



Quarterly Homeless Response System Updates

August 6, 2026

Purpose: This document summarizes updates shared by Homeless Response System partners during the quarterly CACH Coalition Meeting. The information highlights current program capacity, emerging trends, system gaps, challenges, and opportunities for collaboration. These updates serve as a historical record to help the coalition monitor changes across the homeless response system over time and identify areas for coordinated action.

If you have any questions about these updates or would like to be connected with one of the providers listed below, please contact Melissa Carlyle at melissa.carlyle@sccach.org.

1) Coordinated Entry Updates:

Coordinated Entry serves as the front door to our homeless response system by helping ensure households experiencing homelessness are identified, assessed, and quickly connected to services and housing interventions that best meet their needs.

Catawba Area Coalition for The Homeless (CACH) – Chasy Hunter, Outreach Coordinator

- **Provider Updates:**
 - Over the past three months, the Outreach Team engaged with 126 individuals, made 218 referrals to partner agencies, and served 38 unduplicated individuals through the Street Outreach Program.
- **Identified Service Gaps:**
 - Limited shelter availability
 - Lack of homelessness prevention resources
 - Transportation barriers
 - Medication assistance
- **Opportunities for Collaboration:**
 - Increase the number of agencies participating in Street Outreach
 - Donate bottled water for distribution to Street Outreach clients

Pathways Community Center – Taylor Thomas, Executive Director

- **Provider Updates:**
 - Daily engagement has increased from approximately 2 individuals per day to 6 individuals per day.
 - Partnership with Zine Health Clinic continues, and collaboration with York Technical College Culinary Program will resume this fall.

- Shared opportunities available through the Learning Lab.
- Reported an increase in individuals transitioning directly from the office to detox or treatment services.
- Emphasized that strong community partnerships continue to be a major strength.
- Clarified that donated bicycles are distributed through shelter providers rather than a specific Pathways program.
- Identified Service Gaps:
 - Transportation
 - Limited rent and utility assistance programs
 - Elder care resources
 - Difficulty maintaining communication with individuals who do not have phones

2) Emergency Services & Shelter:

Emergency shelters provide immediate safety and stability while helping households connect to longer-term housing opportunities. Our community relies on multiple providers, each serving different populations and operating under different models to safely shelter individuals & families until a permanent housing opportunity is identified.

Bethel Shelters – Alicia Cohen, Executive Director

- Provider Updates:
 - Currently below capacity, serving approximately 50–55 men during the summer months.
 - New policy requires case management after 90 days in shelter.
 - Seeing fewer younger adults and an increase in older adults seeking shelter.
 - Continuing collaboration with local hospitals.
 - Continues working to educate landlords and improve housing referrals.
- Identified Service Gaps:
 - Accommodating individuals with ADA-related needs
 - Transportation barriers
 - Rising cost of rental rooms (reported as high as \$900/month for a bed in a shared-housing unit)

Family Promise of York County

- No representative present.

The Haven Men's Shelter – Nancy Foster, Executive Director

- Provider Updates:
 - Transitional shelter program focused on housing readiness.
 - Provides services at 30-, 90-, and 180-day milestones.
 - Emphasized the importance of understanding program eligibility requirements.
 - Unable to accommodate many individuals requiring ADA-related assistance.

- Identified Service Gaps:
 - Transportation remains a significant challenge.
- Opportunities for Collaboration:
 - Encouraged continued referrals for eligible individuals.

The Life House Women's Shelter – Mallory Burdette, Cottage Coordinator

- Provider Updates:
 - Experiencing an increase in older adults seeking services.
 - Serving individuals between the ages of 19 and 85.
 - Reported increasing mental health needs, including medication management and unmet daily living needs.
- Identified Service Gaps:
 - Rising cost of living continues to create additional barriers for individuals on fixed incomes.

