

DURHAM HOMELESS SERVICES ADVISORY COMMITTEE

Wednesday, April 26, 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, City Manager Thomas J. Bonfield, Dr. Angeloe Burch, Sr., Meredith Daye, Development Director, Durham Housing Authority (DHA), Stan Harris, Durham County Sheriff's Department, Calleen Herbert, Interim Director Department of Academic Community Services Learning Program at North Carolina Central University, Reverend Dr. Warren Herndon, Jennifer Jones, Office of Economic and Workforce Development, Pam Karriker, Christian Assembly, Emanuel Kearney, Melody Marshall, Durham Public Schools Homeless Liaison, Durham County Commissioner Ellen Reckhow, Tracy Stone-Dino, Alliance Behavioral Healthcare, Ve'ga Swepson, Resource Specialist, Durham Technical Community College, Tony Tosh, Prosperity Recovery Services and Mayme Webb-Bledsoe, Duke University

Excused Committee Members: Mayor Pro Tempore Cora Cole-McFadden, Ellecia M. Thompson, Durham VA Medical Center, Reverend Chris Tuttle, Westminster Presbyterian Church

Committee Members Absent: Drew Cummings, Chief of Staff, Durham County Manager's Office

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

Also Present: Sheldon Mitchell, Valerie Haywood, Lorie Castillo, Joryn Upham (Urban Ministries of Durham (UMD); Larry Partee'; Stephen Hopkins (PAC 1 Co-Facilitator); Brittany Flint (Sheltus to Shuttus); Rikki Gardner (Housing for New Hope (HFNH); Patricia Fife (Resurrection UMC); Ryan Fehrman, (Families Moving Forward (FMF) and Janet Xiao (Community Empowerment Fund (CEF)

Subject: Call to Order/Welcome

Chair Stoppelkamp called the meeting to order at 3:03 p.m. He welcomed everyone and thanked them for attending. The goals of the HSAC were read aloud by Chair Stoppelkamp.

Subject: Minutes Review & Approval – March 22, 2017 HSAC Minutes

Motion by Committee Herndon, seconded by Committee Member Burch to approve the March 22, 2017 HSAC minutes was unanimously approved at 3:06 p.m.

Subject: Public Comment Period

Stephen Hopkins (PAC 1 Co-Facilitator) expressed concern regarding immigration status and the number of undocumented people who are receiving services. He pointed out that the United States government, in light of the Attorney General's new ruling, has plans to crack down on immigration violations. Mr. Hopkins wanted to make sure that the HSAC was aware of this.

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Secondly, Mr. Hopkins thanked the HSAC for their support of the Nehemiah Day Center and asked that the Committee give additional support. He noted the weather is getting hotter and the homeless population will need a lot more services. Mr. Hopkins stated that he has talked to Chair Stoppelkamp about some possibilities concerning the Center, especially since it is part of Northeast and a big concern for PAC 1.

Larry Partee' made comments and shared his personal experience with the Rapid-Re-housing Program at Urban Ministries of Durham (UMD). He commented that he went through the program and while it was not perfect, it was the best solution at the time. Mr. Partee' explained that he lived in the shelter for three months and stated that after you live in a place with 96 men where bedbugs exist and you are forced out into 100 degree weather even though you're sometimes allowed to come in - to move into sub-standard housing is a luxury. He noted that realtors don't want to rent to most of the people at UMD who may have a criminal record, have low credit scores, maybe unemployed or even be undocumented. Mr. Partee' stated the program is not the best, but why can't someone come up with better solutions? He also asked "why some of the Committee Members can't go out and work with realtors and find realtors who are willing to rent to people from UMD." Mr. Partee' mentioned luxury apartments are being built all around Durham, so why can't someone go to these places and ask that the property manager lease 10% of the units to the homeless or formerly homeless – people who have no conviction records, who have good credit, who have a reasonable income but they can't afford a \$1,600 apartment but if the property management could bring it down to \$900.

