



Inter-Faith Council for Social Service

Help and Hope for Those in Need Since 1963

MEMO

TO: Chapel Hill Town Council

FROM: Stephani Kilpatrick, IFC Residential Services Director

DATE: October 11, 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 eighth and final 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 are happy to report that after two years of operation, Community House has received no complaints on either format. Community House Advisory Committee plans to hold its 3rd annual Open House in the fall of 2017. CHAC continues to meet quarterly, and will do so for the duration specified by the Good Neighbor Plan through October 2019. Our next meeting is Monday January 22, 2018.
2. **IFC has successfully implemented** the admissions requirements and emergency shelter procedure in accordance with the Good Neighbor Plan, including during the nights when the area experienced snow and ice. Community House is now gearing up for its 3rd Inclement Weather season at 1315 Martin Luther King Jr. Blvd. We are happy to provide this much-needed service to the community.

3. **A challenge IFC is facing is learning which best practices we can implement in regards to offering low-barrier shelter, while complying with the Good Neighbor Plan.** We will continue to learn as much as possible and work with our partners such as the Orange County Partnership to End Homelessness on how to provide appropriate services to our citizens experiencing homelessness.
4. **We are not proposing any permanent changes at this time,** but we may propose changes for consideration at a future date. IFC did request and was granted special permission to make a temporary exception to the requirement that the Piedmont Health Clinic (PHS) inside Community House only see shelter residents. The temporary expansion for PHS to see non-shelter residents went well, and was completed in late September. There were no issues or problems to report, and it was a great benefit to the community.

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

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

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

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Good Neighbor Plan Report – August 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	5	16	9	15	7%
Reversions to Stage I*	0	0	0	0	no change, zero both years
Departures from Stage I*	4	9	5	8	12.5%
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	5	9	10	12	(25)%
Reversions to Stage II*	0	0	0	0	no change, zero both years
Departures from Stage II*	3	7	2	3	133%
Total Stage II residents at the end of the month (20 bed capacity)	17	n/a	20	n/a	n/a
Graduations to Stage III	1	2	0	1	100%
Departures from Stage III*	1	3	4	4	(25)%
Total Stage III residents at the end of the month (12 bed capacity)	9	n/a	8	n/a	n/a
Graduations from Program	1	5	4	4	25%
Average # of beds filled	48	47	46	45	4%
% of beds filled	92%	90%	88%	87%	3%

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.

Good Neighbor Plan Report – August 1-31, 2017

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	0	0	0	0	no change, zero both years
Average # of overnight guests	0	0	0	0	no change, zero both years
total # of guests, duplicated	0	0	0	0	no change, zero both years
total # of guests, new this fiscal year	0	0	0	0	no change, zero both years
# 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*	0	0	0	0	no change, zero both years
Safety and Security					
# of guests admitted with current, government-issued photo ID	0	0	0	0	no change, zero both years
# of guests admitted with other ID	0	0	0	0	no change, zero both years
# of guests admitted without ID*	0	0	0	0	no change, zero both years
# of scheduled visitors (i.e. service providers, meetings)	24	31	41	67	(53)%
# of walk-up visitors seeking shelter	1	2	1	1	100%
# of other walk-up visitors (i.e. donations, public tours)	7	12	4	13	(8)%
# of times a resident or guest left Community House after curfew without authorization*	0	1	1	1	0%
# of times when staff instructed someone to leave the premises*	10	20	5	7	186%
# of times when 911 and/or police are called to premises for non-medical reasons*	1	1	1	1	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					

Good Neighbor Plan Report – August 1-31, 2017

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:

SJ: Discharged for disagreement with rules.

JR: Moved out to permanent housing with a friend.

TT: Discharged for disagreement with rules.

JJ: Discharged for disagreement with rules.

DEPARTURES FROM STAGE 2:

RF: Discharged for disagreement with rules.

GC: Discharged for disagreement with rules. Banned 30 Days

LR: Discharged for disagreement with rules.

DEPARTURES FROM STAGE 3:

IJ: Discharged for disagreement with rules and banned 30 Days; but immediately found Permanent Housing.

DIRECTED TO LEAVE THE PREMISES: Same as Discharged for disagreement with rules listed above (7); personal visitors to residents were informed that we do not allow personal visitors and were instructed to leave premises (3); the walk-up visitor seeking shelter (1) was advised of intake process, refused to leave the premises and police were called to trespass him.

911 AND/OR POLICE CALLED FOR NON-MEDICAL REASONS: the walk-up visitor seeking shelter was advised of intake process but refused to leave the premises and police were called to trespass him.

