



**WELCOME**  
WE'RE GLAD YOU'RE HERE!

# Town of Waynesville

Task Force on Homelessness

July 23, 2020

# Agenda

## AGENDA

**Town of Waynesville  
Task Force on Homelessness**

**Thursday, July 23, 2020**

**6:00—7:30 PM EST**

**Location:  
Public Services Building  
129 Legion Drive**

**Meeting Facilitator:** Amy Murphy-Nugen

**Attendees:** Attendee list

**Please read:** June 25, 2020 Minutes (available here:  
<https://www.waynesvillenc.gov/homelessness-task-force> )

**6:00—6:10**

### **Welcome and Introductions**

Welcome Message, Purpose of Meeting  
Logistics  
Roll Call

**6:10—6:30**

### **Review Task Force Charge, Guiding Principles**

Feedback from Task Force Member Survey  
(i.e. guiding principles, meeting schedule, decision-making)

**6:30—7:30**

### **Work Plan & Process, Communications**

12-month Process  
Initial Actions:  
Key Issue Discussion (i.e. what is rapid response, what involves longer-term planning/action)  
Rapid Response Planning  
Work Plan & Work Groups (as time allows)  
Communications:  
<https://www.waynesvillenc.gov/homelessness-task-force>

# If you leave home, know your Ws!



## WEAR

a cloth covering over  
your nose and mouth.



## WAIT

6 feet apart. Avoid  
close contact.



## WASH

your hands or  
use hand sanitizer.

@NCDHHS

#StayStrongNC

## Meeting Logistics

Meeting Materials:  
<https://www.waynesvillenc.gov/task-force-homelessness>

Adhering to NC DHHS COVID-19  
Guidelines

Facilities

# Roll Call

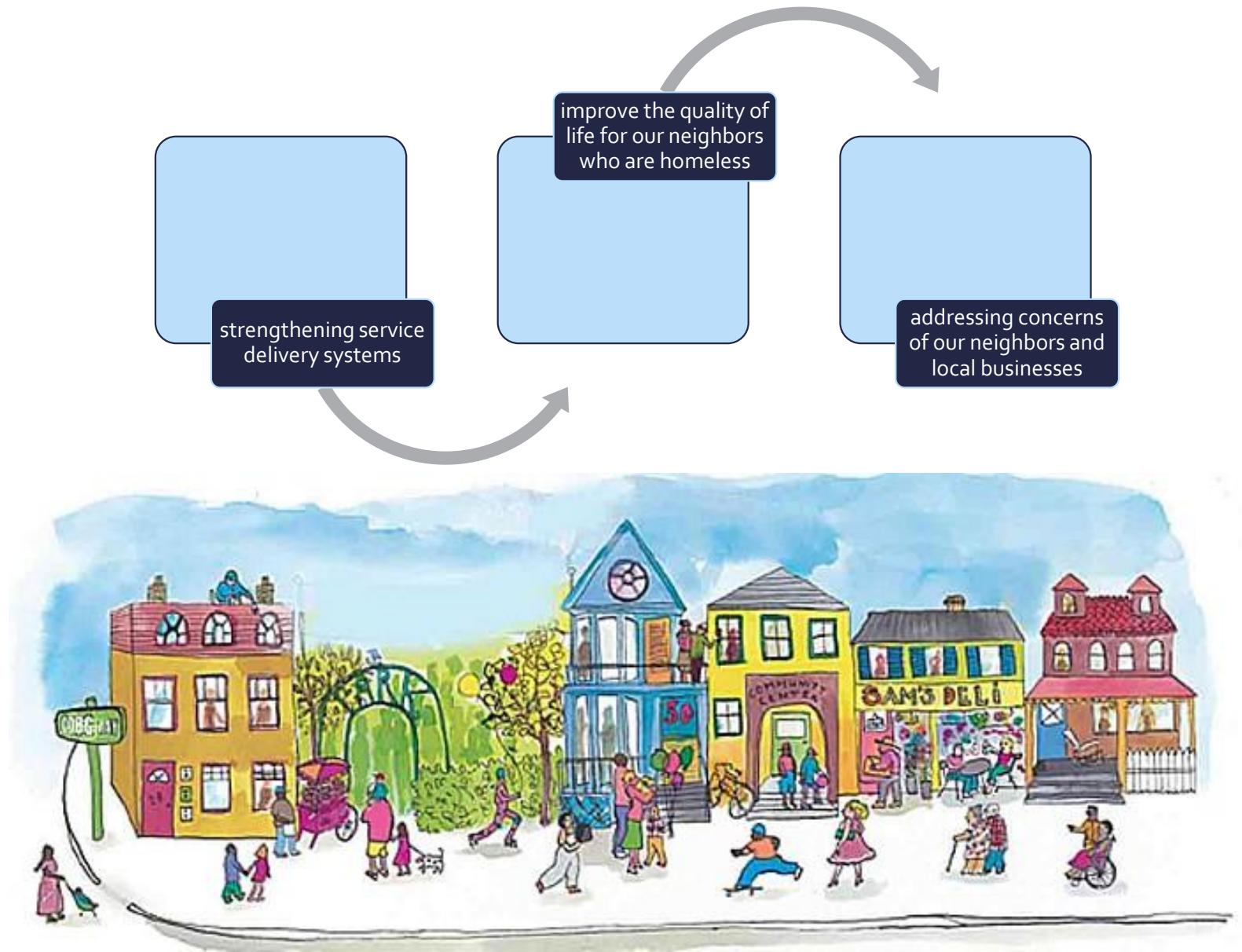
TOW TFH Members		
Police Chief David Adams or appointee	Commissioner Kevin Ensley	Amy Murphy-Nugen (interim Chair)
Juleah Berliner	Keri Guidry	Linda Nulsen
Dale Burris	Bill Guy	Theresa Pierce
Nathan Cartwright	Mandy Haithcox	Joey Reece
Sheriff Greg Christopher or appointee	Laura Howell	Joslyn Schaefer
Bob Cummings	Jon Lynn McDermott	Alderman Anthony Sutton
Patsy Davis	Neese Morris	Brandon Wilson

