



## Inter-Faith Council for Social Service

### Good Neighbor Plan Attachments

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Inter-Faith Council for Social Service

A. Intake

Date Entered Facility: Month Day Year

First Name: Middle Initial: Last Name: Suffix:

AKA/Nickname:

Social Security Number: \_\_\_\_\_ or check one of the following

Don't Know/Don't Have SSN: \_\_\_\_\_ Refused SSN: \_\_\_\_\_

(Try to get last four numbers of SSN if they will not provide full SSN)

Date of Birth: Month: Day: Year:

Gender: Male: \_\_\_\_\_ Female: \_\_\_\_\_

Primary Race/Secondary Race (If secondary race mark as follows: Primary – P, Secondary – S)

- \_\_\_\_ American Indian/Alaska Native
\_\_\_\_ Black/African American
\_\_\_\_ Native Hawaiian or Other Pacific Islander
\_\_\_\_ Asian
\_\_\_\_ White
\_\_\_\_ Other

Ethnicity: Hispanic/Latino: \_\_\_\_\_ Other Non-Hispanic/Latino: \_\_\_\_\_

U.S. Military Veteran: \_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ Don't Know \_\_\_\_\_ Refused

Domestic Violence Victim: \_\_\_\_\_ Yes \_\_\_\_\_ No

Juvenile Parent: \_\_\_\_\_ Yes \_\_\_\_\_ No

Driver's License/State ID Number: \_\_\_\_\_ Issuing State of ID: \_\_\_\_\_

Last Permanent Address (please include zip code): \_\_\_\_\_
Street

\_\_\_\_\_  
City/Town State Zip Code

Have you been living in Chapel Hill or Carrboro? Yes \_\_\_\_\_ No \_\_\_\_\_ How long? \_\_\_\_\_

If not, where have you been living? \_\_\_\_\_
City/Town/County

How long? \_\_\_\_\_

How long have you been homeless? \_\_\_\_\_

1. Continuously homeless for one year: \_\_\_\_\_ Yes \_\_\_\_\_ No

2. Have you had at least four episodes of homelessness in the past three years? \_\_\_\_\_ Yes \_\_\_\_\_

No

IFC Intake

3. Do you have a disability?  Yes  No

Primary Reason for Homelessness (check one):

- Child Abuse/Neglect       Release from Prison       Victim of Domestic Violence
- Disability       Runaway       Eviction
- Substance Abuse       HIV/AIDS       Transient
- Mental Health Diagnosis       Underemployment       Natural Disaster
- Unemployment       Dual Diagnosis       Chronic Alcoholism

Is Homelessness due to foreclosure?:  Yes  No  Don't Know  Refused

Type of Living Situation (before you came to this agency):

- Rental Housing/Apartment       Emergency Shelter
- Permanent Housing for Formerly Homeless       Foster Care/Group Home
- Place not meant for habitation       Hospital
- Psychiatric Hospital or Facility       Hotel/Motel without emergency shelter
- Jail, Prison or Juvenile Facility       Owner of House/Apartment
- Substance Abuse Treatment Center       Living with Family
- Living with Friends       Transitional Housing for Homeless
- Don't Know       Refused
- Other – Specify \_\_\_\_\_

Length of Stay at above Living Situation:

- One week or less       More than one week but less than one month
- More than one month but less than 3 months       More than three months but less than one year
- one year or longer       Don't know

Where did you stay the night before you came to our shelter? \_\_\_\_\_

Why are you seeking shelter at this time? What are your plans?

