

Council Budget Review Follow up

Transit – Staff to bring additional information to the work session on Monday.

Police – Mental Health Professionals – from Chief Stroud

Our mental health partnership with Mental Associates of the Triad is for department personnel in crisis or to coordinate training with our peer counselors or crisis negotiators.

We have done some very preliminary looks into having a mental health professional on staff to embed with our officers on certain calls for service. This was actually one of our goals with our long-term strategic plan. The first domino that needs to fall for this to happen is the new Assistant Chief position. The mental health professional would fall under that division in our new, proposed organizational model. If the new Assistant Chief spot is not approved, it will be much harder to get the mental health professional added to the mix.

Mental Health: Civilian Employee / HPPD

1. Is there a need for civilian mental health professionals to assist with calls for service?

Yes, we answer a substantial number of calls in a calendar year that are directly related to people in mental health crisis. Below are the statistics from the past 3 full years plus year to date this year for calls that are specifically classified as “Mental Patient”:

CALLS FOR SERVICE NATURE	2018	2019	2020	2021
MENTAL PATIENT	865	1020	962	388
Total	865	1020	962	388

Please note....these calls are strictly those with “mental patient” as the call classification code. These numbers are not indicative of the total volume of calls that have some attachment to mental health issues and calls that our officers fail to reclassify. I estimate that roughly 30% of the other calls we go on have some sort of mental health connection in need of being addressed. We believe you can easily add 300+ calls to the numbers listed above (we are estimating low).

2. Would HPPD like to have civilian mental health professionals on staff to assist with these certain calls for service?

Yes!! We are police officers, not mental health professionals. We have base line training on identifying and dealing with various mental health issues, but this is nothing more than a “bandaid” approach. We rarely provide a solution to the problem or truly assist a person in a mental health crisis. If our officers were polled, this would be the #1 most disliked call for service.

As part of our long-term strategic plan, we identified this as a component we would like to add to our “Community” focus element. The timeline for implementation was 3 years.

3. Is HPPD ready to implement such a program right now if civilian mental health professionals were added?

No, we are not even close to being ready to implement this type of program, despite the overwhelming need. We identified this as part of our strategic plan, but with a 3-year timeline for implementation.

Concerns / Notes / Explanations: • This will be a completely new program being built from the ground up at HPPD. It will take a significant leadership focus to ensure this is done the right way to have impact.

- If the new Assistant Chief of Police is added, the civilian MH professionals would fall under that chain-of-command. Right now, if the staffing model remains as-is, I am unsure where these positions would fall. All three Assistant Chiefs are over-worked now and carrying heavy loads in our current operations. There is no way the daunting task of this new endeavor could be added to their workloads right now.

- There is no need to reinvent the wheel. This program has proven to be successful elsewhere. We would like to study the successful programs and try to replicate within our system if possible. We feel that RHA and Mental Health Associates of the Triad would help us with this task. Safety of all involved would be priority #1.

- Hiring one professional is a step, but not very impactful. The mental health call volume and need is so great that one person would not make a dent. We work 24/7/365 and calls of mental health crisis happen everyday and at all hours. We feel that multiple professionals would need to be added to implement this program with any hope of impact.

- We would need time and assistance in vetting and hiring the proper individuals. Working with mental health crisis in the street is completely different than working behind the walls of a clinic. These calls are often our most volatile and dangerous and only the right mental health professionals, properly trained, will be able to handle them.

- The addition of such a unit would require a review and adjustment of General Order 3.16, Mental Illness.

This is a much-needed program/position for HPPD, unfortunately, there is no way we could implement right now. We do wish to pursue this in the future though and if our staffing model falls into place, we will start taking the preliminary evaluation steps to get the program off the ground, with a projected timeline.

J.T. Stroud Chief of Police

MWBE

Statistics being updated and will be presented at the work session on Monday.

Guilford County recently kicked off Disparity Study. A work session was held with the Board of Commissioners on April 15, 2021. The potential still exists to amend the contract with Griffin & Strong, P.C. to add the City of High Point.

Fair Housing Assistance Program – More information will be presented at the work session on Monday.

The City of High Point has referred 20 cases to the NC HRC over the past 18 months (since Nov. 2019), which is when our current tracking method was started; 15 cases from November 2019 through October 2020, and 5 cases since then.

HUD expects a City of our size would likely investigate about 8 cases per year (which is an increase from 5 per year just a few years ago). Here are the break downs by protected class:

Protected Classes

Disability – 10

Familial Status – 2

Sex – 2

Race – 3

** 3 residents declined to disclose the details of their complaint before being referred to the NC HRC**

It is unknown how many of those cases were investigated, and we also don't know if any High Point residents sent a complaint directly to NC HRC or HUD. We're also not sure how many people don't know where to turn when they have a complaint, though we do know that the City's Community Development team identified lack of fair housing awareness as an issue in their 2015 and 2020 Analysis of Impediments reports.

