

CUMBERLAND COUNTY BOARD OF COMMISSIONERS
AND
FAYETTEVILLE CITY COUNCIL
MAY 14, 2015 – 11:00 AM
DEPARTMENT OF SOCIAL SERVICES
1225 RAMSEY STEET - FAYETTEVILLE, NC
SPECIAL MEETING MINUTES

CUMBERLAND COUNTY

PRESENT: Commissioner Kenneth Edge, Chairman
Commissioner Marshall Faircloth, Vice Chairman
Commissioner Glenn Adams
Commissioner Jeannette Council (departed 1:30 p.m.)
Commissioner Jimmy Keefe (arrived 11:45 a.m.)
Amy Cannon, County Manager
James Lawson, Deputy County Manager
Tracy Jackson, Assistant County Manager
Rick Moorefield, County Attorney
Sally Shutt, Governmental Affairs Officer
Sylvia McLean, Community Development Director
Candice H. White, Clerk to the Board
Kellie Beam, Deputy Clerk to the Board

ABSENT: Commissioner Charles Evans
Commissioner Larry Lancaster

CITY OF FAYETTEVILLE

PRESENT: Mayor Nat Robertson
Kady-Ann Davy, Mayor Pro Tem
James W. Arp, Jr., Fayetteville City Council (departed 1:35 p.m.)
William J. L. Crisp, Fayetteville City Council
Chalmers McDougal, Fayetteville City Council
Lawrence O. Wright, Sr., Fayetteville City Council
Theodore L. Voorhees, City Manager
Rochelle Small-Toney, Deputy City Manager
Jay Reinstein, Assistant City Manager
Karen McDonald, City Attorney
Rebecca Rogers-Carter, Fayetteville Strategic Performance
Analytics Director
Victor Sharp, Fayetteville Community Development Director
Adolph Thomas, Fayetteville Community Relations Specialist
Pamela Megill, City Clerk

ABSENT: Kathy Jensen, Fayetteville City Council
H. Mitchell Colvin, Jr., Fayetteville City Council
Robert T. Hurst, Jr., Fayetteville City Council
Theodore Mohn, Fayetteville City Council

OTHERS PRESENT: Mayor Billy Horne, Town of Stedman
Mayor Chris Rey, Town of Spring Lake (arrived 11:35 a.m.)
Warren Miller, President of Fountainworks, Inc.
Denise Neunaber-Executive Director of the N.C. Coalition to End
Homelessness
Terry Allebaugh, Community Impact Coordinator N.C.
Coalition to End Homelessness
AnneMarie Maiorano, Wake County Housing Director
Andrew Chippetta, Veterans Empowering Veterans
Renee Elder, Veterans Empowering Veterans
Patricia Jackson, CEED New Choices Director
Suzy Hrabovsky, CEED - COO
Don Bennett, NAACP-Fayetteville Community Coordinator
Sue Byrd, Operation In As Much

Tammy Lawrence, Habitat for Humanity
Nathan Bright, Habitat for Humanity
Elder Norma Neal, SJICVC
Pastor Edythe Wilson, New Beginnings Deliverance Ministries
Susan Monroe, City of Fayetteville
Jacques Howard, City of Fayetteville
Brittany Cooper, Cape Fear Outreach, Inc.
Paul L. Taylor, HPCC, Inc.
Gene Grant, NABVETS
Barbara Croom, NABVETS
George Butterfly, Operation Wheelchair
E. A. Battis, Community Members Coalition, Inc.
Press

1. Call to Order and Welcome

Chairman Edge called the special meeting of the Cumberland County Board of Commissioners to order and welcomed all in attendance.

Mayor Robertson called the special meeting of the Fayetteville City Council to order.

Mayor Pro Tem Davy recognized Warren Miller, President of Fountainworks, Inc., for facilitating discussion between the elected boards on defining the local homelessness problem and identifying short and long-term goals. Mayor Pro Tem Davy also thanked Denise Neunaber, Executive Director of the N.C. Coalition to End Homelessness, and AnneMarie Maiorano, Wake County Housing Director, for serving as guest speakers.

2. Orientation

Mr. Miller provided a brief overview of the format and expectations for the meeting and recognized the speakers.