Pilgrims' Inn – JaVonda Palmer, Executive Director

- Provider Updates:
 - Provides emergency shelter, transitional housing, and permanent supportive housing.
 - Emergency shelter serves women and children with:
 - Three family rooms
 - Six beds for single women
 - Weekly case management begins immediately upon entry.
 - Residents participate in life skills classes covering financial literacy, emotional wellness, stress management, bereavement counseling, creative expression, and spiritual wellness through community partnerships.
 - Recognized the Rapid Reset Program for helping reduce shelter stays.
 - Typical age range served is 30–40 years, with clients ranging from 21–77 years old.
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- Identified Service Gaps:
 - Affordable housing shortages
 - Longer shelter stays
 - Transportation costs requiring increased use of Uber and Lyft
- Opportunities for Collaboration:
 - Continued collaboration among providers was encouraged.

Safe Passage – Joan Harris, Operations Director

- Provider Updates:
 - Domestic violence shelter operating based on client safety rather than capacity.

- Shelter has space for 26 individuals but also houses additional clients off-site when necessary.
- Serves survivors and their children as well as other vulnerable family members.
- Reported increasing mental health, substance use, and medical needs requiring assistance with activities of daily living.
- Expressed appreciation for continued referrals.
- Noted that many services are non-residential and encouraged referrals even when emergency shelter is not needed.
- Identified Service Gaps:
 - Transportation remains challenging because ride-share services cannot be used for safety reasons.

United Way of Lancaster County – Adam Troy, Case Manager

- Provider Updates:
 - Warming Center operated for 117 days, serving 56 unduplicated individuals with an average of 10 individuals per night.
 - Recognized the Rapid ReHousing and Reset programs for their positive impact on the Lancaster community.
- Identified Service Gaps:
 - Loss of their previous warming shelter partner
 - Need for a new year-round shelter location
 - Demand continuing to outpace available resources

3) Housing Navigation:

Housing Navigation helps households identify permanent housing opportunities and overcome barriers to securing permanent housing.

Catawba Area Coalition for The Homeless (CACH) & Housing Development Corporation of Rock Hill (HDC) – Chrissy Jones, Housing Navigator

- Provider Updates:
 - Developing educational videos for prospective landlords.
 - Continuing landlord recognition efforts.
 - Housing availability lists are distributed every three months.
 - Seeking funding to expand Housing Navigation services beyond Rapid ReHousing program participants.
- Identified Service Gaps:
 - Affordable housing shortages
 - Housing barriers related to criminal backgrounds
- Opportunities for Collaboration:
 - Chrissy encouraged community members to make her aware of landlords or property management companies in the area that would be willing to partner with the Rapid ReHousing Program.

4) Housing Placement:

Housing placement programs provide rental units, financial assistance, and/or supportive services to help households transition from homelessness into permanent housing units.

Catawba Area Coalition for The Homeless (CACH) & Housing Development Corporation of Rock Hill (HDC)

a. Rapid Reset Program – Carilee Johnson, Housing Specialist

- Program applications are currently open.
- Six households have already been served.
- Seeking additional landlords in Lancaster County.
- HUD inspection requirements continue to delay some placements.
- Needs volunteers who can assist with Saturday furniture moves.

b. Rapid ReHousing Program – Alexandria Newberry, Community Development Coordinator

- Twelve-month housing program.
- Currently closed to new enrollments but expected to reopen in October.

Housing Development Corporation of Rock Hill (HDC) – Sarah Bechtold, Community Development Coordinator

- Rental Program Updates:
 - The rental program remains full and will continue to serve individuals from the waitlist as units become available.
 - HDC applied for a grant that would create new rental opportunities for folks transitioning from homelessness. An update will be provided regarding the status of the application at the next meeting.

Safe Passage – Joan Harris, Operations Director

- Rapid ReHousing Program Updates:
 - Reported 32 families on the waiting list and 11 families currently housed through Safe Passage's Rapid ReHousing Program.