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- Have you ever been in jail or prison?       Yes       No
- Are you currently on probation?       Yes       No
- Do you have a pending court date?       Yes       No
- Are you a registered sex offender?       Yes       No      If yes, which state? \_\_\_\_\_

IFC Intake

If so, please provide date and where: \_\_\_\_\_

Do you have any medical issues at the present time? \_\_\_\_ Yes \_\_\_\_ No

If Yes, Please explain: \_\_\_\_\_

\_\_\_\_\_

Medications: \_\_\_\_\_

**(If Yes, please refer to social worker for a complete assessment.)**

Do you have any mental health issues at the present time? \_\_\_\_ Yes \_\_\_\_ No

If Yes, please explain: \_\_\_\_\_

\_\_\_\_\_

Medications: \_\_\_\_\_

**(Regardless of answer, please refer to mental health clinic for assessment.)**

**Emergency Contacts:**

**1. Name:** \_\_\_\_\_ **Relationship:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Telephone Number:** \_\_\_\_\_

**2. Name:** \_\_\_\_\_ **Relationship:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Telephone Number:** \_\_\_\_\_

**Emergency Contacts will only be used for serious medical emergencies or death.**

Do you have a car? Yes \_\_\_\_ No \_\_\_\_

If Yes, Please provide the following: Year: \_\_\_\_\_

Make: \_\_\_\_\_ Model: \_\_\_\_\_ Color: \_\_\_\_\_ Plate Number: \_\_\_\_\_

Are you working with other agencies? \_\_\_\_ Yes \_\_\_\_ No

If yes, please list:

**Name of Agency:** \_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-Mail: \_\_\_\_\_

**Name of Agency:** \_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-Mail: \_\_\_\_\_

IFC Intake

Inter-Faith Council for Social Service (IFC) makes every effort to protect your right to confidentiality. The information you provide to IFC is maintained in your agency case record and an internal database. Information entered into the case record is not shared with any outside agency without your written permission. IFC's database is used to track data (numbers) on homeless individuals and families we serve. None of the information collected is identified to any source by name of client.

As a participating agency of the Carolina Homeless Information Network (CHIN), we also use a computerized Homeless Management Information System (HMIS) to collect and report on information about the clients we serve. We collect personal information directly from you for reasons that are discussed in the CHIN Privacy Practices. We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we collect is important to run our programs, to improve services to homeless persons, and to better understand the needs of homeless persons. We only collect information that we consider to be appropriate. If you do not want your information entered into and shared through the HMIS, please put an X through this paragraph.

I, \_\_\_\_\_,do hereby certify that the answers I have given to the  
(Printed Applicant Name) preceding questions are true and accurate.

\_\_\_\_\_  
(Signature of Program Applicant) (Date)

Staff Comments/Observations:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Bed/Cot/Room Assignment: \_\_\_\_\_ Date Assigned: \_\_\_\_\_

\_\_\_\_\_  
Staff Signature Date Intake

Revised 9/20/10

### B. Service Plan

Family Name: \_\_\_\_\_

Date of Intake: \_\_\_\_\_

Today's Date: \_\_\_\_\_

Date of Next Review: \_\_\_\_\_

Need	Description	Resident will Do	Staff Will Assist With	Date Completed
Physical Health				
Mental Health				
Substance Abuse				
Financial				
Housing				
Legal				
Citizenship				
Plan				

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Staff Signature

Date: \_\_\_\_\_

Date: \_\_\_\_\_

## C. Community Standards Contract

### Welcome to Community House

Community House strives to maintain a safe, comfortable, and peaceful environment and requires that all persons treat others with respect and dignity, whether working at, living in or staying in Community House.

All transitional residents entering Community House will receive both written and verbal information and orientation materials regarding program rules and requirements. All residents must sign this *Community House Community Standards* agreement before being accepted in Stage 1.

