

Community House Advisory Committee Meeting Notes

Monday, April 18, 2016, 4:30 – 5:30 pm

AGENDA

Committee members present: Linda Convissor, Ann Henley, Eleanor Howe, Rod Matthews, Josh Ravitch, Nancy Trueblood, Janice Tyler

IFC: Keith Taylor, Anne Henley, IFC Board; Stephani Kilpatrick, Allan Rosen, IFC Staff.

1. **Additions or changes to Agenda** NONE
2. **Review of monthly reports, February and March 2016**

Two monthly reports – March and February 2016 – were issued since the last CHAC meeting on January 25. IFC Residential Services Director Stephani Kilpatrick reviewed the March report in detail. The discussion included the following:

- IFC @ SECU Community House staff are aiming to have bed occupancy rate to be at or above 75%, which is 39 beds. The counts for “Graduation from Programs” were revised for all reports, October 2015 – March 2016. In general, graduations include any program resident who leaves SECU Community House for what they consider adequate housing rather than only those who leave for adequate housing from Stage III. As a result, reports have been revised to reflect accurate data.
- On page 2 of the report template Eleanor Howe recommended the terms “duplicated” and “un-duplicated” guests be replaced with clearer terms. The following changes will be made on future reports:
 - “total # of guests, duplicated” now reads “total number of cots filled”
 - “total # of guests, un-duplicated” now reads “total number of guests, new this fiscal year.”
 - Note in both instances these counts are for the current fiscal year and are both reset to zero on July 1st of each year;
- Re: # of walk-up visitors seeking shelter – There were seven instances in March. The total for the year is 26. Stephani counted this as still common. Linda Convissor asked if this happens at daytime or at night. Stephani remarked it happens during the day and sometimes at night.
- Re: # of guests leaving without authorization ... -- This happened twice in March and once in January. In one instance this was due to work. Josh Ravitch asked if this could be verified. Stephani said it is verifiable if a uniform is being worn, or some other indication, but not every time.
- Eleanor Howe asked if IFC will track program graduates to assess their housing situation one-year after graduating. Stephani reported that there is not currently adequate staff to provide this service. She did mention IFC can track some instances when if the former resident takes meals at the Community Kitchen. Eleanor suggested that this may be a task that a UNC student might take on.

NOTE: The February report was also included in the meeting packet but was not discussed at the meeting.

3. Discussion re: Shelter operations-to-date, specifically admissions resulting from police or emergency services request

Stephani reported that on March 24, a Carrboro police officer arrived at SECU Community House at 4 am with an intoxicated male and asked if he could be admitted. The shift manager didn't accept the individual since the all shelter guests are awakened at 5 am, and offering shelter with no more than one-hour sleep would be counter-productive. Chapel Hill Police Department Sgt. Rod Matthews stated that an individual who is intoxicated must meet criteria such as causing a problem in public, or a harm to self or others, in order to be taken to the Orange County jail. IFC staff recommend a cut off period of 2:00am for bringing individuals for emergency shelter due to public intoxication below the threshold required by Orange County.

Stephani also reported that in January there was one night when 18 people showed up for emergency shelter. Our capacity is 17. We referred the 18th person to a different area shelter. We then met with local congregational leaders to come up with an alternate plan on nights when more than 17 people request emergency shelter. Fortunately, this did not happen again during the cold months and the plan wasn't activated.

4. Quarterly report to Town of Chapel Hill – The report and meeting notes will be emailed to the Town Clerk and also posted online at www.ifcweb.org/chac.

5. Planning for Fall 2016 Open House

As per Section III (page 8) of the Good Neighbor Plan the Community House and its representatives are required to “(h)old an open house and community meeting 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 committee decided to hold the Open House on a Saturday afternoon this fall from 3-5 pm. It will be scheduled when there is no home football game at UNC-Chapel Hill.

6. Adjourn The meeting was adjourned at 5:20 pm

NEXT MEETING: August 15, 2016

Good Neighbor Plan Report -- January 1-31, 2016

The IFC's Residential Services Director will report the following information to the IFC Board of Directors and the Community House Advisory Committee before the 15th of each month.

