

## **IFC @ SECU Community House -- Advisory Committee Meeting, Monday, December 14**

**Present:** Committee members Ann Henley, Eleanor Howe, Janice Tyler, Janis McFarland, Josh Ravitch, Linda Convisor, Nancy Trueblood, Rick Edens, Rod Matthews; IFC Staff Stephani Kilpatrick, Allan Rosen; Keith Taylor, IFC Board President.

**MEETING NOTES.** Allan Rosen opened the meeting by reporting that the committee's first of eight consecutive quarterly reports to the Chapel Hill Town Council is scheduled for February 8, 2016. Allan is awaiting final confirmation that an in-person report is expected. Sometime mid-to-late January Deputy Town Clerk Amy Harvey will request information from the Committee for the Town Council agenda packet.

At next month's CHAC meeting a decision will be made as to who will speak for the committee at the council meeting. Committee members also recommended a representative from IFC be available to report on Community House details that are beyond the scope of the advisory committee. Stephani Kilpatrick will take this request to IFC Executive Director Michael Reinke.

Keith Taylor then shared that IFC's FoodFirst project in Carrboro is beginning the permitting process. Their Board of Alderman has scheduled a public hearing on IFC's text amendment application for March 22<sup>nd</sup>. The entire permitting process will take at least one year.

Next, Allan Rosen reported that IFC would begin disseminating CHAC news widely in early January. One of the main objectives will be to invite folks throughout the community to join a CHAC list serve. IFC will send out invitations to its 3600 person email list and ask CHAC members to also circulate the invitation. Josh Ravitch recommended IFC use the nextdoor.com private social network application. Eleanor Howe recommended that Good Neighbor Plan committee members also be sent a list serve subscription invitation as well as others who participated in the Town's approval process for *IFC @ SECU Community House*.

Stephani Kilpatrick then reviewed the November data with the committee (copy attached). In response to several questions Stephani reported that curfew is at 8 pm and that Emergency Shelter guests typically live outside, with family members or couch surf; discharges are never made at night. Another discussion point included IFC's banned-persons list and the relationship between warnings and discharges. In addition, committee members observed that the *total # of un-duplicated guests* didn't match the *# of guests admitted with current, government-issued photo ID*. Stephani will review with staff and train as necessary to resolve the concern.

The committee showed interest in IFC banned-persons lists and its relationship to the concerns regarding persons who present challenges in public spaces. Rick Edens ask Rod Matthews if he could shed some light on this from his perspective as a police officer. Rod agreed to do so and will bring information back to the committee at its next meeting.

The next CHAC meeting is scheduled for Monday, January 25 @ 4:30 pm at Community House.

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## **IFC @ SECU Community House -- Advisory Committee Meeting, Monday, November 16**

**Present:** Committee members Eleanor Howe, Janis McFarland, Josh Ravitch, Rod Matthews, Rebecca McCulloh, Rick Edens; IFC Staff Stephani Kilpatrick, Allan Rosen.

Rod Matthews is a Sergeant in the Investigations Division of the Chapel Hill Police Department.

### **MEETING NOTES**

Stephani Kilpatrick distributed a draft monthly report for October 2015. The draft followed the template found in the Good Neighbor Plan Attachments. The committee reviewed the document in detail and recommended several changes. Note the revisions predominantly focused on (1) how to report on scheduled and walk-up visitors, (2) making a distinction between Emergency Shelter occupation due to general conditions and individual circumstances and (3) adding additional detail to the summary report on departures (discharges) from the transitional housing program.

Committee members also recommended IFC staff give walk-up housing seekers written guidance on procedures in addition to talking them through the proper procedures.

Stephani will work with IFC colleague Allan Rosen to prepare a revised report which will be circulated to the entire CHAC membership as soon as the revision is complete.

Allan reported that the likely date for the committee to give the first of eight consecutive quarterly report to the Chapel Hill Town Council will be February 8, 2016. He expects to have this confirmed by CHAC's December meeting.

