



**AGENDA**  
**RESIDENT & COMMUNITY RELATIONS COMMITTEE MEETING**  
*Wilmington Housing Authority*  
*1524 South 16<sup>th</sup> Street, Wilmington, NC 28401*  
*January 17, 2017*  
*4:00 p.m.*

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1. Call to Order
2. Roll Call
3. Approval of the Agenda
4. Old Business:
  - Approval of the October 18, 2016 Minutes
  - Approval of the November 15, 2016 Minutes
5. Public Information/Comments and Input from the Public 10 minutes
6. New Business
7. Housing Taskforce Update
8. Resident Services Report (ROSS)
9. Elderly Services Grant Activity Report (Multifamily)
10. Family Self Sufficiency (FSS) Report
11. Resident Advisory Board Report
12. Other Business
13. CEO Remarks
14. Adjournment



**RESIDENT AND COMMUNITY RELATIONS COMMITTEE MEETING**  
OF THE HOUSING AUTHORITY OF  
THE CITY OF WILMINGTON, NORTH CAROLINA  
October 18, 2016

The regular monthly meeting of the Resident and Community Relations Committee was held on Tuesday, October 18, 2016 at 4:00 p.m., at the Wilmington Housing Authority, 1524 S. 16<sup>th</sup> Street, Wilmington, NC 28401.

Committee Members Present: Phillip Webb, Committee Chair  
Jeff Hovis, Commissioner  
Stuart Franck, Commissioner

Committee Members Absent: Helayne Levy, Commissioner  
Alfredia McDonald, Commissioner

Other Commissioners Present: Betsy Kahn, Commissioner

Others Present: Katrina H. Redmon, Chief Executive Officer (CEO)  
G. Vernice Hamilton, Director of HR, Resident Services  
Glendora Mullins, Resident President of Creekwood  
Matt Scaparro, Chief Operating Officer (COO)  
Shanetta Moye, Director of HCV  
Rose Coston, Resident Services  
Teresa Gooden, Resident Services  
Hattie McIver, Resident Services  
Julia Shaw, Executive Assistant  
J.N. Smith, Wilmington Police Department  
Myron Irving, Wilmington Police Department  
Darlene Pyatt, Solomon Towers RO President

**1. Call to Order**

The meeting of the Resident and Community Relations Committee was called to order by Commissioner Webb, Chair of the Committee, at 4:08 p.m. on October 18, 2016, pursuant to the notice sent to the Commissioners and Staff of Wilmington Housing Authority.

**2. Roll Call**

Roll call was taken and a quorum was present.

**3. Approval of Agenda**

The agenda of the Resident and Community Relations Committee was reviewed, the motion to approve the agenda was made by Commissioner Hovis, seconded by Commissioner Franck and unanimously approved.

#### **4. Old Business**

- **Approval of Minutes**

The minutes of the August 16, 2016 and the September 20, 2016 Resident and Community Relations Committee were reviewed, the motion to approve both sets of minutes was made by Commissioner Hovis, seconded by Commissioner Franck and unanimously approved.

#### **Public Information/Comments and Input from the Public**

There were no comments from the public.

#### **5. New Business**

Ms. Redmon informed the Committee that the bond issuance for Cypress Cove was discussed by City Council and it is acknowledged that neither the City nor WHA are liable for repayment.

#### **6. Housing Task Force Update Including CrimeStats**

In Sgt. Amy Dover's absence, Officer J.N. Smith reported:

- Crime was up from September of last year but still down overall for the year
- Creekwood is currently the hotspot, there has been a murder and other violent crime
- Most incidents are domestic
- Persons of interest have been identified in the larger cases
- Most often, the suspect is not a resident but related to a resident
- Officer Smith introduced his supervisor Sergeant Irving
- Incident that resulted in charge assault with intent to kill on Dawson Street started outside our property and ended inside
- Homicide took place inside Creekwood, the deceased was a resident

Commissioner Kahn asked why the crime rate jumped in September. Officer Smith said it's been warmer than usual and this does seem to have an effect. Commissioner Hovis asked if it was known how many of our residents have been charged with a serious crime. Officer Smith said that's something he will look into.

