# Durham Familiar Faces Initiative Minutes, January 12, 2024

Teams Meeting, 8:30am

Members Present:

Wendy Jacobs, chair

Libby Doyle

Russell Pierce

Leigh Mazur

Renee Shaw

Ryan Smith

Roshanna Parker

Anise Vance

Shanta Addison

Eric Johnson

Colin Davis

Eliza Mathew

Kimberly Monroe

Nicole Schramm-Sapyta

**Minutes from previous meeting**

No corrections were requested.

Wendy asked if there might be a place on the Justice Services Department web site to share the minutes of these meetings and other articles and resources. Roshanna agreed to make that happen.

**Reports from Sub-committees:**

**Supportive Housing and Support Services Subcommittee**

This subcommittee is now co-chaired by Shanta Addison and Nicole Schramm-Sapyta.

This committee is working on a survey of the current residents of Carver Creek, Williams Square, and Andover Apartments. An initial draft has been prepared in Qualtrics which contains sections about:

* Demographics
* Housing before the current housing situation
* Support services and activities desired
* Overall wellbeing

The link to the survey will be sent to members of this committee. Please send any edits or suggestions to [Nicole.schrammsapyta@duke.edu](mailto:Nicole.schrammsapyta@duke.edu) by January 31. The committee plans to finalize the survey at their February meeting, and then to ask residents to complete it at community meetings in March. We will recruit volunteers to come to the community meetings with laptops to help residents fill it out. (Libby offered to help recruit volunteers, drawing on her connections at Sanford School of Public Policy, Nicole has similar connections.) Dinner will be provided at the meetings, and we will consider whether to offer small gift cards as an incentive for completing the survey. We are hoping to begin with about 20 responses from current Carver Creek residents and will see how it goes from there.

Shanta has also begun to gather a list of agencies that provide the services we hope to offer to the residents. The link is below, and we invite members to add reputable, reliable, service providers to it.

<https://docs.google.com/spreadsheets/d/1GOPdpnrkuezJvT3hC90zsWaTkHZY9XOSNCuDAvA7BKo/edit#gid=0>

**Data Subcommittee**

The data subcommittee has begun preparations to explore data on the first group of familiar neighbors who will be recommended by many partner agencies (2-5 per agency, see below in the Pilot Project Subcommittee section). Michele Easter has taken the lead on managing the process of merging Duke Health encounter data with agency-shared data for these neighbors. Anise has worked with the city attorney to confirm that we are working within HIPAA regulations, and has learned that the sharing of health-protected data is allowable for coordination of care under both Federal and North Carolina law.

Looking ahead to the topic of developing a more comprehensive data-sharing program, Beth Steenberg shared an RFP from Wake county, requesting proposals to develop a data-sharing platform. It was also shared that Johnston County has a platform, “My Resource Connections,” that allows sharing of information among county agencies. Thus, our neighboring counties are tackling similar issues so we have opportunities to learn alongside them.

**Familiar Neighbors Pilot Project Subcommittee**

The committee met for the first time in December and included representatives from many agencies that interact with Durham’s familiar neighbors (Alliance Health Care, Justice Services Department, Community Safety, Housing for New Hope, Lincoln Community Health Center, Community Development, etc.). At their first meeting, they examined 2 case studies shared by the community safety department, taking a very person-specific approach to understanding needs of this population. This led them to decide to develop a team that will deliver intensive care to the identified 15-20 members of the pilot project. They began to identify the types of personnel that will need to be included on the intensive care team to best support the 15-20 familiar neighbors.

At their next meeting, each agency has been asked to bring names of 2-5 familiar neighbors to be nominated to be part of the pilot project. In addition to intensive work with these neighbors, the team will look for procedural barriers that prevent the neighbors from accessing or benefitting from services. Housing will also be considered as a support for these neighbors. The committee will also develop a way to let relevant agencies know if a neighbor is part of the pilot project cohort.

This pilot project will lay the groundwork for a more formal process of supporting our most familiar neighbors over the next 3 + years. We discussed the county’s budgetary needs for this to happen.

Questions from the full committee:

Is there a role for faith communities to help with this work? YES, alongside other services, for the clients that desire that form of support.

Can we ensure that the familiar neighbors who are regularly seen downtown are included in this group? YES, they will probably be included based on other lists, but we will check to be sure.

**Update on Carver Creek Property**

Housing for New Hope received a $100,000 grant to support the coordination/setup process at Carver Creek.

Housing for New Hope has taken over property management of the property (no longer contracting it out).

**Site Visit to Charlotte, NC**

Wendy, Shanta, Russ, Ann Oshel, Carl Rist, and Debra Clark Jones participated in the trip, visiting 2 properties managed by Roof Above: Moore Place (120 units, about 10 years old) and CQ Rise on Clanton (a converted hotel, in use for 18-24 months). Significant observations include:

* A common struggle with housing of this type: Bedbugs
* Valet trash removal to prevent buildup
* Security concerns: need for de-escalation training of security staff; cameras at all entries and minimizing entries to single doors with room entry off a central corridor
* Ongoing security concerns come from outside: i.e., they do not have many problems with residents in the facility, but gun use, drug use, and prostitution often happen nearby.
* The population in supportive housing has shifted to a younger age in recent years (previously over 40, now younger), along with a shift in drugs of addiction from alcohol to “harder” drugs such as heroin and stimulants)
* Trauma-informed practices led them to set up smaller, “safer” community spaces that are monitored so that residents feel more comfortable engaging with each other in public.
* Services: Mecklenburg Department of Social Services has case managers on site. The medical clinic was very simple, with just a nurse on site.
* Mental Health care is “woven in” to all that they do: “Relationships, not office hours.” All staff seemed to have good rapport with residents. A bulletin board shared community-building activities and other opportunities.
* Security and Property Management are both handled in-house (not contracted out). There is good collaboration between property management, security, and programs/activities.
* Fund Raising: there was a large display thanking corporate and large donors

A future trip with the larger group is still in the works!

**Point-in-Time (PIT) Count**

Will be held January 24 from 8pm to midnight. They currently have 120 volunteers. This is a good number but more are always welcome due to potential attrition, especially depending on the weather.

If interested, register here:

<https://durham24.pointintime.info/>

Current volunteers and partners include Duke ED, VA medical center, LGBTQ center, Lifeskills foundation, many community leaders. Media will also be present.

Ryan invited any volunteers from this group to meet at Waffle House after the count. (I-85 and Hillsborough Rd.)

Next meeting, April 12.

Minutes taken by Nicole Schramm-Sapyta.