNTAIN PRESERVATION, LLC**, a North Carolina limited liability company ("Grantor") with a mailing address of 234 Queen Cove Road, Waynesville, North Carolina 28786, Attention: Samuel N. Carver, to **WGC HOSPITALITY, LLC**, a South Carolina limited liability company (collectively, "Grantee"), with a mailing address of 1943 Hoffmeyer Road, Suite C, Florence, South Carolina 29501, Attention: M. Grey Raines.

**WITNESSETH**

For and in consideration of \$10.00 cash in hand paid by Grantee to Grantor, and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, Grantor has and by these presents does grant, bargain, sell and convey unto Grantee in fee simple, all that certain lot or parcel of land situated in Haywood County, North Carolina, together with all of the improvements situated thereon, which lot or parcel of land is more particularly described as follows (the "Property"):

**See Exhibit A attached.**

The Property was acquired by Grantor by instrument recorded in Book 914, Page 150, Haywood County Registry.

The Property does not include the primary residence of Grantor.

**TO HAVE AND TO HOLD** the Property and all privileges and appurtenances thereto belonging to Grantee in fee simple.

And the Grantor covenants with the Grantee, that Grantor has done nothing to impair such title as Grantor received, and Grantor will warrant and defend the title against the lawful claims of all persons claiming by, under or through Grantor, except for the following:

1. Ad valorem property taxes for 2021 due and payable but not yet delinquent, and subsequent years, not yet due and payable.
2. All easements, restrictions, covenants and rights of ways and other matters of record, if any.
3. All matters that would be revealed by a current and accurate survey of the property and the improvements thereon.

The designation "Grantor", and "Grantee" as used herein shall include said named parties and their respective heirs, personal representatives, successors and assigns, and shall include the singular, plural, masculine, feminine or neuter as required by context.

[SIGNATURES ON THE FOLLOWING PAGE]



IN WITNESS WHEREOF, the Grantor has executed this instrument, under seal, as of the day and year first above written.

GRANTOR:

**MOUNTAIN PRESERVATION, LLC,**  
a North Carolina limited liability company

By: *Samuel Ned Carver* (SEAL)  
Name: Samuel Ned Carver  
Title: Manager

STATE OF NORTH CAROLINA

COUNTY OF Swain

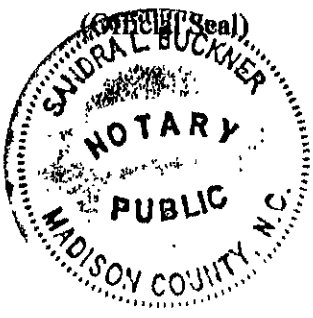
I certify that the following person(s) personally appeared before me this day, each acknowledging to me that he or she voluntarily signed the foregoing document for the purpose stated therein and in the capacity indicated: Samuel Ned Carver

Date: April 14, 2021

Official Signature of Notary: *Sandra L. Buckner*

Notary's Printed or Typed Name: Sandra L. Buckner, Notary Public

My Commission Expires: 9-10-2025



**EXHIBIT A  
ATTACHED TO DEED  
FROM  
MOUNTAIN PRESERVATION, LLC  
TO  
WGC HOSPITALITY, LLC**

**LEGAL DESCRIPTION**

Lying and being in Waynesville, Haywood County, North Carolina, and being described as follows:

Being that 105.41 acre tract; .55 acre tract; 2.39 acre tract; 37.30 acre tract as set forth in those plats recorded in Plat Cabinet C, Slots 6641, 6642 and 6643, Haywood County Registry, entitled Waynesville County Club & Inc., dated March 17, 2006 and revised on September 26, 2014, prepared by Joel Johnson Land Surveying, Inc. Project # 06-007.

LESS AND EXCEPT that portion of the Land described in Deed recorded in Book 914, page 153, Haywood County Registry.

TOGETHER WITH easements contained or conveyed by Deed recorded in Book 208, page 64 and as shown in Plat Cabinet C, Slot 4602 and Plat Cabinet C, Slot 6643, Haywood County Registry.



**To:** Elizabeth Teague – Development Services Director

**From:** Patrick Bradshaw, PE

A handwritten signature in blue ink, appearing to read "P. Bradshaw".

**Date:** September 1, 2021

**Re:** Waynesville Inn and Golf Club Cottage Development Area -Conditional District Request

Per Section 2.7 and Section 15.15 of the Town of Waynesville Land Development Standards and in accordance with the enclosed Master Plan drawing and other supporting information, WGC Hospitality, LLC as the Developer respectfully requests the following items be incorporated as part of the proposed Conditional District for the portion of Haywood County PIN # 8604-99-9017 as shown on the attached documents, located within the Town of Waynesville, Country Club Residential– Low Density (CC-RL) zoning district.

The project consists of the initial proposed subdivision of approximately 2.84 acres out of the property noted above and then further subdivision into a combination of 8 individual lots of varying sizes with the balance of the development area to remain in a private common area as represented on the attached masterplan.

- Chapter 2, Table 2.4.1
  - 2.c – Civic Space requirement of 10% shall not apply
  - 3.a – Lot standard of ½ acre shall not apply
  - 3.c – Lot width requirement of 60 feet shall not apply
  - 4.a, b, c, d and e – Specific building setback requirements shall not apply, but the development will have a minimum of 20 horizontal feet between buildings
- Chapter 2, 2.5.1 – Being part of the historic “Waynesville Country Club” property and parent tract, this specific proposed conditional district area, even upon further subdivision would continue to retain the same privileges afforded to the parent tract with respect to “Golf Course / Country Club” use as further defined the Land Development Standards in Chapter 17, Section 17.3 – Definitions, Use Type which allow residential, lodging, recreational and other golf related uses.
- Chapter 4 – 4.3 – Basic Lot Standards
  - 4.3.1 – All lots to front on a public street, civic space or approved driveway shall not apply

Mailing Address: P.O. Box 5432, Asheville, NC 28813

168 Patton Avenue Asheville, NC 28801  
Phone 828-252-5388 Fax 828-252-5365

52 Walnut Street Ste. 9, Waynesville, NC 28786  
Phone: 828-452-4410 Fax: 828-456-5455

4.3.3 – Dimensional Standards shall not apply, although a minimum of 20' separation shall be provided between the proposed structures to insure compliance with building code

- Chapter 5 – Sections 5.3 through 5.8 shall not apply
- Chapter 6 – Section 6.4 shall not apply
- Chapter 6, Section 6.6 – Town Street Classification and Design and 6.7 Street Engineering Standards – Allow the developer to provide internal drive aisles with a minimum 24-foot wide private easement access from Chelsea Street to and through the proposed development site that exceeds the maximum length of 400 ft and provides access between other developer owned property to the west . Also parking access off said access way is requested as shown on Master Plan. All other portions of these sections shall not apply
- Chapter 6, Section 6.8 – Pedestrian Facilities – See proposed Master Plan for the sidewalk locations as proposed along Chelsea Road along the development frontage.
- Chapter 7 – Civic Space – The requirements of this section are removed under Chapter 2, Section 2.c above
- Chapter 8, - Tree Protection / Landscaping and Screening – Remove the specific requirements of this section and grant the developer the right to prepare a site specific landscape plan commensurate with the nature of the plantings contemplated on the Master Plan.
- Chapter 9, 9.3 – Permitted Parking Locations and 9.8 Driveway Access – The developer requests the removal of the requirements of these sections. The proposed Master Plan shall represent the proposed parking layout for this development.

We believe that the proposed development is consistent with the Town's comprehensive land use plan as it provides infill and context-sensitive development and will enhance an existing, attractive neighborhood. The development will add to the range of housing opportunities within the Town, and by limiting the required land area, through the use of smaller lots, it will serve to protect the natural resources. All of these are goals of the Town's land use plan. In addition, the Town's comprehensive land use plan Recommendation #2 includes promotion of the re-use and redevelopment of existing commercial and residential areas through zoning tools such as flexible standards, conditional districts and special use permits.

Additionally, the proposed development serves as a redevelopment of an existing commercial and resort-residential area and proposes to use flexible standards to limit the amount of land area required for development, further preserving available open space.

# ENVIRONMENTAL SURVEY

FOR

## Waynesville Inn and Golf Club Cottage Development Area

OWNER / DEVELOPER:

WGC Hospitality, LLC  
1943 Hoffmeyer Road - Suite C  
Florence, SC 29501-3939

PREPARED BY:



168 Patton Ave.  
Asheville, NC 28801  
Phone: 828-252-5388  
Fax: 828-252-5365

52 Walnut Street – Suite 9  
Waynesville, NC 28786  
Phone: 828-452-4410  
Fax: 828-456-5455

[www.civildesignconcepts.com](http://www.civildesignconcepts.com)  
NCBELS LICENSE #: C-2184



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**Project Name: Waynesville Inn and Golf Club – Cottage Development**  
**Project Location: Waynesville, NC**  
**CDC Project No. 22105**  
**Date: August 31, 2021**

The proposed Waynesville Inn and Golf Club – Cottage Development is located at 176 Country Club Drive, Waynesville, Haywood County, North Carolina. The development parcel will be a portion of PIN # 8604-99-9017 as shown by Haywood County GIS and the proposed development area is approximately 2.80 acres.

The project site is zoned Country Club Residential (CC-RL) and is proposed in an area where a previous motel and several duplex cottages stood. The site includes a combination of mature trees and other low level landscaping in addition to significant parking facilities and access drives. The proposed site improvements would include 8 single-family residential houses with associated site improvements. The main entrance will connect to Chelsea Street, an existing Town of Waynesville road and also continue to provide access to two existing hotel buildings to remain.

