

**DURHAM HOMELESS SERVICES ADVISORY COMMITTEE  
FULL CONTINUUM OF CARE**

**Wednesday, May 24, 2017**

**3:00 p.m.**

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

The Durham Homeless Services Advisory Committee (HSAC) Full Continuum of Care 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, Drew Cummings, Chief of Staff (Durham County Manager's Office); Stan Harris (Durham County Sheriff's Department); Reverend Dr. Warren Herndon (Greater Joy International Ministries); Jennifer Jones (Office of Economic and Workforce Development); Pam Karriker (Christian Assembly); Emanuel Kearney; Melody Marshall, Homeless Liaison (Durham Public Schools); Tracy Stone-Dino (Alliance Behavioral Healthcare); Ve'ga Swepson, Resource Specialist (Durham Technical Community College); Ellecia M. Thompson (Durham VA Medical Center ); Tony Tosh (Prosperity Recovery Services) and Reverend Chris Tuttle (Westminster Presbyterian Church).

**Excused Committee Members:** Mayor Pro Tempore Cora Cole-McFadden, Durham County Commissioner Ellen Reckhow, City Manager Thomas J. Bonfield and Meredith Daye, Development Director (Durham Housing Authority -DHA),

**Committee Members Absent:** Dr. B. Angeloe Burch, Sr., Executive Director (African American Dance Ensemble); Janeen Gordon (Durham County Social Services Department - *Proxy for Commissioner Reckhow*); Calleen Herbert, Interim Director (Department of Academic Community Services Learning Program at North Carolina Central University) and Mayme Webb-Bledsoe (Duke-Durham Neighborhood Partnership).

**Staff Present:** Project Managers Lloyd Schmeidler, Matthew Schnars, Administrative Analyst Keshia Barnette (Department of Community Development); Executive Assistant Nicole Jacobs (NIS Department/Human Relations Division and Senior Executive Assistant Sheila Bullock (Office of the City Clerk).

**Also Present:** Jonathan Crooms (Durham County USO); Ryan Fehrman, Families Moving Forward (FMF); Martin Friedman (Housing for New Hope); Linda Johnson, RN (Duke – BSN Student); and Malcom White (Alliance Behavioral Healthcare).

**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: Public Comment Period**

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Ryan Fehrman (Families Moving Forward) provided the following update on the Risk Mitigation Fund:

- A meeting was held with Director Reginald Johnson (Department of Community Development) to ensure the process was consistent with Mr. Johnson's expectations concerning the Fiscal Agent.
- A draft RFP (Request for Proposal) has been created to seek out local non-profit agencies that have solid financials as well as experience working with landlords to fill the role of "Claims Payment Processor"
- The RFP states the agency would be serving as the Claims Payment Processor and would only be reimbursed for claims. Therefore, any payment made to a landlord would be the amount that they would potentially receive back from the Ten-Year Plan Fund. There is no money for overhead or administration at Triangle Community Foundation. The group feels that the RFP will not be an attractive one but they do want the process to be open.
- Feedback from the department will be forthcoming and information will hopefully be circulated to the CoC list serve within the coming weeks.

Chair Stoppelkamp announced that another Landlord Roundtable event has been scheduled for July 2017. He added the goal is to have the Risk Mitigation up and running so it can be presented to potential new landlords during the roundtable event.

### **Subject: NC Homelessness Conference**

The NC Statewide Homelessness Conference was held in Raleigh on May 8, 2017 – May 9, 2017 in the McKimmon Center. Project Managers Lloyd Schmeidler and Matt Schnars attended. An update of the conference was given by Mr. Schnars.

- First Statewide Homelessness Conference held in 10 years.
- Several Durham representatives participated in the conference as presenters or either "best practices"
- State representatives took part in a panel discussion concerning the progress that has been made towards ending homelessness  
Michael Becketts, a former HSAC member, is now an Assistant Secretary for the State Department of Health and Human Services. He introduced the governor at the conference.  
Mr. Schnars noted that Representative Price was in attendance as well.

Mr. Schnars invited Committee Member Atkins and Vice-Chair Holmes, who also attended the Conference, to comment about their experience.

Committee Member Atkins stated it was good to be able to meet colleagues who are doing some of the same work. He noted the diversion workshop was an excellent presentation and provided a discussion on how to divert individuals from becoming homeless. Committee Member Atkins also shared information about a successful program that talked about the challenges of diversion. Other workshops held at the conference dealt with veterans' issues and the formerly homeless.

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Vice-Chair Holmes shared her personal experiences of being homeless and how she came to Urban Ministries and re-started her life. Ms. Holmes currently sits on the board of Urban Ministries and per Chair Stoppelkamp, may be filling the position of HSAC Chair when his term expires.

