Additional Materials from Neighbors
for the Public Record
June 11th, 2012 Chapel Hill Town Council Meeting

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For March 12, 2012 Meeting - ABetterSite
Overall Comments on IFC's Neighbor Plan
We consulted many neighbors about our concerns with the drafts and received strong agreement with all of the points made below.

All of the items below have been discussed ad nauseum and yet they still remain unspecified, underspecified, or craftily dodge committing to the specific elements that matter. At the end of the day, all that matters are the specific commitments which appear in the neighbor plan.

Many neighbors remain very concerned that this document is being used as a mechanism to renege on promises made during the SUP, as documented below.

We thought that this document would bring specificity to issues that neighbors have been asking for since some neighbors went through mediation with IFC several years ago.

There is really no reason for ABetterSite to continue providing input to the neighbor plan because our input has been provided verbally and in writing repeatedly and the most important items continue to remain as sticking points.

**Procedural issues**

1. The final version needs to be emailed to committee members 2 weeks before being submitted to town staff. This will allow committee members to point out any serious issues for consideration by IFC. It will also allow neighbors to have their materials printed with the town council agenda.
2. The drafts have not been made available to the public on the website.
3. Recordings of meetings are still not allowed.

**Most Serious Issues**

1. Draft and addendum renege on “no drop-in” promise. Council Members and Mayor specifically stated that they were allowing emergency shelter because no drop-ins would be allowed.
2. Draft reneges on “no visitor” policy.
3. Draft fails to specify how emergency shelter guests will be transported, despite clear council direction that this specificity is required.
4. Draft permits emergency shelter to continue to operate when another shelter is open, which reneges on promises. Wording changes have been suggested to correct this.
5. Draft fails to require government issued photographic identification for transitional and emergency clients.
6. There are no consequences defined if IFC does not follow the good neighbor plan.
7. There are no consequences defined if this facility results in impacts that IFC fails to mitigate.
8. Intake wording has huge holes, as documented in review comments.
9. Reporting that neighbors requested in SUP and for draft is provided as “sample”. “Sample” allows IFC to say later on that it wasn’t actually committing to reporting on those (“We didn’t commit to those reporting items, that report was just a sample”)

10. Draft fails to state that IFC will not evict any residents after nightfall except to the custody of law enforcement officers or medical care providers.

11. IFC-stacked CHAC can gut neighbor plan if no/poor notice and loose approvals are permitted.

12. The communication plan is woefully devoid of any description of how IFC is going to communicate. The first draft should talk about the minimum of what is going to be shared when and through what mechanisms. I.e.– What listserv’s are going to be created? What is going to be communicated monthly on these listserv’s, etc.

13. Some stipulations need to be defined as immutable (or require at least 90 days notice to neighbors, 2 readings at town council, plus a 2/3 Town Council vote to change):
   a. Sex offender limitations (page 7)
   b. Government issued photo ID for any resident and guest
   c. Reporting Requirements (with specifics)
   d. Will not operate on any night another shelter near CH/C is open
   e. etc.

**Draft Comments and Sticking Points**

1. Because IFC promised that emergency shelter was only an interim provision, IFC must state in this document and the lease must stipulate that IFC will permanently forego all emergency shelter operations when another permanent mens emergency shelter facility opens in or within 5 miles of Chapel Hill and Carrboro.

2. Transportation to be provided by Chapel Hill Transit? So an emergency shelter guest will take the bus?

3. The criteria used to intake intoxicated or high men is not spelled out. Laurie indicated that no man smelling of alcohol be allowed in the facility. This needs to be documented.

4. There is a lack of specificity about where men who are discharged during the night will be taken, if anywhere.

5. There are no limits placed on men who were brought to the facility by the police. It is possible for example, for men to routinely call 911 from the corner of MLK and Homestead and be admitted in the facility via the police in effectively a drop-in scenario. IFC needs to agree and document that it will not allow such workarounds to skirt the “no drop-in” policy.

6. If the police are going to vouch for someone brought in in the middle of the night, then the police need to sign the voucher which states the assurances.

7. IFC should actively advocate and support projects which will provide emergency shelter in the community, particularly those which would allow the emergency shelter component at Community House to be shut down. IFC should agree that it is *not* to be the sole provider of emergency shelter. IFC should agree *not* to get into any turf battles with organizations who wish to open an emergency shelter, even if that organization or alternate shelter will compete for donations. This should not be a repeat of a contribution turf battle like that which occurred with PORCH.

8. It is troubling that Rick Edens commented in the 2nd November meeting that there will probably never be another emergency shelter. We do not recall him or IFC ever stating
that during the information sessions or the hearings. This is clearly a bait and switch that the neighbors have every reason to be concerned about.

9. IFC should state that it will not try to site any other facilities within 1 mile of Community House and that it will advocate for fair share.

10. IFC must report to the Town and publish on its website on or before the 15th of each month the following data for the preceding month and year to date: (items underlined are still not provided in March 12th draft)
   a. The number of nights in each month that the emergency shelter was operating along with how many emergency shelter guests stayed on each night.
   b. The number of men admitted without a current, government issued photographic identification.
   c. A certification that the 17 men limit was adhered to.
   d. An accounting of incidents where a person was admitted and later found to be a sex offender, along with an explanation as to why this was not discovered during intake. (Was a government issued photo ID requested? Was there an identity failure? Did the background check fail to reveal the status? Was a fake ID presented?)
   e. An accounting of men who were brought in after the curfew by police, with specificity as to whether it was initiated by the police or by the individual, and whether or not the individual was picked up within 1 mile of the facility.
   f. An accounting of each instance where a client was kicked out of facility after curfew.
   g. An accounting of all instances where someone was told to leave the premises, with specificity as to whether the police were called to trespass individual.
   h. A log of occasions when 911 has been called or when law enforcement has been called to the premises. Does IFC keep 911 logs already?
   i. A log of incidents where a transitional or emergency shelter resident was charged with a crime that occurred on or off premises.
   j. An anonymized accounting of residents for the given month who are on parole and for what crimes.
   k. Certification that background checks were run on all clients. While we are very strongly opposed to allowing guests without government issued photo ID, if IFC does go against this, then IFC should certify monthly how many men provided photo ID and certify that the other men had a background check and that the required information was provided by the men and checked out. The good neighbor plan must be clear on what information is provided by the men and must match before emergency shelter admission is allowed. For example, SSN, DOB, Full Name, and 2 prior addresses provided on the intake form must match the information returned in the background check. In addition, a picture will be requested from the police and the picture taken by IFC will be provided to the
police as stated by IFC on 2/6/12. The monthly report should state that these procedures were done and list any deviations.

1. An accounting of visitors who have been given prior approval by management staff as stated in the good neighbor plan (or do a better job specifying in document who is allowed to be a visitor)
For March 12, 2012 Meeting - ABetterSite
Edits/Comments on IFC’s Good Neighbor Plan for March 12 Committee Review
Inter-Faith Council for Social Service

GOOD NEIGHBOR PLAN

Community House
1315 Martin Luther King, Jr. Blvd.
Chapel Hill, NC

(This DRAFT includes comments from ABetterSite.org)
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I. Introduction

The Inter-Faith Council for Social Service (IFC) was established in 1963 and has been providing emergency shelter services for the Chapel Hill/Carrboro community at the Old Municipal Building in downtown Chapel Hill since 1986. In 1998 the IFC relocated its shelter services for women and children to the new Project HomeStart campus on Homestead Road and soon thereafter began searching for a suitable site to relocate its residential services for homeless men. In 2008, the UNC-Chapel Hill administration and Town of Chapel Hill leadership made a parcel of land on Martin Luther King Jr. Blvd. available to the IFC for the new Community House, subject to the Town’s permitting and approval process.

At the Town’s suggestion, the IFC conducted a series of community discussions in the spring of 2010 prior to applying for a Special Use Permit (SUP), which happened in June 2010. IFC applied to build a two-story, 16,500 square foot building at 1315 Martin Luther King, Jr. Blvd. to accommodate both a 52-bed men’s transitional housing program and a 17-cot emergency shelter for homeless men.

The SUP Public Hearing began on March 21, 2011 and was continued on May 9, at which time the Town Council voted 6-2 in favor of the Special Use Permit application and also adopted “Resolution C” requiring a Good Neighbor Plan for the new Community House project. Resolution C stated that “establishing mutual understanding and respect for program residents and the community will be the primary goal of the Good Neighbor Plan,” and that “a variety of interests ... be represented during the creation” of the plan (see Resolution C).

The Inter-Faith Council for Social Service (IFC) reached out to the stakeholders identified in Resolution C, as well as other neighbors, and invited an initial set of representatives from those groups to provide suggestions and advice to the IFC in developing the Good Neighbor Plan.

Nineteen individuals accepted IFC’s invitation and were convened by the IFC as the Good Neighbor Plan Advisory Committee (GNPAC), which met for the first time on July 11, 2011. At the suggestion of the Chapel Hill Town Council, four additional representatives were added to the advisory committee on November 1, 2011 including a representative from the neighborhood organization known as A Better Site. GNPAC includes residents from six nearby neighborhoods, as well as representatives from a nearby business, four congregations, three local social services agencies, the homeless population, UNC-Chapel Hill, Community House, and the IFC Board of Directors. (See attached committee roster.)

Professional meeting facilitation provided by the Dispute Settlement Center assured that all committee members were able to make suggestions and express diverse opinions during the process. GNPAC members were also given the opportunity to seek input from Town, IFC and other community resources during the drafting process. The Good Neighbor Plan (GNP) was...
written by IFC staff in consultation with the GNPAC and was approved by the IFC Board of Directors on ________________.

The IFC convened the Good Neighbor Plan Advisory Committee with two goals in mind:

1. To advise IFC in the development of the Good Neighbor Plan required by Resolution C, and
2. To lay a foundation for establishing a permanent Community House Advisory Committee (CHAC).

The Good Neighbor Plan includes:

- a description of the transitional housing and emergency shelter programs and their operations
- procedures for addressing the safety and security concerns raised by committee members
- plans for promoting good relations between Community House staff, volunteers, residents and their neighbors

Attached to the Good Neighbor Plan and referenced throughout the plan are attachments that include additional information concerning programmatic and security operations. These are IFC operational documents that have been attached to this document to help readers better understand IFC’s day-to-day operations.

The Community House Advisory Committee described herein will continue to strengthen communications among Community House partners, neighborhood groups and the Town of Chapel Hill in the months and years to come.

Both the IFC and advisory committee members recognize that good neighbor relations require not only good and timely communications, but also the ability to identify challenges and take prompt, effective and corrective action.

One example of mutual concern and agreement is the 17–cot emergency shelter part of the Special Use Permit that was approved by the Town Council for the Community House development. The IFC included 17 cots to address health and safety issues among homeless persons not interested nor qualified for transitional housing services; and because no other group, government body, or organization volunteered to make permanent provisions for an emergency shelter in the community. The IFC Board of Directors, staff, and GNPAC agree that the best solution for addressing emergency homeless services in the community is for local governments to agree that emergency shelter services remain an unmet need; and community leaders to establish a separate facility that would be open every day to provide immediate, and temporary shelter services to homeless persons so that urgent health and safety needs are met.
The IFC would be willing to suspend emergency shelter services at the proposed Community House site when any night that another emergency shelter location is established and is operating in the Chapel Hill/Carrboro community. Once another emergency shelter is opened using similar opening criteria as Community House, IFC will permanently cease to offer emergency shelter at this location. On nights of declared emergencies, such as for severe winter weather and hurricanes, Orange County Emergency Management opens countywide emergency shelters open to men, women, and families. The IFC would continue to make emergency cots available on nights when an overflow facility and/or emergency response shelter is needed.

The IFC Board of Directors has prepared a Good Neighbor Plan in the spirit of our agency's mission, ongoing services to the community and our vision for the future. Our plan represents our fundamental principles, and practices as an organization that has built countless partnerships and provided an array of services for 50 years. We have worked hard to respect the purpose and principles outlined in Resolution C, and our ongoing commitment to strengthen human relations with our partners, neighbors and all those participating in the Community House project. The Board and staff are grateful for all of the valuable work of and the contributions that have been suggested by GNPAC members.

This plan commits our agency to open communications, coordination with a permanent Community House Advisory Committee, new opportunities for homeless persons and our willingness to dialogue with all those concerned about promoting a safe community. The new Community House will value all of these interests and practices; and will be a primary center for improving neighborhood relations, reducing homelessness, supporting the homeless, and reintegrating transitional housing residents back into the community.

### DEFINITIONS

**Resident**
A client who has been accepted into the transitional housing program

**Guest**
A client staying in the emergency shelter

### II. Community House Transitional Housing and Emergency Shelter Programs

The IFC's Community House campus is primarily intended to house a transitional housing program, which will have capacity for 52 men. The IFC will also provide an emergency shelter program at Community House, which will have capacity for 17 men.
The two programs may differ in the level of services offered to participants, but both programs require high standards of participation and behavior, common courtesies, mutual respect, and measurable achievements for all participants. The emergency shelter program is designed to help homeless people receive overnight shelter when there are adverse health, safety, and weather conditions. Emergency shelter guests may seek information and apply for the transitional housing program on their own behalf or be recommended for the program by a social service agency or partnering organization. The transitional housing program is a step-up program and requires a higher level of commitment from residents in order for residents to be successful and graduate into permanent, affordable housing. Those participating in the transitional housing program will receive a wider variety of support and mentoring services by trained staff and volunteers. Senior residents will be required to interact with other residents at Community House in a helpful, respectful, and supportive fashion.

Descriptions of the transitional housing and emergency shelter programs are provided in subsections A and B below, respectively. Sub-section B also includes operational information that is unique to the emergency shelter. (Section IV provides operational information common to both programs and the campus facility.)

Throughout the Good Neighbor Plan and program attachments, transitional housing residents are referred to interchangeably as “transitional housing residents” and “residents” and emergency shelter guests are referred to interchangeably as “emergency shelter guests” and “guests.”

A. Description of the Transitional Housing Program

Inter-Faith Council Community House will provide 52 beds for homeless men through its Transitional Housing Program (THP). This supportive-living program will provide residents with a range of services including shelter, meals, case management, medical, dental and mental health care, job coaching and referrals to other community organizations. Individuals seeking admission into the THP are always welcome to apply on their own behalf and may also be referred by congregations, police, hospitals, IFC staff and volunteers, social service agencies, friends or family members. THP applicants are required to schedule in advance an appointment to begin the intake and application process.