## Charge from Mayor & Aldermen

1. Research the demographics of persons who are homeless in Waynesville and the causes of homelessness;
2. Examine stigmatization, criminalization and discrimination associated with homelessness;
3. Conduct a gap analysis to identify needs, existing community capacity, and additional resources necessary to prevent and respond to temporary and chronic homelessness; and,
4. Developing a collaborative community action plan to fill system gaps and improve existing programs.



# Continuum of Community Opportunities



# Task Force Member Responsibilities & Expectations

- Collectively, represent all sectors which serve individuals who are homeless
- Members should commit to the goals and objectives of the Task Force.
- Members should commit to attending at least 2 meetings per month and serving on at least one subcommittee/work group.
- Members should be residents of the Town
- In addition to members who represent the concerns of town residents, the members who are agency representatives should be those who have the ability to commit the resources/money of their organizations and/or who can obligate their agency or organization to collaboration in crafting solutions to homelessness.



# Local Conditions: How did we get here?

Lack of affordable housing options

Perceived increase in the number of individuals who lack secure and stable shelter

Identification of encampments (i.e. bridges, cars, abandoned buildings) serving as shelter

Public health and safety concerns expressed by neighbors in proximity to encampments and/or individuals who are homeless

Community and leadership agreeing that preventing and addressing homelessness is a shared priority



# Proposed Work Process

## Estimating 12-month process

### Initial Actions:

- Guiding principles
- Determining meeting schedule: how often? how long? when? where? Proposing for first 3 months to meet twice a month
- What will be our process of decision making? Voting? Simply majority?
- Identify Rapid Response, Immediate Impact Actions for next 3 months