#### **Subject: Minutes Review & Approval – April 26, 2017 HSAC Minutes**

**Motion** by Committee Herndon, seconded by Committee Member Swepson to approve the April 26, 2017 HSAC minutes was unanimously approved at 3:16 p.m.

#### **Subject: Homeless System Performance Monitoring**

Project Manager, Matt Schnars (Department of Community Development) gave a power point presentation highlighting the monthly performance of the final systems performance measures. In regards to the HMIS License Utilization, Mr. Schnars reported that Healing with CAARE, Inc. now has two people with licenses who have cleared training. The license for Durham Social Services' (DSS) staff person has been suspended until the person completes the training again.

Mr. Schnars' presentation also included an update on benchmarks for (1) Permanent Housing Exits; (2) Length of Stay; (3) HMIS Timeliness; (4) Number of Homeless Persons; (5) Employment and Income Growth for Homeless Persons in CoC Program-funded Projects; (6) Number of Persons who become homeless for the first time; and (7) Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing.

Committee Member Herndon wanted to know what the 4 organizations listed on page 2 of the report had in common. Mr. Schnars stated that fewer people are being housed than are not being housed. He added that the goal is that if a person is in a shelter then 60% of the people that leave are going into a situation where they are no longer homeless and they are housed.

In reference to the Timeliness benchmark, Mr. Schnars pointed out that this particular benchmark deals with ensuring information is entered into HMIS in a timely manner. He noted that HUD has created a report that requires the formal reporting of timeliness of entering information into HMIS. Mr. Schnars commented that there is one organization that has not met the benchmark and that there were only two people in the pool. He asked Committee Members to keep in mind that the case average is 20 days; however, the goal is 10 days or less. Mr. Schnars added that this number is pretty liberal and they may want to look at lowering the number.

In reference to moving the number lower, Committee Member Karriker stated that it does not look like they are doing that well. She asked if the providers had any input as to whether this was a feasible thing to do. Mr. Schnars responded no.

Regarding the number of people that return to homelessness after exiting homelessness, Committee Member Cummings asked if the report was a year over year comparison or was it between communities. Mr. Schnars stated that the report is not a year over year comparison but it comes directly from the system and contains tables and numbers. He mentioned that the report has a start date of October 1, 2015 through September 30, 2016 and looks back over a two year period starting with the September 30<sup>th</sup> date.

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Committee Member Cummings commented that he finds the report far more valuable and that the information contained in it is useful as a long-term trend line.

Mr. Schmeidler pointed out that of the 106 individuals who returned to homelessness, only half returned to homelessness within the first six months.

Additional discussion followed concerning the monitoring of data quality in regards to entering information correctly into HMIS to make sure the numbers are accurate.

Mr. Schnars pointed out that Measure 4 concerning employment and income only referred to CoC Program-Funded Projects.

Committee Member Cummings briefly talked about earned income and benefit income. He asked was there a way that the benefit income could be tracked in the system. Mr. Schnars stated yes and that this income is captured under non-employment cash income such as SSI Disability, and TANF. In response to Committee Member Cummings' question whether they are doing enough to help folks increase their income? Mr. Schnars stated that everyone needs to start thinking about this. He noted that he doesn't feel there is a sense that people aren't doing everything they can, however the question of what can be done needs to continuously be asked.

In reference to the 1100 exits to permanent housing, Committee Member Cummings noted that there is probably a substantial percentage that they do not know where the people end up. He asked if staff knew the percentage information.

Mr. Schnars stated that he didn't know, however, it is a major issue for this current reporting period and that it is causing the negative 10% figure that is showing in the report.

Further discussion and comments took place regarding permanent housing exits.

Chair Stoppelkamp noted that the big "take home" from the information presented by staff would be that it was two years ago and they are working on improving things such as case management, the after care and returning to homelessness, things that the Risk Mitigation Fund will help with and also improving data quality.

#### **Subject: 2017-18 CoC & ESG Funding Priority Recommendations**

Mr. Schmeidler directed everyone's attention to a memo that was distributed at the April 26, 2017 HSAC meeting. The memo was dated April 25, 2017 and referenced the 2017 Funding Priorities for CoC and ESG Funding. Committee Members were asked at the last meeting to review the recommendations and provide staff with any questions they may have. Mr. Schmeidler reported that no specific questions were received. Staff is asking the HSAC to approve recommendations for the 2017 Funding Priorities for CoC and ESG Funding.