Mr. Partee' feels as unrealistic as some of the HSAC goals are, they can't eradicate homelessness because some people want to be homeless. Therefore, he is encouraging people not to criticize UMD and added they offered him a place to live when he was down and couldn't afford to live in his prior apartment because of a \$200 rent increase. He asked that people look at the whole program before judging it and stated that he was given furniture and rental assistance when he wasn't able to go anywhere else to get help. He added that the vouchers were closed at DHA but UMD was open so he asked that Committee Members keep their minds open.

Lorie Castillo, former resident of UMD, commented that UMD has done incredible things for a lot of people. She shared that she was homeless and didn't know where she would go but because of UMD and the funding that they give to re-program the homeless, she now has a home. She thanked UMD for all they have done for her.

Subject: Homeless System Performance Monitoring

Project Manager, Matt Schnars (Department of Community Development) provided a power point presentation on the monthly monitoring of the Performance Management Benchmarks. He reported that Department of Social Services (DSS) Coordinated Intake and Healing with CAARE are not in compliance with the HMIS User Login Policy benchmark. Mr. Schnars explained that Healing with CAARE does not have any users currently and are working on getting new staff trained.

In response to County Commissioner Reckhow asking for clarity on the HMIS system, Mr. Schnars explained that the Continuum of Care (CoC) wants to make sure that the licenses that they paid for in regards to the HMIS system are being utilized. Commissioner Reckhow asked if Mr. Schnars was going to follow up with DSS. Mr. Schnars responded that the Performance Measures Subcommittee would follow up.

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Committee Member Herndon thanked staff for their work and commented that there are some struggling non-profits. He asked if staff has followed up with Healing with CAARE to offer technical assistance. Mr. Schnars responded yes, that extensive assistance had been offered to Healing with CAARE. However, a challenge is that the assistance that was offered was to staff that has now left the organization. Substantial time was spent providing support and training assistance to the staff person but the person has since resigned. A new staff person replaced the prior person and was at the organization for approximately six months and has also resigned. Mr. Schnars pointed out that HMIS Local System Administrator has gone above and beyond providing on-site training for Healing with CAARE's staff but unfortunately that continuity is not good with staff. Committee Member Herndon wants to make sure that once this hurdle has passed, staff will find a way to network and communicate. Mr. Schnars stated they would be doing that.

Other benchmarks reviewed by Mr. Schnars included Exit to Permanent Housing, Length of Stay and Timeliness. In response to Commissioner Reckhow's request that Mr. Schnars go over the acronyms he was using, Mr. Schnars explained the following:

- LOS = Length of Stay
- LOT = Length of Time homeless
- ES = Emergency Shelter
- TH = Transitional Housing
- SH = Safe Haven

Mr. Schnars stated he would be glad to spend time bringing Commissioner Reckhow up to speed with some of the HSAC Orientation.

Chair Stoppelkamp noted that in March 2017 the HSAC formerly recognized Commissioner Reckhow. However, he wanted to take this opportunity to recognize her again and pointed out that she has joined the HSAC as an elected official representing Durham County.

Mr. Schnars directed everyone's attention to the *HUD 2016 System Performance Measures Draft* that was included in their packet of information. He added that staff wants to make sure HSAC Members as well as Homeless Housing Providers review the information contained in the *Draft* to make sure their data in HMIS is accurate. Mr. Schnars gave a brief review of some of the measures contained in the *Draft*.

In reference to the *Draft*, Project Manager Lloyd Schmeidler noted that a lot of the people in the CoC Funded Permanent Housing projects are disabled. Therefore, there is a challenge of the projects helping people with disabilities obtain earned or employment income as well. HUD, as well as staff, encourages those projects to help disabled people to work as much as they can if they are able to and are interested in gaining some earned income.

Commissioner Reckhow asked about the percentage of people who were disabled versus those that are not disabled. Mr. Schnars responded that almost 100% of the people are disabled because of the requirement.