#### **7. Resident Services Report (ROSS)**

Ms. McIver reported the following:

- Brigade Boys and Girls Club at Hillcrest flag football and cheering squad, 35 enrolled
- Mikayla McClammy, 11, from GLOW Academy flew to NY for a fundraiser and spoke in front of 500 attendees.
- Cameron Art Museum outing, tour, story and drawing project
- Hillcrest resident registered for Nurse's Aide program at CFCC

Ms. Coston reported the following:

- Boys and Girls Brigade at Houston Moore – Triple Play which is also a flag football team, from and drill team. Healthy Habits is a class that teaches them about nutrition.
- Rankin election for Resident Organization: President is a single father of three sons.
- Ms. Gooden spoke with residents about their difficulties with bus service and stops, took pictures demonstrating lack of user-friendliness. WAVE Transit may be able to use these findings in their application for a grant that would help fund improvements. Also, WAVE is reassessing a Creekwood stop.
- Continuing to enroll residents into ROSS program

## **8. Elderly Services Grant Activity Report**

Ms. Gooden reported the following:

- Foot Care and Diabetic Therapeutic Shoe Clinic - educated seniors about importance of diabetic foot care. They were also provided information on how order through Medicare at little or no charge
- Assistive Technology for the Hearing Impaired – information provided on free sessions
- Walking Club now participating in “Get Out and Jog”, there are consistently 4 participants
- Ms. Gooden attended the National Service Coordinator Conference as part of required continuing education. Topics included Armed Intruder: Are You Prepared?, Mental Health Crisis Planning, Systems Overview (software used for documentation), Elderly Services Program changes.

## **10. Family Self Sufficiency (FSS) Report**

Ms. Coston reported the following:

- 33 public housing families enrolled, 3 families per month, 14 escrowing

Ms. Moyer reported the following:

- 49 HCV families enrolled, 33 escrowing
- Established policy of replacing each family that comes off the program

## **11. Resident Advisory Board Report**

Ms. Mullins reported the following:

- Boots on the Ground held a cookout on 10/7
- Boots on the Ground helped feed the community due to power outages following Hurricane Matthew
- Ms. Mullins attended a Life Skills meeting with Phoenix Hometown Hire
- Trinity Tabernacle assisted Ms. Mullins with distributing gift cards and household items to those affected by a fire

Commissioner Kahn asked whether anything is done to provide activities for Halloween. Officer Smith said that yes, the Housing Taskforce has had planned activities in the past. Ms. Hamilton added that many of the local churches are holding activities.

Ms. Mullins said that the uniforms for maintenance staff look great.

## **12. Other Business**

Ms. Redmon informed the Board that Ms. Moye is organizing a landlord training event that will take place on 11/15 9-12 and 11/16 2-4:30 at the Northeast Library. This should be done annually.

Mr. Scaparro mentioned that all sites fared well through Hurricane Matthew with only minor damage. The one exception was a fire that was caused by a stove that was on when the power returned and the resident wasn't home.

Uniforms for maintenance staff are working out nicely. Additional items including shoes will be available next week. Laundry service will be provided. Golf carts and new trucks are also now being provided.

## **13. CEO Remarks**

Ms. Redmon explained that the dates of the November meetings have been changed to accommodate Thanksgiving. Committees will meet on 11/15 (RCR) and 11/16 (ARD and FA). Independent auditors will be present at the FA meeting. Because there is a 45 day public comment period for the Annual Report and 5 Year Report, the board meetings will be held on 12/5.

## **14. Adjournment**

A motion was made by Commissioner Hovis and seconded by Commissioner Kahn to adjourn the meeting and carried unanimously.



#### **4. Old Business**

- **Approval of Minutes**

The approval of the October 18, 2016 Resident and Community Relations Committee were put on hold until the next meeting.

#### **5. Public Information/Comments and Input from the Public**

There were no comments from the public.

#### **6. New Business**

Mr. Gillim informed the Committee that there will be a fire drill at Solomon Towers on December 8<sup>th</sup> at 2:00 pm. There will be a safety class tomorrow to educate and prepare residents. Refreshments will be served.

Mr. Scaparro then reported that WHA may benefit from a Green Street Grant which will cover the cost of planting trees along streets running along Houston Moore and Hillcrest. There will be a determination whether this project has been awarded the grant by the end of January. If so, there will also be funds for some education and a celebratory event to coincide with Arbor Day.

