McDougald Terrace Carbon Monoxide Crisis

One Year Review
January 27, 2021
McDougald CO Crisis:

- Nov 20, 2019: Infant death at McDougald
  - Rumors began that the cause was carbon monoxide related
  - No official word of the cause of death
McDougald CO Crisis:

- Nov 20, 2019: Infant death at McDougald
  - Rumors began that the cause was carbon monoxide related
  - No official word of the cause of death

- Dec 9, 2019: 2nd Infant death at McDougald
  - Rumors escalated, especially on social media
  - No official word on the cause of death of either infant
McDougald CO Crisis:

- Dec 25, 2019: Durham Fire Department Noticed Unusual Cluster
  - Received call for NIS about numerous calls for service
  - Because of addresses are by street, it was not immediately realized they were all at McDougald
  - Calls for service in 2019:
    - Nov 20
    - Nov 26
    - Nov 28
    - Dec 08
    - Dec 23
    - Dec 24
<table>
<thead>
<tr>
<th>Nov ’19</th>
<th>Dec 26, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan ’20</td>
<td></td>
</tr>
<tr>
<td>Feb</td>
<td></td>
</tr>
<tr>
<td>Mar</td>
<td></td>
</tr>
<tr>
<td>Apr</td>
<td></td>
</tr>
<tr>
<td>May</td>
<td></td>
</tr>
<tr>
<td>Jan ’21</td>
<td></td>
</tr>
</tbody>
</table>

**McDougald CO Crisis:**

- Dec 26, 2019: DHA received a call from NIS
  - Notified us of the cluster of calls
  - DHA immediately began inspections of units
  - Subsequently held a conference call with other City departments to assist with inspections and education
McDougald CO Crisis:

- Dec 26, 2019: DHA received a call from NIS
  - Notified us of the cluster of calls
  - DHA immediately began inspections of units
  - Subsequently held a conference call with other City departments to assist with inspections and education

- Dec 27-28, 30, 2019: Inspection of all units
  - Durham Fire Dept, Durham Emergency Medical Services, Durham Police Dept, Neighborhood Improvement Services, DHA staff collaborated
  - Provided inspections, education and educational material
McDougald CO Crisis:

- Dec 27-28, 30, 2019: Inspection of all units
  - The various departments assisted with inspections, education, dispersed education material, completed CO exposure tests
McDougald CO Crisis:

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nov '19</td>
<td></td>
</tr>
<tr>
<td>Dec</td>
<td></td>
</tr>
<tr>
<td>Jan '20</td>
<td>• Community Meeting at Burton Elementary School</td>
</tr>
<tr>
<td>Feb</td>
<td>➢ Held meeting to report out results of inspections</td>
</tr>
<tr>
<td>Mar</td>
<td></td>
</tr>
<tr>
<td>Apr</td>
<td></td>
</tr>
<tr>
<td>May</td>
<td></td>
</tr>
<tr>
<td>Jan '21</td>
<td></td>
</tr>
</tbody>
</table>
McDougald CO Crisis:

- Community Meeting at Burton Elementary School
  - Summary of results:
    - All 322 occupied units inspected
    - Prioritized the 32 units with children two years and younger, and the 24 units with those over the age of 65
    - Monitors were moved to lower locations in accordance with current best practices
    - 378 smoke/CO detectors were replaced/installed
    - 2280 batteries installed
    - 6 apartments reported elevated levels of CO, repairs were made to the identified source
    - 13 apartments reported gas leaks, repairs were made to all
    - Four people that were treated with elevated levels of CO
McDougald CO Crisis:

- After the community meeting, two more households had reports of elevated CO levels

- Upon learning of the two additional cases of elevated levels, a decision was made to conduct voluntary evacuations
  - Targeted families with children 2 and under and over 65 years of age
  - Staff mobilized to secure:
    - DSS assistance
    - Hotels
    - Transportation
    - Stipends
McDougald CO Crisis: Evacuation