In reference to the *Draft* concerning Measure 5: Number of persons who become homeless for the 1st time, City Manager Bonfield wanted to know if they have begun to track the number of persons becoming homeless who are from Durham or have lived in Durham awhile versus the number of people who are coming to the area because they know Durham has service. Mr. Schnars stated yes, staff is tracking this information and there is a disproportionate number coming from other areas. He added this

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is mostly driven by the Durham's Veterans Programs which is a large majority of the Durham's homeless housing system.

Subject: 2017-18 CoC & ESG Funding Priority Recommendations

Mr. Schmeidler provided an overview of a memo dated April 25, 2017 referencing 2017 Funding Priorities for CoC and ESG Funding. He asked Committee Members to take the recommendations under consideration and hopefully approve them at the May 2017 HSAC meeting.

In reference to the CoC and ESG Funding memo, Committee Member Herndon asked during these tight economic times, does the 4.2 million represent what was received over the last two or three years or was it on target. Mr. Schmeidler stated that it was on target with the exception of the difficulty regarding the ESG funding. The only decline that was seen was with the amount of funds from the State's ESG process that was invested in Rapid Re-housing.

Committee Member Herndon also wanted to know, in regards to teens, if there was anything set aside or any written proposals in order to locate ways to capture the effect on the young population or the millennials. Mr. Schmeidler noted that the State ESG allocation for this year of \$63,396 was specifically awarded to a Life Skills Foundation. This money is being used to provide Rapid Re-housing assistance to transition age youth in the Durham Community. Also, Mr. Schmeidler added much of the City's ESG and dedicated housing fund is being used to serve homeless families, some of which are headed up by young adults ages 18 – 24 years of age.

Subject: HSAC Policy – Creation and Adoption of Policies

Mr. Schnars gave some highlights of two policies entitled (1) *CoC Policy & Procedure Creation & Adoption* and (2) *CoC Letter of Support Policy & Procedures*. The Structure Subcommittee is recommending the HSAC review these policies and hopefully approves them at the May 2017 HSAC meeting.

Mr. Schnars explained the first policy would establish how the CoC would create and adopt policies. He commented it is important to have something in place so when policies come through for recommendation and approval; there is a fair and open process which allows the Committee to receive feedback and solicitations.

Committee Member Karriker emphasized the fact that the first policy is one that the HSAC has been using, however, there wasn't anything written down.

Subject: Risk Mitigation Fund

Prior to her Risk Mitigation Fund presentation, Janet Xiao, CEF (Community Empowerment Fund) gave an update from Ms. Laverne Allen, public comment speaker from the March 2017 HSAC meeting. Ms. Allen received a letter from Larry Revelle, Human Relations Specialist (City of Durham Human Relations Department) stating that the department could not give any assistance to Ms. Allen regarding her fair housing concerns because they were from the previous year. She asked that Ms. Xiao share her disappointment with the HSAC and she hopes the City might be able to support her experiences with homelessness. Ms. Allen also shared that DHA has been very helpful in moving forward with locating resources for her and in the future she would like to again address the HSAC during a public comment period.

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Ms. Xiao presented the following update on planning and next steps concerning the Risk Mitigation Fund:

- The HSAC Housing Results Team and The Unlocking Doors Core Planning Group are currently working with the City of Durham Community Development Department to receive their recommendation of the approval of the proposed Fiscal Agent before they bring the item back to the HSAC hopefully in May 2017.

In regards to Ms. Allen's concerns, City Manager Bonfield commented that staff did follow up on the code enforcement issue and found that there were no violations of the property. Mr. Schmeidler stated that staff would forward this information to Ms. Allen.

Vice-Chair Holmes stated that her understanding was that Ms. Allen did not say the property needed an inspection. The issue Ms. Allen wanted addressed by the Human Relations Department was dealing with her having handicapped parking and the apartment management wanted her to park far away on the street. Vice-Chair Holmes added that she has been to the residence and she didn't see any code enforcement problem or a need for an inspection. The property management wanted Ms. Allen to go live somewhere else and spy for them to report back about who was doing drugs. Ms. Allen refused to do this.