#### **7. Housing Task Force Update Including CrimeStats**

In Sgt. Amy Dover's absence, Officer Roberto Perez reported that crime has maintained the same overall level as this time last year. The categories have shifted to some degree but total crimes remain at the same level. Violent crimes are up. Officer Perez then went through the October statistics. From overall October 2015 vs. October 2016:

- Rape – up from 0 to 1
- Aggravated Assault – up from 0 to 1
- Burglary – remained at 2
- Larceny – up from 2 to 3
- Motor vehicle theft – remained at 1
- Arson – up from 0 to 1
- Total up from 5 to 14
- Total remains at 92 from this time last year

On October 30<sup>th</sup> there was a Cub Scout event featuring pumpkin painting, games, basketball and food. About 36 kids participated.

On November 1<sup>st</sup>, Rep. Rouzer visited the Cub Scout troop.

## **8. Resident Services Report (ROSS)**

Ms. McIver reported that Wilmington Food Day was held on October 24<sup>th</sup>. 7 residents from Soloton Towers, Rankin and Eastbrook were provided transportation and enjoyed a locally sourced lunch.

WHA residents were featured in a film called “Building a Better Wilmington” which shows the work of local nonprofits including Feast Down East.

Financial Literacy Class was given by First Citizens Bank and hosted at Houston Moore on October 3<sup>rd</sup>.

Brigade Boys and Girls Club Flag Football League was featured in Star News. The league was hosted at Houston Moore and included children from Houston Moore, Hillcrest and Carl Brown Jr. Youth Center. There are 35 enrolled and 25 regularly attend.

Ms. Coston reported that Creekwood held a Resident Organization Meet and Greet on October 24<sup>th</sup>.

The Rankin Fall Festival, sponsored by Life Point Church, was held on October 29<sup>th</sup> and was well-attended.

YWCA sponsored a swim event on October 16<sup>th</sup>. Transportation was provided for 25 kids. Swim and water safety lessons were offered and pizza was served.

## **9. Elderly Services Grant Activity Report**

Ms. Gooden reported the following:

Education and Wellness Program – Angelina Clinton of New Hanover County Health Department facilitated a “Nutritional Planning on a Budget” class. Information on nutritional values and healthy recipes were provided. 5 residents participated.

Fish Fry and Seabreeze Lumina Event was held at Glover. Food was prepared and sold as a fundraiser for the resident organization. Music was played and there was some dancing. There were 29 participants including 3 from Glover.

Members of the Walking Club continued to participate in the “Get Out and Jog” program at Shaw Speaks. They were provided with breakfast and badges per their progress in the program. There were 4 participants.

Feast Down East Open Market and Abundant Giving Program each provide healthy, affordable food to tenants. Leftovers are given to Good Shepherd Homeless Shelter

The Community Garden is still being planted and growing.



## **10. Family Self Sufficiency (FSS) Report**

Ms. Coston reported that for public housing, 39 are enrolled and 15 are escrowing.

## **11. Resident Advisory Board Report**

Ms. Coston reported that election of officers is scheduled for December 7<sup>th</sup> 11: 00- 1:00 at the main office.

## **12. Other Business**

Mr. Scaparro informed the Committee that the RAB will meet tomorrow at the main office to go over the Annual and 5-Year Plan and make any comments. The Public Comment session will take place on November 28<sup>th</sup>.

Commissioner Kahn put forth the idea of creating free libraries at the various sites. She suggested looking at a website called [littlefreelibrary.org](http://littlefreelibrary.org) for ideas. Mr. Scaparro said that the Housing Task Force is working on setting one up at Creekwood. Ms. McIver added that Vigilant Hope would be willing to assist with this.

## **13. CEO Remarks**

None at this time.

## **14. Adjournment**

It was individually agreed to adjourn the meeting.

## **Human Resources/Resident Services/Elderly Services Monthly Report December 2016**

### **Resident Opportunity and Self Sufficiency Coordinators**

#### **ROSS Coordinators Client Contacts**

Office Visits -92 : The office visits are comprised of residents coming into the office for scheduled meetings, assistance with resumes, job searches, bus tickets, childcare assistance, options for activities for children and general information.

