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<td>SOUTH CAROLINA</td>
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<td>56</td>
<td>TENNESSEE</td>
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Dear Region IV Team Members,

This last fiscal year was extraordinarily challenging and defining for our region as we were faced with addressing the ongoing issues of effectively accomplishing our mission while addressing the serious health concerns of COVID-19. For many of us our lives changed in March 2020 in ways that none of us could have foreseen or comprehended. From that point forward individually and collectively we found ourselves traveling down a new path of remotely working from home, learning and leveraging technology like never before while balancing the needs of our families. Throughout this time your exemplary performance and dedication to the principles of servant leadership have not gone unnoticed nor unappreciated.

As I have traveled the region and participated in virtual events, I have been grateful for all that we have accomplished based on your sacrifice and willingness to be part of something that is much larger than ourselves. Each of you took the mantle of responsibility and innovatively and professionally found ways to help those we mutually serve receive essential services.

We built on the firm foundation of FY2019 moving into FY2020 as we joined arm in arm with Secretary Carson in his vision and desire to help position those we serve to achieve their version of the American Dream through opportunities for achieving self-sufficiency based on a community based approach while leveraging partnerships with federal, state and local agencies and non-profits. From this approach was born the idea of EnVision Centers. In this fiscal year alone fifteen (15) EnVision Centers were added bringing the total to 17 in our region, which is 28% of the national total. These EnVision Centers are making a significant impact in their respective communities and we would like to highlight the Jacksonville, Florida and Henderson, Kentucky Centers. They exemplify what is being achieved by EnVision Centers throughout the region. The Jacksonville, Florida, Sulzbacher Village for Women & Families EnVision Center is achieving improved Health and Wellness outcomes as it includes a 7,000-square-foot Federally
Qualified Health Center that offers primary care, dental, vision, and behavioral services for women and children residing in the Village and surrounding community. The Henderson Housing Authority EnVision Center in Kentucky is providing economic empowerment through innovative workforce development and job training that offers certification programs in Nursing Assistant, Medical Assistant and Welding I & II. Through the collaborative partnership with the United Way and the Henderson Community College over 165 residents have completed the educational training programs and are earning a living wage.

Based on the Tax and Jobs Act of 2017, Opportunity Zones provides investors unprecedented tax advantages as they invest in low income communities. I have been fortunate to witness how Opportunity Zones are positively affecting low income families in such communities as Birmingham, Fort Myers, Atlanta and Charleston, SC. The White House Council of Economic Advisers (CEA) recently reported that Opportunity Zones have already generated approximately half a million jobs, attracted $75 billion in capital investments, and are on track to reduce the poverty rate in Opportunity Zones by 11 percent-lifting 1,000,000 people out of poverty.

Large scale efforts such as Opportunity Zones are nationally impactful but the efforts we are doing each and every day to help those that are most vulnerable are also seeing positive results. Thanks to the work each of you are doing, I have witnessed firsthand how the Foster Youth to Independence (FYI) Program is making a difference in a vulnerable population of young people facing the high probability of homelessness without preventive housing assistance. The FYI program came into existence as a consequence of a number for foster youth aging out of foster care visiting with Secretary Carson to address their life story and concerns. From that point forward our region has moved out smartly to help foster youth aging out of care find a place they can call home while balancing the challenges of COVID-19. Our partners are committed to helping and I have been impressed with their focus before and during the pandemic and remain hopeful that we can innovatively move the program forward to help even more foster youth aging out of care.

It is evident from what we have collectively achieved thus far that in spite of the challenges we face that we are stronger, more resilient and better as we work together for the benefit of the most vulnerable. Your compassion and devotion to the principles of professionalism speaks to the culture we have built throughout the region. I look forward to when we can get back together again at work and extend my most heartfelt appreciation for your continued effort and sacrifice on behalf of those that need us. Please take of yourselves and God Bless you all.
Greetings Region IV Team,

This past year was an opportunity for me to gain an even greater understanding and appreciation for the significant work that we are accomplishing under the extremely challenging circumstances of COVID-19. Who could have imagined that our lives would have changed so significantly since the Spring and that we would find ourselves working from home, leveraging technology with renewed purpose while trying to balance the needs of our families, all the while as we continued to accomplish the mission.

I can think of no other time in my HUD experience where the challenges have been so great, and the response has been even greater.

Your sacrifice and professionalism in the face of this challenge speaks to all that is good and indicative of the characteristics that personifies and differentiates us as truly dedicated professionals working in an outstanding region.

I am grateful and appreciative for the continuity of exceptional customer service each of you have rendered during the mandatory telework and office closure, as we were able to collectively work together to service over 20,500 service requests. Each field office revised customer service plans and guidance for their staff to ensure customers were assisted within a timely manner. That is quite a feat and demonstrates what we can achieve when we commit to overcoming obstacles and innovatively work together.

The Foster Youth to Independence (FYI) program is an initiative that is making a difference in the
lives of those we serve as it addresses young people aging out of foster care and facing homelessness. Your growing awareness and support of the program is an imperative to its success. Nearly $2M in housing choice vouchers were allocated to housing authorities in the region and we remain optimistic that more of our partners will be able to leverage these funds to help even more foster youth aging out of care.

Another component in our tool kit to assisting those we serve achieve self-sufficiency can be found in the “new” Section 3 program. In FY2020 we worked to grow and build more awareness of its benefits. Section 3 has evolved, is more efficient and is helping to change lives. In Atlanta, during a most recent Georgia Section 3 training provided by HUD headquarters it was apparent that the monitoring system was revised to leverage the benefits of the ever-evolving program and that end user input was critical to its evolution. Such significant events as these and others would not have been possible without your leadership and support.

Looking back at all that we were able to accomplish in FY2020 I am humbled and grateful for being able to serve alongside you in this work of helping those we serve find hope and opportunity for a brighter future. Please know that as we go forward into FY2021 that your contributions and sacrifice are making a difference. As uncertain as the future may appear we can remain hopeful that together we will be able to achieve mission success and look forward to a brighter tomorrow as we work together as one team – the Region IV Team.

Sincerely,
Michael L. Browder, Sr.
The Office of Field Policy and Management (FPM), an essential part of the Department of HUD, communicates the priorities and policies of the Secretary and develops community relationships that ensure the success of the Secretary’s initiatives and special projects. Region IV is the largest region in the nation and has a robust field organization of 12 field offices. The Region facilitates cross-programmatic collaboration and executes locally driven strategies developed by community stakeholders, with resources and support from federal partner agencies, to produce opportunities and outcomes for communities at the place-based level.