The intake application and assessment process must be completed before a transitional housing bed is assigned. Intake assessments consist of gathering background information including proof of homelessness, housing and employment history, medical and mental health issues, substance abuse history and status, education level and legal needs, as well as a criminal background and sex offender registry check. (See Sections IV.A.4. a and b for more
detail on background and sex offender registry checks.) Those individuals who choose not to complete the intake application will be referred to other shelter programs in the Triangle community.

The IFC prohibits the use of alcohol and controlled substances by *transitional housing residents* during their stay at Community House (see “Conditions of Stay” on page 8 of the attachments to this document). This policy promotes responsible behavior among *residents*, helps those who experience difficulties with the use of alcohol/drugs and promotes sobriety for those following alcohol or drug rehabilitation programs.

It is against IFC policies to admit *transitional housing residents* without a government-issued ID or on a *drop-in* basis (see “Drop In Policy” on page 18 of the attachments to this document).

**Note:** The IFC will issue a standard picture ID card to every guest and resident once they are accepted for services. The IFC will assist *residents* in obtaining a current picture ID or valid North Carolina driver’s license from the North Carolina Department of Motor Vehicles (NCDMV) if they do not have one.

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**Transitional Housing Program Levels**

There are three stages to the *transitional housing* program. A *leadership team* composed of Community House staff, experienced program volunteers and senior *residents* will make decisions about *transitional housing* promotions, set-backs, discipline, discharges, and graduations.

**Stage 1**

New *residents* will be introduced to a comprehensive stage of orientation, evaluation and assessment to determine individual unmet needs and how program outcomes can be achieved. During this stage of the program, staff will develop service plans that will guide a *resident’s* personal growth and commitment to the *transitional housing* program and community standards. The action plan will include progress markers that define the path of advancement to the next stage in the program. Ten bunk beds in two rooms are set aside for twenty *Stage 1 residents*. See Attachments, pages 1-6 for IFC’s Sample Intake and Service Plan forms.

**Stage 2**

The *leadership team* will recommend when *residents* are ready to advance to Stage 2. Decisions will be based on the *resident’s* attitude, performance, motivation and capacity for implementing individual service plans to end homelessness. Stage 2 *residents* will be exploring classroom training and vocational rehabilitation opportunities, conducting job searches, filing

Comment [m4]: This states that both residents and guests will be admitted without government issued picture identification. This is unacceptable and remains a sticking point.
for social security disability (when appropriate), following through with medical, mental health and substance abuse recovery plans and working with community agencies. Staff will monitor these activities on a weekly basis. Residents with income will begin to save money to achieve the goal of moving back into the community. Residents who do not consistently follow their service plans or do not succeed in Stage 2 activities may be required to move back to Stage 1 or leave the program for a period of time before returning to Community House. The length of any involuntary discharge will be determined by the leadership team. Ten bunk beds are set aside in five quad-rooms for twenty Stage 2 residents.

Stage 3

Residents who have met income and service plan objectives are eligible for Stage 3. Residents will be moved to Stage 3 when they demonstrate to the leadership team that they are ready to move into permanent housing, are making progress in saving a sufficient amount of income to support a move, are volunteering at the IFC or other community agency and are ready to begin the housing search. Stage 3 residents will be working and/or attending classes, as well as mentoring Stage 1 and Stage 2 residents to ensure that each successive group of program graduates maintains consistent implementation of the Community Standards.

Stage 3 residents are permitted to have a limited number of visitors since this complements the program goal of preparing the men to move into permanent, affordable housing. Other visitors to the Community House campus will be admitted only for exceptional reasons (e.g., a death in the family, serious illness, urgent child or spouse care needs, etc.). All visitors are required to receive prior written approval from the Residential Services Director or authorized designee.

Twelve Stage 3 residents will share six rooms at Community House. The residents will be provided keys to their own rooms and begin their search for permanent housing.

Note: Due to individualized needs and the special nature of the transitional housing program, Community House staff and volunteers will address special needs and circumstances of each resident during their residency in the program.

See "Program Entry, Probation and Stages" on page 10 of the attachments for a more complete description of the Transitional Housing Program.

B. Community House Emergency Shelter Program and Operations

The primary purpose of the new Community House is to provide a transitional housing program for up to 52 homeless men. The IFC will also provide 17 emergency cots on the first floor of Community House because at this time there is no other solution for the emergency housing of homeless men in Orange County.
The IFC Board of Directors and staff agree with GNAPC members that the best solution for providing emergency shelter for homeless persons in the Chapel Hill/Carrboro community would be for local governments to establish a plan for an emergency shelter that is open every day all year and located somewhere other than the Community House campus.

In light of the IFC's Board of Directors belief that a separate emergency shelter should be established and funded at a nearby location and the concern that the operation of a 17-bed emergency shelter on the Community House campus creates for some nearby neighbors, the IFC is willing to suspend emergency shelter services when on any night that another emergency shelter facility is operating in Chapel Hill or Carrboro. Under those conditions, IFC would only make Community House emergency services available when an overflow facility and/or emergency response shelter is needed.

The Community House emergency shelter will offer homeless men a place to temporarily stay overnight when they have no other housing options. It will be IFC practice to provide emergency shelter cots to homeless men at Community House under these circumstances:

- When temperatures are expected to fall below 40 degrees or when an excessive heat warning/advisory is in effect;
- During and in the aftermath of snowfalls, thunderstorms, tornadoes, ice storms, hurricanes and community emergencies when Orange County is not operating "state of emergency" emergency shelters;
- When contacted by law enforcement officers and/or Emergency Management Personnel; and
- When health conditions of the individual applicant necessitate emergency shelter.

Emergency shelter guests will receive limited services including access to a first floor shower facility, laundry facilities, morning snacks and they can be seen at the medical clinic during their use of the emergency shelter cots (see "Emergency Guests" attachments, page 9).

Emergency shelter guests will be screened to assure:

- Compliance with all eligibility requirements;
- Completion of the required federal homelessness verification form;
- Completion of a criminal background check;
- The person is not listed on the national sex offender registry;
- Possession of or working with IFC to obtain a government-issued ID.

Any person using emergency shelter services must meet these eligibility requirements or be referred by law enforcement, court officials, or other bona fide agencies. Guests who do not have a government-issued ID will be required to work with an IFC staff/volunteer member to...
obtain a government-issued ID to continue receiving emergency shelter services. Anyone refusing to cooperate with this standard will be denied emergency shelter services.

Note: Our experience demonstrates that a sufficient background check on an applicant can be accomplished with their name, a date of birth, and social security number. (See Sections IV.A.4. a and b for more detail on IDs and background and sex offender registry checks.)

It is against IFC policy to admit emergency shelter guests on a drop-in basis. Guests will be screened at an authorized intake location, which may include IFC’s administrative offices or another facility made available by an agency. Community House staff and volunteers will explain emergency shelter and transitional housing application procedures to any drop-in applicant; or refer these individuals to other social service agencies when needed. (See “Drop In Policy” on page 18 of the attachments to this document.)

The intake process will include an explanation of Community House emergency shelter eligibility standards and procedures. The IFC expects all homeless men to comply with Community House policies when using emergency cots. All emergency shelter guests must sign the Community Standards contract found on page 7 of the attachments. For more information regarding community standards for emergency shelter guests, see page 9 of the attachments.

Transportation to and from the intake location will be provided by IFC, the Chapel Hill Transit Authority or another group that will be identified by the IFC Executive Director in consultation with the Chapel Hill Town Manager.

Emergency shelter guests will be required to spend the entire night at Community House and will be transported back to a designated off-site location (defined below) the next morning. Guests in need of medical assistance will be discharged to local medical care providers. It is not Community House policy to release guests or residents in the middle of the night. Guests who choose to leave the campus early will receive an involuntary discharge of at least 30 days.

During the emergency shelter intake and discharge process, staff will review and recommend qualified candidates for the Transitional Housing Program. These names will be kept on file in the event of a vacancy in the Transitional Housing Program.

The IFC prohibits the use of alcohol and controlled substances by emergency shelter guests during their stay at Community House. However, those with some, persistent or chronic use of alcohol or other substances may be admitted for the night provided the guest meets Community House standards. If any applicant is disorderly, whether under the influence of substances or not, he will be denied admission during the intake process. If for some reason, an emergency shelter guest becomes disorderly upon arrival at Community House, the staff will follow the steps outlined in the Safety Plan (see “Safety Plan” on pages 14 and 15 of the attachments).
III. Community House Advisory Committee (CHAC)

The Good Neighbor Plan includes the creation of a permanent Community House Advisory Committee (CHAC) appointed by the IFC Board of Directors to help facilitate communications between Community House, its neighbors, the University of North Carolina (UNC), the Town of Chapel Hill and other community partners. The IFC Board of Directors will invite representatives from the United Church of Chapel Hill, University of North Carolina, Town of Chapel Hill (e.g. Chapel Hill Police Department), Community House, nearby neighborhoods, business owners and/or employees, and social service agencies. The IFC Board of Directors may also invite several Orange County residents to be at-large representatives to the Committee. Diversity and inclusivity are integral to the Community House program and so the IFC will invite representatives from varied racial and economic backgrounds to join the CHAC.

The CHAC will monitor and participate in reporting on the implementation of the Good Neighbor Plan (GNP) to the Town Council. The CHAC will report to the IFC Board and the Town Council on the following items quarterly for the first two years of occupancy of the Community House facility:

a. Communications between program staff, volunteers, residents and surrounding neighbors and neighborhoods about the Good Neighbor Plan
b. Identification of success implementing each element of the Good Neighbor Plan
c. Identification of issues implementing each element of the Good Neighbor Plan
d. Proposed changes to any elements of the Good Neighbor Plan

The Town Council shall decide the frequency of continued reports on the Good Neighbor Plan after a two year period.

During the first six months of Community House’s operation the CHAC will meet monthly. At the end of this six-month period the CHAC will determine its future meeting schedule. However, the CHAC will meet at least once a quarter for the first four years that Community House is open. The IFC’s Residential Services Director and CHAC representatives will also be available to meet with neighbors, as well as Town and University representatives, upon request.

The Good Neighbor Plan calls upon the CHAC to hold open community meetings at least once a year to share program successes and challenges, maintain open communications, advise neighbors and attendees about specific events or changes at Community House and to respond to the concerns of neighbors and others.
The Residential Services Director will issue monthly written reports to the IFC Board of Directors and the CHAC. Reports will include program data and information associated with the number of admissions, resident progress indicators, graduations and operational considerations, including safety- and security-related information requested by members of the Good Neighbor Plan Advisory Committee. (See attachment p. __for a sample report template.) CHAC information and reports will be available on the IFC's website. The CHAC will also develop a process for receiving neighborhood and community inquiries, concerns and complaints.

IV. Community House Operations

The IFC is committed to providing a safe and secure environment on the Community House campus and being a responsible and engaged neighbor to the surrounding community. The standard operating procedures shown herein are intended to describe appropriate support structures for fostering community and an environment of mutual respect at Community House. The corrective measures (section IV B.) are in place to reinforce Community Standards. These standards and corrective procedures ensure that an environment so rich in diversity has the necessary processes and support structures in place to create a positive work and living environment for everyone.

A. Standard Procedures

1. Community House Staff

The Transitional Housing Program will be run by experienced and well-trained staff members who will call on other agency personnel, volunteers and student interns to promote high community standards. All staff and program affiliates will be expected to be good role models and advance good neighbor and community relations. Staff and residents together will look out for the safety and security of Community House volunteers, neighbors and the community. Together they will also promote timely communications with its program partners, the CHAC, the IFC Board of Directors, the Town of Chapel Hill and the University of North Carolina.

Community House will be continuously staffed 24 hours each day, 365 days a year. Volunteers and interns will be scheduled to assist staff with daily operations taking into consideration peak hours of operation. Residents will participate in day-to-day chores and other housekeeping responsibilities. In addition, Stage 3 residents will serve as mentors to other program residents and thus fulfill a vital role in upholding Community Standards and assisting staff members in program functions.
All staff and volunteers, interns and mentor-residents will receive training appropriate to their job description and/or assigned tasks and responsibilities. The IFC will do background checks on prospective employees. Hiring will be done pursuant to IFC’s personnel policies. 

Staff job descriptions are available from the Inter-Faith Council upon request.

2. **Resident Orientation and Expectations**

All residents entering Community House will receive both written and verbal orientation materials regarding program rules, expectations and requirements. Every Community House resident will receive, must sign and must follow his Community Standards contract before being accepted into Stage 1. The Resident Expectations document and Security Measures detail the consequences for failing to abide by these standards. (See pages 6, 12, and 16 of the attachments, respectively, for these documents.)

Residents will be encouraged to follow their individual service plans by working with Community House staff, other social service agencies, educational programs, job training and search agencies and places of employment. Resident's access to these support services and their places of employment is enhanced by the nearby bus stops for both Chapel Hill Transit and Triangle Transit along the Martin Luther King Jr. Blvd. corridor. Residents are expected to respect and support one another, Community House staff, volunteers, visitors, and neighbors and also respect the public and private property of surrounding partners, businesses, agencies, parks and residential areas.

All residents are expected to be positive role models to fellow residents, program workers and in the community. Residents will demonstrate orderly and law-abiding conduct at all times. Alcohol and illegal drugs will not be allowed in or around the Community House property. (See "Conditions of Stay" on pages 7 and 8 of the attachments.)

Violence and criminal activities will not be tolerated. Documented arrests, charges, and issues of inappropriate resident conduct and behavior will be addressed by Community House staff when brought to the staff’s attention. Disciplinary actions will be commensurate with the infraction. (See subsection IV.B "Corrective Measures" below for more information.)

3. **Provision for the Needs of Residents and Guests**

- Community House will be a supportive living environment where residents and guests are treated with dignity and respect.

- Community House will provide all residents with lockers and storage for their belongings.
Community House will provide on-site laundry and ironing facilities.

Community House will provide on-site recreational opportunities with a dedicated and furnished exercise room, an outdoor basketball goal, gardening spaces and outdoor seating. IFC residents are also welcomed at the Chapel Hill/Carrboro YMCA and the Hargraves Center.

Community House will provide all residents with three meals each day.