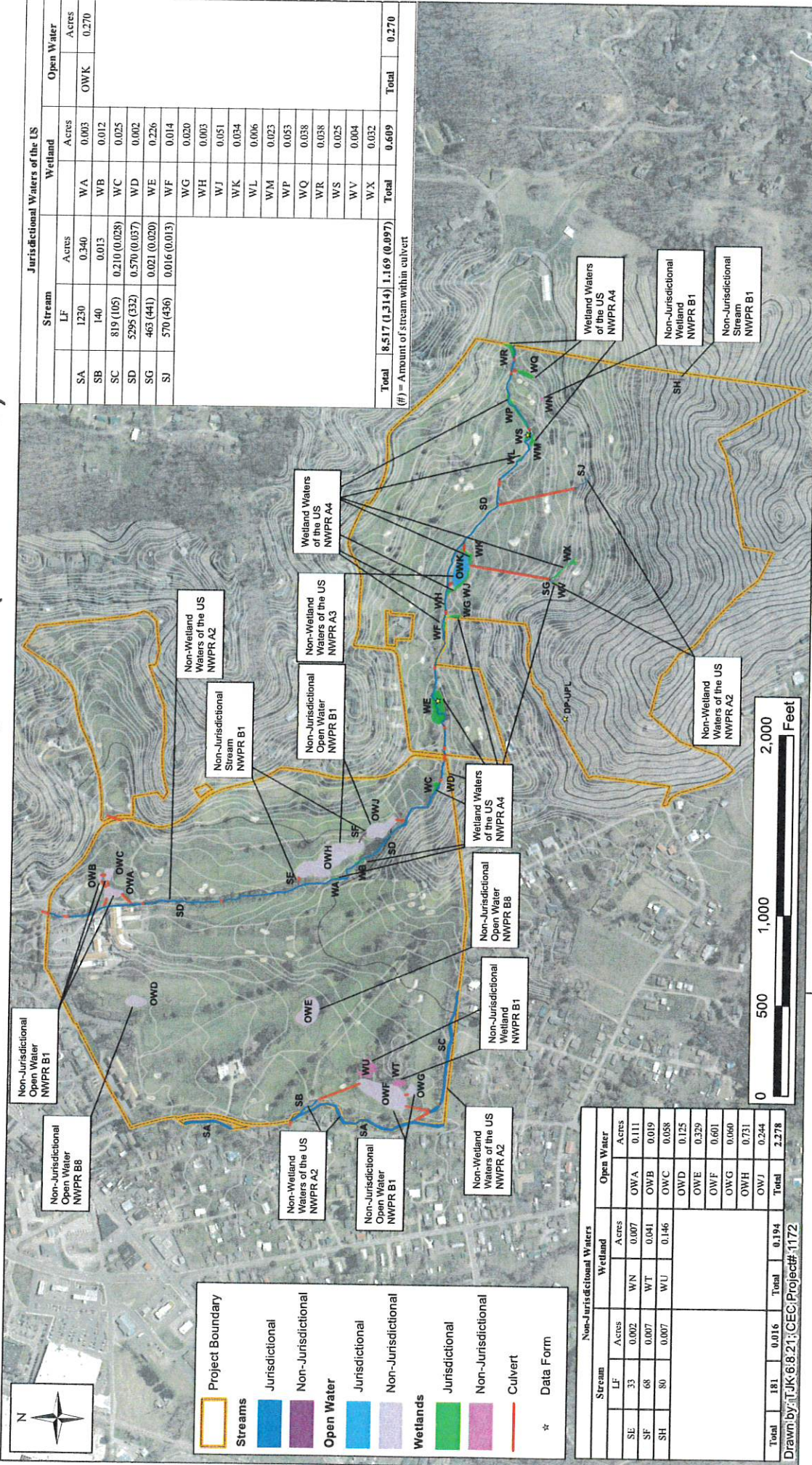
The majority of the site lies in Flood Zone AE per the FEMA 100-year flood hazard maps. The project area can be found from the FEMA FIRM 3700860400J with an effective date of April 3, 2012.

On site storm water currently flows to Browning Branch through a series of conveyance systems. The site contains no previously identified endangered species habitat.

The project will not impact any jurisdictional wetlands or streams.



# Waynesville Country Club (+/- 189 AC)



Jurisdictional Waters of the US				
Stream	LF	Acres	Wetland	
				Acres
SA	1230	0.340	WA	0.003
SB	140	0.013	WB	0.012
SC	819 (105)	0.210 (0.028)	WC	0.025
SD	5295 (332)	0.570 (0.057)	WD	0.002
SG	463 (441)	0.021 (0.020)	WE	0.226
SJ	570 (456)	0.016 (0.013)	WF	0.014
			WG	0.020
			WH	0.003
			WJ	0.051
			WK	0.034
			WL	0.006
			WM	0.023
			WP	0.053
			WQ	0.038
			WR	0.038
			WS	0.025
			WV	0.004
			WX	0.032
<b>Total</b>	<b>8,517 (1,314)</b>	<b>1.169 (0.097)</b>	<b>Total</b>	<b>0.609</b>

Open Water			
LF	Acres	OWK	Acres
SA	1230	OWK	0.270

Total (#) = Amount of stream within culvert

Non-Jurisdictional Waters				
Stream	LF	Acres	Wetland	
				Acres
SE	33	0.002	WN	0.111
SF	68	0.007	WT	0.041
SH	80	0.007	WU	0.146
			OWD	0.125
			OWE	0.329
			OWF	0.601
			OWG	0.060
			OWH	0.731
			OWJ	0.244
<b>Total</b>	<b>181</b>	<b>0.016</b>	<b>Total</b>	<b>0.194</b>

Drawn by: TJK; 6/8/21; CEC; Project# 1172

Haywood County,  
North Carolina

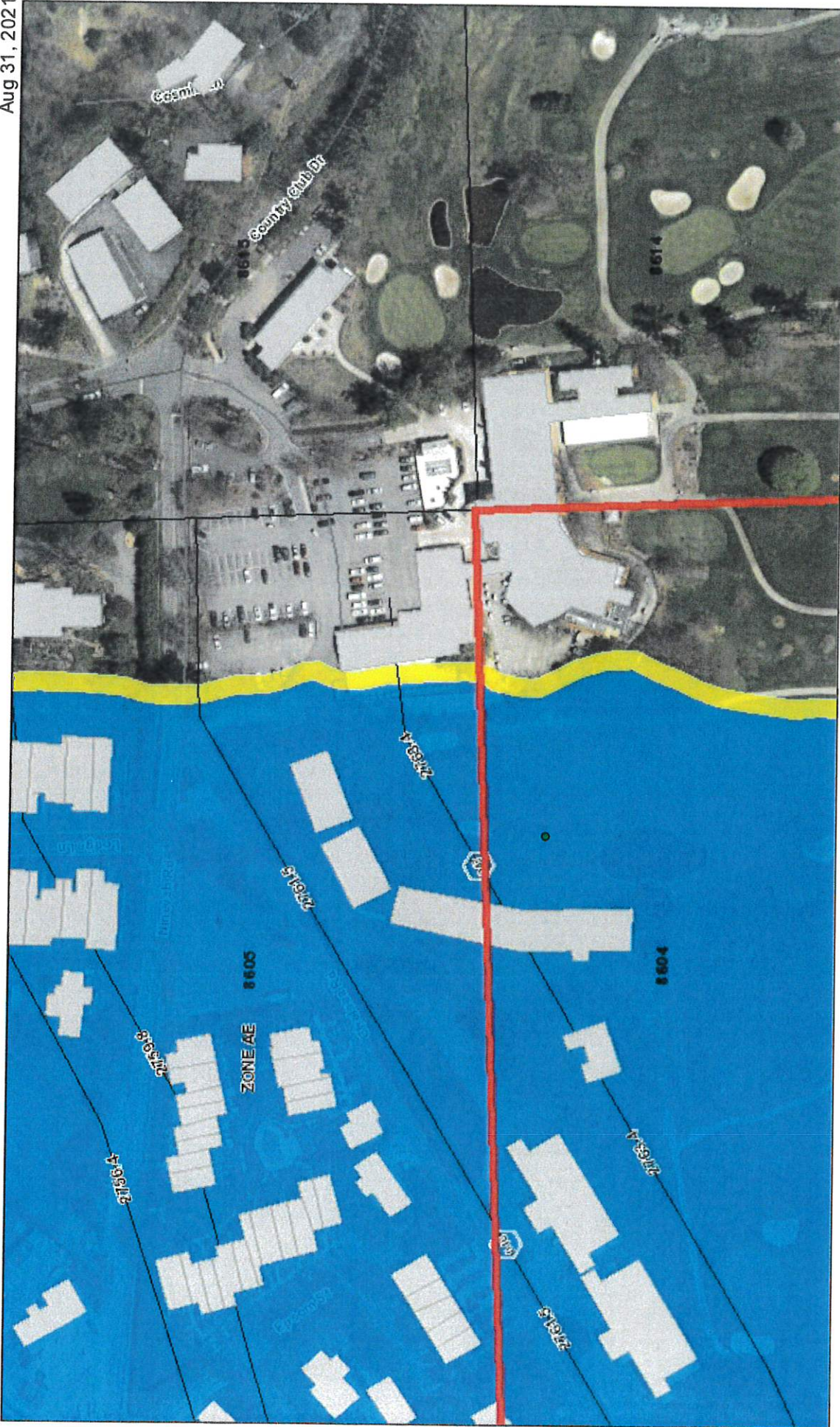
**ClearWater**  
145 7th Avenue W, Suite B  
Hendersonville, NC 28792

Wetland & Stream Delineation Map  
Delineated March 17, 22, 23, 2021

Figure 5



Aug 31, 2021



- Legend**
- Panels
  - Political Areas
  - Stream Centerline
  - Cross Sections
  - Levee

- Flood Hazard Areas**
- AE
  - Floodway (AE)
  - 0.2 % Chance Annual Flood Hazard
  - Future Conditions 1% Annual Chance Flood Hazard

North Carolina Floodplain Mapping Program







CONSULTANT

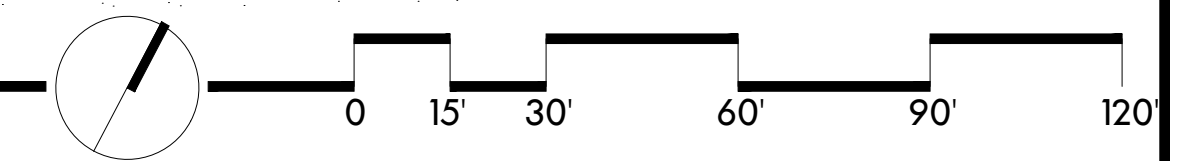
WAYNESVILLE INN GOLF  
 RESORT  
 COTTAGES  
 PREPARED FOR:  
**RAINES**  
 CHARLESTON, SC