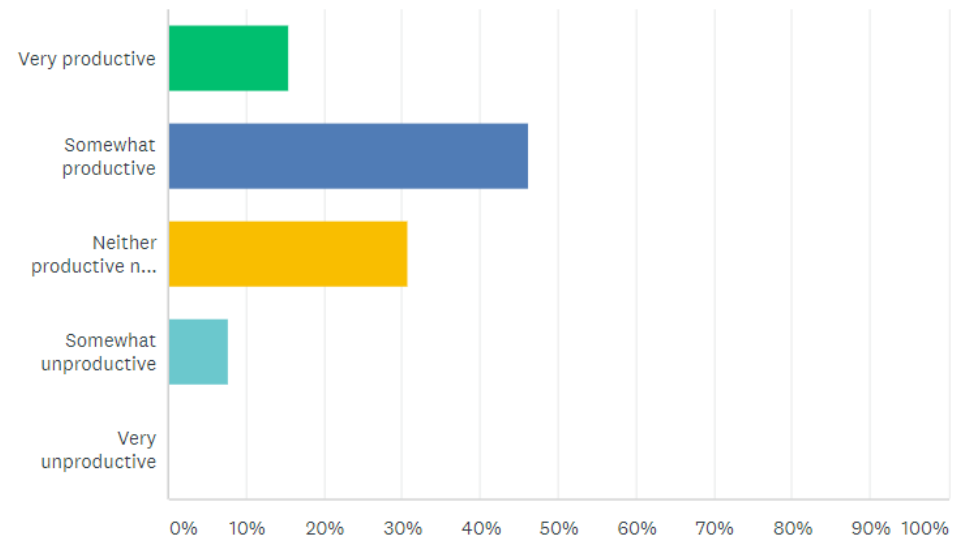
# Survey Results

Task Force on Homelessness



## Overall, how productive do you think the meeting was?

Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Very productive	15.38% 2
▼ Somewhat productive	46.15% 6
▼ Neither productive nor unproductive	30.77% 4
▼ Somewhat unproductive	7.69% 1
▼ Very unproductive	0.00% 0
<b>TOTAL</b>	<b>13</b>

# Feedback on Meeting Productivity

## Sample of Open-ended Comments Reflecting Feedback

### Very Productive/Somewhat Productive (61.5%)

- Covered important procedures & objectives
- Organizational meeting—would like more interaction
- First meeting—challenges of video-conference

### Neither Productive/Unproductive (30.8%)

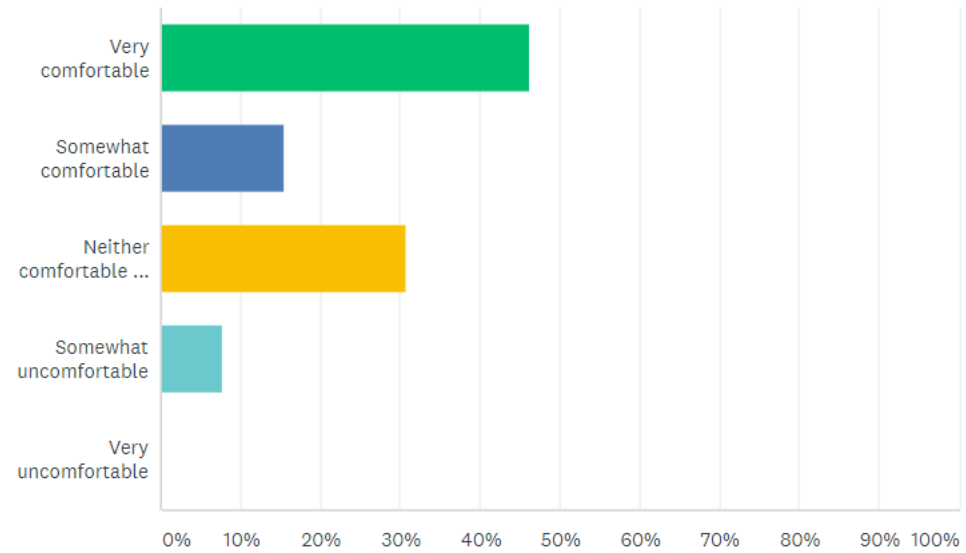
- Size of task force
- People hesitant to share
- Necessary tasks of first meeting

### Somewhat Unproductive (7.7%)

- Frustrated—people found it challenging to communicate

## How comfortable did you feel sharing your opinions in the meeting?

Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Very comfortable	46.15% 6
▼ Somewhat comfortable	15.38% 2
▼ Neither comfortable nor uncomfortable	30.77% 4
▼ Somewhat uncomfortable	7.69% 1
▼ Very uncomfortable	0.00% 0
<b>TOTAL</b>	<b>13</b>

# Feedback on Feeling Comfortable Sharing Opinions

## Sample of Open-ended Comments Reflecting Feedback

### Very Productive/Somewhat Productive (61.5%)

- Need to be open & honest with one another
- Prefer face-to-face conversation
- Perceived that some comments were harsh and resulted in some hesitation in sharing (i.e. chat)
- As a whole, open—different opinions/priorities shared—but willingness to find solutions; openness to not only sharing opinions but observations/perspectives