Community House will work with other organizations to refer residents and emergency shelter guests for needed services not directly provided at Community House.

Comprehensive Community House services are for the residents of the Transitional Housing Program. Residents may use the Community House address for their mail delivery during their residency in the transitional housing program.

Emergency shelter guests will receive limited services including access to a first floor shower facility, laundry facilities, morning snacks and they can be seen at the medical clinic during their use of the emergency shelter cots. (See "Emergency Guests" attachments, page 9.)

Guests may not receive mail at the Community House address. The IFC does permit homeless persons to receive mail at its administrative offices.

4. Safety and Security
   a. Policy on Background Checks and Government-Issued IDs

The Inter-Faith Council will conduct North Carolina criminal background checks on everyone applying for transitional housing services as well as those using emergency shelter services. Our experience demonstrates that a sufficient background check on an applicant can be accomplished with their name, a date of birth, and social security number.

i. Transitional housing residents are required to have a government-issued ID before they can begin their program residency.

ii. Exceptions to the ID requirement will be made for emergency shelter guests who are working with IFC staff to obtain a government-issued ID. The IFC will assist participants in obtaining a valid picture ID or valid North Carolina driver’s license from the North Carolina Department of Motor Vehicles (NCDMV). In order to obtain a valid NCDMV picture ID for any homeless person, two other ID documents (birth certificate, social security card etc.) are required. IFC staff and volunteers regularly assist homeless persons and other individuals with this service. This process can take four to six weeks to complete.
iii. The IFC will issue a standard picture ID card to every guest and resident once they are accepted for services.

b. **Policy on Sex Offenders**

No one listed on the sex offender registry will be allowed to stay at Community House regardless of any legal provisions that would allow them to stay in the emergency shelter for a limited number of days. The IFC and Community House will help enforce this policy by checking the National Sex Offender Registry on everyone applying for transitional housing services as well as those using emergency shelter services. (Sex offender registries often provide pictures of those listed, which provides another means of screening). If for any reason, someone on the sex offender registry is discovered to have been inadvertently admitted to Community House, the sheriff’s office will be called immediately; and the resident or guest status will be terminated immediately.

c. **Policy on Alcohol and Illegal Drugs**

Everyone in the transitional housing program must be clean of alcohol and illegal drugs. While IFC does not operate an addiction recovery program, it is concerned with helping those in recovery stay clean. The Community Standards contract includes adhering to the policy that alcohol and illegal drugs will not be allowed in or around the Community House property. (See "Conditions of Stay" on pages 7 and 8 of the attachments.) IFC concedes that people who are not in sobriety still need shelter in emergency situations in order for them to be safe. For emergency shelter guests, the policy regarding alcohol focuses on behavior. If someone is disorderly, whether under the influence of substances or not, they will not be transported to Community House for evening housing. If someone smells strongly of alcohol, then they will not be allowed to intake. Per the intake agreements, a breathalyzer may be administered (see attachments). If for some reason, an emergency shelter guest becomes disorderly upon arrival at Community House, the staff will follow the steps outlined in the Safety Plan. (See "Safety Plan" on pages 14 and 15 of the attachments.)

d. **Policy on Inappropriate or Dangerous Behavior**

The IFC reserves the right to refuse to admit applicants with a violent history or demonstrated non-compliance with program objectives.

Violence and criminal activities will not be tolerated. Documented arrests, charges, and issues of inappropriate resident conduct and behavior will be addressed by Community House staff when brought to the staff’s attention. Disciplinary actions will be commensurate with the infraction. (See subsection IV.B "Corrective Measures" below for more information.)
IFC staff will call 911 in the event that any individual displays inappropriate or dangerous behavior on the Community House campus. Community House staff will also follow standard trespass procedures with the Chapel Hill Police Department when necessary.

e. Campus Security

The IFC has in place comprehensive security policies and procedures for the Community House building and campus with a special emphasis on entering and exiting the facility, exterior security, as well as policies and procedures to inhibit loitering, public drunkenness, illegal drug use, weapons and criminal activity. (See "Community Standards Contracts", attachments, page 6-9 for details.)

The IFC will maintain exterior security lighting. Security cameras will be in place monitoring Community House interior and exterior activities and the driveway approaching the campus. Staff will be trained to monitor and operate camera equipment. Electronic security information will be monitored multiple times during each shift. Staff will report any unusual activity to the Residential Services Director (or his/her designee) and to the Chapel Hill Police, if appropriate.

The IFC will encourage the Chapel Hill Police Department to use Community House as a site to complete paperwork, visit with residents, and to check in with program staff. Community House staff will call the Chapel Hill Police Department and Emergency Management Services when their assistance is required. Community House has had and continues to have a close working relationship with local fire, safety and law enforcement agencies. This includes cooperating with them when requested and working with their community crisis unit when circumstances and/or problems arise. We will also continue our long-term practice of cooperating with investigations, complying with subpoenas and allowing the local authorities access to the Community House facilities.

Community House will maintain a discharge list that documents inappropriate behaviors, the persons involved and the duration of the discharge.

(See "Proposed Security Measures for Community House" page 16 and the “Draft Safety Plan” on page 13 of the attachments for more information.)

f. Control of Loitering

Transitional Housing Program admissions will be made through various referral sources detailed in the GNP and will involve a thorough intake application and background check. (See Section II, page 4.) Walk-ins will not be accepted for Community House services. This will eliminate unauthorized persons from loitering on IFC property or in surrounding areas. Residents will remain in the facility from 8:00 p.m. to 7:00 a.m. unless the resident has made previous arrangements with IFC staff, e.g. to work a late shift; attend a class or community meeting. Departure and re-entry will not be allowed after 8:00 p.m. without special
permission. (For further information, please see "Hours and Schedules – Transitional Residents" on page 7 of the attachments.)

Outdoor on-site activities such as playing basketball, gardening, smoking or socializing will be permitted in designated areas and are not considered loitering. Outdoor activities will be restricted to hours before evening curfew and no earlier than 8:00 a.m.

Loitering on property belonging to IFC, adjoining properties or other nearby property is a violation of IFC policies and may result in a loss of services. (See Community Standards, attachments, page 6.) The IFC will respond to complaints about residents loitering in unauthorized areas by addressing the issue with the resident directly. Neighbors are encouraged to make the IFC aware of loitering or unusual circumstances when it occurs in order for the matter to be addressed as quickly as possible. Repeat offenders will be subject to involuntary discharge from Community House.

g. Control of Litter

Community House will provide clean, litter-free, and graffiti-free facilities for its residents, partners and the community. All Community House residents will help staff maintain the Community House building, grounds and gardens and perform other routine responsibilities on the campus as assigned.

Community House staff will respond to complaints from residents and neighbors as quickly as possible in the event IFC residents or guests are known to have violated anti-litter standards off-campus. Residents or guests with any documented anti-litter violations or vandalism charges could be discharged from Community House. (Please see page 12 of the attachments for more information regarding littering.)

The IFC will encourage program residents to participate in neighborhood clean-up activities and work with other neighborhoods similar projects.

B. Corrective Measures

Community House will provide a safe environment for residents, staff and volunteers. While Community House residents, staff and volunteers are expected to be positive role models in the Community, it is IFC’s policy to have procedures for corrective measures in place to prevent and respond to violations of the Community Standards.

IFC management staff will supervise all program activities, functions and interactions. The Residential Services Director, senior resident mentors, and IFC staff will be responsible for addressing major and minor violations of the Community Standards Contract. The Director will be responsible for discharging uncooperative residents.
Based on IFC’s experience and practice, the leadership team will use progressive disciplinary steps when challenges occur. For minor infractions with no prior incidents, a warning will be issued and staff will document the incident according to IFC procedures. A repeat offense of minor infractions or moderate infractions will result in additional curfew restrictions, chores, moving down a stage in the program, or other repercussions deemed appropriate for the individual. The incident and consequences will be documented according to IFC guidelines. Those who chronically break the rules or commit a major infraction will be involuntarily discharged, and when necessary, the IFC will contact the Chapel Hill Police Department to intervene. If violent or threatening behaviors occur, the police will be called. Any resident or guest responsible for violent or disruptive conduct will be trespassed from the Community House campus. (See “Trespass” on page 12 of the attachments for more information about trespass procedures.)

If a person is to be dismissed from the Community House program, the resident/guest will be given a plan for dismissal with a date and time during day time hours and a voucher for transportation to another location where they can receive services.

Substantiated violations of the Community Standards including, but not limited to, violent behavior, threatening language, use of illegal drugs or alcohol, possession of a weapon, theft, trespassing and loitering on private property, panhandling, sexually explicit behavior, and the use of racist, sexist, homophobic or otherwise prejudicial language are prohibited and will be grounds for ending the resident’s or guest’s participation in the program.

Community House services will be denied to any individual who regularly and persistently behaves contrary to program values and protocols. The IFC will work to see that discharged Community House residents and guests are referred to other facilities for services or shelter. When considering reapplications to the program, Community House staff will undertake a thorough review of incidents during former periods of residence as well as demonstrated improvements in behavior.

Staff and volunteers are subject to the same standards and expectations as the residents. IFC’s Executive Director will be responsible for discharging employees and volunteers who consistently fail to model appropriate behavior and to abide by the Community Standards. (For more information about program values to be upheld by residents, guests, employees, and volunteers, please see the “Community Standards” listed on page 6 and the “Resident Expectations” on page 12 of the attachments.)

V. Communications

Community House’s primary charge is to help all program residents to achieve their individual goals and to develop new opportunities for integrating back into the community. The
prospects for residents will be greatly improved by creating and maintaining regular communications with Community House partners, neighbors, congregations, volunteers and staff.

Therefore, the IFC will promote positive relationships and communications at all times at Community House. The IFC believes that open communication channels and steadfast relationships with community partners and neighborhood groups are critical for the successful operation of Community House. It is IFC’s intention that the communication channels and protocols implemented and described herein will benefit all concerned parties and will effectively respond to difficult challenges and other issues that may arise at Community House from time to time.

A. Education

The Good Neighbor Plan will establish a Community House Advisory Committee (CHAC) (see Section III above) to help facilitate ongoing communications between Community House neighbors, other community partners, the University of North Carolina and the Town of Chapel Hill. The CHAC will regularly provide current information about Community House programs and needs to the community, to the Town of Chapel Hill, UNC and all interested parties.

The IFC, CHAC, Community House residents and agency partners will also hold periodic workshops and on-site trainings about homelessness issues and needs. Some of the workshops will be specifically designed to help participants and groups implement effective strategies for addressing homelessness and supporting residents with their plans for improving life skills and reestablishing independence.

The IFC will educate and reinforce Good Neighborhood Plan values among Community House employees, volunteers and residents. The IFC will also underscore the value and relationship of the CHAC with residents, Town of Chapel Hill and surrounding neighborhoods.

The IFC will include a copy of the Good Neighbor Plan in employee hire packets and all IFC employees will be expected to comply with the Good Neighbor Plan.

B. Communication Protocols

The IFC seeks to create ongoing, permanent communication channels and protocols for regular reporting back and forth between Community House and all interested parties, including nearby neighborhoods, UNC and the Town of Chapel Hill. Quarterly reports will be provided to the CHAC, the Town of Chapel Hill, UNC, the United Church, funding sources and other partners as requested. Comment [m26]: But not provided to neighbors? And not on the website?
The permanent CHAC committee will be encouraged to communicate resident and/or neighborhood conflicts, barriers, or difficulties for agency review and consideration of consequences; but they also should help the IFC to communicate positive developments and outcomes achieved by residents in relation to both their individual goals and with other groups and neighbors.

The IFC will maintain up-to-date contact information for Community House staff, IFC’s management team and CHAC members. 24-hour emergency contact information will be included. Contact information will enable CHAC members and the general public to contact the appropriate personnel when issues or concerns arise. Standardized procedures will be used to disseminate information immediately when necessary. Copies of the contact list will be made available to interested neighbors, businesses, police and other parties.

IFC will allow neighbors to subscribe to receive Community House notices. This will likely be done via email listservs to which neighbors can subscribe in an automated fashion to eliminate the need for staff to use time to manage subscription lists.

Subscriptions will include:

- Two week notice before CHAC meetings with agenda items for the meeting
- Monthly report availability notifications (which provide a link to the actual reports)
- Notice within 48 hours of any severe incidents which have occurred on premises. These include any incidents involving a weapon or a possible felony charge.

C. Mediation

The IFC and Community House staff are committed to resolving conflicts that may arise between Community House and nearby residents and/or other parties. Conflicts that are brought to the attention of the CHAC should be referred to the Residential Services Director. In the event Community House staff is unable to directly resolve the conflict, the Residential Services Director will refer the matter to the IFC Executive Director.

In the event that unresolved challenges cannot be successfully resolved at these levels, mediation may be recommended. If mediation is pursued, all involved parties will be invited to participate, including CHAC representatives.

VI. Amending the Good Neighbor Plan

Recommendations to amend the Good Neighbor Plan can originate from the Residential Services Director, the CHAC, the IFC Board of Directors or the Town Council. Concerns or questions about the Good Neighbor Plan or neighborhood relations should be directed to the
Residential Services Director. Any concerns or proposed amendments to the Good Neighbor Plan will be shared with the IFC Executive Director and the CHAC. The CHAC may also recommend to the IFC Board of Directors specific changes to the Good Neighbor Plan.

Any recommendations to amend the GNP must be approved by the IFC Board of Directors before presenting the recommendations to the Town Council.

The CHAC will be notified in advance about any proposed changes by the IFC Board or Directors or the Town Council to the GNP.

Neighbors who have indicated that they wish to be notified of CHAC meetings or other IFC or Community House communications will be notified 30 days in advance via email that changes to this document are being considered by the CHAC. This communication will provide the date where said changes will be considered as well as the draft (or link to a draft) of said changes (with said changes marked up to distinguish from the previously approved document).

Neighbors within 1000 feet will be notified by postal mail at least 30 days prior to the submission of changes to this document to town staff so that neighbors may comment on the changes prior to submission. This will also allow neighbors to be aware that the changes will appear on an upcoming Town Council agenda.

The Town Council agrees that it will accept changes via an action item its agenda, likely on the consent agenda. This will allow non-controversial changes to be approved without using Council time. It will also allow changes of a controversial nature to be discussed and modified where necessary.

Comment [m29]: As has been discussed at several meetings...

