

DURHAM HOMELESS SERVICES ADVISORY COMMITTEE

Wednesday, November 15, 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 Angela Holmes (Former Homeless Representative for Durham County); Vice-Chair Charita McCollers (Lincoln Community Health Center/Federal Health Care for the Homeless); City Manager Thomas J. Bonfield; Jonathan T. Crooms (Durham County Veteran Services – Proxy for Lois Harvin-Ravin); Drew Cummings (Chief of Staff-Durham County Government); Janeen Gordon (Durham County Social Services- Proxy for Commissioner Reckhow); Captain Stan Harris (Durham County Sheriff's Department); Calleen Herbert (NCCU Office of Community Engagement & Service); Reverend Dr. Warren Herndon (Faith Community Representative for City of Durham/Greater Joy International Ministries); Jennifer Jones (City of Durham Office of Economic & Workforce Development); Pam Karriker (Faith Community Representative for Durham County/Christian Assembly); Melody Marshall (Homeless Liaison for Durham Public Schools); Alex Protzman (LIFE Skills Foundation); Fred Stoppelkamp (Non-Profit Representative for Durham County/Urban Ministries of Durham); Ve'ga Swepson, Resource Specialist (Durham Technical Community College); Chris Toenes (Non-Profit Representative for the City of Durham/TROSA); Tony Tosh (Prosperity Recovery Services – Corporate/Private Sector Representative for City); Helen Tripp (Durham County Emergency Medical Services); and Mayme Webb-Bledsoe (Duke University).

Excused Committee Members: Mayor Pro Tempore Cora Cole-McFadden; Emanuel Kearney (Former Homeless Representative for City of Durham); and Secretary Ellecia M. Thompson (Durham VA Medical Center).

Committee Members Absent: Aurelia Sands-Belle (Durham Crisis Response Center – DCRC); Reverend Dr. B. Angelo Burch, Sr. (Corporate Private Sector Representative for Durham County/Executive Director, African American Dance Ensemble); Meredith Daye (Durham Housing Authority); Jennifer Jones (OEWD); and Tracy Stone-Dino (Alliance Behavioral Healthcare).

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

Also Present: Candice Chilton (Duke); Karen Lado (DCD); Carolyn E. Hinton (Healing with CAARE, Inc.); Lanea Foster (Healing with CAARE, Inc./Southeast Community Resources); and Ryan Fehrman (Families Moving Forward).

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Subject: Call to Order/Welcome

Chair Holmes called the meeting to order at 3:10 p.m. and welcomed everyone in attendance. She read the HSAC goals aloud.

Minutes Review and Approval – October 25, 2017 HSAC Meeting

Motion by Committee Member Stoppelkamp, seconded by Committee Member Cummings to approve the HSAC September 27, 2017 minutes as submitted was unanimously approved at 3:08 p.m.

Subject: Public Comment Period

There were no public comments.

Subject: HMIS Lead Change

Project Manager Matthew Schnars (Community Development Department) provided background information on the Homeless Management Information System (HMIS) Lead Selection. This information included a video from HUD describing what HMIS does and the lead agency responsibility in terms of making decisions. The video also explained the purpose of the HEARTH Act. In summation this Act provides the Continuum of Care with new tools and responsibilities to manage the issue of homelessness locally develop a plan of action and move forward towards the goals that are set in the federal strategic plan to prevent various homelessness.

Mr. Schnars stated that in order to bring Durham into full compliance with CoC funding requirements and to prepare for pending shifts in the statewide HMIS implementation. He stated that HSAC needs to select the HMIS Lead Agency. He stated that a formal approval is needed to designate the North Carolina Coalition to End Homelessness (NCCEH) as the HMIS Lead Agency effective July 1, 2018. He then provided background, issues/analysis, alternatives and financial impacts that are detailed in a written memo dated November 13, 2017 that was provided to each member of the Homeless Services Advisory Committee prior to the meeting. After explaining all the information outlined in the memo, Mr. Schnars stated that NCCEH is also the lead agency for the “Bounds of State” which was defined as all the rural counties in NC that don’t have the capacity to have their own CoC, uses NCCEH as their staff.

The floor was opened for questions.

Mr. Schnars responded to questions on compliance, cost increase and alternative methods before the Committee voted.

Motion by Committee Member Karriker, seconded by Committee Member Herndon to approve accept the recommendation from the Department of Community Development to designate the North Carolina Coalition to End Homelessness as the HMIS Lead Agency effective July 1, 2018 was unanimously approved at 3:32 p.m.

