

DURHAM HOMELESS SERVICES ADVISORY COMMITTEE

April 24, 2013

Committee Room - 2nd Floor - City Hall – 3:00 p.m.

The Durham Homeless Services Advisory Committee (HSAC) met on the above date and time.

Committee Members present: Chair Robert “Bo” Glenn, Jr., Reverend Warren Herndon, Kimberly Monroe, Joyce Payne, Fred Stoppelkamp, Mayor Pro Tempore Cole-McFadden, City Manager Thomas J. Bonfield, County Commissioner Michael Page, Assistant County Manager Drew Cummings, Mayme Webb-Bledsoe, Sue Jackson and Lois Harvin-Ravin.

Excused Absences: Committee Members Vice-Chair Minnie Forte-Brown, Deborah Bailey, John Bowman, Stephen Hopkins, Jackie Love and Reverend Chris Tuttle.

Absent: Committee Member Bob Williamson.

Also Present: Director Reginald Johnson, Lloyd Schmeidler, Matthew Schnars (Department of Community Development); O’Mar Taylor (JACH); Jack Preiss (Housing Results Team); Patrice Nelson (Urban Ministries of Durham); Joi Stepney, Nigel Brown (Housing for New Hope); Stephanie Williams (Alliance Behavioral Healthcare); Dr. Sharon Elliott Bynum (CAARE), Julia Gamble (Lincoln Community Health Center); Pam Karkiker (Citizen), Stephanie A. Triantafillou (Duke Division of Community Health); Ann Oshel (Alliance Behavioral Healthcare) and Sheila Bullock (Office of the City Clerk).

Subject: Call to Order/Welcome

Chair Glenn called the meeting to order at 3:03 p.m. and welcomed everyone.

Subject: Minutes Review/Approval (February 27, 2013 & March 27, 2013)

Motion by Committee Member Herndon seconded by City Manager Bonfield to approve the February 27, 2013 HSAC minutes was approved at 3:06 p.m.

Motion by Committee Member Herndon seconded by City Manager Bonfield to approve the March 27, 2013 HSAC minutes was approved at 3:07 p.m.

At the request of Chair Glenn, excused absences were read by Sheila Bullock (Office of the City Clerk).

Subject: Public Comment Period

Chair Glenn opened the floor for public comments and there being none, the public comment period was closed.

Subject: CATCH Update / Familiar Faces

Assistant County Manager Drew Cummings, Chair to the Access to Services Committee, provided the following update:

- Various organizations have met to try and find out different ways of how data can be shared. A “Familiar Faces” forum was held recently at the Durham Convention Center to focus on this effort of data-sharing and to determine how care plans could be developed for those individuals who are frequent visitors at the different community institutions such as emergency rooms, jails and homeless services providers.
- A follow-up meeting to the forum co-sponsored by Duke Division of Community Health was attended by Committee Member Cummings. During the meeting the following two methods of data-sharing were reviewed: (1) Business Associates Agreements which is currently being used by Alliance Behavioral HealthCare and (2) A common consent form being used in the CHIN system. The form allows CHIN users access to some or all of the information on a person.
- Alliance Behavioral HealthCare and the Crisis Collaborative are having the different agencies look at what already exists for a common consent form to see what modifications may need to be made. Hopefully, a consent form can be developed that would serve as a common tool for intake.
- Mark Sullivan, Social Worker (Duke Community Family Medicine) will be working to try and identify some cross-agencies familiar faces. Committee Member Cummings feels this group is moving forward with the data they already have in determining some common names that cross the different lists and to start working out a high priority list of folks in developing the care plans.

In response to Committee Member Payne’s questions, once the list is compiled who will be working with the list and what will be done with the names on the list Committee Member Cummings stated that in his opinion, one institution will play a key role in helping convene and track the development and implementation of plans.

Terry Allebaugh (CATCH) reported:

- Experts from around the country attended a community roundtable held on February 14, 2013 and shared information on their different programs. Boston has a respite program that is coordinated with the hospitals and connected to permanent housing. A representative from the National Healthcare for the Homeless talked about several different kinds of models of respite in response to homeless people being discharged from hospitals.

