



MEMO

TO: Chapel Hill Town Council

FROM: Stephani Kilpatrick, IFC Residential Services Director

DATE: August 16, 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 seventh 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 plans to hold another Open House in the fall of 2017. CHAC continues to meet quarterly. Our next meeting is Monday October 9th, 2017.
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.

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 permanent changes at this time**, but we may propose changes for consideration at a future date. IFC did request special permission to make a temporary exception to the requirement that the Piedmont Health Clinic (PHS) inside Community House only see shelter residents. IFC was approached by PHS leadership in early August after a waste-line plumbing emergency at one of its clinics, which requires replacing all of the plumbing under the building. As a result, this clinic is closed until early September. This caused significant disruption in the provision of medical and dental services during a peak season, since many children need medical documentation to return to school. PHS worked quickly to relocate services to other clinics and health department facilities. They asked the IFC for permission to temporarily use the dental chairs and medical rooms at Community House when they aren't being used to serve IFC residents. To facilitate these services and minimize impact, PHS committed to providing additional staffing and reception during this time. The IFC worked with the Town of Chapel Hill to assure that this temporary use of the facility is not prohibited under the terms of the Special Use Permit guidelines and IFC's Good Neighbor Plan (GNP). IFC also brought the request to the Community House Advisory Committee, formed to discuss neighborhood concerns and the implementation of the GNP, at the scheduled meeting on August 7, 2017. Members were in support of IFC accommodating PHS's request. The Town of Chapel Hill approved the request, and the temporary expanded PHS services began August 14, 2017. Thus far we have encountered no problems. We are fortunate to work in a community that comes together and mobilizes quickly in times of need and are glad to step up and partner with PHS and the Town to provide these temporary services.

The remainder of this report includes the monthly GNP reports (April 2017 through July 2017).

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

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

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Good Neighbor Plan Report – April 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	15	93	15	55	69%
Reversions to Stage I*	0	4	0	3	33%
Departures from Stage I*	8	58	3	24	142%
Total Stage I residents at the end of the month (20 bed capacity)	19	n/a	18	n/a	n/a
Graduations to Stage II	1	35	10	28	25%
Reversions to Stage II*	0	0	0	0	no change, zero both years
Departures from Stage II*	6	24	6	19	26%
Total Stage II residents at the end of the month (20 bed capacity)	17	n/a	14	n/a	n/a
Graduations to Stage III	1	9	0	11	(27)%
Departures from Stage III*	0	8	0	4	100%
Total Stage III residents at the end of the month (12 bed capacity)	12	n/a	9	n/a	n/a
Graduations from Program	3	22	0	11	100%
Average # of beds filled	47	47	36	36	31%
% of beds filled	90%	90%	69%	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.

Good Neighbor Plan Report – April 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	3	82	7	84	(2)%
Average # of overnight guests	5	5	7	6	(17)%
total # of guests, duplicated	15	504	51	600	(16)%
total # of guests, new this fiscal year	1	98	8	80	23%
# 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	10	0	12	(16)%
Safety and Security					
# of guests admitted with current, government-issued photo ID	1	122	7	63	93%
# of guests admitted with other ID	0	2	0	0	0%
# of guests admitted without ID*	0	28	1	17	65%
# of scheduled visitors (i.e. service providers, meetings)	34	483	26	341	42%
# of walk-up visitors seeking shelter	0	16	0	26	(38)%
# of other walk-up visitors (i.e. donations, public tours)	17	182	36	259	(30)%
# of times a resident or guest left Community House after curfew without authorization*	0	5	0	3	67%
# of times when staff instructed someone to leave the premises*	5	71	11	61	16%
# 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	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					

Good Neighbor Plan Report – April 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:

Involuntary:

AP: Discharged for disagreement with rules.

RJ: Discharged for disagreement with rules.

JH: Discharged for disagreement with rules and banned for 30 days.

CN: Incarcerated.

Voluntary:

TE: Moved out to permanent housing.

RC: Moved out - unknown.

DH: Moved out - unknown.

DZ: Moved out - unknown.

