



# Inter-Faith Council for Social Service

*Help and Hope for Those in Need Since 1963*

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## MEMO

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TO: Chapel Hill Town Council

FROM: Stephani Kilpatrick, IFC Residential Services Director

DATE: August 19, 2016

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

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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 third 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. To date, these communication channels have been used few times and all inquiries have been either to inquire about donations, volunteering, or how to obtain shelter.
2. **IFC has successfully implemented** the admissions requirements and emergency shelter procedure in accordance with the Good Neighbor Plan. Piedmont Health System has opened their satellite clinic within Community House and has been providing medical and dental care to IFC residents and will soon be offering mental health care. IFC has implemented several enrichment programs for residents such as an Orange County Literacy Council Writing Group, and a Technology Without Borders computer class.



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## Inter-Faith Council for Social Service

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3. **One challenge IFC has faced** in implementing the Good Neighbor Plan this past winter was enrolling emergency shelter guests at a separate location. One reason is that having Community House staff provide transportation takes staff away from the Community House where they are needed. Another reason is that it creates a barrier for those needing emergency shelter. Because individuals are restricted to the time when staff can transport them, they are sometimes unable to make it to and from jobs that do not coincide with staff transportation hours. For example, IFC only had staff available to transport emergency shelter guests from Community House to downtown at 7:00am, but several shelter residents needed to be downtown by 5:30 am to start their work shifts. If they were allowed to take the free public transportation, they could make it to their shifts on time and keep their jobs, thereby able to overcome their homeless status much sooner.
  
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 (April – July) and the meeting notes from the August 15, 2016 meeting of the Community House Advisory Committee.

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

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

###

## Community House Advisory Committee Meeting Notes

Monday, August 15, 2016, 4:30 – 5:30 pm

### AGENDA

**Committee members present:** Linda Convissor, Eleanor Howe, Rod Matthews, Carl Schuler, Janice Tyler. Misty Drake, invited prospective member and nearby resident.

**IFC:** Anne Henley, IFC Board; Stephani Kilpatrick, Allan Rosen, IFC Staff; Michael Reinke, IFC Executive Director via phone

1. **Planning for Annual Meeting, Fall 2016.** IFC proposed that we combine the *IFC @ SECU Community House* annual Open House with IFC's Annual Meeting, which is scheduled for October 27. The IFC Annual Meeting will begin at 6pm at United Church of Chapel Hill and then people could come over to the Open House at Community House, which is scheduled from 7:00 - 8:30 pm. All CHAC members were agreeable to this plan. CHAC members will staff an information table in the main lobby and IFC staff and residents will be available to give tours of the building. Eleanor Howe agreed to staff the table. Anne Henley will also mostly likely be able to staff the table and Rodney Matthews will let Stephani know by Wednesday 8/17/16. Linda Convissor will confirm (or not) closer to the event date.

IFC will create an Open House invitation flyer and email it to CHAC members to distribute as they see fit; IFC can also make hard copies available as needed.

#### Thursday October 27 events:

- IFC Annual Meeting, 6:00 pm – 7:00 pm at United Church of Chapel Hill
- Annual Open House for *IFC @ SECU Community House*, 7:00 – 8:30 pm.

2. **Review of monthly GNP reports, April 2016 through July 2016.** Eleanor Howe had trouble accessing reports online; she will try again and let us know if she still cannot access; Eleanor had requested that we indicate the "reporting" year on the reports and we will do so going forward (7/1-6/30);

We are required by the Good Neighbor Plan to report for 8 consecutive quarters; We will continue to post monthly reports online by the 15<sup>th</sup> of the month; they are located on IFC's website under Special Reports, Community House Advisory Committee; GNP reports and CHAC meeting notes will be sent to the Town of Chapel Hill on a quarterly basis for eight consecutive quarters, ending Fall 2017.

3. **Program News.** Stephani attended the National Conference to End Homelessness and learned of federal priorities and best practices for providing homelessness services.

Michael Reinke informed CHAC members folks that IFC will supervise an intern this fiscal year who will work on advocacy efforts regarding issues that IFC program residents and clients face; this may be helpful to CHAC in

fulfilling some of the duties listed in the Good Neighbor Plan (pp. 8-9). Misty Drake suggested CHAC members email their neighborhood listservs about potential volunteer and internship opportunities.

4. **Other business.** Committee members noted that even though they have not been called on as anticipated for conflict resolution between neighbors and IFC, it is good that we will still meet quarterly for 4 years in case any issues come up in the future.