- Conversations that begun at the “roundtable discussion” event regarding the need for a respite pilot project continued at the Duke Health Summit. A draft of this project has been created and folks at Duke will be providing feedback. Mr. Allebaugh hopes to have some type of a proposal ready for HSAC members to review and respond to at their May 2013 meeting.

In response to Mayor Pro Tempore Cole-McFadden’s question about whether the population that Mr. Allebaugh and his team are working with are already homeless and going into the hospital. He responded yes.

Mayor Pro Tempore Cole-McFadden shared her experiences she has had in advocating for a few individuals who were going to be discharged from the hospital but they had nowhere to go.

Committee Member Herndon asked about the age group that they are working with and are there many vets or is the population more transient or local people. Julia Gamble (Lincoln Community Health Center) stated that the people that they encounter the most are individuals in their 40s to 60s. Most of these people no longer have family support. In terms of people being local or transient, she added that generally they are mostly local.

In regards to the veterans, Dr. Sharon Elliott-Bynum, Executive Director/Co-Founder (CAARE) stated that 10 years ago the age group was mostly men in their late 50’s to early 60’s. However, in the last 3 years there has been a younger population of men in their 30’s and early 40’s. She feels they can come up with a plan that is viable.

Mayor Pro Tempore Cole-McFadden thanked Dr. Elliott-Bynum for all of her work that she has done over the years in the community.

Regarding the respite pilot program, Chair Glenn asked how the HSAC could be of help to Mr. Allebaugh and his team. Mr. Allebaugh stated that one of the needs would be a per diem expense for respite care.

Committee Member Monroe explained that the CATCH Team is part of a partnership for “A Healthy Durham Access to Care” team and the HSAC is included in the work plan. This allows the team to receive feedback from the HSAC.

Discussion followed concerning whether there was money or grants available. Committee Member Cummings commented that there are lots of agencies in Durham that put money into housing. He noted that he has had conversations with Michael Beckett, Director (DSS) to see if he would be willing to set aside a small piece of money to run a pilot to get good “pre” and “post” data about the healthcare issues and cost associated with the homeless.

In response to the question of how much money would be needed to get the pilot started, Mr. Allebaugh stated they would like to leverage from the entire community, to get going per diem and

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the housing costs, about \$20,000. He further noted that if the HSAC could assist in getting \$10,000 then they could use this to leverage and then begin to serve a number of people.

Ms. Gamble pointed out for the record, they are working hard every day to provide care to the homeless and making sure they have a safe place to go when they are discharged from facilities. She added that the piece that is missing is the coordinated aspect and the consistent and reliable source of funding for 10 people for the pilot. In doing so, data can be shown.

Committee Member Jackson asked if there was a scenario that could show the cost associated with a person who remains in the cycle of moving from EMS, to the hospital, to law enforcement and then back on the street as opposed to getting the pilot going. She felt \$2,000 per person for the pilot program was extremely reasonable.

Dr. Elliott- Bynum noted that they are utilizing all of the resources that are available to them such as the Duke University School of Nursing who will be doing the data collection and evaluation.

Mayor Pro Tempore Cole-McFadden felt that the business community needed to be involved. She pointed out if the Durham Chamber of Commerce as well as the faith community were called upon they would respond to the need for money, along with other things, for the pilot program. Mayor Pro Tempore Cole-McFadden also suggested tapping into the business community for the job training piece.

At City Manager Bonfield's request, Ms. Gamble explained the different types of medical conditions that individuals are trying to recover from but have no place to go and recover. She stated that hospice will not come to a person to render services unless the person is in a home.

Chair Glenn asked if the HSAC wanted to encourage a consideration of \$10,000 to get the pilot program going. Committee Member Payne and Mayor Pro Tempore Cole-McFadden both agreed that first, some type of proposal needed to be brought back to Committee members.

Committee Member Monroe stated that they will bring the proposal back to the HSAC.

Additional discussion took place regarding to what extent the faith community has been involved in this effort of providing funding.

Ann Oshel (Durham Crisis Collaborative) gave an update on what they have been doing:

- Over 12 agencies are represented on the Crisis Collaborative which includes hospitals, out-patient clinics, mental health and substance abuse providers, LATCH, Lincoln and community partners.
- There is now a shared position with Duke in the emergency department that works as a liaison on behalf of mental health and substance abuse consumers.
- The Collaborative monitors all individuals that are in the emergency department who are on delayed admission to Central Regional Hospital.