NO.	REVISIONS	REMARKS	DATE



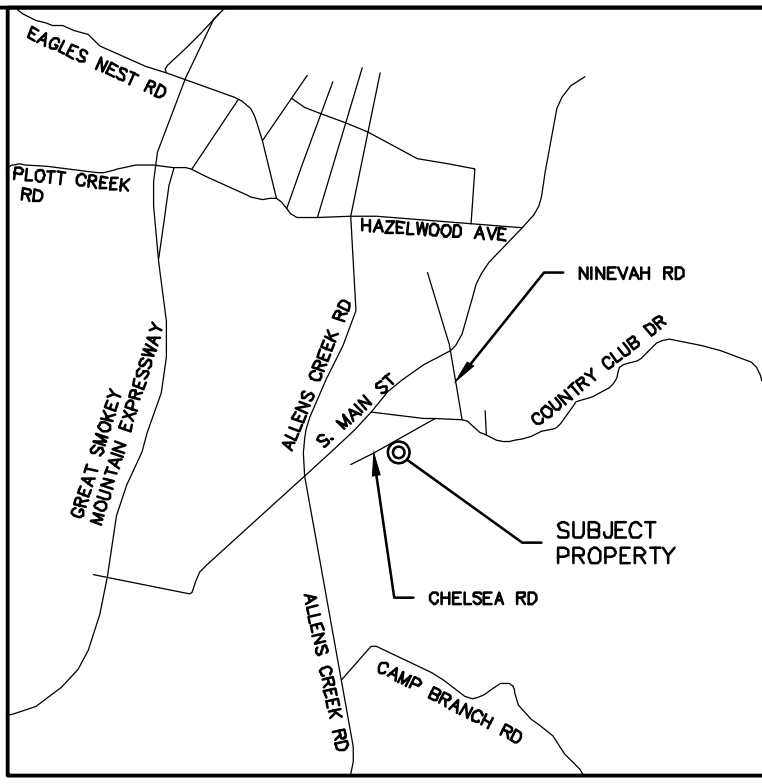
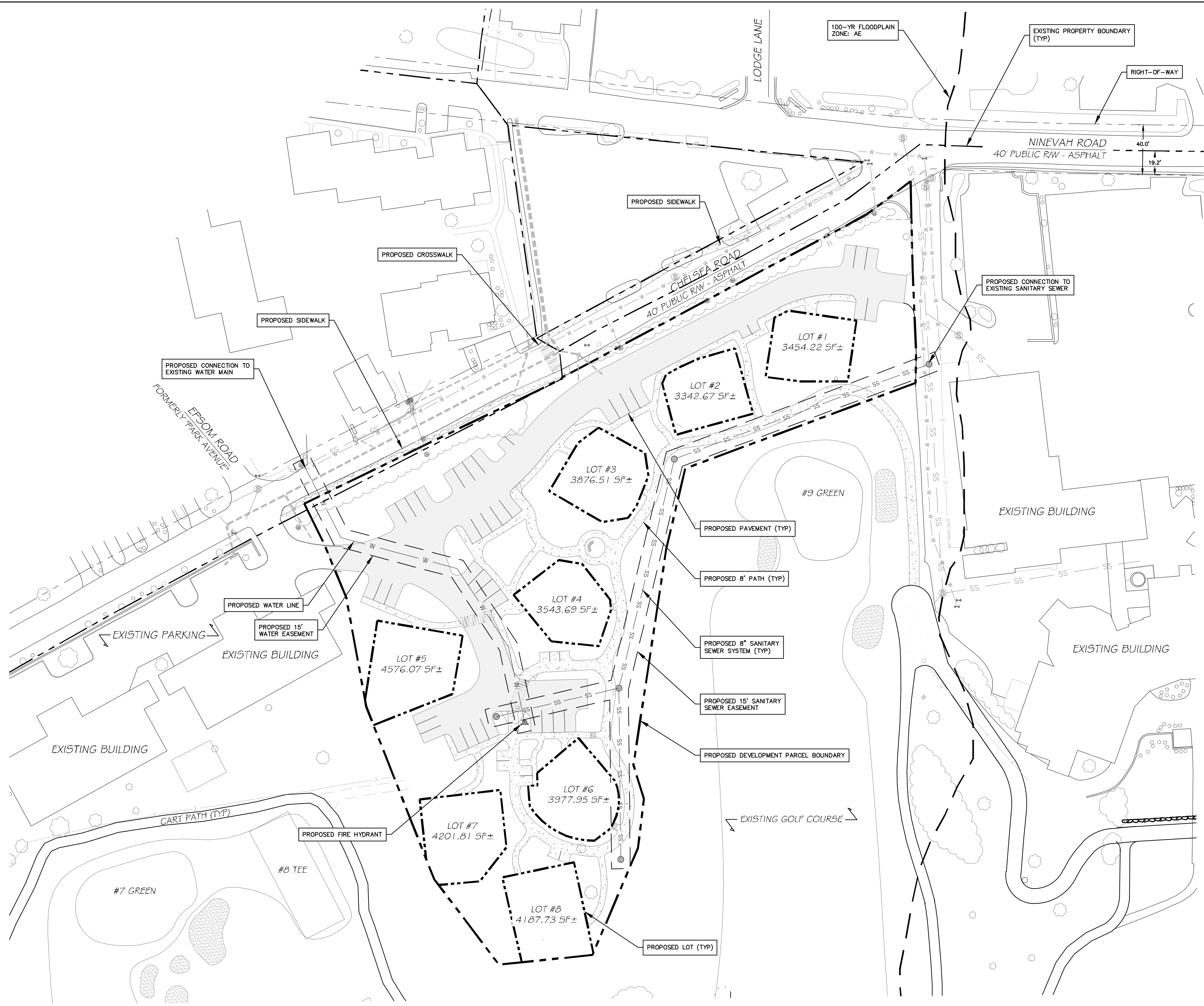
DATE:  
8.31.2021  
 SHEET TITLE:  
**SCHEMATIC  
 SITE  
 PLAN**

SHEET NO.  
**L-100**





APPENDIX A: CC-RL-CD



**DEVELOPMENT DATA**

OWNER/DEVELOPER:	WGC HOSPITALITY LLC 1943 HOFFMEYER RD SITE C FLORENCE, SC 29501-3939
CONTACT:	JAY HAM (843) 799-2306
CIVIL ENGINEER:	CIVIL DESIGN CONCEPTS, P.A. 168 PATTON AVENUE ASHEVILLE, NC 28801 DAVID BRAUN, P.E. (828) 252-5388
CONTACT:	
<b>PROJECT DATA</b>	
PIN:	8604-99-9017
ADDRESS:	176 COUNTRY CLUB DR, TOWN OF WAYNESVILLE, NC 28786
DEED BOOK/PAGE:	CABC/8641, CABC/4600
SITE ACREAGE:	2.84 ACRES BEING SPLIT FROM GOLF CLUB PROPERTY, PIN# 8604-99-9017
TOTAL LOT AREAS:	0.72 AC
COMMON AREA:	2.12 AC
PIN:	8604-99-9017
EXISTING ZONING:	CC-RL (COUNTRY CLUB RESIDENTIAL-LOW DENSITY)
PROPOSED ZONING:	CD (CONDITIONAL DISTRICT)
PARKING PROVIDED:	40 SPACES
PROPOSED USE:	EIGHT SINGLE FAMILY HOMES @ 4 BEDROOMS/EACH = 32 BEDROOMS

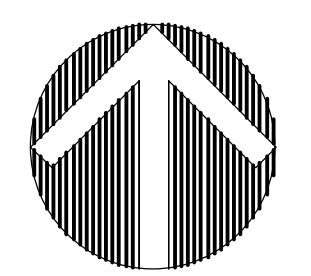
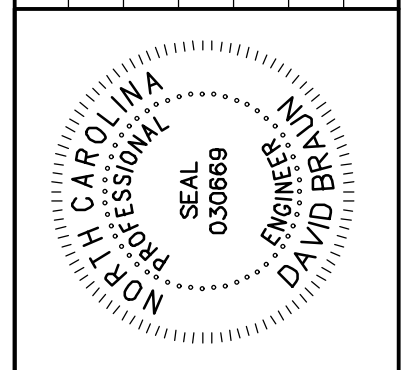
168 PATTON AVENUE  
ASHEVILLE, NC 28801  
PHONE (828) 462-4410  
FAX (828) 252-5388

52 WALNUT STREET - SUITE 9  
WAYNESVILLE, NC 28786  
PHONE (828) 462-4410  
FAX (828) 462-5388

**CDC** Civil Design Concepts, PA  
www.civildesignconcepts.com

NCBELS LICENSE #: C-2164

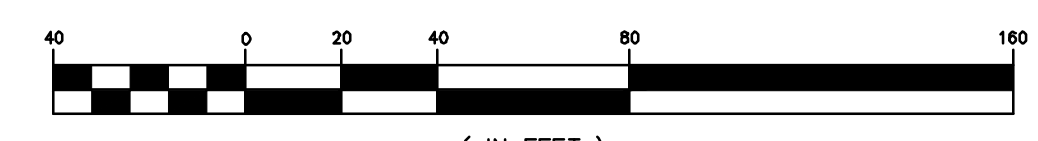
NO.	DATE	DESCRIPTION	BY



NORTH

CONDITIONAL DISTRICT-REZONING PLAN

GRAPHIC SCALE



SITE PLAN FOR:

**WAYNESVILLE INN & GOLF CLUB COTTAGES**

WGC HOSPITALITY LLC - WAYNESVILLE, NORTH CAROLINA

WGC HOSPITALITY LLC  
1943 HOFFMEYER RD SITE C  
FLORENCE, SC 29501-3939  
PHONE (843) 799-2306  
FAX (843) 799-2306

DAVID BRAUN, P.E.  
030869

WAYNESVILLE, NORTH CAROLINA

DRAWN BY: JAA  
CDC PROJECT NO.: 22105

SHEET  
**C001**

Please Publish on October 3rd and October 10th, 2021

**NOTICE OF PUBLIC HEARING**

The Town of Waynesville Board of Aldermen will be holding a public hearing on Tuesday, **October 12<sup>th</sup> 2021** beginning at 6:00 p.m. or as closely thereafter as possible. The purpose of the Public Hearing is to consider a Conditional District Amendment to the Land Development Map and standards for a 2.84-acre portion of the Waynesville Country Club, PIN: 8604-99-9017.