### Core Principles

It is IFC's policy and practice that transitional residents accepted into the Transitional Housing Program will behave appropriately and cooperatively. The following principles guide the program's Community Standards:

- All persons should be treated with respect. Staff, volunteers and residents will treat each other with courtesy and will show respect for other people's feelings, physical space, and property.
- People need a safe environment to manage and express social customs and cultural differences. Staff, volunteers, and residents will treat each other with respect when resolving conflict situations. Threatening language and fighting are incompatible with Community House principles.
- Diversity and inclusivity are integral to the Community House program. Language should be constructive and respectful to all regardless of race, gender, sexual orientation, religion, ethnicity, age, educational background and economic circumstances. Racist, sexist, homophobic or otherwise prejudicial language is incompatible with Community House's commitment to diversity.
- Good citizenship is a core Community House value. Staff, residents, and volunteers are expected to be good role models in the community, to be respectful of neighbors and the property of others, to obey all Town ordinances, and to reinforce Community House values and protocols. Senior residents will exercise good citizenship and help new occupants with program requirements and their interactions with others. Panhandling, trespassing, loitering, sexually explicit behavior, and harassment are contrary to these values and prohibited at Community House and other IFC facilities.
- Staff, residents, and volunteers are encouraged to be respectful of others, courteous in public and must refrain from drinking alcoholic beverages, smoking or walking across private property without permission. Walking and loitering on private property is trespassing and is unacceptable for Community House residents.
- Community House residents are expected to be positive role models and representatives in the community. Community House services will be denied to any individual who regularly and persistently behave contrary to program values and protocols.

These core principles are the heart of what it means to be a member of Community House. These principles govern the development of program procedures, corrective measures, and daily interactions of all staff, volunteers, and transitional residents.

## Community Standards Contract

### **Hours and Schedules – Transitional Residents**

- Community House is a year-round transitional housing program for homeless men.
- All outside doors will be locked from 8:00 p.m. until 7:00 a.m. each day.
- Curfew for all transitional residents is 8:00 p.m. Exceptions for employment or programmatic purposes must be prearranged with Community House staff.
- Residents may not leave the property after 8:00 p.m. unless they are working or attending a scheduled meeting. All requests to leave the property must be approved in advance by staff.
- Residents must sign out and sign in every time they leave and return to the Community House campus.
- Quiet time and lights out is from 10:00 p.m. till 6:00 a.m. Earlier wake-up calls can be arranged with program staff.
- Residents will be required to complete all assigned tasks and responsibilities and make their rooms presentable before leaving the Community House campus.
- Indoor and outdoor recreation and outdoor smoking areas are provided for residents.
- Once admitted into the program, residents may leave the property for appointments, work, school or other appointments that are approved by staff and listed in their service plans.
- During program orientation, residents will be informed about the schedule of activities and services.

### **Conditions of Stay**

- All transitional residents will complete an Intake Assessment and begin working with a case manager within 48 hours of arrival.
- Background checks will be done as part of the assessment. Applicants with a violent history or demonstrated non-compliance with program objectives may be denied residential services. Registered sex offenders are ineligible for transitional housing services due to our proximity to a child care program. If for any reason, someone on the sex offender registry is discovered to have been inadvertently admitted to Community House, the sheriff's office will be called immediately and the resident status will be terminated immediately.,
- A copy will be made of each resident's ID and placed in the resident's case file. Each resident will be assisted in obtaining an official photo ID during his stay in the program if he does not possess one.