- Goals of the Collaborative include:
 - Reduction in unnecessary ED uses;
 - Developing a better data-sharing/data analysis out-come driven system;
 - Tabulating the costs of persons who are transported by first responders and sharing this data to determine if the number of highest cost users among the three major systems are the same people, what conditions they are being treated for and what happens to them when they leave the emergency department;
 - Business agreement has been entered into with EMS and the Fire Department who have personnel working with the Collaborative to provide follow-up and wellness checks of those people.

Subject: HSAC New Member Appointments

Chair Glenn gave a brief summary of the application process for new member appointments to the HSAC. Categories for these appointments were Homeless Housing Providers, Law Enforcement Agencies, Workforce Development Organizations, Public Housing Organizations and Mental Health Organizations. Applications received were forwarded by the Structure Subcommittee to the Nominating Committee consisting of Chair Glenn, Vice-Chair Forte-Brown and Committee Member Bowman.

From a report entitled “HSAC Additional Members – Applications Summary” submitted to the HSAC, Chair Glenn noted that the Public Housing category was not applied for. He stated that he would follow up with Dallas Parks to get a nomination from Durham Housing Authority (DHA).

Nominations from the Nominating Committee are: Dr. Sophia Caudle (Homeless Housing Providers); Stan Harris (Law Enforcement Agencies); Jason Wimmer (Workforce Development Organizations) and Stephanie Williams (Mental Health Organizations).

Mayor Pro Tempore Cole-McFadden offered a substitute nomination of Charita McCollers for the Homeless Providers category. She pointed out that Ms. McCollers has been homeless and working on a PhD in social work and has also worked with the Department of Social Services (DSS). She added that she is a good role model and brings the sensitivity that is needed with the kind of population that the HSAC is working with.

Motion by Mayor Pro Tempore Cole-McFadden, seconded by Commissioner Page to appoint Stephanie Williams to the Homeless Housing Providers slot and Charita McCollers to the Mental Health Organizations slot therefore making the nominations of new members Stephanie Williams (Homeless Housing Providers); Stan Harris (Law Enforcement Agencies); Jason Wimmer (Workforce Development Organizations) and Charita McCollers (Mental Health Organizations) was approved at 4:24 p.m.

Chair Glenn asked that staff arrange an orientation session for new members prior to the next meeting of the HSAC.

Subject: CHIN Advisory Committee Appointment

Motion by Commissioner Page, seconded by City Manager Bonfield that Lloyd Schmeidler continues in his role as representative for the Durham CHIN was approved at 4:27 p.m.

Subject: HSAC Results Team Updates

Housing Results Team – Fred Stoppelkamp, Chair

- Committee Member Stoppelkamp reported that the Housing Results Team did not have enough members for a quorum at its last meeting, therefore no meeting was held.
- There is a collaboration between DHA, Habitat for Humanity and Housing for New Hope to look at permanent supportive housing with rentals and ownership. The group has met twice and a site committee has been formed to look for a specific site that may be new construction for permanent supportive housing for rental and homeownership. DHA will handle the rental, Housing for New Hope would handle permanent supportive housing especially for people with special needs and Habitat for Humanity would handle the ownership.

Structure Subcommittee – Chris Tuttle, Chair - Report given by Chair Glenn

- The Structure Subcommittee continues to meet, working towards expanding the CoC.
- Potential meetings are forthcoming for the entire CoC in the coming year.
- The Subcommittee has been expanded to include a wider base of individuals from the community.

Income Results Team – Bob Williamson, Chair - Report given by Lois Harvin-Ravin

- The Income Results Team hopes that when the Department of Human Services opens in the fall they will have a central location for the homeless who are looking for a source of income such as SSI, food stamps, Veterans services and employment.
- There are plans to work together with the business community to have some on-the-job training for the homeless.
- Committee member Harvin-Ravin is on the list to hopefully attend SOAR training in June. This training teaches how to prepare social security applications and SSI.
- The group is also trying to connect with a program that would assist people who are over 55 years old to help provide a source of income for them. They are also planning to teach folks about budgeting.

