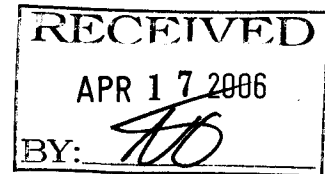




Inter-Faith Council for Social Service

Cal Horton, Town Manager
Town of Chapel Hill Town Hall
405 Martin Luther King Jr. Blvd.
Chapel Hill, NC 27514-5705



Board of Directors

Susan Anderson
President

Ann Henley
Vice-President

Ada Rey
Secretary

Rick Allen
Treasurer

Natalie Ammarell

Gloria Brown

James L. Copeland

Caroline Craig

Tricia Daisley

Melvin Smith

Carl Taylor

Hugh Tilson

Erica Zimmerman

Honorary Life Board Member

Robert Seymour

Executive Director

Chris Moran

Dear Mr. Horton:

I am providing some comments for the Inter-Faith Council for Social Service (IFC) regarding R. Michael McGee's letter presented to the Chapel Hill Town Council on April 10.

Our organization believes that we should always be open to suggestions and be as transparent as possible regarding our agency operations and services. We also believe in exploring new ways to improve ourselves whenever inconsistencies or conflicts are identified. As an example, we are currently planning a staff retreat this summer to develop some new ideas for involving agency clients in greater leadership responsibilities and roles across agency programs.

IFC does not, however, discuss any specific client /resident matters with other clients, volunteers or consumers. Although we respect Mr. McGee's "attempt to help clients" we cannot, for reasons of confidentiality, discuss specific resident claims, complaints or staff decisions concerning the individuals that he believes were unfairly treated. I highly recommend that clients who believe that they have been unfairly treated use our agency client complaint/appeal process to address their concerns.

IFC staff has had a series of conversations with Mr. McGee over the last couple of years relating to agency practices, values and beliefs. During the last several weeks Mr. McGee has had the opportunity to be heard by numerous staff representatives at program and administrative levels relating to his HomeStart concerns. I can assure you that I am extremely comfortable with all of the decisions that have been recently made by staff concerning HomeStart residents or any of the named individuals referenced. I would like to provide the following facts concerning other matters referred to in Mr. McGee's letter.

- IFC staff are committed to providing a safe and supportive environment for all of our residents
- The estimated costs for a new residential facility mentioned by Mr. McGee are incorrect
- IFC Board policies require staff to correctly follow all of its client complaint and appeal procedures
- Every resident's circumstances in HomeStart's emergency shelter program are unique and require different planning objectives; staff length-of-stay decisions are based upon agreed upon objectives and the resident's willingness to follow through with them
- Individual resident progress information and details about length-of-stay decisions are not shared with other residents

I recently organized a series of communication workshops for all agency employees and interns regarding IFC values and beliefs. Based on my observation, IFC employees strongly believe in our values of partnership, respect, care and fairness. All employees are expected to conduct themselves according to the policies and procedures of our organization, particularly with clients and residents. Any complaint and accusation brought to my attention will be investigated. Know that all of the accusations that Mr. McGee has shared with IFC staff and in public have been examined and found to be unsupported at this time.

I am more than willing to answer any additional questions that you or council members have regarding Mr. McGee's letter and accusations.

Sincerely,


Chris Moran, Executive Director

Giving help and hope to those in need

110 W. Main Street • Carrboro, North Carolina • 27510 • www.ifcweb.org
Phone (919) 929-6380 • Fax (919) 929-3353 • E-mail admin@ifcmailbox.org

