

## DURHAM HOMELESS SERVICES ADVISORY COMMITTEE

Wednesday, February 27, 2019

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 met on the above date and time.

**Committee Members Present:** Chair Charita McCollers, MSW (Lincoln Community Health Center/Federal Health Care for the Homeless); Secretary Jonathan T. Crooms (Durham County Veteran Services Office – *Proxy for Lois Harvin Ravin, Director, Durham County Veterans Services Office*); Durham City Manager Thomas J. Bonfield; Reverend Dr. B. Angeloe Burch, Sr. (Corporate Private Sector Representative for Durham County/Executive Director, African American Dance Ensemble); Heidi Carter, Durham County Commissioner, Drew Cummings, Chief of Staff (Durham County Manager's Office); Alma Davis (Durham Crisis Response Center – *Proxy for Kathy Hodges, Durham Crisis Response Center*); Meredith Daye, Development Director (Durham Housing Authority); Janeen Gordon (Durham County Social Services – *Proxy for County Commissioner Heidi Carter*); Captain Stan Harris (Durham County Sheriff's Department); Calleen Herbert (NCCU Office of Community Engagement & Service); Angela Holmes (Former Homeless Representative for Durham County); Regina D. King (Faith Community Representative for the City of Durham); Melody Marshall, Homeless Liaison (Durham Public Schools); Mark-Anthony Middleton (Durham City Council – *Proxy for Mayor Steve Schewel*); Alex Protzman (LIFE Skills Foundation); Tracy Stone-Dino (Alliance Behavioral Healthcare); Fred Stoppelkamp (Non-Profit Representative for Durham County); Ve'ga Swepson, Resource Specialist (Durham Technical Community College); Chris Toenes, MSW (Non-Profit Representative for the City of Durham/TROSA); and Angela Vick-Lewis (Formerly Homeless Representative for the City of Durham).

**Excused Committee Members:** Pam Karriker (Faith Community Representative for Durham County/Christian Assembly); Mayor Steve Schewel – *Proxy in attendance*); Vice-Chair Ellecia Thompson (Durham VA Medical Center).

**Committee Members Absent:** Xavier Cason (Durham Public School Board); Director Lois Harvin-Ravin (Durham County Veteran Services – *Proxy in attendance*); Kathy Hodges (Durham Crisis Response Center – *Proxy in attendance*); Tony Tosh (Private Sector Representative for the City of Durham/Prosperity Recovery Services); Captain Helen Tripp (Durham County Emergency Medical Services (EMS) and Mayme Webb-Bledsoe (Duke University).

**Staff Present:** Director Reginald J. Johnson, Assistant Director of Strategy Karen Lado, Project Manager II, Lloyd Schmeidler, Project Manager II, Hanaleah Hoberman, Project Analyst Keshia Barnette (Department of Community Development) and Senior Executive Assistant Sheila Bullock (Office of the City Clerk).

**Also Present:** Tammy Washington (Community); Allie Baker, Catherine Cooper, (VOA Maple Court); Catherine Pliel (Families Moving Forward (FMF)); Larry Partee (North Carolina HIV/AIDS Care and Prevention Services Representative Network 6); Carolyn Schuldt (Open

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Table Ministries (OTM); Nicole Bagley, Lola Johnson (Urban Ministries of Durham (UMD)); Liz Brown (Community Empowerment Fund (CEF)); Harvey Hinton, III (Healing with CAARE); Valaria Brown, Chip Dudney, Rikki Gardner (Housing for New Hope (HNH), Joyce Hicklen (CASA); Jackie Wagstaff (Community); Dave Jenkins (Durham Veterans Administration (VA)); Joyce Caesar (WakeUpReachUp); Malcolm White (Alliance Health); Allison Matthews (Community Expert Solutions, LLC) and O. Roberson (HCH).

### **Subject: Call to Order/Welcome**

Chair McCollers called the meeting to order at 3:09 pm and read the HSAC goals aloud.

### **Subject: Minutes Review and Approval – January 16, 2019 HSAC Minutes**

**Motion** by Committee Member Burch, seconded by Committee Member Cummings to approve the January 16, 2019 HSAC minutes was unanimously approved at 3:11 p.m.