- 5pm, Evacuations began to hotels
  - Staff knocked on doors
  - Passed out flyers
  - Media was present

- Contacted DPS about the ability to pick up kids from hotels

- Updated HUD on the evacuation
McDougald CO Crisis: Evacuation

- First Stipend Distribution
  - Based on family size: Adults v. Children
  - Based on type of hotel: kitchens v. no kitchens

- City Council meeting

- Following Council meeting, staff (and Board) learned residents were still in need of food
McDougald CO Crisis: Evacuation

- Began Inquiries about federal and state assistance
- Established Emergency Operations Center - Began meeting twice daily
McDougald CO Crisis: Evacuation

- Sought donation management assistance
- Began daily press briefings
- Outreached to County Emergency Management Team
- Set-up Alert McDougald system
- Began assessment of repair methods and costs

Jan 7, 2020
McDougald CO Crisis: Evacuation

• Second Community meeting held at Burton Elementary School
  ➢ Gave updates on progress
  ➢ Had several support services present
  ➢ Volunteers came to assist
  ➢ Distribution of Stipends

Jan 11, 2020
McDougald CO Crisis: Evacuation

• Began daily calls with McDougald Terrace Resident Council President
  - Sought feedback on issues in hotels and on site
  - Able to give information to share with residents (use of social media, other outreach)

• OIG visit
  - This was a previously planned visit
  - Evaluating Field Office
  - We asked them to postpone under circumstances
  - Visited several sites, interview residents
McDougald CO Crisis: Evacuation

- Alliance Behavioral Health began more involvement
  - visited hotels
  - Utilized City Hall van

- Began Emergency Capital Fund Application
  - Needed estimates of cost
  - Cost certification

- Received grant of $7500 Grant from United Way- $250 gift cards

- Set-up alert McDougald system

Jan 27, 2020
Inspection Results

- Gas Leaks
- Valves
Inspection Results

- Venting System

Chases
Repairs

• New Expansion Tank
• Pressure Relief Valve
• New Venting
Repairs

• New Venting
• New Heater
• Thermostat Controlled
McDougald CO Crisis: Evacuation/Return

Family Updates
- 28 families returned home
- 16 families relocated to other DHA properties
- 35 families remained at McDougald
- 245 families remain at 14 different hotels

Mechanical, Electrical and Plumbing work continued - approved by Building Inspections Department
- Environmental work included
  - Fungal growth remediation
  - Pest control
  - Asbestos removal and monitoring
- Neighborhood Improvement Services – completed inspections of all units for code violations and health and safety

Timeline:
- Nov ’19
- Dec
- Jan ‘20
- Feb, 2020
- Mar
- Apr
- May
- Jan ‘21
McDougal CO Crisis: Evacuation/Return

- Hotel living became more challenging to families from a mental health standpoint

- Staff coordinated with Durham Parks and Recreation to hold activities for kids on weekends
  - Transportation was provided
  - Few families took advantage

- City of Durham granted $1.4 million to complete electrical stove conversion
## McDougald CO Crisis: Evacuation/Return

<table>
<thead>
<tr>
<th>Jan ‘20</th>
<th>Feb, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feb</td>
<td></td>
</tr>
<tr>
<td>Mar</td>
<td></td>
</tr>
<tr>
<td>Apr</td>
<td></td>
</tr>
<tr>
<td>May</td>
<td></td>
</tr>
<tr>
<td>Jan ‘21</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Apartments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plumbing Complete _Total</td>
<td>150</td>
</tr>
<tr>
<td>Mechanical Complete Total</td>
<td>108</td>
</tr>
<tr>
<td>Electrical Complete Total</td>
<td>74</td>
</tr>
<tr>
<td>In the process (plumbing)</td>
<td>26</td>
</tr>
<tr>
<td>In the process (mechanical)</td>
<td>68</td>
</tr>
<tr>
<td>In the Process (electrical)</td>
<td>30</td>
</tr>
<tr>
<td>Assigned Mechanical, Plumbing, Electrical</td>
<td>105</td>
</tr>
<tr>
<td>Un- assigned Mechanical and Plumbing</td>
<td>65</td>
</tr>
</tbody>
</table>
• Apartment must pass inspections by the Building Inspections Department and Neighborhood Improvement Services before families are allowed to return
  ➢ Not all repairs will be completed before people returned, only those that are immediate health and safety related to expedite return from hotels
  ➢ DHA provided a listing of all remaining issues that needed to be repaired
  ➢ A monthly report was to be shared with McDougald Terrace residents on the progress of completing those repairs (and shared with the board)

