



**TOWN COUNCIL**  
**Committee to Assess Homelessness in Hyannis**  
**Selectmen's Conference Room**

Tuesday March 29, 2016  
**MEETING MINUTES**

**I. BUSINESS**

**A. Roll Call:**

**Members present:** Chair of Committee Councilor Jennifer Cullum, Deb Krau; Councilor Frederick Chirigotis, Councilor James Crocker Jr.; Councilor James Tinsley; Councilor Debra Dagwan  
**OTHERS IN ATTENDANCE:** Lt. J. Challies; Sgt. J. Ellis, Barnstable Police,

Chair of the Committee Councilor Jennifer Cullum opened up the meeting at 5:35 with public comment. Seeing no one from the public wanting to speak Chair of the committee closed public comment. Chair of the Committee introduced Heidi Duffy CEO of Duffy Health Center.

Ruth Weil Town Attorney was there to discuss the issues of signage. Attorney Ruth Weil met with Councilor Crocker and individuals from her office, LT Challies and the designed the language for the signs that met the legal standards and will be put up in April 1, 2016, Chair of the Committee asked Councilor James Crocker about the fencing, Councilor Crocker mentioned that the focus was on the signing and posting was the legal requirement and that is what needed to be done first, he thanked the legal team for the efforts that was put into this, it was not easy because of the variety of properties involved, some town owned some privately owned so there was a lot that had to be done legally before this could be done. The General laws of the Commonwealth were adhered to as well as the local laws pertaining to private home owner land and also conservation land. The Chair of the Committee asked if there was a number of properties identified, Attorney Ruth Weil stated she did not have that number, however Councilor Crocker said there were about 5 that they put signs up at.

Chair of the Committee recognized Deb Krau who wanted to ask about the clear cutting of the areas, this was discussed at the last meeting of the homelessness, so that the area becomes less desirable if the area is open, she wanted to know if there was any discussion on that, Attorney Weil said that clear cutting would be again on a land piece by piece basis, due to some of the restrictions in place, so each piece of property would have to be looked at to see if that could occur. Councilor Debra Dagwan asked about the signage regarding town property, is it just town owned property, Councilor Crocker stated no it's not just town, there are some parcels that are abutted by private home owners, so all that has to be taken into consideration with placement of signs.

Chair of the Committee discussed the next topic which was the coordinator position; Chair of the Committee introduced Deb Krau who has worked very hard on the Memorandum of Understanding (MOU), she explained that Heidi Nelson from the Duffy Center and herself were tasked with designing an MOU on how all the agencies could work together with the town to help in the coordinated outreach program, one of the first things that came up in the discussions was "what is a successful outreach program" and she feels it is important we as a committee to define that word success in this committee, she finds it critical to put this in the MOU, and the committee itself put that in the MOU. The other issue in dealing with an MOU in outreach, is there are very challenging issues that are outside the control of anyone in the MOU. One of those challenges is any discharge planning from hospitals, jails and detox facilities, or mental health facilities are to the shelter or to the street; and that does not help any outreach program, it would be very helpful if we could somehow put pressure on these discharge planners to make sure there is a formal handout given to the agency in the town as to where the individual came

from. At the prior meeting there was discussion about housing and the lack of that is a block on the other end. Discharge planning feeds the group and housing placement is not there. The camps needs cleaning up regularly, this will she hopes will hope the change the value equation of those in the camps, it is one thing to be in the camps cleaning them up regularly people may make different decisions. Deb thanked Heidi for her hard work on the language, this was really done by her and she thanked her for that. Ms. Krau went on to explain that the key points, outreach workers that are funded by several agencies have a difficult time communicating with each other, they all report to their own agencies and the reporting never crosses between the agencies, there is no central reporting for any of them, it makes it very challenging for the outreach programs that are client focused, not agency focused. The coordinator would be the reporting person to the Town Administration, and also be the coordinator of the outreach workers. We would also like to see a web reporting set up from the Town so that all the reporting can be done through one web site, this would alleviate having to get the outreach workers together once a week to ask where they are and what they have done, it will allow them to be on the streets more instead of meeting. We would use existing tools that are available to get some statistics on what is happening out there, we would talk about the number of police calls, knowing they may go up before they go down, with a coordinated outreach program, to reduce the number of people out there on the streets and in the camps, we would use the main street list that was created and the coordinated assessment process which is handled by the regional network to see who we could get housing for, according to the police the ideal times for the outreach workers to be out on the streets are Monday-Friday 7a to 7p; Saturday 3p- 8p; Sunday 8p-11p that is 68 hours a week in outreach and the number of people in the outreach currently serving would be able to handle those hours. There is some hope that there will be funding for a full time outreach worker for the Duffy Center, and Housing has one already , two full time workers are 80 hours, we are looking to cover 68 so there will be overlap. The reason for the short hours on the weekend is because the other agencies are not open on the weekends, so there is not anywhere to send them. The Agencies involved are the Council of Churches, Duffy center, Housing Assistance Corp. M25, Vinfen; those are the agencies that are going to be providing the services. All the agencies have been provided a draft of the MOU, as well as the committee.