Fiscal Year (FY) 2020 was a unique and challenging year for all of us due to the ongoing Covid-19 pandemic. However, Region IV managed to continue to demonstrate a great level of tenacity and commitment to our communities and customers during these hard times. Under the leadership of Regional Administrator Denise Cleveland-Leggett and Deputy Regional Administrator Michael Browder, the Region experienced a technology-driven transformation where staff quickly learned how to use digital tools and systems to support and maintain engagement with communities and partners to ensure there were no gaps in services to our customers.

While managing the pandemic and a heightened social justice movement in FY20, the Region made significant strides in secretarial initiatives by promoting economic opportunities and self-sufficiency through:

- 175 Section 3 Events
- 15 EnVision Centers Designations
- 232 Foster Youth Initiative Vouchers
In addition, Region IV FPM successfully met all Performance Standards by the end of FY20. A few of the Region’s accomplishments include:

- Identifying and implementing cost-saving or process improvement measures, such as:
  - The Alabama Field Office Director ensured AL FPM personnel used GSA vehicles for all official events which resulted in no mileage re-imbursements during the fiscal year.
  - The South Carolina Field Director developed and implemented new standard operating procedures to streamline and simplify the way FOIA requests are processed in the field office.
- Providing opportunities for staff-level engagement in cross-program collaborative efforts such as:
  - Jacksonville Field Office Director coordinated and implemented Lunch and Learn Series for the field office which provided cross collaborations (topics included Teams, Sec 3, Healthy Homes and Disaster).
- Demonstrating initiative and garnering positive and/or accurate media coverage for the Department and its programs and ensuring over 176 positive stories/social media posts by September 1st.
- Completing more than 48 drills or trainings on “Emergency Preparedness and Response” within the Region.

From a regional workshop conducted early in the fiscal year for Continuum of Care providers serving the homeless to technical assistance offered virtually in September to housing authorities on how to implement Secretary Carson’s Foster Youth to Independence initiative, Region IV worked diligently and efficiently to implement and support the Department’s goals.

In the following pages, the Region’s efforts in executing the Department’s Strategic Plan and Agency Priority Goals (APGs) are summarized. This Annual Report cites the National Performance Metrics FPM Dashboard (managed by FPM headquarters) as the main data source, and highlights Region IV’s most impactful activities and events from FY20 (October 2019 – September 2020).
AGENCY PRIORITY GOALS

1. PROMOTING ECONOMIC OPPORTUNITY
   Promote economic opportunity by encouraging self-sufficiency and financial stability among HUD-assisted residents.

2. TRANSFORM ASSISTED HOUSING
   Enhance and reform our rental assistance programs by providing sustainable models to empower communities to address local affordable housing needs.

3. REDUCE HOMELESSNESS
   Prevent homelessness whenever possible. Quickly help Americans who become homeless to ensure such experiences are brief and non-recurring.

4. REMOVE LEAD-BASED PAINT HAZARDS AND OTHER HEALTH RISKS FROM HOMES
   Protect the health of occupants by addressing lead-based paint and other health and safety hazards in housing.

Source: HUD Strategic Plan 2018-2022
FISCAL YEAR 2020: BY THE NUMBERS

1.02K
Section 3 Businesses in Registry

266
Collaborations with local CoCs to Reduce Homelessness

7,356
Total Units Converted to More Sustainable Platforms

61.7%
of New Hires that are Section 3

745
Total Units Made Healthy

74
Works with Program Offices to Improve Grantee Compliance with Lead Certification

40
Section 3 Conferences and Trainings Held

277
Events Promoting EnVision Centers

82
Trainings with OLHCHH New Lead Rule

Source: HUD FPM’s National Performance Metrics 2020
Region IV promoted economic opportunity and self-sufficiency for our residents by: expanding the use of the Section 3 program to enforce compliance with Section 3 hiring requirements and to increase access to opportunities for Section 3 businesses, promoting Opportunity Zones, and expanding EnVision Centers and other cross-agency partnerships.

**REGION IV SECTION 3 TRAINING**

Regional Administrator Denise Cleveland-Leggett provided opening remarks at the Region’s Section 3 training on August 20, 2020. The training (organized by the Region’s Section 3 Coordinator, Camille Volper, and subject matter experts from HUD Headquarters’ Offices of General Counsel, Field Policy and Management and Fair Housing and Equal Opportunity) provided critical information pertaining to the current state of Section 3, updates to the Section 3 rule and an overview on the Section 3 SPEARS reporting system. More than 350 attendees participated, including Public Housing Agencies, grantees, businesses, and other community stakeholders throughout the region.

**VIRTUAL SECTION 3 TRAINING FOR DAYTONA BEACH RESIDENTS**

On July 15th, 2020, the HUD Jacksonville Field Office and the Daytona Beach Housing Authority (DBHA) in Daytona, FL held a virtual Section 3 training for the housing authority residents. Southeast Regional Administrator Denise Cleveland-Leggett, Deputy Regional Administrator Michael Browder and Jacksonville Field Office Director Alesia Scott-Ford welcomed residents to watch a prerecorded PowerPoint training focused on the importance and helpfulness of accessing Section 3 opportunities. It was followed by a live Q&A session, moderated by the Chief Executive Officer of DBHA, Terril Bates. The session was well received by the 35 residents attending the engaging conversation. The PowerPoint training, narrated by Director Scott-Ford, is now available to all residents at DBHA’s digital platforms.
REGION IV SECTION 3

The Service Coordinator Program allows social services staff persons to be hired or contracted to work in insured and assisted Multifamily Housing for the elderly and disabled population.

During fiscal year 2020 the Southeast Region funded over 228 Service Coordinator Grants equivalent to $15,227,933.

Regional Administrator Denise Cleveland-Leggett addresses building lasting self-sufficiency while sharing the value of Section 3, EnVision Centers, Opportunity Zones and the world of “possibilities” at Community Sustainability Enterprise’s (CSE) Resources for Community and Economic Development Impact Summit in Atlanta.
EnVision Centers

EnVision Centers provide communities with a centralized hub for support in the following four pillars: (1) Economic Empowerment, (2) Educational Advancement, (3) Health and Wellness, and (4) Character and Leadership. HUD’s EnVision Centers coordinate with federal partners and local organizations to empower all people to fulfill their potential by providing the tools needed to succeed. In FY20, Alvera Crittendon, Region IV EnVision Centers Coordinator, and the Region provided technical assistance to organizations expressing interest in the EnVision Center Demonstration and those applying for designation. Fifteen (15) EnVision Centers were added to Region IV’s portfolio, totaling 17 at fiscal year-end.
Of the 60 EnVision Centers, Region IV’s 17 EVCs comprise 28% of the national total.