DEPARTURES FROM STAGE 2:

Involuntary:

AB: Discharged for disagreement with rules and banned for 30 days.

MV: Discharged for disagreement with rules and banned for 30 days.

BJ: Incarcerated.

Voluntary:

DS: Moved out to live with family.

OS: Moved out to permanent housing.

OS: Moved out to permanent housing.

DIRECTED TO LEAVE THE PREMISES: Same as Involuntary Discharges listed above (5)

Good Neighbor Plan Report – May 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	8	101	7	62	63%
Reversions to Stage I*	0	4	1	4	0%
Departures from Stage I*	7	65	7	31	110%
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	6	41	4	32	28%
Reversions to Stage II*	0	0	0	0	no change, zero both years
Departures from Stage II*	0	24	0	19	26%
Total Stage II residents at the end of the month (20 bed capacity)	19	n/a	16	n/a	n/a
Graduations to Stage III	1	10	1	12	(16)%
Departures from Stage III*	0	8	1	5	60%
Total Stage III residents at the end of the month (12 bed capacity)	12	n/a	10	n/a	n/a
Graduations from Program	2	24	0	11	118%
Average # of beds filled	48	47	42	78	(39)%
% of beds filled	92%	90%	81%	75%	20%

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 – May 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	82	0	84	(2)%
Average # of overnight guests	0	5	0	6	(17)%
total # of guests, duplicated	0	504	0	600	(16)%
total # of guests, new this fiscal year	0	98	0	80	23%
# 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	10	0	12	(17)%
Safety and Security					
# of guests admitted with current, government-issued photo ID	0	122	0	63	94%
# of guests admitted with other ID	0	2	0	0	0%
# of guests admitted without ID*	0	28	0	17	65%
# of scheduled visitors (i.e. service providers, meetings)	27	510	20	361	41%
# of walk-up visitors seeking shelter	1	17	2	28	(39)%
# of other walk-up visitors (i.e. donations, public tours)	5	187	13	272	(31)%
# of times a resident or guest left Community House after curfew without authorization*	0	5	0	3	67%
# of times when staff instructed someone to leave the premises*	4	75	17	78	(4)%
# of times when 911 and/or police are called to premises for non-medical reasons*	1	3	1	5	(40)%
# 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					

Good Neighbor Plan Report – May 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:

Involuntary:

SR: Incarceration.

WL: Discharged for disagreement with rules.

JH: Discharged for disagreement with rules.

JM: Discharged for disagreement with rules.

RF: Discharged for disagreement with rules.

Voluntary:

JRM: Moved out to housing program.

JC: Moved out to permanent housing.

DIRECTED TO LEAVE THE PREMISES: Same as Discharged for disagreement with rules listed above (4); personal visitors to residents were informed that we do not allow personal visitors and were instructed to leave premises (2) and the walk-up visitor seeking shelter (1) was advised of intake process.

OF TIMES 911 CALLED FOR NON-MEDICAL REASONS: On 5/2/17 resident J.L. accused resident W.L. of threatening him; no evidence was found of anything threatening.

Good Neighbor Plan Report – June 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	10	111	13	75	48%
Reversions to Stage I*	0	4	1	5	(20)%
Departures from Stage I*	8	73	6	37	97%
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	3	44	5	37	19%
Reversions to Stage II*	0	0	0	0	no change, zero both years
Departures from Stage II*	0	24	2	21	14%
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	0	10	2	14	(28)%
Departures from Stage III*	0	8	0	5	60%
Total Stage III residents at the end of the month (12 bed capacity)	10	n/a	11	n/a	n/a
Graduations from Program	4	28	4	15	87%
Average # of beds filled	48	47	42	120	(61)%
% of beds filled	92%	90%	81%	71%	27%

