

DURHAM HOMELESS SERVICES ADVISORY COMMITTEE

Wednesday, February 22, 2017

3:00 p.m.

**Durham County Human Services Building
414 E. Main Street – 2nd Floor Conference Room**

The Durham Homeless Services Advisory Committee (HSAC) met on the above date and time.

Committee Members Present: Chair Fred Stoppelkamp, Vice-Chair Angela Holmes, Secretary Charita McCollers, Linzie Atkins, Durham County Veteran Services Office, Angeloe Burch, Sr., Mayor Pro Tempore Cole-McFadden, Drew Cummings, Durham County Manager's Office Chief of Staff, Meredith Daye, Development Director, Durham Housing Authority (DHA), Calleen Herbert, Interim Director Department of Academic Community Services Learning Program at North Carolina Central University, Reverend Dr. Warren Herndon, Pam Karriker, Christian Assembly, Tracy Stone-Dino, Alliance Behavioral Healthcare, Vega Swepson, Resource Specialist, Durham Technical Community College, Ellecia M. Thompson, Durham VA Medical Center, and Mayme Webb-Bledsoe, Duke University.

Excused Committee Members: City Manager Thomas J. Bonfield and Reverend Chris Tuttle, Westminster Presbyterian Church.

Committee Members Absent: Captain Stan Harris, Durham County Sheriff's Department, Jennifer Jones, Office of Economic and Workforce Development, Emanuel Kearney, Melody Marshall, Durham Public Schools Homeless Liaison and Tony Tosh, Prosperity Recovery Services.

Staff Present: Director Reginald Johnson, Project Managers Lloyd Schmeidler, Matthew "Matt" Schnars, Administrative Analyst Keshia Barnette (Department of Community Development) and Senior Executive Assistant Sheila Bullock (Office of the City Clerk).

Also Present: Denita Johnson (Durham Housing Authority (DHA)); Ryan Fehrman, Shana Carignan (Families Moving Forward); Larry Partee; Rikki Gardner (Housing for New Hope); Valaria Brim (ABHC); Karen Lado (Enterprise Community Partners); Janet Xiao (Community Empowerment Fund (CEF)); Candice Chilton (Duke); Julia Gamble (Duke); Allen Griffin; Jaylyn McLean (Healing with CAARE)

Subject: Call to Order/Welcome

Chair Stoppelkamp called the meeting to order at 3:05 p.m. He welcomed everyone and then reviewed the goals of the HSAC.

Subject: Public Comment Period

Mayor Pro Tempore Cole-McFadden stated she was recently in McDougald Terrace when a man approached her. The man told her that he had a substance abuse problem and gave one address of where he lived but then stated that he lived in a field in McDougald Terrace. Mayor Pro Tempore Cole-McFadden asked if volunteers had gone to McDougald Terrace during the Point-in-Time Count. Project

2 Durham Homeless Services Advisory Committee – February 22, 2017

Manager Matt Schnars, Department of Community Development, commented he was not sure of the specific addresses but volunteers did go to McDougald Terrace. Mayor Pro Tempore Cole-McFadden stated that clearly help is needed in this area and she is requesting that whoever has the responsibility of going out to McDougald Terrace that they go and offer assistance.

Committee Member Herndon pointed out that summer is coming up and often each year it is a long hot summer in the community. He encouraged everyone to find ways to partner with individuals such as James Dickens, Department of Economic and Workforce Development, to assist the families that HSAC works with to make sure that they network, collaborate and partner to find jobs or any other supportive resources for the families.

Chair Stoppelkamp took this time to recognize Keshia Barnette, Administrative Analyst (Department of Community Development) for all the assistance she provides to Project Managers Lloyd Schmeidler and Matt Schnars. Ms. Barnette is a very crucial part of this team.

Subject: Minutes Review & Approval – January 18, 2017 HSAC Minutes

Committee Member Burch pointed out in the 2nd line of the “Committee Members Present” section of the minutes the suffix in his name should be changed from “Jr.” to “Sr.” so that his name would read “Angelo Burch, Sr.” Ms. Bullock so noted this change.

Motion by Committee Herndon, seconded by Committee Member Burch to approve the January 18, 2017 HSAC minutes with corrections was unanimously approved at 3:10 p.m.

Subject: Homeless System Performance Monitoring

Mr. Schnars provided a power point presentation and a summary on the HMIS License Utilization. He explained that this measure ensures that the HMIS licenses that were purchased with Continuum of Care (CoC) money are used. Users are to log in at least every 90 days to meet the benchmark. Mr. Schnars commented that everyone had met the benchmark with the exception of DSS and one other person. The DSS designee is on maternity leave and has not been available to log in. The other individual had to complete the required training before accessing the system.