Region IV coordinated with several federal agencies in FY20, securing 27 federal partnerships for the EnVision Centers and access to support services that can help low-income families achieve self-sufficiency.
HUD SECRETARY BEN CARSON DESIGNATES THE RENAISSANCE WEST COMMUNITY AS A HUD ENVISION CENTER

On June 25, 2020, HUD Secretary Ben Carson Thursday traveled to the Renaissance West Community in Charlotte, North Carolina and designated it as the 46th EnVision Center in the nation. During the visit, Secretary Carson, along with Regional Administrator Denise Cleveland-Leggett, hosted a roundtable with local leaders to discuss the EnVision Center Initiative and how the community can benefit from the services provided at the Renaissance West Community facility.

"EnVision Centers were conceived from the idea that HUD’s true measure of success is not how many individuals we can get onto our assistance programs, but how many we can lift out of government assistance and set on the path to self-sufficiency. EnVision Centers work to achieve this goal of empowering all people to fulfill their potential by providing the tools they need to succeed, all located in one centralized hub,” said Secretary Carson.

The Renaissance West Community serves residents in the community by providing a series of supportive services. In the past year, the employment rate of the Renaissance West community has risen from 46% to 64% and the families following the Family Self-Sufficiency (FSS) program have increased their average income from $13,100 to $22,600.
HUD Secretary Ben Carson Tours the South Orlando YMCA, a Future EnVision Center

On June 19, 2020 HUD Secretary Ben Carson and Regional Administrator Denise Cleveland-Leggett traveled to the South Orlando YMCA in Orlando, FL to tour the location, which has been designated the site of a future HUD EnVision Center. The location will be the 45th EnVision Center and the **first YMCA** to be named an EnVision Center. While there, Secretary Carson spoke with YMCA Central Florida CEO Dan Wilcox and YMCA District Executive Director Jocelyn Boyd about how the YMCA has responded and adapted to the impact of coronavirus, the resources offered to the community through in-house programs, and the recent, partial reopening of the facility for childcare services.

“Coronavirus created challenges for community centers to continue to serve residents while also taking necessary steps to prevent the spread of the virus. The YMCA of South Orlando has reopened thanks to support from the community and utilized its resources to provide residents with no-cost childcare, so parents are able to go to work knowing their child is in a safe and healthy environment,” said Secretary Ben Carson.

The South Orlando YMCA Family Center is a 23,149 square foot facility serving as a community hub located in South Orlando. Throughout the year, the YMCA offers youth development programs, swim lessons, summer day camp, often serving as a haven for at risk children and youth living in this fragile socioeconomic community.
AGENCY PRIORITY GOAL 1
ADVANCE ECONOMIC OPPORTUNITY

Centros Sor Isolina Ferré designated as Puerto Rico’s first EnVision Center. Regional Administrator Denise Cleveland-Leggett, Deputy Regional Administrator Michael Browder and Field Office Director Efrain Maldonado celebrate with the center staff and Board Members.

Regional Administrator Denise Cleveland-Leggett, Mississippi Field Office Director Jerrie Magruder, and Region IV Envision Centers Coordinator Alvera Crittendon along with Mississippi Meridian EnVision Center’s staff and residents.
Opportunity Zones are economically distressed communities, defined by individual census tract, nominated by America’s governors, and certified by the U.S. Secretary of the Treasury via his delegation of that authority to the Internal Revenue Service. Under certain conditions, new investments in Opportunity Zones may be eligible for preferential tax treatment. There are 8,764 Opportunity Zones in the United States, many of which have experienced a lack of investment for decades. The Opportunity Zones initiative is not a top-down government program from Washington but an incentive to spur private and public investment in America’s underserved communities.

To promote Opportunity Zones, the Office of Multifamily Production introduced incentives for applicants applying for certain loans with FHA multifamily mortgage insurance for properties located in qualified opportunity zones. As of September 30, Multifamily Southeast Region received a total of 24 applications for FHA insurance located in Opportunity Zones. Seven are market rate projects with a balance of 17 ensuring an affordability component. The aggregate rental units and mortgage loan amounts are 4,041 and $530.2M, respectively.

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<td>2</td>
<td>397</td>
<td>$27,737,600.00</td>
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<tr>
<td>221(d)(4) SR</td>
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<td>Grand Total</td>
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<td>4041</td>
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A SUCCESS: LONDON TOWNHOMES

London Townhomes is within an Opportunity Zone in the City of Atlanta and is a 200-unit substantial rehabilitation project that the Department recently issued a Firm Commitment for Mortgage Insurance. The project is currently a cooperative housing complex that was recently headed towards foreclosure. With the assistance of HUD Moving to Work (“MTW”) funds and Home Flex subsidy vouchers from the Atlanta Housing Authority, the project will be preserved & converted to low-income rental apartments that also benefit from LIHTC equity covering a large portion of the development costs.

Secretary Ben Carson, Regional Administrator Denise Cleveland-Legget along with Marcia Lewis, Executive Director of Memphis Housing Authority meet with resident as they tour Memphis Union Row Opportunity Zone tour in downtown Memphis.

Deputy Regional Administrator, Michael Browder and Regional Administrator Denise Cleveland-Leggett discussing Opportunity Zones with Julian Brittano, actor and film producer, and his wife, Karie Brittano.
RAD CONVERSIONS

Region IV expanded access to affordable rental housing opportunities by increasing the number of affordable units and transitioning the units to more sustainable platforms through Rental Assistance Demonstration (RAD) and other conversion programs.

