

DURHAM HOMELESS SERVICES ADVISORY COMMITTEE
WEDNESDAY, FEBRUARY 22, 2012 – 3:00 p.m.
COMMITTEE ROOM – 2ND FLOOR – CITY HALL

The Durham Homeless Services Advisory Committee (HSAC) met on the above date and time with the following members present: John A. Bowman, Robert “Bo” Glenn (Vice-Chair), Reverend Warren Herndon, Stephen Hopkins, Kaaren Johanson, Joyce Payne, Reverend Chris Tuttle, Mayor Pro Tempore Cora Cole-McFadden (Chair), Durham County Commissioner Michael Page, City Manager Thomas J. Bonfield, Assistant County Manager Drew Cummings, Director of Academic Community Service Learning Program at North Carolina Central University, Dr. Deborah Bailey, Durham Public School Board Chair, Minnie Forte-Brown, Homeless & At-Risk Liaison Jackie Love.

Excused Absence: Committee Member Fred Stoppelkamp; Reverend M. Keith Daniel, Director of Duke Chapel Community & Campus Development; Sue Jackson, Executive Dean & Department Head Continuing Education, Durham Technical Community College

Absent: Lou Washington, County Veterans Services and Bob Williamson, Durham VA Medical Center

Also Present: Interim Director Reginald Johnson, Lloyd Schmeidler (Department of Community Development); Lanea Foster (Volunteer); Ryan Fehrman (Genesis Home); Alma Davis (Durham Crisis Response Center (DCRC)); Stephanie L. Williams (The Durham Center); Catherine Pleil, Leah Wilkerson (Durham IHN); Patrice Nelson (Urban Ministries of Durham); Michael N. Johnson, Harry Miles (HUD); Frank Bryant (DCDSS); Rob Tart, Durham Rescue Mission; Susan Dunlap, Newman Aguiar (Durham CAN); Joi Stepney, Maurice Poole (HNN); Alexander B. Herring (UMD) and Sr. Executive Assistant Sheila Bullock (Office of the City Clerk).

Subject: Call to Order/Welcome

Mayor Pro Tempore Cole-McFadden (Chair) called the meeting to order at 3:01 p.m. and asked for a moment of silent meditation. Afterwards, she welcomed everyone and again thanked Committee Members for their service.

Mayor Pro Tempore Cole-McFadden (Chair) announced that Keith Daniel would no longer be working as a member of the Committee. However, she stated that she was sure that she could find a subcommittee for him to serve on.

The 4th Wednesday of the month seemed to be a better day for members of the group to meet instead of the normal 3rd Wednesday explained Mayor Pro Tempore Cole-McFadden (Chair). One member can only meet on Wednesdays and it was noted that both County Commissioner Page and Durham Public School Board Chair Minnie Forte-Brown have a conflict with the 3rd Wednesday because they serve on the Gang Reduction Committee. Mayor Pro Tempore Cole-McFadden added it was important that they be able to attend the HSAC meetings. Therefore, it was decided that the HSAC’s regular meeting day would be the 4th Wednesday at 3:00 p.m.

Subject: Public Comment Period

Patrice Nelson (Urban Ministries of Durham) introduced their new Residential Program Director Alexander Herring. Mr. Herring has served as a pastor in Raleigh for the past 13 years and has

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worked in prison and recovery ministry. One of his passions in particular, according to Ms. Nelson, is helping African-American men move forward with a “new sense of hope and purpose.”

Mr. Herring expressed his excitement about working with Urban Ministries and in the Durham Community.

Subject: Approval of January Minutes

Corrections to the minutes made by Committee Member Payne were so noted.

Motion by Committee Member Hopkins, seconded by Committee Member Bowman to approve the January 2012 minutes with comments by Committee Member Payne was unanimously approved at 3:09 p.m.

Subject: Presentation – CoC

HUD Representative Harry Miles introduced himself and stated that he was the City’s rep for all of their federal programs.

Mr. Miles explained that HUD had just completed their “Risk Analysis” which is a yearly process to determine who will be monitored. He reported that Durham CoC scored well and commented none of the CoC partners had a score that would require HUD to come out and monitor.

Mr. Miles also noted that the focus should be on spending. He mentioned that HUD could share ways that the CoC could increase their spending and pointed out that they do not want to send money back to Congress. Mr. Miles shared with the Committee that his role is to provide all the resources that the CoC may need and answer any questions they may have. Reginald Johnson (Interim Director of Community Development) is the City’s liaison to HUD.

Committee Member Johanson wanted to know if the ranking had been received yet. Mr. Miles explained that he was referring to the Risk Analysis score which has nothing do with the funding. He added that they have not received any word on new funding allocations yet.

