



MEMO

TO: Chapel Hill Town Council

FROM: Stephani Kilpatrick, IFC Residential Services Director

DATE: January 20, 2017

RE: **Report from IFC on GNP implementation and communications**

As per the *IFC @ SECU Community House Good Neighbor Plan* ((GNP), Section III, page 8), quarterly reports will be made to the Chapel Hill Town Council for the first eight quarters (two years) of occupancy of the Community House facility. This is the fifth quarterly report. The GNP specifies the following items be addressed in the reports.

1. Communications between program staff, volunteers, *transitional residents* and surrounding neighbors and neighborhoods about the GNP.
2. Identification of success implementing each element of the GNP
3. Identification of issues implementing each element of the GNP
4. Proposed changes to any elements of the GNP

Below is a summary report on these four items.

1. **Communications:** IFC created a Community House Advisory Committee comment and concern virtual voicemail box where individuals can call in to express concerns or ask questions about the new Community House. IFC also created [an online form](#) for comments and concerns. We still have not received any inquiries, comments, or concerns except those related to volunteer, donations and shelter admissions. We did have one concern that came in directly to a staff person rather than on the comment and concern line. Staff investigated the concern and did not find any evidence that the concern was substantiated. Community House Advisory Committee held a successful Open House on October 27th, and continues to meet quarterly.
2. **IFC has successfully implemented** the admissions requirements and emergency shelter procedure in accordance with the Good Neighbor Plan, including during the weekend of January 6th-8th when the area experienced snow and ice
3. **One challenge IFC has faced** in implementing the Good Neighbor Plan this past winter was enrolling emergency shelter guests at a separate location, as detailed in the previous report

to the Town Council. Another challenge is being limited to 17 emergency shelter guests. Not often, but sometimes, more than 17 Orange County residents need emergency shelter on a dangerous weather night. We would prefer not to turn anyone away to sleep in a potentially dangerous situation, and we would prefer not to direct them to our neighboring counties to be taken care of.

4. **We are not proposing any changes at this time**, but we may propose changes for consideration at a future date.

The remainder of this report includes the monthly GNP reports (October through December) and the meeting notes from the January 2017 meeting of the Community House Advisory Committee.

<http://www.ifcweb.org/>

<http://www.ifcweb.org/chac>

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Good Neighbor Plan Report – October 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 (7/1-6/30)	This Month Last Year	Total for Last Year	% Change for Year
New Admissions	9	36	8	8	350%
Reversions to Stage I*	1	1	0	0	100%
Departures from Stage I*	8	19	5	5	280%
Total Stage I residents at the end of the month (20 bed capacity)	16	n/a	19	n/a	n/a
Graduations to Stage II	3	17	1	1	1600%
Reversions to Stage II*	0	0	0	0	0%
Departures from Stage II*	4	8	2	2	300%
Total Stage II residents at the end of the month (20 bed capacity)	19	n/a	15	n/a	n/a
Graduations to Stage III	3	4	0	0	700%
Departures from Stage III*	0	5	0	0	900%
Total Stage III residents at the end of the month (12 bed capacity)	12	n/a	4	n/a	
Graduations from Program	1	7	2	2	250%
Average # of beds filled	47	45	37	37	22%
% of beds filled	90%	87%	71%	71%	23%

Note: The reporting year matches IFC’s fiscal year: July 1 – June 30

*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.

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	3	3	5	5	(40)%
Average # of overnight guests	1	1	1	1	0%
total # of guests, duplicated	4	4	1	1	300%
total # of guests, new this fiscal year	4	4	1	1	300%
# of nights # of guests > 17*	0	0	0	0	0%
Emergency Shelter – open due to individual needs					
# of on-premises admissions resulting from police or emergency services request*	0	0	1	1	(100)%
Safety and Security					
# of guests admitted with current, government-issued photo ID	4	4	1	1	300%
# of guests admitted with other ID	0	0	0	0	0%
# of guests admitted without ID*	0	0	0	0	0%
# of scheduled visitors (i.e. service providers, meetings)	72	196	69	69	184%
# of walk-up visitors seeking shelter	2	5	6	6	(17)%
# of other walk-up visitors (i.e. donations, public tours)	25	43	68	68	(37)%
# of times a resident or guest left Community House after curfew without authorization*	1	2	0	0	300%
# of times when staff instructed someone to leave the premises*	16	29	10	10	190%

# of times when 911 and/or police are called to premises for non-medical reasons*	1	2	0	0	300%
# of times a resident or guest charged with a crime that occurred on premises*	0	0	0	0	0%
# of guests who were found to be a sex offenders staying on premises*	0	0	0	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.

