

DURHAM HOMELESS SERVICES ADVISORY COMMITTEE

Wednesday, April 24, 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); Vice-Chair Ellecia Thompson (Durham VA Medical Center); (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, Xavier Cason (Durham Public School Board); 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*); Calleen Herbert (NCCU Office of Community Engagement & Service); Pam Karriker (Faith Community Representative for Durham County/Christian Assembly); Regina D. King (Faith Community Representative for the City of Durham); Melody Marshall, Homeless Liaison (Durham Public Schools); Alex Protzman (LIFE Skills Foundation); Tracy Stone-Dino (Alliance Behavioral Healthcare); Mayor Steve Schewel, 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); Captain Helen Tripp (Durham County Emergency Medical Services (EMS) and Angela Vick-Lewis (Formerly Homeless Representative for the City of Durham).

Excused Committee Members: Angela Holmes (Former Homeless Representative for Durham County)

Committee Members Absent: Captain Stan Harris (Durham County Sheriff’s Department); Director Lois Harvin-Ravin (Durham County Veteran Services – *Proxy Jonathan T. Crooms in attendance*); Kathy Hodges (Durham Crisis Response Center – *Proxy Alma Davis in attendance*); City Council Member Mark-Anthony Middleton (*Proxy for Mayor Steve Schewel*); Tony Tosh (Private Sector Representative for the City of Durham/Prosperity Recovery Services); and Mayme Webb-Bledsoe (Duke University).

Staff Present: 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: Beverly O. Ford, Rikki Gardner, Laura Punzell, Valaria Brown (Housing for New Hope (HNH); Jackie Wagstaff (Concerned Citizen); Ryan Fehrman (Families Moving Forward); Sheldon Mitchell (Urban Ministries of Durham); Malcolm White (Alliance Behavioral

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Healthcare); Larry Partee (North Carolina HIV Prevention and Care Community Advisory Committee (HPCAC); Harvey Hinton, III (Healing with CAARE, Inc.) and Joseph Clayton (Concerned Citizen).

Subject: Call to Order/Welcome

Chair McCollers called the meeting to order at 3:10 pm and read the HSAC goals aloud.

Subject: Minutes Review and Approval – March 27, 2019 Minutes

Motion by Committee Member Burch, seconded by Committee Member Thompson to approve the March 27, 2019 HSAC minutes was unanimously approved at 3:12 pm.

Subject: Public Comment Period

There were no speakers signed up for the Public Comment Period.

Subject: Priorities for the 2019 CoC Competition

Project Manager II, Lloyd Schmeidler gave a brief summary of a memo that was presented to the HSAC in March 2019 which suggested 2019 funding priorities for CoC funding. The recommendations made were as follows:

1. Permanent Supportive Housing (PSH) for Chronically Homeless Persons should be the priority for any “Permanent Housing Bonus” available in the 2019 Continuum of Care (CoC) Homeless Grants Competition.
2. Any new project(s) applying for a Domestic Violence Bonus in the 2019 CoC Homeless Grants Competition will only be ranked ahead of projects applying for PSH for Chronically Homeless Persons if the project’s score on the 2019 CoC New Project Scoring Tool is greater than the score of the Chronically Homeless Persons project.

Mr. Schmeidler noted that this information was reviewed in detail at the March 2019 HSAC meeting. The HSAC is being asked to adopt these priorities for the 2019 competition which staff anticipates HUD will open sometime in May 2019 with applications being submitted to HUD by the end of August 2019.

Committee Member Cummings wanted to know how priorities are expressed in scoring in regards to weights with the application.

Mr. Schmeidler explained that in previous competitions, additional points were given to projects that were in line with priorities established by the HSAC. He added they are not envisioning at this point that pertinence towards housing projects would be weighted higher than domestic violence bonus. Mr. Schmeidler stated that the projects would be scored with an equal tool and the projects would be prioritized based on their scoring on that tool on an equal basis.

Additional discussion followed concerning in what situation additional points could be awarded for PSH projects, rankings and scorings. Committee Member Cummings commented he was not totally clear on how priorities are expressed. He suggested if staff presented some examples at a

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later meeting, it may help clarify how the matter works. Committee Member Cummings added he did not have a problem with prioritization itself, just how it works together for a single pot of money in the process of applications from several different kinds of projects.

Motion by Committee Member Burch, seconded by Committee Member Protzman to approve the 2019 CoC funding priorities was unanimously approved at 3:21 pm.

Subject: Results of the 2019 Point in Time Count

Mr. Schmeidler noted that the assembling of numbers for the Point in Time (PIT) Count is a community-wide effort. He thanked community volunteers, members of the HSAC and various other housing providers who assisted with the un-sheltered count; homeless housing shelters, transitional housing, permanent supportive housing projects and rapid re-housing projects that had a key role in the count by utilizing the Homeless Management Information System (HMIS) which helped assemble the PIT count numbers and the HMIS Lead Agency staff.