For a communication plan, this plan does describe how communications will actually take place.
Appendix A  Glossary

Community House Advisory Committee (CHAC): The Good Neighbor Plan includes the creation of a permanent Community House Advisory Committee (CHAC) appointed by the IFC Board of Directors to help facilitate communications between Community House, its neighbors, the University of North Carolina, the Town of Chapel Hill and other community partners. Throughout the Good Neighbor Plan and Attachments the Community House Advisory Committee is referred to interchangeably as "Community House Advisory Committee" and "CHAC."

"Drop In": The term “drop-in” refers to any individual who enters the Community House campus to apply for admission to either the Emergency Shelter or the Transitional Housing Program (without a prior scheduled appointment). All drop-ins will be advised of standard Community House admission procedures. Even though it will be against IFC policy to admit either transitional housing residents or emergency shelter guests on a drop-in basis, the IFC recognizes the necessity for having procedures in place if, and when, such a situation occurs. The IFC’s “Drop In” policy can be found on page ___ of the attachments to the Good Neighbor Plan.

Emergency Shelter: An Emergency Shelter operates on a first-come, first-served basis for homeless persons in the community. Individuals using emergency shelter cots will be transported to and from the Community House campus and must leave in the morning with no guarantee of shelter on future nights. At the Community House campus, the IFC will provide emergency shelter cots to homeless men under these circumstances:

- When temperatures are expected to fall below 40 degrees or when an excessive heat warning/advisory is in effect;
- During and in the aftermath of snowfalls, thunderstorms, tornadoes, ice storms, hurricanes and community emergencies;
- When contacted by law enforcement officers and/or Emergency Management Personnel; and
- When health conditions of the individual applicant necessitate emergency shelter.

When these circumstances arise the IFC will provide up to 17 emergency cots on the first floor of the Community House facility.

Emergency Shelter guest: refers to an individual who has been screened and admitted (as per the process described in Section II.B of the Good Neighbor Plan). for an overnight stay at the Inter-Faith Council’s Emergency Shelter for homeless men planned for Community House. Throughout the Good Neighbor Plan and Attachments emergency shelter guests are referred to interchangeably as “emergency shelter guests” and “guests.”

Good Neighbor Plan Advisory Committee: The Good Neighbor Plan Advisory Committee includes residents from six nearby neighborhoods, as well as representatives from a nearby business, four congregations, three local social services agencies, the homeless population, UNC-Chapel Hill, Community House, and the IFC Board of Directors. (See committee roster in the attachments.) This group of individuals was assembled for the purpose of advising the IFC in the writing of the Good Neighbor Plan. Throughout the Good Neighbor Plan and
Attachments the Good Neighbor Plan Advisory Committee is referred to interchangeably as "Good Neighbor Plan Advisory Committee“ and "GNPAC.”

**Leadership Team:** refers to the team of Community House staff, experienced program volunteers, student interns and senior residents that will make decisions about the promotions, set-backs, discipline, discharges, and graduations of transitional housing residents.

**Loitering:** To delay or linger without a lawful purpose for being on the property.

**Transitional Housing:** Transitional Housing provides temporary housing and supportive services with the goal of helping program residents transition into permanent housing and live independently. The length of stay may vary. Services may be provided for up to two years. These services may be provided directly by IFC or by other public or private agencies in a coordinated effort with IFC. Transitional housing programs restore lives and independence; promote social networking, peer driven support, and volunteerism; and are a strong conduit to jobs and community services. The Inter-Faith Council Community House will provide 52 beds for homeless men through its Transitional Housing Program (THP).

**Transitional Housing resident:** refers to an individual who has been admitted to the Inter-Faith Council’s Transitional Housing Program for homeless men at Community House. Throughout the Good Neighbor Plan and Attachments transitional housing residents are referred to interchangeably as "transitional housing residents“ and "residents."

**Trespass:** Trespassing involves intentionally entering onto land without the consent of the owner. When a person is trespassed from the Community House campus, the police will be called and staff will follow the Chapel Hill Police Department’s protocols for trespassing persons from properties. A trespass lasts for one year and can only be extended or lifted by notifying the Chapel Hill Police Department. The initial request to trespass an individual will result in a trespassing order being filed with the police department and the individual being asked to leave the property. Those who later violate trespass orders can be arrested.

**Visitors:** Visitors, as distinguished from service providers and volunteers at Community House, are primarily allowed for stage three transitional housing residents only. Other visitors to the Community House campus will only be admitted for exceptional reasons (e.g., a death in the family, serious illness, urgent child or spouse care needs, etc). All visitors are required to receive prior written approval from the Residential Services Director or authorized designee.

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**Comment [m31]:** IFC said at the SUP that there would be no visitors. We were told in previous neighbor plan meetings that there would be no visitors. This is the first time that this has been stated. It reneges on the “no visitor” promise.
The IFC’s Residential Services Directors will report the following information to the IFC Board of Directors and the Community House Advisory Committee each month. The report will be posted to the IFC’s website after it is accepted by the IFC Board at their monthly meeting.

<table>
<thead>
<tr>
<th>Transitional Housing Program</th>
<th>This Month</th>
<th>Total for the Year</th>
<th>This Month Last Year</th>
<th>Total for Last Year</th>
<th>% Change for Year</th>
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<tbody>
<tr>
<td>New Admissions</td>
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<tr>
<td>Reversions to Stage I</td>
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<tr>
<td>Departures from Stage I</td>
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<tr>
<td>Total Stage I residents at the end of the month</td>
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<tr>
<td>Graduations to Stage II</td>
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<tr>
<td>Reversions to Stage II</td>
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<td>Departures from Stage II</td>
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<td>Total Stage II residents at the end of the month</td>
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<td>Graduations to Stage III</td>
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<td>Departures from Stage III</td>
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<td>Total Stage III residents at the end of the month</td>
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<tr>
<td>Graduations from Program</td>
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Average # of beds filled
% of beds filled

Comment [m32]: Providing these as a sample is not sufficient. IFC must commit to the items which will be reported. This is a communications plan, after all.
<table>
<thead>
<tr>
<th>Emergency Shelter</th>
<th>This Month</th>
<th>Total for the Year</th>
<th>This Month Last Year</th>
<th>Total for Last Year</th>
<th>% Change for Year</th>
</tr>
</thead>
<tbody>
<tr>
<td># of nights shelter open</td>
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<td></td>
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<td></td>
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<tr>
<td>Average # of overnight guests</td>
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<td>total # of guests, duplicated</td>
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<td>total # of guests, unduplicated</td>
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<tr>
<td># of nights # of guests &gt; 17*</td>
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</tbody>
</table>

| Safety and Security | | |
|---------------------|------------------|
| # of shelter guests admitted without background checks* | |
| # of guests admitted with current, government-issued photo ID | |
| # of guests admitted with other ID | |
| # of guests admitted without ID* | |
| # of shelter guests admitted on-premises (contrary to "no drop-in policy") for overnight stay* | |
| # of on-premises admissions resulting from police or emergency services request* | |
| # of times a resident or guest left Community House after curfew without authorization* | |
| # of times when staff instructed someone to leave the premises* | |
| # of times when 911 and/or police are called to premises for non-medical reasons* | |
| # of times a resident or guest charged with a crime that occurred on premises* | |
| # of inadvertently-admitted registered sex offenders* | |
| # of registered sex offenders denied residential services during application process | |

* if this occurs, the monthly report will include an explanation as well as a count
ID must be required. However, if IFC wishes to document an alternative to requiring a government issued photographic ID next to these preschools and park, then this wording falls woefully short of what was requested during the last meeting. IFC must document the MINIMUM required information that it proposes in lieu of a government issued picture identification. And IFC must document the pieces of information that the prospective guest provided in advance of the background check which MUST MATCH the information returned.

Ie – Guest provides Name, SSN, DOB, previous addresses. If SSN is submitted and all of the required information does not match what was provided, then the person is turned away.

The attachment contradicts this policy.

Attachments should not be used to negate statements in the primary document.

Policy for inebriation and breathalyzer use should be defined within this document, as mentioned by IFC in the attachments.
For March 12, 2012 Meeting - ABetterSite
Edits/Comments on GNP Attachments for March 12 Committee
(ABetterSite Comments on The GNP Attachments for the March 12, 2012 Meeting)
A. IFC Intake Example

Inter-Faith Council for Social Service
Intake

Date Entered Facility: Month Day Year
First Name: Middle Initial: Last Name: Suffix:
AKA/Nickname:
Social Security Number: or check one of the following
Don’t Know/Don’t Have SSN: Refused SSN: 
(Try to get last four numbers of SSN if they will not provide full SSN)
Date of Birth: Month: Day: Year:
Gender: Male: Female: 
Primary Race/Secondary Race (If secondary race mark as follows: Primary – P, Secondary – S)
American Indian/Alaska Native Black/African American
Native Hawaiian or Other Pacific Islander Asian
White Other

Ethnicity: Hispanic/Latino: Other Non-Hispanic/Latino: 
US Military Veteran: Yes No Don’t Know Refused
Domestic Violence Victim: Yes No
Juvenile Parent: Yes No
Driver’s License/State ID Number: Issuing State of ID:
Last Permanent Address (please include zip code): 
Street

DRAFT Community House Good Neighbor Plan ATTACHMENTS DRAFT
Revised for March 12, 2012 Advisory Committee Meeting
A. IFC Intake Example

__________________________________________________________

City/Town   State   Zip Code

Have you been living in Chapel Hill or Carrboro?  Yes _____ No ____  How long? __________

If not, where have you been living?

__________________________________________________________________________________

City/Town/County

How long? __________________________

How long have you been homeless?

1. Continuously homeless for 1 year: _____ Yes   _____ No

2. Have you had at least 4 episodes of homelessness in the past 3 years?  
   _____ Yes   _____ No

3. Do you have a disability?    _____ Yes   _____ No

Primary Reason for Homelessness (check one):

_____ Child Abuse/Neglect   _____Release from Prison   _____Victim of Domestic Violence

_____ Disability   _____ Runaway   _____ Eviction

_____ Substance Abuse   _____ HIV/AIDS   _____ Transient

_____ Mentally Ill   _____ Underemployment   _____ Natural Disaster

_____ Unemployment   _____ Dual Diagnosis   _____ Chronic Alcoholism

Is Homelessness due to foreclosure:  _____ Yes   ____ No   ____ Don’t Know  _____ Refused

Type of Living Situation (before the guest came to this agency):
A. IFC Intake Example

___ Rental Housing/Apartment ___ Emergency Shelter
___ Permanent Housing for Formerly Homeless ___ Foster Care/Group Home
___ Place not meant for habitation ___ Hospital
___ Psychiatric Hospital or Facility ___ Hotel/Motel without
emergency shelter
___ Jail, Prison or Juvenile Facility ___ Owner of
House/Apartment
___ Substance Abuse Treatment Center ___ Living with Family
___ Living with Friends ___ Transitional Housing for
Homeless
___ Don’t Know ___ Refused
___ Other –
Specify______________________________________________________________

Length of Stay at above Living Situation:
___ 1 week or less ___ More than 1 week but less
than 1 month
___ More than 1 month but less than 3 months ___ More than 3
months but less than 1 year
___ 1 year or longer ___ Don’t know

Where did you stay the night before you came to our shelter?
______________________________________________________________

Why are you seeking shelter at this time? What are your plans?
______________________________________________________________
A. IFC Intake Example

______

Have you ever been in jail or prison?  ___ Yes ___ No

Are you currently on probation?  _____________ Yes _____________ No

Do you have a pending court date?  _____________ Yes _____________ No

If so, please provide date and where:

________________________

Do you have any medical issues at the present time?  ____ Yes ____ No

If Yes, Please explain:

________________________

________________________

________________________

________________________

Medications:

________________________

(If Yes, please refer to social worker for a complete assessment.)

Do you have any mental health issues at the present time?  ____ Yes _____ No

If Yes, please explain:

________________________

________________________

________________________

Comment [m1]: IFC has failed to ask if the person is a registered sex offender
A. IFC Intake Example

Medications:

(Regardless of answer, please refer to mental health clinic for assessment.)

Emergency Contacts:
1. Name: ___________________________ Relationship:

   Address:

   Telephone Number: ________________________________

2. Name: ___________________________ Relationship:

   Address:

   Telephone Number: ________________________________

Emergency Contacts will only be used for serious medical emergencies or death.

Do you have a car? Yes ___ No ___

If Yes, Please provide the following: Year: __________

Make: _________ Model: _________ Color: _________ Plate Number: _________
A. IFC Intake Example

Are you working with other agencies? ___ Yes ____No

If yes, please list:

**Name of Agency:**

____________________________________________________

Contact Person:

____________________________________________________

Phone Number: _________________________ E-Mail:

____________________________________

**Name of Agency:**

____________________________________________________

Contact Person:

____________________________________________________

Phone Number: _________________________ E-Mail:

____________________________________

Inter-Faith Council for Social Service (IFC) makes every effort to protect your right to confidentiality. The information you provide to IFC is maintained in your agency case record and an internal data base. Information entered into the case record is not shared with any outside agency without your written permission. IFC’s data base is used to track data (numbers) on homeless individuals and families we serve. None of the information collected is identified to any source by name of client.

As a participating agency of the Carolina Homeless Information Network (CHIN) we also use a computerized Homeless Management Information System (HMIS) to collect and report on information about the clients we serve. We collect personal information directly from you for reasons that are discussed in the CHIN Privacy Practices. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we collect is important to run our programs, to improve services
A. IFC Intake Example

to homeless persons, and to better understand the needs of homeless persons. We only collect information that we consider to be appropriate. If you do not want your information entered into and shared through the HMIS, please put an X through this paragraph.

I, ____________________________, do hereby certify that the answers I have given to the preceding questions are true and accurate.

__________________________________________
(Signature of Program Applicant) (Date)

Staff Comments/Observations:

___________________________________________________
___________________________________________________
___________________________________________________
___________________________________________________

________________

Bed/Cot/Room Assignment: ______________ Date Assigned: ______________

Comment [m2]: This interesting because neighbors were told in the past that IFC had no flexibility to ask other questions during intake.
A. IFC Intake Example

________________________________________
Staff Signature       Date

Intake       Revised 9/20/10
Service Plan

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B. Service Plan Example

________________________  _______________________
Resident Signature          Staff Signature

Date: ______________________  Date: ______________________
C. Community Standards Contract

Community Standards Contract

Welcome to Community House

Community House strives to maintain a safe, comfortable, and peaceful environment; and requires that all persons treat others with respect and dignity, whether working at, living in or staying in Community House.

