

Council to End Homelessness in Durham • May 18, 2017 10:00-11:30am

Location: Families Moving Forward, 300 N. Queen St, Durham, NC 27701

Attendance: *Chairman Sheldon Mitchell (Urban Ministries); Catherine Pleil (Families Moving Forward); Rikki Gardner (Housing For New Hope); Lloyd Schmeidler (City of Durham); Randy Oberrath (Freedom and Hope Center); Spencer Bradford (DCIA); Ann Tropiano (Families Moving Forward); ; Valaria Brown (Alliance Behavioral Healthcare); Doneicia Johnson (Durham VA); DMalik Kennedy (DUPD-HAT); Joyce Stancil Williams (CASA); Jamie Meadows (Staff Zone); BJ Littlejohn (Healing with CAARE); Valerie Haywood (Urban Ministries of Durham); Charita McCollers (Lincoln Community Health Care-HCH); Tia Willis (LCHC-HCH); Melissa Wilder (Staff Zone); Fred Stopplekamp (UMD)*

The meeting of the Council to End Homeless in Durham was called to order by Chairman Sheldon Mitchell with welcomes and introductions. Minutes from the April 20, 2017 meeting were reviewed and amended. Motion to approve the minutes made by Catherine and was seconded by Fred. Minutes were approved with that correction by acclamation.

Fred provided handouts providing a description of UMD's workforce development program that includes training opportunities for UMD shelter residents in the following areas: ServSafe, Retail, Laundry, and Facilities Maintenance. Fred shared statistics demonstrating the good work being done. A handout which includes statistics current as of 3/31/2017 was shared.

ServSafe: Fred shared that UMD usually does not serve hot lunch but now the trainees will prepare and serve the hot meal. He also said that this practice has been an incentive and good builder of camaraderie with participants—Sheldon shared that the food and clothing pantries open Mon- Thurs 9 AM - 12 noon serve as other training sites; UMD has developed a retail training program where up to 3 people (UMD clients) work on customer service skills with members of the general public who come for items. These clients also participate in a 6 week class with DTCC for training in customer service.

Maintenance: class with on the job training- participants receive facility maintenance certificate after completion. Training includes: work with chemicals, data sheet compilation, check list, laundry training 20 ojt at laundry room at UMD, weighing load to make sure lint traps emptied and general maintenance, quotas, organization skills as well as participants are washing clothing for all men and bedding; which amounts to 90 shelter residents

Grounds-keeping: includes working with various equipment, morning and afternoon trash crews, monitoring/policing the grounds; this is a 30 day training program track is geared to grounds-keeping and landscaping

Internet cafe—open from 1-3p Mon-Thurs someone comes to shelter with background in IT and they monitor the cafe where interns and volunteers work with participants on email, resume, applications; updated firewall and security was just improved last week.

Discussion with Handout: Started August 1st 2014

-impact of training and curriculum is believed to play a part in employment success

-increasing participation in programs has been a priority and good improvement has been seen. Other folks are also already working without participating in these programs'

-Affordable housing continues to be an issue: barrier to housing even after obtaining income-- advocacy for affordable housing is necessary and

-2016 this roll out worked well with RRH funds at UMD to actually get folks out of shelter and into housing. 28 folks went through training and obtained housing.

-Fred recruits possible employers and hiring agencies, Starbucks and Harris Teeter are the two corporate partners. Restaurants also great partners. Criminal background, GED continue to be challenges; smaller issues such as some justice involvement can be discussed once an appointment is made (initial goal is to get a foot in the door).

-Step UP and UMD--- there is an MOU; UMD can send 5 folks to their training and UMD tries to get their folks to complete 3 weeks of their classes before sending them to Step up

-UMD brings up step up when he talks to potential employers

-Shelter to Shutters is another joint partnership with UMD and StepUp

Lloyd asked a question regarding referrals to step up; Fred's corrected response follows: After reviewing the StepUp dates 15 enrolled and 11 graduated reflects from Aug 15 2016 to March 30, 2017.

Lloyd—NCWorks sends rep to UMD 2/month impact has been no job placement, but resumes uploaded and folks have signed up for NCWorks.

Lloyd-- People who opt out within 2 weeks can the return? UMD says yes, can return to shelter; can meet with Case manager, if opt out of workforce classes

Lloyd-in terms of integrating with RRH can people be placed into housing through RRH can they come back to complete program. Fred, yes, we try to ID income for the folks and this is a struggle with landlords.

Sheldon, next phase would be to expand this effort and make it available to folks in the community and FMF guests; we would want to expand the training to others who may desire and benefit.