15K
Units were converted under RAD in Region IV

TOTAL
number of units AND total number of projects converted under RAD

$50,035
Total units converted
### AGENCY PRIORITY GOAL 2
TRANSFORM ASSISTED HOUSING

#### PIPELINE
number of units AND total number of developments projected under RAD

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<th>State</th>
<th>Total Units</th>
<th>Total Developments</th>
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<td>3,007</td>
<td>27</td>
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<tr>
<td>FL</td>
<td>2,370</td>
<td>20</td>
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<tr>
<td>GA</td>
<td>4,840</td>
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<td>NC</td>
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<td>SC</td>
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<td>TN</td>
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<td>VI</td>
<td>618</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>22,195</strong></td>
<td><strong>181</strong></td>
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AGENCY PRIORITY GOAL 2  
TRANSFORM ASSISTED HOUSING

OCCUPANCY RATES

Source: HUD FPM’s National Performance Metrics 2020
On November 15, 2019, the Nashville Field Office and Sernorma Mitchell, Nashville Field Office Director, in collaboration with the Metropolitan Development and Housing Agency’s (MDHA) gave a tour with HUD Secretary Dr. Ben Carson and Region IV Administrator, Denise Cleveland-Leggett of the Kirkpatrick Park Apartments, located in the Nashville Promise Zone. Kirkpatrick Park Apartments are newly constructed mixed-income units in the Metropolitan Development and Housing Agency’s (MDHA) redevelopment project, Envision Cayce. This is a Rental Assistance Demonstration (RAD) development which is located along Sylvan St. between South Eighth and Ninth Streets features 94 townhomes. Thirty-six of these units are HUD funded and will be home to residents who used to live in public housing at Cayce Homes. The remaining 38 units will be market rate. The property was funded with a $20,950,616 loan from HUD and opened last year after breaking ground in 2017.

Also, Secretary Carson and Regional Administrator Cleveland-Leggett visited the Explore Charter School, built on RAD converted property with New Market Tax Credits (NMTC) in partnership with the Martha O’Bryan Center and its project-based learning charter school, Explore. Sixty percent of the students come from low income families. The revitalization of former public housing at James A. Cayce Homes into a mixed income community in the Choice Neighborhood and purpose built model began with extensive resident needs surveys, all of which yielded a new, high quality school as the most important amenity desired by residents.
In January 2020, Secretary Ben Carson kicked off the “Driving Affordable Housing Across America Bus Tour” in Louisville, Kentucky, where he toured St. Cecilia Senior Housing Apartments, a public private partnership that provides affordable housing to a portion of Louisville’s low-income, senior citizens. In addition to the tour, Secretary Carson, Regional Administrator Denise Cleveland-Leggett and Deputy Regional Administrator Michael Browder participated in a roundtable with community members aimed at reducing regulatory barriers to affordable housing and innovative ways to create more affordable housing, particularly for Louisville’s most vulnerable populations.

"Families, businesses, nonprofits, and community leaders all have concerns about the rising cost of housing," continued Secretary Carson. "This bus tour is an opportunity to bring everyone to the table so we can work together to eliminate outdated regulations and increase our nation’s supply of affordable housing.

The “Driving Affordable Housing Across America Bus Tour” was a part of the work Secretary Carson is undertaking as the Chair of the White House Council on Eliminating Regulatory Barriers to Affordable Housing established in June 2019. The Council’s eight Federal member agencies are engaging with governments at all levels—State, local, and Tribal—and other private-sector and non-profit stakeholders on ways to increase our country’s housing supply so more Americans have access to affordable housing.

HUD Secretary Carson, Regional Administrator Denise Cleveland-Leggett and Deputy Regional Administrator discuss affordable housing with community members.
Russellville, Alabama. Driving Affordable Housing Across America Bus Tour. HUD Secretary Carson, Regional Administrator Denise Cleveland-Leggett, Deputy Regional Administrator and Alabama Field Office Director Ken Free.
Region IV is reducing the incidence of homelessness, particularly among vulnerable populations including veterans and youth. An end to homelessness means that every community will have a comprehensive response in place that ensures homelessness is prevented whenever possible, or if it can’t be prevented, it is a rare, brief, and one-time experience.

<table>
<thead>
<tr>
<th>State</th>
<th>Number of CoCs</th>
<th>Percentage Change</th>
</tr>
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<tbody>
<tr>
<td>Alabama</td>
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<td>-5%</td>
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<tr>
<td>Florida</td>
<td>27</td>
<td>-9%</td>
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<tr>
<td>Georgia</td>
<td>9</td>
<td>+10%</td>
</tr>
<tr>
<td>Kentucky</td>
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<td>+11%</td>
</tr>
<tr>
<td>Mississippi</td>
<td>3</td>
<td>-12%</td>
</tr>
<tr>
<td>North Carolina</td>
<td>12</td>
<td>+.50%</td>
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<tr>
<td>Puerto Rico</td>
<td>2</td>
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<tr>
<td>South Carolina</td>
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</tr>
<tr>
<td>Virgin Islands</td>
<td>1</td>
<td>-35%</td>
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</tbody>
</table>

The Dwellings is providing 103 tiny homes and supportive services to fight homelessness and help solve the affordable housing crisis in Tallahassee.
In November 2019, Regional Administrator Denise Cleveland-Leggett welcomed participants to the Second Regional Continuum of Care Conference. About 150 representatives from organizations fighting to end homelessness in Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, Puerto Rico, South Carolina, Tennessee and the U.S. Virgin Islands met in Miami to exchange best practices and ideas to overcome common challenges. HUD’s Office of Special Needs Assistance Program (SNAPS) Director Norman Suchar provided the latest information on what was expected from the 2019 application for funding and answered questions from eager attendees. Local HUD Community Planning and Development representatives John Quade and Nora Casal-Cintrón related detailed information on coordination of HUD resources and compliance.

Robert Pulster, Regional Administrator from the U.S. Interagency Council on Homelessness detailed the latest of the federal plan, while Mary Simons from MS Open Doors Homeless Coalition spoke about how to build partnerships; Belinda Hill, Executive Director of Sólo por Hoy in Puerto Rico, shared her experience as a former homeless person who is now a passionate worker aiming to end homelessness in her community. The two-day conference touched also on youth homelessness and permanent housing.
What once was an empty lot on Urban Street, is now two new homes for formerly homeless single parents.

United Housing Connections (UHC), the City of Greenville, and the Haynie-Sirrine Neighborhood Association held a ribbon-cutting ceremony on November 18, 2019 to unveil two new affordable housing units. The new units each include two bedrooms and one bath for less than $600 a month. "Single parents that are raising children need a place to call home," said Babette Jones, who grew up on Urban Street and serves on the board of UHC.

UHC serves people at-risk for, and currently experiencing homelessness in the South Carolina Upstate Region. Lorain Crowl, executive director of United Housing Connections said, "We are very short in this community on one-bedroom units. And a lot of folks experiencing homelessness are adult single individuals."

The City of Greenville donated the land and provided $60,000 in HUD HOME funds for the project. UHC received $200,930 in new construction dollars from HUD’s Continuum of Care (CoC) Program, which provides funding to promote community wide commitment to the goal of ending homelessness. UHC serves as the lead agency in the Upstate Continuum of Care, which serves 13 counties.