For more information please contact Elizabeth Teague at 828 456 2004 or via email at [eteague@waynesvillenc.gov](mailto:eteague@waynesvillenc.gov).

s/Eddie Ward

By: Eddie Ward, Town Clerk

**TOWN OF WAYNESVILLE BOARD OF ALDERMEN  
REQUEST FOR BOARD ACTION  
Meeting Date: 10/12/21**

**SUBJECT:** Conduct a Public Hearing on the Refinancing the USDA Loan for Fire Station #1, reimbursing the Town for purchase of land for Fire Station #2 and purchase of a Fire Tanker Truck

**AGENDA INFORMATION:**

**Agenda Location:** Manager's Report  
**Item Number:** H6  
**Department:** Administration  
**Contact:** Rob Hites  
**Presenter:** Rob Hites

**BRIEF SUMMARY:** Bob Jessup (Sanford Holshouser) has prepared a resolution requesting the Local Government Commission to consider the refinancing of the USDA loan for Fire Station #1. As you remember the balance on the loan is \$2,993,432 at a 4.5% interest rate. BB&T's refinancing terms involves a twelve (12) year loan at 1.99%. Over the life of the loan the Town would save \$1,045,899. The new fifteen (15) year loan payment would descend from an annual payment of \$68,356 to \$52,515 on the last year of the loan. The financing of the land and tanker estimated to be \$1,000,000 would be scheduled after January 1<sup>st</sup> once the LGC has reviewed our 2020-21 audit. The Town has advertised the public hearing on Friday, October 1<sup>st</sup>. The public hearing is advertised for the regular meeting on October 12<sup>th</sup> will cover both the refinancing of the loan and a winter financing of the property the Town acquired for Fire Station #2 and purchase of a new tanker truck.

**MOTION FOR CONSIDERATION:** Hold a Public Hearing on the refinancing of Fire Station #1, the reimbursement of the General Fund for the purchase of land for Fire Station #2 and purchase of a Fire Tanker Truck and adopt a resolution requesting approval of both the refinancing (November meeting of the LGC) and financing the repayment of the purchase of the land for Fire Station #2 and Tanker truck after January 1<sup>st</sup>, 2022.

**FUNDING SOURCE/IMPACT:** General

**ATTACHMENTS:** Proposed Resolution

**MANAGER'S COMMENTS AND RECOMMENDATIONS** After listening to citizen input regarding the refinancing of the USDA loan for Fire Station #1, reimbursement of the General Fund for purchase of land for Fire Station #2 and purchase of a Fire Tanker Truck I recommend that you adopt the attached resolution. The advertisement was published ten (10) days before the hearing allowing the Town to place the refinancing on the November meeting of the Local Government Commission. The public hearing will be sufficient to place the reimbursement and tanker purchase on the LGC agenda after the first of the year (once the LGC has reviewed the Town's 2020-21 audit).



**Resolution No. R-08-21**  
**Resolution supporting applications to the Local Government**  
**Commission for its approval of Town financing agreements**  
**– Property Acquisition for a Fire Station, Tanker Truck**  
**Financing, and Refinancing of Existing Loan**

***Introduction --***

The Board of Aldermen (the “Board”) of the Town of Waynesville (the “Town”) has previously determined to carry out a project to pay for the acquisition of the site for a new fire station, to finance the purchase of a new tanker truck and to refinance the existing loan for the Town’s fire station.

The Board has also made a preliminary determination to finance these projects through installment financings, as authorized under Section 160A-20 of the North Carolina General Statutes. In an installment financing, the Town’s repayment obligation is secured by a mortgage-type interest in all or part of the property being financed, but not by any pledge of the Town’s taxing power or any specific revenue stream.

North Carolina law requires that the Town’s financing be approved by the North Carolina Local Government Commission (the “LGC”), a division of the North Carolina State Treasurer’s office. Under the LGC’s guidelines, this governing body must make certain findings of fact to support the Town’s application for the LGC’s approval of the Town’ financing arrangements.

**1. THEREFORE, BE IT RESOLVED by the Board of Alderman of the Town of Waynesville, as follows:**

(a) The Town makes a preliminary determination to enter into financing contracts for the purposes described above.

(b) The Town expects to enter into separate financing contracts for the two purposes, namely (1) approximately \$1,000,000 to pay for a new tanker truck and the acquisition of property for a new fire station, with the loan to be secured by a lien

on the new fire station property, and (2) approximately \$1,700,000 to refinance the Town's existing fire station loan with USDA, with the loan to be secured by a lien on the existing fire station property.

(c) The Board will determine the final amount to be financed by a later resolution. The total amount finally financed under the two contracts may be slightly lower or slightly higher than \$2,700,000. Some of the financing proceeds may represent reimbursement to the Town for prior expenditures on project costs, and some proceeds may be used to pay financing expenses or to provide any appropriate reserves.

**2. The Board makes the following findings of fact in support of the Town's application to the LGC:**

(a) The proposed projects are necessary and appropriate for the Town under all the circumstances.

(b) The proposed installment financing is preferable to a bond issue for the same purposes. This financings are for discrete facilities and are therefore particularly suitable for installment financing. The loan being refinanced is also installment financing, so refinancing through an installment financing is appropriate.

The Town has no meaningful ability to issue non-voted general obligation bonds for this project. This project will produce no revenues that could be used to support a revenue bond financing. The Town expects that in the current interest rate environment for municipal securities there would be no material difference in the overall financing costs between general obligation bonds and installment financings for this project.

(c) The estimated sums to fall due under the proposed financing contract are adequate and not excessive for the proposed purpose. The Town will closely review proposed financing rates against market rates with guidance from the LGC. All amounts financed will reflect either approved contracts, previous actual expenditures, or professional estimates.

(d) As confirmed by the Town's Finance Officer, (i) the Town's debt management procedures and policies are sound and in compliance with law, and (ii) the Town is not in default under any of its debt service obligations.

(e) Given the Town's need for the project, the Board believes that the effect on the Town's budget and the tax rate impact will be reasonable under all the circumstances. The Board will work to minimize the tax rate impact of the borrowing in a manner consistent with moving forward with the project and addressing the full range of Town needs. The refinancing will save the Town money over time and will therefore reduce the burden on the tax rate.

(f) The Town Attorney is of the opinion that the proposed project is authorized by law and is a purpose for which public funds of the Town may be expended pursuant to the Constitution and laws of North Carolina.

**3. Additionally, the Board resolves as follows:**

(a) The Town intends that the adoption of this resolution will be a declaration of the Town's official intent to reimburse project expenditures from financing proceeds. The Town intends that funds that have been advanced for project costs, or which may be so advanced, from the Town's general fund, or any other Town fund, may be reimbursed from the financing proceeds.

(b) The Board directs the Town Manager and the Finance Officer to take all appropriate steps toward the completion of the financing, including completing an application to the LGC for its approval of the proposed financing,

(d) This resolution takes effect immediately.

I certify as follows: that the foregoing resolution was properly adopted at a meeting of the Board of Alderman of the Town of Waynesville, North Carolina; that this meeting was properly called and held on October 12, 2021; that a quorum was present and acting throughout this meeting; and that this resolution has not been modified or amended, and remains in full effect as of today.

Dated this 12th day of October, 2021.

[SEAL]

---

Eddie Ward  
Town Clerk  
Waynesville, North Carolina



**Town of Waynesville, North Carolina -- Notice of Public Hearing**  
**Financings for Fire Station and Tanker Truck, and To Refinance Existing Loan**

The Board of Alderman (the "Board") of the Town of Waynesville North Carolina (the "Town"), will hold a public hearing on October 12, 2021, at 6:30 p.m. (or as soon thereafter as the matter may be heard). The purpose of the hearing is to take public comment concerning proposed financing contracts, under which the Town would borrow (1) approximately \$1,000,000 to pay for a new tanker truck and the acquisition of property for a new fire station and (2) approximately \$1,700,000 to refinance existing loan obligations. The refinancing will reduce borrowing costs and save the Town money.

The Town expects there will be separate contracts for two purposes. Each proposed financing would be secured by a lien on some or all of the projects financed or refinanced (and associated real estate), as well as the Town's promise to repay the financing, but there would be no recourse against the Town or its property (other than the pledged property) if there were a default on the financing.

The hearing will be held at the Town Hall Board Room located at 9 South Main Street, Waynesville, North Carolina 28786.

All interested persons will be heard. The Town's plans are subject to change based on the comments received at the public hearing and the Board's subsequent discussion and consideration. The Town's entering into the financing is subject to obtaining approval from the North Carolina Local Government Commission.

Persons wishing to make written comments in advance of the hearing or wishing more information concerning the subject of the hearing may contact Eddie Ward, Town Clerk, 16 South Main Street, Waynesville, North Carolina 28786 (telephone (828) 452-2491, [eward@waynesvillenc.gov](mailto:eward@waynesvillenc.gov)).

**TOWN OF WAYNESVILLE BOARD OF ALDERMEN  
REQUEST FOR BOARD ACTION  
Meeting Date: 10/12/21**

**SUBJECT:**            Review of Rules and Procedures for Appointing a Downtown Advisory Board.

**AGENDA INFORMATION:**

**Agenda Location:** Old Business  
**Item Number:**     F4  
**Department:**     Administration  
**Contact:**         Rob Hites  
**Presenter:**        Rob Hites

**BRIEF SUMMARY:**

The Board of Aldermen adopted a Downtown Advisory Board to be comprised of 13 members. 4 from Downtown Merchants, 4 from Downtown Property Owners or Residents, 4 At-Large members, 1 Member of Board of Aldermen and 1 Member of the County Commission or County staff member. The Board shall be appointed for staggered three- year terms with the Advisory Board Chair appointed annually by the Board of Aldermen. Initial staggered terms will be chosen by “Lot” from the appointees. Invitations to apply would be sent to the Service District’s merchants, residents and property owners. Applications will be taken until November 12<sup>th</sup>. The applications will be sent to the Town Board for consideration.