Committee Member Cummings asked if the recommendations were a significant departure from previous priorities or is it much in line with the priorities in previous years. Mr. Schmeidler stated that the recommendations are consistent with the previous priorities. He mentioned they were not able to implement the Rapid Rehousing. Staff is waiting for the State ESG funding in

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the 2016 cycle because they did not receive the type of applications that would have helped implement those priorities. Mr. Schmeidler also pointed out that the Coordinated Intake and Assessment piece is something new and was not made a priority in previous CoC competitions.

**Motion** by Committee Member Cummings, seconded by Committee Member Karriker to approve the 2017 Funding Priorities for CoC and ESG Funding was approved unanimously at 3:56 p.m.

### **Subject: HSAC Policy – Creation & Adoption of Policies**

The Structure Subcommittee is recommending that a policy be adopted that formalizes how policies are established and adopted by the HSAC. The policy would formalize the process that has been used by the HSAC in recent years and specifically clarifies the workflow of HSAC policy creation and adoption.

Mr. Schmeidler stated that this policy was also presented to HSAC Members for their review at the May 2017 meeting for adoption at the June 2017 meeting.

Mr. Schnars noted that the one edit concerning this policy was a suggestion to change the initial 30-day policy review period to a 14 day policy review period. He explained this change would allow time for the draft policy to be presented to the HSAC and the CoC for feedback and then adoption at the next HSAC meeting.

Mr. Schmeidler pointed out that paragraph 11 of the *Policy and Procedure Creation and Adoption* policy provides an exception that in the instance where it becomes a requirement to adopt a policy to comply with HUD or other funding requirements, an interim policy can be adopted that would be in effect for a 90-day period. During this time a formal process would take place in order to establish a more formal permanent policy.

Secretary McCollers wanted to know if this was the policy that was discussed at the meeting where a link would be supplied so that comments about policies could be sent to.

Mr. Schmeidler stated that policies will be posted for comments at [www.durhamopeningdoors.org](http://www.durhamopeningdoors.org) as well as be e-mailed to the CoC membership. Instructions will be provided on how comments should be made.

Ms. Schnars pointed out that paragraph 6 of the policy captures that the draft policies would be made available for review and public comment on the Durham CoC website and sent via e-mail to the full CoC membership. He added that the comment box is currently on the website.

**Motion** by Committee Member Marshall, seconded by Vice-Chair Holmes to adopt the formalized *Policy and Procedure Creation and Adoption* policy was unanimously approved at 4:02 p.m.

### **Subject: HSAC Policy – Letter of Support Requests**

An increasing number of requests for letters of support have been received by the CoC over the past several years. Mr. Schmeidler explained that the lead agency would like to communicate a

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formal policy and procedure to the community partners who are requesting letters of support. Guidance is needed from the HSAC on how to manage the requests. The proposed *CoC Letter of Support Policy and Procedures* policy would provide this guidance. Mr. Schmeidler noted that a change would be that requests would need to be submitted at least 30 days prior to the grant application submission deadline.

Mr. Schnars gave a brief demonstration on how policy comments are made on the website.

Committee Member Cummings commented there may be an opportunity where multiple local agencies are applying. He mentioned that if a request is received from, for example, “Agency A” first, it would be helpful to know in a case like that if there are going to be multiple local applications and are they competing with one another or should the CoC have an opinion about whether it’s good to write or not write any letters. Committee Member Cummings also asked if it would be good to have some sort of deliberate process to see which agency the CoC actually prefers. He felt that it is a good idea to move forward with the policy but he shared his concern that there are some further wrinkles that they could easily run into.

In reference to Committee Member Cummings’ comments, Mr. Schmeidler noted that an issue recently came up in regards to the Department of Veteran Affairs’ transition with their grant per diem program. The VA is going over to an annual process similar to the CoC annual application process. The VA has invited their current grant per diem programs to apply for specific areas of grant per diem funding rather than general grant per diem funding.

Mr. Schnars also pointed out these are letters being requested from the CoC; not from the City, nor from Community Development. The practice has been to do this on behalf of the CoC and the HSAC and to make those decisions as they come in. Mr. Schnars commented that staff realizes that they shouldn’t do this and the process should be left ultimately up to the CoC to support applications.

Committee Member Cummings asked if the Executive Committee would be reviewing letters of requests and then bringing the recommendation to the full board. Mr. Schmeidler explained that this was not the process because the full board would not have time to consider the request. The decision would be reviewed by the HSAC and a decision would be made by the Executive Committee in compliance with paragraph 6 of the *CoC Letter of Support Policy and Procedures* policy. The Executive Committee would be authorized to approve a letter of support.