## Community Standards Contract

- Each resident's daytime hours will be filled with specific service plan tasks. This includes but is not limited to: meetings with case managers; appointments; training opportunities; exercise; spiritual activities; job interviews; and employment. In addition, all residents will complete facility assignments, cleaning, maintenance, and other duties as assigned.
- Community House is an alcohol/controlled substance-free program; residents may not drink, possess, or distribute alcohol or controlled substances on the premises. Failure to adhere to this policy may lead to expulsion from the program.
- Smoking is only permitted in designated outdoor smoking areas.
- Residents will be subject to breathalyzer or UA (drug screening). Staff may request residents to take a breathalyzer or UA test if the client is exhibiting suspicious behavior or if it is part of an individual's case management plan. Failure to comply with the test could result in expulsion from the program. Positive screenings will be evaluated by staff based on the individual's case management plan.
- Community House is a weapons-free zone. No firearms, knives or weapons of any kind are permitted on Community House property at any time.
- All medications, including controlled-substance prescriptions, must be checked into the medical clinic when the resident arrives and will be available as prescribed.
- All residents, staff, and volunteers may enter and leave the shelter only through designated entrances and exits.
- Persons will not be allowed to enter the building through fire exits or other unauthorized entrances.
- Residents who have medical or legal appointments in a location not served by the free bus routes will be approved for a bus pass through their case manager. Bus schedules are available at the Reception Desk.
- When walking to any destination in town, please obey pedestrian safety rules and walk in the main thoroughfares.
- Community House reserves the right to dispose of unattended belongings left at Community House.
- All residents are required to shower each day and do laundry (including linens) on a weekly basis. Laundry schedules are posted in the laundry room.
- Loitering is not allowed on the property, in the neighborhoods surrounding the shelter, or on the streets of Chapel Hill/Carrboro
- Visitors are not allowed at Community House without prior written approval of the Residential Services Director.

## Community Standards Contract

### Accommodations

- All transitional residents will be assigned to a specific bed on the day of arrival and re-assigned a bed when they move into a new program stage.
- No food, medicine, or other items that may decay or attract infestations can be stored.
- All personal belongings must be stored in assigned lockers and storage areas. No personal items are to be left in or around the sleeping area.

### Shelter Guests

- Seventeen emergency shelter cots will be available to homeless men who seek emergency services on inclement weather nights as defined in the Management Plan.
- Individuals seeking emergency shelter on these nights will report to IFC's administrative offices between the hours of 9:00 a.m. and 4:00 p.m. to be screened for eligibility. **You cannot get an emergency cot by going directly to Community House.**
- Background checks will be done and the national sex offender registry will be checked before approval is given for emergency shelter. Registered sex offenders are not eligible for emergency shelter at 1315 Martin Luther King, Jr. Blvd. If for any reason, someone on the sex offender registry is discovered to be staying at Community House, the sheriff's office will be called immediately and the shelter guest's status will be terminated immediately.
- Individuals accepted into the emergency shelter will be transported from IFC's administrative offices to Community House after dinner and returned to IFC's administrative offices the next morning. All shelter guests will be required to spend the entire night at Community House. Guests who choose to leave the campus early will receive an involuntary discharge of at least 30 days.
- Shelter guests will be restricted to the first floor of the Community House building, assigned a cot, and given personal care items and linens. Guests will be able to shower before lights out.
- Shelter guests will be required to abide by Community House policies listed in this document.

Resident Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **D. Transitional Housing Program Entry, Probation and Stages**

Homeless men interested in entering the transitional housing program at Community House will be required to provide basic information and identification at the time of intake and complete an application. Once enrolled in the program, each transitional resident's conduct is governed by the Community Standards contract. All residents will develop *strength-based goals* to which they will be held accountable. Each resident's individualized action plan will include specific interventions, goals and deadlines.

Initially, new transitional resident will be placed in the program for an orientation period of 30 days during which they will be evaluated and assessed for transitional housing services. During probation, residents who are not prepared to complete the steps or tasks as outlined in their action plan may be asked to leave the program until they are ready to make a stronger commitment to program expectations. These individuals will be referred to other Triangle programs and shelters for services. There are no failures at Community House, and staff is willing to welcome back any person requesting to reapply for transitional housing services. Community House will always be a place where homeless men can find hope and new opportunities: a place where staff and homeless persons can work together to break the cycle of homelessness.

There are three stages in the transitional housing program. Each transitional resident will develop an individualized action plan in Stage 1 in conjunction with staff and program volunteers, which will describe the evidence of accomplishment required to progress through the different stages of the program.