Mr. Schnars pointed out that new Committee Member McCollers was SOAR certified. Committee Member Stoppelkamp asked if Jessie Williams with Vocational Rehab had been asked to join the Income Result Team. He pointed out that they also have programs similar to on-the-job training.

Youth Results Team – Jackie Love, Chair - Report given by Mayme Webb-Bledsoe, Co-Chair

- The new Youth Subcommittee, that was created, has made a major step towards developing a relationship with North Carolina Central University (NCCU) in working on a research project that would produce reliable estimates for Durham County of the prevalence of unaccompanied homeless youth and their characteristics.
- List of questions to be explored during the research project were read
- Working through Committee Member Bailey and other professors, NCCU will be taking the lead in doing the research. Other research partners have been included on this project and the Team also recognizes the importance of youth being involved in the discussion.
- In regards to the time line of this project, pending IRB approval, there will hopefully be initial focus groups before the end of the school year, however this will be a long-term research study.

City Manager Bonfield asked how the youth would be contacted. He stated that he would provide contact information for Malcolm Reed who would be a good resource in that community on reaching the youth.

Subject: Solicitation Report (this item was added to the agenda)

In the absence of Committee Member Bowman, Chair, Solicitation Subcommittee, Chair Glenn gave the following brief update:

- Solicitation Subcommittee held its first meeting with the following members: Patrick Baker, Ryan Fehrman, Scott Holmes, Michael Kelly, Shamika Reinhardt, Carolyn Schuldt, Mike Shiflett, Chris Tuttle, Jonathan Wilson-Hartgrove and Matt Gates.
- Committee will meet every two weeks to look at issues regarding the solicitation ordinance. This item will be brought back to the HSAC for its consideration.

Subject: Annual Homeless Assessment Report (AHAR)

Lloyd Schmeidler (Department of Community Development) directed Committee Members' attention to a handout included in their packet entitled *Annual Homeless Assessment Report (AHAR) Data*. He pointed out that information contained in this information could be helpful in getting a sense of some of the characteristics of the homeless population that are coming through the providers that are entering data into CHIN. From the report, Mr. Schmeidler highlighted:

- Veterans information
- The percentage of people, especially families who access homeless housing providers after staying with family or friends
- Stability of previous night's living arrangements
- Zip Code of last permanent address
- Length of stay in shelter or housing

Mr. Schmeidler commented that the *2013 Durham Estimate of Unmet Housing Need* document also included in members' packets was not based on AHAR data but was based on the Durham's 2013 Point-In-Time Count which is consistent with the last several years' estimate indicating that approximately 100 more units are needed of permanent supportive housing.

Subject: Project Homeless Connect

Mr. Schnars reported that the Durham Bulls Stadium, where Project Homeless Connect is normally held, will be going through renovations at the end of the 2013 season. Therefore, the facility will not be available for Project Homeless Connect this year. After looking at different sites, the planning committee for this event has decided to use the Durham Armory for Project Homeless Connect. The date will be October 3, 2013.

Commissioner Page asked whether the old Ball Park would be an option for Project Homeless Connect. Mr. Schnars commented that cost was a major factor. He added to use the field space and put the flooring down would be very expensive.

Commissioner Page expressed his concern over having to scale back the Project Homeless Connect event because of the size of the location. He suggested maybe partnering with NCCU or Duke University, specifically NCCU and if the planning committee decided to go with NCCU, he would be willing to help. Mr. Schnars stated he would take the suggestion back to the committee and come back before the HSAC in May.

Subject: Coordinated Intake Update

Mr. Schnars summarized the following items from the Coordinated Intake Update that was distributed to committee members:

- Call point and referrals have been transitioned through CHIN
- Call module can capture call times for Coordinated Intake staff
- Staff no longer has to manually tabulate calls
- Referrals are now sent through CHIN to the shelters

Subject: Change in HSAC Meeting Location (this item was added to the agenda)

Reginald Johnson, Director (Department of Community Development) stated that due to the expansion of the Committee, staff is looking at changing the meeting location. Members will be notified of the new location.

Subject: Adjourn

With no further business to come before the body, the meeting was adjourned at 4:58 p.m. The next meeting of the HSAC is scheduled for Wednesday, May 22, 2013 at 3:00 p.m. Members will be notified of the location.

Respectfully Submitted
Sheila Bullock, Office of the City Clerk