The Chair of the Committee thanked all those involved with the crafting of this MOU, she would like the committee to look at it and maybe nail down the success this committee would like to see, and then figure out where to go with this, this is a very fluid document, and still has to be run through the town for approval. The Committee members looked at the MOU and decided to break down each section. (see handout)

**MEMORANDUM OF UNDERSTANDING  
OUTREACH SERVICES  
TOWN OF BARNSTABLE, MA AND BARNSTABLE POLICE DEPARTMENT  
AND COUNCIL OF CHURCHES, DUFFY HEALTH CENTER,  
HOUSING ASSISTANCE CORPORATION, M25, AND VINFEN, CORPORATION**

In order to benefit persons living on Cape Cod and struggling with homelessness, and to improve the quality of life for residents, businesses and visitors to Hyannis, the Council of Churches, Duffy Health Center, Inc., Housing Assistance Corporation, M25 and Vinfen Corporation (‘Agencies’) have agreed to collaborate together and with the Town of Barnstable and the Barnstable Police Department (‘Town’) to provide homeless outreach to Main Street Hyannis and homeless camps near and around Hyannis.

Toward that end, we have agreed to the following:

**Definition**

Outreach is contact with any homeless individual who would otherwise be ignored (or underserved) in non-traditional settings for the purpose of improving their mental health, health, or social functioning.

## **Goals**

The goals of the homeless outreach program are:

- 1) To engage people who are experiencing homelessness on the streets and in camps in and around Hyannis in mental health, healthcare, housing search, employment and other services available to them, as measured by service encounters documented by outreach workers;
- 2) To improve public safety for residents, businesses, visitors, and the homeless themselves, in and around Hyannis, as measured by police calls relating to people who are on the streets;
- 3) To reduce the number of people who are actively living on the streets and in the homeless camps in and around Hyannis, as measured by the Main Street list;
- 4) To connect people who are homeless to housing as measured by the coordinated assessment process.

Success in this collaboration will be defined as XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX.

## **Roles**

Barnstable Town Council- receives regular reports from Agencies and Barnstable Police Department; monitor the outcomes of outreach activities; and identify gaps and resources

Town Administration - hire or contract a single point of outreach coordination. And provide a web based secure site for outreach activities

Barnstable Police Department- identifies outreach needs; determine scheduling priorities for Agencies; and provide accompaniment and support to outreach activities as necessary.

Agencies- hire and manage outreach workers; connect persons experiencing homelessness to services such as mental health, health care, housing, employment and other services available to them; report data on outreach activities on a regular basis as defined by the Agencies and Town; respond to scheduling needs as defined by the Agencies and Town; attend regular meetings of the Agencies and Town; and respond to outreach needs that are identified on a daily basis in a mutually agreed manner.

## **Communication**

Daily Communication will be facilitated via a secure web site. Each outreach worker will document his/her outreach activities at the end of each shift. Police will include any special areas for focus. Visits to the camps will be scheduled via the site. Agencies will respond timely to outreach needs identified by police officers and communicated through the single point of outreach coordination.

The Agencies and Barnstable Police Department will meet monthly at minimum to discuss scheduling needs, report data, problem-solve, and identify issues for resolution.

Annually, the Agencies, Barnstable Police Department and Barnstable Town Council will meet to discuss program outcomes, budget for the following year, and other issues related to the collaboration.

Marketing and communication materials, including program brochures and press releases will be jointly developed and agreed upon prior to distribution.

### **Collaboration**

Agencies will promote and facilitate the provision of responsive outreach services within their organizations.

Collaborating partners in the community will include businesses as represented by the Hyannis Main Street Business Improvement District and Hyannis Area Chamber of Commerce, residents as represented by the Greater Hyannis Civic Association, NOAH Shelter, Cape Cod Healthcare, elected officials and service providers.

### **Staffing**

Outreach staffing needs will be identified in collaboration between the Agencies and the Town based on outreach needs and scheduling priorities.

Agencies will hire, supervise and schedule staff responsible for the day to day operation of outreach.

