

**DURHAM HOMELESS SERVICES
ADVISORY COMMITTEE SPECIAL MEETING**

**Wednesday, June 26, 2013
Council Chambers – 1st 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., Vice-Chair Minnie Forte-Brown, Dr. Deborah Bailey, Director of Academic Services Learning Program/NCCU, City Manager Thomas J. Bonfield, John Bowman, Mayor Pro Tempore Cole-McFadden, (left at 3:35 p.m.), Assistant County Manager Drew Cummings, Captain Stan Harris, Durham County Sheriff’s Department, Lois Harvin-Ravin, Durham County Veterans Services Officer, Reverend Warren Herndon, Stephen Hopkins (left at 4:37 p.m.), Sue Jackson, Executive Dean and Department Head Continuing Education at Durham Technical Community College, Jackie Love, Homeless & At-Risk Liaison, Durham Public Schools, Charita McCollers, MSW, Lincoln Community Health Center, County Commissioner Michael Page, Fred Stoppelkamp, Reverend Chris Tuttle, Mayme Webb-Bledsoe, Duke University, Stephanie Williams, Alliance Behavioral Healthcare and Jason Wimmer, (Office of Economic & Workforce Development (OEWD)).

Excused Absence: Committee Member Kimberly Monroe

Absent: Bob Williamson, Durham VA Medical Center

Also Present: Director Reginald Johnson, Project Managers Lloyd Schmeidler, Matthew Schnars (Department of Community Development), Catherine Pliel (Durham Inter-Faith Hospitality Network (IHN)), Julia Gamble (Lincoln Community Health Center), Nigel Brown, Terry Allebaugh (Housing for New Hope), Dr. Sharon Elliott Bynum (CAARE, Inc.), Reverend Jonathan Wilson-Hartgrove, Lars Averson (Rutba House), Lauren Winner (Duke Divinity School/St. Luke’s Episcopal Church), Michael A. Becketts, Director (Durham County Department of Social Services (DSS)), Sarah Jobe (Watts Street Baptist Church), Mike Shiflett, (Durham Businesses Against Crime, Inc. (DBAC)), Dick Ford (Citizen), Jack Preiss (Housing Results Team) 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: Public Comment Period

Chair Glenn opened the floor to receive public comments from the following individuals:

Mike Shiflett, (DBAC, Inc.) gave “kudos” to Committee Member Bowman for doing a great job on coordinating members of the Solicitation Ordinance Subcommittee since its creation two months ago. He feels the group’s recommendations were thoroughly thought through. Mr. Shiflett commented that the Subcommittee spent time reviewing several different options for improving the solicitation ordinance. He also noted that a mental health first aide class was being offered in Durham on July 1, 2013 and he felt this was a good opportunity for citizens, Committee Members and elected officials to become educated on this issue. He distributed flyers to the HSAC that contained more information about the class.

Reverend Jonathan Wilson-Hartgrove (Rutba House/St. John's Missionary Baptist Church and Walltown Neighborhood) stated that he is grateful for the work that he and Mr. Shiflett had been able to do with the Committee. He also thanked Committee Member Bowman for his leadership of the Solicitation Ordinance Subcommittee as well as others who were part of the Subcommittee. He recognized members of the community who were in attendance at the HSAC meeting in support of the work that the Subcommittee has done. Reverend Wilson-Hartgrove stated that these community members, including himself, had expressed to the City Council and then again at a public meeting, their concern about the manner in which the pan-handling ordinance, passed in December, criminalized begging in the city. However, he is pleased that the Subcommittee was able to come to a revision of the ordinance that addressed both the safety concerns as well as the concerns for the people that the ordinance affected. Reverend Wilson-Hartgrove encouraged the HSAC to pass on this newly revised ordinance to the City Council as soon as possible. He added that this is an urgent matter for those who are directly affected and that there are still a few dozen citations that have been received by people for violating the current ordinance. However, they have been able to put these off to a future court date. He hopes there will be a political resolution to this issue before these individuals have to appear in court.

Subject: Minutes Review/Approval (Minutes of May 22, 2013)

Motion by Committee Member Herndon seconded by Committee Member Bowman to approve the May 22, 2013 HSAC minutes was approved at 3:13 p.m.