Subject: Amendment One to HSAC Interlocal Agreement Amendment

Staff is requesting the HSAC endorse a change to the Interlocal Agreement between the City of Durham and Durham County allowing the City Council and County Commissioners to understand that the HSAC supports making this change. The change would allow the HSAC's maximum membership to expand from a twenty-four member board to a twenty-nine member board. Mr. Schnars noted that the change is needed to meet HUD's diversity requirement concerning the board.

Motion by Committee Member Burch, seconded by Commissioner Reckhow to recommend the Durham City Council and Durham County Commissioners adopt Amendment One of the Interlocal Agreement Regarding Homeless Services and the Homeless Services Advisory Committee was unanimously approved at 4:00 p.m.

Secretary McCollers asked in light of her term expiring should she apply for open seats on the HSAC. Mr. Schnars suggested that she go ahead and apply.

Subject: Presentation from Urban Ministries of Durham (UMD) *(This item was added to the agenda at the April 26, 2017 HSAC Meeting)*

Sheldon Mitchell, Director and Valerie Haywood, Clinical Director (UMD) provided a brief overview and highlights of their Rapid Re-housing activities. Power point presentation included:

- UMD was awarded an ESG grant for a little over \$66,000 for Rapid Re-housing activities. Money will be used for deposits, first month rents and utility deposits
- **Highlights**
 - Housing goal of 18 but was able to house 34 individuals
 - Out of the 34 individuals, 26 are still currently housed
 - HouseMate Strategy – allows units to be more affordable for individuals living together v. individuals with limited or lower income that are not able to afford higher rents

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- 8 Single occupancy, 26 HouseMates matches
- Average stay in shelter – 7 months
- \$1,200 average rental assistance provided per individual
- Average rents individual pay - \$550.00
- **Challenges**
 - Evictions
 - Limited Income
 - Criminal Records
 - Poor Credit
 - Lack of Affordable Units
 - Landlords unwilling to rent
- **Keys to Success**
 - Flexibility of Landlords
 - Securing Income
 - Housemate Matching
 - Case Management
 - Communication with Landlords
- **Home Sweet Home**
 - UMD provides basic household items such as clothes, hangers and blankets
 - Clients can return to UMD once a month as needed to visit the food pantry and clothing closet

Mr. Mitchell closed out the presentation by pointing out that UMD has been working to enhance their Workforce Development component because income is the key to helping individuals sustain their long-term housing. They are continuously recruiting for new landlords as well as applying for additional funds that will allow UMD to implement their program as a tool to end homelessness.

Committee Member Kearney asked about the numbers for UMD's new "Serve-Safe" training program, was the program receiving a good response, how long is the program and is UMD able to foster any relationships that might be interested in giving people a chance with this kind of training.

Mr. Mitchell reported the start is 30 days and individuals go through several classroom hours. They are preparing meals three times a week for other residents. UMD has been working on fostering outside contacts regarding job placement. Mr. Mitchell stated so far there are about four individuals who have gotten their certification and have received jobs or increases on their current jobs because of the certification. According to Mr. Mitchell, at one time the participation for the program was larger. However, it has now tapered off and they are trying to find ways to get people re-engaged.

Regarding the HouseMate program, Mr. Mitchell noted that each person has an individual lease. If someone leaves they are only responsible for their portion of the lease. UMD also finds a replacement for the housemate.

Committee Member Karriker commended UMD on their HouseMate program. She added that it is an excellent program especially for people with limited income.

Committee Member Marshall asked how long residents are eligible for case management. Ms. Haywood explained that it depends on how long the resident wants the service. However, they can receive the service for up to 12 months and if the resident still needs assistance afterwards, they are still allowed to come and speak to one of the Social Workers.

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Committee Member Tosh expressed concern over whether the environment where residents are placed to live will cause them to return to their old habits. Ms. Haywood noted there is a process in place when they take clients out to look at places to live and the discussion takes place about the environment. She added that UMD does not want to have people living where the environment may trigger old habits.