The initial schedule will be Monday to Friday 7 AM to 7 PM; Saturday 3 PM to 8 PM; and Sunday 8 AM to 11 AM.

### **Training/Policies and Procedures**

From time to time issues may be identified by the Agencies and Town that require development of policies and procedures, or training of Agencies outreach and/or Barnstable Police Department staff. Examples may include data collection requirements, identification of clinical issues needing follow-up, and hygiene and public health measures.

### **Budget**

Agencies and Town will share outreach budget information as necessary to support a staffing plan and scheduling priorities.

### **Service Delivery**

On a day-to-day basis, outreach staff will report to the single point of outreach coordination at BPD at least daily; and identify priority issues to be addressed that day and or shift.

Persons accessed through homeless outreach on the street or in the camps that meet the definition of chronic homelessness (homeless continuously for more than one year, multiple episodes of homelessness in a three-year period) will be assessed by Agency staff for inclusion in the coordinated entry system, and placed in housing as soon as possible according to coordinated entry protocols and criteria. Clients must provide informed consent for information-sharing between Agencies and between Agencies and Town for inclusion in the coordinated entry system.

Agency case managers will assess outreach clients and develop case management plans for those who accept services. Clients who do not accept case management services will continue to receive outreach services from Agencies.

Council of Churches services include the following:

Duffy Health Center services include the following:

Medical care  
Psychopharmacology  
Behavioral health (mental health and substance use counseling)  
Case management

Housing Assistance Corporation services include the following:

Vinfen Corporation services include the following:

**Fund-raising**

Agencies and Town will collaborate to identify government and foundation funding streams for services, if eligible and applicable.

Grant requests, fund-raising events or mailings or other solicitations that mention the collaboration for the purpose of support of the outreach program will be jointly developed and agreed upon in advance.

**Agreement**

This agreement will be reviewed at the annual planning meeting each year and signed on an annual basis, effective with the first day of the following fiscal year.

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Edye Naismith  
Council of Churches

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Heidi Nelson  
Duffy Health Center

Date \_\_\_\_\_

Date \_\_\_\_\_

\_\_\_\_\_  
Frederick Presbrey  
Housing Assistance Corporation

\_\_\_\_\_  
Dan McCullough  
M25

Date \_\_\_\_\_

Date \_\_\_\_\_

\_\_\_\_\_  
XXX  
Vinfen Corporation

\_\_\_\_\_  
Steve Jochim  
Mass. Dept of Mental Health

Date \_\_\_\_\_

Date \_\_\_\_\_

\_\_\_\_\_  
Town of Barnstable Town Council

\_\_\_\_\_  
Town of Barnstable Police Department

Date \_\_\_\_\_

Date \_\_\_\_\_

\_\_\_\_\_  
Town of Barnstable Town Manager

Date \_\_\_\_\_

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### Appendix

#### Outreach Schedule Effective XX/XX/XXXX

The Chair of the Committee looked at Goal #1 and asked for discussion on that item.

- 1) To engage people who are experiencing homelessness on the streets and in camps in and around Hyannis in mental health, healthcare, housing search, employment and other services available to them, as measured by service encounters documented by outreach workers;

Deb Krau mentioned that these goals could be a metrics on how we say it was this before and it is this now, but come October 16, yes this program did a good job, would it be consensus of people, but if there are specifics in the measurability and expectations then that needs to be added into the MOU. Chair of the Committee said that the conditions of the camps and the way these individuals that live in these conditions are no longer going to happen, there is no more of these camps, and this is a goal and an expectation moving forward. Ms. Krau asked if it is the Town's commitment moving forward that they are going to clean these camps out once a week. Chair of the committee again said that there is not going to be a commitment on the Town's part until this is run through the entire town and everyone has had an opportunity to look at it and review it and have their input on it. There will be no votes on this today; she would suggest that the burden has been on the police and the DPW she does not see the police not doing that it will be continual, if we are serious about it then it has to be done, Councilor Chirigotis mentioned also that once someone has established themselves and living in them, there are legal questions and issues regarding the property of the people once they have established themselves. Councilor Dagwan mentioned that when these people are approached by whomever that is, if the message at that point is told to them that they can no longer come back to this site so they have a heads up that next week you will not be able to be here. The Chair of the Committee said it is going to be an ongoing check all the time so that we maintain the current status of no camps. They were all cleared out last week so there are none currently. We have to be diligent. The Chair asked the police department how often they will need to go into the woods and clear them out. Lt. J. Challies said that the first step in this has been done by placing the posted signs, it gives the police the authority to now enforce the sign, but because of the volume of call in the warmer months to commit to specific hours daily in unrealistic at this point, when there is a problem we will address it, however to dedicate an officer to say that these many hours we will