**Note the new CHAC meeting is scheduled for Monday, December 14 @ 4:30 pm at Community House.**

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**From:** Allan Rosen [<mailto:arosen@ifcmailbox.org>]

**Sent:** Tuesday, October 20, 2015 12:43 PM

**To:** Allan Rosen; Ann Henley ([henley.ann@gmail.com](mailto:henley.ann@gmail.com)); Carl Schuler; Eleanor Howe; Gretchen Senez; J Freeman; Janis McFarland; Jeff Kidd; Josh Ravitch; Janice Tyler; Linda Convissor; Lisa Fischbeck; Michael Reinke; Michelle Guarino; Nancy Trueblood; Rick Edens; Stephani Kilpatrick; [tcyrmdc@mindspring.com](mailto:tcyrmdc@mindspring.com); Trish Hussey; Vicar ([Vicar@TheAdvocateChurch.org](mailto:Vicar@TheAdvocateChurch.org))

**Subject:** CHAC Meeting reminder --- October 26 @ 4:30 pm

Hi folks,

The IFC @ SECU Community House Advisory Committee will meet next Monday afternoon at the new Community House facility. The meeting will begin at 4:30 pm and may adjourn as early as 5:15. Please RSVP. Attached you will find notes from our September 28 meeting as well as a report from Stephani Kilpatrick on the first nights that the Emergency Shelter was made available due to weather conditions this month.

Best regards,

*Allan*

Allan Rosen  
Project Manager, Inter-Faith Council for Social Service

Main: 919-929-6380, ext. 27  
Cell: 919-357-6022

## **Report on First Few Emergency Shelter Nights Offered at SECU Community House:**

**10/2/15 & 10/3/15:** Residential Services Director and Executive Director determined on Friday 10/2/15 that Emergency Shelter should be provided for the night due to wind and flash flood advisories resulting from Hurricane Joaquin. Residential Services Director called all staff affected and gave individual instructions.

Staff Social Worker posted a sign at Community Kitchen advising that Community House would provide Emergency Shelter for that night, and instructing individuals to call Community House by 4pm to sign up for space; Sign advised that Community House does not accept walk-ups. *\*Next time, instead of the sign stating that emergency shelter will or will not be provided, the sign should instruct individuals to call Community House to find out, so that staff do not have to re-post the sign each night as weather changes*

Residential Services Director changed greeting on automated phone system to advise that Community House would provide Emergency Shelter for the night, and instructing individuals to dial 5 to speak to the staff person on duty to sign up for space *(2 individuals mistakenly dialed Megan's extension, and Megan was out for the day)*

Residential Services Director posted a sign at beginning of staircase walkway from bus stop to shelter, indicating that we do not accept walk-ups, therefore to leave and call by 4pm to sign up for space. Sign indicated that after 4pm, police assistance would be needed to obtain shelter.

Two community partners – CEF and Love Chapel Hill inquired about emergency shelter availability for the night; One hospital worker called to sign someone up for Emergency Shelter. Shelter staff filled out a registration sheet, checked sex offender registry, and told hospital worker to instruct individual to wait at Community Kitchen at 7pm for shelter staff to pick him up

Staff checked general voicemail box periodically to check for emergency shelter requests. Kitchen staff prepared “to go” breakfasts for any Emergency Shelter guests that might show up

Night staff checked in at Community House at 6pm, set up a few cots in preparation, and picked up Emergency Shelter list for the night; Night staff then drove IFC van to Community Kitchen at 7:00pm to pick up the one individual signed up for shelter – he was not there; night staff knew he was supposed to be coming from the hospital, so night staff drove to hospital to check on him; he had not been discharged from hospital as planned *\*Night staff will not be able to check multiple locations in the future, but wanted to extend this courtesy since it was the first time for a new process*

Two individuals walked up seeking shelter for the night, and staff advised them we do not accept walk-ups. They did not return with police. We offered Emergency Shelter again the next night; No individuals stayed for Emergency Shelter either night it was offered.