All residents entering Community House will receive both written and verbal information and orientation materials regarding program rules and requirements. All residents must sign this Community House Community Standards agreement before being accepted in Stage 1.

Core Principles

It is IFC’s policy and practice that residents accepted into the Transitional Housing Program will behave appropriately and cooperatively. The following principles guide the program’s Community Standards:

- All persons should be treated with respect. Staff, volunteers and residents will treat each other with courtesy and will show respect for other people’s feelings, physical space and property.

- People need a safe environment to manage and express social customs and cultural differences. Staff, volunteers and residents will treat each other with respect when resolving conflict situations. Threatening language and fighting are incompatible with Community House principles.

- Diversity and inclusivity are integral to the Community House program. Language should be constructive and respectful to all regardless of race, gender, sexual orientation, religion, ethnicity, age, educational background and economic circumstances. Racist, sexist, homophobic and otherwise prejudicial language is incompatible with Community House’s commitment to diversity.

- Good citizenship is a core Community House value. Staff, residents and volunteers are expected to be good role models in the community, to be respectful of neighbors and the property of others, to obey all Town ordinances and to reinforce Community House values and protocols. Senior residents will exercise good citizenship and help new occupants with program requirements and their interactions with others. Panhandling, trespassing, loitering, sexually explicit behavior and harassment are contrary to these values and prohibited at Community House and other IFC facilities.
C. Community Standards Contract

- Staff, residents, and volunteers are encouraged to be respectful of others, courteous in public and must refrain from drinking alcoholic beverages, smoking or walking across private property without permission. Walking and loitering on private property is trespassing and is unacceptable for Community House residents.

- Community House residents are expected to be positive role models and representatives in the community. Community House services will be denied to any individual who regularly and persistently behave contrary to program values and protocols.

These core principles are the heart of what it means to be a member of Community House. They govern the development of program procedures, corrective measures, and daily interactions of all staff, volunteers, and residents.
C. Community Standards Contract

Hours and Schedules – Transitional Residents

- Community House is a year round transitional housing program for homeless men.

- All outside doors will be locked from 8:00 p.m. until 7:00 a.m. each day.

- Curfew for all residents is 8:00 p.m. Exceptions for employment or programmatic purposes must be prearranged with Community House staff.

- Residents may not leave the property after 8:00 p.m. unless they are working or attending a scheduled meeting. All requests to leave the property must be approved in advance by staff.

- Residents must sign out and sign in every time they leave and return to the Community House campus.

- Quiet time and lights out is from 10:00 p.m. till 6:00 a.m. Earlier wake-up calls can be arranged with program staff.

- Residents will be required to complete all assigned tasks and responsibilities and make their rooms presentable before leaving the Community House campus.

- Indoor and outdoor recreation and outdoor smoking areas are provided for residents.

- Once admitted into the program residents may leave the property for appointments, work, school and other appointments that are approved by staff and listed in their service plans.

- During program orientation, residents will be informed about the schedule of activities and services.
C. Community Standards Contract

Conditions of Stay

- All residents will complete an Intake Assessment and begin working with a case manager within 48 hours of arrival.
- Background checks will be done as part of the assessment. Applicants with a violent history or demonstrated non-compliance with program objectives may be denied residential services. Registered sex offenders are ineligible for transitional housing services due to our proximity to a child care program. If for any reason, someone on the sex offender registry is discovered to have been inadvertently admitted to Community House, the sheriff’s office will be called immediately; and the resident status will be terminated immediately.
- A copy will be made of each resident’s ID and placed in the resident’s case file. Each resident will be assisted in obtaining an official photo ID during their stay in the program if they do not possess one.
C. Community Standards Contract

- Each resident’s daytime hours will be filled with specific service plan tasks. This includes but is not limited to: meetings with case managers, appointments, training opportunities, exercise, spiritual activities, job interviews and employment. In addition, all residents will complete facility assignments, cleaning, maintenance, and other duties as assigned.

- Community House is an alcohol/controlled substance-free program; residents may not drink, possess, or distribute alcohol or controlled substances on the premises. Failure to adhere to this policy may lead to expulsion from the program.

- Smoking is only permitted in designated outdoor smoking areas.

- Residents will be subject to breathalyzer or UA (drug screening). Staff may request resident to take a breathalyzer or UA test if the client is exhibiting suspicious behavior or if it is part of an individual’s case management plan. Failure to comply with the test could result in expulsion from the program. Positive screenings will be evaluated by staff based on the individual’s case management plan.

- Community House is a weapons-free zone. No firearms, knives or weapons of any kind are permitted on Community House property at any time.

- All medications, including controlled-substance prescriptions, must be checked into the medical clinic when the resident arrives and will be available as prescribed.

- All residents, staff and volunteers may enter and leave the shelter only through designated entrances.

- Persons will not be allowed to enter the building through fire exits or other unauthorized entrances.

- Residents who have medical and legal appointments in a location not served by the free bus routes will be approved for a bus pass through their case manager. Bus schedules are available at the Reception Desk.
C. Community Standards Contract

- When walking to any destination in town, please obey pedestrian safety rules and walk in the main thoroughfares.

- Community House reserves the right to dispose of unattended belongings left at Community House.

- All residents are required to shower each day and do laundry (including linens) on a weekly basis. Laundry schedules are posted in the laundry room.

- Loitering is not allowed on the property, in the neighborhoods surrounding the shelter, or on the streets of Chapel Hill/Carrboro

- Visitors are not allowed at Community House without prior written approval of Residential Services Director.
C. Community Standards Contract

Accommodations

- All residents will be assigned to a specific bed on the day of arrival and reassigned a bed when they move into a new program stage.

- No food, medicine, or other items that may decay or attract infestations can be stored.

- All personal belongings must be stored in assigned lockers and storage areas. No personal items are to be left in or around the sleeping area.

Emergency Guests

- Seventeen emergency shelter cots will be available to homeless men who seek emergency services on inclement weather nights as defined in the Management Plan.

- Individuals seeking emergency shelter on these nights will report to IFC’s administrative offices between the hours of 9:00 a.m. and 4:00 p.m. to be screened for eligibility. **You cannot get an emergency cot by going directly to Community House.**

- Background checks will be done and the national sex offender registry will be checked before approval is given for emergency shelter. Registered sex offenders are not eligible for emergency shelter at 1315 Martin Luther King, Jr. Blvd. If for any reason, someone on the sex offender registry is discovered to be staying at Community House, the sheriff’s office will be called immediately; and the guest’s status will be terminated immediately.

- Individuals accepted into the emergency shelter will be transported from IFC’s administrative offices to Community House after dinner and returned to IFC’s administrative the next morning.

Comment [m3]: At what address?
C. Community Standards Contract

- Emergency guests will be restricted to the first floor of the Community House building, assigned a cot, and given personal care items and linens. Guests will be able to shower before lights out.

- Emergency shelter guests will be required to abide by Community House policies listed in this document.

- All emergency shelter guests will be required to spend the entire night at Community House and will be transported back to the IFC’s administrative offices the next morning.

Resident Signature: ____________________________________________

Date: ________________________________________________________

Comment [m4]: Or what?
D. Transitional Housing Program Entry, Probation, and Stages

**Transitional Housing Program Entry, Probation and Stages**

Homeless men interested in entering the transitional housing program at Community House will be required to provide basic information and identification at the time of intake and complete an application. Once enrolled in the program, each resident’s conduct is governed by the Community Standards contract. All residents will develop **strength-based goals** to which they will be held accountable. Each resident’s individualized action plan will include specific interventions, goals and deadlines. Initially, new residents will be placed in the program for an orientation period of 30 days during which they will be evaluated and assessed for transitional housing services. During probation, residents who are not prepared to complete the steps or tasks as outlined in their action plan may be asked to leave the program until they are ready to make a stronger commitment to program expectations. These individuals will be referred to other Triangle programs and shelters for services. There are no failures at Community House, and staff is willing to welcome back any person requesting to reapply for transitional housing services. Community House will always be a place where homeless men can find hope and new opportunities: a place where staff and homeless persons can work together to break the cycle of homelessness. There are three stages in the transitional housing program. Each resident will develop an individualized action plan in conjunction with staff and program volunteers in Stage 1, which will describe the evidence of accomplishment required to progress through the different stages of the program.

- **Stage 1** is evaluation and assessment of the new resident and includes the development of an action plan for personal growth and commitment to community standards.

During the first week, residents will participate in an orientation where they will receive information about the program and a staff member will go over IFC policies, including the Community Standards contract and Resident Expectations. A senior resident (in Stage 3) will be assigned to every new resident to orient them to the facility and answer questions about the program. In order to enter the program, residents must sign the Community Standards contract. Case managers will meet with residents to complete an assessment which includes histories on their medical, dental, mental health, employment, housing, legal and educational backgrounds. Case managers will assist residents with gathering
D. Transitional Housing Program Entry, Probation, and Stages

records such as birth certificates, social security cards, driver’s license or state identification. Residents in Stage 1 will work on developing a set of realistic goals and objectives for moving forward. These plans can involve returning to school, seeking employment, filing for disability benefits, addressing health needs and/or participating in counseling or attending outside support groups. Once a plan is developed, residents will meet with their case manager on a weekly basis to review their progress and discuss next steps in achieving plan goals.

- Stage 2 is implementation of the personalized action plan developed in Stage 1.

A resident is eligible to move to Stage 2 when he has completed the evaluation and assessment and is ready to move on to executing the plan. These residents have signed off on their plans and are moving forward. All plans are designed to meet the needs of the resident and may include goals on one or more of the items listed in Stage 1. For example, job seekers would attend job coaching sessions, visit with Job Links or attend job fairs. They would be required to turn in job activity logs each week. A Stage 3 mentor will be assigned to Stage 2 residents. A resident who has a disability would be involved with IFC’s SSI/SSDI Outreach Access & Recovery (SOAR) worker who can assist in filing for disability. Moving through Stage 2 can take time because the residents not only have to work toward their end goal of moving into permanent housing, but they must begin to save money to achieve the goal of moving out.
D. Transitional Housing Program Entry, Probation, and Stages

Residents who do not agree to a plan or who do not succeed in passing Stage 2 may be required to move back to Stage 1 or leave the program for a period of time before returning to Stage 1.

- Stage 3 is the time when residents who have met income and developmental goals for securing housing begin their housing search.

A resident is moved to Stage 3 when he has demonstrated that he is ready to move into permanent housing, is making progress in saving a sufficient amount of income to support a move and is ready to begin the housing search. Stage 3 residents will be working or attending classes and mentoring Stage 2 residents to ensure that each successive group of program graduates maintains consistent implementation of the CHCS.
E. Resident Expectations

Resident Expectations

Community House Expectations

The following expectations and practices are required from program residents because they will help create an environment where people are empowered to break the cycle of homelessness and become self-sufficient. The following best practices and conduct will help residents to advance through the different program stages, be successful and reintegrate into the community.

- Cooperation with staff and volunteers—responding promptly and appropriately to staff requests and instructions, keeping the common living environments and personal spaces clean and free of debris, and assisting with additional duties as requested;
- Cooperation with fellow residents—willingness to work cooperatively with other residents and managing conflict in healthy ways;
- Following the individualized service plan developed with case workers during orientation, working towards personal goals, contributing to community activities;
- Following the Community Standards and reminding fellow residents of the CHCS; and
- Reporting serious infringement of the CHCS to the Residential Services Director;
- Respecting the cultural and religious diversity of other residents;
- Being a positive role model in the wider community.

Inappropriate Behaviors

Below is a list of offenses that will result in the Community House resident being disciplined or discharged from the program. The consequence resulting from one of these actions will depend on the severity of the offense, the resident’s past record of offenses and the service plan developed with a case manager during orientation. Here are some examples of unacceptable forms of conduct and behaviors:

- Non-cooperation
- Verbal abuse
- Inappropriate sexual behavior or threats
- Trespassing on private property
- Theft
- Threat of violence
- Physical violence
- Carrying a weapon
- Violence with a weapon.
- Smoking inside the facility
- Alcohol or drug use
- Selling, buying, or distributing alcohol or drugs, or other criminal behavior
- Loitering
E. Resident Expectations

- Littering

**Trespass** – When a person is trespassed from the Community House campus, the police will be called and staff will follow the Chapel Hill Police Department’s protocols for trespassing persons from properties. A trespass lasts for one year and can only be extended or lifted by notifying the Chapel Hill Police Department. Those who violate trespass orders can be arrested.

**Please Note:** Resident discharges will be reviewed routinely by staff. Discharges have the possibility of being shortened and/or revoked given cooperation and a genuine effort by the affected individual to correct the problem using agreed upon goals.
E. Resident Expectations

Principles that Guide Expectations and Community Standards

It is IFC’s policy and practice that residents accepted into the Transitional Housing Program will behave appropriately and cooperatively. The following principles guide the program’s Community Standards:

- All persons should be treated with respect: Staff, volunteers, and residents will treat each other with courtesy and will show respect for other people’s feelings, physical space, and property.

- People need a safe environment to manage and express social customs and cultural differences: Staff, volunteers, and residents will treat each other with respect when resolving conflict situations. Threatening language and fighting are incompatible with Community House principles and developing a safe living environment.

- Diversity and inclusivity are integral to the Community House program. Language should be constructive and respectful to all regardless of race, gender, sexual orientation, religion, ethnicity, age, educational background, and economic circumstances. Racist, sexist, homophobic, and otherwise prejudicial language is incompatible with Community House’s commitment to diversity.

- Good citizenship is a core Community House value. Staff, residents, and volunteers are expected be good role models in the community, be respectful of neighbors and the property of others, to obey all Town ordinances and reinforce Community House values and protocols. Senior residents will exercise good citizenship and help new occupants with program requirement and their interactions with others. Panhandling, trespassing, loitering, sexually explicit behavior, and harassment are contrary to these values and prohibited at Community House and other IFC facilities.