The new affordable housing units on Urban Street were two years in the making but brought the city a small step closer to providing enough affordable housing for its residents.
HUD’s Foster Youth to Independence Initiative (FYI) targets housing assistance to young people aging out of foster care and who are at extreme risk of experiencing homelessness. The initiative offers housing vouchers to local public housing authorities to prevent or end homelessness among young adults under the age of 25 who are, or have recently left, the foster care system without a home to go to. In January 2020, HUD Secretary Ben Carson awarded nearly $500,000 to the FYI Initiative and in February an additional $258,606 in funding for HUD’s new Foster Youth to Independence (FYI) Initiative was awarded.

In Region IV, each field office has been equipped with an FYI Coordinator. Also, the Region has hosted 2 Region-wide briefings. As of October 13, 2020, 232 vouchers have been awarded across 14 Public Housing Authorities in Region IV.

<table>
<thead>
<tr>
<th>State</th>
<th>PHA Name</th>
<th>Sum of Units</th>
<th>Sum of Budget Authority</th>
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In September 2020, Regional Administrator Denise Cleveland-Leggett virtually recognized City of Albany Mayor Bo Dorough, W. Frank Wilson - Board Chair, Albany Housing Authority, Albany Housing Authority Executive Director Dr William Myles and Treena White - Division of Family and Children Services for working together to assist Eshontee Rowe, the city’s first HUD Foster Youth to Independence housing voucher recipient.

HUD Georgia, Director of Operations Shea Johnson commended the City of Albany and Albany Housing Authority leadership in helping bring the benefits of the FYI to fruition. Johnson and her staff were responsible for organizing and conducting the recognition program.

As the City of Albany’s first Foster Youth Independence housing voucher recipient, Eshontee Rowe expressed her thankfulness as she “stepped out in faith and with the help of the City of Albany you saw me,” was able to acquire much needed housing assistance during a very challenging time in her life.

Dr. William Myles, CEO Albany Housing Authority expressed his heartfelt appreciation to the City of Albany Mayor Bo Dorough, W. Frank Wilson - Board Chair, and HUD for the FYI program as it helps raise to greater heights of hope, opportunity and prosperity those in the program. Having lived in public housing for twenty years Dr. Myles related that he knows firsthand what this program will mean to those in need.

Due to the ongoing pandemic, the original Albany recognition ceremony scheduled earlier in the year to recognize the award of over $160,000 of HUD FYI funds was delayed until the virtual recognition ceremony.
In February 2020, Regional Administrator Denise Cleveland-Leggett joined State of Alabama Department of Human Resources Commissioner Nancy T. Buckner and public housing authority executive directors as they signed memorandums of agreement kicking off HUD’s Foster Youth to Independence (FYI) initiative that targets housing assistance and supportive services for youth aging out of foster care who are at-risk-of or experiencing homelessness.

“With those wrap-around services, it not only gives them a place to live, but it teaches them and gives them tools to be able to sustain themselves as they go forward,” said Cleveland-Leggett, Regional Administrator.

“We just see it as an incredible opportunity to take those young people who are out of care who are struggling with stable housing and help them out and to give them some stability in where they’re going to live,” said Bill Benson with DHR.

During the program Tydeesha Harris was also recognized for being the first Foster Youth to Independence recipient in the state as well.

There are currently 6,350 youth in foster care in Alabama with nearly 500 youth between the ages of 18 and 20 and approximately 140 youth between those ages leaving foster care each year. Executive Directors with 10 state housing authorities signed the initiative to be participants and were enthusiastic that other housing authorities in the state will also participate in the program.
Region IV is working to create healthier and safer housing across the nation. The national goal is to make by making an additional 15,400 at-risk housing units healthy and lead-safe by the end of FY20. HUD’s Office of Lead Hazard Control and Healthy Homes (OLHCHH) awarded more than $6 million of the following grants in Region 4 under the NOFA 2020.

In FY20, there was a 3% increase from FY19 in the number of units made healthy. (This does not include lead-paint/healthy homes projects completed with funds other than Lead Grants from Quarter 4.)

**REGION IV GRANTEES**

**CITY OF GREENSBORO, NC**

- **Lead Hazard Control**: $2,298,441
- **Healthy Homes Supplement**: $400,000
- **Total Grant Award**: $2,698,441

**SHELBY COUNTY, TN**

- **Lead Hazard Control**: $3,443,959
- **Healthy Homes Supplement**: $700,000
- **Total Grant Award**: $4,143,959
**Supporting Disaster Preparedness, Response & Recovery Efforts**

Region IV collaborated with federal, state and local partners to support preparedness and response efforts after Hurricanes Karen, Sally, Zeta and continued recovery activities for Hurricanes Florence, Dorian and Maria. In response to Presidentially declared disasters in 2017-2019, Congress awarded more than $4 billion through the Community Development Block Grant Disaster Recovery (CDBG-DR) in Region IV during FY20.

**Vulnerable Populations in Region IV Receive Support from Community Partners**

Communities throughout the region have been coming together to help their neighbors in need as they combat the coronavirus outbreak. Below are highlights of just a few examples from Region IV:

**Meridian Community College, Mississippi**

The coronavirus outbreak has had an economic impact upon families throughout the country. In Mississippi, Meridian Community College is now offering free classes this fall to any workers across the state who were furloughed or laid off due to COVID-19. This offer is empowering families who are looking for new opportunities. “As long as you meet the prerequisites for the course, general education and career and technical programs offered in the Fall 2020 semester are available,” said Joseph Knight, vice president of workforce solutions.
Puerto Rico EnVision Center
On May 20th, employees, and volunteers from the Puerto Rico EnVision Center, Centros Sor Isolina Ferré (CSIF), began the delivery of 7,500 boxes full of vegetables, cheese, fruit, eggs, milk, chicken and pork to families affected by the COVID-19 pandemic. The effort, via drive-through or by foot to homes in remote locations, benefited a total of 22,000 people living in public housing. The EnVision Center also partnered with Caribbean Produce Exchange, Inc., a local entity that received a grant from USDA’s Farmers to Families Food Box Program.

Spartanburg Housing Authority Filling Needs of Residents
At the onset of COVID-19, the Spartanburg Housing Authority (SHA) had to suspend programming like so many other public housing authorities across the country. This led to a surplus of diapers from ongoing donations to its Gift in Kind store. Because of supply shortages for high demand necessities such as diapers at retail stores, SHA took the opportunity to provide for families with small children by distributing diapers to those in need. The SHA Resident Services Department contacted parents with children under the age of three to inquire if they needed diapers for his/her child and provided the much needed items.