- *Stage 1 is evaluation and assessment of the new transitional resident and includes the development of an action plan for personal growth and commitment to community standards.*

During the first week, transitional residents will participate in an orientation where they will receive information about the program. A staff member will go over IFC policies, including the Community Standards contract and Resident Expectations. A senior resident (in Stage 3) will be assigned to every new resident to orient them to the facility and answer questions about the program. In order to enter the program, residents must sign the Community Standards contract. Case managers will meet with residents to complete an assessment which includes histories on their medical, dental, mental health, employment, housing, legal and educational backgrounds. Case managers will assist residents with gathering records such as birth certificates, social security cards, driver's license or state identification. Residents in Stage 1 will work on developing a set of realistic goals and objectives for moving forward. These plans can involve returning to school, seeking employment, filing for disability benefits, addressing health needs and/or participating in counseling or attending outside support groups. Once a plan is developed, residents will meet with their case manager on a weekly basis to review their progress and discuss next steps in achieving plan goals.

- *Stage 2 is implementation of the personalized action plan developed in Stage 1.*

A transitional resident is eligible to move to Stage 2 when he has completed the evaluation and assessment and is ready to move on to executing the plan. These residents have signed off on their plans and are moving forward. All plans are designed to meet the needs of the resident and may include goals on one or more of the items listed in Stage 1. For example, job seekers would attend job coaching sessions, visit with Job Links or attend job fairs. They would be required to turn in job activity logs each week. A Stage 3 mentor will be assigned to Stage 2 residents. A resident who has a disability would be involved with IFC's SSI/SSDI Outreach Access & Recovery (SOAR) worker who can assist in filing for disability. Moving through Stage 2 can take time because the residents not only have to work toward their

## Program Entry, Probation and Stages

end goal of moving into permanent housing, but they must begin to save money to achieve the goal of moving out. Residents who do not agree to a plan or who do not succeed in passing Stage 2 may be required to move back to Stage 1 or leave the program for a period of time before returning to Stage 1.

- *Stage 3 is the time when transitional residents who have met income and developmental goals for securing housing begin their housing search.*

A transitional resident is moved to Stage 3 when he has demonstrated that he is ready to move into permanent housing, is making progress in saving a sufficient amount of income to support a move and is ready to begin the housing search. Stage 3 residents will be working or attending classes and mentoring Stage 2 residents to ensure that each successive group of program graduates maintains consistent implementation of the Community House Community Standards.

## E. Resident Expectations

### Community House Expectations

The following expectations and practices are required from transitional residents because they will help create an environment in which people are empowered to break the cycle of homelessness and become self-sufficient. The following best practices and conduct will help residents advance through the different program stages, be successful and reintegrate into the community.

- Cooperation with staff and volunteers—responding promptly and appropriately to staff requests and instructions, keeping the common living environments and personal spaces clean and free of debris, and assisting with additional duties as requested;
- Cooperation with fellow transitional residents—willingness to work cooperatively with other residents and managing conflict in healthy ways;
- Following the individualized service plan developed with case workers during orientation, working towards personal goals, contributing to community activities;
- Following the Community Standards and reminding fellow residents of the Community House Community Standards (CHCS); reporting serious infringement of the CHCS to the Residential Services Director;
- Respecting the cultural and religious diversity of other residents;
- Being a positive role model in the wider community.

### Inappropriate Behaviors

Below is a list of offenses that will result in the Community House transitional resident being disciplined or discharged from the program. The consequence resulting from one of these actions will depend on the severity of the offense, the resident's past record of offenses and the service plan developed with a case manager during orientation. Here are some examples of unacceptable forms of conduct and behaviors:

- Non-cooperation
- Verbal abuse
- Inappropriate sexual behavior or threats
- Trespassing on private property
- Theft
- Threat of violence
- Physical violence
- Carrying a weapon
- Violence with a weapon
- Smoking inside the facility
- Alcohol or drug use
- Selling, buying, or distributing alcohol or drugs, or other criminal behavior
- Loitering
- Littering

**Trespass** – When a person is trespassed from the Community House campus, the police will be called and staff will follow the Chapel Hill Police Department's protocols for trespassing persons from properties. A trespass lasts for one year and can only be extended or lifted by notifying the Chapel Hill Police Department. Those who violate trespass orders can be arrested.

