

## DURHAM HOMELESS SERVICES ADVISORY COMMITTEE

Wednesday, November 20, 2019

3:00 p.m.

Durham County Human Services Building  
414 E. Main Street – 2<sup>nd</sup> Floor Conference Room

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

**Committee Members Present:** Chair Jonathan Crooms, Durham County Veteran Services Office (*Proxy for Lois Harvin Ravin, Director, Durham County Veterans Services Office*); Vice-Chair Ellecia Thompson, Durham VA Medical Center; Secretary Angela Vick-Lewis, Former Homeless Representative for the City of Durham; 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; Durham County Commissioner Heidi Carter; Alma Davis, Durham Crisis Response Center (*Proxy for Kathy Hodges, Durham Crisis Response Center*); Ryan Fehrman, Non-Profit Representative for Durham County/Families Moving Forward; Calleen Herbert, NCCU Office of Community Engagement & Service; Angela Holmes, Former Homeless Representative for Durham County; Pam Karriker, Faith Community Representative for Durham County/Christian Assembly; Charita McCollers, MSW, Lincoln Community Health Center/Federal Health Care for the Homeless; Alex Protzman, LIFE Skills Foundation; Mayor Steve Schewel; Tracy Stone-Dino, Alliance Behavioral Healthcare; Ve'ga Swepson, Resource Specialist, Durham Technical Community College; Ebony Thomas, Durham Public Schools Homeless Liaison; Chris Toenes, MSW, Non-Profit Representative for the City of Durham/TROSA; and Tony Tosh, Private Sector Representative for the City of Durham/Prosperity Recovery Services.

**Excused Committee Members:** Meredith Daye, Development Director, Durham Housing Authority; Janeen Gordon, Durham County Social Services Department (*Proxy for County Commissioner Heidi Carter*); and Captain Helen Tripp, Durham County Emergency Medical Services (EMS).

**Committee Members Absent:** Xavier Cason, Durham Public School Board; Drew Cummings, Chief of Staff, Durham County Manager's Office; Captain Stan Harris, Durham County Sheriff's Department; Director Lois Harvin-Ravin, Durham County Veteran Services Office (*Proxy Jonathan T. Crooms in attendance*); Kathy Hodges, Durham Crisis Response Center (*Proxy Alma Davis in attendance*) and Regina D. King, Faith Community Representative for the City of Durham.

**Staff Present:** Assistant Director of Strategy Karen Lado, Community Development Manager Colin Davis, Project Manager II, Hanaleah Hoberman, Project Manager II, Lloyd Schmeidler, Community and Economic Development Coordinator Ruebe Holmes, Department of Community Development; and Assistant City Clerk Sheila Bullock, Office of the City Clerk.

**Also Present:** Joyce Caesar, WakeUp ReachUp, Inc.; Ehren Dohler, North Carolina Coalition to End Homelessness (NCCEH); Rikki Gardner, Housing for New Hope; Sheldon Mitchell, Valaria Haywood, Shona Wynn, Urban Ministries of Durham (UMD); Shana Carignan, Families Moving

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Forward; Matthew Lanza, Duke Student; Larry Partee, Healing with CAARE; Malcolm White, Alliance Health and Sally Wilson.

### **Subject: Call to Order/Welcome**

Chair Crooms called the meeting to order at 3:00 pm, read the HSAC goals aloud and announced that the date for the March 25, 2020 HSAC meeting has been moved to March 18, 2020 because the Bull City Fresh Start/Stand Down event will now be held on March 25, 2020.

### **Subject: Public Comment Period**

No public comments were given at this time.

### **Subject: State Emergency Solutions Grant Final Awards**

Lloyd Schmeidler, Community Development Department, announced that the State accepted the recommendations of the Durham Continuum of Care (CoC) and awarded the full amount of \$169,278.00. Families Moving Forward was awarded \$42,658.00 for emergency shelter and Housing for New Hope was awarded \$58,909.00 for street outreach activities as well as \$67,711.00 for rapid rehousing activities.