Michael Johnson, CPD Representative (HUD –Greensboro) introduced himself as well.

In response to Committee Member Bailey’s question about who would HSAC contact at HUD regarding function and structure of the Committee as it relates to oversight of grants, Mr. Miles responded he would be the person to contact as it relates to the spending of federal dollars. HUD does not handle the internal processes of the group. However, he commented that if an internal process affects the spending of federal dollars, that is when they would get involved.

Subject: Coordinated Intake Information

Newman Aguiar (Durham Can) introduced himself and Susan Dunlap (Durham Can) to the Committee before providing a power-point presentation entitled “*Coordinated Intake for Homeless Families*” – *Durham County Housing Intake*. During the presentation he summarized the following subjects:

- Background/Overview
- Current Challenges
- Core Components of Coordinated Intake
- Benefits of Coordinated Intake
- Durham’s 1-Year Pilot
- Staffing
- Eligibility & Screening Process
- Inter-Agency MOU
- Communication to HSAC
- Projected Impact & Outcomes

Mr. Aguiar pointed out that no funding was need for the Housing Intake Coordinator position. The Department of Social Services will be providing a staff person to do the 1-year pilot coordinated intake process. The staff person’s hours will be 8:30 a.m. – 5:00 p.m. Monday through Friday. Partners will notify the Intake Coordinator on the next business day with referrals made outside normal business hours. These various partners were part of the task force and include agencies such as Department of Social Services (DSS), The Durham Center, Durham Rescue Mission, Urban Ministries, Genesis Home, Inter-Faith Hospitality Network, City of Durham Community Development Department, Durham Crisis Response Center (DCRC) and Housing for New Hope.

Mayor Pro Tempore Cole-McFadden (Chair) asked about Healing with CAARE as one of the partners. Stephanie Williams (Durham Center) stated that CAARE doesn’t usually serve families, however they would probably use them for their medical care services.

DSS has signed the MOU as the primary agency that will be operating the intake along with most of the other partner agencies.

Mr. Aguiar noted that the Intake Coordination Task Force (Task Force) would make regular reports to the HSAC.

Committee Member Johanson expressed concern about someone who is placed in the intake system but not having a place to be referred to when the shelters are full. Ms. Williams stated they are working on this situation. She hopes that there will be enough landlords to work with in order to try and get the family in an affordable place.

Mayor Pro Tempore Cole-McFadden (Chair) felt that landlords should also be included as partners.

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Discussion took place about the process of tracking and matching families with the appropriate resources to fit their needs.

Committee Member Herndon explained that his concern lies with independency, empowerment and self-sufficiency - for example, job services and Durham Technical Community College.

Ms. Williams stated that CHIN would be used mostly to track the progress of people.

Committee Member Johanson also recommended having posters containing contact information for folks who are not in a system so they will know where to go.

Mayor Pro Tempore Cole-McFadden (Chair) commented that semi-annually was not frequent enough for reports to be received from the Task Force to the HSAC. She asked that they be made every other month at the Joint City-County Committee meetings and to HSAC.

In response to Committee Member Bailey's question concerning families that need services in the middle of the night, Ms. Williams stated that families do not usually show up at those hours. She added that they will most likely seek shelter with family members or a church and then show up for services in the early morning hours.

Other conversation was had about how to determine what the particular needs are for a family and what direction they should be taking.

Committee Member Hopkins suggested utilizing the Durham One Call Center as part of the process for receiving after-hour requests for assistance.

Committee Member Cummings asked what would determine whether a family is close enough to being homeless to warrant a referral. Ms. Williams explained the process.

City Manager Bonfield asked if a similar intake system existed in other counties and would Durham be opening up their process to other regions; how would the volume of families who need assistance be handled? Ms. Williams responded by saying that Wake County is working on a similar project. However, if families do not have the resources in the counties that they were living in and they have spent the night in Durham County, then they become residents of Durham County.

Comments and discussion followed concerning DHA becoming a partner in this process.

In response to Committee Member Payne's question about whom the Housing Intake Coordinator would report to in order to ensure continuity in the program, Mr. Aguiar noted that the person would be reporting to Gayle Perry, Interim Director of DSS.

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Mayor Pro Tempore Cole-McFadden (Chair) pointed out that the Durham City Council and Durham Housing Authority Commissioners will be meeting jointly in March to discuss housing in Durham.

Vice-Chair Glenn wanted to know if there would be any contact with the school system once the families come into the system. Ms. Williams stated yes; most likely they would talk with Committee Member Jackie Love (Homeless & at Risk Liaison). Ms. Love asked about a start date for the pilot program.