Home Visits –54: Visits are scheduled in advance with residents to review goals or to update assessments, inform them of available job opportunities, upcoming programs for their children, etc. All of this information is secured in confidential client files.

Referrals – 26: Referrals are made to agencies depending on the need of the resident seeking assistance. Examples of agencies contacted during the month of December were New Hanover Department of Social Services, Cape Fear Community College, Salvation Army, Cape Literacy Council, New Hanover Workforce Center, The Help Hub, Advance Youth Outreach, People Ready (Verizon) and Cape Fear Clinic.

WHA/UNCW Community Campus- 100: The numbers represent adults and children who come to the Community Campus to access the computer lab to update resumes, complete job applications, attend GED classes, or to participate in different programs.

#### **Cape Fear Community College GED Classes and Enrollment**

WHA/UNCW Community Campus -10 enrolled

9:00 a.m. – 12:00 noon – Mondays & Wednesdays

5:00 p.m. – 8:00 p.m. – Tuesdays & Thursdays

Solomon Towers - 5:00 p.m. – 8:00 p.m. – Tuesdays & Thursdays – 5 enrolled



Pictured are some of the participants in the GED Class held at the WHA/UNCW Community campus.

#### **Annual Senior Christmas Dinners**

Annie Anthony, Director of the Cape Fear Volunteer Center, coordinates volunteers every year to provide dinners to our residents and to the community. Over 300 dinners were delivered to our elderly and disabled residents on Christmas Eve. WECT followed the volunteers as they distributed the dinners. Solomon Towers residents were highlighted in one of the segments.

<b>DEVELOPMENT</b>	<b># DINNERS DELIVERED</b>
CREEKWOOD	32
EASTBROOK	20
HILLCREST	103
HOUSTON MOORE	8
RANKIN TERRACE	10
SOLOMON TOWERS	160

#### **Senior Bingo at WHA/UNCW Community Campus**

Residents participate in a weekly bingo game. This core group of residents enjoys the socialization with one another. Some of these residents also participate in the fitness classes at the Shaw Speaks Center.

### **Brigade Boys & Girls Club, Inc. Afterschool Program - Hillcrest**

Operates on Tuesday, Wednesday and Thursday, 2:30pm-6:00pm. The program is for youths in grades K-6. Activities include homework and academic enrichment, pottery, sports and fitness, and power hour. The children participate in wellness programs; Smart Moves Prevention and Triple Play Healthy Habits. At the annual holiday party, the Brigade Boys & Girls Club presented gifts to six children whose names were drawn from the Angel Tree. Forty nine children are enrolled at Hillcrest and daily attendance average is twenty seven.

**Vigilant Hope Outreach Program** provided over 300 toys to Wilmington Housing Authority residents. The families who participate in the ROSS (Resident Opportunity & Self Sufficiency program) were chosen to receive gifts according to their family size and need. This agency provided gifts for our residents last year. New families were identified this year, all sites were represented. Sixty families received gifts

**Feast Down East** – During the month of December, AmeriCorps VISTA Erin Espinosa, worked to secure garden supplies and monetary donations for the New Year. Food Lion donated \$150.00 in monetary donations for special events and Sow True Seed donated 50 packets of seeds for the community gardens. Also plans for January include working in the community gardens, cooking classes, a leadership course and implementing special events for the upcoming year. This year the Healthy Communities Program of Feast Down East served approximately 900 people through food distribution, community gardening, healthy cooking classes, and community engagement. The food distribution sold 2,890 pounds of healthy food at affordable prices, sold local food to approximately 520 Wilmington residents and donated 440 pounds of food to the Food Bank of Central & Eastern North Carolina Wilmington branch. Three community gardens were sustained in the neighborhoods of Creekwood, Hillcrest & Glover Plaza.

The University of North Carolina at Wilmington Public Health interns taught a total of 8 series of healthy cooking classes a month at 3 WHA neighborhood; Hillcrest, Solomon Towers and Glover Plaza and the Hemingway Center.