**MOTION FOR CONSIDERATION:**

**Review Procedures for Appointing members and use of staggered terms. Approve rules and procedures after review and amendment, if necessary.**

**FUNDING SOURCE/IMPACT:**

Downtown Municipal Service District tax and General Fund contribution

**ATTACHMENTS:** Options

**MANAGER’S COMMENTS AND RECOMMENDATIONS**

**The DWA has contracted with several artists and vendors to carry out the fall events. These should be paid by the DWA. The DWA’s fiscal year ends on December 31<sup>st</sup>. This would seem to be a good point to formally separate the Town’s financial administration of the Downtown Municipal Service District from the nonprofit DWA. The Town will be due the remainder of the MSD tax funds and the DWA will retain approximately \$80,000 which amounts to their income and tax funds that have been retained from previous years and not kept in an identifiable account. The DWA will need to determine their path forward after December 31<sup>st</sup> since Beth and her assistant will be dedicated full time to the Downtown Advisory Board. At present Beth is still working with DWA since the Fall events are tied to that organization.**

# **TOWN OF WAYNESVILLE**

## **DOWNTOWN ADVISORY COMMITTEE**

### **Charter & Rules of Procedure**

#### **Article 1. Name**

The name of this organization is the Town of Waynesville Downtown Advisory committee, hereinafter referred to as the “Committee.”

#### **Article 2. Purpose and Powers**

The general purpose of the Committee is to serve in an advisory role to the Town Board in matters pertaining to the Main Street Municipal Service District, subject to such limitations as may be imposed by state law or by ordinances of the Town. The Committee shall be embodied for the following purposes: Advise, deliberate and make recommendations to the Town Board to help facilitate the implementation of the Comprehensive Plan as it relates to downtown; Serve to support economic development efforts, and the marketing and promotion of downtown; Identify appropriate uses for downtown and identify developers/investors for downtown development; Recommend to Town Board an overall policy for the continued development and sustainability of downtown; Develop financial tools for downtown development; Promote and facilitate the improvement of downtown infrastructure, including water, public safety, parks, parking, transportation, utilities, sidewalks, sewer, and streetscape; Promote and facilitate a program to assist in business retention in the downtown; Promote and facilitate a marketing program to increase sales, visitors, and awareness of downtown; Provide Town Board with representative community participation in preparing and implementing plans and reports concerning the development of downtown; Promote, facilitate, and act as liaison to developments significantly affecting the downtown area. Promote and support downtown as a special event location.

#### **Article 3. Jurisdiction**

The Downtown Advisory Committee’s jurisdiction shall apply to the Waynesville Main Street Municipal Service District . The Main Street Municipal Service District is formed by the boundaries shown in Exhibit “A”. The Board may also discuss and be consulted on matters outside of the Main Street Municipal Services District, provided the subject is related to the core mission of supporting a healthy and vibrant downtown.

#### **Article 4. Membership**

**Section 1. Membership and Appointment.** All appointments shall be made by the Board of Aldermen. The Committee shall consist of thirteen (13) voting members. Membership shall be composed from the following membership categories:

- (4 ) Members representing merchants
- (4 ) Members representing owners/residents
- (3) At-Large members
- (1) Member of the Board of Aldermen
- (1 ) Member of the County Board of Commissioners or staff

Merchant members are defined as persons operating businesses whether being the owner or tenant.

Property owners or residents are defined as persons who own property or live in the district.

At-large members are defined as persons owning property or residing within the Town of Waynesville or Haywood County, or business owners whose business is located within the Town of Waynesville or Haywood County.

Staff Support Town staff shall be assigned to the Downtown Advisory Committee, acting as the Secretary and liaison between the Committee, Town Departments, and the Town Board and shall have the charge of correspondence, minutes, notifying members of meetings, and other information.

## **Section 2. Member Terms and Term Limits.**

The appointment to the initial Committee, Town Board may implement staggered terms for members, meaning that 4 members of the Committee membership shall be appointed for an initial term to run from November 2021 to June 30, 2022; 4 members of the Committee membership shall be appointed for an initial term to run from November 2021 to June 30, 2023, and 4 members of the Committee membership shall be appointed for an initial term to run from November 2021 to June 30, 2024. The initial staggered terms shall be chosen by "lot" from initial appointees. The Committee Chair will be chosen annually by the Board of Alderman. Thereafter Advisory Committee appointments shall be for 3-year terms unless filling an unexpired term. No member may serve more than two terms without taking a hiatus of one year before being reappointed.

**Section 3. Attendance at Meetings.** Any member who misses more than three consecutive regular meetings or more than one-half the regular meetings actually held in a calendar year shall cease to be a Committee member.

**Section 4. Vacancies and Reasons for Dismissal.** All members serve at the pleasure of the Town Board. Members may be dismissed for any reason with or without cause. Including but not limited to failure to attend meetings. Vacancies shall be filled at the earliest convenience of the Town Board. A vacancy of the chair or vice chair shall be elected by a majority of the Board at the next regularly scheduled meeting.

**Section 5. Conflicts of Interest.** The Committee shall adhere to the NC Code of Ethics for Local Government. No member of the Committee or the business they own or are employed by shall contract with or provide any service for the Downtown Advisory Committee that involves compensation. Board members are free to donate time and material, however.

## **Article 5. Meetings**

**Section 1. Open-Meetings Law.** All meetings of the Committee and its subcommittees shall be open to the public, and any person may attend their meetings. Except as permitted below, all meetings of the Committee shall be open to the public and any person may attend its meetings. For purposes of these rules, a meeting of the Committee occurs whenever a majority of the Committee members gather, either in person or simultaneously by electronic means, to conduct hearings, deliberate, vote, or otherwise transact public business within the Committees real or

apparent jurisdiction. The term “majority” as used here and elsewhere in these rules means, unless otherwise specified, a simple majority, that is, more than half. No meeting shall occur except as part of a duly called and advertised meeting. For the avoidance of doubt, informal gatherings of a majority of the members where business of the C o m m i t t e e is discussed is strictly prohibited.

**Section 2. Closed Session.** The Committee may enter a closed session from which the public is excluded on any of the grounds listed in G.S. 143-318.11(a).

1. Motion to Enter Closed Session. The Committee may hold a closed session only upon a motion duly made and adopted in open session. The motion to enter closed session shall cite one or more of the permissible bases listed in G.S. 143-318.11(a) for closed sessions. For a closed session held under G.S. 143-318.11(a)(1) (prevent disclosure of privileged or confidential information or information not considered public record), the motion shall name or cite the law that renders the information confidential or privileged. For a closed session called pursuant to G.S. 143-318.11(a)(3) (attorney consultation and preservation of attorney-client privilege), the motion shall name the parties to any pending lawsuit that the Board’s attorney plans to discuss in the closed session.

2. Closed-Session Participants. Aside from the Committee members themselves, only those individuals invited by the Committee may participate in a closed session. The Committee will invite only those individuals whose presence is reasonably necessary to aid the Committee in its closed-session deliberations.

3. Motion to Return to Open Session. Upon completing its closed-session business, the C o m m i t t e e shall return to open session.

4. As per State Statute minutes of the Closed Sessions shall be drafted in such detail that a reasonable person would understand the discussion.

**Section 3. Regularly Scheduled Meetings.** The Committee shall hold regular monthly meetings on the [REDACTED]. The Committee shall annually adopt a regular meeting schedule showing the dates, times, and places of its regular meetings for the year.

1. Notice of Regular Meeting Schedule. The Board shall ensure that a copy of its current regular meeting schedule, complete with the date, time, and place of each regular meeting, is filed with the Town Clerk and posted on the Town’s website.

2. Change to Regular Meeting Schedule. The Committee may revise its regular meeting schedule to change the date, time or place of a particular regular meeting or all regular meetings within a specified period. The Committee shall ensure that the revised regular meeting schedule is filed with the Town Clerk at least seven (7) consecutive calendar days before the first meeting held pursuant to the revised schedule. The Committee shall also have the revised schedule posted on the Town’s website.

**Section 4. Special Meetings.** The chair or the majority of the members of the Committee may, at any time, call a special meeting of the Committee by signing a notice stating the date, time and place of the special meeting and the subjects to be considered. Alternatively, a special meeting

may be called by vote of the Committee in open session during a regular meeting or another duly called special meeting if on the special meeting agenda.

1. Notice to the public. At least 48 hours before a special meeting, the Committee shall cause written notice of the meetings date, time, place, and purpose(s) to be:
  - i Posted on the Town's website, emailed to members of the Downtown Service Districts and the Town's "Sunshine List".
  - ii Mailed or delivered to each newspaper, wire service, radio station and television station and person who has filed a written request for notice with the secretary.
2. Notice to Committee Members. For all meetings called by the chair, or a majority of the members, notice of the meeting date, time, place, and purpose(s) shall be mailed, emailed, or delivered to all members of the Committee at least 48 hours before the meeting. If the special meeting was called at another duly held meeting of the Committee, and one or more members were absent, the chair shall ensure that notice of the meeting's date, time, place, and purpose(s) is mailed, emailed, or delivered to any absent member(s) a minimum of forty-eight (48) hours in advance of the special meeting.
3. Business Conducted at a Special Meeting. Only the business that is specified in the notice of the meeting may be transacted during a special meeting.

**Section 5. Organizational Meeting.** On the date and at the time of the regular meeting in July, the Town Board shall appoint a chair. The new Board shall choose a vice chair and adopt an annual schedule of regular meetings for the upcoming calendar year. Newly appointed and reappointed members must have taken their oath prior to the start of the organizational meeting.

**Section 6. Electronic Committee Meetings and Member Participation.** No member who is not physically present may participate in a meeting of the Committee by electronic means except in accordance with this rule.

1. Electronic Meetings Generally. Provided a quorum is present, in person, at a meeting, C o m m i t t e e members may participate in a meeting electronically. Any member wishing to participate electronically in a meeting shall be required to give the Chair and the Secretary at least Twenty -four (24) Hours before the start of the meeting. When one or more members are participating remotely, the following rules shall apply:

(a) *Member Identification.* Each member who attends by electronic means shall identify himself or herself in each of the following situations:

- i when roll is taken, or the meeting begins.
- ii before taking part in deliberations, including making any motions, proposing any amendments, or raising any points of order; and
- iii before voting.

(b) *Method of Electronic Participation.* Any member who attends electronically shall use a means of communication that enables the member

- i to hear what is said by other Committee members and any person who addresses the Committee and
- ii to be heard by other Committee members.

(c) *Voting.* The Committee shall conduct all votes by calling for ayes and noes. It may not vote by secret or written ballots. The votes of any member who attends by electronic means shall be counted as if the member were physically present, but only while the Committee maintains electronic communication with that member.

(d) *Minutes.* The minutes shall which members took part electronically, and when such members joined or left the electronic meeting.