In regards to the Timeliness performance measure, Mr. Schnars explained this requirement involved entering information into HMIS in a timely manner. The benchmark is to have information entered within at least 10 days of the person entering the program.

In response to Committee Member Herndon’s question as to where they are in regards to last year at this time, Mr. Schnars responded there were 6 organizations that were not at the 10 benchmark. He added that they are making progress. The presentation also included a brief update on the Length of Stay (LOS) measure.

Committee Member Herndon thanked staff for the information presented. He asked if there was some way they could identify individuals and start finding a way that other organizations could partner with organizations to find out of these individuals fit with disability, job training programs or other resources in order to help get these individuals to self-sufficiency; especially, if these individuals have gone past more than a year or two.

3 Durham Homeless Services Advisory Committee – February 22, 2017

Mr. Schnars stated they can make sure this is happening and in most cases it is happening. He added that most of the organizations have a partnership with other organizations of permanent housing programs and a large piece is making sure they have the resources.

Mayor Pro Tempore Cole-McFadden asked how to make sure that people are not moving into substandard housing. She wanted to know how this is being monitored.

Mr. Schnars explained that housing programs such as HUD VASH and any of the permanent supportive housing programs that are supported with CoC funding are required to do inspections similar to what the DHA is required to do. This requirement ensures that the housing is not substandard.

Mayor Pro Tempore Cole-McFadden asked whether the housing that people from Urban Ministries were being placed in was up to par.

Mr. Schnars noted that the organization is required to do an inspection as part of their placing people into the apartments. In response to Mayor Pro Tempore Cole-McFadden's question as to who monitors the inspections, Mr. Schnars stated that if the organization is funded with HUD CoC money then HUD is responsible for monitoring.

Mayor Pro Tempore Cole-McFadden asked how the Committee would know for sure if this monitoring was happening and Mr. Schnars commented they would not know for sure. He added that if the organization is funded with any money from the City's process then staff would monitor this.

A brief discussion followed regarding the monitoring of inspections and the city's Proactive Rental Inspection Program (PRIP).

Mr. Larry Partee' commented about his experience with the Rapid Re-housing program at Urban Ministries. He stated that when he was there the program was monitored very well. He added that while the housing he moved into was not up to par, it was not substandard. After speaking with the Executive Director of Urban Ministries, Mr. Partee' was offered an opportunity to move into a place that had recently been renovated.

Vice-Chair Holmes noted that in the past, some of the city inspectors did not do their job properly or did not know how to do their job properly. She expressed her concern about Lee Ray Bergman being a slum lord.

Subject: Durham Housing Authority

Denita Johnson, Director of the Voucher Program for DHA provided responses to the following questions:

- Q. The process DHA established to monitor and report the number of new admissions to the HCVP-PH Program that were homeless at program entry?
- A. Currently DHA tracks and monitors the number of new admissions who are homeless at the time they entered the program for all applicants referred by the homeless care providers within the community. During the eligibility screening process the staff enters information into DHA's software system and that information is submitted to HUD via "pick" and that is for recording purposes. Ms. Johnson explained that "Pick" is a system that DHA uses for everyone they are

4 Durham Homeless Services Advisory Committee – February 22, 2017

subsidizing. The information is input into that system and is connected to the subsidy and it shows HUD how DHA is processing, when they are processing and who is being processed.

Q. Number of HCVP referrals by DHA from the allotted homeless housing providers pool since the new Administrator Plan?

A. DHA's Administrative Plan changes were approved by their board on October 26, 2016. Since that date they have received a total of 38 referrals - of the 38 referrals, 23 are still pending eligibility.

Q. DHA's Plan for formerly homeless households currently being served by the Home Again Program, which was not rewarded renewal funding in the fiscal year 2016 CoC competition.

A. The grant for the Shelter Plus Care Home Again Program ends September 30, 2017. DHA's Administrative Plan allows them to convert their subsidy into regular tenant-based vouchers. At the end of the grant they will continue to be subsidized and those vouchers will convert over to regular tenant-based vouchers for tenant individuals.

