

**Council to End Homelessness in Durham** • September 21, 2017, 2017 10:00–11:30am  
*Location: Families Moving Forward, 300 N. Queen St, Durham, NC 27701*

**Attendance:** *Chairman Sheldon Mitchell (Urban Ministries); Randy Oberrath (Freedom and Hope Center); Valerie Haywood (Urban Ministries); Melody Marshall (Durham Public Schools); Olive Joyner (Housing For New Hope); Janet Xiao (Community Empowerment Fund); Charita McCollers (Lincoln Community Health Center-HCH); Carolyn E. Hinton (Healing With CAARE); Alisha Williams (Families Moving Forward); Joyce Hicklen (CASA); Genna Cohen-HCH-LCHC; Valaria Brown-Alliance Behavioral Health Care; Mark Sullivan (Carolina Outreach); Satt Schnars (City of Durham); Spencer Bradford (DCIA); Michele Sourcie (Durham Police Department); Tiffany Chavis (Durham VA Homeless); Yolanda Mainor (UMD); Rebecca Pratt (UMD); Fred Stoppelkamp (UMD); Catherine Pleil (Families Moving Forward); Kevin McNamee (Families Moving Forward); Rikki Gardner (Housing for New Hope)*

The meeting of the Council to End Homeless in Durham was called to order by Chairman Sheldon Mitchell with welcomes and introductions. Chairman Mitchell encouraged members to invite other members of the community to share valuable information that may be helpful to our work. Minutes were reviewed with one correction noted. A motion to approve was offered by Valeria Brown, seconded by Fred Stomplecamp and approved by the body.

The floor was then turned over to Mark Sullivan from Carolina Outreach. Mark shared various mental health services offered at Carolina Outreach focusing on their newest service, the Behavioral Health Urgent Care Clinic. This clinic is designed to meet the needs of individuals ages 4 and older experiencing behavioral health crisis that can be resolved through brief intervention or with an urgent behavioral health intervention. The service includes access to psychiatrists, nurses, and social workers and offer same-day, walk-in services for patients that have Medicaid/IPRS state funds. The clinic is opened Monday-Thursday (8am-7pm), Friday (8am-3pm) and Saturday (9am-12pm). Mark shared that the facility will report data on Hospital Diversion, repeat customers, client services, client engagement with on-going treatment, and trouble-shooting regarding transportation and resources needed. Clients must consent for treatment and be willing to participate in urgent care treatment. The floor was opened for questions and comments and appreciation was offered from Chairman Mitchell for Mr. Sullivan's presentation.

Matt Schnars was then given the floor to review the Durham Homeless System Performance and Preliminary Recommendations. Matt shared some history noting that the Durham CoC contracted with an organization to analyze the homeless housing system in Durham through assessments of the structure of the Homeless System of Care and assessment of the efficiency and effectiveness of the system. The City is now gathering further thoughts of members of the community to share with the HSAC and CoC along with the recommendations. Matt went on to share Structure Strengths that were noted to include the Homeless Services Advisory Committee (HSAC), public attention focused on homelessness, and high capacity for data analysis. Challenges identified included a lack of clear system planning role within the HSAC and at staff level and a need for more coordination of funding streams. The handout provided by Matt highlighted the overall recommendations for the city to include full implementation of the coordinated entry process, problem-solving regarding system-wide shelter diversions/housing problems; investment of high-performing Rapid Rehousing programs; connection with the homeless system and affordable housing priorities; investment in landlord recruitment; and continued efforts to include HMIS data quality. Leadership and Governance recommendations were also provided.

The floor was then opened to the body for further recommendations. Olive noted that provider-voice should be larger on the HSAC committee to help facilitate the policy/planning for the homeless population. Carolyn echoed Olive's concerns. Fred noted that the Chairs of the sub-committees do not have to be members of the HSAC. Charita noted the importance for community members to utilize the public comments portion of the HSAC meeting and encouraged the community be involved in the sub-committee process who presents their work to the HSAC committee members. Discussion regarding restructure of the sub-committees of the HSAC was offered among the body and noted. Olive also noted that the HSAC committee members should be willing to work for the community including sub-committee membership and active homeless community involvement. Matt encouraged that body to

continue to provide further feedback/suggestions and to email recommendations for changes to their office. Olive requested information as to where we can learn more about the governance and CoC and Matt shared that the Inter-local Agreement and Governance Chart are available for review. Sheldon shared his appreciation for Matt's work and encouraged the body to continue to think about how we can have a more coordinated effort in how we may be able to share our recommendations more formally.

**Announcements:**

Matt noted that Community Development has a new assistant Director and is in the process of reorganization to include the hiring of new employees.

Janet: The Guide for agency referrals was sent out and is ready to start taking for referrals. The referral number and lease-up goals will be discussed on Tuesday and shared

Respectfully Submitted,  
Melody Marshall  
CEHD Secretary