### **Subject: Public Comment Period**

Joyce Hicklen (CASA) provided an update on CASA's Carroll Street development. She reported they are currently in the zoning approval process. Hopefully, approval will be received by the spring of this year. Phase I construction of the project should start early 2020 which should take approximately 12 months. Ms. Hicklen noted construction completion of Phase I and welcoming of new residents are anticipated in the spring of 2021. She invited everyone to visit CASA's website at [casanc.org](http://casanc.org) to see updates on the property.

### **Subject: Program Monitoring, Evaluation, and Ranking Policy and Tool**

Project Manager II, Lloyd Schmeidler, gave a review of the drafts for the Program Monitoring, Evaluation, and Ranking Policy and Tool. The review covered changes to the documents that took place since the January 2019 HSAC meeting.

**Motion** by Committee Member Burch, seconded by Secretary Crooms to approve the changes to the Program Monitoring, Evaluation, and Ranking Policy and Tool was approved unanimously at 3:20 p.m.

### **Subject: Appointment of HSAC Subcommittee for 2019 CoC Program Ranking**

Chair McCollers explained the HSAC needed to formally appoint a subcommittee to assist with evaluating the CoC program rankings. The HSAC Executive Committee has recommended they, along with HSAC members of the Performance Management Committee be added to this new subcommittee to review the rankings.

Committee Member King wanted to know if HSAC members were automatically members of the subcommittee group. Chair McCollers responded no and added that HSAC needs to appoint a subcommittee to look at the rankings. She again explained the recommendation from the HSAC Executive Committee is the subcommittee would be made up of the HSAC Executive Committee along with the HSAC members who serve on the Performance Management Subcommittee. In response to Committee Member Burch's question as to whom the members were, Chair McCollers recognized the following HSAC Committee Members who serve on the

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Performance Management Subcommittee: Stoppelkamp, Crooms and Holmes. Chair McCollers noted these individuals along with the Executive Committee would make up the new subcommittee that would assist in reviewing the rankings.

Committee Member King asked who served on the Executive Committee to which Chair McCollers responded the HSAC Chair, Vice-Chair, Secretary and the Subcommittee Chairs. Executive Committee and HSAC Performance Management Committee members include Committee Members Holmes, Protzman, HSAC Chair McCollers, HSAC Secretary Crooms, Stoppelkamp and HSAC Vice-Chair Thompson.

Committee Member King asked how often members change on the Executive Committee. Chair McCollers stated members rotate annually and the only people that may not change would be if the Subcommittee Chair remains the Chair. In responding to Committee Member King about why the Subcommittee Chair would remain the same every year, Chair McCollers explained the Subcommittee Chair position is a voluntary one and that it is available to any HSAC member who wants to be a part of and chair any subcommittee. She added that all HSAC members do not participate on the subcommittees, which poses a problem. Chair McCollers also noted that the number of HSAC members on a subcommittee is not limited; however they do not have full participation of the HSAC membership for the subcommittees.

Committee Member King stated she did not realize this information concerning the subcommittees' membership. She announced she would be signing up to serve on some of the subcommittees so she can participate more.

Project Manager II, Hanaleah Hoberman, clarified that the HSAC would be voting on the group that is going to assist with reviews for this year only. In the future the HSAC can appoint a different group, particularly once staff gets the plan that the HSAC requested from her regarding subcommittees.

Committee Member Burch requested that HSAC members receive a list explaining what the subcommittees are. He added that it is hard to volunteer for something when you don't know anything about it. Committee Member Burch mentioned he had been on the HSAC for 2 ½ years and this was the first time he had heard of the Performance Management Subcommittee. He commented he would like to get this information before HSAC members have to vote because he cannot vote in good conscious on item #5.

Chair McCollers explained that appointing the new subcommittee was in conjunction with the ranking tool that Mr. Schmeidler presented earlier in the meeting. Further discussion followed concerning the make-up of the new subcommittee that is needed to review the project rankings for the next funding cycle and Mr. Schmeidler explained why the issue initially came up.

Ms. Hoberman noted the committees that currently exist are the Executive Committee, Performance Management Committee, Income Committee, Youth Committee, Housing Results Committee and the Structure Committee. She stated the committees that are on hiatus are the Income Committee and the Structure Committee. The only subcommittees that can take on the task would be the Executive Committee and the Performance Management Committee.

Committee Member Burch again asked that the list of subcommittees be sent to HSAC members and Chair McCollers stated that they would make sure that staff got the information out.