Committee Member Cummings asked if the policy could give the Executive Committee more protection to say “no” to a request if it was the most appropriate action. He furthered explained that if multiple local agencies are applying and they are all complying with the process, does the Executive Committee feel uncomfortable recommending one of the agencies or not knowing how to navigate all of the complying requests for the same grant. He asked, does this policy provide enough protection for this type of situation.

Mr. Schnars responded ultimately yes, the policy is enough protection.

**Motion** by Committee Member Tuttle, seconded by Committee Member Karriker to adopt the *CoC Letter of Support Policy and Procedures* policy was approved unanimously at 4:11 p.m.

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### **Subject: Adopting new HSAC Organizational Seats**

Mr. Schnars reported that changes to the *HSAC Interlocal Agreement* regarding the addition of five new organizational members, was approved by the Durham City Council and the Durham County Commissioners. He stated that the HSAC is responsible for assigning the new organizational seats. Committee Members reviewed a memo dated May 19, 2017 that outlined the recommendation for the categories of the additional seats to HSAC.

Staff is recommending the following seats be approved:

<b>ORGANIZATION</b>	<b>CoC Category</b>
Durham Department of Social Services	Local Mainstream Benefits provider
Durham Emergency Medical Services	Local EMS/EMT provider
Lincoln Community Health Center	Federal Healthcare for Homeless (HCH) grantee
Durham Crisis Response Center	Federal Violence Against Women Act (VAWA) grantee
Lifeskills Foundation	ESG funded Youth Rapid Rehousing Provider

Committee Member Karriker explained the organizational seats do not have assigned persons and terms. The organization would designate someone for the seat. Mr. Schnars added that the members who hold these seats do not have to apply for them.

**Motion** by Vice-Chair Holmes, seconded by Committee Member Jones to approve the Department of Community Development's recommendation that the above-mentioned organizational seats be approved to designate a representative from their organization to be a voting member of the HSAC; and

the respective decision making bodies of the organizations be notified of their additions to the HSAC Board and request the name of their designee to complete orientation to join the board was approved unanimously at 4:19 p.m.

### **Subject: Request for Recommended Changes – NC HMIS Bylaws**

The Durham Homeless Management Information System is governed by the North Carolina Homeless Management Information System By-Laws. The HSAC Structure Subcommittee is recommending that a formal letter from the HSAC under the signature of the Chair for a change to the HMIS By-Laws.

Mr. Schnars reviewed the following recommended changes to the By-Laws:

- Article XIV: HMIS Lead Agency and HMIS Software Vendor Selection and Renewal
- Article XV: Federal Compliance

Additional discussion followed concerning the NC HMIS Governance Committee By-Laws and amendments and the process.

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**Motion** by Committee Member Cummings, seconded by Vice-Chair Holmes to approve the letter from the HSAC Chair to the HMIS Governance Committee for a change to the HMIS By-Laws was approved unanimously at 4:26 p.m.

### **Subject: Durham CoC Governance Charter**

Mr. Schnars directed everyone's attention to the Durham CoC Governance Charter that was included in their information packet. The Durham CoC is responsible for adopting a Governance Charter which outlines how the Durham CoC will operate. The Governance Charter is composed of the HSAC Interlocal Agreement and the North Carolina HMIS By-Laws. Annually, the full Durham CoC membership is expected to reaffirm the CoC Governance Charter. Aside from the changes under #9 and #10 that have been recommended, the Structure Subcommittee is asking that the Governance Charter be reaffirmed.

Mr. Schnars asked that HSAC Members and any Full CoC Members present at this meeting reaffirm the CoC Governance Charter.

**Motion** by Secretary McCollers, seconded by Committee Member Jones that the full Durham CoC Membership reaffirms the Durham CoC Governance Charter was approved at 4:29 p.m.

### **Subject: Reminders**

Chair Stoppelkamp highlighted the following reminders:

- The next regular HSAC meeting is scheduled for Wednesday, June 28, 2017 at 3:00 p.m. in the 2<sup>nd</sup> floor conference room of the Durham County Human Services Building. There will be an end-of-year celebration during this meeting and food will be provided.
- There will be no HSAC meeting scheduled for July 2017.
- The Youth Point-in-Time Count is scheduled for May 19, 2017 – May 30, 2017. Alex Protzman will be facilitating this event.

### **Subject: Adjourn**

**Motion** by Secretary McCollers, seconded by Vice-Chair Holmes to adjourn the meeting was unanimously approved.

With no further business to come before the body, Chair Stoppelkamp adjourned the meeting at 4:30 p.m.

Respectfully Submitted

Sheila Bullock  
Office of the City Clerk