## Resident Expectations

**Please Note:** Transitional resident discharges will be reviewed routinely by staff. Discharges have the possibility of being shortened and/or revoked given cooperation and a genuine effort by the affected individual to correct the problem and meeting agreed upon goals.

### **Principles that Guide Expectations and Community Standards**

It is IFC's policy and practice that transitional residents accepted into the Transitional Housing Program will behave appropriately and cooperatively. The following principles guide the program's Community Standards:

- All persons should be treated with respect: Staff, volunteers, and transitional residents will treat each other with courtesy and will show respect for other people's feelings, physical space, and property.
- People need a safe environment to manage and express social customs and cultural differences. Staff, volunteers, and residents will treat each other with respect when resolving conflict situations. Threatening language and fighting are incompatible with Community House principles and developing a safe living environment.
- Diversity and inclusivity are integral to the Community House program. Language should be constructive and respectful to all regardless of race, gender, sexual orientation, religion, ethnicity, age, educational background, and economic circumstances. Racist, sexist, homophobic, and otherwise prejudicial language is incompatible with Community House's commitment to diversity.
- Good citizenship is a core Community House value. Staff, residents, and volunteers are expected to: be good role models in the community; be respectful of neighbors and the property of others; and obey all Town ordinances and reinforce Community House values and protocols. Senior residents will exercise good citizenship and help new occupants with program requirement and their interactions with others. Panhandling, trespassing, loitering, sexually explicit behavior, and harassment are contrary to these values and are prohibited at Community House and other IFC facilities.
- Community House residents are expected to be positive role models and representatives in the community. Community House services will be denied to any individual who regularly and persistently behave contrary to program values and protocols.

## **F. Safety Plan**

### **For Crises Involving Potential Threat to Staff/Volunteers and Public Areas**

1. Staff will be trained in safety plan procedures.
2. Staff should immediately call 911 if there is imminent danger to themselves or others.
3. Volunteers should always call upon a staff member in a crisis situation.
4. In the event of an escalating situation involving two or more transitional residents, staff should immediately ask the individuals involved to separate from one another and clear all other individuals from the scene. If residents refuse to obey, staff members are encouraged to give a verbal warning that failure to obey will result in discharge. If residents refuse to respond, staff members should tell the individuals that they will contact the police. If there is continued failure to obey, staff members should ask others in the area to contact the police, without leaving the scene themselves. Staff members should never put themselves in harm's way by positioning themselves between two or more feuding individuals. An alternative is to direct the less aggressive resident into another room in order to defuse the situation. After the situation has deescalated, staff are encouraged to discuss the situation with the involved residents individually and support them in reaching acceptable solutions to the situation. When appropriate and safe to do so, staff may ask individuals involved to have a group meeting to discuss the matter peacefully.
5. In the event of an escalating situation involving one transitional resident, staff members should instruct the resident to calm down and be respectful of other residents. **DO NOT** attempt to talk through the difficulties of the person if you are uncomfortable or feel the situation is escalating out of control too quickly. In this situation, staff should seek assistance from another staff person or if the situation does not calm down contact the police. If staff feel they can work with the individual calmly and safely, continue speaking with the person to see if the difficulty can be resolved.
6. If staff feel that they can talk with the individual, staff should remove the person from the public setting and use another room to speak with them in private as soon as it is safe to do so. If necessary, staff should inform other staff members of the situation so they can be close at hand for further help.

