

CEHD Meeting • March 20th, 2014

Location: Genesis Home, 300 N. Queen St, Durham, NC 27701

Attendance: Lloyd Schmeidler (City of Durham), Ryan Fehrman (Genesis Home), Janet Xiao (CEF), Matt Schnars (City of Durham), Alma Davis (DCRC), Kelly Godinho (UNC MSW '14), Terry Allebaugh (HNN), Ann Tropiano (GH), Valaria Brown (Alliance), Mike Tillman (CHIN), Maria Davis Dorsey (DDI), Latasha Wilson (SAVE), Joyce Stancil-Williams (CASA), Catherine Pleil (DIHN), Daniel Reinholz (CHIN), Stephanie Williams (Alliance), Nadine LaLeer (COPnil), Sabrina Seymore (DSS), Fred Stoppelkamp (DERC), Candace Rashada (DTCC), Mary Moore (DTCC), Evelyn Louder (Durham Reg. Financial Ctr.), Tiana Terry (VofA), Nigel Brown (HNN), Tim Pittman (DHA), and Spencer Bradford (DCIA)

I. Welcome & Call to Order: Ryan Fehrman called the meeting to order at 10:00am.

Introductions: All present introduced themselves.

II. Meeting Approval: Minutes from the February 20th meeting were distributed electronically before the meeting. Motion was made by Alma Davis and properly seconded by Joi Stepney, and the minutes were approved unanimously.

III. Matt Schnars, Program Performance and Community Benchmarks:

- **BACKGROUND**

2009: HEARTH Act—core legislation is McKinney-Vento Homeless Assistance Act (1987) intended to address homelessness on national level, funding attached to that through HUD. Reenacted in 2009 with major changes to federal-level response. Previously, these evaluative changes have primarily affected other federal departments, and is now intertwining with work of community-level organization.

- **Evaluation:**

- 1. Understand and define the need: including definitions of homelessness
- 2. Set goals/objectives: some are set for us, some are set at system/program-level
- 3. Inputs (resources): financial and human resources
- 4. Activities (services): eg. life skills programs, HIV testing etc.
- 5. Outputs (#s served, # of service units)
- 6. Outcomes (individual level)

Note: outputs vs. outcomes: In the past, reported service units in easily quantifiable ways – eg. “number of clients of served, meals served, shelter provided, classes provided.”

Now, trying to shift to focusing on the impact (ie. outcomes, individual level)—what happens to the individual person?

- The broadest outcomes in HEARTH: want people’s homelessness to be as brief as possible
- Rate of people returning to homelessness
- 7. Outcomes (system level): across systems, did we achieve goal of reducing/ending homelessness?
- **Program Level:** Federal government recognizes that communities have particular and different needs. Aim to empower communities to understand their unique circumstances, including needs and resources.
 - 1. Improve understanding of need
 - 2. Improve targeting of resources

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- 3. Improve housing stability
- 4. Reduce length of time homeless
- 5. Reduce returns to homelessness
- 6. Increase jobs & income
- Evaluation process:
 - Service providers review and recommend measures and benchmarks
 - Homeless Services Advisory Committee (HSAC) Performance Management reviews and recommends measures and benchmarks to HSAC
 - HSAC adopts measures and benchmarks
- Reporting process (Durham):
 - 1. Data pulled from CHIN quarterly
 - 2. Providers review reports
 - 3. HSAC Performance Management reviews reports
 - 4. Reports presented to HSAC
- Benchmarks for “successful exit destination”: looking for the client to have tenancy rights (eg. ownership, a lease—ie. rental, permanent supportive housing, friends/family with tenancy rights).
 - Permanent Supportive Housing: 6 months or longer
- Adjustment to quarterly report for “Income Growth”: only looking at exit, but also 12 mo. measure for whole population (currently enrolled & exit).
- Mainstream Benefit Enrollment: emphasis on non-cash benefits.
- Now able to set benchmarks better than before. Contingent on consistency of data entry.
- Q&A and Comments:
 - Q. about returns to homelessness—what time period are we responsible for?
A. Durham has not adopted a benchmark at program- or system-level for that; HUD has not defined it. Looked at it informally a few different ways (eg. 365 days after someone moves out).
 - Q. For families that don’t leave with rapid rehousing support, shouldn’t “increase in income” be more important than “length of stay”?
A. Systems-level issue. See “increase income” as short-term outcome—and long-term outcome is that length of stay would decrease. Additionally, this could point us to needs in the system. At the moment, families programs are meeting the “length of stay” goal.
 - Comment: Appreciate that we’re adopting benchmarks with caution. Data-informed rather than data-driven strategies.

IV. Lloyd Schmeidler, 2013 Annual Homeless Assessment Report (AHAR)

- AHAR provides annual look at people participating in CHIN (through homeless providers), vs. Point in Time count, which is a snapshot. Provides valuable information on what we’re seeing across the year.
- Information comes from common database, Carolina Homeless Information Network (CHIN). However, data is limited because currently less than half of all beds in Durham not using CHIN, and does not give us information about unsheltered homelessness.
- What does it tell us about yr. Sept 2012-Sept 2013:

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- Overall:
 - CHIN-participating emergency shelters & transitional housing housed 1,428 different people
 - If one assumes non-CHIN beds used the same way: est. 3,322 homeless people housed in ES & TH [possibly overestimate]
- Families: only 91 families stayed in CHIN participating ES & TH programs
 - 58% moved into shelter after spending time staying with family/friends
 - 77% families stayed less than 3 mo. in their previous housing – note instability
 - 87% families were last permanently housed in Durham
 - Discussed problem of system not able to account for “doubled-up” families
- Individuals: 1123 individual adults stayed in CHIN-participating ES & TH programs
 - Most (87%) only stayed in ES
 - 99% of 273 veterans housed were single adults
 - 36% single adults reported as having disability
 - 60% adults in ES stayed a month less
 - Discussed problem of “avg length of stay” metric not able to differentiate between chronic & temporary. How to capture clients who are coming in often & short stays?
- 2010-2013 numbers relatively stable
- Permanent Supportive Housing 2010-2013: increase, especially due to HUD VASH
- See information sheet from Lloyd for additional information, or email him with additional questions.

V. Agency Announcements

- 1) First phase of Southside development is open, they are currently taking pre-applications for affordable units for disabled and/or homeless (at Golden Belt complex, Building 4 Rm. 137). Units are multi-bedroom, for families. Developer’s community partner is Alliance BHC.
- 2) Durham Friends Meeting is hosting another showing of *A Place at the Table* on March 30th, 7pm @ 404 Alexander Street (next to the Ronald McDonald House).

VI. Adjournment: Ryan adjourned the meeting at 11:29am.

Respectfully Submitted,

Janet Xiao, Secretary

janetx@communityef.org