2. Electronic Meetings During a State of Emergency Declared by the Governor or General Assembly. During any state of emergency declared by the Governor or General Assembly pursuant to G.S. 166A-19.20, a meeting of the Committee shall comply with the requirements of this paragraph if the Committee falls within the emergency area and at least one Committee member attends the meeting by conference call, conference video, or other electronic means.

(a) *Notice.* The public notice for any regular, special, emergency, or recessed meeting that is subject to this paragraph shall specify how the public can access the electronic meeting in real time.

(b) *Member Identification.* Each member who attends by electronic means shall identify himself or herself in each of the following situations:

- i when roll is taken, or the meeting begins.
- ii before taking part in deliberations, including making any motions, proposing any amendments, or raising any points of order; and
- iii before voting.

(c) *Meeting Materials.* All documents considered during the meeting shall be furnished to each Committee member.

(d) *Method of Electronic Participation.* Any member who attends electronically shall use a means of communication that enables the member

- iii to hear what is said by other Board members and any person who addresses the Committee and
- iv to be heard by other Committee members.

(e) *Quorum.* A member who attends by electronic means counts as present for quorum purposes, but only while the Committee maintains electronic communication with that member.

(f) *Voting.* The Committee shall conduct all votes by roll call. It may not vote by secret or

written ballots. The votes of any member who attends by electronic means shall be counted as if the member were physically present, but only while the Committee maintains electronic communication with that member.

(g) *Acting by Reference.* The Committee shall not deliberate, vote, or otherwise act on any matter by reference to the agenda or any other document unless copies of the agenda or document are available for public inspection at the meeting and so worded that persons in attendance can understand what is being deliberated or acted upon.

(h) *Minutes.* The minutes shall indicate that the meeting was conducted by electronic means, which members took part electronically, and when such members joined or left the electronic meeting.

(i) *Live Streaming.* The meeting may be streamed live online so that live audio (and video, if any) are available to the public. If the Committee meets by conference call, the public shall have an opportunity to dial in or stream the audio live and listen to the electronic meeting.

(j) *Public Hearings.* Although it may conduct any public hearing mandated or permitted by law, the Committee shall allow the public to submit written comments on the hearing's subject matter between the publication of any required notice and twenty-four hours after the hearing.

**Section 7. Cancellation of Meetings.** Whenever there is no business for the Committee, the chair may cancel a meeting by giving reasonable notice to all members before the time set for the meeting. However, in the case of a special meeting called by a majority of the Committee, the chair may cancel the meeting only upon the concurrence of a majority of the Committee. The majority concurring in the cancellation need not be the same majority that called the special meeting.

## **Section 8. Continued Meetings**

1. Calling continued Meetings. When conducting a properly called regular, special, or emergency meeting, the Committee may continue the meeting to another date, time, or place by a procedural motion made and adopted in open session, as provided in Article 10, Section 5 (Motion 3). The motion shall state the time (including the date if the meeting will resume on a different day) and place at which the meeting will resume.

2. Notice of Continued Meetings. If the Committee's website is maintained by one or more appointed employees, notice of the recessed meeting's date, time, and place shall appear on the website prior to the meeting. No further notice of a properly called continued meeting is required.

## **Article 6. Agenda**

**Section 1. Proposed Agenda.** The Secretary shall prepare a proposed agenda for each meeting. A request to have an item of business placed on the agenda must be received at least three (3) working days before the meeting. Any Committee member may, by a timely request, have an item placed on the proposed agenda. A copy of all proposed policies shall be attached to the proposed agenda. Each Committee member shall receive a copy of the proposed agenda and any attachments and they shall be available for public inspection and/or distribution when they are distributed to the Committee members.



**Section 2. Adoption of the Agenda.** As its first order of business at each meeting, the Committee shall, as specified in Article 8, discuss, and revise the proposed agenda and adopt an agenda for the meeting. The Committee may by majority vote add items to or subtract items from the proposed agenda, except that the Committee may not add items to the agenda of a special meeting unless (a) all members are present and (b) the Committee determines in good faith at the meeting that it is essential to discuss or act on the item immediately. If items are proposed to be added to the agenda, the Committee may, by majority vote, require that written copies of particular documents connected with the items be made available at the meeting to all Committee members.

The Committee may designate certain agenda items "for discussion and possible action." Such designation means that the Committee intends to discuss the general subject area of that agenda item before making any motion concerning that item.

**Section 3. Open Meetings Requirements.** The Committee shall not deliberate, vote, or otherwise act on any matter by reference to a letter, number or other designation, or other secret device or method, with the intention of making it impossible for persons attending a meeting of the Committee to understand what is being deliberated, voted, or acted on. However, the Committee may deliberate, vote, or otherwise act by reference to an agenda, if copies of the agenda, sufficiently worded to enable the public to understand what is being deliberated, voted, or acted on, are available for public inspection at the meeting.

## **Article 7. Agenda Items from Members of the Public & Public Input**

**Section 1. Agenda Items from Members of the Public.** If a member of the public wishes to request that the Committee include an item on its regular-meeting agenda, the individual shall submit the request in writing to the Committee's secretary at least five (5) working days before the meeting date. The Committee shall decide whether or not to add any agenda items submitted by the public at the adoption of the agenda. The Committee is not obligated to place an item on the agenda merely because such a request has been received.

**Section 2. Public Input.** Public input at all regular Committee meetings shall have a three-minute limit per speaker. The Chair reserves the right to alert time limits for public comment periods.

**Section 3. Broadcasting and Recording Meetings.** Any person may photograph, film, tape-record, or otherwise reproduce any part of a Committee meeting that must take place in open session. Except as provided in paragraph (c) of this rule, any radio or television station may broadcast any such part of a Committee meeting.

1. Advance Notice. Any radio or television station that plans to broadcast any portion of a Committee meeting shall so notify the secretary no later than three (3) hours before the meeting. The failure to provide notice is not, by itself, grounds for preventing the broadcast of a Committee meeting.

2. Equipment Placement. The Committee chair or an appropriate staff member may regulate the placement and use of camera or recording equipment in order to prevent undue interference with a Committee meeting, so long as he or she allows the equipment to be placed where it can carry out its intended function. If the Committee chair or staff member determines in good faith that the equipment and personnel necessary to broadcast, photograph, or record the meeting cannot be accommodated without undue

interference to the meeting, and an adequate alternative meeting room is not readily available, the chair or staff member may require the pooling of the equipment and the personnel operating it.

## **Article 8. Order of Business**

Items shall be placed on the agenda according to the order of business. The order of business for each regular meeting shall be as follows:

Discussion and revision of the proposed agenda; adoption of an agenda

Approval of the minutes

Public comment

Public hearings

Administrative reports

Team reports

Unfinished business

New business Informal  
discussion

By general consent of the Committee items may be considered out of order.

## **Article 9. Officers**

**Section 1 Presiding Officer.** The presiding officer of each meeting of the Committee shall be the chair of the Committee. In situations where the chair is unavailable or unable to participate in the meeting or any particular matter before the Committee, the vice chair shall preside. In the event that neither the chair nor the vice chair is available, the members of the Committee, by affirmative vote of the majority, may appoint an acting chair who shall have all powers of the chair while acting as presiding officer.

**Section 2. Selection of The Chair and Vice Chair.** The chair shall be selected by majority vote of the Town Board. The Chair shall be appointed by the Town Board unless the Town Board chooses to delegate that responsibility to the Advisory Committee.

**Section 3. Powers and Duties of The Chair and Vice Chair.** The chair shall preside at all meetings of the Committee but shall also have the right to engage in discussion and vote on any matter before the Committee unless otherwise excused. The chair shall have the power to call a special meeting, rule on procedural matters during a meeting, call a brief recess of a meeting at any time, and adjourn a meeting in an emergency. At any other time, adjournment shall be by motion, duly approved. The vice chair shall have all powers and perform all the duties of the chair in his or her absence.

### **Section 4. The Chair**

1. Presiding Officer. The chair shall preside at meetings of the Committee.

2. Voting by the Chair. The chair has the same duty to vote as other members, though in no event may the chair break a tie on a motion on which he or she has already voted.

3. Recognition of Members. A member must be recognized by the chair (or other presiding officer) in order to address the Committee, but recognition is not necessary for an appeal pursuant to Article 10, Section 5 (Motion 1).

4. Powers as Presiding Officer. As presiding officer, the chair is to enforce these rules and maintain order and decorum during Committee meetings. To that end, the chair may

(a) rule on points of parliamentary procedure, to include ruling out of order any motion clearly offered for obstructive or dilatory purposes.

(b) determine whether a member or other speaker has gone beyond reasonable standards of courtesy in his or her remarks and entertain and rule on objections from other members on this ground.

(c) entertain and answer questions of parliamentary procedure.

(d) call a brief recess at any time; and

(e) adjourn in an emergency.

(f) Appeals of Procedural Rulings. A member may appeal a decision made or an answer given by the chair under subparagraph (d)(1), (2), or (3) of this rule in accordance with Article 10, Section 5 (Motion 1).

**Section 5. Duties of The Secretary.** The Town Manager shall assign a staff person to the Committee who shall serve as the secretary of the Committee and shall perform the following:

1. The secretary shall ensure that all meetings of the Committee are properly noticed.
2. The secretary shall maintain the sunshine list that is a list of those persons or entities that have filed a written request indicating a desire to receive notice of all special meetings of the Committee.
3. The secretary shall take and record the actions of the Committee and draft minutes of the meetings accordingly. Minutes shall be sent to Committee members prior to their next regularly scheduled meeting. The secretary shall also forward a copy of the minutes as they are approved to the Clerk to the Town Board and post on the Town's website
4. The secretary shall be responsible for maintaining an accurate list of members of the Committee, submitting to the Town Clerk a quarterly attendance report for its members and notifying the Town Clerk of any resignations of any of its members, or any other change in membership of the Committee.

## **Article 10. Action by the Committee**

**Section 1. Quorum.** A majority of the members shall constitute a quorum for any meeting. No action of the Committee may be taken at any meeting where less than the required quorum is present, except to adjourn the meeting. Once a quorum has been established, it will not be

defeated if members leave.

**Section 2. Motions and Voting.** Action of the Committee may be taken upon a motion made by any member, including the chair, without the need for a second. A motion shall be adopted if approved by the affirmative vote of a majority of the members present and not excused after full discussion of the motion by the members.