DEPARTURES FROM STAGE 1:

Voluntary:

DT: Moved out.

Involuntary:

RW: Banned for threatening another resident.

LD: Banned for threatening a staff person.

TH: Discharged for disagreement with rules.

DC: Discharged for disagreement with rules.

SS: Trespassed for disruptive behavior.

CB: Discharged for disagreement with rules.

RW: Discharged for leaving property after curfew without permission.

DEPARTURES FROM STAGE 2:

Voluntary:

GS: Moved into permanent housing.

GG: Moved out to unknown location

Involuntary:

WL: Discharged for disagreement with rules.

RP: Discharged for disagreement with rules.

RESIDENT LEFT AFTER CURFEW WITHOUT AUTHORIZATION: RW walked out of building after 8pm 10/26/16; Staff person on duty saw someone leaving the building and did a bed check to determine who had left; the resident was immediately discharged

911 CALLED FOR NON-MEDICAL REASON: On 10/29/16 staff member called 911 to trespass a resident who was under the influence and disruptive.

DIRECTED TO LEAVE THE PREMISES: Same as Involuntary Discharges listed above (9); the individuals who walked up seeking shelter were advised of admissions process and instructed to leave the property (2); personal visitors to residents were informed that we do not allow personal visitors and were instructed to leave premises (5)

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 (7/1-6/30)	This Month Last Year	Total for Last Year	% Change for Year
New Admissions	13	49	4	12	308%
Reversions to Stage I*	0	1	0	0	0%
Departures from Stage I*	7	26	5	10	160%
Total Stage I residents at the end of the month (20 bed capacity)	18	n/a	14	n/a	n/a
Graduations to Stage II	4	21	3	4	425%
Reversions to Stage II*	0	0	0	0	0%
Departures from Stage II*	2	10	1	3	233%
Total Stage II residents at the end of the month (20 bed capacity)	20	n/a	14	n/a	n/a
Graduations to Stage III	3	7	3	3	133%
Departures from Stage III*	0	5	1	1	400%
Total Stage III residents at the end of the month (12 bed capacity)	12	n/a	6	n/a	n/a
Graduations from Program	2	9	1	3	200%
Average # of beds filled	49	46	37	37	24%
% of beds filled	94%	88%	71%	71%	24%

Note: The reporting year matches IFC’s fiscal year: July 1 – June 30

*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.

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	14	17	10	15	13%
Average # of overnight guests	6	4	2	2	100%
total # of guests, duplicated	77	81	23	24	238%
total # of guests, new this fiscal year	23	27	12	13	108%
# of nights # of guests > 17*	0	0	0	0	0%
Emergency Shelter – open due to individual needs					
# of on-premises admissions resulting from police or emergency services request*	2	2	2	3	(33)%
Safety and Security					
# of guests admitted with current, government-issued photo ID	59	63	7	8	688%
# of guests admitted with other ID	0	0	0	0	0%
# of guests admitted without ID*	18	18	5	5	260%
# of scheduled visitors (i.e. service providers, meetings)	48	244	88	157	55%
# of walk-up visitors seeking shelter	1	6	2	8	(25)%
# of other walk-up visitors (i.e. donations, public tours)	23	66	37	105	(37)%
# of times a resident or guest left Community House after curfew without authorization*	2	4	0	0	0%
# of times when staff instructed someone to leave the premises*	10	39	8	18	117%
# of times when 911 and/or police are called to premises for non-medical reasons*	0	2	0	0	0%

# of times a resident or guest charged with a crime that occurred on premises*	0	0	0	0	0%
# of guests who were found to be a sex offenders staying on premises*	0	0	0	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.

DEPARTURES FROM STAGE 1:

Involuntary:

CP: Discharged for disagreement with rules.

CH: Discharged for disagreement with rules.

KC: Discharged for disagreement with rules.

JD: Discharged for disagreement with rules.

ME: Discharged for disagreement with rules.

RK: Discharged for disagreement with rules.

RP: Discharged for disagreement with rules.

DEPARTURES FROM STAGE 2:

Voluntary:

EP: Moved into permanent housing.

DP: Moved into permanent housing.

GUESTS ADMITTED WITHOUT PHOTO ID:

A photo was taken to provide the guest with an agency ID and the guest was referred to IFC Community Services for assistance obtaining government ID

RESIDENT LEFT AFTER CURFEW WITHOUT AUTHORIZATION: 11/22/16 An individual staying for inclement weather began having anxiety due to being in an enclosed space with so many other individuals. He decided to leave the premises, against the advisement of staff. His friend, who was also staying for inclement weather, decided to go with him for support. They are not allowed to return for inclement weather space for 30 days.