Targeted Neighborhood Initiatives

- Changes in the tax law from the 2020 stimulus package has made tax exempt bond financing a viable option. There are additional incentives to promote multi-family housing development in qualified census tracts (QCT). Wynnefield is in the process of assembling properties for a development in a Core-City QCTs.
- Several of the eligible uses of the Local Fiscal Recovery Funds pertains to affordable housing in QCT's:
 - Lead based paint remediation
 - Development of affordable housing to increase the supply of affordable and high quality living units
 - Housing vouchers to assist people with relocating concentrated area of low opportunity
 - Home Repair programs
 - Housing for the Homeless

The fiscal recovery funds can provide opportunities that make some significant impacts.

There is potential to make strategic improvements in neighborhoods that leverage other amenities or events. For example, we can leverage the redevelopment of Daniel Brooks by investing funds in the surrounding neighborhood (i.e. Underhill).

A few challenges are determining the geographic area of the initiative, the scope and scale of the proposed improvements, and the recent increase in construction activity.

WIFI/ Broadband Access

Eric Olmedo and Steve Lingerfelt have met with Matt Thiel from the High Point Schools Partnership. The Partnership has set a goal of connecting 1,000 High Point homes with high speed internet access. They are working with Northstate/Segra and Charter to leverage the Federal Communications Commission Emergency Broadband Benefit program for eligible households. There may be a request of city resources for this initiative.

Steve Lingerfelt has also served on the Piedmont Regional Technology and Data Institute, which is a nonprofit that was established in May, 2020, with a mission to provide technology and data readiness and capacity to the 12 county Piedmont Triad region of North Carolina. TDI has identified a pilot project area which would address 6,000 high risk student homes, 5,000 in Greensboro and 1,000 in High Point. The group is seeking Federal, State, County, City and philanthropic funding for the initial \$4.7 million pilot program.

The ability to continue to fund the annual operating cost of each initiative is a concern.



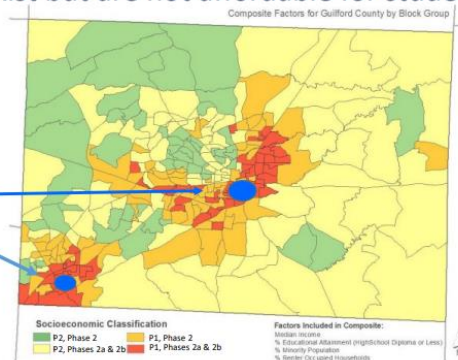
TECHNOLOGY AND DATA INSTITUTE

Project 1 | Phase 1: Urban Area CBRS Pilot (shovel ready now)

Goal: Build and test a prototype that serves the highest need areas of Guilford County. Highest need areas are identified as those in which poor or no internet access exists today, or where commodity internet services exist but are not affordable for students' families in the areas they serve.

The pilot project will deliver connectivity to 6,000 high-risk student homes (5,000 in Greensboro, 1,000 in High Point) for a period of 12 months.

Cost is controlled by number of households served.





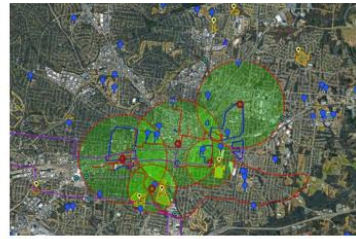
Project 1 | Phase 1: Urban Area CBRS Pilot (shovel ready now)

The pilot will require fiber that connects six tower locations that broadcast a private LTE network that will be picked up through a cellular modem in the home. The modem will broadcast the eduRoam network allowing the Guilford County Schools (GCS) issued computing devices to connect to the GCS network as if students are sitting in the classroom. The TDI has identified 6 site locations for the pilot project: 3 macro sites in Greensboro, 1 macro site in High Point, and 2 small cell sites in Greensboro.

High Point



Greensboro



Project 1 | Phase 1: Urban Area CBRS Pilot (shovel ready now)

Initial Pilot Project Cost: \$4,732,600

Internet Service	no incurred costs	Provided by TDI stakeholders and partners
Fiber Backhaul and Connectivity	no incurred costs	Provided by TDI stakeholders and partners
Network Core	\$ 280,250	unfunded
Towers and Equipment	\$1,478,000	unfunded
CBRS Endpoint Devices	\$1,500,000	unfunded
Eduroam Licensing	no incurred costs	Funded by Summit Rotary
Contract Staffing, External Consulting, Permitting, Operational Costs, Monitoring and Assessment, Training for Students and Parents	\$1,474,350	unfunded

Ongoing Annual Operations Cost for the 6 Pilot Sites: \$808,841

Solid Waste – Operating Division financial performance

Staff reviewed four years of performance in the Solid Waste Fund. The Ingleside Composting facility, Landfill Operations and Collections run at an annual operating surplus. This surplus subsidizes the Material Recovery Facility, and funds capital projects at the landfill and contributions to closure/post closure cost of the landfill.

Electric Rate Comparison

Staff compared the Duke Energy residential rate for a High Point customer (with the proposed 5.5% rate increase currently proposed by Duke) with the average High Point residential rates with 10% decreases, for a home using 1000 kWh monthly.

The average rate for a High Point Electric customer is projected to be 4.9% more than the Duke residential rate after these changes are implemented.

NOTE: This comparison is based on a known residential rate for a High Point customer. It is not known if there are other rate classes offered to High Point residents.