Q. The status of the update of the hold on the HCVP referrals from the homeless housing provider.

A. On January 13th an e-mail was sent to the various homeless housing providers informing everyone the referral process and the issuance of vouchers had been halted until further notice. At that time DHA had 236 families that were searching for a unit. Currently 174 families are still searching. It was communicated at several meetings that DHA is allowing the families the opportunities to locate a unit within their voucher term. Most of these vouchers still have 30-60 days remaining. When this time frame has passed DHA will look to see how many vouchers were used compared to their baseline and whatever is being received in regards to nutrition. At this time the process will be reopened again. Currently DHA is still not accepting referrals however; the 23 applications that were already received will be processed.

Q. In reference to the Whitted School, how do seniors apply?

A. The Whitted School consists of 79 units with 50 of these units being project-based subsidy which means the subsidy is attached to the project not the tenant. Individuals will need to apply to DHA for the 50 units. DHA will process the application, determine the eligibility and then send referrals to Integral to process. Ms. Johnson stated that within the next week or so she will get information out on the new waiting list and how people will apply. However, DHA's Administrative Plan allows review of all their waiting lists. DHA reviewed the lists and have contacted all individuals who are 62 years of age or older and they have started the interview process. 72 applicants were invited to DHA to receive this information on February 9, 2017. A second session is scheduled for February 27, 2017.

Julia Gamble, Duke University Medical Center, wanted to know whether the 38 referrals were from the total pool of vouchers that were approved from the programs that could make voucher referrals.

Ms. Johnson stated that was correct. In response to Ms. Gamble's question as to how many vouchers were open for folks to apply Ms. Johnson stated there were 225.

Secretary McCollers asked about the initial 236 outstanding vouchers that DHA had on January 13th and the 174 families that are still searching. She wanted to know out of the difference, how many of the people who had vouchers received housing and how many lost their vouchers because they couldn't find

5 Durham Homeless Services Advisory Committee – February 22, 2017

housing. Ms. Johnson stated she did not have those numbers with her. Secretary McCollers referenced a situation that one of her clients was experiencing regarding the loss of his voucher.

Committee Member Herndon asked Ms. Johnson to share her feelings on how she feels things are going in regards to whether things are getting better, worse, no change and any challenges that DHA has had to deal with.

Ms. Johnson stated currently DHA has halted the process of issuing vouchers, therefore it is challenging because there are still people who were trying to move. She added that they are getting there and the process is getting better.

Additional questions and discussion followed involving single, homeless individuals.

Mayor Pro Tempore Cole-McFadden asked people to please state their name and organization for the record if they wanted to speak.

Ryan Fehrman, Families Moving Forward, expressed appreciation to Ms. Johnson for sharing her DHA update. In regards to the 23 referrals that were made, he wanted to know if DHA would be sending an e-mail to the referring agency to alert them and does DHA have a sense of the timeline.

Ms. Johnson stated yes in reference to Mr. Fehrman's question. She added that she did bring the information with her and DHA will be communicating this information to the referring agencies.

Committee Member Daye, representing DHA responded to a question regarding collaboration. She noted that in some aspects DHA does collaborate. However, she commented that most of the programs are regulated by several sections of HUD and it is difficult sometimes with the regulations that are administered with the Section 8 Program versus the Public Housing Program. Committee Member Daye pointed out that DHA has looked at their Public Housing Program and have requested a change to their admissions and continual occupancy policy which is over the public housing units. They are trying to adjust it some so they will have a preference for homeless individuals. She added that DHA has to wait for approval of their Annual Plan that was recently submitted to HUD. Once approved, the change to give preference to homeless persons will go into effect for some public housing developments. Developments excluded are Club Boulevard, Oldham Towers, Liberty Street, Morreene Road and Damar Court. However, DHA's other development would be included that are not really designated for homeless individuals but it will give a preference on the wait list.

Secretary McCollers asked would DHA be reviewing individuals who are already on the list once their Annual Report has been approved and the previously mentioned units are transitioned over or will DHA be accepting new referrals from the organizations if a similar process is going to be mirrored.

Committee Member Daye stated they will more than likely look at both. She pointed out that the waiting list is date and time stamped so they have to look at that but they can also look at it in conjunction with referrals received from partnering agencies. She will get some more information together and send out an email to HSAC members.

The following update was given by Committee Member Daye regarding Goley Pointe:

- HUD CoC grant funds were received
- 12 of the 20 units are designated for the homeless families
- Out of the 12 units, 9 are currently occupied
- 3 units are available

6 Durham Homeless Services Advisory Committee – February 22, 2017

- Referrals have been received from Families Moving Forward. DHA is working to qualify them.