Additionally, during the early days of the pandemic, SHA staff delivered lunch bags and apples, which were donated by Sodexo and the University of South Carolina Upstate, to seniors and individuals with disabilities at Prince Hall and Camp Croft Apartments. “The need for resources for so many families have been even greater during COVID-19, and we congratulate the Spartanburg Housing Authority for stepping up for those in need,” said Kristine Foye, HUD’s field office director in Columbia.
SC, Spartanburg Housing Authority staff delivering lunch bags to residents.

Rome, Georgia. The Department of Public Health and the Northwest Georgia Housing Authority’s EnVision Center teamed up to provide a popup COVID-19 testing site for the community. Photo courtesy of Rome News Tribune.
Region IV continues to be sympathetic to the difficulties its customers, community partners, grantees, and stakeholders are experiencing during the COVID-19 pandemic and remains committed to providing excellent customer service and reliable resources. To monitor and track customers’ interactions, the Region maintained the use of the Unified 1-HUD Customer Relationship Management (CRM) Field Solution application.

Region IV uses Power BI to analyze CRM service requests and customer needs as well as to develop weekly reports for FPM managers. Once the Region was impacted by the pandemic, Javalle McAllister, Management Analyst, supported Nikel Bailey, Region IV Supervisory Management Analyst, by creating monthly reports to keep regional leadership informed about COVID-19’s impact on customer service activity.
STATE SPOTLIGHTS
Success stories and data snapshots from around the region
HUD Designates Housing Authority of Birmingham District's Campus of Hope as the First EnVision Center in Alabama

The sight and sounds of the Woodlawn High School Marching Band helped punctuate the day’s events as the Housing Authority of the Birmingham District’s (HABD) Campus of Hope was designated the first EnVision Center in the State of Alabama on November 6, 2019 by the U.S. Department of Housing and Urban Development (HUD). Denise Cleveland-Leggett, HUD Southeast Regional Administrator and Michael O. Lundy, President/CEO of the Housing Authority of the Birmingham District along with community members and stakeholders took part in the announcement and as the celebration kicked off with the opening day parade accompanied by the Woodlawn High School marching band. Following the parade, the celebration continued with the start of the official program announcing the Campus of Hope as an EnVision Center, followed by a special Campus of Hope EnVision Center video, ribbon cutting and a tour of the campus.

"EnVision Centers bring hope, opportunity, and a platform of stability from which long-term success for thousands of families in this area can ultimately benefit...The Housing Authority of Birmingham and the City has much to be proud of based on the vision and leadership of Housing Authority Executive Director Michael Lundy and Mayor Randall Woodfin," said HUD Southeast Regional Administrator Denise Cleveland-Leggett.

HABD President/CEO Michael O. Lundy said, "Receiving the
EnVision Center designation is something my staff worked hard to achieve and we’re beyond thankful for the national recognition. This shining endorsement from HUD is comparable to getting a gold seal for our program. It is such an honor and privilege to receive national recognition for the work we’re doing to break the cycle of generational poverty and generational dependency on public housing. My vision for the Campus of Hope began with the desire to provide more than affordable housing for low-income families and individuals and to connect them with resources to assist in moving up and out of public housing. The many supportive services offered are designed to give residents what they need to help put them on a path of financial and housing independence.”

HABD EnVision Center partners are The U.S. Army, Birmingham City Schools, The UAB Minority Health & Health Disparities Research Center, Lawson State Community College, The Dannon Project, Maranathan Academy, Church of the Highlands, No More Martyrs, Aletheia House, Girls Inc, Hopewell Church, American Heart Association, Birmingham Healthy Start Plus, AIDT, Boy Scouts of America, TC Counseling & Consulting Services, and Oak Tree Ministries.

Celebration kicks off with local dignitaries, Alabama Field Office Director Ken Free, Deputy Regional Administrator Michael Browder, and Regional Administrator Denise Cleveland-Legget leading the way with the Woodlawn High School marching band.
HUD Georgia and Partners Advancing Self-Sufficiency Through Section 3 Summit

HUD Director, of Georgia Operations Shea Johnson saw an opportunity to expand the knowledge base and associated benefits of Section 3 with statewide partners as she lead a summit on February 26, 2020 attended by over 100 housing authority and community leaders and developers along with HUD headquarters staff at the Fulton County Aviation Community Cultural Center.

"Section 3 has long provided opportunities for those we serve in low-income communities with opportunities to obtain training and employment associated with contractual work with HUD," said Johnson. "The reality is that as we expand awareness of Section 3 and its benefits, more opportunities for self-sufficiency will be available for those we mutually serve in our communities."

During the summit Prestwick Construction, a fully integrated construction company under the leadership of founding partner Ray Dotson shared their story on how they committed to sharing the benefits of Section 3 training and self-sufficiency opportunities in their industry with those in low income communities. In 2016 in their efforts to be the premier leader in Section 3 they created the Director of Compliance role, currently held by Tammy Canty and in May 2017 became a HUD Self-Certified Section 3 business based on a workforce where 30% of their fulltime employees are Section 3 low income residents.

Rholanda Stanberry, with Atlanta Housing provided attendees with
examples of their efforts and successes with Section 3 for Herndon Square in Atlanta, too.

The summit provided an opportunity for HUD headquarter staff members Stephanie Waller and Holly Kelly to provide a very informative and interactive presentation as many of the attendees were not aware of the nuances of Section 3, had numerous questions about proposed refinements and were also provided examples of best practices. Their presentation addressed those proposed changes and included information about the new Section 3 Performance Evaluation and Registration System (SPEARS), Opportunity Portal and Business Registry.

The conclusion of the Section 3 summit and training provided for a lively exchange of what promises to be an ongoing effort of outreach and continued focus on the mutual benefits of helping those HUD and partners serve eventually achieve self-sufficiency and their version of the American dream.
Jacksonville's Sulzbacher Village Designated 1st EnVision Center in Florida

Following a highly competitive selection process, on November 18, 2019, HUD Southeast Regional Administrator Denise Cleveland-Leggett designated Jacksonville's Sulzbacher Village for Women and Families, a provider of comprehensive services for the homeless, Florida’s first EnVision Center. “As we implement Secretary Carson's vision of hope and opportunity to help more families become self-sufficient, Sulzbacher Village is a good example of things done right,” said Cleveland-Leggett. “The combination of effective leadership, public-private partnerships, supportive services and job training have been key to transforming good ideas into reality and positively changing the trajectory of many lives.”