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 – June 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	82	0	84	(2)%
Average # of overnight guests	0	5	0	6	(17)%
total # of guests, duplicated	0	504	0	600	(16)%
total # of guests, new this fiscal year	0	98	0	80	23%
# 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	10	0	12	(17)%
Safety and Security					
# of guests admitted with current, government-issued photo ID	0	122	0	63	94%
# of guests admitted with other ID	0	2	0	0	0%
# of guests admitted without ID*	0	28	0	17	65%
# of scheduled visitors (i.e. service providers, meetings)	41	551	23	384	43%
# of walk-up visitors seeking shelter	4	21	2	30	(30)%
# of other walk-up visitors (i.e. donations, public tours)	2	189	10	282	(33)%
# of times a resident or guest left Community House after curfew without authorization*	0	5	0	3	67%
# of times when staff instructed someone to leave the premises*	12	87	9	87	0%
# of times when 911 and/or police are called to premises for non-medical reasons*	0	3	0	5	(40)%
# 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					

Good Neighbor Plan Report – June 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:

Involuntary:

JL: Discharged for disagreement with rules.

JB: Discharged for disagreement with rules.

BJ: Discharged for disagreement with rules.

TB: Discharged for disagreement with rules.

SN: Discharged for disagreement with rules.

MM: Discharged for disagreement with rules. Banned 30 days.

DH: Discharged for disagreement with rules

Voluntary:

DH: Moved out.

DEPARTURES FROM STAGE 2:

Voluntary:

TH: Moved out to permanent housing

DEPARTURES FROM STAGE 3:

Voluntary:

TK: Moved out to permanent housing.

RB: Moved out to permanent housing.

JM: Moved out to 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 (1) and the walk-up visitors seeking shelter (4) were advised of intake process.

Good Neighbor Plan Report – July 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	11	11	6	6	83%
Reversions to Stage I*	0	0	0	0	no change, zero both years
Departures from Stage I*	6	5	3	3	67%
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	4	4	2	2	100%
Reversions to Stage II*	0	0	0	0	no change, zero both years
Departures from Stage II*	6	4	1	1	300%
Total Stage II residents at the end of the month (20 bed capacity)	20	n/a	16	n/a	n/a
Graduations to Stage III	1	1	1	1	(0)%
Departures from Stage III*	2	2	0	0	no % change; total change = 2
Total Stage III residents at the end of the month (12 bed capacity)	9	n/a	12	n/a	n/a
Graduations from Program	4	4	0	0	no % change; total change = 4
Average # of beds filled	46	46	43	43	6%
% of beds filled	88%	88%	83%	83%	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 – July 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)	7	7	26	26	(73)%
# of walk-up visitors seeking shelter	1	1	0	0	no % change; total change = 1
# of other walk-up visitors (i.e. donations, public tours)	5	5	9	9	(44)%
# of times a resident or guest left Community House after curfew without authorization*	1	1	0	0	no % change; total change = 1
# of times when staff instructed someone to leave the premises*	10	10	2	2	400%
# of times when 911 and/or police are called to premises for non-medical reasons*	0	0	0	0	no change, zero 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 – July 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:

Involuntary:

JS: Discharged for disagreement with rules.

AP: Discharged for disagreement with rules. Banned 30 days.

LC: Discharged for disagreement with rules.

ME: Discharged for disagreement with rules.

JC: Discharged for disagreement with rules.

Voluntary:

CB: Moved out to permanent housing.

DEPARTURES FROM STAGE 2:

Involuntary:

ST: Discharged for disagreement with rules.

AS: Discharged for disagreement with rules.

Voluntary:

DM: Moved out to permanent housing with family.

DB: Moved out to permanent housing with family.

TT: Moved out to permanent housing.

CH: Moved out to treatment facility.

DEPARTURES FROM STAGE 3:

Involuntary:

RC: Discharged for disagreement with rules

Voluntary:

HH: Moved out to stay with family.

Good Neighbor Plan Report – July 1-31, 2017

DIRECTED TO LEAVE THE PREMISES: Same as Discharged for disagreement with rules listed above (8); personal visitor to resident was informed that we do not allow personal visitors and were instructed to leave premises (1) and the walk-up visitor seeking shelter (1) was advised of intake process.

LEFT AFTER CURFEW WITHOUT PERMISSION:

On 7/20/17 staff member made rounds at 2:15am and found that resident L.C. was not in his room, even though he had checked in at curfew. L.C. was discharged for leaving after curfew without permission.