Next meeting will be October 10<sup>th</sup> at 4:30pm; Allan Rosen will get the Town of Chapel Hill's meeting schedule for next year and we will plan our meetings in accordance with that.

5. **Adjourn**    The meeting was adjourned at 5:30 pm

**NEXT MEETING: 4:30-5:30 pm, October 10, 2016**

## **Good Neighbor Plan Report – April 1-30, 2016**

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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 15<sup>th</sup> of each month.

<b>Transitional Housing Program</b>	<b>This Month</b>	<b>Total for the Year</b>	<b>This Month Last Year</b>	<b>Total for Last Year</b>	<b>% Change for Year</b>
New Admissions	15	55			
Reversions to Stage I*	0	3			
Departures from Stage I*	3	24			
Total Stage I residents at the end of the month (20 bed capacity)	18	n/a			
Graduations to Stage II	10	28			
Reversions to Stage II*	0	0			
Departures from Stage II*	6	19			
Total Stage II residents at the end of the month (20 bed capacity)	14	n/a			
Graduations to Stage III	0	11			
Departures from Stage III*	0	4			
Total Stage III residents at the end of the month (12 bed capacity)	9	n/a			
Graduations from Program	0	11			
Average # of beds filled	36	36			
% of beds filled	69%	69%			

\*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, 2016

<b>Emergency Shelter – open due to general conditions</b>	<b>This Month</b>	<b>Total for the Year</b>	<b>This Month Last Year</b>	<b>Total for Last Year</b>	<b>% Change for Year</b>
# of nights shelter open	7	84			
Average # of overnight guests	7	13			
total # of guests, duplicated	51	600			
total # of guests, new this fiscal year	8	80			
# of nights # of guests > 17*	0	0			
<b>Emergency Shelter – open due to individual needs</b>					
# of on-premises admissions resulting from police or emergency services request*	0	12			
<b>Safety and Security</b>					
# of guests admitted with current, government-issued photo ID	7	63			
# of guests admitted with other ID	0	0			
# of guests admitted without ID*	1	17			
# of scheduled visitors (i.e. service providers, meetings)	26	341			
# of walk-up visitors seeking shelter	0	26			
# of other walk-up visitors (i.e. donations, public tours)	36	259			
# of times a resident or guest left Community House after curfew without authorization*	0	3			
# of times when staff instructed someone to leave the premises*	11	61			
# of times when 911 and/or police are called to premises for non-medical reasons*	0	4			
# of times a resident or guest charged with a crime that occurred on premises*	0	0			
# of guests who were found to be a sex offenders staying on premises*	0	0			
<b>* if this occurs, the monthly report will include an explanation as well as a count</b>					

**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.

## **Good Neighbor Plan Report – April 1-30, 2016**

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### **DEPARTURES FROM STAGE 1:**

#### **Involuntary:**

- AP: Discharged for disagreement with rules.

#### **Voluntary:**

- CI: Moved out to an unknown location.
- UT: Moved out to an unknown location.

### **DEPARTURES FROM STAGE 2:**

#### **Involuntary:**

- TS: Discharged for disagreement with rules.
- JC: Discharged for disagreement with rules.
- RB: Discharged for disagreement with rules.

#### **Voluntary departures:**

- EG: Moved out to permanent housing.
- JM: Moved out to an unknown location.
- MV: Moved out to an unknown location.

### **DEPARTURES FROM STAGE 3:**

#### **Involuntary:**

None

#### **Voluntary departures:**

None

### **LEFT COMMUNITY HOUSE AFTER CURFEW WITHOUT AUTHORIZATION:**

None

### **GUESTS ADMITTED WITHOUT PHOTO ID:**

Photos were taken to provide the guests with agency IDs and the guests were referred to IFC Community Services for assistance obtaining government ID

### **DIRECTED TO LEAVE THE PREMISES.**

- There were 7 instances when a resident had a personal visitor approach the shelter and staff informed them personal visitors are not allowed.
- Same as Involuntary Discharges listed above (4)

## Good Neighbor Plan Report – May 1-30, 2016

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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 15<sup>th</sup> of each month.