### Neither Productive/Unproductive (30.8%)

- Uncomfortable
- Comfortable
- Willingness to allow all members to share their thoughts is important—acknowledging humanity—demonstrating grace

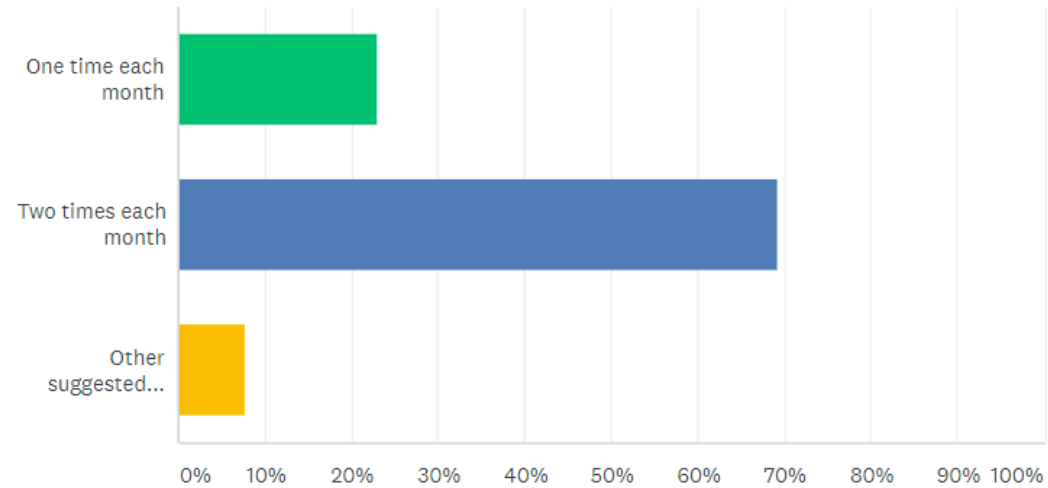
### Somewhat Unproductive (7.7%)

- No comments provided



## For the first 3 months of our work together, how often do you think we should meet?

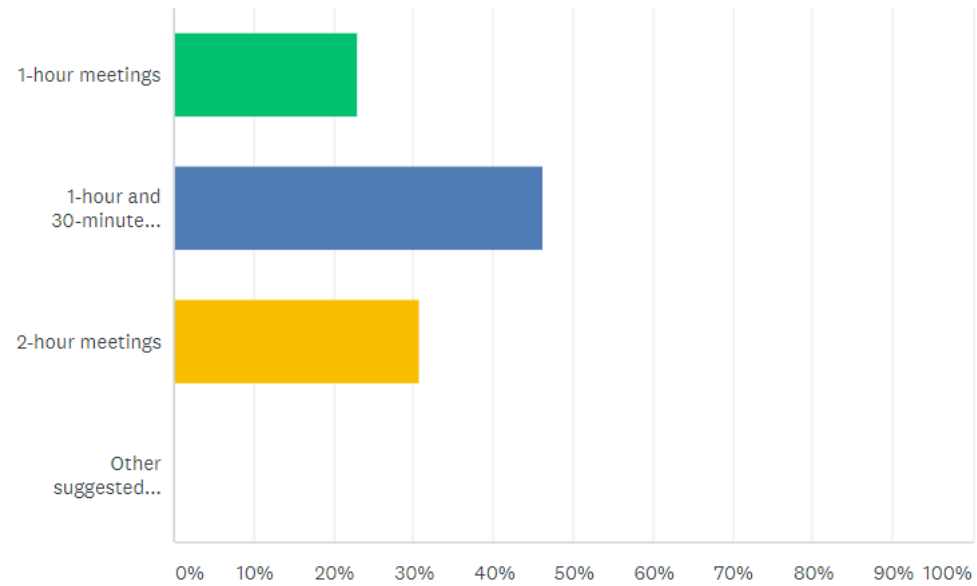
Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ One time each month	23.08% 3
▼ Two times each month	69.23% 9
▼ Other suggested frequency of meetings: Please offer your suggestion here	<a href="#">Responses</a> 7.69% 1
<b>TOTAL</b>	<b>13</b>