Transitional Housing Program	This Month	Total for the Year	This Month Last Year	Total for Last Year	% Change for Year
New Admissions	8	26			
Reversions to Stage I*	1	1			
Departures from Stage I*	3	17			
Total Stage I residents at the end of the month (20 bed capacity)	15	n/a			
Graduations to Stage II	4	9			
Reversions to Stage II*	0	0			
Departures from Stage II*	4	9			
Total Stage II residents at the end of the month (20 bed capacity)	12	n/a			
Graduations to Stage III	1	8			
Departures from Stage III*	0	1			
Total Stage III residents at the end of the month (12 bed capacity)	7	n/a			
Graduations from Program	1	7			
Average # of beds filled	35	36			
% of beds filled	67%	69%			

*A summary account will be included in instances where program residents were downgraded to an earlier stage or suspended from the program because of rules infractions. The account will include a description of the infraction and/or length of suspension.

Good Neighbor Plan Report -- January 1-31, 2016

Emergency Shelter – open due to general conditions	This Month	Total for the Year	This Month Last Year	Total for Last Year	% Change for Year
# of nights shelter open	26	51			
Average # of overnight guests	9	4			
total # of guests, duplicated	221	284			
total # of guests, un-duplicated	29	53			
# of nights # of guests > 17*	0	0			
Emergency Shelter – open due to individual needs					
# of on-premises admissions resulting from police or emergency services request*	5	8			
Safety and Security					
# of guests admitted with current, government-issued photo ID	23	40			
# of guests admitted with other ID	0	0			
# of guests admitted without ID*	6	13			
# of scheduled visitors (i.e. service providers, meetings)	30	224			
# of walk-up visitors seeking shelter	3	14			
# of other walk-up visitors (i.e. donations, public tours)	27	168			
# of times a resident or guest left Community House after curfew without authorization*	1	1			
# of times when staff instructed someone to leave the premises*	6	32			
# of times when 911 and/or police are called to premises for non-medical reasons*	2	2			
# of times a resident or guest charged with a crime that occurred on premises*	0	0			
# of guests who were found to be a sex offenders staying on premises*	0	0			
* if this occurs, the monthly report will include an explanation as well as a count					

X By checking this box, the Community House Residential Services Director affirms that a background check was administered to all prospective program residents before their admission into the transitional housing program.

Good Neighbor Plan Report -- January 1-31, 2016

DEPARTURES FROM STAGE 1:

- VB: Discharged due to a noncompliance with rules and inability to identify and address learning gaps.

Voluntary departure

- BM: Moved out to an unknown location.
- IG: Moved out to an unknown location.

DEPARTURES FROM STAGE 2:

- BR: Discharged for threatening another resident.

Voluntary departures:

- DM: Moved out to an unknown location.
- KK: Moved out to live with family.
- BF: Moved into housing.

ON-PREMISES ADMISSIONS FROM POLICE/EMERGENCY SERVICES REQUEST:

1/23 10:30pm, 1/19 11:13pm, 1/17 11:50pm, 1/13 10:34pm, 1/10 11:00pm – Each night police brought in one individual for emergency shelter.

GUESTS ADMITTED WITHOUT PHOTO ID:

Photos were taken to provide the guests with agency IDs and the guests were referred to IFC Community Services for assistance obtaining government ID

LEFT AFTER CURFEW WITHOUT AUTHORIZATION:

1/11/16: Police dropped an individual off in the parking lot; Staff informed him he could not stay without us talking to police to determine his need; Staff called police to come back, but the individual left the property before police could arrive

DIRECTED TO LEAVE THE PREMISES.

- 1/12, 1/22, 1/23: on each date one person walked up to the facility seeking shelter and was advised of the intake procedure and was then instructed to leave the premises.
- 1/20 An individual came to the shelter to hire day labor.
- 2 Departures from Stages 1 and 2 listed above

CALLED POLICE FOR NON-MEDICAL REASONS:

1. Same as “Left After Curfew Without Authorization” above
2. On 1/12/16 police brought S.F. here for emergency shelter; after police left, S.F. decided he did not want to stay. Staff called police to pick him up.