Melissa with StaffZone – labor and temp agencies are in high demand. Staff zone is UMD's primary partner for temp agency. She shared a little about the company and her desire to partner with other providers as well. She shared that Staff Zone overlooks criminal background as long as they are moving forward and some folks move into long-term assignments. 80% of the work is in construction—unskilled or semi-skilled in contact with DTCC with forklift program and is hoping to start this program (\$11-13) job and 2 day training. Transportation, safety equipment and training are provided. Currently, 4 vans go throughout town, Fayetteville St, Bus terminal; Lakewood and Morehead 10 A bus; are pick up spots—pick up is at 5:15 AM from Alston to Lakewood at all covered bus stops. Van driver will stop when their folks flag them down. Workers need to be at the office at 5:45am. Workers must be signed up before show up for work and before working the application must be completed.

- Once a week pay versus daily in order to show consistent payment. Payment is in check form and taxes are taken out. Must have valid Ids; two forms, W-2s are sent out. Industries include: construction; Melissa will pursue hotel, party rental places, temp to hire is always a focus for Melissa. Salary range is \$7.75/8 and up to \$13 they can earn overtime work Monday through Sunday

-Melissa will look into opportunities that directly related to certification workforce development being done at UMD.

-Durham office 1826 Chapel Hill Road; Lakewood.

-Weekly tickets, background overlooked for employment this works for landlords. Show work history and income this way.

Fred provides bag lunch for UMD participants; Larry the chef at 415 AM, he makes lunches first thing and brings them to shelter residents going to work.

Lloyd—commended UMD for the work they are doing to help folks earn income. He also stated that the HSAC income results team and workforce development task force meets on the first Thursday of month at 2:30 PM at Golden Belt building 5; Community Development office. Lloyd also stressed that the HSAC wants to strengthen the relationship with OEWD and that he believes more stable connections with the homeless housing system and the income results team are needed.

Homeless conference in Raleigh--- sharing of experience or impact and informative information:

-Sheldon participated in panel and heard positive feedback from attendees. Sheldon, Valaria and Rikki observed that despite struggles that we have in Durham, we have resources and are doing a good job. They noted that rural communities have it harder and that they saw how ahead of the game Durham is and shared that it was interesting to hear other challenges and perspectives about the challenges other communities are experiences, especially the balance of state.

-Lloyd shared that Durham was well represented at the conference including the family collaborative panel, Michael Becketts-who continues to inform at the state level, Congressman Price and also noted that Durham was recognized as ending chronic homelessness among Veterans as were Fayetteville and Forsyth. Lloyd also shared that one workshop really stuck in his mind and he reminded folks of the need for Trauma-informed care.

NCCEH is working to put PowerPoint presentations on their website as they come available. Conference sponsored by State DHHS, NCCEH and the NC Housing Coalition. It was reported that there were over 300 attendees.

Fred-- update on risk mitigation fund, meeting at HSAC meeting two months ago, fund at TCF was voted to be used for this fund. Housing for New Hope and UMD has had to make double deposits— other communities have these funds. Per research completed by CEF, \$22,500 is the amount needed to start the fund. Committee will be set up, have meeting with Reginald at DCD. \$10,000 will remain in account where it is. DCD will manage the fund which can be added to.

- July is next landlord appreciation event

-Housing for New Hope plays a limited role as the fiscal agent—when a claim is made Housing for New Hope is willing to front the money and then be reimbursed by the money we have raised.

ANNOUNCEMENTS

Ann/Catherine: an RFP will be released within the week seeking an agency that can make payments to landlords, property owners and vendors and be reimbursed by the Risk Mitigation Fund. This would be done at cost with no funding for administration or overhead. Quick example: Once the agency hears that a claim has been approved, they would issue payment to a landlord at the approved amount and then get reimbursed by the “Ten Year Plan to End Homelessness in Durham” Fund for that amount.

Lloyd – 2017 CoC grants competition the Department as lead agency DCD pre-application process to approve interested organizations to apply in 2017. 9 or 10 projects that received funding in 2016 expressed interest in re-funding. One new project \$90,000 for new RRH project. Expect HUD to release the NOFA by July 1 with deadline by September 1 to submit collaborative application. Still have more work to do to get project applications in. HUD allowed 5% housing bonus application in 2016 which was over \$60,000 if we were to get that again in 2017 we would get \$60,000. DCD recommended to HSAC that PSH projects for chronically homeless folks be prioritized. (The new project is not for this)

Catherine asked Lloyd to explain their reorganization. Lloyd shared general overview of what the new org chart might look like (would include mid-level management and work teams). He stated that goals include: affordable rental housing, affordable home ownership, and to increase community support around affordable housing. He also shared that a key part of affordable housing plan is that the department will be focusing its work more deliberately on households with income 50% or less.

City budget-- city manager's budget calls for the city to increase investment in property tax rate. Most of this fund would come through DCD budget.

Staff Zone: Please email Melissa at mwilder@thestaffzone.com and ask to be added to her Monday email. If there are parameters for Melissa to consider, like the example Fred gave regarding weekly pay vs. daily, let Melissa know when sending folks to her. She can keep partners aware of what work is coming.