3. Speakers

Denise Neunaber - Executive Director of the N.C. Coalition to End Homelessness

Ms. Neunaber stated the job of the N. C. Coalition to End Homelessness is to get people out of homelessness and into housing, not to perfect everything about a person's life. Ms. Neunaber provided the following presentation focused on shifting the system and resources to end homelessness.

Ms. Neunaber stated in order for an individual or family to move out of homelessness, they need 3 key things:

1. Affordable housing (30% of income)
2. Appropriate services (mental health, job services, medical services, case management)
3. Adequate income (employment or benefits)

Ms. Neunaber stated the HEARTH Act makes it an explicit federal goal that people who become homeless quickly move back into permanent housing. Ms. Neunaber explained to end homelessness does not mean no one will become homeless because people will still have housing crises; what it means is that when people have housing crises, they will return to permanent housing as soon as possible. Ms. Neunaber reported of the people who experienced homelessness in North Carolina on one night during the last week of January 2014, 78% slept in emergency shelters or transitional housing and 22% slept in unsheltered locations.

Ms. Neunaber stated the momentum to end homelessness is evidenced by the following:

- Cost-Effective Evidence-Based Practices
- HEARTH Legislation
- Opening Doors: Federal Strategic Plan to End Homelessness
- Mayors Challenge to End Veterans Homelessness
- New System Performance Measures

Ms. Neunaber stated housing first is the new approach to investing limited resources; the crisis response system has to be retooled to transform homeless services to crisis response systems that prevent homelessness and rapidly return people who experience homelessness to stable housing. Ms. Neunaber explained the system is changing so services can follow people into permanent housing in order to increase stability in housing, decrease re-entries into the system and decrease the trauma of moving for individuals, families and children. Ms. Neunaber stated this new approach wants people to bounce back as quickly as possible.

Ms. Neunaber stated the focus on permanent housing should contain the following:

- Prevention/Diversion
- Emergency Shelter
- Transitional Housing
- Rapid Re-Housing
- Permanent Supportive Housing

Ms. Neunaber stated barriers to housing at the household level include the following:

| <u>Barriers to Getting Housing</u> | <u>Barriers to Keeping Housing</u> |
|------------------------------------|---|
| Criminal History | Financial Barriers – income and budgeting |
| Credit History | Behavioral Barriers – mental health, substance use, |
| Housing History | tenancy skills |
| Financial Resources | |

Ms. Neunaber displayed graphs and stated the rapid re-housing programs have the highest average rate of exits to permanent housing and are cost effective. Ms. Neunaber stated when compared to other 2014 Continuum of Care Point-in-Time Counts, the Fayetteville/Cumberland County community is ranked 7th for number of homeless persons, ranked 4th with Mecklenburg County for the number of homeless as percent of population, ranked 8th for the number of homeless veterans and ranked 5th for number of homeless veterans as a percent of population.

Ms. Neunaber stated the two recommendations for a community to move forward are to invest in solutions and invest in system oversight.

AnneMarie Maiorano, Wake County Housing Director

Ms. Maiorano stated her presentation will tell what Wake County is doing to prevent homelessness and more specifically how Wake County's housing program has grown to become an integral part of the service delivery system. Ms. Maiorano stated Wake County is working towards addressing the three key components of housing, services and income to help reduce homelessness and working to ensure through efficiencies that individuals and families who become homeless return to permanent housing within thirty days; Wake County is using its resources to most effectively plug public money into the key component of services.

Ms. Maiorano stated the City of Raleigh and Wake County are actively partnering on a project to help enhance service delivery and reach the thirty day mark. Ms. Maiorano provided an overview of the Multi-services Intake Center, which is a work in progress:

- Joint effort by City of Raleigh, Wake County and Partnership to End and Prevent Homelessness made up of homeless service providers
- Single point of entry for coordinated/comprehensive assessment for homeless individuals and families to eliminate wayfinding that exacerbates problems and lengthens the time they are homeless
- Uniform assessment that addresses needs with clarity, dignity and accuracy and deploys individuals out into the community to meet their needs
- Assist with reducing street homelessness
- Offer jail and hospital diversion as well as assist with reentry for both facilities

Ms. Maiorano provided a backbrief on a task force that developed Wake County's short term and long term solutions and stated the long term solution was the Multi-services Intake Center project that would comprehensively address the needs of homeless individuals. Ms. Maiorano stated an architectural firm was hired to develop a bridging document that took the service needs

and put them into square footage and dollar amounts. Ms. Maiorano stated the city and county have both recognized that neither intends to be the operator of the facility, that there is the need for a capital investment and that there needs to be an operating investment. Ms. Maiorano stated responses to the RFP for an operator are due in July.