A power point presentation dated April 24, 2019 and entitled *2019 PIT Count & HIC Report* was given by Mr. Schmeidler. The presentation highlighted the following information:

- What is the Vision?
- Reminder: Who is Counted as Homeless?
- Who Else and What Else is Counted?
- 2019 Homeless Count by Living Situation = Total Count: 347
- 2019 Homeless Count Demographics: Gender
- Number of Persons by Age in Families = Total Count: 99
- Number of Persons by Age - Single Adults = Total Count: 248
- 2019 Homeless Count – Race
- 2019 Homeless Count Subpopulations
- PIT Count, 2016 – 2019
- People in Rapid Re-Housing (RRH) & Permanent Supportive Housing (PSH) 2016-2019
- Changes in Housing Inventory, 2016-2019
- Homeless Encampments Photos

In reference to the sub-population numbers presented in Mr. Schmeidler's presentation, Committee Member Karkiker noted in many cases people qualify for more than one category. She asked what decides which category people would fit in.

Mr. Schmeidler explained that the sub-population numbers can be recorded more than once across the recording networks. He also pointed out how PIT numbers have changed over the last several years and shared his concern that the unsheltered count has increased significantly between 2016 and 2019.

Committee Member Stoppelkamp reminded new HSAC members that the numbers are not accurate as far as Durham is concerned because the Durham Rescue Mission is now participating. Mr. Schmeidler added that the PIT Count numbers as well as the Housing Inventory prior to 2016 did include the Durham Rescue Mission. For the new members of HSAC, as it related to the Durham Rescue Mission, Mr. Schmeidler gave a brief explanation and some history of the PIT and Housing Inventory Count Policy that the Subcommittee adopted in 2015.

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Referring back to Mr. Schmeidler's report on the significant increase in the unsheltered count, Committee Member Marshall asked if this is something they should celebrate or is this something that the subcommittee should be concerned about or is it in the middle because she wonders if the strategies have improved in identifying their unsheltered neighbors. She commented that she didn't know what the strategies looked like in 2016 or if they were improved so they could celebrate Durham's work with the PIT. She wonders if they should be concerned about the increased number. She added that in her work, she always celebrates identification because that means they can serve and get the correct amount of funding.

Committee Member Protzman noted the PIT count showed twelve 18 to 24 year olds counted as homeless. However, he added that number is low and the reality is a lot higher. Committee Member Protzman stated that LIFE Skills Foundation provides housing and rental assistance to 43 young adults who otherwise would be homeless this year. He noted that LIFE Skills Foundation, The HUB, and Duke Global Health Institute are applying for a grant to do a year-long, youth focused, youth driven PIT Count so they can get an accurate number of the youth that are homeless or housing instable.

Mr. Schmeidler made further comments about the PIT Count and what people were actually counted.

In reference to the 81 unsheltered people in the PIT Count and this year's housing inventory number, County Commissioner Carter wanted to know the barriers of getting all of the 81 unsheltered people into some of the inventory.

In responding to Committee Member Marshall's comments, Project Manager II, Hanaleah Hoberman explained there is some ambiguity and lack of clarity over whether the increase in the unsheltered reflects a better search or whether it reflects a real increase in the numbers. She commented the approach for seeking the unsheltered has been consistent over the last couple of years and there is no reason to believe that the number is not reflective of a real change in the unsheltered population.

Regarding barriers, Ms. Hoberman would like to continue the conversation around the types of challenges that the unsheltered face. She explained that these individuals often have a higher level of need and multiple challenges. Many have been unsheltered for a long time. Ms. Hoberman noted that there are some projects coming on to the CoC that are going to address some of the challenges on a number of levels. These projects include coordinated entry, the encampment approach, having a strong housing first, low barrier approach which focuses on strengths and reduces the number of things a person has to do to be stable in housing or shelter. Ms. Hoberman pointed out other structural barriers that they recognize on getting people into shelter and getting them to remain for the long term.

County Commissioner Carter commended Ms. Hoberman on her answers regarding the barriers and conversations that need to take place.

Vice-Chair Thompson commented the Veterans Administration (VA) system covers 27 counties. She noted as Veterans being the homeless persons, they are very transient and with the VA system in the Triangle area, many of their Veterans float across county lines. Vice-Chair Thompson feels there is a fair number of the 81 unsheltered that particularly inflow into Durham County. She pointed out there were barriers for this particular grant year. In regards to Maple

Court, Vice-Chair Thompson explained there are only two phases at Maple Court. One program involves if a person is discharged from the hospital or an acute care facility, they are able to gain entry into Maple Court. The other program is a bridge program, therefore, with these two programs many Veterans have been excluded from admission to Volunteers of America (VOA).

Subject: Timeline for Review and Approval of Updated Coordinated Entry Policies and Procedures

Ms. Hoberman reported that workgroups have been meeting since October 2019 concerning the Coordinated Entry Intake system for Durham. The plan was to have draft policies and procedures for the new system to be presented to the community on May 2, 2019. Ms. Hoberman noted that because there are still several items that need to be worked out with the community to make sure what is presented to the HSAC is ready to be voted on, a decision was made to postpone the May 2, 2019 meetings. Staff is planning to have the meetings rescheduled for early June 2019. Ms. Hoberman strongly recommends everyone on the HSAC should attend at least one of the meetings in June 2019 to really understand the system.

