

DURHAM HOMELESS SERVICES ADVISORY COMMITTEE

Wednesday, July 31, 2019

3:00 p.m.

**Durham County Human Services Building
414 E. Main Street – 2nd Floor Conference Room**

The Durham Homeless Services Advisory Committee met on the above date and time.

Committee Members Present: Chair Charita McCollers, MSW (Lincoln Community Health Center/Federal Health Care for the Homeless); Secretary Jonathan T. Crooms (Durham County Veteran Services Office – *Proxy for Lois Harvin-Ravin*); Durham City Manager Thomas J. Bonfield; Xavier Cason (Durham Public School Board); Alma Davis (Durham Crisis Response Center – *Proxy for Kathy Hodges*); Meredith Daye, Development Director (Durham Housing Authority); Ryan Fehrman (Non-Profit Representative, Durham County/Families Moving Forward); Captain Stan Harris (Durham County Sheriff's Department); Calleen Herbert (NCCU Office of Community Engagement & Service); Angela Holmes (Former Homeless Representative for Durham County); Pam Karriker (Faith Community Representative for Durham County/Christian Assembly); Regina King (Faith Community Representative for the City of Durham); Melody Marshall, Homeless Liaison (Durham Public Schools); Tracy Stone-Dino (Alliance Behavioral Healthcare); Vega Swepson, Resource Specialist (Durham Technical Community College); Chris Toenes, MSW (Non-Profit Representative, City of Durham/TROSA) and Captain Helen Tripp (Durham County Emergency Medical Services (EMS)).

Excused Committee Members: County Commissioner Heidi Carter, Janeen Gordon (Durham County Social Services – *proxy for County Commissioner Heidi Carter*); Durham County Commissioner and Mayor Steve Schewel.

Committee Members Absent: Vice-Chair Ellecia Thompson, (Durham VA Medical Center); Reverend Dr. B. Angelo Burch, Sr. (Corporate Private Sector Representative for Durham County/Executive Director, African American Dance Ensemble); Drew Cummings, Chief of Staff (Durham County Manager's Office); Alex Protzman (LIFE Skills Foundation); Angela Vick-Lewis (Formerly Homeless Representative, City of Durham) and Mayme Webb-Bledsoe (Duke University).

Staff Present: Director Reginald Johnson, Project Manager II Hanaleah Hoberman, Project Manager II Lloyd Schmeidler, Project Analyst Keshia Barnette (Department of Community Development); Amber Wade, Assistant to the Mayor and Senior Administrative Assistant Macio Carlton (County Clerk to the Board Office).

Also Present: Valaria Brown (Housing for New Hope); Joyce Caesar, Wake Up Reach Up, Inc.; Shana Carignan (Families Moving Forward); Helena Cragg (LGBTQ Center of Durham); Rikki Gardner (Housing For New Hope); Valerie Haywood (Urban Ministries); Joyce Hicklen (CASA); Harvey Hinton III (Healing with CAARE); Ruebe Holmes (Interagency Council for Coordinating Homeless Programs); (Dr. Ernie Mills (Durham Rescue Mission); Sheldon Mitchell (Urban Ministries); Ross Pierz (Housing for New Hope); Catherine Pleil (Families Moving Forward);

Lillian Presley (Spaghetti Theatre Outreach); Carolyn Schuldt (Open Table Ministry); Ebony Thomas (Durham Public Schools) and Malcolm White (Alliance Health).

Subject: Call to Order and Welcome

Chair McCollers called the meeting to order at 3:08 p.m. She thanked everyone for attending and read the goals of the HSAC aloud.

Subject: Minutes Review and Approval

June 26, 2019 HSAC Meeting – **Motion** by Committee Member Tripp, seconded by Committee Member Karriker to approve the minutes. The motion was approved unanimously at 3:12 p.m.

Subject: Public Comments Period

Dr. Ernie Mills, CEO and Co-Founder, Durham Rescue Mission thanked the HSAC for their devoted interest and time to help the homeless. He announced the Durham Rescue Mission’s Back-to-School Pep Rally would be held at 9:00 a.m. on August 15, 2019 at 1201 East Main Street in Durham with free backpacks, food, games and prizes.