<b>Transitional Housing Program</b>	<b>This Month</b>	<b>Total for the Year</b>	<b>This Month Last Year</b>	<b>Total for Last Year</b>	<b>% Change for Year</b>
New Admissions	7	62			
Reversions to Stage I*	1	4			
Departures from Stage I*	7	31			
Total Stage I residents at the end of the month (20 bed capacity)	14	n/a			
Graduations to Stage II	4	32			
Reversions to Stage II*	0	0			
Departures from Stage II*	0	19			
Total Stage II residents at the end of the month (20 bed capacity)	16	n/a			
Graduations to Stage III	1	12			
Departures from Stage III*	1	5			
Total Stage III residents at the end of the month (12 bed capacity)	10	n/a			
Graduations from Program	0	11			
Average # of beds filled	42	78			
% of beds filled	81%	75%			

\*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 1-30, 2016

<b>Emergency Shelter – open due to general conditions</b>	<b>This Month</b>	<b>Total for the Year</b>	<b>This Month Last Year</b>	<b>Total for Last Year</b>	<b>% Change for Year</b>
# of nights shelter open	0	84			
Average # of overnight guests	0	13			
total # of guests, duplicated	0	600			
total # of guests, new this fiscal year	0	80			
# of nights # of guests > 17*	0	0			
<b>Emergency Shelter – open due to individual needs</b>					
# of on-premises admissions resulting from police or emergency services request*	0	12			
<b>Safety and Security</b>					
# of guests admitted with current, government-issued photo ID	0	63			
# of guests admitted with other ID	0	0			
# of guests admitted without ID*	0	17			
# of scheduled visitors (i.e. service providers, meetings)	20	361			
# of walk-up visitors seeking shelter	2	28			
# of other walk-up visitors (i.e. donations, public tours)	13	272			
# of times a resident or guest left Community House after curfew without authorization*	0	3			
# of times when staff instructed someone to leave the premises*	17	78			
# of times when 911 and/or police are called to premises for non-medical reasons*	1	5			
# of times a resident or guest charged with a crime that occurred on premises*	0	0			
# of guests who were found to be a sex offenders staying on premises*	0	0			
<b>* if this occurs, the monthly report will include an explanation as well as a count</b>					

**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.

## **Good Neighbor Plan Report – May 1-30, 2016**

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### **DEPARTURES FROM STAGE 1:**

#### **Involuntary:**

1. MA: Discharged for disagreement with rules.
2. JG: Discharged for disagreement with rules.
3. RW: Discharged for disagreement with rules.
4. JM: Discharged for disagreement with rules.
5. STe: Discharged for disagreement with rules.
6. LB: Discharged for disagreement with rules.
7. MD: Discharged for disagreement with rules.

### **DEPARTURES FROM STAGE 3:**

#### **Involuntary:**

1. LL arrested for unknown reason

### **911 AND/OR POLICE CALLED TO PREMISES FOR NON-MEDICAL REASONS:**

1. Smoking pan on stove set off smoke alarm

### **DIRECTED TO LEAVE THE PREMISES:**

- There were 7 instances when a resident had a personal visitor approach the shelter and staff informed them personal visitors are not allowed.
- Same as Involuntary Discharges listed above (8)
- There were 2 instances when an individual walked up to the facility seeking shelter and was advised of the intake procedure and was then instructed to leave the premises

## **Good Neighbor Plan Report – June 1-30, 2016**

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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 15<sup>th</sup> of each month.

<b>Transitional Housing Program</b>	<b>This Month</b>	<b>Total for the Year</b>	<b>This Month Last Year</b>	<b>Total for Last Year</b>	<b>% Change for Year</b>
New Admissions	13	75			
Reversions to Stage I*	1	5			
Departures from Stage I*	6	37			
Total Stage I residents at the end of the month (20 bed capacity)	17	n/a			
Graduations to Stage II	5	37			
Reversions to Stage II*	0	0			
Departures from Stage II*	2	21			
Total Stage II residents at the end of the month (20 bed capacity)	15	n/a			
Graduations to Stage III	2	14			
Departures from Stage III*	0	5			
Total Stage III residents at the end of the month (12 bed capacity)	11	n/a			
Graduations from Program	4	15			
Average # of beds filled	42	120			
% of beds filled	81%	71%			

