



**TOWN COUNCIL**  
**Committee to Assess Homelessness in Hyannis**  
**Selectmen's Conference Room**  
**Monday September 26, 2016**  
**MEETING MINUTES**

**I. BUSINESS**

**A. Roll Call:**

**Members present:** Chair of Committee Councilor Jennifer Cullum, Councilor James Crocker Jr.; Deb Krau; Councilor Debra Dagwan. **OTHERS IN ATTENDANCE:** Chief Paul MacDonald; LT. J. Challies; SGT. J. Ellis, Barnstable Police; Mark S. Ells, Town Manager; Heidi Duffy, President & CEO, Duffy Health Center. **ABSENT:** Councilor James Tinsley; Councilor Frederick Chirigotis

Chair of the Committee Councilor Jennifer Cullum opened up the meeting at 6:05 with public comment. Seeing no public comment, Chair closed public comment.

Chair of Committee introduced Heidi Nelson, President & CEO, Duffy Health Center to give an update on the outreach coordinated efforts. (See report below) Ms. Nelson explained that at the last meeting of the Homelessness Committee she was asked to bring a report back after she met with the various agencies regarding how each felt regarding this summer. Ms. Nelson started her report to the Committee at the end of her report to give the Committee an idea of how it went this summer in particular with the coordinated efforts of everyone. Most of the outreach occurred in the Coffee House. It is considered the meeting place for everyone to touch someone who is homeless or needs services. There were more individuals this summer seeking help than past times and she attributes this to the police and the outreach that is done at the Coffee Houses. The concern now is housing affordability. We may have individuals that are ready for houses and have a voucher, but there are no homes for these individuals.

Ms. Nelson stated that Falmouth is looking for a Coffee House style environment to look at their homeless as well, so other Towns are now dealing with the same issue.

**Update from Street Outreach Coordination Team**  
**September 20, 2016**

**Conclusions**

The members of the group concluded that this summer was the strongest effort ever seen to help people who are homeless and on the street. The coffee house continues to be a gathering place and focus for reaching street people. Long-term people are getting services, and a number of people have been helped to leave the Cape. Communication has been great. When people are ready to accept services, we can jump on it right away. People who have been a particular negative influence have been moved along, and this has changed the tone. The CCIT is thriving and making great strides with the most difficult individuals.

Areas of continued concern are the lack of availability of affordable housing for people when they are ready to be housed. Pilot House has been changing and is not currently accepting referrals. There are some early efforts to expand DMH housing. Falmouth wants a coffee house, and Provincetown is looking for more support. There is a sense that other Cape communities are seeing an increase in

camping. Kalmus Beach continues to be a problem area but we are not sure how current this information is.

Deb Krau reports that the residents have noticed a difference, and she has encouraged them to raise issues directly with the BPD, rather than just talking to each other.

Sgt. Ellis says ‘we have come such a long way,’ and she is very appreciative of the assistance of the street outreach workers. Working with the team has been a very rewarding aspect of her job.

## **START OF HER REPORT:**

### **Reporting to Homeless Committee**

Heidi will report to the Town Council Homeless Committee on Monday, September 26. Heidi will bring the latest report from the outreach workers on numbers.

Lt. Gov. Karen Polito will be visiting the Cape on October 11 for an update. Both Heidi and Pat are on vacation that week we have not identified someone to report on behalf of our outreach group.

### **Town of Barnstable Outreach Coordinator Position**

The position was not filled over the summer. Our collective view on the position is that we operated very smoothly and effectively this summer without a position, but the group sees benefit to having Town involvement in managing the homelessness issue in Hyannis and would welcome the town outreach coordinator as a collaborating partner.

### **Coordination Meetings for Homeless Service Agencies and Outreach Workers**

***Main Street Initiative:*** Both the policy level and street level groups are no longer meeting regularly. The policy level group will meet as needed. The street level group has evolved to become a weekly (Tuesday, 9:00 a.m.) coordination meeting called by Sgt. Ellis, the purpose of which is to coordinate efforts for the week, case conference around who’s in crisis and needs the focus of the group, and updates from the previous week. This group does not have a name yet. The list of people being served by the outreach workers (currently only includes HAC and Duffy) is available to track the work of the group.