### **10/17, 10/18, 10/19:**

No one showed up for Emergency Shelter the first two nights; On the third night, 2 people called to sign up and 1 of them showed up. The transportation process went smoothly. He signed the Community Standards Contract upon entry. He did try to go upstairs and staff intervened. He was not happy that he did not get the same breakfast as everyone else. He did have government-issues photo ID and he was not listed on sex offender registry. On 10/18, one person called to “reserve” a space for the next night, but staff told him he would need to call again the next day to ensure emergency shelter would be offered the next night.

## CHAC meeting notes September 28, 2015

### **I. Introduction**

### **II. Updates about Ribbon-Cutting and Move**

### **III. Moving Forward**

- *It was suggested that IFC use Next Door to publicize IFC news and events*
- *Eleanor suggests CHAC send notices to the neighborhoods who were involved in the Good Neighbor Plan to let them know we're meeting and invite them; She found four-five email addresses from the Good Neighbor Process and gave them her contact name and number*
- *It was brought to our attention that the GNP states the Monthly Report will be sent to the Good Neighbor Plan listserv; Michael has some email addresses and if anyone else has more, please send them to him*
- *There were several **inquiries about volunteer needs**; Stephani stated the need is for receptionists*
- *It was suggested that IFC send volunteer needs and moving photos to the Good Neighbor Plan listserv*
- *Trish suggested getting artwork for the walls; several ideas were proposed, including an art show for local artists to display their work, and having an art group for residents to create artwork; Martha Shannon from The Arts Council may be a good contact person; It was also suggested that we try to secure a donor for the art hanging system*
- *There have been several questions **about meal groups** and which location they should serve – any inquiries can be directed to Stephani Kilpatrick*
- *It was requested that IFC report to CHAC after the first Emergency Shelter night to let the committee know how it went*

## **CHAC meeting notes August 31 2015**

### ***I. Introduction***

### ***II. Updates & questions about background materials***

#### ***a. Move-in schedule***

#### ***b. Housing Program (included herein)***

#### ***c. Transportation plan(included herein)***

#### ***d. Communications plan (included herein)***

Numerous questions were asked by coalition members. Here is a summary of the questions. The answers were incorporated into a FAQ that was available at the September 21 Open House. It will be email separately to the CHAC members.

- Q: how many current residents will make the move?
- Q: can stage 1 residents complete their requirements during the 30 day period?
- Q: what will the IfC for those who aren't eligible?
- Q: will program residents attend AA & NA meetings at United Church?
- Q: what will happen at OMB after Community House program leaves?
- Q: will the emergency shelter intake process work, with particular attention to the time cut-off?
- Q: are we communicating these changes to our partners and others?
- Q: what happens if the background check takes days to complete?
- Q: Jeff Kidd asked what will happen in the long run with Old Municipal Building
- Q: how will the communications plan capture comments and concerns
- be sure to emphasize no walk-ups

### **III. CHAC Mission & Vision**

Michael Reinke mentioned his previous experience working for a faith-based organization that was ever-mindful of its mission and vision. In doing so, the organization stayed focused on its core mission. Hence he asked the CHAC membership to volunteer their thoughts on CHAC's Mission and Vision. Here is a summary of those comments.

- Linda Convissor – CHAC's role is to serve on behalf of those outside of IFC such that IFC's operations proceed smoothly. CHAC will also help out with problems and concerns that arise.
- Rebecca McCulloh– assure implementation of the Good Neighbor Plan

- Josh Ravitch – to encourage neighborliness and to foster exchanges that are community-supportive, as opposed to be predominantly complaints and concerns directed at Community House
- Rick Edens -- To encourage neighborliness and aim to minimize surprises
- Janice Tyler – To encourage our neighbors to make the program residents feel welcomed and to encourage neighbors to volunteer at IFC @ SECU Community House

**a. Membership**

A consensus was reached that CHAC membership is closed for time being; neighbors however are invited to observe and get on the agenda if they'd like

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## **IFC @ SECU Community House - Frequently Asked Questions**

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**Q: What kinds of housing are available for homeless men at IFC @ SECU Community House?**