- Community House residents are expected to be positive role models and representatives in the community. Community House services will be denied to any individual who regularly and persistently behave contrary to program values and protocols.
F. Safety Plan

Inter-Faith Council for Social Service
Community House Transitional Housing Program

SAFETY PLAN

For Crises Involving Potential Threat to Staff/Volunteers and Public Areas

1. Staff will be trained in safety plan procedures.

2. Staff should immediately call 911 if there is imminent danger to themselves or others.

3. Volunteers should always call upon a staff member in a crisis situation.

4. In the event of an escalating situation involving two or more residents, staff should immediately attempt to ask the individuals involved to separate from one another and clear all other individuals from the scene. If residents refuse to obey, staff members are encouraged to give a verbal warning that failure to obey will result in discharge. If residents refuse to respond, staff members should tell the individuals that they will contact the police. If there is continued failure to obey, staff members should ask others in the area to contact the police, without leaving the scene themselves. Staff members should never put themselves in harm’s way by positioning themselves between two or more feuding individuals. An alternative is to direct the less aggressive resident into another room in order to defuse the situation. After the situation has deescalated, staff are encouraged to discuss the situation with the involved residents individually and support them in reaching acceptable solutions to the situation. When appropriate and safe to do so, staff may ask individuals involved to have a group meeting to discuss the matter peacefully.
F. Safety Plan

5. In the event of an escalating situation involving one resident, staff members should instruct the resident to calm down and be respectful of other residents. DO NOT attempt to talk through the difficulties of the person if you are uncomfortable or feel the situation is escalating out of control too quickly. In this situation, staff should seek assistance from another staff person or if the situation does not calm down contact the police. If staff feels they can work with the guest calmly and safely, continue speaking with the person to see if the difficulty can be resolved.

6. If staff feels that they can talk with the individual, staff should remove the person from the public setting and use another room to speak with them in private as soon as it is safe to do so. If necessary, staff should inform other staff members of the situation so they can be close at hand for further help.
F. Safety Plan

Inter-Faith Council for Social Service
Community House Transitional Housing Program

SAFETY PLAN

For Crises Occurring Within a Staff Office

1. If staff feel that a client may be a danger, or is in an emotional state where the client does not have a normal level of self-control, it is ALWAYS recommended to leave the door open.

2. Remember to use supportive words and try to help the client find acceptable choices for how to work through the crisis. Talk calmly with a person in crisis only while it is working. If the situation deteriorates and the threat of harm or injury increases, determine whether it is safer to call for assistance or try to leave the room. As far as it is successful, try to contain the crisis within the office so it is less likely to impact other residents.

3. If you have to ask a guest to leave your office, please follow them out so you can be on hand if the crisis continues and other people are at risk. If necessary, have the police on hand to escort an individual out of the shelter and out of the neighborhood.

Post-crisis Procedures
F. Safety Plan

1. After a crisis, staff members who witnessed the crisis are to complete an incident report if the situation warranted action. Log all police calls made.

2. Staff who have witnessed the incident should collaborate and decide upon the consequences for individual(s) involved per our Actions and Consequences policy.

3. The decision should be reported to the resident(s) in writing only after the incident has been resolved and the situation has stabilized. Any discharge should be communicated to the resident(s) as a decision made by the agency as a whole and not one individual, as outlined in the Actions and Consequences policy. Staff members may wish to have another staff member present when resident(s) are informed of a discharge.

4. Discharges are to be recorded in the Discharge Log, and a copy of the discharge will be placed in the resident(s) case record.
G. Proposed Security Measures for Community House

**Proposed Security Measures for Community House**

1. Community House will be staffed on a 24/7 basis by IFC staff, volunteers and senior residents.

2. Care has been taken to adapt the required landscape screening to enhance the ability of the Police Department to monitor the building and its surroundings.

3. All outside doors will be locked from 8:00 p.m. to 7:00 a.m. each day. All residents and emergency shelter guests will remain in the building between 8:00 p.m. and 7:00 a.m. unless released to the custody of law enforcement or medical care providers.

4. Digital security cameras, with taping capability, will be in place throughout the public spaces on both the first and second floors. Staff will be trained to monitor and operate camera equipment. Electronic security information will be monitored multiple times during each shift.

5. Digital security cameras, with taping capability, will be in place covering the complete perimeter of the building, including the driveway leading to the building. Staff will be trained to monitor and operate camera equipment. Electronic security information will be monitored multiple times during each shift.

6. Outdoor lighting of the building and grounds will be laid out in cooperation with the Police Department to thoroughly illuminate the site.

7. Community House will be a referral-based program and no drop-ins by candidates for emergency shelter and transitional housing services will be permitted; exceptions will be provided to law enforcement or EMS personnel.

8. The no visitor policy will be in force for all program participants unless prior approval by management staff is given.

9. Alcohol and other illegal drugs will not be allowed on the Community House property.
G. Proposed Security Measures for Community House

10. All transitional housing residents will be required to maintain sobriety during their stay at Community House or face expulsion from the program.

11. All residents are expected to be respectful and compliant with Community House policies and expectations; non-cooperation and unruliness will lead to expulsion from the program.

12. If a person is to be dismissed from the Community House program, the resident/guest will be given a plan for dismissal with a date and time during day time hours and a voucher for transportation to another location where they can receive services.

13. IFC staff will continue their ongoing communications and cooperation with the Chapel Hill Police Department and will encourage the department’s use of Community House as a site to complete paperwork, to visit with residents and to check in with program staff.

14. Comprehensive Community House services are for the residents of the Transitional Housing Program. Robert Nixon Free Clinic for the Homeless will provide health care for HomeStart and Community House residents. Emergency shelter guests will receive limited services including access to a first floor shower facility, laundry facilities, morning snacks and they can be seen at the medical clinic during their use of the emergency shelter cots.
G. Proposed Security Measures for Community House

15. Emergency shelter guests will be pre-screened at an off-site location to assure:
   - compliance with all eligibility requirements;
   - completion of required federal homeless form;
   - completion of required federal homelessness verification form;
   - completion of a background check;
   - the person is not listed on the national sex offender registry;
   - and possession of a government-issued ID.

Any person using Community House services must meet the above criteria or be referred by law enforcement, court officials, or other bona fide agencies. In the event that emergency shelter guests do not have a current picture ID, they will be issued an IFC picture ID upon admittance and IFC will assist individuals in attaining a valid picture ID from the North Carolina Department of Motor Vehicles at no charge.

16. Emergency shelter guests will be transported to and from the facility each day.

Comment [m5]: This contradicts the text below and needs an asterisk or “except as noted” explicit notation.

Comment [m6]: So guests who are referred to by law enforcement, court officials, or other “bona fide agencies” do not have to have background checks or meet other criteria? Please define “bona fide agency” with more specific language.

A written and signed letter or form should be required in these instances so that the claimed authority is documented.
H. Drop In Policy

Drop In Policy

Even though it will be against IFC policy to admit either transitional housing residents or emergency shelter guests on a drop-in basis, the IFC recognizes the necessity for having procedures in place if, and when, such a situation occurs. The procedures are described below. However, based on the IFC’s long-time experience with the homeless population, drop-ins at Community House will be unlikely because:

- The IFC will educate the homeless community of policy changes prior to the opening of the new Community House facility at 1315 Martin Luther King, Jr. Blvd.
- The IFC will regularly communicate program changes and procedures within service networks for the homeless, the homeless community and other organizations to help homeless candidates understand and comply with Community House protocols.
- The distance from downtown will be a significant drawback.
- Transportation will not be readily available once public transit ends its daily service.
- Based on past experience, those seeking shelter for the night more often call to check availability rather than “drop-in” at the facilities.
- HomeStart, the IFC’s transitional housing program for women and children, has been operating for 15 years on Homestead Road, and has never had problems with drop-ins.
- Homeless persons usually sleep or hide in non-residential areas, camps, near bridges or near abandoned buildings downtown.

IFC’s procedures for handling drop-ins are as follows:

1. All persons showing up at Community House on a drop-in basis (for admission to either the transitional housing program or the emergency shelter) will be advised that standard Community House admission procedures (see pages __ and __ of the Good Neighbor Plan).

   a. Individuals who drop-in at Community House between 8 am and 5 pm seeking overnight shelter will be directed to IFC’s administrative offices to initiate the standard admission process. IFC staff will also refer individuals to other social service and government agencies.

Comment [m7]: Translation: “It IFC’s policy not to allow dropins, so let’s define how to allow dropins?”
Does not compute.
H. Drop In Policy

b. The IFC will use the following steps for those who drop-in at Community House after 5 pm:

i. IFC will record the individual’s name and circumstances, and determine if there is capacity within the emergency shelter to take them in.

ii. If there is room available in the shelter, the IFC will complete an intake application and background check and let the person use the facility overnight if they meet the requirements of the background check. The IFC believes this is in the best interest of the community and the individual.

iii. If the person cannot be safely housed for the night, the IFC will either refuse entry or call the police if the situation warrants police attention.

2. Repeated drop-in requests by the same individual may result in the loss of Community House services including being trespassed from IFC properties,

3. IFC staff will call 911 in the event that any individual displays inappropriate or dangerous behavior. Community House staff will also follow standard trespass procedures with the Chapel Hill Police Department when necessary.
I. Good Neighbor Plan Advisory Committee Members

Good Neighbor Plan Advisory Committee Members

1. Rick Allen   IFC Board member
2. Augustus Cho Northwood V resident
3. Linda Convissor University of North Carolina (UNC)
4. Tina CoyneSmith Parkside I
5. Rick Edens United Church of Chapel Hill
6. Lisa Fischbeck The Episcopal Church of the Advocate
7. Patti Fox First Church of Christ, Scientist
8. J Freeman CASA resident
9. Solomon Gasana Housing for New Hope
10. Steve Kirschner Parkside II
11. Gary Harwell Community House resident
12. Eleanor Howe North Forest Hills resident
13. Trish Hussey Freedom House
14. Patrick Jones Orange United Methodist Church
15. Jason Kirk Northwood V
16. Kathy Murray Parkside I
17. Mark Peters A Better Site
18. Josh Ravitch Larkspur resident
19. Carl Schuler Vineyard Square HOA
20. Jennifer Smith Harrington Bank
21. Laurie Tucker Community House program director
22. Janice Tyler Orange County (Senior Center)
23. Danny Woldorff Northwood V resident

Notes:

1. 12 of 23 live in area neighborhoods;
   a. 2 of the 12 represent their congregation;
   b. 1 of 12 represents A Better Site.

2. 7 of 23 work or worship in area;
   a. 4 of 7 represent their congregations (the Episcopal Church of the Advocate, First Church Christ Scientist, Orange United Methodist Church, United Church of Chapel Hill);
I. Good Neighbor Plan Advisory Committee Members
   
   b. 2 of the 7 represent area-wide agencies (Senior Center/Dept of Aging & Freedom House);
   
   c. 1 of 7 represents a private-sector business – Harrington Bank
   
   d. 7-count does not include area residents who primarily work from home.

3. **4 of 23 are affiliated with the IFC**: a board member, the director of Community House, and both a current and former representative.

4. **4 of 23 are affiliated with local institutions or agencies**: Freedom House, Housing for New Hope, Orange County Department of Aging and the Seymour Senior Center, and UNC-Chapel Hill.
For February 6\textsuperscript{th} 2012 Meeting - Sticking Points of Second NP Draft
Neighbor Plan Sticking Points and Issues

With Initial Comments to Second Draft
Mark Peters - Representing ABetterSite
February 5th, 2012

Procedural issues
1. The police need to come to a meeting as well as answer questions in writing.
2. The second draft does not have revision markers as previously requested.
3. The final version needs to be emailed to committee members 10 days before being submitted to town staff. This will allow committee members to point out any serious issues for consideration by IFC.
4. The drafts have not been made available to the public on the website.
5. There remains a very serious concern that this plan can be watered down in the future. There are many aspects and requirements and promises that should be placed in the section where it is agreed now that these particular stipulations should not be changed.

Draft Comments and Sticking Points
1. Some stipulations need to be defined as immutable (or require at least 90 days notice to neighbors, 2 readings at town council, plus a 2/3 Town Council vote to change):
   a. Sex offender limitations (page 7)
   b. Government issued photo ID for any resident and guest
   c. Reporting Requirements (with specifics)
   d. Will not operate on any night another shelter near CH/C is open
   e. etc.
2. There are no consequences defined if IFC does not follow the good neighbor plan.
3. There are no consequences defined if this facility results in impacts that IFC fails to mitigate.
4. There is still ambiguity on when “resident” refers to transitional vs. emergency clients in many places in the document. The document should start with a “Definitions” section to make sure that terms are understood. I recommend using “TH resident” where that is intended and “ES guest” in other places.
5. Page 9: Mail is not listed as a service. Mail needs to be specifically included for TH residents and specifically excluded for emergency shelter guests, per prior conversations.
6. Page 10 should state “government issued photo ID”. “photo” is missing from the wording.
7. Government issued ID must be required in all cases. You cannot perform a background check without a “government issued photo ID”.
8. Page 10 states that emergency shelter guests will be screened to assure “possession of a government issued ID”, HOWEVER there is no asterisk or qualification on the statement itself (such as “except as noted below”). This will result in folks being misled. After all of the discussion on this point, it is very concerning that was worded in this misleading manner.
9. Page 10: Orange County Emergency Management will offer shelter during a declared state of emergency and Community House should be transporting emergency shelter guests to the OC shelter. These statements pertain to: “During and in the aftermath of snowfalls, thunderstorms, tornadoes, ice storms, hurricanes and community emergencies”

10. Page 10: We need more specifics regarding “When contacted by law enforcement officers and/or Emergency Management Personnel”

11. Page 10: The statement on suspending emergency shelter needs to be reworded to “Community House is willing to suspend emergency shelter services when any night that another emergency shelter facility opens is operating in or near Chapel Hill or Carrboro.”

12. Because IFC promised that emergency shelter was only an interim provision, IFC must state in this document and the lease must stipulate that IFC will permanently forego all emergency shelter operations when another permanent mens emergency shelter facility opens in or within 5 miles of Chapel Hill and Carrboro.

13. After-hours intake requirements and reporting is missing (see also - reporting in excerpts of stipulations below). There appears to be less content on this than before. The statement “or be referred by law enforcement, court officials, or other bona fide agencies.” is far to broad and needs to have more specificity.

14. Page 11: Transportation to be provided by Chapel Hill Transit? So an emergency shelter guest can take the bus?

15. Page 11: So IFC is now providing breakfast on site to emergency shelter guests before transporting off site? THIS IS A CHANGE to IFC’s testimony at the SUP hearing.