Subject: Approval of Anti-Discrimination Policy

Chair McCollers stated the Anti-Discrimination Policy was given to the committee members at the May 2019 HSAC meeting and the members received an email about the policy recently.

Committee Member Tripp stated the second to last paragraph in the policy had an incomplete sentence. She added the sentence read “*Any person who believes that they or a family member has experienced involuntary family separation may report the issue to the CoC by submitting.*” Ms. Hoberman responded the sentence was incomplete and was missing “*a grievance per the CoC’s grievance policy.*” upon the approval of the grievance policy.

Motion by Committee Member Tripp, seconded by Committee Member Toenes to approve the Anti-Discrimination Policy with corrections. The motion was approved unanimously.

Subject: Approval of Complaint and Grievance Policy

Chair McCollers stated the Complaint and Grievance Policy was given to the committee members at the HSAC May 2019 meeting and staff made some additional changes. Hanaleah Hoberman, Project Manager II discussed the changes that were highlighted in the policy.

Committee Member Karriker inquired about the appointment being made by the CoC considering it was a large group of people. Ms. Hoberman responded the appointment would occur at a full CoC meeting with eligible people present that could vote on the appointment.

Committee Member Fehrman asked if the policy was required by U.S. Department of Housing and Urban Development (HUD) to be approved before CoC awarded applicants. Ms. Hoberman replied the policy was not a HUD requirement but was the best practice to have multiple steps for grievance reviews. Committee Member Fehrman asked if the secure online platform would accept video files. Ms. Hoberman responded video files had not been discussed but was an idea that would need to be configured before being accepted. Committee Member Fehrman asked if video files were not accepted how would verbal complaints be submitted. Ms. Hoberman replied the client would be required to come in-person and submit the complaint with assistance. Committee Member Fehrman asked if the policy addressed Community Development handling the compliant/grievance in-person. Ms. Hoberman responded clients who appeared in-person and asked for assistance would be able to receive assistance even though it was not explicit in the policy. Committee Member Fehrman asked if a vote was expected at the meeting or if the vote could wait until the next HSAC meeting to see if the CoC policy would confirm with the expectations of handwritten complaints/grievances. Ms Hoberman responded she would let the committee decide on the language and how to vote.

Committee Member Stone-Dino stated the video files were important and wanted to include them in the language. Ms. Hoberman responded she could not commit to the video files being accepted and would need to check on the data security before adding them to the language.

Committee Member Cason asked why the verbal complaint language was included in the policy if the result would require someone to assist the client and write the complaint/grievance. Ms. Hoberman responded the verbal complaint language was included to allow a fair process for clients with literacy issues or not comfortable completing a written complaint/grievance.

Chair McCollers stated video information made confidentiality more difficult and should be shared with the attorneys for their approval. Committee Member Fehrman requested to have a template created and shared with the providers to be personalized to meet the needs of the CoC. Committee Member City Manager Bonfield added the temple would also create consistency. Ms. Hoberman responded the CoC would provide support and training; and a template could be provided if requested by the agencies. She added most agencies already adopted a complaint/grievance policy that could be used and would not need a template.

Committee Member Karriker asked if the first point at the top of page three in the policy could be updated to allow submitting a verbal complaint/grievance. Ms. Hoberman responded yes, if using the language of the CoC lead agency. Committee Member King asked if the policy was approved at the meeting would it be approved as in the agenda or approved with changes. Chair McCollers responded the policy would be approved and based on the understanding the changes would be reflected in the document. Committee Member King asked when the updated document with the changes would be provided to the committee. Ms. Hoberman responded the updated document would be sent out with the changes within a week. Committee Member Fehrman recommended to delay the vote until after seeing the final policy with the changes.

Chair McCollers asked how the committee would like to proceed with all the recommendations that were proposed.

First Motion:

Motion by Committee Member Fehrman, seconded by Committee Member King to delay voting on the policy until corrections are made and have the final policy presented at the next DHSAC meeting in August 2019.