Committee Member Daye asked everyone to continue sending referrals for Goley Pointe and if anyone knows of individuals who are interested in applying for a unit, the Property Management accepts applications in the management office every Tuesday and Thursday from 9:00 a.m. – 2:30 p.m.. The office is located at 912 Angier Avenue, Apartment 1C. Committee Member Daye stated that people could also contact her directly regarding applying for a unit at Goley Pointe and she will refer them to the property management.

In reference to Committee Member Herndon's earlier question about whether things had gotten better or worse, Chair Stoppelkamp stated that he has seen a huge change in the DHA. He is very optimistic that things are moving forward. Chair Stoppelkamp commented he is pleased with their transparency and he thanked Committee Member Daye, Ms. Johnson and staff for their move to collaborate with the HSAC as a provider.

Subject: Coordinate Entry Implementation Deadline

Mr. Schmeidler reviewed a memo received from HUD dated January 23, 2017 regarding specified requirements for creation and implementation of coordinated entry systems for all CoCs. Durham has made progress however full compliance has not been achieved with the requirements. HUD's memo gives CoC's until January 2018 to come into full compliance with the requirements. Staff provided alternatives for bringing Durham into compliance.

Mr. Schmeidler pointed out that an important item that the HSAC could assist with is in the area of incorporating mainstream services as noted on page 17 of the HUD memo.

Chair Stoppelkamp mentioned that they are looking at the new cycle of CoC funding to see if it is possible to have some of the funding go towards coordinated intake. Mr. Schmeidler noted that one of the challenges would be staff has not yet seen any estimates from anyone on how much it may cost to implement the type of coordinated intake and assessment processing system that HUD has envisioned.

Mr. Fehrman also made comments regarding what type of funding may be available. He wanted to know if there had been any discussion in terms of prioritization at a community level and whether there are CoC dollars, CDBG or maybe changing the designated housing fund guidelines that would facilitate some designated resources.

In response to Mr. Fehrman's question, Director Reginald Johnson, Department of Community Development stated staff is looking at some possibilities. He is not able to currently speak on commitments but he is interested in seeing what the plan will be and then they can determine the next steps.

Subject: Focus Strategies SWAP Analysis

Consultant Karen Lado, Enterprise Community Partners provided a brief update on the homeless housing assessment. Enterprise Community Partners is partnering with Focus Strategies Inc. and they will be using a tool called SWAP to complete the analysis. Ms. Lado stated that HSAC members should be receiving or may have already received an invitation to the kick-off webinar on March 7, 2017. During this event an overview of the project will be given.

7 Durham Homeless Services Advisory Committee – February 22, 2017

Janet Xiao, Community Empowerment Fund (CEF) wanted to know the role supportive services such as CEF would play in the assessment.

Mr. Schnars responded the qualitative analysis would be taking a look at this matter. He added that the analysis is more specifically about the housing piece.

Subject: HMIS Update

A letter was sent to the Statewide HMIS Governance Committee expressing Durham's concerns about the governance and administration of the statewide Homeless Management Information System. A response letter was received from the Michigan Coalition to End Homelessness. Mr. Schmeidler provided an update on this matter.

Mr. Schmeidler noted that staff is still waiting for a formal reply to the HSAC's letter from the Governance Committee. This reply is expected by the next Governance Committee meeting scheduled for March 13, 2017. Mr. Schmeidler stated that if a reply is not received from the Governance Committee he will be requesting an official response from the Governance Committee.

Subject: Bull City Fresh Start Debrief

The 2017 Point-in-Time Count was conducted on January 25, 2017 and was combined into a process named Bull City Fresh Start. The event involved canvassing and outreach for unsheltered people. Several HSAC members, homeless service providers and volunteers were involved in the process for this event. Ms. Schnars provided a review of the unsheltered count and the overall process.

Mr. Schnars reported the unsheltered count for this year was 60. In January 2016 the count was 32 unsheltered. He also stated that the Police Department was very critical in the process of the Point-in-Time Count. The CIT Officers went out every day during the weeks before the count identifying people, doing surveys and distributing sleeping bags. As a result the Police Department has approached the Department of Community Development to see if they can keep the mobile app active and continue to do this type of community outreach throughout the year.

HSAC members applauded Community Development staff Mr. Schnars, Mr. Schmeidler and Ms. Barnette on their outstanding work with the Bull City Fresh Start event.

Mr. Schnars thanked Mayor Pro Tempore Cole-McFadden and pointed out that she also attended and participated in both aspects of the event.