## Safety Plan

### **For Crises Occurring Within a Staff Office**

1. If staff feel that a client may be a danger, or is in an emotional state where the client does not have a normal level of self-control, it is ALWAYS recommended to leave the door open.
2. Remember to use supportive words and try to help the client find acceptable choices for how to work through the crisis. Talk calmly with a person in crisis only while it is working. If the situation deteriorates and the threat of harm or injury increases, determine whether it is safer to call for assistance or try to leave the room. As much as possible, try to contain the crisis within the office so it is less likely to impact other transitional residents.
3. If you have to ask an individual to leave your office, please follow them out so you can be on hand if the crisis continues and other people are at risk. If necessary, have the police on hand to escort an individual out of the shelter and out of the neighborhood.

### **Post-crisis Procedures**

1. After a crisis, staff members who witnessed the crisis are to complete an incident report if the situation warranted action. Log all police calls made.
2. Staff who have witnessed the incident should collaborate and decide upon the consequences for individual(s) involved per our Actions and Consequences policy.
3. The decision should be reported to the transitional resident(s) in writing only after the incident has been resolved and the situation has stabilized. Any discharge should be communicated to the resident(s) as a decision made by the agency as a whole and not one individual, as outlined in the Actions and Consequences policy. Staff members may wish to have another staff member present when resident(s) are informed of a discharge.
4. Discharges are to be recorded in the Discharge Log, and a copy of the discharge will be placed in the transitional resident(s)' case record.



## **G. Proposed Security Measures for Community House**

1. Community House will be staffed on a 24/7 basis by IFC staff, volunteers and senior transitional residents.
2. Care has been taken to adapt the required landscape screening to enhance the ability of the Police Department to monitor the building and its surroundings.
3. All outside doors will be locked from 8:00 p.m. to 7:00 a.m. each day. All transitional residents and shelter guests will remain in the building between 8:00 p.m. and 7:00 a.m. unless
  - a. the resident has made previous arrangements with IFC staff, e.g. to work a late shift, attend a class or community meeting, fulfill a volunteer service commitment, etc..
  - b. released to the custody of law enforcement or medical care providers.
4. Digital security cameras, with taping capability, will be in place throughout the public spaces on both the first and second floors. Staff will be trained to monitor and operate camera equipment. Electronic security information will be monitored multiple times during each shift.
5. Digital security cameras, with taping capability, will be in place covering the complete perimeter of the building, including the driveway leading to the building. Staff will be trained to monitor and operate camera equipment. Electronic security information will be monitored multiple times during each shift.
6. Outdoor lighting of the building and grounds will be laid out in cooperation with the Police Department to thoroughly illuminate the site.
7. Community House will be a referral-based program and no drop-ins by candidates for emergency shelter and transitional housing services will be permitted. Exceptions will be provided to law enforcement or EMS personnel.
8. The no visitor policy will be in force for all program participants unless prior approval by management staff is given.
9. Alcohol and other illegal drugs will not be allowed on the Community House property.
10. All transitional residents will be required to maintain sobriety during their stay at Community House or face expulsion from the program.
11. All transitional residents are expected to be respectful and compliant with Community House policies and expectations; non-cooperation and unruliness will lead to expulsion from the program.
12. Every transitional resident/shelter guest dismissed from Community House will be given specific reasons for the dismissal, advised about required steps and standards for readmission, tentative dates for reapplication and, if applicable, a voucher for transportation to another location where they can receive services.
13. IFC staff will continue their ongoing communications and cooperation with the Chapel Hill Police Department and will encourage the department's use of Community House as a site to complete paperwork, to visit with transitional residents, and to check in with program staff.
14. Comprehensive Community House services are for the residents of the Transitional Housing Program. Robert Nixon Free Clinic for the Homeless will provide health care for HomeStart and Community House residents. Shelter guests will receive limited services including access to a first-floor shower facility, laundry facilities and morning snacks. They can be seen at the medical clinic during their use of the emergency shelter cots.

## Proposed Security Measures for Community House

15. Shelter guests will be pre-screened at an off-site location to assure:

- compliance with all eligibility requirements;
- completion of required federal homeless form;
- completion of required federal homelessness verification form;
- completion of a background check;
- that the person is not listed on the national sex offender registry;
- possession of a government-issued ID or working with IFC to obtain.