Ms. Maiorano provided an overview of the Voucher Program:

- For homeless and disabled individuals, and people with HIV/AIDS*
 - All must be receiving services
 - Tenant pays 30% of income
 - An average of 300 people are served annually; does not have to meet HUD's definition of homeless for grants
 - Average monthly voucher payment: \$580
- *HIV/AIDS vouchers funded through Federal HOPWA program

Ms. Maiorano briefly reviewed Wake County's existing Affordable Housing Programs and supportive housing facilities:

1. Housing Rehabilitation
2. Affordable Housing Development
3. Vouchers
4. South Wilmington Street (transitional housing program; operates 19 units)
5. Supportive Housing
6. Cornerstone and McKinney (general day services for homeless and serves homeless individuals with a mental disability in housing)
7. Public Facilities Improvements in low income communities

Ms. Maiorano provided highlights of Wake County's Affordable Housing Development Program:

- Wake County makes loans and grants to housing developers to add housing units to the supply
- These units are specifically for low-income workers and disabled individuals
- Developments are funded through a request for proposals process
- All housing is privately owned and everyone is required to pay rent

Ms. Maiorano reviewed services provided by some of the privately owned housing in Wake County which included Salisbury Apartments, Lennox Chase Apartments and Jobs Journey Passage Home.

Ms. Neunaber and Ms. Maiorano responded to questions related to their respective presentations.

4. Break
5. Defining Homelessness and Its Impact on Individuals and the Community – Defining Success for Addressing Homelessness: Near and Long Term - Identifying Near Term and Long Term Actions to Reduce or Impact Homelessness

Mr. Miller introduced and lead discussion defining homelessness and success for addressing the same.

Drawing from that discussion, Mr. Miller listed the following near and long term actions:

| 1 YEAR – NEAR TERM | 5 YEARS – LONG TERM |
|---|---|
| A point person/Czar | Functioning system |
| Resource assistant-what is available in each section/overlap | Coordinated |
| Agencies need to understand definition of homelessness | 70% reduction in homelessness-jobs provided |
| A referral place/multi-service intake center | |
| An agreement among all stakeholders/community in same direction | |
| faith community-1 church sponsor 1 family | |

| | |
|---|--|
| Unified message around panhandling (not encouraging panhandling) | |
| Engaging the private sector- to invest in people-ramp up in for-profit and non-profit private sectors | |
| More people utilizing services before crisis-those hitting hard times | |

Mayor Robertson invited comments from agencies represented at the meeting. Rochelle Small-Toney, Deputy City Manager, followed with information about her visit to the Good Shepherd Center in Wilmington, N.C. and program components therein.

Commissioner Faircloth stated elected officials have concerns about the involvement and investment of public dollars, and an effort should be made to find out what agencies and organizations are currently doing so current operations are not supplanted. Commissioner Faircloth stated public money can possibly make a difference in such areas as transitional housing and elected officials need to determine how best to use those dollars.

Additional comments followed.

Mr. Miller asked the managers whether they had the guidance they needed. Ms. Cannon stated she had general guidelines from the information shared during the meeting in that emphasis needs to be put on panhandlers and identifying those who want to be assisted, there is a need to reach out to the faith community and other partners in the community providing services and to begin to put together a collaborative effort for a possible pathway to some type of intake center.

Mr. Voorhees echoed Ms. Cannon’s comments and stated a framework has been identified and the presenters have become good resources with which to discuss models that can be replicated to fit the community’s needs.

6. Prioritizing Near Term Ideas

Mr. Miller asked whether elected officials wanted to prioritize the near term actions that had been identified. Commissioner Adams suggested starting with staff since they now have some direction. Councilmember Wright inquired regarding housing. Ms. Cannon stated what she took away from the discussion was a collaborative process for intake, resource referral and case management. Mayor Robertson stated staff can possibly work on an assessment to determine the need for a shelter type of facility for elected officials to consider at some point in time.

7. Wrap Up and Adjournment

There being no further matters of business, the special meeting of the Board of Commissioners and Fayetteville City Council adjourned at 2:05 p.m.

Respectfully submitted,

Candice H. White
 Clerk to the Board