## How long should our meetings last?

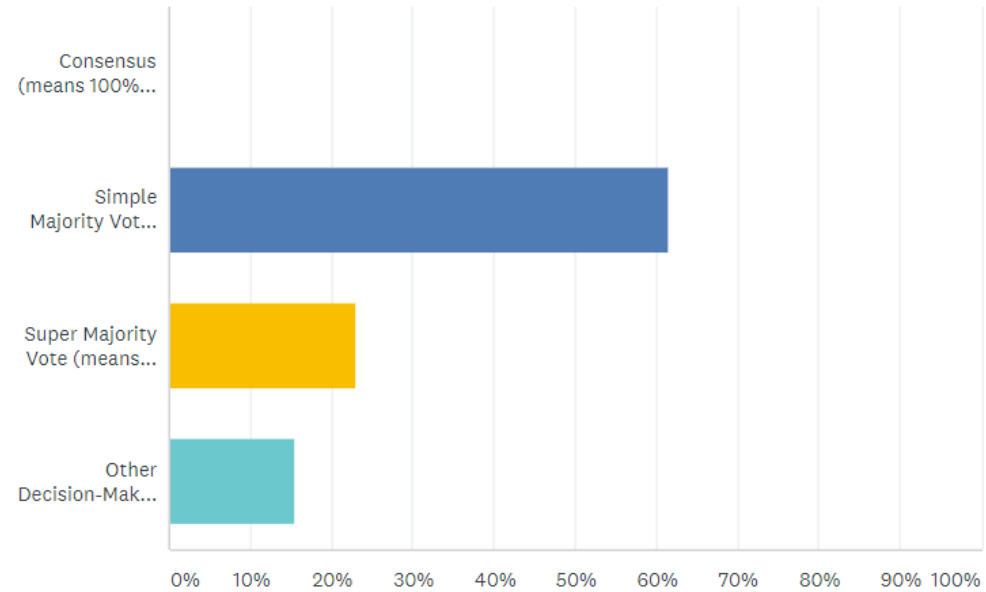
Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ 1-hour meetings	23.08% 3
▼ 1-hour and 30-minute meetings	46.15% 6
▼ 2-hour meetings	30.77% 4
▼ Other suggested length of meetings: Please offer your suggestions here <a href="#">Responses</a>	0.00% 0

## What process do you think the task force should use to make decisions?

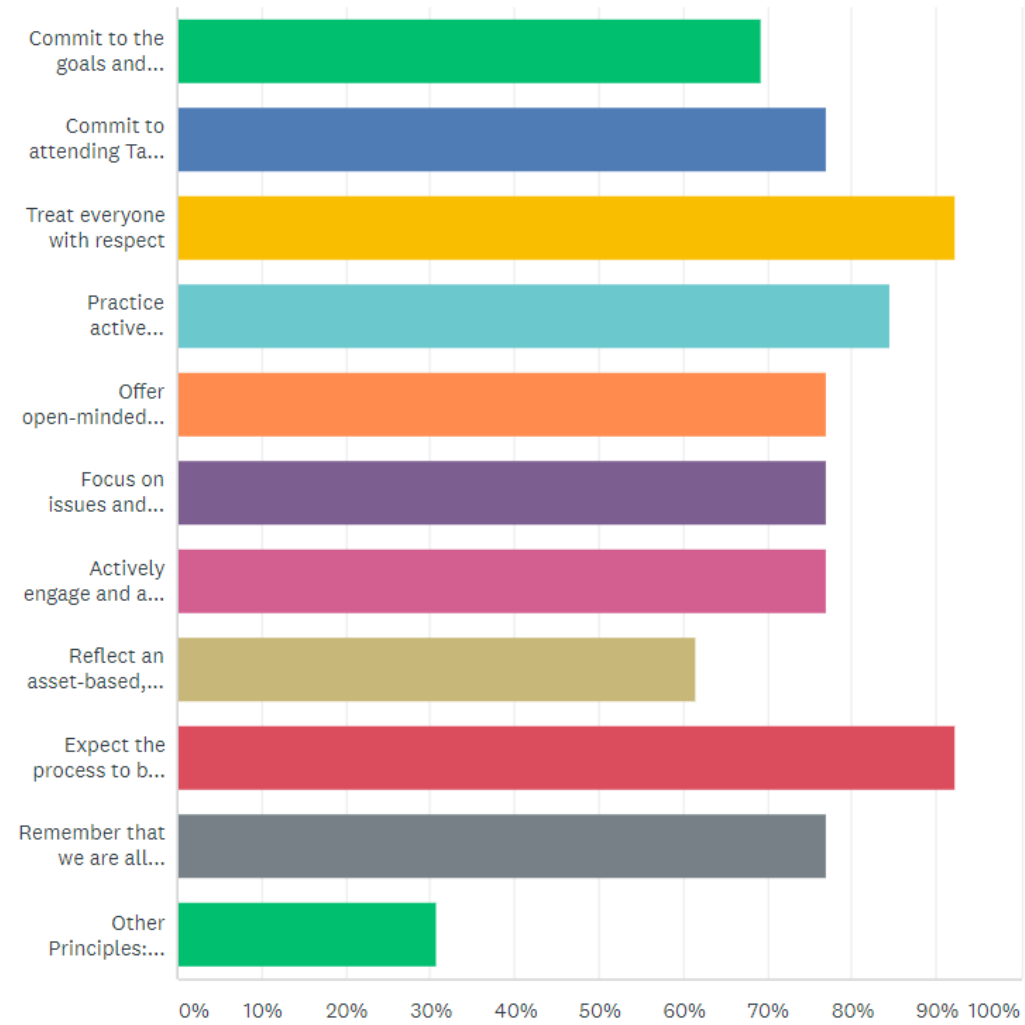
Answered: 13 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Consensus (means 100% agreement among all task force members)	0.00% 0
▼ Simple Majority Vote (means more than half of all members)	61.54% 8
▼ Super Majority Vote (means more than 2/3rds of all members)	23.08% 3
▼ Other Decision-Making Process: Please share your suggestions here <a href="#">Responses</a>	15.38% 2