**Section 3. Withdrawal of Motion.** The member who introduces a motion may withdraw the motion unless the motion has been amended or put to a vote.

**Section 4. Substantive (or Main) Motions.** A substitute motion is not in order when any other motion is pending. Once the Committee disposes of a substitute motion, it may not take up a motion that presents essentially the same issue at the same meeting unless it first adopts a motion to reconsider pursuant to Article 10, Section 5 (Motion 13).

### **Section 5. Procedural Motions**

(a) ) Certain Motions Allowed. The Committee may consider only those procedural motions listed in this rule. Unless otherwise noted, each procedural motion may be debated and amended and requires a majority of votes cast, a quorum being present, for adoption.

(b) Priority of Motions. The procedural motions set out in this paragraph are listed in order of priority. A procedural motion is not in order so long as another procedural motion of higher priority is pending, except that

- any procedural motion other than an appeal under Motion 1 is subject to amendment as provided in Motion 11 and
- a motion to call the question (end debate) may be made with regard to any procedural motion in accordance with Motion 8.

When several procedural motions are pending, voting shall begin with the procedural motion highest in priority, except that a motion to amend or end debate on the highest-priority motion shall be voted on first.

**Motion 1. To Appeal a Ruling of the Presiding Officer.** Any member may appeal the presiding officer's ruling on whether a motion is in order or on whether a speaker has violated reasonable standards of courtesy. The presiding officer's response to a question of parliamentary procedure may also be appealed by any member. An appeal is in order immediately after the disputed ruling or parliamentary response and at no other time. The member who moves to appeal need not be recognized by the presiding officer, and if timely made, the motion may not be ruled out of order.

**Motion 2. To Adjourn.** This motion may be used to close a meeting. It is not in order if the Committee is in closed session.

**Motion 3. To Recess to a Time and Place Certain.** This motion may be used to call a continued meeting as permitted under Rule 12. The motion must state the time (including the date if the meeting will reconvene on a different day) and place at which the meeting will resume. The motion is not in order if the Committee is in closed session.

**Motion 4. To Take a Brief Recess.** Any member may move to take a brief recess. The motion would be adopted by a majority of the Committee.

**Motion 5. To Follow the Agenda.** This motion must be made at the time an item of business that deviates from the agenda is considered; otherwise, the motion is out of order as to that item.

**Motion 6. To Suspend the Rules.** To be adopted, a motion to suspend the rules must receive affirmative votes equal to two-thirds of the Committee's actual membership, excluding any vacant seats. The Committee may not suspend provisions in these rules that restate state law requirements.

**Motion 7. To Defer Consideration.** The Committee may defer its consideration of a substantive motion, and any proposed amendments thereto, to an unspecified time. A motion that has been deferred expires unless the Committee votes to revive it pursuant to Motion 12 within ninety (90) days of deferral. A new motion having the same effect as a deferred motion may not be introduced until the latter has expired.

**Motion 8. To End Debate (Call the Previous Question).** If adopted, this motion terminates debate on a pending motion, thereby bringing it to an immediate vote. This motion is not in order until every member has had an opportunity to speak once on the pending motion.

**Motion 9. To Postpone to a Certain Time.** This motion may be employed to delay the Committee's consideration of a substitute motion, and any proposed amendments thereto, until a designated day, meeting, or hour. During the period of postponement, the Committee may not take up a new motion raising essentially the same issue without first suspending its rules pursuant to Motion 6.

**Motion 10. To Refer a Motion to a Board.** The Committee may vote to refer a substitute motion to a Committee for study and recommendations. While the substitute motion is pending before the Committee, the Committee may not take up a new motion raising essentially the same issue without first suspending its rules pursuant to Motion 6. If the Committee fails to report on the motion within sixty (60) days of the referral date, the Committee shall take up the motion if asked to do so by the member who introduced it.

#### **Motion 11. To Amend**

(a) Germaneness. A motion to amend must concern the same subject matter as the motion it seeks to alter.

(b) Limit on Number of Motions to Amend. When a motion to amend is under consideration, a motion to amend the amendment may be made; however, no more than one motion to amend and one motion to amend the amendment may be pending at the same time.

**Motion 12. To Revive Consideration.** The Committee may vote to revive consideration of any substantive motion that has been deferred pursuant to Motion 7, provided it does so within ninety (90) days of its vote to defer consideration.

**Motion 13. To Reconsider.** The Board may vote to reconsider its action on a matter, provided the motion to reconsider is made (1) at the same meeting during which the action to be reconsidered took place and (2) by a member who voted with the prevailing side. For purposes of this motion, "the same meeting" includes any continuation of a meeting through a motion to recess to a certain time and place (Motion 3). The motion is not in order if it interrupts the Board's deliberation on a pending matter.

**Motion 14. To Rescind.** The Committee may vote to rescind an action taken at a prior meeting, provided rescission is not forbidden by law.

**Motion 15. To Prevent Reintroduction for Six (6) Months.** This motion may be used to prevent the reintroduction of a failed substantive motion for a time, but it is in order only when made immediately following the substantive motion's defeat. To be adopted, this motion must receive affirmative votes equal to at least two-thirds of the Committee's total membership, excluding vacant seats. If this motion is adopted, the ban on reintroduction remains in effect for six (6) months or until the Committee's next organizational meeting, whichever occurs first.

### **Rule 26. Debate**

The presiding officer shall state the motion and then open the floor to debate, presiding over the debate according to the principles listed below.

- The maker of the motion is entitled to speak first.
- A member who has not spoken on the issue shall be recognized before a member who has already spoken.
- To the extent practicable, debate shall alternate between proponents and opponents of the measure.

### **Rule 27. Adoption by Majority Vote**

A motion is adopted if supported by a simple majority of the votes cast, a quorum being present, except when a larger majority is required by these rules or state law.

### **Rule 28. Changing a Vote**

A member may change the member's vote on a motion at any time before the presiding officer announces whether the motion has passed or failed. Once the presiding officer announces the result, a member may not change a vote without the unanimous consent of the remaining members present. A member's request for unanimous consent to change a vote is not in order unless made immediately following the presiding officer's announcement of the result.

## **Article 11. Reports**

**Section 1. Annual Report.** The Committee shall make a report to the Town Board at least annually. This report must be submitted no later than January 31<sup>th</sup> of each year.

**Section 2. Public Records Law.** The Committee shall abide by North Carolina Public Records Law Chapter 132.

## **Article 12. Duty to Vote**

Every member must vote unless excused by the remaining members of the Committee. A member who wishes to be excused from voting shall so inform the chair, who shall take a vote of the remaining members. No member shall be excused from voting except in cases involving conflicts of interest, as defined by the Committee, the Code of Ethics for Local Officials or by law. In all other cases, a failure to vote by a member who is physically present, or who has withdrawn

without being excused by a majority vote of the remaining members present, shall be recorded as a vote with the prevailing side.

### **Article 13. Public Hearings**

**Section 1. Calling Public Hearings.** The Committee may hold public hearings to solicit the public's input on specific issues. The Committee may schedule its public hearings or delegate that responsibility to staff members, as appropriate.

**Section 2. Public Hearing Locations.** The Committee may hold public hearings anywhere within the area served by the Committee.

**Section 3. Notice of Public Hearings.** Any public hearing attended by a majority of members shall be considered part of a regular or special meeting of the Committee. Consequently, the relevant notice and related requirements of the open meetings law apply to such hearings. If a hearing's subject matter triggers additional notice requirements under state law or local rules, the Committee shall see that they are also satisfied.

**Section 4. Rules for Public Hearings.** The Committee may adopt reasonable rules for public hearings that, among other things,

- fix the maximum time allotted to each speaker.
- provide for the designation of spokespersons for groups supporting or opposing the same positions.
- provide for the selection of delegates from groups supporting or opposing the same positions when the number of persons wishing to attend the hearing exceeds the capacity of the meeting room (so long as arrangements are made, in the case of a hearing subject to the open meetings law, for those excluded from the meeting room to listen to the hearing); and
- provide for the maintenance of order and decorum in the conduct of the hearing.

**Section 5. Continuing Public Hearings.** The Committee may continue any public hearing without further advertisement, provided the time (including the date, if the hearing will resume on a different day) and place of the continued hearing are announced in open session. Except for hearings conducted pursuant to Section 7 of this Article, if a quorum of the Committee is not present for a properly scheduled public hearing, the hearing shall be continued until the Committee's next regular meeting without further advertisement.

**Section 6. Conduct of Public Hearings.** At the time appointed for the hearing, the chair shall call the hearing to order and proceed to allow public input in accordance with any rules adopted by the Committee for the hearing. Unless the Committee votes to extend the hearing, when the time allotted for the hearing expires, or when no one wishes to speak who has not already done so, the chair shall declare the hearing closed, and the Committee shall resume the regular order of business.

**Section 7. Public Hearings by Less Than a Majority of Committee Members.** Unless inconsistent with state law or local rules, the Committee may appoint a member or members to hold a public hearing on its behalf. The notice provisions in Section 3 of this Article apply when the Committee appoints more than one member to conduct such a hearing.

**Section 8. Public Comment.** The Committee may hold a public comment period at any regular meeting or special meeting called, at least in part, for that purpose. During the public comment period, members of the public may speak on any matters within the Committee's real or apparent jurisdiction. The provisions in Section 4 and 6 of this Article apply to the Committee's public comment periods.

#### **Article 14. Meeting Minutes Required for All Meetings**

**Section 1. Meeting Minutes. Minutes Required for All Meetings.** The Committee shall keep full and accurate minutes of its meetings, including any closed sessions. To be "full and accurate," the minutes must record all actions taken by the Committee, as well as the Committee's compliance with any applicable procedural requirements. The minutes should set out the precise wording of each motion and make it possible to determine the number of votes cast for and against each motion. The minutes need not record Committee member discussions, though the Committee in its discretion may decide to incorporate such details into the minutes.

1. Record of "Ayes" and "Noes." At the request of any member, the minutes shall indicate how each member voted by name on a particular matter.
2. General Accounts of Closed Sessions. In addition to minutes, the Committee shall keep a general account of each closed session. The general account shall be sufficiently detailed to provide a person not in attendance with a reasonable understanding of what transpired. The Committee may combine the minutes and general account of a closed session into one document, so long as the document contains both a complete record of actions taken, and the level of detail required for a general account.
3. Sealing Closed-Session Records. Minutes and general accounts of closed sessions shall be sealed until unsealed by order of the Committee or in accordance with instructions adopted by competent authority. The sealed minutes and general account of any closed session may be withheld from public inspection, so long as public inspection would frustrate the purpose(s) of the closed session.

