



MEMO

TO: Chapel Hill Town Council

FROM: Stephani Kilpatrick, IFC Residential Services Director

DATE: April 14, 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. Our next meeting is Monday April 17th, 2017.
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 (January through March).

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

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

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Good Neighbor Plan Report January 1-31, 2017

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	61	8	26	135%
Reversions to Stage I*	0	1	1	1	0%
Departures from Stage I*	6	35	3	17	106%
Total Stage I residents at the end of the month (20 bed capacity)	19	n/a	15	n/a	n/a
Graduations to Stage II	7	33	4	9	267%
Reversions to Stage II*	0	0	0	0	no change, zero both years
Departures from Stage II*	3	14	4	9	56%
Total Stage II residents at the end of the month (20 bed capacity)	20	n/a	12	n/a	n/a
Graduations to Stage III	0	7	1	8	(12)%
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	7	n/a	n/a
Graduations from Program	2	12	1	7	71%

Average # of beds filled	49	47	35	36	31%
% of beds filled	94%	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	17	57	26	51	12%
Average # of overnight guests	6	10	9	4	150%
total # of guests, duplicated	99	298	221	284	5%
total # of guests, new this fiscal year	23	67	29	53	26%
# 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*	4	8	5	8	0%
Safety and Security					
# of guests admitted with current, government-issued photo ID	15	93	23	40	133%
# of guests admitted with other ID	1	1	0	0	no % change; total change = 1
# of guests admitted without ID*	7	27	6	13	108%
# of scheduled visitors (i.e. service providers, meetings)	48	334	30	224	49%
# of walk-up visitors seeking shelter	6	12	3	14	(14)%

# of other walk-up visitors (i.e. donations, public tours)	18	114	27	168	(32)%
# of times a resident or guest left Community House after curfew without authorization*	0	4	1	1	300%
# of times when staff instructed someone to leave the premises*	5	49	6	32	53%
# of times when 911 and/or police are called to premises for non-medical reasons*	0	2	2	2	0%
# 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:

- JM: Discharged due to incarceration.
- CH: Discharged due to disagreement with rules.
- GE: Discharged due to disagreement with rules.
- CA: Discharged due to disagreement with rules

Voluntary:

- JT: Moved out.
- JB: Moved out to permanent housing.

DEPARTURES FROM STAGE 2:

Involuntary:

JG: Discharged for disagreement with rules.

Voluntary:

FR: Moved to permanent housing

RH: Moved to permanent housing

OF ADMISSIONS RESULTING FROM POLICE:

1/1/17 Police brought guest N.C. to Community House to stay for the night.

1/7/17 Police brought guest D.M. to Community House to stay for the night.

1/29/17 Police brought guest D.T. to Community House to stay for the night.

1/31/17 Police brought guest S.C. 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. The one guest admitted with "Other" type of ID had an ID card from another shelter.

DIRECTED TO LEAVE THE PREMISES: Same as Involuntary Discharges listed above (5); personal visitors to residents were informed that we do not allow personal visitors and were instructed to leave premises (5)

ADDITIONAL INCIDENT:

Some of our inclement weather guests have jobs that end at night after Community House transportation has ended and/or begin in the mornings before Community House transportation begins. Rather than deny an employed individual shelter space during the cold, we allowed them to take the bus to/from Community House or drive themselves on 1/8/17, 1/10/17 and 1/19/17.

Good Neighbor Plan Report February 1-28, 2017

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	8	69	5	31	123%
Reversions to Stage I*	3	4	2	3	33%
Departures from Stage I*	9	44	2	19	131%
Total Stage I residents at the end of the month (20 bed capacity)	17	n/a	13	n/a	n/a
Graduations to Stage II	1	34	6	15	127%
Reversions to Stage II*	0	0	0	0	no change, zero both years
Departures from Stage II*	1	15	2	11	36%
Total Stage II residents at the end of the month (20 bed capacity)	19	n/a	12	n/a	n/a
Graduations to Stage III	0	7	2	10	(30)%
Departures from Stage III*	2	7	1	2	250%
Total Stage III residents at the end of the month (12 bed capacity)	10	n/a	9	n/a	n/a
Graduations from Program	2	14	1	8	75%

Average # of beds filled	49	47	33	35	34%
% of beds filled	94%	90%	63%	67%	34%

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	7	64	19	70	(8)%
Average # of overnight guests	6	5	11	5	0%
total # of guests, duplicated	77	375	214	498	(24)%
total # of guests, new this fiscal year	12	79	13	66	19%
# 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*	1	9	4	12	(25)%
Safety and Security					
# of guests admitted with current, government-issued photo ID	11	104	11	51	104%
# of guests admitted with other ID	1	2	0	0	no % change; total change = 2
# of guests admitted without ID*	0	27	2	15	80%
# of scheduled visitors (i.e. service providers, meetings)	59	393	31	255	54%
# of walk-up visitors seeking shelter	2	14	5	19	(26)%

# of other walk-up visitors (i.e. donations, public tours)	29	143	28	196	(27)%
# of times a resident or guest left Community House after curfew without authorization*	1	5	0	1	400%
# of times when staff instructed someone to leave the premises*	10	59	9	41	44%
# of times when 911 and/or police are called to premises for non-medical reasons*	0	2	2	4	(50)%
# 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:

- MD: Discharged due to disagreement with rules.
- DL: Discharged due to disagreement with rules.
- KK: Discharged due to disagreement with rules.