"How" the task force does it work together will be important in helping us to accomplish and sustain the work and tasks we do together. Guiding principles will provide a common understanding of task force interactions and prepare us for success as we engage in this work together. Collaboration is worthwhile--but it can sometimes be difficult and often challenging. Reaching agreement on a common set of guiding principles will help prepare us to effectively complete the charge given to the task force. I have suggested some possible guiding principles below. Please select the check box next to the ones you think we should adopt and feel welcome to offer any additional principles below.

# Guiding Principles Prompt



69.23% n=9

- Commit to the goals and objectives of the Task Force

76.92% n= 10

- Commit to attending Task Force meetings and actively participate on at least one work group–

92.31% n =12

- Treat everyone with respect

84.62% n=11

- Practice active listening--listening first to understand

76.92% n=10

- Offer open-minded consideration--including embracing respectful and productive disagreement and dissent as essential to developing sound decisions

76.92% n=10

- Focus on issues and avoid personalizing criticism

76.92% n=10

- Actively engage and also practice self-restraint (i.e. share speaking time)

61.54% n=8

- Reflect an asset-based, solution-focused, data-informed approach to decision-making

92.31% n=12

- Expect the process to be messy & uncomfortable at times

76.92% n=10

- Remember that we are all neighbors



# Guiding Principles: Other Suggestions

Be data driven

I think we actually need to "practice" active listening. Like spend some time asking clarifying questions and paraphrasing what we've heard. This is a skill that has to be practiced....Another principle -- could we rotate who is responsible for helping us abide by these principles? Maybe one person that can rotate each meeting to whom the group gives permission to help the group slow down and abide by our communication principles?

Remember that all discussions center on fellow human beings; refrain from the dehumanization of any individual or group.

All the above (proposed principles)

# Feedback to Open-ended Question

- Prefer face-to-face meetings (3X)
- Way to distinguish TF members in zoom meetings (yes, “panel”)
- Perception that individuals who are homeless are treated more fairly than the citizens of Haywood county
- Balance responding to needs of people who are homeless and business owners, other residents
- Identify best practice models that have worked elsewhere
- Need to both recognize diversity of perspectives but also acknowledge task force has a charge

# Summary of Feedback: Task Force Process

Meet two times/month for first three months

Meet for 90 minutes

Decisions are decided by simple majority (clarify: more than half of all members = 11; or those who are present?)