16. There is nothing in neighbor plan that requires IFC to routinely certify that it is in fact following the promises that it has made to neighbors during the hearings or in the neighbor plan. The basic promises and assurances which have been and are being made by IFC are not clearly documented and can be changed at any later date. (see also - reporting in excerpts of stipulations below)

17. The town council approved the SUP because the facility was to have a “no drop in” policy, but that terminology does not appear in the document.

18. The criteria used to intake intoxicated or high men is not spelled out. Laurie indicated that no man smelling of alcohol be allowed in the facility. This needs to be documented.

19. There is a lack of specificity about from where and from how far away the emergency shelter clients will be transported.

20. There is a lack of specificity about where men who are discharged during the night will be taken, if anywhere.

21. The distinctions between services provided for transitional men versus emergency shelter men is not clearly outlined. For example, men using emergency shelter are not provided medical services nor are they allocated a mailbox, according to statements made in the meeting.

22. The consequences to an emergency shelter and transitional men who do not follow certain policies need to be explicitly stated in the neighbor plan.

23. There are no limits placed on men who were brought to the facility by the police. It is possible for example, for men to routinely call 911 from the corner of MLK and Homestead and be admitted in the facility via the police in effectively a drop-in scenario. IFC needs to agree and document that it will not allow such workarounds to skirt the “no drop-in” policy.
24. If the police are going to vouch for someone brought in in the middle of the night, then the police need to sign the voucher.

25. Page 14: Any change to the neighbor plan must notify all neighboring property owners within 1000 feet by mail at least 90 days before said changes are scheduled with the Town Council. All changes must be approved by the Town Council. Otherwise, the IFC-stacked CHAC can gut the neighbor plan.

Ongoing Concerns

26. Many of the neighbors want IFC to affirm on a monthly basis that it is abiding by background checks, identification checks, the no drop-in policy, occupancy limits, and a variety of statistics which backup statements made that certain situations are rare. Such reporting would also show trends to indicate whether problems may be emerging. At least one of the neighbor plan members wants to defer the definition of particular reporting requirements to the CHAC. However, the neighbors who support these reporting requirements believe that the initial neighbor plan is EXACTLY the place to specify these reporting requirements.

27. IFC should actively advocate and support projects which will provide emergency shelter in the community, particularly those which would allow the emergency shelter component at Community House to be shut down. IFC should agree that it is *not* to be the sole provider of emergency shelter. IFC should agree *not* to get into any turf battles with organizations who wish to open an emergency shelter, even if that organization or alternate shelter will compete for donations.

28. It is troubling that Rick Edens commented in the 2nd November meeting that there will probably never be another emergency shelter. I do not recall him or IFC ever stating that during the information sessions or the hearings. This is clearly a bait and switch that the neighbors have every reason to be concerned about.

IFC Promises...

The document should start out with promises that IFC is making to the neighbors and park users.

- IFC Promises that we will not allow drop-ins.
- IFC Promises that we will not go over our occupancy limits.

Excerpts from Prior Stipulations Document submitted 12/11/11

1. Emergency Shelter Operation
   a. On any night that a facility within Chapel Hill or Carrboro (or near them) will house at least 17 men for emergency shelter, IFC will not provide emergency shelter services.
b. Once a permanent emergency shelter opens in Orange County which will house more than 17 men, IFC will forever cease to allow emergency shelter at the Homestead location.

2. Self-Imposed Penalties
   a. IFC will voluntarily shut down the emergency shelter for 30 days if
      i. It fails to abide by the promised terms in the good neighbor plan or in the SUP hearings
      ii. It fails to follow intake procedures
      iii. It fails to abide by the restrictions on drop-in rules
      iv. It allows more than the 17 bed maximum

3. Client Intake Requirements
   a. Due to proximity to preschools and given current sex offender laws, positive government-issued photo identification is required for all clients and background checks are required prior to intake.
   b. No one under the influence of drugs or alcohol should be allowed. No man who smells of alcohol will be allowed onto the premises.
   c. Anyone admitted must agree to stay and must be kept until 7am the next morning. Anyone who leaves early will lose services for 60 days.

4. IFC will not evict any residents after nightfall except to the custody of law enforcement officers or medical care providers.

5. Health services and mail services may only be provided on premises for persons who are either residing as a transitional resident on premises or residing as a transitional resident at Homestart for Women on Homestead Road.

6. IFC should state that it will not try to site any other facilities within 1 mile of Community House and that it will advocate for fair share.

7. IFC must report to the Town and publish on its website on or before the 15th of each month the following data for the preceding month and year to date:
   a. The number of men admitted without a current, government issued photographic identification.
   b. A list of nights in each month that the emergency shelter was operating along with how many emergency shelter guests stayed on each night.
   c. An accounting of nights that IFC takes more than 17 men for emergency shelter on a single night.
   d. The accounting of incidents where a sex offender was found to have been staying in the facility and was trespassed, detained, or escorted off the premises.
   e. An accounting of men who were brought in after the curfew by police, with specificity as to whether it was initiated by the police or by the individual, and whether or not the individual was picked up within 1 mile of the facility.
   f. An accounting of men who failed to follow rules, along with the infraction and the suspension time of each man in a non-identifying manner.
g. An accounting of every instance where a client was kicked out of facility after curfew.

h. An accounting of all instances where someone was told to leave the premises, with specificity as to whether the police were called to trespass individual.

i. A log of occasions when 911, law enforcement, fire protection or other emergency personnel have been called to the premises.

j. A log with reasonable specificity of all incidents recorded within the building or on the premises or involving a resident off the premises.

k. A log incidents where a transitional or emergency shelter resident was charged with a crime that occurred on or off premises.

l. An anonymized accounting of residents for the given month who are on parole and for what crimes.

m. Confirmation that background checks were run on all clients

n. An accounting of visitors who have been given prior approval by management staff
ABetterSite Update for January 23rd, 2012
Town Council Meeting
One ABetterSite member has attended three meetings of the Neighbor Plan. As of January 3rd 2012, some concerns have been discussed but many issues remain in dispute and many other issues have not been addressed. Here are some main concerns with the plan and process.

1. Resolution C created by town staff with input from the IFC to create a Good Neighbor Plan (GNP) describes only a communications plan. A plan that will only provide communications to the neighbors does little to address their concerns and provides no transparency and accountability from the shelter provider. The plan will provide no penalties or consequences if the shelter provider is not a good neighbor or if the shelter impacts the surrounding neighborhoods or park.

2. IFC’s initial draft of the plan included none of the stipulations that neighbors submitted during the SUP hearings.

3. Despite many hours of discussion, an updated draft of the GNP document is not yet available to sub-committee members. IFC created the first draft of the plan and no second draft has been given to the committee apart from one small non-controversial section.

4. Despite many hours of discussion, no drafts of the plan have been published on the website for the public to review.

5. Votes on key issues have not been recorded (as requested by council) to show how each subcommittee member voted.

6. The sub-committee chose not to follow open meeting rules. Participants and media are not allowed to record the meeting, despite a request by the mayor and several town council members that this be allowed.

On November 1st, the neighbor plan committee decided not to follow the standard open meeting law requirement which would allow members of the media and public to record a meeting. The vote was 7 to record and 9 not to record. ABetterSite member Mark Peters offered to record the meetings and make the entirety of the recordings available to the neighbor plan committee. This offer addressed a number of concerns that subcommittee members raised during the discussions.

The majority of neighbors who actually live near the new facility voted for allowing recording and the members who are from organizations who do not personally live near the facility voted against recording. Several non-neighbor members stated that they did not want their statements to be on the record, which is troubling since they are making decisions about this project and have no personal stake.
Chris Moran responded to the council that some neighbors voted against audio recording, but he did not dispute that a majority of those who live near the facility voted in favor of recording. It is troubling that IFC is already spinning the facts now that the votes are not recorded nor the meetings recorded.

The lack of recording remains an issue for ABetterSite, particularly since it takes an hour of effort for each participant for each meeting to thoroughly read the notes, enter revisions, and then discuss what people think happened at the prior meetings. It is interesting that Mark Chilton demanded that he be allowed to video record a private HOA meeting in December and yet the Chapel Hill Town Council has not mandated recordings for a meeting whose membership and output is required by a town resolution as a requirement of SUP approval.

Meeting Issues provided to the IFC prior to the December 13th meeting that have not been addressed.

1. In the neighbor plan meetings, several neighbors stated that there needs to be a laundry list of changes so that members can verify that they are being addressed by the final draft. The items below are an attempt to document the major issues and sticking points from my notes and from the moderator’s notes.

2. Many have expressed concern that the police have not been involved in this process and that the police have not provided any information on the record. When are the police going to attend a meeting? When are the written questions due for this? Are the police going to affirm their answers in writing as we requested on November 1st? Given that the police should be talking on the record, can this portion be recorded?

3. The drafts are not being provided on a timely basis. The drafts should have included all of the updates made by committee members and been published at least one week before the subsequent meeting. The provided draft revisions do not have revision markers.

4. There has been no guarantee that this committee will get to comment on the final version before it goes to the Town Council. Nor is there been any guarantee that the final document will be released at least two weeks prior to the town Council meeting. The Town Council typically only releases documents two business days prior the meeting. Documents that could have otherwise been made available much earlier have often been held and released with the town Council agenda. This was done during the shelter and shelter subcommittee review, and, ironically, this was done with the resolution for the good neighbor plan. There is concern that the short window is intentional because it gives people less time to review documents and to get the word out when something controversial is published with the agenda.
Sticking Points – Neighbor Concerns with the Plan

1. There are no consequences defined if IFC does not follow the good neighbor plan and there are no consequences defined if this facility results in impacts that IFC fails to mitigate.
2. There are no guarantees this plan will not be modified and weakened during the life of the lease. There are many requirements and promises that should be placed in an immutable section where it is agreed that these particular stipulations will not be changed.
3. There is nothing in neighbor plan that requires IFC to routinely certify that it is in fact following the promises that it has made to neighbors during the hearings or in the neighbor plan. The basic promises and assurances which have been and are being made by IFC are not clearly documented and can be changed at any later date.
4. IFC did not incorporate any of the original neighbor conditions and stipulations from the SUP process. IFC was aware of these because it responded to them on the public record during said process. Note that IFC stated on many of the items that these should be addressed in the good neighbor plan, and yet they were ignored in IFC’s first draft.
5. The neighbors want government issued photo ID to be required because it is not possible to do a definitive background check without knowing who you’re doing the background check on. This applies to both transitional, emergency, and admitted-after-hours-emergency clients.
6. The emergency shelter services should not be operated on a night when another shelter within or near Chapel Hill or Carrboro is operating and will take at least 17 men. IFC touted during the SUP process that they would not operate the emergency shelter component if another one was operating. Most neighbors would strenuously object that the bar be set so high that a “permanent facility” is required in order for IFC to suspend temporarily or permanently emergency shelter services. For example, if a white flag night facility were to operate from December 1 to March 1, then there is no reason for community house to also operate on white flag nights.
7. As soon as a permanent emergency shelter opens up, IFC should agree in writing (and the lease should stipulate) that this Homestead Road facility will permanently give up the ability to house the emergency shelter. IFC should actively advocate and support projects which will provide emergency shelter in the community, particularly those which would allow the emergency shelter component at Community House to be shut down.
8. The criteria used to intake intoxicated or high men is not spelled out. Laurie indicated that no man smelling of alcohol be allowed in the facility. This needs to be documented.
9. There is a lack of specificity about from where and from how far away the emergency shelter clients will be transported.
10. There is a lack of specificity about where men who are discharged during the night will be taken, if anywhere.
11. The distinctions between services provided for transitional men versus emergency shelter men is not clearly outlined. For example, men using emergency shelter are not provided medical services nor are they allocated a mailbox, according to statements made in the meeting.

12. The consequences to an emergency shelter and transitional men who do not follow certain policies need to be explicitly stated in the neighbor plan.

13. There are no limits placed on men who were brought to the facility by the police. It is possible for example, for men to routinely call 911 from the corner of MLK and Homestead and be admitted in the facility via the police in effectively a drop-in scenario. IFC needs to agree and document that it will not allow such workarounds to skirt the “no drop-in” policy.

14. Any level of assurance provided by the police regarding an individual brought in middle of the night for emergency shelter admission needs to be in writing by the police at drop-off.

15. Many of the neighbors want IFC to affirm on a monthly basis that it is abiding by background checks, identification checks, the no drop-in policy, occupancy limits, and a variety of statistics to verify the IFC statements that certain situations are rare. Such reporting would also show trends to indicate whether problems may be emerging. At least one of the neighbor plan members wants to defer the definition of particular reporting requirements to the CHAC. However, the neighbors who support these reporting requirements believe that the initial neighbor plan is EXACTLY the place to specify these reporting requirements.

16. During the November neighbor plan meeting, many neighbors have requested that IFC and the neighbors ask the town and police to provide specific extra patrols.

17. The final draft must reflect the agreement that there are to be no sex offenders allowed under any circumstance, per the promise made during the hearings and during the November meeting. (Note that 80% of all arrests for sex offender registration violations from 2002-2009 were made at 100W Rosemary).
For December 13th, 2011 Meeting - Sticking Points
In the neighbor plan meetings, several neighbors stated that there is no laundry list of changes that need to be made to the neighbor plan document so that we can verify that they are being addressed by the final draft, so I have attempted to document the major issues and sticking points from my notes and from the moderator's notes.

**Procedural issues**

1. Many have expressed concern that the police have not been involved in this process and that the police have not provided any information on the record. When are the police going to attend a meeting? When are the written questions due for this? Are the police going to affirm their answers in writing? Given that the police should be talking on the record, can this portion be recorded?
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**Sticking Points**

1. There are no consequences defined if IFC does not follow the good neighbor plan.
2. There are no consequences defined if this facility results in impacts that IFC fails to mitigate.
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shelter within or near Chapel Hill or Carrboro is operating and will take at least 17 men. IFC touted during the SUP process that they would not operate the emergency shelter component if another one was operating. Most neighbors would strenuously object that a “permanent facility” is required in order for IFC to suspend temporarily or permanently emergency shelter services. For example, if a white flag night facility were to operate from December 1 to March 1, then there is no reason for community house to also operate on white flag nights.

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9. It is troubling that Rick Edens commented that there will probably never be another emergency shelter. I do not recall him or IFC ever stating that during the information sessions or the hearings. This is clearly a bait and switch that the neighbors have every reason to be concerned about.

