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Help and Hope for Those in Need Since 1963

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TO: Chapel Hill Town Council

FROM: Stephani Kilpatrick, IFC Residential Services Director

DATE: October 14, 2016

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 fourth 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. Community House Advisory Committee continues to meet quarterly and will hold an Open House at Community House on October 27th 7pm-8pm.
2. **IFC has successfully implemented** the admissions requirements and emergency shelter procedure in accordance with the Good Neighbor Plan. We have been in our new location for a year now, and we have successfully implemented our new program. Our staff has done a great job of making our new program work in terms of using residents as mentors, incorporating resident feedback into program decisions, etc. We also successfully completed the “inclement



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weather season” despite the logistical challenges of transporting people. We are gearing up for the next inclement weather season and hope we can meet the community need.

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 (July through September), the meeting notes from the August 15, 2016 and October 10, 2016 meetings of the Community House Advisory Committee, and the Community House Open House Flyer.

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

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

###

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 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	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

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			
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			
Emergency Shelter – open due to individual needs					
# of on-premises admissions resulting from police or emergency services request*	0	0			
Safety and Security					
# 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			
* 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.

Good Neighbor Plan Report – July 1-31, 2016

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)

Good Neighbor Plan Report – August 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	15			
Reversions to Stage I*	0	0			
Departures from Stage I*	5	8			
Total Stage I residents at the end of the month (20 bed capacity)	15	n/a			
Graduations to Stage II	10	12			
Reversions to Stage II*	0	0			
Departures from Stage II*	2	3			
Total Stage II residents at the end of the month (20 bed capacity)	20	n/a			
Graduations to Stage III	0	1			
Departures from Stage III*	4	4			
Total Stage III residents at the end of the month (12 bed capacity)	8	n/a			
Graduations from Program	4	4			
Average # of beds filled	46	45			
% of beds filled	88%	87%			

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, 2016

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			
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			
Emergency Shelter – open due to individual needs					
# of on-premises admissions resulting from police or emergency services request*	0	0			
Safety and Security					
# 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)	41	67			
# of walk-up visitors seeking shelter	1	1			
# of other walk-up visitors (i.e. donations, public tours)	4	13			
# of times a resident or guest left Community House after curfew without authorization*	1	1			
# of times when staff instructed someone to leave the premises*	5	7			
# of times when 911 and/or police are called to premises for non-medical reasons*	1	1			
# 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			
* 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.

Good Neighbor Plan Report – August 1-31, 2016

DEPARTURES FROM STAGE 1:

Involuntary:

1. LR: Discharged for disagreement with rules.
2. LC: Discharged for disagreement with rules.
3. SB: Discharged for disagreement with rules.
4. SL: Discharged for disagreement with rules.

Voluntary:

1. AW: Moved out to permanent housing.

DEPARTURES FROM STAGE 2:

Involuntary:

1. KC: Discharged for disagreement with rules.

Voluntary:

2. JG: Went to Virginia to handle probation related issues.

DEPARTURES FROM STAGE 3:

Voluntary:

1. MA: Moved out to permanent housing.
2. JA: Moved out to permanent housing.
3. JD: Moved out to permanent housing.
4. CL: Moved out to permanent housing.

DIRECTED TO LEAVE THE PREMISES:

- Same as Involuntary Discharges listed above (5)

RESIDENT LEFT AFTER CURFEW WITHOUT AUTHORIZATION:

- 8/23/16 LR abruptly decided to move out at 10:50p.

911/POLICE CALLED FOR NON-MEDICAL REASONS:

- 8/12/16 BG left the property (before curfew) during a mental health episode, and staff on duty called Chapel Hill Police to keep an eye out for this resident in crisis. The resident returned much calmer and apologized.

Good Neighbor Plan Report – September 1-30, 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	12	27			
Reversions to Stage I*	0	0			
Departures from Stage I*	3	11			
Total Stage I residents at the end of the month (20 bed capacity)	17	n/a			
Graduations to Stage II	2	14			
Reversions to Stage II*	0	0			
Departures from Stage II*	2	5			
Total Stage II residents at the end of the month (20 bed capacity)	22	n/a			
Graduations to Stage III	0	1			
Departures from Stage III*	1	5			
Total Stage III residents at the end of the month (12 bed capacity)	9	n/a			
Graduations from Program	2	6			
Average # of beds filled	43	44			
% of beds filled	83%	85%			

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, 2016

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			
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			
Emergency Shelter – open due to individual needs					
# of on-premises admissions resulting from police or emergency services request*	0	0			
Safety and Security					
# 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)	57	124			
# of walk-up visitors seeking shelter	2	3			
# of other walk-up visitors (i.e. donations, public tours)	5	18			
# of times a resident or guest left Community House after curfew without authorization*	0	1			
# of times when staff instructed someone to leave the premises*	6	13			
# of times when 911 and/or police are called to premises for non-medical reasons*	0	1			
# 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			
* if this occurs, the monthly report will include an explanation as well as a count					

Good Neighbor Plan Report – September 1-30, 2016

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:

DH: Discharged for disagreement with rules.