Pictured is the Feast Down East Holiday Fresh Markets at Rankin Terrace with resident volunteer Joan Johnson (Left) and Solomon Towers resident volunteer Mario Martini (Right)

### **Brigade Boys & Girls Club, Inc. After School Program-Houston Moore**

Sixty children are registered in the After School program. The average attendance for December was 38 children; a youth member of the NAACP tutors the children and educates them about their history. The children attended a Christmas party at Boys & Girls Brigade located on Vance Street. They enjoyed games; face painting got to visit with Santa. At the end of the party all of the children received a stocking full of gifts and gift cards. The Brigade Boys & Girls Club presented gifts to fifteen children whose names were drawn from the Angel Tree.

### **University of North Carolina- Wilmington - Nursing Department**

On December 1<sup>st</sup>, UNCW Nursing Professors, Carol Highsmith and Stephanie Smith met with Hattie McIver, Rose Coston and Teresa Gooden to discuss how they can work with WHA staff to provide services to our residents.

### **Resident Advisory Board and Resident Organizations Activities**

12/7 – RAB Elections

12/16 – RAB Planning Meeting

### **Hillcrest**

12/8 – Resident Organization Meeting

12/17 – Save Our Kids Meeting

Mondays/Wednesdays – GED Classes (9:30 am – 12:30 pm)

Tuesdays/Thursdays – GED Classes (5:00 pm – 8:00 pm)

Thursdays - Senior Bingo

### **Creekwood**

12/4 – Resident Organization Meeting  
Monday – Friday – After school program 3:00 p.m. – 5:00- p.m.  
Mondays – Bread and Cake Giveaway  
Tuesdays –WHA/WPD Boys Scouts – 5:30 p.m.

### **Rankin Terrace**

12/19 – Resident Organization Meeting  
Feast Down East every Friday from 9:30 a.m. until 12:30 p.m.

### **Solomon Towers**

12/14 – Resident Organization Meeting  
Mondays – Bridge Night  
Tuesdays/Thursdays – GED Classes (5:00 p. m. - 8:00 p.m.)  
Tuesdays/Thursdays – Down By the River Program  
Thursdays – Movie Night  
Fridays – Crochet Class – 1:00 p.m. – 2:00 p.m.  
Saturdays – Bingo  
First Saturday – Social Club Night

### **Elderly Service Coordinator Activities at Glover Plaza**

The Service Coordinator continues to conduct face to face visits with the residents to update Activities of Daily Living Assessments. Assessments identify self-care abilities in the areas of bathing, eating and mobility areas. A Service Management plan is developed based on the current needs and the services which are available to meet their needs. The Service Coordinator assisted with improving the quality of life of residents by seeking, coordinating, and linking them with supportive services which enables them to live longer in their homes. She made referrals to community resources such as area food banks, volunteers, adaptive equipment needs and medical care.

### **Low Income Energy Assistance Program (LIEAP)**

The Service Coordinator began coordinating with Department of Social Services Supervisors the completion of Low Income Energy Assistance Program applications for seniors and the disabled population at Glover Plaza. The Duke Progress Energy credits range from \$200-\$300 towards heating bills. During the month of December seventeen residents applied for the LIEAP. A total of \$1000.00 was reported for the month.

### **Wellness & Education**

Residents participate in Arts & Crafts Classes .They made decorations for the Community Center. By participating in this class they enhanced their sensory stimulation and provided them the opportunity for relationship building with other residents. This class was facilitated by a volunteer from New Hanover County Tax Department.

### **Volunteers (Tenants)**

Tenants continued to volunteer by providing support for tenants with visitations, telephone calls and encouragement of fellow tenants that are sick, requiring supports or dealing with bereavement or other crisis.

### **Walking Club/Get Out & Jog**

Members of the Walking Club and other tenants continued their participation in the “Get Out and Jog” fitness program at Shaw Speaks. Transportation is provided for our residents. They can earn badges of mastery as they progress in the program. Four residents participated in program with fourteen occurrences for the month.