Sheila Bullock (Office of the City Clerk) read the list of excused absences.

Subject: Coordinated Intake – Director Michael Becketts, Durham County Social Services

Director Michael Becketts (Durham County Social Services (DSS), reported that the Coordinated Intake pilot started in May 2012 was now over. He commented that the current structure of the Coordinated Intake cannot remain the same because it does not work. Mr. Becketts explained that there is a person who is trying to triage in-coming telephone calls and determine the resources and services needed while simultaneously trying to provide case management. He noted that you can't triage an emergency and provide on-going case management at the same time.

Mr. Becketts stated that DSS is committed to continuing Coordinated Intake in some form in the current fiscal year while working with the City and County and potentially some community partners to develop funding streams to ensure that Coordinated Intake grows in the way it was meant to. The United Way has approached both Durham County and Wake County Social Services Departments to discuss developing a fund base of approximately \$500,000 to support the Coordinated Intake efforts between these two jurisdictions. Plans are in the near future for Durham County, Wake County and The United Way to come together to discuss what's working and not working with Coordinated Intake. A meeting of DSS, the City and service providers resulted in discussions about what the provider community needs from DSS to make sure effective services are being provided. According to Mr. Becketts, over the next 30 to 60 days a process will be developed, however, nothing will change until new processes are in place. In summary, he stated that they recognized the need for more people to do the type of work for the volume of families in Durham. He added, if Coordinated Intake services are to be expanded to individual adults, then more people and resources are needed.

Assistant County Manager Cummings asked about “overlapping” among people who contact Coordinated Intake for homeless families and those calling for emergency assistance. Mr. Becketts wasn’t sure but stated that a comparison of data would most likely show they are largely the same group of people. He added that there is an incredible overlap in their services.

In response to Committee Member Stoppelkamp’s question regarding whether the big issue was personnel, Mr. Becketts responded that personnel was an issue in terms of management. However, in terms of the community there is a resource problem.

Committee Member Hopkins asked if Mr. Becketts would be approaching the Committee for funding assistance, he stated yes and explained that he may be asking the Committee in about six months for their support for next year’s budget for the City and County to fund positions.

At this time, Chair Glenn recognized the faithful service of Committee Members Joyce Payne and Steve Hopkins. Chair Glenn stated that Committee Member Payne would no longer be serving on the HSAC due to employment conflicts and Committee Member Hopkins’ term is ending soon but he has graciously agreed to stay pending a replacement. Chair Glenn also recognized new Committee Member Jason Wimmer (OEWD).

Subject: Provider Program Update

Ryan Fehrman, Executive Director (Genesis Home) handed out documents and presented information concerning the current annual report for Genesis Home, unmet need for homeless persons and families, re-housing, program outcomes and transitional housing. He also gave a brief description on the following types of programs offered at Genesis Home:

- **Family Matters Transitional Shelter Program**
 - Family Matters is the largest program with the largest budget;
 - Ability to serve up to 15 families at one time;
 - 45 bed inventory with resources to provide more beds if needed;
 - Providing case management for parents is a big focus however, the average age of a client is just under 15 years old and several of the evening programs are targeted at youth;
 - Staffing includes 2 full-time case managers and 6 part-time case managers who work with families on issues such increasing income, stabilizing medical conditions, addressing children’s needs and securing permanent housing;
 - Tutoring and reading programs are offered to the children during the school year;
 - There is partnership with the Downtown YMCA to provide summer camp for the children.

Committee Member Herndon wanted to know the number of families on Genesis Home’s wait list. Mr. Fehrman commented that because he doesn’t work with the wait list, he wasn’t sure of this information, however, since CHIN is used as a referral system, he understands it is around six to ten families on the list.

Committee Member Hopkins thanked Mr. Fehrman and Genesis Home for getting involved with the whole family including the children and dealing with all the barriers they encounter.

- **Turning Point Permanent Supportive Housing Program**

- The Turning Point Program was initially under Durham Inter-faith Hospitality Network (IHN). In 2006 Genesis Home took over the grant due to cuts in IHN's case management staff.
- The program is permanent supportive housing for families in which the head of household has a diagnosed disabling condition.
- Up to 5 families at a time can be housed through this program.