JC: Discharged for disagreement with rules.

VB: Discharged for disagreement with rules.

DEPARTURES FROM STAGE 2:

Voluntary:

EE: Moved into permanent housing.

Involuntary:

BJ: Discharged for disagreement with rules.

DEPARTURES FROM STAGE 3:

Voluntary:

JT: Moved out to permanent housing.

DIRECTED TO LEAVE THE PREMISES:

- Same as Involuntary Discharges listed above (4), plus the 2 individuals who walked up seeking shelter were advised of admissions process and instructed to leave the property.

FOLLOW-UP ON PREVIOUSLY REPORTED INCIDENTS:

- August 2016: No further incidents with resident B.G.
- August 2016: Resident LR, who left after curfew without authorization, must be reviewed by committee before being allowed to return to program

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, Misty Drake, Janice Tyler

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 Open House with IFC's Annual Meeting; Annual Meeting is at 6pm at United Church of Chapel Hill and then people could come over to Open House at Community House 7p-8:30p; all members were agreeable to this plan; CHAC members will staff an information table in Lobby, and IFC staff and residents will be available to give tours of the building; Eleanor agreed to staff table; Anne is mostly sure she can staff table and Rodney will let me know by Wednesday 8/17/16, and Linda will know as the date gets closer

IFC will create an Open House flyer and email to CHAC members to distribute; IFC can print copies for CHAC members as well

2. Review of monthly 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 year timeframe on the reports and we will do so going forward (7/1-6/30); Janice pointed out that the May 2016 report online needs the client names removed; Stephani and Allan will take care of that

We are required by the Good Neighbor Plan to report for 8 consecutive quarters; We will continue to post monthly reports online by the 15th of the month; they are located on IFC's website under Special Reports, Community House Advisory Committee; Our reports and meeting notes will be updated once per quarter on the Town of Chapel Hill's website

3. Program News

Stephani attended the National Conference to End Homelessness and learned of some federal priorities and best practices for providing homelessness services:

- Trauma-Informed Care – not re-traumatizing clients with rigid rules and communication styles
- Housing First – instead of keeping homeless individuals in facilities to teach them life skills until they're "housing ready" place them into housing as soon as possible and teach them life skills IN their own homes; requires much easier, quicker access to shelter
- Community Effort – instead of programs like ours operating in isolation and operating the kind of program we feel like, we are responsible for working with the other program in the community to

meet the need, whether it's what we've been doing or not; Orange County Partnership to End Homelessness is going through a mapping process to determine what gaps in services we have (i.e. Housing Locator to recruit landlords to provide affordable housing)

- There is a Homelessness Orientation Tuesday 8/16/16 5:30p-7p at the Seymour Senior Center to go over some of this information

Michael talked about a new Johnson Intern who is going to work on advocacy efforts for issues clients face; this may be helpful to CHAC in fulfilling some of the duties listed in the Good Neighbor Plan

Misty suggested CHAC members email their neighborhood listservs about potential volunteer and internship opportunities

4. Other business

Committee 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 10th at 4:30pm; Allan 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: October 10, 2016

Community House Advisory Committee Meeting
Monday, October 10, 2016 4:30p-5:30p

Meeting Notes

Attending: Carl Schuler, Eleanor Howe, Linda Convissor, Keith Taylor, Janis McFarland, Janice Tyler, Nancy Trueblood, Stephani Kilpatrick, Rick Edens

1. Additions or changes to Agenda
2. Planning for Community House Open House Oct. 27th
 - a. Stephani will make sure IFC has a separate link on website for Open House (separate from Annual Meeting) and then email to CHAC members
 - b. When CHAC members send emails to their contacts, send a link to website, rather than attachment
 - c. Nancy, Eleanor, Carl, will be here; Linda may be here – they will be greeters and IFC staff and residents will give tours
 - d. Stephani will get everyone name tags
 - e. Stephani will make sure Open House Flyer is included in report to Town of Chapel Hill
 - f. Eleanor and Carl will design Volunteer Information handout for people who come for tours; Stephani will get a holiday meal coupon or info for this
 - g. Can IFC do a media release for Open House, especially Chapel Hill News, Durham Herald, WCHL – Stephani will ask Lucie (IFC volunteer) to send our flyer to media
3. August and September Good Neighbor Plan Reports
 - a. When we have incidents to report, follow up next month

4. CHAC Committee feels that any requests for changes to Good Neighbor Plan should wait until after 2nd year; Keith Taylor suggests that at that time we should ask for a meeting with the neighbors first, then go to the Town.
5. Future meeting schedule
 - a. 1/9/17
 - b. 4/10/17
 - c. 8/7/17
 - d. 10/9/17

IFC @ SECU Community House Open House

Thursday October 27th, 2016

7:00pm-8:00pm

Immediately following IFC Annual Meeting at
United Church of Chapel Hill 6:00pm

Community House Advisory Committee members and IFC staff
will be available 7:00pm-8:00pm to give tours of Community
House and answer questions about the program

1315 Martin Luther King Jr. Blvd., Chapel Hill, NC
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