***Coordinated Entry System:*** Program directors and staff who work with chronically homeless individuals meet bi-weekly to maintain a prioritized list of persons Cape-wide and match them to housing resources. Prioritization is based on an extensive assessment of each individual. Information-sharing release forms are obtained from the clients so agencies and police can talk freely about diagnoses and services needed. This meeting is organized by the Regional Network on Homelessness and has a regional focus. The assessments are done by Duffy Health Center staff but will be expanded to other agencies. Some housing units and vouchers are provided through the state Social Innovation Financing program for reducing chronic homelessness.

Chair of the Committee asked if this would change now that the Catholic Social Services is taking over the management of the NOAH Shelter. Ms. Nelson answered yes; they have their own program for this and will be implementing it when they take it over.

***Boots on the Ground:*** Outreach workers meet once a month (3<sup>rd</sup> Wednesday at 1:00 p.m.) to focus on one or two very complex individuals to develop a collective plan.

***Community Crisis Intervention Team:*** This meeting occurs monthly and includes staff from the Barnstable Police Community Impact Unit, the police prosecution unit, Barnstable District Court Probation Department (quarterly the meeting includes a judge), Cape Cod Healthcare, Vinfen, Department of Mental Health, Baybridge Clubhouse (Vinfen), Duffy Health Center, and the Housing Assistance Corporation. The meeting focuses on systems level issues and facilitates a multi-agency approach to addressing problems within the target population which includes the homeless, persons with substance use disorders and persons living with serious mental illness. Individuals in need of services are identified and case management is discussed including innovative strategies for jail diversion and implementation of support services to ensure as an efficient and effective effort as possible. The establishment of a CCIT and monthly CCIT meetings are a requirement of the DMH grant received by Barnstable Police to maintain their Innovative Jail Diversion Program.

### **Basic Needs Resource Closet(s)**

Since June 1, basic needs items such as toiletries, socks, underwear and clothing including coats, hats and gloves are available through a closet maintained at the NOAH shelter. The closet is accessible during the week during the day when at least two staff are on each shift. There is a resource closet at the Salvation Army which is generally available during the day during the week, although Bob Lynch can access at any time.

### **Assets Available for Street Outreach- Hyannis Main Street**

\*\* NEW Resources in 2016

#### **Day time hours, Monday through Friday**

\*\**Two Full Time Outreach Workers-* Housing Assistance Corporation

Monday through Friday, day time hours

\*\**Outreach Case Manager-* Duffy Health Center

Tuesday through Friday, day time hours

*Homeless Outreach Team-* Vinfen

Available by telephone to CIU officers for mental health outreach and engagement

*Street Outreach Worker-* Council of Churches

Available at the Salvation Army and limited street outreach in the afternoons

*M25 Volunteers*

Help with rides and resources as needed, but mostly available on Wednesdays; zero red tape

### **Weekend and Evening Hours**

Due to staffing changes, Council of Churches no longer staffs street outreach in the evening and on the weekend. We asked the CIU officers to monitor needs during those hours. HAC and Duffy offered to do occasional evening patrol with the CIU officers as needed.

### **Early Morning Hours**

All outreach workers are available for Dawn Patrol- occasional early morning canvassing of doorways, the green, benches, and alleys- with CIU officers

### **Outreach to Camps**

All outreach workers are available as needed to outreach to the camps with the CIU officers

### **Additional Resources**

Outreach resources have been expanded to include a staff person from the Wampanoag Tribe and the needle exchange. These have been powerful and meaningful collaborations in helping to reach out to members of the tribe, and IV drug users. Kim Powers from the needle exchange help by cleaning up sites, identifying spots where people are using, following up on requests from the CIU, and focusing their outreach on people active in their addiction.

### **Data**

Pat Cawley reported that the August outreach report included 59 people who received 104 outreach encounters. Many people are engaged at the coffee house but they focus on the street people. It's not safe to meet with people in the camps, and there aren't that many folks on the green. The presence of the CSOs has scattered them.

Channel 99 airs a program called Duffy Doing's; she encourages other to watch as they do programs regarding the homeless. The air dates are Wednesday, Thursday, and Friday's

Our motto is 'not a lateral but a hand-off.'

On behalf of the group, reported by:

Heidi Nelson, CEO, Duffy Health Center

Chair of the Committee asked about the camps that popped up on Old Colony again. What is the status of those? SGT. Ellis reported that the Street Unit is working with the couple to get them moved out of there, and to the shelter. We have asked the Department of Public Works to do some more clearing in that area to open it up and make it more visible and to remove the rest of the debris. The Kalmus camp was extremely hidden and very difficult to get to and remote, the officers went out there but at the time they were not there, but they will try again to connect to whoever it is.