Subject: Durham Youth PIT Count

In the absence of the Youth Subcommittee Chair, Mr. Schnars announced that the Youth Point in Time Count is scheduled for May 19, 2017 through May 22, 2017. More information will be made available and the Count will follow the same process as the one conducted two years ago. Committee Member Webb-Bledsoe was the Chair during that time.

Subject: HSAC Policy – Letter of Support Requests

Mr. Schnars explained that periodically requests for letters of support from the Durham CoC are received by the Department of Community Development. Staff usually makes the decision as to whether to provide the letter of support. The Structure Subcommittee is suggesting the adoption of a policy to ensure transparency and examining of all requests. The policy outlines the process for Letters of Support for grant applications or other endorsements with the CoC to be approved by the HSAC Executive Committee. Mr. Schnars commented that this item would be reviewed by members for a thirty-day period and hopefully have the policy approved in May 2017.

Subject: Coordinated Entry

Committee Member Karriker, Structure Subcommittee Chair, opened up a discussion regarding Coordinated Entry.

As a follow-up to the HUD webinar concerning coordinated entry and the requirement to fully implement coordinated entry across the Durham Homeless Housing System, the HSAC Structure Committee is recommending the HSAC support the Department of Community Development, as the Durham CoC Lead, to create a process where funding is identified to issue an RFP so a vendor can provide an assessment and to also provide recommendations on the structure, budget and approach to complying with the Coordinated Entry Requirements.

Mr. Schnars added that the Coordinated Entry has been a requirement since 2014 per the CoC Interim Rule. HUD has become very specific on what is needed and with the complexity of the requirement, the Structure Subcommittee is recommending a process be in place to identify funding so a vendor can come in and offer guidance and assistance on what the Coordinated Entry System should look like.

Further discussion and comments were made concerning local models that may exist in communities similar to Durham, what funding source will be used for this work and what is the cost of the service.

Mr. Schnars mentioned one potential funding source could be a \$40,000 CoC Planning Grant. Commissioner Reckhow stated she had some of the same questions that were asked by the City Manager regarding funding. She also expressed concern involving the Consultant's work and pointed out that the Consultants would need some sense of what a reasonable budget would be because they would be doing the planning. She felt that more due diligence on the City's part should be done in terms of the City and County Manager's Office to provide appropriate guidance to the Consultant in order that they don't waste their time.

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Mr. Schnars stated that there are webinars and some technical assistance available through HUD.

Chair Stoppelkamp asked if staff could be prepared to provide an update at the May 2017 HSAC meeting to include addressing the following issues concerning the Coordinated Entry System:

- How much will it cost to do the technical assistance and provide recommendations
- Staff should do some due diligence for unknown costs and provide an estimate
- How much is needed to implement and operate Coordinated Entry System

Mr. Schnars stated that staff could provide the information at the next meeting.

Subject: 2017 Continuum of Care Application Process

Mr. Schmeidler reported:

- 2017 CoC application process for homeless grants has begun
- Deadline for registering CoC is May 1, 2017
- Anticipate HUD will open the project application process by end of June 2017 with the deadline to complete the collaborative application and the associated project applications before the end of August 2017. Based on this information a special meeting of the HSAC may be needed in late July 2017 or the first two weeks of August 2017 to approve project applications and/or the 2017 collaborative applications for HUD funding.
- Community Partners pre-application process for verification has started.

Subject: Reminders

A full Continuum of Care meeting is scheduled for 3:00 p.m. on Wednesday, May 24, 2017 in the Durham County Human Services Building 2nd floor conference room.

Subject: Adjourn

Motion by Committee Member Burch, seconded by Committee Herndon to adjourn the meeting was unanimously approved.

With no further business to come before the body, Chair Stoppelkamp adjourned the meeting at 4:36 p.m.

Respectfully Submitted

Sheila Bullock
Office of the City Clerk