Good Neighbor Plan Report -- February 1-29, 2016

The IFC's Residential Services Director will report the following information to the IFC Board of Directors and the Community House Advisory Committee before the 15th of each month.

Transitional Housing Program	This Month	Total for the Year	This Month Last Year	Total for Last Year	% Change for Year
New Admissions	5	31			
Reversions to Stage I*	2	3			
Departures from Stage I*	2	19			
Total Stage I residents at the end of the month (20 bed capacity)	13	n/a			
Graduations to Stage II	6	15			
Reversions to Stage II*	0	0			
Departures from Stage II*	2	11			
Total Stage II residents at the end of the month (20 bed capacity)	12	n/a			
Graduations to Stage III	2	10			
Departures from Stage III*	1	2			
Total Stage III residents at the end of the month (12 bed capacity)	9	n/a			
Graduations from Program	1	8			
Average # of beds filled	33	35			
% of beds filled	63%	67%			

*A summary account will be included in instances where program residents were downgraded to an earlier stage or suspended from the program because of rules infractions. The account will include a description of the infraction and/or length of suspension.

Good Neighbor Plan Report -- February 1-29, 2016

Emergency Shelter – open due to general conditions	This Month	Total for the Year	This Month Last Year	Total for Last Year	% Change for Year
# of nights shelter open	19	70			
Average # of overnight guests	11	5			
total # of guests, duplicated	214	498			
total # of guests, un-duplicated	13	66			
# of nights # of guests > 17*	0	0			
Emergency Shelter – open due to individual needs					
# of on-premises admissions resulting from police or emergency services request*	4	12			
Safety and Security					
# of guests admitted with current, government-issued photo ID	11	51			
# of guests admitted with other ID	0	0			
# of guests admitted without ID*	2	15			
# of scheduled visitors (i.e. service providers, meetings)	31	255			
# of walk-up visitors seeking shelter	5	19			
# of other walk-up visitors (i.e. donations, public tours)	28	196			
# of times a resident or guest left Community House after curfew without authorization*	0	1			
# of times when staff instructed someone to leave the premises*	9	41			
# of times when 911 and/or police are called to premises for non-medical reasons*	2	4			
# of times a resident or guest charged with a crime that occurred on premises*	0	0			
# of guests who were found to be a sex offenders staying on premises*	0	0			
* if this occurs, the monthly report will include an explanation as well as a count					

X By checking this box, the Community House Residential Services Director affirms that a background check was administered to all prospective program residents before their admission into the transitional housing program.

Good Neighbor Plan Report -- February 1-29, 2016

DEPARTURES FROM STAGE 1:

- MM: Discharged due to verbally abusive behavior towards staff.

Voluntary departure

- OH: Moved out to a treatment program.

DEPARTURES FROM STAGE 2:

Voluntary departures:

- LH: Moved out to permanent housing.
- ME: Moved out to an unknown location.

DEPARTURES FROM STAGE 3:

- CD: banned for fighting at the Community Kitchen.

ON-PREMISES ADMISSIONS FROM POLICE/EMERGENCY SERVICES REQUEST:

2/5 11:30p, 2/7 9:31p, 2/11 2:15a, 2/17 1:40a – Each night police brought in one individual for emergency shelter.

GUESTS ADMITTED WITHOUT PHOTO ID:

Photos were taken to provide the guests with agency IDs and the guests were referred to IFC Community Services for assistance obtaining government ID

DIRECTED TO LEAVE THE PREMISES.