*A: Housing and support services for 52 homeless men in an interim housing program. The program is comprised of 3 stages, with each stage conferring additional responsibilities and privileges. We will also accommodate up to 17 men in an overnight emergency shelter when weather and other conditions warrant.*

**Q: What about the men who cannot get into the shelter?**

*A: IFC will refer them to other shelters in the region. There are approximately 5 shelters we routinely refer people to when we cannot accommodate them.*

**Q: How will the emergency shelter intake process work?**

*A: Individuals will be instructed to contact IFC to determine if emergency shelter is being provided that night, and if so, to sign up for a space; Those who sign up will be instructed to meet at the Community Kitchen and shelter staff will transport them to the shelter that evening and back to the Kitchen the next morning. If we reach our maximum number (17), we will refer others to other shelters. To contact IFC the individual can call our office in Carrboro or IFC @ SECU Community House. Individuals can also inquire in person at our Carrboro office. We will not allow walk-ups to the new IFC @ SECU Community House.*

**Q: Are we communicating these changes to our partners and others?**

*A: We changed our Intake process June 1<sup>st</sup>, to allow all community members and partners to become familiar with the new system. We announced the changes at numerous community partner meetings and also made direct calls and sent emails to those who may not have heard the changes at meetings.*

**Q: What happens if the criminal background check results are delayed?**

*A: We will refer individuals to other shelters in the surrounding region. We are exploring ways to speed up the criminal background check process.*

**Q: What should community members do if they have questions or concerns about IFC @ SECU Community House?**

*A: 1. Community Members can call 919.967.0643 and press the option for the Community House Advisory Committee comment and concern line, or 2. Community Members may fill out the form found on our website at [www.ifcweb.org/concerns](http://www.ifcweb.org/concerns) If a response is requested, IFC will respond within 2 business days.*

**Q: What will happen at the old municipal building after the Community House program leaves?**

*A: It is IFC's intention to move all programs out of the old municipal building, pending approval by the Town of Carrboro for the Food First facility to open in Carrboro. IFC's Community Kitchen will continue to serve lunch and dinner out of the old municipal building in the meantime.*

**September 21, 2015**

# The IFC @ SECU Community House Program

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- Community House is a community of residents, staff, and volunteers working cooperatively.
- The Community House transitional housing program is a three-stage program designed to assist homeless men transition from homelessness to living independently in the community.
- Each stage has both responsibilities and privileges

- **Community House residents**

- begin at the **Learning Stage**,
- move on to the **Demonstrating Stage** and
- end at the **Leading Stage**

Once the Leading Stage is successfully maintained and the resident has secured permanent housing, the resident will graduate from the Community House program. Residents may move out of the shelter during the Learning or Demonstrating Stages if they find permanent housing during that time.

- **Men move through these stages based on**

- 
- Compliance with program requirements
- Successful work on goals
- Input from staff, volunteers, and resident leadership

At each stage, residents will have the opportunity to present their successes to the Leadership Committee and request advancement to the next level.

At some times, the behavior of a resident may require that he return to a previous stage before moving forward again.

Residents who graduate from the program are encouraged to still volunteer with the program to share their strategies for success with current residents.

# Stage 1: Learning

❖ 10 men, 3 rooms with bunk beds (6 men, 6 men, 8 men)

❖ 30 days

- Receive a mentor
  - Learn guidelines and house procedures
- Meet with Case Manager weekly (as scheduled)
  - Complete Assessments
  - Learn about resources
  - Complete a Service Plan

After 30 days, must apply to move on to Stage 2:

- Must have a completed Service Plan
- Must have demonstrated they can follow house guidelines and procedures (input from staff & mentor)

Responsibilities:

1. Methodically complete the Service Plan.
2. Demonstrate ability to perform assigned chores correctly and in a timely manner.
3. Demonstrate skills for living at Community House: cleanliness, laundry, mail, and navigating transportation.
4. Participate in all required Community House meetings and activities.
5. Support and encourage other residents.
6. Explore community resources, including but not limited to CEF, Vocational Rehabilitation, the Orange County Literacy Council, and others, as referred by social worker.
7. Utilize support of mentor.
8. Follow through with all appointments, including mandatory mental health, substance abuse, health and vocational assessments.
9. Meet with job coach and begin planning job search.
10. If work is not possible due to a disability, resident must begin or continue the disability application process with a SOAR worker.