\*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, 2016

<b>Emergency Shelter – open due to general conditions</b>	<b>This Month</b>	<b>Total for the Year</b>	<b>This Month Last Year</b>	<b>Total for Last Year</b>	<b>% Change for Year</b>
# of nights shelter open	0	84			
Average # of overnight guests	0	13			
total # of guests, duplicated	0	600			
total # of guests, new this fiscal year	0	80			
# of nights # of guests > 17*	0	0			
<b>Emergency Shelter – open due to individual needs</b>					
# of on-premises admissions resulting from police or emergency services request*	0	12			
<b>Safety and Security</b>					
# of guests admitted with current, government-issued photo ID	0	63			
# of guests admitted with other ID	0	0			
# of guests admitted without ID*	0	17			
# of scheduled visitors (i.e. service providers, meetings)	23	384			
# of walk-up visitors seeking shelter	2	30			
# of other walk-up visitors (i.e. donations, public tours)	10	282			
# of times a resident or guest left Community House after curfew without authorization*	0	3			
# of times when staff instructed someone to leave the premises*	9	87			
# of times when 911 and/or police are called to premises for non-medical reasons*	0	5			
# of times a resident or guest charged with a crime that occurred on premises*	0	0			
# of guests who were found to be a sex offenders staying on premises*	0	0			
<b>* if this occurs, the monthly report will include an explanation as well as a count</b>					

**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.

## **Good Neighbor Plan Report – June 1-30, 2016**

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### **DEPARTURES FROM STAGE 1:**

#### **Voluntary:**

1. OS, Sr.: moved in with family
2. OS, Jr.: moved in with family
3. RA: moved to permanent housing
4. KK: moved out to unknown location

#### **Involuntary:**

1. PN: Discharged for disagreement with rules, banned for having weapon on property.
2. JB: Discharged for disagreement with rules.

### **DEPARTURES FROM STAGE 2:**

#### **Voluntary:**

1. MD: moved to permanent housing

#### **Involuntary:**

1. GG: discharged for disagreement with rules

### **DIRECTED TO LEAVE THE PREMISES:**

- There were 4 instances when a resident had a personal visitor approach the shelter and staff informed them personal visitors are not allowed.
- Same as Involuntary Discharges listed above (3)
- There were 2 instances when an individual walked up to the facility seeking shelter and was advised of the intake procedure and was then instructed to leave the premises

## Good Neighbor Plan Report – July 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 15<sup>th</sup> of each month.

<b>Transitional Housing Program</b>	<b>This Month</b>	<b>Total for the Year</b>	<b>This Month Last Year</b>	<b>Total for Last Year</b>	<b>% Change for Year</b>
New Admissions	6	6			
Reversions to Stage I*	0	0			
Departures from Stage I*	3	3			
Total Stage I residents at the end of the month (20 bed capacity)	17	n/a			
Graduations to Stage II	2	2			
Reversions to Stage II*	0	0			
Departures from Stage II*	1	1			
Total Stage II residents at the end of the month (20 bed capacity)	16	n/a			
Graduations to Stage III	1	1			
Departures from Stage III*	0	0			
Total Stage III residents at the end of the month (12 bed capacity)	12	n/a			
Graduations from Program	0	0			
Average # of beds filled	43	43			
% of beds filled	83%	83%			

\*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, 2016

<b>Emergency Shelter – open due to general conditions</b>	<b>This Month</b>	<b>Total for the Year</b>	<b>This Month Last Year</b>	<b>Total for Last Year</b>	<b>% Change for Year</b>
# of nights shelter open	0	0			
Average # of overnight guests	0	0			
total # of guests, duplicated	0	0			
total # of guests, new this fiscal year	0	0			
# of nights # of guests > 17*	0	0			
<b>Emergency Shelter – open due to individual needs</b>					
# of on-premises admissions resulting from police or emergency services request*	0	0			
<b>Safety and Security</b>					
# of guests admitted with current, government-issued photo ID	0	0			
# of guests admitted with other ID	0	0			
# of guests admitted without ID*	0	0			
# of scheduled visitors (i.e. service providers, meetings)	26	26			
# of walk-up visitors seeking shelter	0	0			
# of other walk-up visitors (i.e. donations, public tours)	9	9			
# of times a resident or guest left Community House after curfew without authorization*	0	0			
# of times when staff instructed someone to leave the premises*	2	2			
# of times when 911 and/or police are called to premises for non-medical reasons*	0	0			
# of times a resident or guest charged with a crime that occurred on premises*	0	0			
# of guests who were found to be a sex offenders staying on premises*	0	0			
<b>* if this occurs, the monthly report will include an explanation as well as a count</b>					

**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.

## **Good Neighbor Plan Report – July 1-31, 2016**

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### **DEPARTURES FROM STAGE 1:**

#### **Involuntary:**

1. GE: moved out to serve time in jail
2. TT: Discharged due to disagreement with rules
3. JW: Discharged due to disagreement with rules

### **DEPARTURES FROM STAGE 2:**

#### **Involuntary:**

1. CH: arrested for old warrant

### **DIRECTED TO LEAVE THE PREMISES:**

- Same as Involuntary Discharges listed above (2)