Motion by Committee Member Herndon, seconded by Committee Member Bowman to support the Coordinated Intake for Homeless Families pilot program was unanimously approved at 3:51 p.m.

Subject: Performance Management Subcommittee

Mayor Pro Tempore Cole-McFadden (Chair) appointed Committee Member Forte-Brown to chair the Performance Management Subcommittee.

Mr. Johnson stated that he would e-mail the responsibilities of the Performance Management Subcommittee to members after the meeting.

Committee Member Bowman agreed to serve on the Performance Management Subcommittee. Mayor Pro Tempore Cole-McFadden (Chair) added that it was also important to draw from the expertise of others in the community such as social workers and the people from AICPA.

In reference to Committee Member Johanson's question concerning the structure of the subcommittee as it relates to who makes the decisions and accountability, Mr. Johnson responded that the lead agency would staff and support the subcommittee just as it does the HSAC. Staff would also be able to assist in the monitoring of projects.

Subject: Check-Up Process and Action Plan

Mr. Johnson directed the Committee's attention to a handout entitled "Continuum of Care "HEARTH-Readiness" Checkup Report." The report contained the results of the HUD CoC Check-up survey that was conducted. He explained that HUD requires the development of an action plan based on these results.

Mayor Pro Tempore Cole-McFadden (Chair) asked that Committee Members take the time to read over the document. She noted that staff is responsible for preparing the action plan as required by the Department of Housing and Urban Development. At the request of Committee Member Cummings, Mr. Johnson volunteered to provide a summary of the results to the Committee and a copy of the survey to everyone who wanted to receive it.

Subject: Point-in-Time Count Results and Next Steps

A summary of the Point-in-Time Count Results was given by Committee Member Johanson. She reported that 13 people from the HSAC participated in the Point-in-Time Count and she thanked everyone for their assistance. Special thanks to Committee Members Love and Forte-Brown for getting the school system involved; Committee Members, Bowman, Cummings, Tuttle and Council Member Schewel for going out with the PATH Teams; Committee Members Williamson, Daniel, Bailey and several students, folks from the VA, Steve Hopkins, Joyce Payne all went out and did surveys in the streets and/or shelters.

Warm-Up Durham was wonderful this year and volunteers felt welcome. The overall participation was fantastic. Committee Member Johanson stated that there were 788 surveys collected.

A de-brief meeting will be held at CAARE, 214 Broadway Street on Thursday, March 1, 2012 at 3:00 p.m.

Committee Member Johanson explained that there are 2 main sources of information for the Point-in-Time Count 1) the majority of the numbers are turned into HUD by the service providers and; 2) the Demographic and Needs survey is used to collect information about the community and population in Durham so the CoC will know where resources are needed.

Thanks also to Measurement, Inc. for scanning data in 1 hour, which otherwise would have taken several days to do; Psychiatrist from Duke for helping with the numbers and RTI who will be doing the analysis.

Committee Member Johanson expressed her concern about the numbers. She stated there are some glitches with the shelter provider report and that numbers are back where they were last year for this year. Her recommendations included:

- Doing a better job in educating providers;
- Define own terms for Durham that are reported along with CHIN numbers
- Put together a team to look at what Durham wants to report

Mayor Pro Tempore Cole-McFadden (Chair) and Members applauded Committee Member Johanson for all of her work.

At the request of Committee Member Hopkins, Committee Member Johanson explained what beds are being counted in Durham.

Committee Member Cummings made additional comments on the Point-in-Time Count experience. He also revisited the thought about possibly merging the 100k Homes survey with the Demographics and Needs survey. Committee Member Hopkins felt that Joi Stepney (HNN) could assist with creating a method to determine where people were found during the Point-in-Time Count. More discussion followed regarding this topic.

In response to Committee Member Payne's question, did people give any reasons why they were living outside of shelters or why they did not go into one of the service providers for assistance, Committee Member Johanson responded no, she could not tell the reasons but could provide what services they received.

Mayor Pro Tempore Cole-McFadden (Chair) added there were various reasons why people don't come into the shelters.

Subject: Announcements & Updates

Mayor Pro Tempore Cole-McFadden (Chair) noted that the Annual Homeless Assessment Report (AHAR) was just for the Committee's reading.

The HSAC meeting schedule has changed to the 4th Wednesday of every month at 3:00 p.m. The next meeting is scheduled for Wednesday, March 28, 2012.

Subject: Adjournment

With no further business to come before the Committee, the meeting was adjourned at 4:27 p.m.

Respectfully Submitted

Sheila Bullock
Office of the City Clerk