

### Questions Relating to Proposed New Community Kitchen Use for IFC

- 1) Can you explain how the IFC plans to divide the services at the existing kitchen/shelter on Rosemary and Columbia streets to the new shelter on Homestead Road and the proposed kitchen facility in Carrboro? We have agreed to completely separate the two uses. The new IFC @ SECU Community House will house 52 men, the number of beds approved for the 1315 MLK Jr. site. These men will eat breakfast and dinner on site each day and will be encouraged to eat lunch at the community kitchen. Food services at the IFC @ SECU Community House are only for the men who are residents. The community kitchen will serve lunch and dinner Monday thru Friday and lunch only on Saturday and Sunday. Please note that if the need arises in the future, we would begin offering dinner again on the weekend. These services will be offered to anyone who is hungry. There is one other service offered at the IFC @ SECU Community House, emergency beds on bad weather nights. This is limited to 17 men who will be checked in elsewhere and then transported to and from the IFC @ SECU Community House. These men will eat dinner at the community kitchen before being transported to the IFC @ SECU Community House for the night. They will be given a bag breakfast before being transported from the IFC @ SECU Community House in the morning. Mostly be men who sleep in the woods or some other location on the streets when the weather is better.
- 2) Will the shelter on Homestead Road provide meals or any type of food for residents? Please see our answer to question 1. The residents will eat breakfast and dinner at the IFC @ SECU Community House; lunches will be eaten at the community kitchen.
- 3) Is there criteria for being able to stay-board at the new shelter, and if so, what is it? The IFC @ SECU Community House does not admit persons on the sex offender registry. We are within 1,000 ft. of a child care center, so no sex offenders can be housed. We run a criminal background check on all residents and that includes having a picture ID from some branch of government. Residents must simply agree to participate in the program, much like we require currently. Although the IFC @ SECU Community House will be a transitional instead of an emergency shelter, we do not anticipate a large change in the people we serve. Our program has concentrated on getting men back to independent living and that will not change.
- 4) What hours of operation do you anticipate for the Carrboro kitchen for servers/volunteers and patrons? We would expect to serve lunch from 11:15 – 12:30 and dinner from 6:15 – 7:00. Volunteer cooking groups would normally arrive an hour and a half to two hours before meals are served in order to be ready on time. Patrons would normally be finished and out by 12:45 and 7:15 respectively and the volunteers would be finished and out by the same time. The kitchen coordinator and the kitchen staffer would normally be out by 8:00 pm. In addition to the actual meals being served, we have hopes of offering nutrition and/or cooking classes in between meal times. We operate the kitchen with minimal staff and rely in large part on volunteers who come to the kitchen to cook, serve, process food, answer questions, monitor the dining room, pick up food from various locations around town and the University, etc. Many of our cooking groups have been with us since we first started feeding people back in the 1970's. These groups change members

over time, but the groups continue on. They come from local congregations, businesses, civic groups, neighborhoods, etc. If past history is any indication, many of them will come early or stay late after their shift to eat at local restaurants or shop at the stores in the area.

