



United Way of  
Chatham County

# Housing Strategic Plan Progress Report

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Chatham County Board of Commissioners Meeting  
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# Strategic Housing Action Plan

- Goal 1: Reduce Development Barriers and Increase Usable Incentives
- Goal 2: Develop a Framework for Collaboration
- Goal 3: Communicate to Increase Understanding and Generate Support
- Goal 4: Improve Efficiencies and Effectiveness of Existing and New Services and Programs
- Goal 5: Develop and Strengthen Sustainable Funding Sources that Meet the Need
- Goal 6: Hire and Retain Adequate and Appropriate Staff

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# Chatham Housing Collective

- Facilitated by United Way of Chatham County, the Chatham Housing Collective (CHC) advocates for, expands, and improves access to an array of essential services and long-term solutions for permanent housing affordable to families and individuals who are unhoused or unstably housed
- CHC Service Provider Subcommittee includes:

Central Pines Regional Council – Street Outreach  
Department of Housing and Community  
Development  
Department of Social Services  
Diversion and Advocacy Programs  
Chatham County Housing Authority

Chatham County Schools – McKinney-Vento  
Love Chatham  
Salvation Army Greensboro  
Salvation Army Chatham County Service Unit  
Second Bloom of Chatham  
Vaya Health

# Growing Service Capacity

- Positions created in Chatham County since 2023:
  - Chatham County Director of Housing and Community Development
  - Chatham County Emergency Housing Coordinator
  - Chatham County Housing and Community Development Officer
  - Chatham County Street Outreach Coordinator
  - Love Chatham Transitional House Manager
  - Salvation Army Chatham Case Management Specialist
  - United Way of Chatham County Impact Manager
- Additional capacity being built through United Way's Chatham Success Network

# Framework for Collaboration

- Weekly and quarterly meetings of the Chatham Housing Collective
  - Resource-sharing, brainstorming, and referrals among providers
  - Program presentations and updates
  - Training and workshops
- Service system map created to capture current resources
  - Service details documented, as well
- Virtual resource hub created for residents to access
  - Available in English and Spanish
  - [UnitedWayofChathamCounty.org/CHCResources](https://UnitedWayofChathamCounty.org/CHCResources)



# Data Collection and Dashboard

- CHC service partners have aligned on reporting metrics, focused on:
  - Shared metrics among service types
  - Actionable demographic information
  - System efficiency indicators
- Providers report aggregated data each month to United Way for cleaning and visualization
- Housing service providers regularly review compiled data together

# Data Collection and Dashboard

- Dashboard stakeholder input session held in October 2024
- Metrics reported and reviewed starting in December 2024
- Rios Partners contracted to build dashboard in summer 2025
  - Data cleaning, backfilling, and data collection improvements
  - Two rounds of stakeholder feedback
  - County staff collaborated on housing supply and demand data
- Public dashboard maintained by United Way on low-cost subscription platform, with continuing data reporting by partners
  - [UnitedWayofChathamCounty.org/Data-Dashboard](https://UnitedWayofChathamCounty.org/Data-Dashboard)



# Next Steps

- Cultivate dashboard usage across the community
- Maintain current information on available services
- Continue to build and support housing stakeholder network
- Data-informed decision-making





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# Questions?