ADDITIONAL INFORMATION: On August 28, 2017 a woman called Community House and pressed 5 to speak the staff person on duty; Residential Services Director answered. She said she had been calling the comment and concern line but couldn't reach anyone; she wanted to know if we drug test everyone who stays here; Residential Services Director explained our policy; she asked what we do if a resident has an outstanding warrant; Residential Services Director explained our policy; she thinks someone is currently staying here who has an outstanding warrant that she initiated. She said she hadn't wanted to send the police to the shelter to arrest someone; Residential Services Director told her that if she wants the warrant carried out and she believes the person is staying here, she can inform the police; Residential Services Director let her know that we will cooperate with the police; Residential Services Director did not ask the resident's name, in order to avoid tricky territory with confidentiality.

The Board of Directors is pleased to present this report on the activities of the Corporation during the year ended December 31, 1998.

OPERATIONS

The Corporation's operations during the year ended December 31, 1998, were characterized by continued growth and expansion. The Corporation's revenue increased by 15% over the previous year, and its operating income increased by 20%.

FINANCIAL POSITION

The Corporation's financial position at the end of the year ended December 31, 1998, was strong. Total assets increased by 10% over the previous year, and total liabilities decreased by 5%.

SHAREHOLDERS

The Corporation's shareholding structure at the end of the year ended December 31, 1998, was as follows:

Common stock: 10,000,000 shares
Preferred stock: 1,000,000 shares
Total: 11,000,000 shares

The Corporation's shareholding structure at the end of the year ended December 31, 1997, was as follows:

Common stock: 9,500,000 shares
Preferred stock: 1,000,000 shares
Total: 10,500,000 shares

The Corporation's shareholding structure at the end of the year ended December 31, 1996, was as follows:

Common stock: 9,000,000 shares
Preferred stock: 1,000,000 shares
Total: 10,000,000 shares

Good Neighbor Plan Report – September 1-30, 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	25	12	27	(7)%
Reversions to Stage I*	0	0	0	0	no change, zero both years
Departures from Stage I*	4	13	3	11	18%
Total Stage I residents at the end of the month (20 bed capacity)	19	n/a	17	n/a	n/a
Graduations to Stage II	2	11	2	14	(21)%
Reversions to Stage II*	0	0	0	0	no change, zero both years
Departures from Stage II*	2	9	2	5	80%
Total Stage II residents at the end of the month (20 bed capacity)	17	n/a	22	n/a	n/a
Graduations to Stage III	2	4	0	1	300%
Departures from Stage III*	0	3	1	5	(40)%
Total Stage III residents at the end of the month (12 bed capacity)	12	n/a	9	n/a	n/a
Graduations from Program	1	6	2	6	no change, 6 both years
Average # of beds filled	46	47	43	44	7%
% of beds filled	88%	90%	83%	85%	6%

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.

Good Neighbor Plan Report – September 1-30, 2017

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	0	0	0	0	no change, zero both years
Average # of overnight guests	0	0	0	0	no change, zero both years
total # of guests, duplicated	0	0	0	0	no change, zero both years
total # of guests, new this fiscal year	0	0	0	0	no change, zero both years
# 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*	0	0	0	0	no change, zero both years
Safety and Security					
# of guests admitted with current, government-issued photo ID	0	0	0	0	no change, zero both years
# of guests admitted with other ID	0	0	0	0	no change, zero both years
# of guests admitted without ID*	0	0	0	0	no change, zero both years
# of scheduled visitors (i.e. service providers, meetings)	20	51	57	124	(58)%
# of walk-up visitors seeking shelter	0	2	2	3	(33)%
# of other walk-up visitors (i.e. donations, public tours)	15	27	5	18	50%
# of times a resident or guest left Community House after curfew without authorization*	0	1	0	1	No change, 1 both years
# of times when staff instructed someone to leave the premises*	4	24	6	13	85%
# of times when 911 and/or police are called to premises for non-medical reasons*	0	1	0	1	No change, 1 both years
# 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					

Good Neighbor Plan Report – September 1-30, 2017

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:

JW: Moved out with a friend temporarily.

DH: Discharged for disagreement with rules.

SR: Discharged when he went to jail.

JC: Discharged for disagreement with rules.

DEPARTURES FROM STAGE 2:

KC: Moved out to permanent housing.

WK: Discharged when he went to jail.