Guiding principles

Meeting format—hold discussion/decision until end of meeting: face-to-face or zoom

# Key Issue Discussion

Rapid Response & Long-term Planning & Action

## Rapid Response & Long-term What does that mean?

Rapid Response: Immediate opportunity that is meaningful and attained within next 3 months

Long-term Planning & Action: Opportunity that is meaningful, more complex, likely take next 4-12 months to attain

## “Meaningful”: Outcomes Change

*KABBE Change Model*

**KNOWLEDGE**  
**ATTITUDE**  
**BELIEFS**  
**BEHAVIOR**  
**ENVIRONMENT**



# Key Issue: Evictions & Foreclosure

Increases associated with COVID-19 economic impacts & protections ending

Haywood Co. Sheriff's Office reported 2 evictions last week, 6 scheduled for this week

"Homelessness could increase nationally by between 40 to 45 percent this year compared to January 2019, according to a Columbia University study" (Community Solutions, 2020, para. 1).



# Key Issues: Brainstorming Activity

Survey Feedback

\*Please see Handout\*

- Brainstorming/Feedback Activity:

1. Using the handout provided, brainstorm (i.e. come up with ideas, initially without filtering them) up to 10 changes you think would benefit our community in:

- strengthening service delivery systems
- improve the quality of life for our neighbors who are homeless
- addressing concerns of our neighbors and local businesses who are impacted by their proximity to homelessness
- If it helps—think in terms of KABBE outcome changes

2. Once you have your list of 10 changes, note whether you think the change is more of a rapid response action (next 3 months) or long-term (4-12 months). Place an “R” (rapid response) or an “L” (long-term) next to each change.

3. Now—prioritize your top rapid response change. Note this number one change by placing a star next to it.

4. Lastly, be prepared to share your number one rapid response change.

**\*\*Please keep your worksheet and make sure to leave it on your table so I can log all the brainstormed changes.\*\***





# Working Groups

# Social Determinants of Health

Economic Stability	Neighborhood and Physical Environment	Education	Food	Community and Social Context	Health Care System
Employment	Housing	Literacy	Hunger	Social integration	Health coverage
Income	Transportation	Language	Access to healthy options	Support systems	Provider availability
Expenses	Safety	Early childhood education		Community engagement	Provider linguistic and cultural competency
Debt	Parks	Vocational training		Discrimination	Quality of care
Medical bills	Playgrounds	Higher education		Stress	
Support	Walkability				
	Zip code / geography				

## Health Outcomes

Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations

# Proposed Working Groups

Structure: 1-2 TF members on each working group, 3-5 community members invited to join (4-7 total in each working group), TF member takes the lead in convening; each group reports progress at TF meetings

Data Collection Team (separate or integrated??)

Health Team—include physical, mental/behavioral—including substance use

Economic Stability Team—business support, employment/income support

Community & Social Connections Team: homeowner support, 2. support systems, social cohesion

Education Team : prevention, early intervention

Eviction & Foreclosure Mitigation Team

# Working Groups: Planning Activity

Survey Feedback

\*Please see Handout\*

- Working Group Planning Activity:
    1. Using the handout provided, indicate which working groups you are interested in serving on
    2. Either on your own—or in quiet discussion with the TF member sitting nearest to you, respond to the following questions:
      - For each working group:
        - What do we know about \_\_\_\_\_ that we need to know? (i.e. known-knowns)
        - What don't we know about \_\_\_\_\_ that we need to know? (i.e. unknown-knowns)
        - What don't we know that we don't know about \_\_\_\_\_ that we need to know? (i.e. stretch your thinking here about the "unknown-unknowns")
      - Are these the working groups we need right now? Are we missing any?
- \*\*Please keep your worksheet and make sure to leave it on your table so I can log all the feedback.\*\***

Discussion for  
Next  
Meeting(s):

When?  
F2F or Zoom?  
Calendar  
invite?



# DECISIONS

# Next Steps

- Mark your calendar!  
NCCare360, Thursday, July 30,  
6:00 to 7:00 PM, check email  
for zoom link

Community: Complete brief  
survey by Friday, July 31:

- <https://www.surveymonkey.com/r/TFHJuly23Feedback>

I will send out follow-up email  
on:

- Follow-through on Rapid  
Response
- Connect with Working Group
- Mark your calendar for next  
meeting



## Prepare for Next Meeting

Review Task Force Charge & Process (i.e. guiding principles, meeting schedule, decision-making)

Key Issue Discussion: Report on Brainstorming Activity

Rapid Response Planning & Action

Working Groups: Progress Reports

Thank you!

Questions? Feedback?

Amy Murphy-Nugen

Interim Chair, Task Force  
on Homelessness

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