**After the Move:**

11. Participate in meal planning and preparation.

Privileges:

1. A case manager will be assigned to monitor the Service Plan and meet weekly with each resident.

**After the Move:**

2. Residents will have the opportunity to give input into meal planning each week.
3. Residents may attend off-site 12-step or other recovery group meetings once per week in the evening (with note from group leader).

\*Not eligible for overnight passes

## Stage 2: Demonstrating

- ❖ 20 men, 5 rooms, 4 men each room
- ❖ Approximately 9 months (assuming Stage 3 is 2 months)

- Meet with Case Manager Weekly (as scheduled)
  - Work on Service Plan (man of the things we require on Extension Requests)
  - Meet Weekly Goals
- Explore Volunteer Opportunities in Community (unless employed)

Review every 2 months

Must Ask to Move to Stage 3

- Documentation of meeting weekly goals
- Recommendation from Mentors and Staff

### Responsibilities in Stage 2:

1. Residents are expected to consistently perform assigned chores and to help others as needed.
2. Residents will explore regular volunteer time in the community
3. This time will be reduced if they have part or full time employment.

#### After the Move:

4. Resident may oversee the maintenance of a particular area of Community House.

### Privileges in Stage 2:

1. Residents may request overnight passes to visit family and friends.

#### After the Move:

2. Residents in Stage 2 will move into one of the 4-person bedrooms.
3. Residents will have the opportunity to give input to meals on a weekly basis
4. Residents will be able to attend off-site 12-step or other recovery group meetings (with note from group leader) up to three times per week.
5. Residents may go on one evening social outing (such as seeing a movie, going to a book club, attending Bible study, or going out to dinner) per month.

## Stage 3: Leading

- ❖ 12 men, 6 rooms, 2 men each room
- ❖ Approximately 2 months (unless waiting on disability)

- Must be able to lead
- Mentoring – will be matched up with a new resident
  - Must be willing to commit to scheduled weekly time with new residents, and more during new resident's first few days
- Explore Volunteer Opportunities in Community (unless employed)

Review after 2 months

### **Responsibilities:**

1. Residents are expected to consistently perform assigned chores and also help others as needed.
2. Residents will provide mentoring to those in the Learning Stage in one or more areas of Community House. **Peer mentoring** is a form of mentorship that usually takes place between a person who has lived through a specific experience (peer mentor) and a person who is new to that experience (the peer mentee). Peer mentoring provides individuals who have suffered from a specific life experience the chance to learn from those who have recovered, or rehabilitated, following such an experience. Peer mentors provide education and support opportunities to their mentees. The peer mentor may challenge the mentee with new ideas, and encourage the mentee to move beyond the things that are most comfortable.
3. The Community House social worker will work with managers and the residents in Stage 3 to match them with a mentee who is in the Learning stage. Mentors are expected to meet weekly with their mentee to provide support, encouragement, and skill development.
4. Residents will explore regular volunteer time in the community.
5. This time will be reduced if they have part- or full-time employment.
6. Meet as a group with Megan 2 times per month for mentor training and support

### **After the Move:**

7. Residents will have major responsibility for one area of Community House, such as the laundry areas, buildings and grounds, landscaping, or administrative work.

### **Privileges in Stage 3:**

1. Residents may request overnight passes to visit family and friends.

### **After the Move:**

2. Residents, with kitchen staff and volunteers, will oversee meal planning and preparation for themselves and others.
3. Residents will be able to attend evening off-site 12-step or other recovery group meetings as needed (with note from group leader).
4. Residents may go on one evening social outing (such as seeing a movie, going to a book club, attending Bible study, or going out to dinner) per week.
5. Residents may access their bedrooms at any time during the day if needed, using their own room keys.
6. Residents who are not working full-time may be hired by the IFC to assist with maintenance or administrative tasks in other IFC facilities such as HomeStart and the Douglas Building.
7. Residents who have graduated but are still living at Community House may serve as Ambassadors to the larger community.

