

02-20-2019 Town Council Meeting
Responses to Council Questions #1

ITEM #5: Receive Update on the Building Integrated Communities Action Plan

Council Question: Who are the key community stakeholder groups that the BIC core project team has shared drafted strategies with?

Staff Response: *To date, the drafted strategies have been jointly developed in collaboration with representatives from the primary immigrant and refugee focused organizations in Chapel Hill, most of whom serve on our Steering Committee for BIC and/or played a key role in developing the Action Plan. These organizations include:*

- *El Centro Hispano*
- *Refugee Support Center*
- *Orange County Health Department*
- *Piedmont Health*
- *Family Success Alliance*
- *Church World Service*
- *Orange County Department on Aging*
- *Refugee Community Partnership*
- *St. Thomas More Catholic Church*
- *Chapel Hill Carrboro City Schools*
- *UNC Chapel Hill*
- *UNC Health Care*

A full list of the organizations represented on the BIC steering committee can be found in the Community Assessment Report attached to the agenda item. As we begin implementation, the BIC Project Team will continue to reach out to additional stakeholder groups to share the Action Plan.

Council Question: The action plan, in its strategy, refers to neighborhoods with immigrant and refugee residents in the context of Transit short-term planning process. What are these neighborhoods?

Staff Response: *The Town's public housing neighborhoods have a significant percentage of foreign-born residents, as well as manufactured home communities, several are concentrated*

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along Martin Luther King Jr Blvd. There are also significant concentrations of immigrant and refugees that live in the apartment complexes along 54, just beyond the Town limits in Carrboro.

Council Question: Referring to p.28 of the packet, under Strategic Objective 1.4, what do CaPA stand for?

Staff Response: *CaPA is the acronym used for the Town's Communications and Public Affairs department.*

Council Question: In the BIC Action Plan, intermediate results are laid out following each listed strategy. The reference to "intermediate" leads me to think of these as short-term, more immediate tasks and that there are some long-term results as well. Is that a correct understanding? Is it fair to say that the long-term results are captured by the overarching strategic objective?

Staff Response: *Yes. We defined the strategic objectives as the longer-term, wider change needed.*

Council Question: Referring to p. 29 of the packet, when will and where will the aforementioned Public Housing Master Plan community meetings occur? What role will these community meetings have in the Master Plan process?

Staff Response: *Town staff held resident meetings in March, April, July, and December of 2018 and Community wide meetings in January of 2019 on the Public Housing Master Plan. Our meetings have been held at Hargraves, the Community Center at 505 Craig Street, the administrative conference room at 317 Caldwell, the Community Connect Center at 319 S. Estes, and at the Chapel Hill library.*

The community meetings have focused primarily on information sharing. We have also gathered information from residents about their preferences for potential future renovations to public housing. We also used the resident meetings as an opportunity to familiarize residents and community members with the Rental Assistance Demonstration (RAD) program. We will continue to engage residents in the Master Plan and redevelopment process and provide additional opportunities for their input.

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Council Question: Referring to p. 30 of the packet, presently, what percentage of public housing maintenance requests are completed in a timely manner? What is considered timely?

Staff Response: *There are four types of work orders in the public housing system: emergency, routine, safety, and preventive maintenance. Our performance measures for each type of work order is as follows:*

- 1. Emergency work orders must be completed within 24 hours*
- 2. Routine work orders can be completed within 3 to 5 days*
- 3. Safety work orders are completed on a monthly basis*
- 4. Preventive maintenance work orders are completed on a quarterly basis*

We are completing our emergency work orders within 24 hours at a rate of 97%. Our goal is 100% for FY19. We are completing our routine work orders within 3 to 5 days at a rate of 78% and our goal for 2019 is to increase that to 85% for FY19.

Council Question: Would all of these educational workshops referred to on p. 31 of the packet on housing rights, power of attorney and homeownership lending options be held by the Town or would community partners like Legal Aid, Community Home Trust or Empowerment be invited to host or help to host a workshop?

Staff Response: *We anticipate collaborating with community partners to carry out the workshops described in the action plan and have already had preliminary conversations with some of the organizations listed above who have expressed an interest in partnering with the Town on this effort.*

Council Question: How does the Town secure translators?

Staff Response: *For public meetings, Housing and Community staff have a protocol in place to secure interpretation and translation services on an as-needed basis through a local language service organization. To date, our primary partner has been [CHICLE Language Institute](https://www.chi-cle.com/)¹, who is a well-established organization that offers professional interpretation and translation services in over 10 languages.*

¹ <https://www.chi-cle.com/>

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Council Question: Referring to Strategic Objective 6.3, on p. 33, how many “Know Your Rights” sessions has CHPD presented?

Staff Response: *In FY2019, the Chapel Hill Police Department has conducted three such sessions in partnership with El Centro, one with the Refugee Community Partnership, and we have two more planned in partnership with Blue Ribbon Mentor program this spring.*

Council Question: Will town staff be developing timelines associated with the objectives and immediate results presented in the Action Plan?

Staff Response: *Yes, that is one of the next steps for the BIC Project Team, which will guide the implementation of the Action Plan going forward.*

Council Question: I imagine that the performance measures in the Action Plan could extend well past the expiration of UNC’s and the Town’s relationship on this project. Would these performance measures still be retained even after the end date of this collaboration?

Staff Response: *Yes, Housing and Community staff are responsible for tracking these performance measures and will regularly report our progress to the Council and community.*

Council Question: Referring to community partners among government agencies listed on p. 19, will BIC seek to work specifically with the Orange County Sheriff’s Department, especially with respect to police-community relations?

Staff Response: *Yes, the BIC Team anticipates continued collaboration with Orange County Sherriff’s Department as we implement the police-community relations strategies.*