Mr. Schmeidler commented that Kim Crawford of the State ESG Office noted she was pleased with the improvements made by Families Moving Forward (FMF) between the 2018 and 2019 cycle on their application. Ms. Crawford was also pleased with Housing for New Hope's work with street outreach and their application.

Committee Member Fehrman pointed out that last year FMF did not receive the full allotment that was allocated to the community. However, this year they did get the full amount.

Chair Crooms thanked everyone that served on the scoring committee who helped make the recommendations.

### **Subject: Minutes Review and Approval – October 23, 2019 HSAC and Full CoC Minutes and September 11, 2019 HSAC Special Meeting Minutes**

**Motion** by Committee Member Burch, seconded by Committee Member Holmes to approve the October 23, 2019 HSAC and Full CoC Minutes and the September 11, 2019 HSAC Special Meeting Minutes was unanimously approved at 3:10 p.m.

### **Subject: Overview of Key 2019-2020 HSAC Business**

At the request of the Executive Committee, Hanaleah Hoberman, Community Development Department, provided a presentation on HSAC key items that will be addressed for the remainder of the fiscal year. Information highlighted included:

- Update program written standards
- Policy changes recommended by Committees
- Interlocal Agreement Recommendations to City and County
- Quarterly Committee Updates
- Approve ESG and CoC funding priorities
- Educational and Community Presentations

- Possible Interlocal recommendations
- Code of Conduct for HSAC Members
- Appeals process for funding application grievances
- Updating outdated HSAC process policies
- Approval of plan for Point-in-Time Count
- Create Annual Gaps Analysis structure and process
- Coordinated Entry Policies
- Recommend CoC and ESG funding priorities
- Approve new CoC scorecard
- Develop process for ESG scoring
- Update project performance standards
- Evaluate project performance
- Review CoC funding spending challenges/develop plan to address
- Make CoC and State ESG funding recommendations
- Hear regular updates on policy/program implementation reports and address challenges as needed

A brief discussion took place concerning the Ombudsman Panel and its duties. Ms. Hoberman explained the panel's job is to review client grievances and how to address them. Mayor Schewel noted he was glad to hear that educational sessions will be added to HSAC meetings and he feels these sessions will be very helpful. There was also discussion regarding the Focus Strategies Reports as well as whether or not the HSAC will have a role in the Comprehensive Plan.

City Manager Tom Bonfield commented that both the City and County are embarking on a process to update its Comprehensive Plan. He gave a brief summary of what the plan involves, pointed out that it was last updated in 2005 and the plan is approximately a 3-year process. City Manager Bonfield stated that the City will be evaluating its update to the transit plan as well. He announced that over the next several months there is an advertised, public engagement process referred to as ENGAGEDurham. Other components of the Comprehensive Plan include, land planning and environmental.

#### **Subject: Executive Committee Quarterly Update**

Chair Crooms gave the following summary of things that the Executive Committee has been working on:

- Streamlining communication with the HSAC
- Timeliness of when information will be distributed
- Reviewing the Excused Absence Policy
- Educational presentations
- Annual Plan

#### **Subject: Delegation of Excused Absence Policy and Attendance Tracking Policy Revisions to Executive Committee**

Ms. Hoberman informed everyone that beginning January 2020, the City and County Clerks' Offices will be transitioning away from keeping the HSAC minutes. The Executive Committee, along with staff is working on a process to track attendance and keep the minutes. Ms.

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Hoberman noted the Excused Absence Policy and Attendance Tracking Policy will need to be revised to reflect the change. The policies currently state that HSAC members should notify the Clerk when they are going to be absent. The HSAC is being asked to delegate the responsibility of approving these changes to the Executive Committee.

A brief discussion took place concerning Institutional members and the appointment of proxies. Committee Member McCollers asked if there will be a tool on the new CoC website that members can use to notify staff that they will not be present for meetings. Ms. Hoberman responded that a tutorial of the new website is being presented later in the meeting and folks will see where this information is on the website.

**Motion** by Commissioner Carter, seconded by Committee Member Burch that the Excused Absence Policy and the Attendance Tracking Policy revisions responsibility be delegated to the Executive Committee was approved unanimously at 3:35 p.m.