### **Graduation:**

A resident can "graduate" but still live at Community House, up to 2 years, until finding permanent housing  
Continue mentoring



Inter-Faith Council for Social Service  
Community House

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## **Community House Admissions Summary**

1. Client or referral source calls Community House Social Worker for a screening phone call to determine initial eligibility
  - a. Staff will instruct client to go to IFC 110 West Main Street to sign authorization for criminal background check. Once client signs authorization, staff will initiate background check procedures.
  - b. The client must have government-issued photo ID before being admitted. If client does not have ID, staff will refer the client to IFC 110 West Main Street for assistance obtaining ID. This could take up to 2 weeks.
2. If eligible, staff will schedule Admissions Appointment.
  - a. Appointments are held at IFC Community House
  - b. Client must bring government-issued ID to this Admissions Appointment
3. After the admissions appointment and background check are completed, an Admissions Team will review client's complete application to determine if he can be accepted into the program. Team will notify client if accepted or not, and will give instructions on when to report to Community House.

## Intake Procedure for Staff:

1. Applicant or referring agency calls Community House to inquire about space and complete a Screening Phone Call with Megan, Social Worker
  - a. Megan reads a brief description (to be written) to applicant
  - b. Megan instructs client to go to IFC 110 W. Main St. to sign authorization for the required background check; Frances Jackson initiates background check procedure.
  - c. Megan checks sex offender registry
  - d. Megan asks applicant if he has government-issued photo ID;
    1. if not, Megan refers him to Main Street to obtain ID; could take 7-10 business days

*Once we move to new location: If applicant is on sex offender registry, Megan refers applicant to South Wilmington Street Center (the only other shelter in our area that accepts individuals listed on the sex offender registry)*

2. Once background is check completed, Megan contacts applicant to schedule Admissions Appointment
  - a. Megan completes Intake
    - i. HMIS Consent
    - ii. HMIS Intake
    - iii. Confidentiality Statement
    - iv. Emergency Medical Release
    - v. Verification of Homelessness
    - vi. IFC Community House Guidelines
    - vii. Client Appeal Policy
    - viii. Assessment, including Medical, Mental Health, Substance Abuse information
    - ix.
3. If there is a question about whether or not we can accept someone, Megan contacts Admissions Team to review the application and make a determination about acceptance into Community House (this can be done via email).
  - a. Admissions Team
    - i. Megan
    - ii. Volunteer
    - iii. Resident
    - iv. Staff person
4. If accepted, and IF/WHEN client has government-issued ID, Megan will contact applicant with instructions on when to report to Community House

## Hospital Referrals

- Hospital must call during business hours (hospital must call before sending someone over)
- Teresa or Megan or Stephani will determine if medical needs necessitate shelter; judge on a case-by-case basis
- Individual must be able to perform Activities of Daily Living independently
- Referral accepted only if we have regular space available
- Cannot accept individuals listed on sex offender registry
- We immediately initiate photo ID & background check procedures ; but ok if they stay while we're obtaining these items
- \*Because this is listed in the Good Neighbor Plan as an emergency shelter exception, we have leeway on the requirement of having the photo ID/ background check first

