

DURHAM HOMELESS SERVICES ADVISORY COMMITTEE

Wednesday, May 22, 2019

3:00 p.m.

**Durham County Human Services Building
414 E. Main Street – 2nd 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); Reverend Dr. B. Angelo Burch, Sr. (Corporate Private Sector Representative for Durham County/Executive Director, African American Dance Ensemble); Heidi Carter, Durham County Commissioner; Meredith Daye, Development Director (Durham Housing Authority); Janeen Gordon (Durham County Social Services – *proxy for County Commissioner Heidi Carter*); Calleen Herbert (NCCU Office of Community Engagement & Service); Angela Holmes (Former Homeless Representative for Durham County); Pam Karriker (Faith Community Representative for Durham County/Christian Assembly); Melody Marshall, Homeless Liaison (Durham Public Schools); Alex Protzman (LIFE Skills Foundation); Mayor Steve Schewel; Tracy Stone-Dino (Alliance Behavioral Healthcare); Chris Toenes, MSW (Non-Profit Representative, City of Durham/TROSA); Tony Tosh (Prosperity Recovery Services/Private Sector, City of Durham) and Captain Helen Tripp (Durham County Emergency Medical Services (EMS)).

Excused Committee Members: Vice-Chair Ellecia Thompson, (Durham VA Medical Center); Secretary Jonathan T. Crooms (Durham County Veteran Services Office – *Proxy for Lois Harvin-Ravin*); Drew Cummings, Chief of Staff (Durham County Manager's Office); Lois Harvin-Ravin (Durham County Veteran Services; Regina King (Faith Community Representative for the City of Durham) and Fred Stoppelkamp (Non-Profit Representative for Durham County).

Committee Members Absent: Durham City Manager Thomas J. Bonfield; Xavier Cason (Durham Public School Board); Alma Davis (Durham Crisis Response Center – *Proxy for Kathy Hodges*); Captain Stan Harris (Durham County Sheriff's Department); Kathy Hodges (Durham Crisis Response Center); Mark-Anthony Middleton (Durham City Council – *proxy for Mayor Steve Schewel*); Ve'ga Swepson, Resource Specialist (Durham Technical Community College); Angela Vick-Lewis (Formerly Homeless Representative, City of Durham) and Mayme Webb-Bledsoe (Duke University).

Staff Present: Director Reginald Johnson, Assistant Director of Strategy Karen Lado, Project Manager II Hanaleah Hoberman, Project Manager II Lloyd Schmeidler, Project Analyst Keshia Barnette (Department of Community Development); Amber Wade, Assistant to the Mayor and Senior Administrative Assistant Macio Carlton (County Clerk to the Board Office).

Also Present: Shiesha Bell (Life Skills); Spencer Bradford (Durham Congregations In Action); Joyce Caesar, Wake Up Reach Up, Inc.; Shana Carignan (Families Moving Forward); Harvey Hinton III (Healing with CAARE); Alexandra Nelson-Tomlinson (Open Table Ministry); A. Larry Partee' (North Carolina HIV Prevention and Care Community Advisory Committee

(HPCAC); Catherine Pleil (Families Moving Forward); Carolyn Schuldt (Open Table Ministry); Malcolm White (Alliance Health); Nicole Wilson (Veterans Administration) and Brandon Whitehead (Durham Congregations In Action).

Subject: Call to Order and Welcome

Chair McCollers called the meeting to order at 3:07 p.m. She thanked everyone for attending and read the goals of the HSAC aloud.

Subject: Priorities for the 2019 State ESC Competition

Committee Member Burch asked for the item to be discussed later in the meeting when a quorum of members were present due to the item requiring a formal approval. Lloyd Schmeidler, Project Manager II, explained the item was informational only and would be approved at the June 2019 meeting. Mr. Schmeidler stated after the 2018 Continuum of Care (CoC) Competition the HSAC wanted to modify the recommended funding priorities for the Emergency Solutions Grant (ESG). He added Durham hoped to apply for the full amount of allocated funding from the State ESG in 2019. Mr. Schmeidler added the CoC planned to attract additional applicants for the Rapid Rehousing (RRH) projects and have a larger amount of funding available for RRH.