• Families were given instructions on operation of the new appliances/equipment
McDougald CO Crisis: Evacuation/Return

- Submitted First Emergency Grant Application March
- Formed Resident Advisory Group
  - Hotel Captains, key leaders
  - Met weekly to address issues, share information
- Salvation Army participated in providing donations
- Hotels became reluctant to house our families
- 114 Families were cleared to return home
- Reimbursed residents for food left in units during move out upon return home
- Began COVID-19 preparations
- HUD gave feedback on grant application

Nov ‘19
Dec
Jan ‘20
Feb
Mar
Apr
May
Jan ‘21
Mar, 2020
McDougald CO Crisis: Evacuation/Return

- Greater concern about families in hotels with the increasing outbreaks of COVID
- One hotel had an outbreak but no residents were affected
- Most families were able to return home
- Decided to halt the electric stove conversions of the remaining 128 units due to COVID -19
  - All other repairs were complete
  - families could move back but the electric conversion would necessitate additional 3-5 day hotel stay
  - 85 new gas stoves were installed
McDougald CO Crisis: Return

- Greater concern about families in hotels with the increasing outbreaks of COVID
- One hotel had an outbreak but no residents were affected
- Most families were able to return home
- Decided to halt the electric stove conversions of the remaining 128 units due to COVID-19
  - All other repairs were complete
  - Families could move back but the electric conversion would necessitate additional 3-5 day hotel stay
  - 85 new gas stoves were installed

- Last Family returned home May 3, 2020
McDougald CO Crisis: Emergency Grant

- DHA reapplied for the Emergency Capital Fund grant
  - DHA initially applied in March, 2020
  - After feedback and discussion from HUD offices DHA submitted a revised application in May, 2020
  - Based on the Emergency Capital Fund guidelines, DHA was ineligible because it had available capital funds
  - The grant program is not reimbursable for any costs already expended
- DHA withdrew the application
## McDougald CO Crisis: Costs

**Total Repair Costs:** 3,707,196.32

<table>
<thead>
<tr>
<th>Repairs</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appliances</td>
<td></td>
</tr>
<tr>
<td>Electrical</td>
<td></td>
</tr>
<tr>
<td>Mechanical</td>
<td></td>
</tr>
<tr>
<td>Plumbing</td>
<td></td>
</tr>
<tr>
<td>Environmental</td>
<td></td>
</tr>
<tr>
<td>Exterior Gas Leak Repair</td>
<td></td>
</tr>
<tr>
<td>NIS Code Violations</td>
<td></td>
</tr>
<tr>
<td>Sewer Collapse</td>
<td></td>
</tr>
<tr>
<td>Repairs</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Relocation and Administrative</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accomodation</td>
<td>2,173,701.45</td>
</tr>
<tr>
<td>Stipends</td>
<td>2,348,826.37</td>
</tr>
<tr>
<td>Protective Services</td>
<td>383,502.50</td>
</tr>
<tr>
<td>Transportation</td>
<td>215,875.00</td>
</tr>
<tr>
<td>Moving</td>
<td>37,750.01</td>
</tr>
<tr>
<td>Administration</td>
<td>25,916.13</td>
</tr>
<tr>
<td>Personnel</td>
<td>38,806.14</td>
</tr>
<tr>
<td>Legal</td>
<td>135,075.00</td>
</tr>
</tbody>
</table>

**Total Costs Expended To Date:** $9,066,649