- 5) How many employees do you anticipate will drive/walk-bike? We currently have three employees who walk/ride bus to work at least part of the time. We cannot say what may or may not be the case in the future. We can say that currently we have 6 employees who live in Carrboro.
- 6) How many patrons do you anticipate will drive/walk-bike? If you include those who ride the bus (the highest percentage of how people get to the building now) we estimate roughly 50-60% of the people we serve. A number of people who already come for services at the Douglas Building live within a one mile radius of the facility. There are a number of affordable rental units in the surrounding area and we are a short walk or bus ride from the Northside neighborhood. According to our Community Services database, 28% of the clients we are serving live in Carrboro and 63% live in Chapel Hill. The remaining 9% live outside the town limits in Orange County or live in surrounding counties but work in Carrboro or Chapel Hill. Currently, we have 12 parking spaces associated with the Old Municipal Building with additional Chapel Hill municipal parking adjacent. It is rare if ever that all of the parking spaces in both lots are completely full with our patrons.
- 7) How many patrons do you anticipate will come per meal? Do you have contingency plans for when larger than expected peaks arrive? Similarly, do you find that the peak number varies seasonally? Based on more recent historical records we would expect 75 – 125 people for lunch on an average day and between 75 -100 for dinner. Those numbers are for weekdays, on the weekends, when we will only be serving lunch; we think the number would be 75. We are very lucky to have a number of great suppliers of food so we always have plenty of food in reserve. We have not run out of food for over 10 years. We do not see much fluctuation in numbers that is related to seasonal changes. We do see more people when there are active construction projects around town and/or the campus. In those cases we see more day laborers.
- 8) How many diners can sit and eat at one time? The new dining room will seat 75 people comfortably. Our current dining room can seat 50 at one time.
- 9) Based on your experiences at Chapel Hill how early do patrons arrive, prior to the beginning of a meal? The vast majority arrive just in time to eat, especially the ones who have jobs with short lunch hours. The Kitchen Coordinator discourages people from coming more than 15 minutes early.
- 10) How long after eating do patrons typically disperse? The vast majority disperses within a few minutes of finishing their meal. Again, the Kitchen Coordinator encourages people to leave the premises after finishing their meal. We do not encourage people to linger when their business is done.

- 11) Do you have a sense of where patrons go after they disperse? Many go back to work, or to appointments or other pursuits.
- 12) How do you handle disruptive patrons? Our managers do their best to talk them down and to diffuse the situation. If all else fails we call 911 and have the police take over. We have always been committed to offering safe services and our facilities have a well-earned regional reputation for being safe. Disruptive patrons are the exception and not the norm. The vast majority of our residents/clients/patrons are good people who simply need some extra help at this stage of their lives.
- 13) What types of problems have you experienced with this type of use in the past, how have you handled them, and how, with thoughtful design might we avoid those situations? Have you experienced problems with loitering and/or littering? Loitering and littering have not been problems for us at the current location (we do collect some litter from time to time around the Douglas Building, but we are not alone with this problem in the downtown area). We do not offer to go cups or to go orders. Men seen sitting around the building are generally residents outside getting fresh air. Persons who have been drinking or use a recreational drug and people with unresolved or untreated mental health issues who have a hard time interacting with people on an acceptable level can present challenges. Our managers and volunteers try to get the person to behave in an appropriate manner. If that fails we call the local crisis units or the police. We are lucky to live in an area where there are several crisis units available to help with both addictions and mental health problems. We have designed the structure we would like to erect to keep issues that might occur within the building walls. We have a covered courtyard off of the sidewalk to get people off of the sidewalk and into the building envelope as soon as possible. In that way we hope that the patrons will not be seen as loitering. We have two waiting rooms, one for the pantry and emergency services and one for the kitchen. If the police are needed, they can park under the building and not out on the street. The same goes for people having health issues, like a heart attack or a seizure. Emergency services vehicles can park off of the street and somewhat out of view.
- 14) How do you monitor the facility once it is closed for the evening? Do you have off-hours patrol? Can you tell us about your relationship with the Chapel Hill Police Department? Once we are closed we do not expect to have people around the building except to use the parking lot. We do have an automatic alarm system in the current building that sets itself in the evening and unsets itself in the morning, every day of the year. Our building has not been broken into since we put the alarm system in some 7-8 years ago. We are not patrolled any differently than any other downtown merchant that we know of. Our building is only half a block from the Carrboro Police Department, so we see the police in our part of town on a regular basis. We have an excellent working relationship with both the Carrboro and the Chapel Hill Police Department crisis units and the beat officers. We are open to officers coming into our dining room when they are looking for a specific individual. We actually keep some men with us who might not otherwise get the chance when a police department makes the request. We would encourage you to speak with either department about the IFC.