Committee Member Stoppelkamp commented the fact that some HSAC members are not aware of the subcommittees is a problem since the HSAC has been meeting for 9 years. He added that one of the problems is a lack of participation and if HSAC members don't know about the subcommittees it is up to the member to find out what the subcommittees are, what they do, when they meet and how a member can participate.

Responding to Committee Member Stoppelkamp's comment, Committee Member King pointed out brand new HSAC members would not have known about the subcommittees. She noted because they did not know she was not trying to be critical of anyone who has been participating on the subcommittees. Chair McCollers apologized on behalf of the full HSAC and stated they would do a better job on getting information out. She also added that she does not know how information regarding subcommittees and the structure is conveyed to new members as they come on board. Chair McCollers will make sure information goes out to everyone and she hopes that HSAC's participation on the subcommittees will be increased. She feels they will be a stronger HSAC if they are fully participating and vested in the process.

Committee Member Protzman commented about there being a time when the subcommittees were more active and frequent at the HSAC meetings. He noted the subcommittees have been busy with policy work as well as decision-making items based on the need for funding and several other things. Committee Member Protzman feels they may have gotten away from that practice but he thinks that is a way to get people to know what the subcommittees are doing and be active with them.

Commissioner Carter pointed out she was also a new member and they did have an orientation. The subcommittees were laid out but she did not know what they all did. She commented new members were asked to be on one of the subcommittees. Commissioner Carter asked if there are an optimum number of people that would serve on the new subcommittee to rank the projects and make evaluation decisions and is there room for others to volunteer. Ms. Hoberman stated in regards to scoring they generally aim for 5 members.

**Motion** by Commissioner Carter, seconded by City Manager Bonfield to appoint the members of the HSAC Performance Management Subcommittee and the HSAC Executive Committee to be the combined subcommittee that will evaluate and rank projects for 2019 was approved at 3:35 pm by the following vote:

**Ayes:** Chair McCollers, Secretary Crooms, Committee Members City Manager Bonfield, County Commissioner Carter, Cummings, Davis, Daye, Harris, Herbert, Holmes, King, Marshall, Chair McCollers, Council Member Middleton, Protzman, Stone-Dino, Stoppelkamp, Swepson, Toenes, and Vick-Lewis.

**Noes:** Committee Member Burch.

**Absent:** Committee Members Cason, Harvin-Ravin (*Proxy Jonathan Crooms voted*), Karriker, Kathy Hodges (*Proxy Alma Davis voted*), Mayor Schewel (*Proxy Council Member Middleton voted*), Vice-Chair Thompson, Tosh, Tripp and Webb-Bledsoe.

**Subject: Encampments Response Policy**

Ms. Hoberman gave a PowerPoint presentation entitled *Encampments on Public Property: Proposed Response Policy/November 2018*. The presentation provided information on the following topics as well as reviewed changes made to the policy since the last time the HSAC looked at it.

- Background Information
- Qualifying Encampments
  - City-Owned Property
  - County-Owned Property
  - State-Owned Property to be included
- Responsible Parties
- Guiding Principles
- Encampment Response Approach
  - Prevention
    - Invest in services to help connect people experiencing unsheltered Homelessness to services
    - Reduce barriers to housing people experiencing unsheltered homelessness
  - Response
    - Assess
    - Develop response timeline
    - Implement response plan
  - Mitigation
    - After the site has been cleared, a mitigation plan will be implemented to Assess and address site characteristics that could encourage re-habitation

Ms. Hoberman pointed out, based on assessments, a recommendation would be provided to determine if a resolution plan is needed for the encampment. She also commented that at the January 2019 HSAC meeting Chair McCollers asked that she come up with a definition for each of the items that were listed as an item that would be assessed. Ms. Hoberman removed “effect on the quality of life” because she thought this was most vague and an issue of concern for the HSAC. She then established how they will define these items and creating assessments. Ms. Hoberman added the Encampment Lead Agency (ELA) will work with responsible parties to develop a definition and an assessment tool for each item which will be provided to the City and County Manager for approval before they are used in the response protocol.

In reference to the surrounding areas of the encampment, Committee Member Stone-Dino asked how staff arrived at the 90-day timeline. Ms. Hoberman explained that the time frame is what may be most appropriate and they are creating flexibility to meet the needs of the individual encampment but it could be more. She added the 90-day time frame was a starting point.