Sulzbacher Village for Women & Families has 70 rental apartments onsite: 56 are studio apartments for single women or women with one child; 14 two-bedroom apartments serve families with children. Sulzbacher Village also eliminates the need for 200 shelter beds in the Jacksonville community by providing 36 women and family short-term stay units; 10 respite units for women recently released from local hospitals who need follow-up care; and 8 units for homeless veteran women.

For the residents, Sulzbacher has been a game changer. “When I came to Sulzbacher, I was devastated. I never thought I’d do this. But when I got there and stayed there, it was like a dream come true to me,” said resident Bessie Ballard.
Another resident, Atrina Baker, added: "About a year ago I came here escaping gun violence, trying to get in a place of my own. I was going to stay in my car; I never knew I’d have childcare right next door."

The village also includes a 7,000-square-foot Federally Qualified Health Center that offers primary care, dental, vision, and behavioral services for women and children residing in the Village and surrounding community. The campus has an early learning center, a computer lab, a children’s library, a playground, and a mobile food pantry. On-site education programs include job training classes, culinary classes, homework tutoring, mentorship initiatives, and female veteran programs for transitioning back into society.

Secretary Carson, Regional Administrator Denise Cleveland-Leggett, Deputy Regional Administrator Michael Browder and Jacksonville Field Office Director Alesia Scott-Ford visit Sulzbacher Village, EnVision Center.
Opportunity Zones Creating Affordable Housing Opportunities in Miami

On August 13, 2020, HUD Secretary Ben Carson gave the keynote remarks at two groundbreaking ceremonies that will bring hundreds of affordable housing units to Miami-Dade County, FL. Both projects, the Ross Malcolm Senior Center and the City of Miami Omni Community Redevelopment Agency groundbreaking are located within Opportunity Zones and were made possible by leveraging Opportunity Zones incentives created by the 2017 Tax Cuts and Jobs Act.

Secretary Carson was joined by HUD Southeast Regional Administrator Denise Cleveland-Leggett, HUD Miami Field Office Director Luis M. Rolle, Mayor of Miami-Dade County Carlos Gimenez, Mayor of the City of Miami Francis Suarez, Miami-Dade Public Housing and Community Director Michael Liu, and developer Related Urban Development Group.

Secretary Carson spoke about the various tools available to successfully spur economic development, job creation, and long-term investment in Opportunity Zones. The Ross Malcolm Senior Center is the perfect example of the many opportunities available to investors in opportunity zones, and how Opportunity Zones are helping revitalize our communities and creating much needed resources for the population living in areas designated as Opportunity Zones. The partnership between federal-state-local governments, as well as the public-private partnership, enables previously neglected communities to attract the
resources needed to bring community and social services closer to those in need.

Regional Administrator Cleveland-Leggett discussed many of the HUD incentives available to attract opportunity zone investment, such as FHA incentives and offering preference points for many of HUD’s competitive grants.

Director Liu highlighted the Ross Malcolm Senior Center as the largest project of its kind in the country, and that it showed affordable housing projects can work inside Opportunity Zones.

Secretary Ben Carson and Regional Administrator Denise Cleveland-Leggett participates in the Miami-Dade Groundbreaking Ceremony at the Ross Senior Center.
HUD Region IV Administrator Recognizes Lexington Foster Youth to Independence (FYI) Initiative Program Recipient

On July 30, 2020, Region IV Administrator Denise Cleveland-Leggett held a congratulatory call coinciding with the annual anniversary of HUD’s Foster Youth to Independence program with Christopher Hagans, a recent FYI participant who now resides at the Lexington Housing Authority (LHA). After hearing his story, she wanted to reach out personally to congratulate him and provide words of encouragement as he begins his journey of reaching self-sufficiency in adulthood. Senior staff from LHA were also on the call, including Austin Simms, Executive Director, Beverly Bowens, FYI Program Coordinator, and Aldean Pleasant, Housing Choice Voucher Manager.

The HUD Kentucky Field Office, Field Policy and Management team created a six-step strategy to execute the virtual event. The three major components of the strategic plan included; 1. Coordinating and meeting with the Region IV Regional Administrator, Secretary of the Kentucky Cabinet for Health and Family Services, Mayor of Lexington, County leadership officials, and the Executive Director of the Lexington Housing Authority; 2. Facilitating the conference call between the RA and Christopher Hagans, FYI voucher recipient, to understand his background and views of how the FYI program has impacted his life; and 3. Performing ongoing outreach to other PHA partners throughout Kentucky to encourage interest in the FYI program.

Denise Cleveland-Leggett said to Mr. Hagans, “We are on a mission
to further help the young people in this country. I want to personally congratulate you as you exemplify why these efforts are a worthy pursuit”.

Hagans is an exemplary FYI participant who intends to reach his goals under the program. Now just 22 years old, he is enrolled in college studying towards both a degree in social work and a technical certification. He has successfully maintained part-time employment while enrolled in school and serves as a member of Voices of Commonwealth, a group of current and former foster youth who advocate for positive change for youth who are in the state’s care. Ultimately, he would like to become a business owner of a foster youth supportive services program or an independent living agency.

Ms. Cleveland-Leggett is committed in working to ensure youth aging out of foster care have the tools and resources to avoid homelessness. Cleveland-Leggett is doing her part to make sure that her region in the Southeastern states continues to be focused on the issue. Under the leadership of Cleveland-Leggett, the HUD Kentucky team has established and will capture measures of success for the FYI vouchers given in Lexington. This call was the third of six events of a strategic plan that the HUD Kentucky Field Office has undertaken to raise awareness and forge buy-in from both internal and external stakeholders. The hope is to provide a national best practice that maximizes voucher utilization and ultimately lowers the number of foster youths who are at risk for becoming homeless.
First Mississippi EnVision Center Launches in Meridian

On October 30, 2019, Southeast Regional Administrator Denise Cleveland-Leggett visited Meridian to announce the designation of the first EnVision Center in the State of Mississippi. The community gathered to celebrate the recognition of their years of effort to improve the quality of life of their low-income residents and their renewed enthusiasm to assist more individuals and families from the City of Meridian and Lauderdale County in moving towards self-sufficiency, hope and opportunity for a better life.

"We are extremely proud of the Meridian Housing Authority team. Their results and continued efforts to help the community are reflected in this designation, as one of few HUD EnVision Centers in the nation," said Mayor Percy Bland III. "Our community at large will continue to benefit from this recognition."