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17. During the November neighbor plan meeting, many neighbors have requested that IFC and the neighbors ask the town and police to provide specific extra patrols.

**Issues**

1. The final draft must reflect the agreement that there are to be no sex offenders
allowed under any circumstance, per the promise made during the hearings and during the November meeting. (Note that 80% of all arrests for sex offender registration violations from 2002-2009 were made at 100W Rosemary)
ABetterSite Update for November 9th, 2011
Town Council Meeting
ABetterSite Email to Council Regarding Good Neighbor Plan Update

For November 9th, 2011 Town Council Meeting

Followup Regarding ABetterSite petition to Council Sept 12th & 26th

Open Meetings

A decision was made not to follow the standard open meeting law requirement which would allow members of the media and public to record a meeting. Mark Peters offered to record the meetings and make the entirety of the recordings available to the neighbor plan committee. This offer addressed a number of concerns that folks had.

However, the vote was 7 to record and 9 not to record. Predominantly, the folks who actually live near the facility voted for allowing recording and the members who are from organizations who do not personally live near the facility voted against recording. Several non-neighbor members stated that they did not want their statements to be on the record, which is troubling since they are making decisions about this project and have no personal stake.

This remains an issue for ABetterSite. We are going to discuss as a group how this will affect our participation.

Ongoing Concerns

- The committee appears to be producing a document focused on communicating whereas some council members are selling the neighbor plan as a replacement for the conditions and stipulations submitted by neighbors for the SUP which were ignored by council. Communication is not mitigation.
- It appears that IFC tried to renege on the promise that there would be no drop-ins by having the committee revisit the topic of dropins. The neighbor plan committee should not be revising promises that were made. Mark K and others stated that one of the main reasons that they approved the plan is that dropins were not going to be allowed.
  - Likewise, major issues about requiring government issued identification, policy regarding sex offenders in the emergency shelter, and others remain sticking points where neighbors still don’t have sufficient votes to influence the decision.
- The neighbor plan is not binding. It can be neutered down the road while folks are not paying attention. This is a major issue.
- The details of the good neighbor plan resolution should have been made available to us prior to 2 business days before the May 9th hearing and probably should have been the subject of a
following meeting so that the details of the resolution could have been discussed outside of the focus on the SUP approval itself.

Remaining Issues For Council Not Addressed by Neighbor Plan

• There has been no discussion or direction by council to address how the verbal promises made about drop-ins and how other major risks are going to be identified and mitigated via stipulations in the lease.
• There has been no acknowledgement by Council that the Homestead Area has more than our fair share of at risk overnight social services. (Nor even an acknowledgement that we have reached a saturation of at risk overnight social services now that this project has been approved).
• The Council has not provided any protection from future at risk or controversial services in proximity to the existing overconcentration of at risk and controversial services surrounding Homestead Park. Neighbors need assurances that other parts of our community are going to do their part to support these community needs. To that end, neighbors need assurances that our area will not have future at risk or controversial services since we have all of them.
• The Council has done nothing to plan for the emergency shelter component being funded and moved to a dedicated facility that is not near parks or preschools so that it can take men who lack government issued identification and does not take sex offenders next to these sensitive uses. This should be done by forcing a deadline in the lease which prohibits emergency shelter on this site after 2013 or 2014 and by allocating CDBG and HOME funds every year until such a facility can be fully funded.
• The Council and some members of the neighbor plan committee continue to paint Community House as exclusively a transitional facility. But it is not. The approved SUP permits emergency shelter on white flag nights 200 nights per year and it is imperative that the community understands that.
  o It is not in the neighborhoods’ best interest for this facility to be billed exclusively as a transitional facility when it also the county’s only mens emergency shelter. It must not be out-of-sight-out-of-mind for the rest of the community.
Chris Moran Stonewalling on Request for Adequate Review Time Before Agenda Cutoff
Sigh.

Again, we are asking for a two week review period before the materials are SUBMITTED to the town.

M

On 3/9/2012 10:24 AM, Chris Moran wrote:

Yes!!! There will be a two week review period for all interested parties at least two weeks before any upcoming scheduled Town Council meeting.

Chris Moran, Executive Director
Inter-Faith Council for Social Service
110 West Main Street
Carrboro, NC 27510
919.929.6380.ext.26 (office)
919.929.3353 (fax)
919.417.5230 (cell)
Chris,

Our request remains the same as it was when the neighbor plan committee was being formed.

We request that we have a 2 week review period of the final draft before any town council cutoff agenda date.

The easy way to guarantee that our request is fulfilled is to distribute the final draft 2 weeks before submitting to the town. This is the preferred approach. An alternate way is to work this like it is normally worked where the town council pencils you in for a date for which there is an associated agenda cutoff date. We would like the materials 2 weeks before that agenda cutoff date.

The issue is the agenda cutoff date. We would like for our response to the town council to be included with the agenda materials so that the town council members will get it in their packet and it will be posted with the agenda materials.

You are trying to re-frame the issue as "time before the actual council meeting". That framing is invalid. IFC is familiar with agenda cutoff dates because IFC has had to meet those dates in the past.

Will you please insure that we get the final copy 2 weeks prior to the town council agenda cutoff date? (YES or NO). If you dodge the question again, then I will be happy to ask again.

Thanks,
Mark

On 3/8/2012 11:37 AM, Chris Moran wrote:

Mark,

I thought I answered this for you once before. I’ll try again. Here is how the process should work based on my experience with matters before the Town Council.

1. Once the GNP committee believes that the IFC has received all of the suggestions and comments for our consideration, IFC staff will make all of the necessary changes to the “draft plan” and send a final draft to the IFC Board of Directors for its review, comments and approval;
2. The final draft plan once approved by the Board will be posted on our website and submitted to the Town of Chapel Hill Planning Department or Town Manager for eventual distribution to the Town Council;
3. GNP committee members will also be copied on IFC’s correspondence to the Town;
4. The Town Manager has not yet decided whether or not the plan will be sent to Town departments or sent directly to the Town Council yet;
5. Formal Town Manager communications to the Town Council are normally associated with a scheduled meeting and agenda;
6. Based on the information I am aware of, and my experience with Town Council matters/agendas, the draft will more than likely not be reviewed for another four-to-six weeks by the Town Council after our submission;
7. The Town Manager could make an exception about timelines for the Good Neighbor Plan process which is highly doubtful;
8. The GNP should be available online for at least four weeks prior to the Town Council meeting and review process;
9. The general sharing of the GNP with A Better Site, IFC, congregations’ and community members will more than likely be available at least two weeks before any Town Council review of the GNP.
The GNP process is new for everyone at Town and community levels. It is in all of our best interests to share the draft plan publicly prior to the Town Council’s review. I talked to the Town Manager earlier in the week about these matters. He said he would get back with me. At the moment, I am still waiting to hear back from Mr. Stancil about his decision and how he plans to handle the GNP process. I am also waiting to hear back from Chris Blue concerning his written responses to the Q and A and whether or not he can meet with the committee on the 19th or 20th. I should have all of our answers on Monday which I will report during my Community House update. I hope this information is helpful Mark. I know in the past that you have been concerned about Town committee (Planning, CDC etc.) meetings being too short-noticed. Town Council timelines do not work the same way as committees do, particularly when agenda materials have to be submitted weigh in advance for all scheduled Town Council meetings.

Thanks,

Chris

Chris Moran, Executive Director
Inter-Faith Council for Social Service
110 West Main Street
Carrboro, NC 27510
919.929.6380.ext.26 (office)
919.929.3353 (fax)
919.417.5230 (cell)

From: Mark Peters
To: Mark Peters
Cc: Allan Rosen; Andrew Sachs; Augustus Cho; Carl Schuler; cschuler@med.unc.edu; Chris Moran; Convissor, Linda; Daniel Woldoff; Eleanor Howe; Gary Harwell; J Freeman; Janice Tyler; Jason Kirk; John Dorward; Josh Ravitch; Kathy Murray; Laurie Tucker; Lindsay Collins; Lisa G. Fischbeck; Patrick Jones; Patti Fox; rick@synergybuilding.com; redens@unitedchurch.org; Solomon Gasana; Steve Kirschner; Tina CoyneSmith; Trish Hussey
Subject: Re: draft meeting notes 2-6-2012 meeting b-- Appending Mark's comments

Chris and Allan,

This note from March 4th may not have made it to you due to email glitches you reported.

Please confirm receipt.

M

On 3/4/2012 10:35 AM, Mark Peters wrote:

Chris and Allan,

I will ask this specific question one more time. We have asked this in the note below, verbally in meetings as indicated in the notes, and during abettersite’s negotiation and I do not recall that it has specifically been answered.

Will IFC be sharing the final draft at least two weeks before the cutoff date for the town council agenda item for the neighbor plan? Sharing the draft with less than two weeks before the agenda cutoff would be underhanded.
On 2/21/2012 11:25 AM, Mark Peters wrote:

I have no issues including the materials which were available at the time of the meeting so that the context is correct.

Regarding the final draft, is it IFC's intent to give us a final draft on the day of the agenda submission cutoff for the town council? Or will IFC be giving us a draft in the timely fashion that I have requested on numerous occasions in the past?

Mark

On 2/21/2012 9:51 AM, Allan Rosen wrote:

Andy,

Thanks for doing this. I noted that the version of Mark’s ‘sticking points’ document you appended was the version Mark distributed after the meeting and dated February 6th. The document now attached (and which will be posted online) appends the February 5 version. If Mark would like for the approved meeting notes to include a later version of his document, then the committee can address that when it comes up at the next meeting.

Allan

---

Allan Rosen  
**Project Manager, Inter-Faith Council for Social Service**  
Main: 919-929-6380, ext. 27  
Cell: 919-357-6022  
www.ifcweb.org/isupportcommunityhouse

---

**From:** Andrew Sachs  
**Sent:** Monday, February 20, 2012 6:25 PM  
**To:** Allan Rosen  
**Cc:** Augustus Cho; Carl Schuler; cschuler@med.unc.edu; Chris Moran; Convissor, Linda; Daniel Woldorff; Eleanor Howe; Gary Harwell; J Freeman; Janice Tyler; Jason Kirk; John Dorward; Josh Ravitch; Kathy Murray; Laurie Tucker; Lindsay Collins; Lisa G. Fischbeck; Mark Peters; Patrick Jones; Patti Fox; rick@synergybuilding.com; redens@unitedchurch.org; Solomon Gasana; Steve Kirschner; Tina CoyneSmith; Trish Hussey  
**Subject:** RE: draft meeting notes 2-6-2012 meeting b-- Appending Mark's comments

Allan,

Per your request, attached are the clean draft meeting notes from the 2-6-2012 meeting, revised from my previous distribution by appending Mr. Peters’s “Neighbor Plan Sticking Points and Issues” dated February 5, 2012, as the draft notes had indicated they would be. The date of this revision is indicated at the top of the attachment: 2-20-12.
Our vision is of a community in which individuals and groups recognize their own and others’ needs, and respond with empathy, clarity, wisdom and fairness.
Email From Andy Sachs Clarifying DSC Role in Neighbor Plan Meetings
I hope the following information about my role will be helpful to everyone.

My contract with IFC for this process defines my role as follows, “DSC will provide facilitation services to IFC in support of IFC’s efforts to convene and sustain a work group process through which stakeholders to be identified by IFC will advise IFC on the development of a Good Neighbor Plan for the Community House Transitional Housing Program.” The committee’s role was to advise IFC, not to resolve disputes or create a consensus. The committee didn’t take votes on substantive matters, but instead conducted an ongoing conversation with IFC participating and listening as well as it was able to. As facilitator, I focused my attention on helping IFC and the group have well-structured meetings and civil conversations. I did not write or edit or mediate the contents of the Good Neighbor Plan. I kept the group’s meeting notes, which I believe to be a good record of the discussions.

Neither IFC nor the Committee has asked me to speak to the Council on June 11, which really is fine with me. I have a morning meeting in Raleigh the next day and so would find it hard to be at Town Hall that night.

Best,

-- Andy

Andrew M. Sachs
Coordinator, Public Disputes Program
Dispute Settlement Center, Inc.
302 Weaver Street, Carrboro, NC 27510
(919) 929-8800 ext. 23
asachs@disputesettlement.org
IFC Community House Public Funding
Please note that ABetterSite has asked IFC for current funding and pending funding information, but IFC refuses to provide this information. It seems that IFC would be more forthcoming with this significant public funding. We had to rely on public records requests to obtain this information.

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<td>2005-2006: $ 75,000</td>
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Approved by governing boards of the Orange County HOME Consortium (Chapel Hill, Carrboro, Hillsborough and Orange County)
Email Response from Town Staff on IFC CDBG and HOME grants to date
Subject: RE: IFC CDBG and HOME grants to date
From: Loryn Clark <lclark@townofchapelhill.org>
Date: 5/17/2012 11:58 AM
To: Mark Peters <tarheel@thepeters.org>, Phil Mason <pmason@townofchapelhill.org>
CC: Tara Fikes <tfikes@co.orange.nc.us>

Mr. Peters,
Below please find the information you requested. The IFC was awarded CDBG funds for fiscal year 2012-2013, but was not awarded HOME Program funds.

Please let me know if I can provide any additional information,
Loryn Clark

CDBG Funds

Funds allocated for infrastructure and pre-development costs related to the development of a transitional housing facility for homeless men.

FY 2009-2010
Council-approved allocation: $74,575

FY 2010-2011
Council-approved allocation: $100,000

FY 2011-2012
Council-approved allocation: $47,663

FY 2012-2013
Council approved allocation: $100,000

HOME Allocations
Approved by governing boards of the Orange County HOME Consortium (Chapel Hill, Carrboro, Hillsborough and Orange County)
2005-2006: $75,000
2009-2010: $185,000
2010-2011: $115,000
2011-2012: $125,000

-----Original Message-----
From: Mark Peters [mailto:tarheel@thepeters.org]
Sent: Wednesday, May 16, 2012 9:50 PM
To: Loryn Clark; Phil Mason
Subject: IFC CDBG and HOME grants to date

Hi Loryn,

Please provide me with the approved CDBG and HOME grants for IFC's Community House up to and including the 2012 allocations.

I need this by end of day Friday for materials due to Phil Mason on Monday.

Thanks,
Mark