#### **Subject: New CoC Website Tutorial**

Ruebe Holmes, Community Development Department, gave tutorial highlighting features of the new CoC website. At the conclusion of her presentation, Ms. Holmes asked for people to contact her if they had ideas about anything that needed to be on the website.

Since a lot of the information received is in advance, City Manager Bonfield asked if HSAC members could opt out of having a copy of everything printed for the meetings. He also asked if data such as point-in-time counts, history of the point-in-time count and sheltered/unsheltered population was shown anywhere on the website. Ms. Holmes responded yes this information was on the website under the data tab.

In regards to members opting out to receive copies of the information, Ms. Hoberman explained that members can opt out. They would need to email [durhamopeningdoors@durhamnc.gov](mailto:durhamopeningdoors@durhamnc.gov) and let staff know. Additional suggestions were made concerning the new website.

#### **Subject: Coordinated Entry Administrator Overview**

Ehren Dohler, NCCEH gave a power point presentation and talked about NCCEH's role in Durham's Coordinated Entry System.

Committee Member Protzman shared his concern about Coordinated Entry being unresponsive to young adults. Mr. Dohler encourages discussion about how to improve specific incidences surrounding the youth and the Coordinated Entry process.

Other discussion and comments followed regarding annual evaluations; implementation; data; NCCEH regular reporting to Performance Management Committee; challenges identified with Coordinated Intake; front and backdoor service providers and duplicating data entry into NCCARE360 platform. Questions regarding coordinated entry can be directed to Mr. Dohler at [ehren@nceh.org](mailto:ehren@nceh.org).

**Subject: Presentation of Options for Interlocal Revision Recommendations Development Process**

Ms. Hoberman provided a power point presentation entitled *Interlocal Restructure Recommendations Development Process November 2019*. She reviewed the following topics:

- Background on the 2012 Interlocal Agreement
- Focus Strategies HSAC Analysis – 2014
  - Strengths
  - Challenges
- Recommendations
- Research
- HSAC Structure Analysis – 2018
- Interlocal Revision Goals
- Restructure Plan Overview

Mayor Schewel commented on the size of the HSAC and noted if the group was smaller it could be more effective. He appreciates the staff's initiative on restructuring.

In regards to the section of Ms. Hoberman's presentation, "Step 1: Staff Work with HSAC to Develop Recommendations," Committee Member Fehrman suggested the second option listed in this section "Executive Committee and Other HSAC Members" would be a good recommendation. Ms. Hoberman stated staff is comfortable with moving forward with that process. She added if someone was not a member of the Executive Committee but would like to participate and have a say in this process please email [durhamopeningdoors@durhamnc.gov](mailto:durhamopeningdoors@durhamnc.gov) and place "Interlocal" in the subject line.

**Subject: Announcements**

Secretary Vick-Lewis announced Ms. Annette Johnson with the Durham County Health Department will be holding a World Aids event on December 1, 2019 from 4:00 pm – 6:00 pm at Healing with CAARE.

Committee Member Burch commended Mayor Schewel on the passing of the housing bond and all the work he dedicated to it.

Committee Member McCollers reminded everyone that either on December 20, 2019 or December 21, 2019 the Homeless Memorial Vigil will be held. The date has not been confirmed yet, however, she asked if folks know of any homeless persons who have lost their lives within the last year to please forward these names to Committee Member McCollers or send them to [durhamopeningdoors@durhamnc.gov](mailto:durhamopeningdoors@durhamnc.gov). A confirmed date and time for the event will be forthcoming.

**Subject: Reminders – Upcoming Meetings**

Full CoC Meeting is scheduled for Wednesday, December 18, 2019 at 3:00 p.m. at the Durham County Human Services Building, 414 E. Main Street, 2<sup>nd</sup> Floor Conference Room.

**Subject: Adjourn**

**Motion** by Committee Member Burch, seconded by Committee Member Holmes to adjourn the meeting was approved unanimously.

With no further business to come before the body, Chair Crooms adjourned the meeting at 4:33 p.m.

Respectfully Submitted,

Sheila Bullock, Assistant City Clerk  
Office of the City Clerk