- **Challenges of the Turning Point Program**

- All funds from the grant have not been used as required by HUD; therefore the grant year has been extended until the end of September for the current grant year. Genesis Home has been awarded a renewal for a year beyond this period.
- Some people enter the program and don't leave or make any progress. They become dependent upon public resources.
- Genesis Home will not be applying for Turning Point renewal in the CoC application period in the summer or fall.
- According to Mr. Fehrman, under the Hearth Rule, as a non-profit Genesis Home is not allowed to provide rental assistance. He also, noted that the Hearth Rule says that Genesis Home can no longer require persons in the Turning Point Program to receive services for their disabling condition. Mr. Fehrman added that some of the changes with Hearth have made the Turning Point Program very difficult to administer.

- **Circles of Support Program**

- Genesis Home has operated the Circles of Support Program since 2010.
- Community volunteers are used to help formerly homeless households maintain their housing and employment.
- The "Same Kind of Different as Me" event held some time ago at the Convention Center raised approximately \$10,000 for the Circles of Support Program. Mr. Fehrman stated the money has never been used and Genesis Home is unable to access it. According to Mr. Fehrman, the money is at the Triangle Community Foundation (TCF) and he would like to see some type of endorsement from the HSAC concerning the use of this money. Sandra Rodriguez is the contact person at (TCF) regarding this issue.

The Committee had further discussion regarding determining what HUD says qualifies as permanent supportive housing and its definition. Comments were also made regarding the Point-In-Time Count. Vice-Chair Forte-Brown stated that one of the issues is that a one night count does not correctly depict Durham's need.

Committee Member Hopkins pointed out that a complete inventory of what is considered transitional housing programs, permanent supportive housing programs and homeless shelters would be a

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tremendous help. He added that the rental registry is still needed because it would let them know where they are with affordable housing.

Chair Glenn asked Committee Member Stoppelkamp and the Housing Results Team to work with Project Managers, Matthew Schnars and Lloyd Schmeidler to try and identify the issues and then come up with a solution.

Subject: Solicitation Ordinance

Committee Member Bowman, Chair of the Solicitation Ordinance Subcommittee, explained that the Subcommittee felt Durham could do better as a community in trying to determine how to balance safety for the public and the panhandlers with the safety of the motor vehicle and pedestrian community. He noted that there were not many changes made to the definitions section of the ordinance or Section 54-84 entitled *Interacting with or impeding traffic on roadways*. However, most of the revisions were done in Section 54-86 regarding what an individual can or cannot do when stopping or attempting to stop any motor vehicle for the purpose of soliciting. Also, Committee Member Bowman stated that the Subcommittee decided to delete language from a section that concerned animals because it referenced dogs as being service animal trained. He commented that the City and the County both already have ordinances about safe-keeping of pets, leash laws and so forth, therefore this language was not needed in the Solicitation Ordinance.

A new provision prohibiting aggressive panhandling was added in Section 9.

Additional recommendations from the Solicitation Ordinance Subcommittee included:

- The Mental Health First Aid Training offered by Alliance Behavioral Healthcare, should also be extended to City of Durham Police officers.
- Continue funding for the Crisis Intervention Team (CIT) with more training available to officers.
- Establish an Outreach Court, similar to the one used in Orange County, to handle citations issued to those violating Durham's Solicitation Ordinance as well as have service providers available in the court room to address client's individual needs. Committee Member Bowman noted that Chief District Court Judge Marcia Morey supports this effort 100%. He noted that this project would not require new funding and the existing Community Life Court can be expanded to address this matter.
- Officers should provide panhandlers with a list of services available to them along with information on the newly adopted solicitation ordinance.
- Because Durham County's Solicitation Ordinance prohibits solicitation, the Subcommittee recommends both the City and County adopt the revisions and the proposed ordinance.

Committee Member Hopkins commented that he does not support any panhandling ordinance because it gives people permission to harass folks. He stated that if people are really in need;

services should be provided to them. He agrees with Durham County – no panhandling in the County.