DIRECTED TO LEAVE THE PREMISES: Same as Discharged for disagreement with rules listed above (2); personal visitors to residents were informed that we do not allow personal visitors and were instructed to leave premises (2)

ADDITIONAL INFORMATION: We received two calls on the Community House Advisory Committee line in September:

1. **9/25/17 from a woman looking for transportation for her brother who lives at Crescent Green. Residential Services Director called her back 9/27/17 and referred her to EZ Rider.**
2. **A man left a voicemail 9/20 but didn't say why he was calling, just requested a callback; Residential Services Director called back 3 consecutive days and got voicemail/left messages.**



Community House Advisory Committee Meeting

Monday, August 7, 2017 4:30p-5:150p

NOTES

- I. Additions or changes to Agenda – N/A
- II. Introduce Jackie Jenks, IFC's new Executive Director
- III. Replacement for Rick Edens from United Church of Chapel Hill - Reverend Mateo;
Replacement for UCCH Board of Trustees member Janis McFarland - Betsy Crittendon
- IV. October Open House – *Oct. 10th is National Homelessness Day, but Saturdays may be better than weekday evenings for Community House residents/staff, Stephani will ask them; If we do it on Saturday, we don't want to conflict with a UNC Football game, so Oct. 7, 14, 28 are out; Stephani will get back to CHAC with some potential dates*
- V. April, May, June, July Good Neighbor Plan Reports
- VI. Future Directions for CHAC

a. Report to the IFC Board and Chapel Hill Town Council Quarterly for 2 years (The Town Council shall decide the frequency of continued reports on the Good Neighbor Plan after the initial two-year period):

- | | | | |
|--------------|--------------|--------------|-----------------|
| 1. Jan. 2016 | 3. Aug. 2016 | 5. Jan. 2017 | 5. 7. Aug. 2017 |
| 2. Apr 2016 | 4. Oct. 2016 | 6. Apr. 2017 | 6. 8. Oct. 2017 |

b. CHAC will meet once per quarter for the first 4 years (through September 2019); Future meeting schedule - historically has been 1st or 2nd Monday of the month; do we want to continue that for 2018?

- | | | | |
|--------------|--------------|--------------|--------------|
| 1. Oct. 2015 | 6. Jan 2017 | 11. Apr 2018 | 16. Aug 2019 |
| 2. Jan. 2016 | 7. Apr2017 | 12. Aug 2018 | 17. Oct 2017 |
| 3. Apr 2016 | 8. Aug 2017 | 13. Oct 2018 | |
| 4. Aug 2016 | 9. Oct 2017 | 14. Jan 2019 | |
| 5. Oct 2016 | 10. Jan 2018 | 15. Apr 2019 | |



Community House Advisory Committee Meeting

Monday, October 9, 2017 4:00p

MEETING NOTES

- I. Additions or changes to Agenda - *none*
- II. Replacement for Rick Edens from United Church of Chapel Hill - Reverend Mateo;
Replacement for UCCH Board of Trustees member Janis McFarland - Betsy Crittenden
- III. Annual Open House – Choose a Date and sign up to Help: November 4th, November 11th, or December 2nd; *There isn't a date that everyone is available, so Stephani will confirm a date over email*
- IV. August, September Good Neighbor Plan Reports
- V. Calls to CHAC Line:
 - a. We received a call 9/25/17 from a woman looking for transportation for her brother who lives at Crescent Green - Stephani called her back 9/27/17 and referred her to EZ Rider
 - b. A man left a voicemail 9/20 but didn't say why he was calling, just requested a callback; Stephani got voicemail and left messages every time she tried to call back (3 days in a row)
- VI. Future Directions for CHAC
 - a. We've submitted our last report: "Report to the IFC Board and Chapel Hill Town Council Quarterly for 2 years (The Town Council shall decide the frequency of continued reports on the Good Neighbor Plan after the initial two-year period)":

1. January 2016	4. October 2016	5. 7. August 2017
2. April 2016	5. January 2017	6. 8. October 2017
3. August 2016	6. April 2017	

Since most of the Good Neighbor Plan report is either not data IFC would naturally collect or is already reported elsewhere, Community Hosue will only continue to collect the most significant data as determined by the CHAC:

- # of guests admitted with current, government-issued photo ID
- # of times a resident or guest left Community House after curfew without authorization
- # of times when 911 and/or police are called to premises for non-medical reasons
- # of guests who were found to be a sex offender staying on premises

b. "CHAC will meet once per quarter for the first 4 years" (through September 2019); Future meeting schedule - historically has been 1st or 2nd Monday of the month in order to meet before submitting Report to Town by 15th of the month; 2nd Monday conflicts with another meeting I have every month; Can we do another day of the week, or a different Monday? In January need to avoid New Year's Day and MLK Jr. Holiday

- | | |
|-----------------|-----------------------------|
| 1. October 2015 | 10. January 22, 2018 |
| 2. January 2016 | 11. April 23, 2018 |
| 3. April 2016 | 12. July 23, 2018 |
| 4. August 2016 | 13. October 22, 2018 |
| 5. October 2016 | 14. January 28, 2019 |
| 6. January 2017 | 15. April 22, 2019 |
| 7. April 2017 | 16. July 22, 2019 |
| 8. August 2017 | 17. October 28, 2019 |
| 9. October 2017 | |