Mayor Pro Tempore Cole-McFadden also thanked Secretary Charita McCollers for assisting with getting housing for a man who had been living in the woods for 20 years. She added that we need more energy like that of Secretary McCollers and Ms. Barnette to continue to move people to do what they are getting paid to do.

Subject: Veranda at Whitted School

Secretary McCollers gave a summary on the process she has used to try and assist clients with applying for the units at Veranda at Whitted School. She pointed out that the majority of her patients do not have the appropriate amount of income required for the units. After hearing DHA's update earlier, Secretary McCollers expressed her thankfulness to know there is some plan in place. However, she commented

8 Durham Homeless Services Advisory Committee – February 22, 2017

that some of the people on her list will not even be on DHA's radar to be a part of their process. Therefore, Secretary McCollers is asking how they can get their people on the list who meets the criteria to be eligible for the financial assistance to be able to take advantage of the units.

In addition to the breakdown of units at the Veranda at Whitted School that was provided by DHA staff, Secretary McCollers noted that there are 8 units that the State Targeted Program has designated. She reached out to the State Targeted person who informed her that three e-mail blasts had been sent out to the people who have been trained to do applications to receive the state funds, but no response was received. Therefore, there are currently 8 units at the Veranda that no one has taken advantage of. Secretary McCollers also pointed out the application is an on-line application which could cause barriers for most of the people who may want to apply. She added there is no "paper" application process and that this is going to require community partners to be willing to sit down with those individuals 62 years of age and older to help them navigate the on-line application process.

Ms. Gamble commented she has been sending e-mails to the Property Manager at the Veranda but has not received any information regarding any of the options to assist lower-income people to apply.

Committee Member Daye wanted it made clear that Integral is the Developer and the Property Manager at the Veranda. She added that this is a private property group project basing 50 of the units. They are not targeted or set aside for chronically homeless families. She stated that DHA will work with everyone who has referrals, but there are some set asides. Committee Member Daye explained that the developer is similar to any other development in Durham or any other city. When DHA opens up the process for the housing choice vouchers for the project based units there will be a specific process and that criteria still has to be met if people are applying for any other project based development. She noted that unfortunately some individuals that they would like to see housed at Whitted School may not meet the income criteria but that is not to say DHA won't assist getting them in other developments. Committee Member Daye pointed out that Integral has set their standard of what the income requirement is. She just wants everyone to keep this in mind when they look at sending some kind of action item involving Whitted School because the funding does not always fall with who they would like to place in the units.

Mayor Pro Tempore Cole-McFadden asked people who own real estate to please have mercy on the homeless population and to lower their rent because this is a problem. She stated that this is a capitalistic society. Realtors need to be encouraged to have mercy because everyone is trying to make lots of money but they don't want to share in their profits. They want to keep poor people at a certain level so they can continue to have and the "have-nots" will continue to have not. She added that this is not a just society. Mayor Pro Tempore Cole-McFadden is charging everyone if they have realtor friends, please ask them to have mercy and reduce their rent.

Secretary McCollers stated that people can go online and apply now to units at the Veranda.

Mayor Pro Tempore Cole-McFadden asked Mr. Johnson to make sure that housing people are being placed into is not substandard housing. She wants to make sure the city is not aiding and abetting substandard housing for the homeless in Durham. Mayor Pro Tempore Cole-McFadden added that she would talk to Mr. Johnson as well as City Manager Bonfield about this matter.

Mr. Johnson thanked Mayor Pro Tempore Cole-McFadden for her concern and added that if anyone had any specific instances to call the Department of Community Development because there is an inspection process.

9 Durham Homeless Services Advisory Committee – February 22, 2017

Mr. Schmeidler announced that the Department of Community Development is doing their annual fund raiser as part of the city's 7-Stars campaign. There will be a barbeque chicken dinner on April 28, 2017. Tickets are \$8.00 and can be purchased from Mr. Schmeidler.

Subject: Reminders

The next HSAC meeting is scheduled for Wednesday, March 22, 2017 at 3:00 p.m. at the Durham County Human Services Building, 2nd floor conference room.

SWAP Kickoff Webinar scheduled for Tuesday, March 7, 2017 from 2:00 p.m. – 4:00 p.m.

Subject: Adjourn

Motion by Mayor Pro Tempore Cole-McFadden, seconded by Committee Member Burch to adjourn the meeting was unanimously approved.

With no further business to come before the body, Chair Stoppelkamp adjourned the meeting at 4.28 p.m.

Respectfully Submitted

Sheila Bullock
Office of the City Clerk