- 15) How will you handle the drop-off element of the use, the place where residents and leave can goods and other items for use in the pantry? Will there be a way to allow items to be left after hours? We have designed the building so that people will be able to drive in and drop off their food at a loading dock about halfway down the left side of the structure. They can then turn around and go back the way they came to Main Street or can continue north and exit our building onto Weaver Street. We do not currently accept food donations after hours at the Douglas Building, although that is not to say that we don't find them sometimes when we arrive in the morning. Food can always be dropped off after hours at HomeStart or the IFC @ SECU Community House since those facilities are open 24/7.
- 16) Can you describe how the pantry element of the use will operate? The pantry will operate just as it does now, with one exception. People who want services from the pantry must first become members, which means that someone in their household either lives or works in Carrboro or Chapel Hill. We currently have over 4,000 households who are members. Once a member they are welcome to come for food once every 30 days. The big change is that in the new building we will have enough room in the pantry for people to self-shop. A volunteer will accompany them, but they can pick out what they want based on the size of their family and the nutritional value of the foods they choose. Each shopper will receive a number of points based on the size of their family. Foods that are higher in nutritional value will use fewer points and those with little nutritional value will require more points. We have hopes that many of the same people who come to use the pantry will also stay for a meal or will come back for one.
- 17) What does the IFC call this kitchen, center, and dining facility now? Currently we have the community food pantry, community services and the community kitchen. Several years back we began calling our food programs FoodFirst, with the hope of combining the two separate uses into one. Community Services will still be used to refer to the emergency services portion.
- 18) Has there been any consideration of using the "pay what you can" model or an alternative to the current food service? No, we have always made our food programs free and open to anyone who is hungry.
- 19) When people lose privileges to use the service, including meals at the kitchen, how do you direct them to other services if they still have such needs? Are policies in place to allow the return of privileges after a certain time and, if so, how do you deal with repeat offenders? On those occasions when someone is either banned or trespassed from our programs and facilities, we try to provide them with a list of other resources, although when it comes to meals that means Durham or Raleigh. Bans come in lots of different lengths, from 30 days to 90 days. If someone is trespassed it is generally for one year. At the end of a ban or trespass the individual is welcome to return, provided they behave and follow the rules. The IFC is committed to second chances and quite frankly, as many chances as a person needs. We have found over the years that many people are not ready to make big changes all at once. Change often comes in small steps and is more of a continuum than

an event. There are a small handful of repeat offenders who are kept out of our programs for an extended period of time (more than a year), but that is fairly unusual.

- 20) Do different groups or types of people eat at the different meal times or is the cross section pretty much the same for one meal to the next? There is very little difference between lunch and dinner, although we generally see fewer day laborers, town staff and UNC employees in the evenings.
- 21) Tell us about pan handlers. Are they allowed to eat? Do you think they would follow the dining service to Carrboro? Do you expect or anticipate that the known situation in downtown Chapel Hill may transfer to Carrboro? We do not turn anyone away from our meals unless they cannot behave properly in a group setting. While we do not condone or support pan handling, we feel it is important for everyone to eat. We counsel our residents and clients not to pan handle. We have asked residents to leave because they insisted on doing so. We do not believe that pan handling results in actual help to someone in need. We cannot predict behaviors of others with certainty but doubt that pan handlers who work on Franklin Street will make the switch to Carrboro. Pan handlers go where money is easiest to come by and that is on Franklin Street, not downtown Carrboro. The bulk of the money given to pan handlers is by students, who are found in the largest numbers on Franklin Street. Coming to Carrboro to eat would cause panhandlers to miss peak times during the day when students are off campus, lunch and dinner time. Finally, we have an outstanding Kitchen Coordinator and people who frequent our community kitchen know that we are not a facility where you can misbehave. We are seen as a place to get help.
- 22) How does the IFC and Club Nova interact? Are there any conflicts between the populations that you serve? Any cross-over or alignment? We offer services to quite a few of the residents at Club Nova. We are not aware of any conflicts. We interact with their staff as well. We share concerns about some of the street people who hang out in downtown as we both have the same issues with those people as do other businesses in downtown. We get a couple of calls per year from someone at Club Nova alerting us to someone causing them or one of their members a problem and we try to help where we can. If illegal activity is suspected we all call 911, just like anyone else in town. We share some of our parking spaces with them, especially when they have special events and on nights and weekends. In addition, we have a partnership with their thrift shop where they provide clothing to some of our clients/residents. We have a similar partnership with the PTA Thrift Shop.