DIRECTED TO LEAVE THE PREMISES: Same as Involuntary Discharges listed above (7); the individuals who walked up seeking shelter were advised of admissions process and instructed to leave the property (1); personal visitors to residents were informed that we do not allow personal visitors and were instructed to leave premises (2)

ADDITIONAL INCIDENT:

One of our inclement weather guests has a job that ends at night after Community House transportation has ended and begins in the morning before Community House transportation begins. Rather than deny an employed individual

shelter space during the cold, we allowed him to drive his own car to Community House from work at night and away from Community House to work in the morning. He did this on 11/20/16, 11/21/16, 11/22/16, 11/26/16, and 11/27/16.

Good Neighbor Plan Report – December 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 (7/1-6/30)	This Month Last Year	Total for Last Year	% Change for Year
New Admissions	6	55	6	18	205%
Reversions to Stage I*	0	1	0	0	no % change; total change = 1
Departures from Stage I*	3	29	4	14	107%
Total Stage I residents at the end of the month (20 bed capacity)	20	n/a	12	n/a	n/a
Graduations to Stage II	5	26	1	5	420%
Reversions to Stage II*	0	0	0	0	no change, zero both years
Departures from Stage II*	1	11	2	5	120%
Total Stage II residents at the end of the month (20 bed capacity)	20	n/a	14	n/a	n/a
Graduations to Stage III	0	7	4	7	0%
Departures from Stage III*	0	5	0	1	400%
Total Stage III residents at the end of the month (12 bed capacity)	12	n/a	6	n/a	n/a
Graduations from Program	1	10	3	6	67%
Average # of beds filled	51	47	35	36	31%
% of beds filled	98%	90%	67%	69%	30%

Note: The reporting year matches IFC’s fiscal year: July 1 – June 30

*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.

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	23	40	10	25	60%
Average # of overnight guests	5	4	4	2	100%
total # of guests, duplicated	118	199	39	63	216%
total # of guests, new this fiscal year	17	44	11	24	83%
# of nights # of guests > 17*	0	0	0	0	no change, zero both years
Emergency Shelter – open due to individual needs					
# of on-premises admissions resulting from police or emergency services request*	2	4	0	3	33%
Safety and Security					
# of guests admitted with current, government-issued photo ID	15	78	9	17	359%
# of guests admitted with other ID	0	0	0	0	no change, zero both years
# of guests admitted without ID*	2	20	2	7	186%
# of scheduled visitors (i.e. service providers, meetings)	42	286	37	194	47%
# of walk-up visitors seeking shelter	0	6	3	11	(45)%
# of other walk-up visitors (i.e. donations, public tours)	30	96	36	141	(32)%
# of times a resident or guest left Community House after curfew without authorization*	0	4	0	0	no % change; total change = 4

# of times when staff instructed someone to leave the premises*	5	44	8	26	69%
# of times when 911 and/or police are called to premises for non-medical reasons*	0	2	0	0	no % change; total change = 2
# of times a resident or guest charged with a crime that occurred on premises*	0	0	0	0	no change, zero both years
# of guests who were found to be a sex offenders staying on premises*	0	0	0	0	no change, zero both years
* 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.

DEPARTURES FROM STAGE 1:

Involuntary:

JP: Discharged for disagreement with rules.

RC: Discharged for disagreement with rules.

AF: Incarcerated.

DEPARTURES FROM STAGE 2:

Voluntary:

SP: Moved out to unknown destination.

OF ADMISSIONS RESULTING FROM POLICE:

12/20/16 Chapel Hill Police brought guest C.B. to Community House to stay for the night.

12/8/16 Chapel Hill Police brought guest J.J. to Community House to stay for the night.

GUESTS ADMITTED WITHOUT PHOTO ID:

A photo was taken to provide the guest with an agency ID and the guest was referred to IFC Community Services for assistance obtaining government ID

DIRECTED TO LEAVE THE PREMISES: Same as Involuntary Discharges listed below (3); personal visitors to residents were informed that we do not allow personal visitors and were instructed to leave premises (2)

ADDITIONAL INCIDENT:

Two of our inclement weather guests have jobs that end at night after Community House transportation has ended and begin in the morning before Community House transportation begins. Rather than deny an employed individual shelter space during the cold, we allowed them to drive their own car to Community House from work at night and away from Community House to work in the morning. They did this on 12/7/16, 12/13/16 and 12/19/16.