Committee Member Marshall asked if any agencies were identified to receive the 2019 ESG funds. Mr. Schmeidler responded the State did not send out the request for 2019 applications and the CoC expected the agencies that applied in the past years to reapply in 2019.

Commissioner Carter asked if the shelter service providers would have enough money in 2019 due to more money be allocated for RRH. Mr. Schmeidler responded the CoC did not control organizational budgets and would not know the answer. Karen Lado, Assistant Director of Strategy added the amount of funding varied over recent years and the funding issued was on the higher end.

Subject: Minutes Review and Approval

Committee Member Burch requested a roll call to determine if the quorum of committee members were met. Chair McCollers responded yes and asked committee members to review the minutes.

April 24, 2019 HSAC Meeting – **Motion** by Committee Member Burch, seconded by Committee Member Karriker to approve the minutes. The motion was approved unanimously at 3:18 p.m.

Committee Member Burch inquired about an additional meeting in June and July 2019. Chair McCollers responded the additional meetings were needed to approve important time sensitive information over the next couple months and to have Coordinated Entry ready for August 2019.

Subject: Update on the 2019 CoC Competition

Lloyd Schmeidler, Project Manager II, explained the organizations and projects had completed pre-applications and submitted documents for the 2019 CoC Homeless Grants Competition. He

added one (1) applicant applied for the permit housing bonus for chronically homeless people. Mr. Schmeidler stated no applications were received for the 2019 domestic violence bonus funding. He added the CoC was waiting to determine how the Durham Crisis Refugee Center (DCRC) implemented the 2018 project funds before allocating additional funds. Mr. Schmeidler stated the DCRC did not have a homeless or formerly homeless representative on its Board and Durham Housing Authority (DHA) needed to document how it would give people who were homeless and formerly homeless a formal role with the decision-making process related to the CoC Program planning. He added he hoped HUD released the 2019 CoC Notice of Funding Availability in June to allow applications to be completed over the summer and submission of the HUD package in September.

Committee Member Burch asked how significant was it for DHA not to have a homeless or formerly homeless representative on its Board. Mr. Schmeidler replied the CoC Board was responsible for making sure projects were following HUD rules and HUD had not agreed that DHA decision making processes were satisfactory. Chair McCollers asked if the HSAC needed to advise the DHA about HUD rules or if HUD would contact them directly. Mr. Schmeidler responded it was difficult to know what HUD was doing and the CoC Lead Agency was in dialog with DHA about the position. Committee Member Daye asked if there was a deadline set by HUD for the DHA homeless position. Mr. Schmeidler responded no, the requirement was established in 2012. Committee Member Daye asked if the CoC was communicating with Matthew King at DHS. Mr. Schmeidler replied the CoC was more in contact with Diane Dillahunt at HUD and included Matthew King on all communications.

Committee Member Karriker asked if the HSAC would receive a report from the three (3) projects placed on probation. Mr. Schmeidler replied the three (3) projects placed on probation were asked to submit a performance plan to the executive committee. He added the executive committee would review the performance plans and provide a report to the HSAC.

Subject: Client Complaint and Grievance Policy

Hanaleah Hoberman, Project Manager II, shared a presentation entitled “*Client Complaint and Grievance Policy.*” The presentation reviewed the following topics: Existing CoC Policies; Shelter Requirements; PSH, Rapid Rehousing and Prevention Program Requirements; Gaps; Goals; Opportunities; Policy; Internal Complaints; CoC Grievance; CoC Grievance Process; Filing a Grievance; Initial Review; Full Review and Grievance Mediation.

Committee Member Toenes asked how long the process would take if a client filed a grievance and asked if the client would get a confirmation of the grievance. Ms. Hoberman responded the process time would be about three (3) to six (6) months since it would require a lot of staff time and the client would receive a confirmation once the grievance was received.

Chair McCullers read a statement about Client Compliant and Grievance Policy from Donna Carrington, Member Services Coordinator since she could not attend the meeting

Catherine Pleil, Director of Special Projects, Families Moving Forward asked what the anticipated volume of complaints and grievances were and if other communities of similar size with shelters

were compared. Ms. Hoberman responded Durham was dealing with an unknown volume of complaints and grievances and she would contact similar communities to get their data and compare. She added most complaints and grievances would be about clients being heard and only a few would require mediation. Committee Member Marshall asked what qualifies a grievance to require mediation and to define the thresholds about an agency handling the grievance adequately before it goes to the next level. Ms. Hoberman responded it was very difficult to define due to the broad range and tried to error on the side of flexibility. She added some clients would not file a claim and the type of response for each agency may be different.