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Subject: SOAR Presentation

Vice-Chair Charita McCollers stated that she is a SOAR worker and the co-chair for Durham County Disability Work Group. She stated that the membership is composed of individuals from Durham and Wake Counties and they meet the first Tuesday of each month at 414 E. Main Street from 11:30 a.m. – 1 p.m. SOAR stands for SSI/SSDI Outreach Access and Recovery. Ms. McCollers then presented a power-point presentation entitled “SSI/SSDI, Outreach, Access and Recovery (S.O.A.R) – Charita McCollers, MSW, LCSW “dated November 15, 2017. She went over information listed below in detail from the power-point presentation, which is attached.

- What is Soar?
- NC/Durham SOAR History
- What we do?
- SOAR Disability Process (explained in detailed)
- Why SOAR?
- North Carolina Coalition to End Homelessness – Durham County Soar Outcomes
- Implications for Coordinated Intake
- Questions

Vice-Chair McCollers stated that SOAR is making a huge impact in the community and how Genesis Home works with their cases. She also expressed her desire that Durham County needs to dedicate a full-time person to SOAR.

There was an individual that stated that she was impressed with SOAR approval rates, which was below 30%.

Committee Member Fred Stoppelkamp asked what credentials you need to be SOAR certified and how do they prioritize as to who gets SOAR?

Vice-Chair McCollers stated that SOAR certification and SOAR training are different and that she has not received her certification. She stated that you need to have worked on a certain amount of cases (she didn't say how many); follow a script; submit/identify (inaudible); and take a test. Only one person is certified with her group. In response to SOAR eligibility, she stated that it was on a case by case basis and depends on the person's situation. She then explained how customers build up their medical record for the process.

There was a comment from the audience that Durham's health care system is the only town that employs SOAR workers and the waitlist for SOAR averages about 60 people because they address the most critical cases and severe issues.

Comments were also made about the funding SOAR receives and that there's a need for additional SOAR workers.

Vice-Chair McCollers stated that she has a very rewarding position but mentioned some of the challenges she faces with dealing with individuals who feel they are disabled but not considered disabled by their medical providers who are their potential partners. She stated that she receives a majority of her clients by individuals who see her at the clinics. She stated that Candice Chilton works along with her in various homeless programs and hopes that a web page to assist potential customers will be up and running by February 2018 on the SOAR website.

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Responding to a question about SOAR training, Vice Chair McCollers stated that there was an upcoming training scheduled in Winston-Salem, NC on the following dates: November 17 & 18 (Cost \$75); and January 17 & 18 (Cost \$85).

Committee Member Reverend Dr. Warren Herndon asked for an update about a prior study about emergency room visits.

Vice Chair McCollers stated that project was Familiar Faces Research and those individuals are continually being served.

An individual stated that her organization assist individuals that are part of the Familiar Faces Research. She also stated that the Faith community can send referrals to her and she distributed her business card. She stated that her organization tries to reach everyone in the community.

Candice Chilton, LATCH Disability Services Coordinator, introduced herself and stated that her organization serves the un-insured population at Duke in the Health Population Office.

Subject: Performance Measures

An update on Performance Measures was presented by Project Manager Matt Schnars. He presented a powerpoint presentation from the website link from Durham Continuum of Care-System Performance Measures and he mentioned the following regarding Measure 1, Measure 2a, Measure 2b, Measure 3, Measure 4, Measure 5 and Measure 7 for Years 2017, 2016 and 2015:

- Durham does not report on Measure 6;
- Is Homelessness Brief in Durham?
 - Measure-1: Length of Time Persons Remain Homeless
- Is Homeless -Recurring in Durham? Measure-2a
 - Measure-2a: The extent to which Persons who Exit Homelessness to permanent Destinations Return to Homelessness within 6-12 Months
- Is Homelessness Non-Recurring in Durham?
 - Measure-2b: The extent to which Persons who Exit Homelessness to permanent Destinations Return to Homelessness within 2 Years
- Is Homeless Rare in Durham?
 - Measure-3; Number of Homeless Persons
- Do COC Programs Help People Improve Income?
 - Measure-4: Employment & Income Growth for Homeless Persons in CoC Program-funded Projects
- Is Homelessness Rare in Durham
 - Measure-5: Number of Persons who Become Homeless for the First Time
- Is Homelessness Rare in Durham
 - Measure-7b: Successful Placements in or Retention of Permanent Housing

The floor was opened for questions and there were none.