Councilor Debra Dagwan asked who these individuals are, are they young people or families. SGT. Ellis responded they camp on Old Colony was two gentleman chronic homeless, the other was a couple who have been together for a while, substance abuse issues, who were just evicted from their

apartment, which forced them into the camps, but they were at the Coffee House and were engaging in service and help, so they are willing.

Chair of the Committee mentioned she has asked her constituents to call her anytime if they see something suspicious, as she can make things happen and make phone calls to help with the situation, so she always says call me.

Chair of the Committee asked Heidi if the takeover of NOAH by the Council of Churches is this going to impact what we have already going with the services and reporting. Ms. Nelson said it is too early to tell, but she does not see a barrier or an issue going forward, as she went to the presentation by the Council of Churches.

Councilor James Crocker asked now that the cold is approaching, do we see any more activity with camps. Ms. Nelson said no the cold weather is really a deterrent to camping outside, it gets really cold, and the shelter has always had a policy that if the temperature gets to 32 degrees or below, those not normally allowed in the shelter for whatever reason are allowed to sleep in the foyer on very cold nights, so the shelter does not turn anyone away in the cold weather.

Deb Krau said that there are differences as explained last week in the meeting when it was announced that the Council of Churches was going to take over, the shelter will be fully licensed capacity, and also that it may not be quite as dry as the shelter has been in the past. She feels there will be an opportunity to stay connected to the shelter.

Mark S. Ells, Town Manager spoke about the management change at the NOAH Shelter. He spoke with Rose Evans regarding the transition, and the concern moving forward with regards to communication, Rose did say nothing should change; he has not yet sat down with the new management team yet, but does not see any issues moving forward. There will be a Housing Assistance vote next week by the Board when the new management takes over. Town Manager Ells mentioned he is asked a lot of times if the effort in relocating the shelter has stopped and his answer is always been the same, we are not looking to stopping the efforts in relocating the shelter in another area. Town Manager Ells said that the individuals that need to be at the table are the state; they are the funding source and absolutely need to be a part of the discussions.

Chair of the Committee said in the beginning as she stated and has stated all along is we we needed two very important stakeholders at the table, one was our administration, and the other is the state. We now have our administration and we need the state, this is crucial moving forward.

Deb Krau stated that with so many new players, and us as the transitional group we worked strongly in getting the focus out of Hyannis for expanded services, and believes that is going to be a difficult discussion, they have looked at areas in Hyannis for expanded services, and are looking for land as well. Deb would strongly support a Homeless Coordinator position because there are still a lot of agencies not represented like CHAMP Homes and others; we need to look at other villages as well for housing and not have it concentrated just in Hyannis.

Councilor James Crocker Jr. asked what the agreement is between the Council of Churches is and the Housing Assistance Corp. Town Manager Ells stated he does not know what the agreement was, but he would find out the specifics and let the Committee know.

Chair of the Committee said that should be our next focus is what type of housing models will work for Barnstable, she would like to see some ideas on this, because if this is where our focus needs to be then that is where we need to focus, we have heard that there is no place to put these individuals.

Deb Krau mentioned that the plan they introduced was a 45 day stay at the shelter and then you move on, but our problem is where are they going, and is 45 days enough for some individuals to learn life skills enough to live on their own.

Town Manager Ells said we need to clarify the process with the state to find out what it is we need to have them buy in to an idea for housing. We need examples on what is working in other areas that also might work here, but we need to be clear when we go to the state for help.

Councilor James Crocker asked if there was any architect that could draw up a simple plan for housing concepts. Can we do this in house to get a preliminary drawing of what a house might look at

for functionality? Town manager Ells said he would do this for the next meeting. There is going to be a meeting on October 11, 2016 at 10:30 at the Town Hall with all the players that have a stake in this issue.

Chair of the Committee Jennifer Cullum asked for a motion to accept the meeting minutes of September 12, 2016 as written, Councilor James Crocker Jr. made the motion to accept the meeting minutes of September 12, 2016 as written, Deb Krau seconded the motion, all members present voted in favor of accepting the meeting minutes of September 12, 2016 as written.

ADJOURN: 7:15pm

NEXT MEETING: October 6, 2016 at 6pm Selectmen's Conference Room