## **Community House Emergency Shelter Plan, including Transportation to and from**

1. On nights when Community House provides Emergency Shelter, any individual seeking shelter for the night must check in at 4:00pm at IFC Community Kitchen at 100 West Rosemary Street Chapel Hill, NC. Community House does not accept walk-ins and individuals who repeatedly attempt to walk in may be deemed ineligible for Community House services and potentially trespassed.
  - a. An IFC Staff Person and a Volunteer will check individuals in by collecting (electronically) the following info:
    - i. Name and photo so that staff manager can make an ID
    - ii. SSN and DOB to check Sex Offender Registry and ask Frances to initiate the background check procedure
    - iii. GNP data
    - iv. Homelessness Verification Form
    - v. Point-In-Time Count data
    - vi. Copy of government photo ID, or refer to IFC Community Services if individual does not have one.
    - vii. Have emergency shelter guests sign a Community Standards Contract.
2. The individuals will eat dinner at Community Kitchen 6:00pm-7:15pm
3. At 7:30pm individuals are to be outside in front of the benches waiting for the IFC Van to pick them up to transport them to Community House.
  - a. The 6:00pm-10:00pm staff person will leave Community House at 7:15pm to pick up emergency shelter guests from Community Kitchen at 7:30pm. He will make two trips if all guests will not fit in one van.
4. By 8:15pm, all emergency shelter guests should be at Community House and staff will inform them where to take showers and sleep for the night.
5. Even though Community House is a dry shelter for Residents, Emergency Shelter Guests will be allowed to stay for the night if they are under the influence of drugs/alcohol, provided they are not disruptive. If they are disruptive, staff are to attempt to de-escalate the behavior according to the Safety Plan, and call police if necessary, to escort the guest off the premises.
6. Emergency shelter guests are required to spend the entire night at Community House; if they leave in the middle of the night, they will be ineligible for Emergency Shelter for 30 days.
7. The next morning, emergency shelter guests will receive a breakfast bag and a staff person will transport them back to Community Kitchen.
8. If individuals still need Emergency Shelter again that night, they will repeat the process.

## Community House Communications Plan

9. If someone has a comment, concern, or question about the new Community House
  - a. The person will either fill out the comment/concern form on the IFC website or call the community house comment line.
    - i. Each entry into the online form will populate a journal which will be shared at least monthly with the Community House Advisory Committee (CHAC).
    - ii. Messages left on the comment line will be transcribed to the web comment /concern form and thus entered into the master journal.
  - b. IFC will respond to the communication within two business days.
10. At the monthly CHAC meeting, IFC's Residential Service Coordinator will report on the concerns, questions, and comments received over the previous month along with any relevant information.
11. The monthly Good Neighbor Plan Report (including census data for the Community House) will be distributed to the IFC Board of Directors, the CHAC, and the Community House list serve.
12. The CHAC will report to the Chapel Hill Town Council and the IFC Board of Directors on a quarterly basis.

## Meeting Notes

### **IFC @ SECU Community House Advisory Committee, March 2, 1995**

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**Present:** Ann Henley, Eleanor Howe, J Freeman, Janice Tyler, Jeff Kidd, Josh Ravitch, Lisa Fischbeck, Martin Friedman (for Gretchen Senez), Michelle Guarino, Nancy Trueblood, Rebecca McCulloh, Rick Edens; IFC Staff John Dorward, Stephani Kilpatrick, Allan Rosen

**Absent:** Carl Schuler, Gretchen Senez. Janis McFarland, Mae McClendon, Trish Hussey

**Next Meeting:** TBA

The meeting began with introductions. Rebecca McCulloh, immediate past president of the IFC Board, mentioned that two other former IFC board presidents were at the meeting; Ann Henley and Rick Edens. After introductions, IFC Executive Director John Dorward covered a wide range of topics, including:

- IFC invited everyone from the Good Neighbor Plan (GNP) Advisory Committee to join the Community House Advisory Committee (CHAC). Unlike the GNP committee process, all CHAC meetings will be open to the public and IFC won't object to taped meetings.
- John thanked both UNC and the Town for being great partners, as well as the United Church which is also a great neighbor.
- John shared some important agency news. First, Stephani Kilpatrick, MSW is now the Residential Services Director because Elizabeth Waugh-Duford, MSW had to resign for health reasons. Stephani was promoted from within and has worked at IFC since 2008, right after graduating from the School of Social Work here at UNC. (Stephani also interned while in graduate school and over the years has worked at all three major IFC programs: Community Services, HomeStart and most recently at Community House since 2013).

Second, when the new Community House opens the free medical, mental health and dental clinics they will be operated as a satellite clinic of Piedmont Health Services. This is a win-win-win for IFC, Piedmont Health, and the residents of HomeStart and the new Community House. Long-time medical professionals who volunteer at the current clinic will be welcomed to continue.