Any person using Community House services must meet the above criteria or be referred by law enforcement, court officials, or other bona fide agencies. In the event that shelter guests do not have a current picture ID, they will be issued an IFC picture ID upon admittance and IFC will assist individuals in attaining a valid picture ID from the North Carolina Department of Motor Vehicles at no charge.

16. Shelter guests will be transported to and from the facility each day.

## H. Advisory Committee Roster

1. Rick Allen	IFC Board member
2. Augustus Cho	Northwood V resident
3. Linda Convissor	University of North Carolina (UNC)
4. Tina CoyneSmith	Parkside I
5. Rick Edens	United Church of Chapel Hill
6. Lisa Fischbeck	The Episcopal Church of the Advocate
7. Patti Fox	First Church of Christ, Scientist
8. J Freeman	CASA resident
9. Solomon Gasana	Housing for New Hope
10. Steve Kirschner	Parkside II
11. Gary Harwell	Community House resident
12. Eleanor Howe	North Forest Hills resident
13. Trish Hussey	Freedom House
14. Patrick Jones	Orange United Methodist Church
15. Jason Kirk	Northwood V
16. Kathy Murray	Parkside I
17. Mark Peters	A Better Site
18. Josh Ravitch	Larkspur resident
19. Carl Schuler	Vineyard Square HOA
20. Jennifer Smith	Harrington Bank
21. Laurie Tucker	Community House program director
22. Janice Tyler	Orange County (Senior Center)
23. Danny Woldorff	Northwood V resident

### Notes:

- **12 of 23 live in area neighborhoods;**
  - a. 2 of the 12 represent their congregation;
  - b. 1 of 12 represents A Better Site.
- **7 of 23 work or worship in area;**
  - a. 4 of 7 represent their congregations (the Episcopal Church of the Advocate, First Church Christ Scientist, Orange United Methodist Church, or United Church of Chapel Hill);
  - b. 2 of the 7 represent area-wide agencies (Senior Center/ Dept of Aging & Freedom House);
  - c. 1 of 7 represents a private-sector business – Harrington Bank
  - d. The 7 counted in working in the area does not include area residents who primarily work from home.
- **4 of 23 are affiliated with the IFC:** a board member, the director of Community House, and both a current and former resident.
- **4 of 23 are affiliated with local institutions or agencies:** Freedom House, Housing for New Hope, Orange County Department of Aging and the Seymour Senior Center, and UNC-Chapel Hill.

## I. Reporting Template

The IFC’s Residential Services Director will report the following information to the IFC Board of Directors and the Community House Advisory Committee each month. The report will be posted to the IFC’s website after it is accepted by the IFC Board at its monthly meeting.

<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					
Reversions to Stage I					
Departures from Stage I					
Total Stage I residents at the end of the month					
Graduations to Stage II					
Reversions to Stage II					
Departures from Stage II					
Total Stage II residents at the end of the month					
Graduations to Stage III					
Departures from Stage III					
Total Stage III residents at the end of the month					
Graduations from Program					
Average # of beds filled					
% of beds filled					

Reporting Template

Emergency Shelter	This Month	Total for the Year	This Month Last Year	Total for Last Year	% Change for Year
# of nights shelter open					
Average # of overnight guests					
total # of guests, duplicated					
total # of guests, unduplicated					
# of nights # of guests > 17*					
<b>Safety and Security</b>					
# of guests admitted with current, government-issued photo ID					
# of guests admitted with other ID					
# of guests admitted without ID*					
# of on-premises admissions resulting from police or emergency services request*					
# of times a resident or guest left Community House after curfew without authorization*					
# of times when staff instructed someone to leave the premises*					
# of times when 911 and/or police are called to premises for non-medical reasons*					
# of times a resident or guest charged with a crime that occurred on premises*					
<b>* if this occurs, the monthly report will include an explanation as well as a count</b>					