Voluntary:

- JW: Moved out to stay with friends.
- SP: Moved out.
- TL: Moved out to stay with friends.
- DS: Moved out.
- AM: Moved out.
- SB: Moved out to permanent housing.

DEPARTURES FROM STAGE 2:

Involuntary:

TB: Discharged for disagreement with rules.

DEPARTURES FROM STAGE 3:

Voluntary:

AW: Moved out to permanent housing.

MB: Moved out to permanent housing.

OF ADMISSIONS RESULTING FROM POLICE:

2/5/17 Police brought guest A.G. to Community House to stay for the night.

OF TIMES RESIDENT/GUEST LEFT AFTER CURFEW WITHOUT AUTHORIZATION:

On 2/26/17, a resident was discharged from Community House for disagreement with rules; he was allowed to stay as an inclement weather guest for the night; he did not use the inclement weather transportation back downtown the next morning, he simply rode the bus as he would have done as a regular resident who had been discharged.

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. The one guest admitted with "Other" type of ID had an ID card from another shelter.

DIRECTED TO LEAVE THE PREMISES: Same as Involuntary Discharges listed above (4); personal visitors to residents were informed that we do not allow personal visitors and were instructed to leave premises (4) and walk-up visitors seeking shelter (2)

Good Neighbor Plan Report March 1-31, 2017

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	78	9	40	95%
Reversions to Stage I*	0	4	0	3	33%
Departures from Stage I*	6	50	2	21	138%
Total Stage I residents at the end of the month (20 bed capacity)	16	n/a	15	n/a	n/a
Graduations to Stage II	0	34	3	18	89%
Reversions to Stage II*	0	0	0	0	no change, zero both years
Departures from Stage II*	3	18	2	13	38%
Total Stage II residents at the end of the month (20 bed capacity)	19	n/a	12	n/a	n/a
Graduations to Stage III	1	8	1	11	(27)%
Departures from Stage III*	1	8	2	4	100%
Total Stage III residents at the end of the month (12 bed capacity)	11	n/a	8	n/a	n/a
Graduations from Program	5	19	3	11	73%

Average # of beds filled	48	47	35	35	34%
% of beds filled	92%	90%	67%	67%	34%

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	15	79	7	77	(3)%
Average # of overnight guests	7	12	7	6	100%
total # of guests, duplicated	114	489	51	549	(11)%
total # of guests, new this fiscal year	18	97	6	72	35%
# 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*	1	10	0	12	(17)%
Safety and Security					
# of guests admitted with current, government-issued photo ID	17	121	5	56	116%
# of guests admitted with other ID	0	2	0	0	no % change; total change = 2
# of guests admitted without ID*	1	28	1	16	75%
# of scheduled visitors (i.e. service providers, meetings)	56	449	60	315	43%

# of walk-up visitors seeking shelter	2	16	7	26	(38)%
# of other walk-up visitors (i.e. donations, public tours)	22	165	27	223	(26)%
# of times a resident or guest left Community House after curfew without authorization*	0	5	2	3	67%
# of times when staff instructed someone to leave the premises*	7	66	9	50	32%
# of times when 911 and/or police are called to premises for non-medical reasons*	0	2	0	4	(50)%
# 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:

JT: Incarcerated.

Voluntary:

BK: Moved out to permanent housing.

RR: Moved out - unknown.

WL: Moved out due to probation.

JT: Moved out - unknown.

BG: Moved out to permanent housing.

DEPARTURES FROM STAGE 2:

Involuntary:

TJ: Discharged for disagreement with rules. BANNED for 30

Voluntary:

MK: Moved out to permanent housing.

MM: Moved out to permanent housing.

DEPARTURES FROM STAGE 3:

Voluntary:

JT: moved out to permanent housing

OF ADMISSIONS RESULTING FROM POLICE: 3/4/17 Police brought guest R.W. 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. The one guest admitted with "Other" type of ID had an ID card from another shelter.

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

ADDITIONAL INCIDENT: Some of our inclement weather guests have jobs that end at night after Community House transportation has ended and/or begin in the mornings before Community House transportation begins. Rather than deny an employed individual shelter space during the cold, we allowed an individual to leave Community House on his own 3/13/17 at 6am.