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Subject: Coordinated Entry

An update on Coordinated Entry planning and scope of work with OrgCode Consulting was presented by Lloyd Schmider. He stated that the City of Durham has contracted with OrgCode Consulting to facilitate the full development of Durham's Coordinated Entry System (CES) and Durham's compliance with HUD's requirement that Continuum of Care have a CES in place by January 23, 2018. HSAC staff Lloyd Schmeidler provided an overview of the plans for a two-day consultation with OrgCode's representative David Tweedie, scheduled for November 20 and 21, and the process for moving towards compliance with HUD regulations by the January 23, 2018 deadline.

Subject: Reminders

The next HSAC meeting will be held Wednesday, December 20, 2017 at 3:00 p.m. at the Durham County Human Services Building located at 414 E. Main Street in the 2nd Floor Conference Room.

Committee Member Reverend Dr. Warren Herndon suggested that staff put together an end-of-year celebration for HSAC members at their next meeting.

Subject: Adjourn

A motioned was made, and it was properly seconded to adjourn the HSAC meeting. It was unanimously approved.

With no further business to come before the body, Chair Holmes adjourned the meeting.

Respectfully Submitted

Tonette Amos on behalf of
Sheila Bullock
Office of the City Clerk

SSI/SSDI, OUTREACH, ACCESS AND RECOVERY (S.O.A.R.)

Charita McCollers, MSW, LCSW

Co-chair, Durham County Disability Workgroup

Homeless Service Advisory Council

November 15, 2017

WHAT IS SOAR?

SOAR is a national program sponsored by the Substance Abuse and Mental Health Services Administration (SAMHSA) that focuses on expediting applications for federal disability benefits for individuals who are homeless or at risk of homelessness.