### **Abundant Giving Program/Union Baptist Church & /Miscellaneous Donation**

The Service Coordinator and three volunteers distributed food provided through the donations from the church. Tenants were provided with various healthy breads including wheats, white, various whole grains, fiber, baked goods and vegetables and fruits this month. This program provides access to healthy foods to enhance nutrition and supplement tenant’s income. Glover Plaza partners with the local Good Shepherd Center Homeless Shelter by donating any food items that are leftover for the center’s use in feeding the homeless. Distributions from the Abundant Giving Program were made during the month to fifty nine tenants from. Donations of can goods and eggs were donated from a second partner to twenty eight residents and one community participant.

### **Socialization**

The Service Coordinator along with a DJ from WWIL Radio Station, tenants and a volunteer from New Hanover County planned and held a Christmas Celebration Luncheon for the residents. The Center was decorated by residents and the luncheon food was supplied by attendees. Everyone present received at least two gifts that were donated by volunteers. The “DJ” played jazz and Christmas music which brought back memories for a lot of the seniors. Some of the residents danced. This was a joyous occasion for all. Some of them played the game “Gestures” which provides an opportunity to enhance their cognitive skills. Nineteen residents participated in the holiday celebration.

### **Training**

The Service Coordinator participated in a webinar that provided information on upcoming changes in performance reporting requirements for the Elderly Service Multi-Family Service Coordinator Grant.

### Community Garden Club

Tenants and Feast Down East and staff were able to harvest lettuce from the garden. The carrots continue to grow however the cabbage and collards require additional care before they can be harvest.

### Feast Down East – Farmer’s Market Open at Glover Plaza

Feast Down East Open Market provides tenants with access to purchase local vegetables, fruits and other products to ensure the opportunity for healthy eating. Four tenants participated in the program during the month.

### Newsletter

A newsletter is developed and distributed by the Service Coordinator monthly to provide residents with information of interest and to encourage them to participate in property and community activities. This newsletter also serves as an outreach effort to reduce isolation.

**The chart below shows cost savings received by residents of Glover Plaza during December and Year to Date**

<b>Cost Savings</b>	<b># Residents</b>	<b>Occurrences</b>	<b>Savings During date range</b>	<b>Cumulative Savings</b>
<b>Benefits/Entitlement/Insurance</b>	<b>14</b>	<b>16</b>	<b>\$1,567.89</b>	<b>\$35,095.65</b>
Energy Assistance	0	0	0	\$21,900.00
Food Stamps	9	9	\$716.00	\$8,752.00
General Relief	1	1	\$29.00	\$203.00
Medicaid	1	1	\$577.99	\$2,889.95
Medicare	1	1	\$104.90	\$314.70
Prescription Benefits	0	0	0	\$220.00
Utilities/Phone Program	4	4	\$140.00	\$735.00
Rental Assistance	0	0	0	\$81.00
<b>Healthcare/Services</b>	<b>2</b>	<b>8</b>	<b>\$5,060.00</b>	<b>\$32,145.00</b>
Durable Medical Equipment	0	0	0	\$2600.00
Adaptive Equipment	0	0	0	\$18.00
Home Health Care Services	2	8	\$5,060.00	\$29,440.00
Prescriptions	0	0	0	87.00
<b>Home Management</b>	<b>2</b>	<b>2</b>	<b>\$93.00</b>	<b>\$814.12</b>
Bills	1	1	\$53.00	\$324.12
( no sub category)	0	0	0	\$ 150.00
Lifeline/Other Personal Alarms	1	1	\$40.00	\$ 340.00
Homemaker	0	0	0	0
<b>Meals</b>	<b>37</b>	<b>159</b>	<b>\$1,690.00</b>	<b>\$26,563.00</b>
( no sub category)	0	0	0	\$4,617.00
Congregate Meal Site	1	5	\$25.00	\$400.00
Home Delivered Meals	4	101	\$835.00	\$7,803.00
Foodbank/Food Distribution	35	53	\$829.00	\$13,271.00
Healthy Eating	0	0	0	\$472.00
<b>Reasonable Accommodations</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Transportation</b>	<b>4</b>	<b>18</b>	<b>\$108.00</b>	<b>\$168.00</b>
Shopping/Field Trip	4	18	\$108.00	\$168.00
<b>Other</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>\$80.00</b>
( no sub category)	0	0	0	\$80.00
<b>Total Cost Savings</b>	<b>48</b>	<b>203</b>	<b>\$8,518.89</b>	<b>\$94,865.77</b>