Chair McCollers asked for discussion on the motion. Committee Member City Manager Bonfield asked would there be any issues if the vote was delayed until the next meeting. Ms. Hoberman responded it could affect coordinated entry. She added coordinated entry training, policy and procedures were based off the policy being approved. Ms. Hoberman stated the Committee could adopt the policy in August and have a 30-day approval timeline with no further delay to the client process.

Committee Member Toenes asked for clarification on the changes that would delay the vote. Committee Member Fehrman responded the policy did not accommodate for all grievances. He added with every provider in the CoC needing a grievance policy to meet requirements the writing providers needed to receive the support of the Community Development including a template.

Committee Member Fehrman inquired about the start date for coordinated entry. Ms. Hoberman responded coordinated entry was scheduled to start on August 19, 2019 and continue through September 1, 2019.

Committee Member Karriker asked if the motion could be amended for an exception to the 60-day policy approval and change it to a 30-day policy approval. Committee Member Fehrman recommended the approval of amendment with the template included. Committee Member City Manager Bonfield asked would the amended motion delay coordinated entry. Ms. Hoberman responded no, it would not delay coordinated entry.

Second Motion:

Motion by Committee Member Fehrman, seconded by Committee Member King to delay voting on the policy until the next DHSAC meeting in August with the edits made to the process for grievances and additional support provided by the Community Development in terms of the policy review and creation including providing a template to providers and changing the 60-day policy approval to 30-day policy approval. The motion was approved by the following vote:

Ayes: Committee Members City Manager Bonfield, Cason, Davis, Daye, Fehrman, Harris, Herbert, Holmes, King, Stone-Dino and Swepson.

Noes: Chair McCollers, Secretary Crooms, Committee Members Karriker, Marshall, Toenes and Tripp.

Subject: Proposed Restructure of CoC and CoC Governance

Hanaleah Hoberman, Project Manager II shared a PowerPoint presentation titled “*CoC Governance Restructure*”. The presentation highlighted the following topics:

- Background
- Interlocal Agreement
- CoC Governance Charter
- Analysis
- Focus Strategies HSAC Analysis – 2014
- Recommendations
- Research
- HSAC Structure Analysis – 2018
- Vision
- Goals
- Broad Recommendations
- Restructure Plan Overview
- Three Stages
- Stage 1: Major Governance Charter Restructure
- Restructure Overview
- CoC Membership
- CoC Membership Types
- CoC Member Requirements
- CoC Member Benefits
- Standing Committees
- Executive Committee
- Policy and Planning Committee
- Performance Management Committees
- Full HSAC
- CoC Work Groups

Chair McCollers stated due to the limited time, 15 minutes would be allowed for all questions and comments at the beginning of the August 28, 2019 HSAC meeting. Ms. Hoberman asked the members to email her their questions and comments to save time at the August meeting.

Subject: Proposed Changes to Attendance Tracking and Reporting Policy and Excused Absence Request Policy:

The agenda item was not discussed and was moved to the August 28, 2019 HSAC meeting agenda.

Subject: Announcements

Committee Member Marshall announced that this was her last meeting as a HSAC member due to being appointed to a different position with Durham County Public Schools. She added she was honored and thankful to work with all the committee members. Committee Member Marshall stated she would submit a formal letter to the HSAC once her replacement was appointed.

Committee Member Ryan Fehrman requested information from the Community Development Department about Alliance and the funding for street outreach. He wanted to know if any conversation occurred with Alliance, the County or other partners to replace the funding.

Committee Member Cason congratulated Committee Member Marshall on her new position as the Director of Student Assignments with Durham County Public Schools. He thanked her for having a personal commitment to working with students and homeless students.

Committee Member Harris stated he did not agree with the documents on the Approval of Anti-Discrimination Policy and he should have voted no instead of yes. He added this was his personal decision after reading the documents and not influenced by his employer and job as a Durham Police Captain.

Subject: Adjourn

With no further business to come before the body, Chair McCollers adjourned the meeting at 4:39 p.m.

Respectfully Submitted,

Macio Carlton, Deputy Clerk
County Clerk to the Board Office