- 2/5, 2/21, 2/22, 2/23, 2/23: on each date one person walked up to the facility seeking shelter and was advised of the intake procedure and was then instructed to leave the premises.
- 2/23/16 Police brought an individual to Community House to ask if he could hang out here for the day and staff explained he could not.
- 2/5/16 Staff called police to remove an individual from the property who was being verbally abusive to staff
- 1 Departure from Stage 1 listed above
- 1 Departure from Stage 3 listed above

CALLED POLICE FOR NON-MEDICAL REASONS:

- On 2/2 a resident came in appearing to be intoxicated; staff began testing procedure; resident said he no longer wanted to be here; Staff called 911 and EMS came to pick him up
- 2/5/16 Staff called police to remove an individual from the property who was being verbally abusive to staff

Good Neighbor Plan Report – March 1-31, 2016

The IFC's Residential Services Director will report the following information to the IFC Board of Directors and the Community House Advisory Committee before the 15th of each month.

Transitional Housing Program	This Month	Total for the Year	This Month Last Year	Total for Last Year	% Change for Year
New Admissions	9	40			
Reversions to Stage I*	0	3			
Departures from Stage I*	2	21			
Total Stage I residents at the end of the month (20 bed capacity)	15	n/a			
Graduations to Stage II	3	18			
Reversions to Stage II*	0	0			
Departures from Stage II*	2	13			
Total Stage II residents at the end of the month (20 bed capacity)	12	n/a			
Graduations to Stage III	1	11			
Departures from Stage III*	2	4			
Total Stage III residents at the end of the month (12 bed capacity)	8	n/a			
Graduations from Program	3	11			
Average # of beds filled	35	35			
% of beds filled	67%	67%			

*A summary account will be included in instances where program residents were downgraded to an earlier stage or suspended from the program because of rules infractions. The account will include a description of the infraction and/or length of suspension.

Good Neighbor Plan Report – March 1-31, 2016

Emergency Shelter – open due to general conditions	This Month	Total for the Year	This Month Last Year	Total for Last Year	% Change for Year
# of nights shelter open	7	77			
Average # of overnight guests	7	6			
total # of guests, duplicated	51	549			
total # of guests, new this fiscal year	6	72			
# of nights # of guests > 17*	0	0			
Emergency Shelter – open due to individual needs					
# of on-premises admissions resulting from police or emergency services request*	0	12			
Safety and Security					
# of guests admitted with current, government-issued photo ID	5	56			
# of guests admitted with other ID	0	0			
# of guests admitted without ID*	1	16			
# of scheduled visitors (i.e. service providers, meetings)	60	315			
# of walk-up visitors seeking shelter	7	26			
# of other walk-up visitors (i.e. donations, public tours)	27	223			
# of times a resident or guest left Community House after curfew without authorization*	2	3			
# of times when staff instructed someone to leave the premises*	9	50			
# of times when 911 and/or police are called to premises for non-medical reasons*	0	4			
# of times a resident or guest charged with a crime that occurred on premises*	0	0			
# of guests who were found to be a sex offenders staying on premises*	0	0			
* if this occurs, the monthly report will include an explanation as well as a count					

Good Neighbor Plan Report – March 1-31, 2016

X By checking this box, the Community House Residential Services Director affirms that a background check was administered to all prospective program residents before their admission into the transitional housing program.

DEPARTURES FROM STAGE 1:

Involuntary:

- SP: Discharged for disagreement with rules.

Voluntary:

- ES: Moved out to an unknown location.

DEPARTURES FROM STAGE 2:

Involuntary:

- TG: Discharged for disagreement with rules.

Voluntary departures:

- WE: Moved out to permanent housing.

DEPARTURES FROM STAGE 3:

Involuntary:

None

Voluntary departures:

- BA: Moved out to permanent housing.
- TL: Moved out to live with a friend.

LEFT COMMUNITY HOUSE AFTER CURFEW WITHOUT AUTHORIZATION:

2 emergency shelter guests left in the morning on their own, without waiting on IFC transportation; one of them disappeared, and one of them reported he had to leave to go to work; the one who disappeared was banned from emergency shelter for one week.

GUESTS ADMITTED WITHOUT PHOTO ID:

Photos were taken to provide the guests with agency IDs and the guests were referred to IFC Community Services for assistance obtaining government ID

DIRECTED TO LEAVE THE PREMISES.

- Same as Involuntary Discharges listed above (2), plus walk-up visitors seeking shelter (7)