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Committee Member Bailey noted that whether there is panhandling or not, she likes the recommendation about the training for Police Officers. Given the short turn-around time of the training being offered, Committee Bailey asked how this will work with the officers' work hours.

Committee Member Williams explained that Alliance offers the training periodically. However, if they know that people would like the mental health training they can provide it. The CIT trainings are on-going and offered at least 4 times a year. Other trainings for police officers are held quarterly.

Committee Member Harris stated that they are trying to get his whole agency (Durham County Sheriff's Department) to 20% of CIT training.

Commissioner Page wanted to know the real intent of the Community Life Court. He commented that it's the very same people you see panhandling in Durham; so how do you really address this issue. He stated it was determined that the people do not go to the mental health services nor do they seek any kind of support; they want to panhandle. Commissioner Page noted that it's the behavior that has to be addressed and he's unsure that Community Life Court is the way to resolve the issue. He noted he was not against the idea.

Committee Member Bowman expressed that they will not be able to address those individuals that don't want to change their habit of panhandling, however, if one or two want to change because they get directed to services and can avoid a criminal record then they are better for it.

Vice-Chair Forte-Brown explained that at a local park in the City of Asheville panhandlers are prevented from begging by Police and Park Rangers as soon as they even try and approach someone to beg. She added no citations are issued and she asked if the City of Durham had officers stationed at different locations to do this type of thing.

Committee Member Tuttle felt that the community should be a different kind of community where access to services are made available to people and not be one that would just cut people off.

Committee Member Herndon agreed and added that they have to become sensitive in some way.

Committee Member Bailey asked if there was data that shows whether criminalization really works. Ms. Williams noted that in Durham this data can be shown.

Motion by the Solicitation Ordinance Subcommittee seconded by Committee Member Tuttle to adopt the recommendations for the solicitation ordinance and submit these recommendations to the City Council and Durham County Commissioners as a recommendation of the HSAC was tabled.

After much discussion it was decided that the City Attorney, County Attorney and Police Chief Lopez be asked to attend the next Solicitation Ordinance Subcommittee meeting.

Mr. Fehrman felt that because people were going to jail for holding up a sign and soliciting he asked if a recommendation should be made to the City Council to suspend the new ordinance.

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City Manager Bonfield stated he would check on the facts of Mr. Fehrman's statement concerning individuals being put in jail.

Mr. Schnars commented that Scott Holmes who serves on the Solicitation Ordinance Subcommittee indicated that a lot of these cases have been continued and a list dated through April 2013 shows a total of 14 people being arrested. He will consult with Mr. Holmes concerning an updated list.

Per Chair Glenn, the recommendation to have the current solicitation ordinance suspended will be put on hold until the next HSAC meeting.

Subject: HSAC Results Team Updates

Chair Glenn suggested that updates from HSAC Results Teams be e-mailed along with any attachments.

****NOTE****

The following (2) items were initially moved to the end of the agenda but were never discussed.

- Approval of Performance Data Submission Requirements
- CoC Guidance from HUD

Subject: Summer Schedule

Sheila Bullock (Office of the City Clerk) reminded Committee Members that the HSAC will not meet in July 2013.

Chair Glenn announced that he would not be in attendance at HSAC's August 28, 2013 meeting. He mentioned that this would be the Committee's election date for officers and the person elected Chair on this date would preside over the meeting. According to Chair Glen, HUD recommends a person serve two years in a position. Therefore, the person elected Vice-Chair in August of each year becomes Chair the following year. This process allows for continuity by HUD's standards.

Since Committee Member Forte-Brown has served as Vice-Chair this past year, she would be eligible to move up to the Chair position next year.

Subject: Adjourn

With no further business to come before the body, the meeting was adjourned at 5:06 p.m.

NOTE: The next regular meeting of the HSAC scheduled for Wednesday, August 28, 2013 has been rescheduled to Wednesday, August 21, 2013 due to scheduling conflicts. The meeting will be held in the Council Chambers on the first floor of City Hall at 3:00 p.m.

Respectfully Submitted
Sheila Bullock, Office of the City Clerk