be patrolling the camps, we just can't provide right now. The biggest part is getting the signs up and then preventing them from going back in, we will have to address the problems as we encounter them. Councilor Dagwan asked when we move someone from one camp what are we doing to prevent them from setting up a camp elsewhere. LT. J Challies said that we will have to educate them as soon as the signs go up we can deter the culture. The Chair of the Committee asked about last summer the Community Impact Unit went how many times into the camps; LT. J Challies said sometimes there were days that we were there once or twice a day and other times we did not go at all, it all depended on if we were looking for someone, or we knew of someone wanting help, we would go and get them there was no consistency, it was whenever we received a call. LT. J Challies mentioned that now that the camps are empty it can be maintained right now, however the resources are 1 person on the streets, we used to have 3 officers and now there is only 1. Chair of the Committee said the last thing we need right now is to slide back into what we just cleaned up because the resources are not there dedicated to this problem, so we need to look at the funding sources. Councilor Dagwan asked how many camps they cleaned up last week. The police said there were 7 camps they cleaned up and removed everything. Ms. Krau said that the majority of the program on outreach will be on Main Street now and the Village Green also at the transportation Center. The focus will be more on the encounters on the streets because the camps have been cleaned up and there is no one in them right now. Ms. Krau mentioned that when she was on the Main Street Initiative she learned that not everyone on Main Street is homeless. We do have to make sure that the communication is ongoing. There are 173 currently on the list as far as the Main Street Initiative. The goal should be to house all that are homeless, but to keep in mind that the housing is limited, and some are not ready to be housed. Ms. Krau mentioned that perhaps the coordinator position will give the Town the eyes and ears to the success of how the program is running.

Chair of the Committee asked how the position is to be seen. Councilor Crocker said he feels the conversation is slipping from what the goal is, he wants the camps gone, and not to be occupied ever again, and if we need to be vigilant in the woods and spend more money there in overtime, then we need to do that, if the police are telling us that we need more resources to accomplish this then we need to make sure we are funding the police for more resources. We have got to work the woods, to suggest the folks on the streets are not the ones in the woods; we need to address those folks first. The ones on the streets are not the first layer of folks, they are the second layer. Ms. Krau said that we can go through the camps with an escort of the police, and the coordinator position is for the leader of the program, no one wanted to take the lead on coordinating the services, so that is why this position was created. Councilor Crocker agreed that this position would be the pivotal person to coordinate all the agencies on the same page. Councilor Crocker said we can't stop the project or all of our efforts to date have been wasted. We need to hire a very qualified professional to understand our needs and challenges so that their recommendations are not challenged or questioned. We are all looking to solve the problem, the coordinator position will be a short term employment through the winter, and when the warmer season comes they are busier because of the weather and times of the years. Ms. Krau said the coordinator position will be the director of the services provided because they will have all the information needed in dealing with the person because they will have all the numbers they need to reach the appropriate person for that time. Councilor Chirigotis mentioned that each individual will have to be accessed to find out what type of services these individuals will need. He sees this position as a long term and it needs to be funded outside of the Town of Barnstable, we need to all stay at the table, but the town should not be the steward of this position. Councilor Crocker said once we start eliminating the numbers that are currently in the woods, you will see the program work, but we need to address those folks first, and then the word will get out that Barnstable is not going to be the place to set up camps in the woods. Councilor Crocker said that when the Council went to see these living conditions in the camps and were there with armed police officers, and they tell me not to approach someone in these camps because they are dangerous, that is unacceptable at every level, these folks should not be allowed to be in the woods, nor should they be allowed to think they can. Councilor Crocker said he was told that there are a number of houses available in Plymouth but they do not want to leave the Cape, why because we allow these folks to

continue because we feed them and allow them to set up camps here, Councilor Crocker said no more we need to get the word out that no more, we are not allowing it.

Ms. Krau said the position will be more of an administration role and coordinating all the agencies that are going to treat these people. Councilor Chirigotis asked where the position will be, where is the office going to be located, and where and how is the coordination going to happen. Chair of the Committee will try and reach out to the police and to the Duffy Center to ask that question. The police offered a space above the building they are in currently on Main Street, Councilor Crocker said that would be an ideal location, and would like to see some conversation regarding that take place. Council of Churches mentioned they do not just feed the homeless; there are families and others that are fed in our program.

**ADJOURNED: 6:55PM**

**NEXT MEETING: March 29, 2016 5:30pm**