Subject: Evaluation of CoC – Funded Permanent Housing Projects

HSAC members reviewed a memo from Chair McCollers on behalf of the HSAC Executive Committee that listed results of the committee's evaluation of the nine CoC funded Permanent Housing Projects. Chair McCollers noted there was an error that the group caught. The group missed 10 points that was awarded to The Streets to Home 2 project which brought this project's total points to 170 out of 240 points for a percentage of 70.8%. This moved the ranking for this project to 4.

Chair McCollers recognized the Streets to Home 1 project for their outstanding and exemplary performance. During the 2018 evaluation, the project scored 99.6%. She thanked them for all of their hard work they had done for helping people obtain and maintain permanent supportive housing in the community.

The Executive Committee recommends that the projects listed below be placed on probation for the coming year:

- Rapid Rehousing 3 project – Housing for New Hope
- Durham Housing Authority's Home Again Project
- Urban Ministries of Durham's Fresh Start Project

The Executive Committee also asked the HSAC to allow the Executive Committee to review the Performance Improvement Plans (PIPs) of the projects listed above.

City Manager Bonfield noted that in looking at the numbers there were some scores that were very dramatically different. He asked if there were any anecdotal feedback on the scores and what were some contributing factors that would cause the agencies to have such varying scores compared to others; even within some of the same organizations the scores were very different. City Manager Bonfield wanted to know if there was any feedback that the group needs to consider especially if there are any institutional issues or matters that they need to be sensitive to other than individual or personal performance.

Mr. Schmeidler pointed out the Rapid Rehousing projects did not score as well in comparison to the Permanent Supportive Housing projects. The scoring tool used to evaluate projects on how well they served was a new focus as far as CoC funded projects. Mr. Schmeidler felt the scoring tool was a part as well as project efficiency. He stated they are planning to share with each project, their individual scores.

City Manager Bonfield wanted to know if there was anything in terms of a policy decision made by HSAC or anything in particular concerning unfair scoring system that stood out. In response, Chair McCollers noted this was the first time that they were evaluating performance. She noted that all of the information that was used to come up with the results was very objective and based on AHAR reports. The numbers were determined by the way the projects reported. She feels they are moving in the right direction. Chair McCollers added the outcomes provide a place where they need to work from and where they can do better.

Committee Member Karriker wanted to know what the maximum score would be for each category. Mr. Schmeidler reviewed this information for the committee.

Chair McCollers pointed out that the scoring was reviewed for over three months. Also, the Department of Community Development provided opportunities for people to meet with them to get a better understanding. Chair McCollers feels that due diligence was done to help projects understand what was expected.

Motion by Committee Karriker, seconded by Committee Member Burch to appoint the Executive Committee of the HSAC to be the reviewers of the Performance Improvement Plans (PIPs) for the three previously mentioned projects was unanimously approved at 4:15 pm.

Subject: Homeless System Improvement Pilots Update

Ms. Hoberman gave updates on the following three projects that were funded in this year's budget cycle for System Improvement for the CoC:

Coordinated Entry Administration and Planning Project:

The contract for the Coordinated Entry Administrator and Planning project will be going before the City Council for a vote for the recommendations they previously received.

Landlord Engagement Project

Scoring is complete for the Landlord Engagement Project and the Community Empowerment Fund (CEF) has been recommended to be awarded funds. Staff will be working with the City Council to get this project approved in the upcoming month.

Coordinated Entry with Diversion Project

No update was provided at this time on the Coordinated Entry with Diversion project. However, Ms. Hoberman anticipates an update will be given at the May 2019 HSAC meeting as it relates to who is being recommended for funds for the project.

Subject: Announcements

Committee Member Protzman announced a presentation concerning The Young Adult Resource Center Request for Proposals for the hiring of an Interim Network Director will be held in May 2019. Information concerning the presentation is found in the handouts that were distributed prior to the HSAC meeting. He asked Committee Members to share this information with anyone that is able to work well with other organizations and young adults.

Chair McCollers announced the Durham County Disability Workgroup would be hosting an event on Tuesday May 7, 2019 from 10:00 am to 12:00 pm at the Nehemiah Christian Center on Mangum Street. The group will be celebrating those persons in the community who help homeless individuals secure disability benefits. She encouraged everyone to attend and learn about how their sow workers are doing and to celebrate as well as bring awareness to the need for additional persons to labor in this area. Chair McCollers added there is a huge population of homeless people who do not have income and are unable to work. She pointed out that for persons to be able to have some kind of income, changes their whole homeless experience.

Subject: Reminders

The next HSAC meeting is scheduled for Wednesday, May 22, 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 Vick-Lewis to adjourn the meeting was approved unanimously.

With no further business to come before the body, Chair McCollers adjourned the meeting at 4:17 p.m.

Respectfully Submitted

Sheila Bullock
Office of the City Clerk