**Motion** by Committee Member Burch, seconded by Committee Member Cummings to approve the Encampments Response Policy was unanimously approved at 3:49 pm.

**Subject: Department of Community Development Disaster Shelter CoC Dissemination Policy**

Ms. Hoberman presented a review of the Disaster Shelter CoC Dissemination Policy. The policy describes the process of communication between the Department of Community Development and providers that engage with the homeless in Durham as it relates to weather-related or man-made disasters. Such experiences make it unsafe for people to sleep outside or in other places that are not meant for human habitation.

In regards to the Encampment Policy presentation, Council Member Middleton asked if there was a count as to how many active encampments are currently in the city. Ms. Hoberman responded they do not have a survey of the encampments. City Manager Bonfield stated this is one of the reasons they are recommending hiring an agency to help with this effort.

Committee Member King noted being a pastor of a church; they have taken a look at encampments in places that people did not realize. The last count that her church conducted when it was very cold, counted about 52 encampments located, not just under bridges, but also in fields in the eastern part of Durham, near the Fayetteville Street area and the Alston Avenue vicinity.

Chair McCollers explained the Encampment Policy was in response to the issue in the 147 Chapel Hill Street area. The property was owned by the state and they did not want people in that area because of safety reasons. She noted there is active street outreach canvassing and working with people in the encampments. However, Chair McCollers shared that the Encampment Policy also came about because of an encampment that was causing some complexities. Although, street outreach is working with the known encampments, she noted this active policy is for those encampments that have been deemed problematic. Chair McCollers wants everyone to know that there are people working with the people in those areas, but this Encampment Policy is specifically to deal with a complicated encampment situation.

Committee Member Herbert asked if the encampments were problematic or are there complaints. She commented that it sounded like there are enough community complaints about an encampment that triggers a response. Ms. Hoberman noted this could be one reason but there are some places near a highway that could be dangerous. She added there could be a number of reasons such as hazards and safety.

Chair McCollers asked about the people who are outside camping and are not involved with any service provider – how will they know how to access information about disaster shelters. She mentioned the 2-1-1 line and hopes this line is reachable even if the cell phone does not work. Chair McCollers expressed her concern about people needing to have “real time” information where they can go if they are not engaged.

Committee Member Gordon shared information on how the 2-1-1 alerts operate. In regards to after the flooding, she noted that shelter operations were provided at the Durham County Human Services Complex at 414 E. Main Street in Durham. In response to Chair McCollers’ question about whether 2-1-1 services were free and can a person dial 2-1-1 in the same manner as 9-1-1, Committee Member Gordon stated she is not sure if 2-1-1 here operates that way. However, they

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will know where the cell phone is. There is a variety of entities at the Emergency Operations Center (EOC) so 9-1-1 is fully aware.

Chair McCollers wanted to know if it is alright to tell people who are off the grid to call 9-1-1. Committee Member Gordon stated if there is no other way to reach out she would rather they call 9-1-1 in an emergency situation.

Chair McCollers thanked Ms. Hoberman and staff for getting the Dissemination Policy out to the HSAC in a timely manner.

### **Subject: Durham CoC Funding Award Results**

Mr. Schmeidler reviewed the list of 12 projects that received awards from HUD for CoC funding as well as the 2 projects that were not funded. He noted the CoC was awarded a total of \$1,461,135 for funding which was 13% more than in 2017. Mr. Schmeidler pointed out that Durham Crisis Response Center was awarded a new grant totaling \$154,019 to provide Rapid Rehousing support to 8 families who survived intimate partner violence. Staff will be working with Durham Crisis Response Center to implement this project.

According to Mr. Schmeidler, other housing projects received minor increases in the renewal funding to reflect increases in the local fair market rents and moderate increases for operating support to projects such as Williams Square and Andover from 2017.

### **Subject: Announcements**

No announcements were made.

### **Subject: Reminders**

The next HSAC meeting is scheduled for March 27, 2019 at 3:00 p.m. in the Durham County Human Services Building, 414 E. Main Street, Durham, NC.

### **Subject: Adjourn**

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

With no further business to come before the body, Chair McCollers adjourned the meeting at 4:15 p.m.

Respectfully Submitted

Sheila Bullock  
Office of the City Clerk