#### **Article 15. Appointments**

The Committee may consider and make appointments to other bodies, including its own sub-Committees, if any, only in open session.

#### **Article 16. Sub-Committees and Teams**

**Section 1. Establishment and Appointment.** The Committee may establish and appoint members for such temporary and standing sub-committees and teams as are required by law or needed to help carry on the committee's work. Any specific provisions of law relating to particular sub-committees and teams shall be followed.

**Section 2. Open Meetings Law.** The requirements of the open meetings law shall apply to all elected or appointed authorities, boards, commissions, or other bodies of a local governmental unit that are composed of two or more members and that exercise or are authorized to exercise legislative, policymaking, administrative, or advisory functions. However, the law's requirements shall not apply to a meeting solely among a unit's professional staff. All meetings of subcommittees shall be considered special meetings and shall comply with special meeting requirements provided in Article 5.



### **Article 17. Reference to Robert's Rules of Order**

All appointed Boards, Committees and Commissions shall refer to the current edition of *Robert's Rules of Order Newly Revised*, to answer procedural questions not resolved in these rules, so long as RONR does not conflict with North Carolina law or with the spirit of these rules.

### **Article 18. Amendments**

The Town Board may amend these bylaws by motion.

Adopted by the Board of Aldermen of the Town of Waynesville, North Carolina on this\_\_day  
of\_\_\_\_\_, 20\_\_\_\_\_.

Attest:

\_\_\_\_\_  
Gary Caldwell, Mayor, Town of Waynesville

\_\_\_\_\_  
Eddie Ward, Town Clerk

Approved as to form:

\_\_\_\_\_  
Martha Bradley, Town Attorney



Gary Caldwell, Mayor  
Julia Freeman, Mayor Pro Tem  
Interim Town Attorney  
Jon Feichter, Alderman  
Anthony Sutton, Alderman  
Chuck Dickson, Alderman

Robert W. Hites, Jr. Town Manager  
Martha Bradley, Town Attorney

Good Morning.

At its September 28<sup>th</sup> meeting the Board of Aldermen created a new 13 member "Downtown Advisory Committee. The Committee will serve as the advisor to the Board on a broad range of subjects relating to the Downtown. They will also serve as the body that administers the Town's NC Mainstreet" administrative body. The Board will be assigned a full-time director funded through the municipal service district tax. She and other staff members will coordinate the numerous events that are hosted by the Downtown.

The "NC Mainstreet Program" is divided into four policy subcommittees, the Economic Vitality Subcommittee, the Quality Design Committee, the Promotion Committee, and the Sustainable Organization Committee (this committee works with the budget, annual report, and development of an annual work plan). The Advisory Board and its subcommittees will meet monthly to plan and carry out the goals set out in the Annual Work Plan.

Members of the Advisory Committee will be expected to volunteer for various programs and events sponsored by the Downtown.

The Town Board has heard many good ideas from merchants, property owners, and residents regarding a review and update of the goals, objectives, and programs for the Downtown. I urge you to fill out an application for appointment to the Advisory Committee. It will also be helpful to know which subcommittees you would be interested in serving by choosing your preference by stating your priorities for the four sub-committees.

One of the first tasks of the four subcommittees is to hold a series of listening sessions with stakeholders in the Downtown to aid the committees in evaluating the program of work for the Downtown. The Town staff will be available to aid the subcommittees as they listen to the suggestions of the many supporters of the Downtown.

I am attaching an application form for you to fill out should you choose to be considered for the Downtown Advisory Committee. Should you have any questions please contact Town Hall at 828-452-2491.

Best Wishes.

Gary Caldwell  
Mayor

**TOWN OF WAYNESVILLE BOARD OF ALDERMEN  
REQUEST FOR BOARD ACTION  
Meeting Date: 10-12-21**

**SUBJECT:** Proposal to conduct a study to connect Clyde and Waynesville's water system for emergency purposes.

**AGENDA INFORMATION:**

**Agenda Location:** NEW BUSINESS  
**Item Number:** G5  
**Department:** Administration  
**Contact:** Rob Hites  
**Presenter:** Rob Hites

**BRIEF SUMMARY:**

The Town of Clyde, Canton and Waynesville have been discussing the interconnection of the three Town's water systems to provide emergency water in cases involving emergencies such as catastrophic fire events, line breaks that drain a town's water system and short-term drought relief. None of us have the storage capacity to handle fire or major line breaks. Waynesville has a major interconnect with Maggie Valley. The study would be paid locally however the Towns would seek funding through the State and Federal Governments. It is most efficient to keep interconnects charged so fresh water needs to be added daily. Approximately ½ of the interconnect would be a territory that Waynesville could add to its water system. To keep the line fresh, the Town could permit a limited number of taps for new developments along its section of the interconnect. I don't see the project getting underway in the next two years unless we get a quick 100% grant using State or Federal recovery funds or funds from the infrastructure bill that "might" be approved. The Clyde Board of Commissioners have appropriated \$10,000 to fund 50% of the study and request that Waynesville fund the balance of the study (\$10,000).

**MOTION FOR CONSIDERATION:**

Consider the request and approve if you determine it is in the best interests of the Town and region.

**FUNDING SOURCE/IMPACT:** Water Fund

**ATTACHMENTS:** Proposal from McGill and Associates

**MANAGER'S COMMENTS AND RECOMMENDATIONS** The need for the interconnect is certainly in the best interest of Clyde and Canton. We have already interconnected with Maggie Valley. So, what is in it for Waynesville? If you determine that a water line providing a new area of Town with potable water would encourage housing to be built in the Ratliff Cove area and providing fire protection to that area would be of benefit, the study would be of benefit to the Town. I do not recommend that the Town allocate a large amount of funding for construction of its section of the line. I would look to grants for funding. The State encourages interconnects between Towns and has provided several grants over the years to aid towns in protecting themselves from lack of water for fire protection, catastrophic line breaks and emergency short term protection from drought. The water provided to the Towns would not be free! We would adopt an emergency water rate for use of our water. It would not be available for daily use unless the Town's mutually agree to a long-term sales agreement.



September 8, 2021

Ms. Joy Garland, Town Administrator  
Town of Clyde  
Clyde Town Hall, 8437 Carolina Blvd,  
Clyde, North Carolina 28721

Mr. Rob Hites, Town Manager  
Town of Waynesville  
16 S. Main Street  
Waynesville, NC 28786

**VIA EMAIL**

RE: Proposal for Engineering Services  
Water Systems Interconnection Study  
Towns of Clyde and Waynesville

Dear Ms. Garland and Mr. Hites:

McGill Associates (McGill) is pleased to provide this proposal for professional services for the preparation of a Preliminary Engineering Report (PER) in support of the proposed Water Distribution System Interconnection between Town of Clyde and Town of Waynesville. It is our understanding that the Towns may elect to seek Drinking Water State Revolving Fund (DWSRF) financial assistance for this project in Spring 2022. This PER will serve as the basis for the funding application and will define the scope of the project in more depth and develop opinions of probable construction costs.

The project proposes to install a new 12-inch water main from the Town of Clyde beginning at or near Town Hall on Carolina Boulevard and running along Mulberry Street to Poison Street to Ratcliff Cove Road. The water line then continues and runs along Ratcliff Cove Road to a proposed water storage tank at Clyde Gap. The water line continues to follow Ratcliff Cove Road, connecting to the Town of Waynesville water distribution system on US 23. The major components of this project also include a 750,000-gallon water storage tank, a booster pump station to pump water from Clyde to fill the new tank with water purchased from the Town of Canton, and a new Waynesville booster pump station to pump Waynesville water to the new tank.

The proposed project will provide resilience for the regional water supply systems including Clyde, Waynesville and Canton in case of emergencies. The distribution system improvements may also be interconnected to Haywood Community College to supplement their water supply from Junaluska Sanitary District.

The proposed scope of services is as follows:

1. Develop a PER for the Water Distribution System Interconnection between the Town of Clyde and Town of Waynesville. The PER will be written in accordance with NCDEQ-DWI published guidelines and information provided. The PER can be used to prepare an Engineer's Report (ER) to facilitate a future funding application to NCDEQ – DWI in the spring of 2022.
2. Conduct one review meeting with the Towns and stakeholders to review the draft PER and to receive comments.
3. Revise PER to address any comments provided.
4. Prepare a final report of the finding and conclusions and provide the Town and stakeholders four (4) printed copies and one electronic copy in pdf format.

### **BASIS OF COMPENSATION**

McGill Associates proposes to provide the above scope of services for the lump sum basis of \$20,000.

### **ASSUMPTIONS**

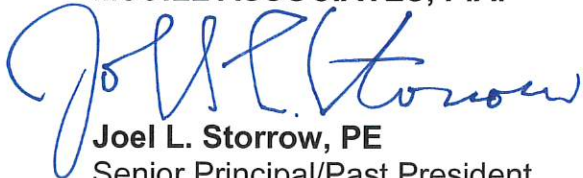
1. No formal environmental review or document preparation such as a Categorical Exclusion (with or without report), an Environmental Assessment (EA), or an Environmental Impact Statement (EIS) is included in this scope.

Joy Garland, Town Administrator  
Rob Hites, Town Manager  
September 8, 2021  
Page 3 of 3

We appreciate the opportunity to provide this proposal to the Towns of Clyde and Waynesville and look forward to assisting the Towns with this important effort. We are prepared to begin work upon your authorization. If this proposal is acceptable to you, please sign and return one (1) copy of the attached consulting services agreement to our office. If you have any questions concerning this proposal, please do not hesitate to contact us.

Sincerely,

**McGILL ASSOCIATES, P.A.**



**Joel L. Storrow, PE**  
Senior Principal/Past President

Attachments: Consulting Services Agreement

cc: Mr. Keith Webb, PE, McGill Associates (via email)  
Mr. Mark Cathey, PE, McGill Associates (via email)  
Mr. Mike Dowd, PE, McGill Associates (via email)  
Ms. MJ Chen, PhD, PE, McGill Associates (via email)