Subject: HSAC Endorsement of The HUB Charter

Alex Protzman, Executive Director, LIFE Skills Foundation shared a presentation entitled “*The HUB*.” The presentation reviewed the following topics: HUB A Young Adult Resource Center; HUB Purpose and Goals; HUB History and Relationship to HSAC; HUB Service Overview; HUB Guiding Principles; HUB Physical Space; HUB Partner Organizations and Endorsers; HUB Structure; Young Adult.

Chair McCullers asked Mr. Protzman was he seeking endorsement of the HUB Charter by the HSAC. Mr. Protzman replied yes, and asked the members to visit the HUB website at: www.hubdurham.org for more information. Chair McCullers asked Mr. Protzman for his contact information in case other members had questions. Mr. Protzman asked that he be contacted directly at: Alex@lifeskillsfound.org or emailed: info@hubdurham.org with additional questions.

Subject: Coordinated Entry Projects Update

Hanaleah Hoberman, Project Manager II, explained that the Volunteers of America Carolinas was selected as the applicant for the Coordinated Entry Diversion Project to recommend for funding. She added the applicant approval was set to go before Durham City Council in June 2019

Ms. Hoberman highlighted the two (2) CoC Special Meetings on coordinated entry scheduled at the beginning of June. She added members should plan to attend one of the meetings and hoped to have most providers attend as well. Ms. Hoberman stated one (1) of the meetings would be during the day and one (1) meeting in the afternoon. She added she hope to send the policy and procedures document to the members for review before the meetings.

Ms. Hoberman stated the Coordinated Entry Administrator through the North Carolina Coalition to End Homelessness was now working in Durham. She added the person would be working with the CoC and helping with the upcoming Special Meetings in June 2019.

Subject: Anti-Discrimination Policy

Hanaleah Hoberman, Project Manager II, shared a presentation entitled “*Anti-Discrimination Policy*.” The presentation reviewed the following topics: HUD Standards; Existing Durham CoC Policies; Recommendation; Policy Development; Policy Overview: Protected Groups; Services According to Gender Identity; Involuntary Family Separation and Faith-Based Activities.

Subject: Announcements

Chair McCullers reminded everyone of the upcoming Special CoC Meetings on June 3, 2019 at 2:30 p.m. and June 6, 2019 at 5:30 p.m. She added the next HSAC Meeting was on June 26, 2019 at 3:00 p.m.

Committee Member Burch asked about adding the Downtown Durham homeless pan-handling to an upcoming agenda for discussion. Chair McCollers stated an ordinance was passed a couple years ago but she was not sure of the ordinance protocol. Karen Lado, Assistant Director of Strategy added Downtown Durham Inc. reached out to the Community Development department to organize a discussion on the topic and she would bring back a summary of their discussions. Mayor Steve Schewel recommended involving Carolyn Schuldt of Open Table Ministry with the discussions.

Committee Member Marshall explained the Youth Subcommittee agenda item presented by Committee Member Protzman was the only agenda item interrupted and not able to complete the presentation. She added the youth in Durham were very important and needed attention. Chair McCullers mentioned having Committee Member Protzman return to the June 2019 meeting to answer any questions. Committee

Ms. Hoberman stated it was challenging to get all the items on the agenda to fit into the meeting time. She added it forced tight timelines for certain agenda items. Ms. Hoberman mentioned the July meeting was scheduled to bring a proposal to the Board that was very important.

Commissioner Carter commended and appreciated all the hard work of the Youth Committee. Committee Member Protzman stated the Board was rubber stamping polices to get funding and not addressing other items. Ms. Hoberman explained that she checked with other CoC's to see why the problem existed and learned most other CoC's did not bring everything to the HSAC Board.

Subject: Adjourn

Motion by Committee Member Commissioner Herbert, seconded by Committee Member Holmes to adjourn the meeting. The motion was approved unanimously.

With no further business to come before the body, Chair McCollers adjourned the meeting at 4:35 p.m.

Respectfully Submitted,

Macio Carlton
Senior Administrative Assistant

County Clerk to the Board Office