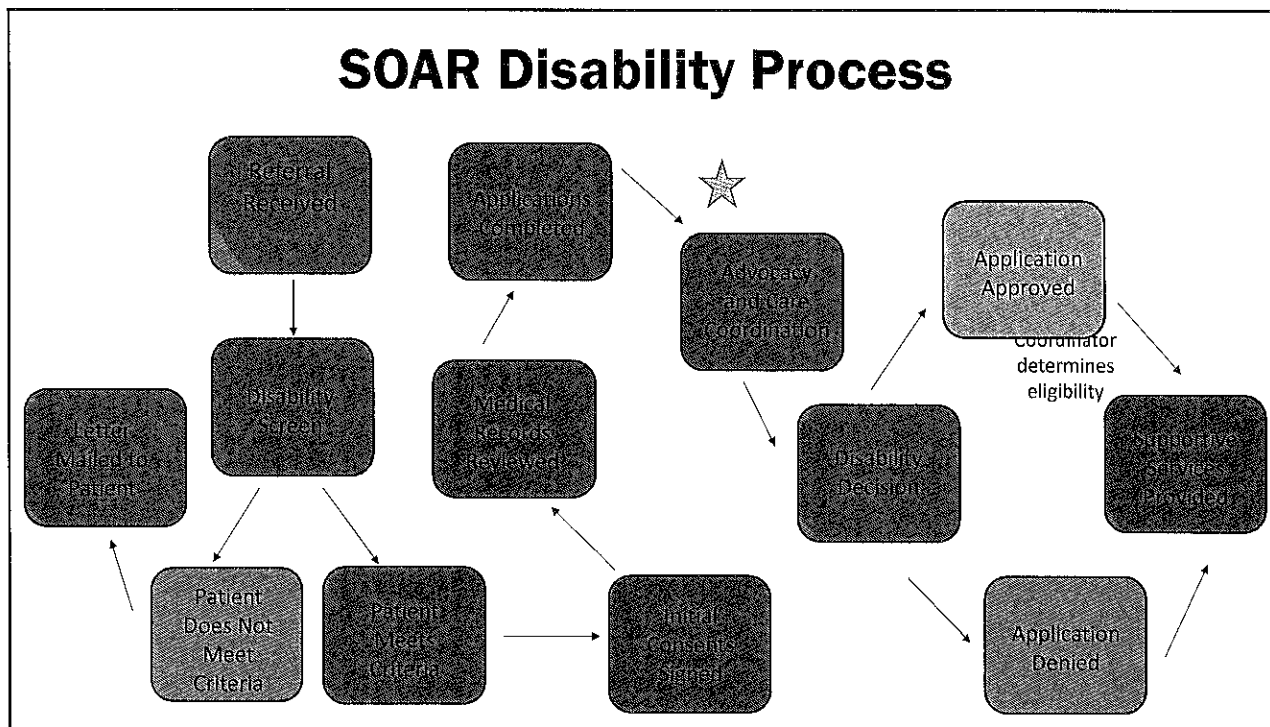
NC/Durham SOAR History

- ▶ NC has been a SOAR state since 2010.*
- ▶ Over 2,000 people in NC have been served through this process.*
- ▶ We currently have over 30 persons in Durham County who have been SOAR trained.
- ▶ We have 3 FTE Dedicated SOAR workers in Durham County at this time serving specific populations.
- ▶ Right now there are about 3 PTE SOAR Workers actively doing claims.

What we do?

- ▶ Only serves persons who are homeless or at imminent risk.
- ▶ Ability to initiate an application from start to finish without a person setting foot in SSA prior to approval.
- ▶ We serve as the representative on their claim.
- ▶ 60-day window to submit claim to SSA.
- ▶ Help to expedite the delivery of records.
- ▶ Advocate, Advocate, Advocate

* NCCEH 2017 www.ncceh.org



Why SOAR?

- Increases access to federal disability benefits for vulnerable at-risk populations
- Intensive case management engages individual with the healthcare system and promotes proper service utilization
- Allows health systems to recover costs through Medicaid reimbursements, reduction in ED visits and increased PCP and Specialty care visits
- Builds positive relationships and trust within the community
- Adheres to a social justice model which allows health systems to protect and improve the lives of its most vulnerable patients
- **Provides avenue to access affordable housing!**

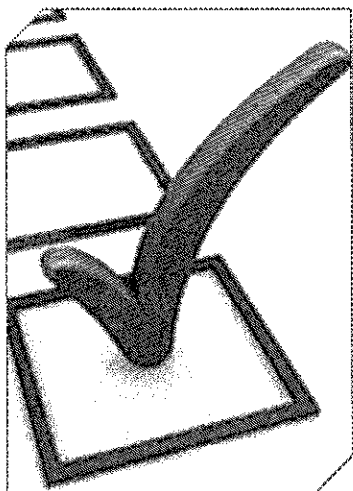


North Carolina Coalition
 securing resources • encouraging public dialogue • advocating for public policy change
to End Homelessness
 NC SOAR: SSI/SSDI, Outreach, Access and Recovery
 soar@ncceh.org www.ncceh.org 919.753.4294

As of September 30, 2017

Durham County SOAR Outcomes

Total usable outcomes reports received*	358
Total Approved	295
Total Denied	62
Total Death before Decision	1
Average time between completion of application and determination on initial applications	88 days
Median number of days between completion of application and determination on initial applications	71 days
Percentage of caseworkers becoming the 1696	96%
Average length of time homeless	2 years, 9 months
Percentage of applications approved (not including deaths before decision)	83%
Percentage that required Ct	26%
Amount of income brought into county since June 2, 2016 (includes first year of annual income and back pay awarded to applicants)	\$3,756,980.42



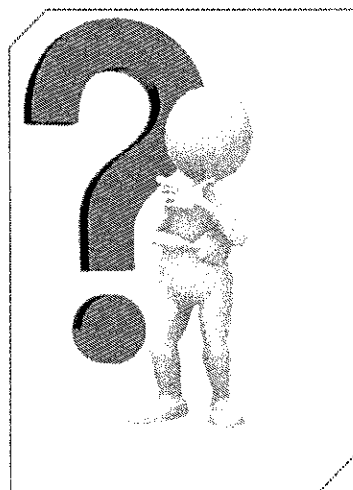
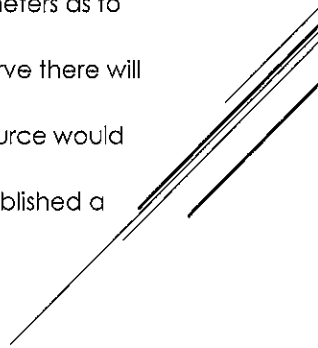
IMPLICATIONS FOR COORDINATED INTAKE

Currently all SOAR workers have parameters as to who they can serve.

Although we are here and willing to serve there will be and are capacity issues.

A SOAR Dedicated/ Neutral referral source would be beneficial to our community.

Mecklenburg County has recently established a position like this.



QUESTIONS