"As an organization committed to offer excellence in providing quality, affordable and superior customer service to all our families, this designation is a step forward in our daily affirmation for our mission to serve Meridian low-income families," said Ronald J. Turner, Sr. Executive Director of Meridian Housing Authority. "We have a vision to help bridge the gap our families face in training and health services and we are enthusiastic to move forward in offering new opportunities to help with their success."

In Meridian, partnerships with key local organizations such as the Meridian Public-School District, Meridian Community College, the

62.2% New Hires that are Section 3

61 Convenings with Potential EnVision Center Partners

2 Trainings with OLHCHH on New Lead Rule
local branch of Mississippi State University, as well as the Greater Meridian Health Clinic Boys and Girls Club of East Mississippi, Boy Scouts of America, the Meridian Freedom Project, Mt Olive MBC and several faith-based organizations will assist in providing job and academic training, wellness services and character building to the Meridian youth and families striving to reach self-sufficiency.

“As we work to develop platforms to help more families become self-sufficient, public-private partnerships are pivotal to access supportive services they so desperately need,” said Southeast Regional Administrator Denise Cleveland-Leggett. “Frank Berry Courts embraces Secretary Carson’s vision of hope and opportunity. Education is critical to the advancement of the individuals in our communities, as are the economic empowerment, the education advancement, the health and wellness. If people are sick, if they’re not well physically they can’t really progress. Same happens if they don’t have the educational tools to get a job,” said Denise Cleveland-Leggett.
Opportunity Zone Round Table in Greensboro and High Point

On January 22, 2020 the Greensboro Field office hosted an Opportunity Zone Round Table at the East Market Street Seventh Day Adventist Church and High Point City Hall in Greensboro and High Point, North Carolina. More than 50 people attended this event, including Scott Turner, Executive Director, White House Opportunity and Revitalization Council and Denise Cleveland-Legget, HUD Region IV Administrator.

In addition, subject matter experts from various federal agencies such as Richard Kingan - U.S. Small Business Administration, Cheryl Nolan- U.S. Department Of Justice, John Kashuba - U.S. Department Of Labor, Jay Bassett - U.S. Environment Protection Agency and Hillary Sherman -U.S. Economic Development Administration attended. Some of the other notable guests that were present include, The Mayor of Greensboro, Nancy Vaughn, Congressman Walker’s District Director Julia Emmons, The Executive Director of the North Carolina Housing Finance Agency, Scott Farmer and The Sterling Group Senior Vice President and General Counsel Joseph Scimia.

Opportunity Zones are census tracts, consisting primarily of economically distressed communities, where new private investments may be eligible for preferential tax treatment under certain conditions. The Opportunity Zone program, created as part of the federal Tax Cuts and Jobs Act of 2017, allows investors to defer, reduce, or eliminate unrealized capital gains if they reinvest them in designated zones.
The goal of this round table was to increase awareness and networking with local developers and investors to encourage increased economic investment for Opportunity Zones in The Triad, NC. Greensboro did not have active Opportunity Zone Projects at this point in time, but there were several sites that were prime for investment and revitalization. High Point has 3 Opportunity Zones in distinct areas, each with highlighted catalytic investments and adjacent investment potential.
Section 3 Tools and Resources for HUD Grantees

As part of the San Juan Field office efforts to promote and implement the Section 3 mandate, the office held a virtual training to encourage and instruct grantees to use the Opportunity Portal and the Section 3 Business Registry. There were over 100 people in attendance, including grantees and residents from both Puerto Rico and the U.S. Virgin Islands.

The San Juan Field Office Director, Efrain Maldonado, provided opening remarks and emphasized the importance of Section 3, especially during times with high unemployment rates in both jurisdictions. The Field and Policy Management team provided an overview of Section 3, regional best practices, and available tools and resources. Maria Figueroa, the Deputy Assistant Secretary for the Puerto Rico Department of Housing CDBG-DR program, presented on their Section 3 initiatives and results, including virtual meet and greet for Section 3 residents and businesses to get to know each other. Michael Gordon from the Miami Field Office joined the training and answered questions about compliance and requirements.

The San Juan Field Office will host a series of trainings in FY2021 for its grantees and residents to cover different topics of interest.
Providing Safety and Stability to Vulnerable Residents

Since opening its doors in 2011, Transitions has become the largest homeless center in the Midlands of South Carolina, assisting men and women with moving into stability and permanent housing.

The center provides those experiencing homelessness access to a day center, meals, housing and supportive services, including a jobs program and a homeless court. Since inception, nearly 3,000 formerly homeless people have been able to find permanent housing.

On February 20, 2020, a group of HUD employees volunteered at Transitions and served lunch to 216 individuals in need.

“Transitions does an outstanding job serving the community with much needed resources, and I was proud that our HUD team assisted by providing an immediate need to the area’s most vulnerable residents,” said Kristine Foye, HUD’s field office director in Columbia.

Transitions is so committed to the community that even during the pandemic the organization was able to make modifications and maintain most of the programs and services needed by the men and women who rely on them for basic resources.
HUD Works with Continuum of Care to Help End Homelessness in Tennessee

In July 2020, the HUD Nashville Office of Field Policy and Management in conjunction with the Office of Community Planning and Development (Knoxville) conducted an Ending Homelessness Virtual Convening for the State of Tennessee (including Knoxville, Memphis and Nashville) that addressed and recognized the ongoing progress being made to end homelessness in the state.

"Over 7400 Tennesseans experienced homelessness in 2019 which is a 21% drop from 2014 thanks to your efforts. Also, from 2011-2019 thanks to you, Veteran homelessness dropped in the Volunteer State of Tennessee 29%," said HUD Southeast Regional Administrator Denise Cleveland-Leggett who participated in the virtual conference by providing opening remarks.

"The progress that is being made by our COC partners is truly remarkable and indicative of their commitment and ours to ending homelessness," said Sernorma Mitchell, HUD Nashville Field Office Director.

Representatives from the Jackson/West Tennessee Continuum of Care shared best practices they implemented to claim zero Veteran homelessness in their region. Over 50 participants exchanged information and resources to assist in the elimination of Veteran homelessness.
Special thanks to all contributors to Region IV’s FY20 Annual Report: including Nikel Bailey, Supervisory Management Analyst, Region IV FPM, for leading the development and completion of this report; George Owusu-Yaw, Admin/Office of Digital Enterprise/Printing & Graphic Arts Branch, and Johnnie Lattimore, Region IV FPM, for creative design; Gloria Shanahan and Joe Phillips, Office of Public Affairs, Region IV FPM; and Region IV Program Offices.