Third, John will be retiring at the end of August. The Board's search committee is now conducting phone interviews of selected candidates. We accepted over 115 resumes and the search committee broke into two teams to filter out the top candidates. The selection process will include meetings with the finalists, some of which will be open to the public.

- IFC decided to convene the first CHAC meeting before the town-specified start date which coincided with opening the new *Inter-Faith Council @ SECU Community House*. John did this so that the committee members could get to know one another and get a feel for their roles and responsibilities before the doors open.
- John views CHAC as the first line of defense when it comes to neighborhood relations. CHAC's essential role is as a buffer between the new Community House and our new neighbors. CHAC's role includes reporting on what is not going well and/or making persons uncomfortable, including neighbors, IFC staff, volunteers and Community House residents. Ideally those with concerns will feel comfortable communicating with IFC staff, but if not, we hope they will be comfortable with CHAC members to get their concerns addressed.
- John encouraged CHAC members to let their colleagues and neighbors know they serve on the CHAC and that they welcome their comments and concerns.
- Even though some opposition remains, IFC genuinely wants to fit equitably into the neighborhood and we agreed during the GNP process to make several program changes. First, the new Community House will not have walk-up admissions. Those seeking admission to the transitional housing program will have to schedule an appointment to begin the intake process. On evenings when the overnight emergency shelter will be open, shelter guests will be transported to the facility from a remote location and also will be transported back to that location in the morning. Second, sex offenders cannot be served at this location due to proximity to the preschool at the United Church. Third, the transitional housing program will be a dry program; i.e. the use of either drugs and/or alcohol by program residents is prohibited. This change was also requested by men in our current program and Community House has been dry since August 2014. Finally, the new facility has been designed to accommodate the needs of transgender residents and IFC has already made a practice of welcoming transgender persons at our current facilities. IFC is one of a very few agencies in the entire state that accommodates the needs of LGBTQ persons.
- IFC's aim is for our new neighbors to see us as good neighbors, or not to notice us at all. In this regard the site topography works in our favor. From the sidewalk and roadway, you won't be able to see people on the grounds. Only the second floor and roof will be visible from Martin Luther King, Jr. Boulevard (MLK). There also won't be any signage on MLK. Automobile access to the new Community House is through the United Church parking lot and the only sign for our building will be at the foot of our driveway. In addition, the building and grounds will have a basketball goal, garden, pergola, exercise room and library which will serve the men's needs and interests on site.

- IFC revised the reporting template found in the GNP (pp. 19-20) in advance of the first CHAC meeting. The revisions include several additional data points requested by some members of the GNP committee that initially were not agreed to by IFC on or before June 2012. Once the doors open at the new Community House these reports will be posted on-line each month and will also be distributed to CHAC members and the IFC Board. Another means for demonstrating transparency will be a listserv that the new Community House will utilize to disseminate information to and from the public who sign up for the list.

Following John's remarks, the floor was opened for questions and comments. Josh Ravitch asked what CHAC members need to do in order to visit IFC facilities. It was decided to arrange a tour for interested CHAC members of IFC's current facilities. The tour takes about two and one-half hours. Allan Rosen will organize the tour and John will be the tour guide.

Rick Edens shared his concerns about IFC getting ahead of the press regarding the story about opening the new Community House. This led to the suggestion that the nearby churches host an open house for community residents in advance of the Grand Opening. John assured anyone who chooses to organize a pre-opening Open House that IFC and new Community House representatives will be at the event. Rick also suggested having a separate open house just for neighbors, which seems like a very good idea.

Eleanor Howe recommended that neighborhoods without representation on the CHAC be given the opportunity to have representation. John requested that he be sent contact information for such neighborhood associations. (Eleanor was not at the meeting earlier when John had mentioned that every member of the GNP had been invited back for the CHAC).

At the end of meeting, John asked that committee members read the Good Neighbor Plan before our next meeting which will be scheduled for June or July.

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