



# North Carolina Balance of State Continuum of Care

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## NC BoS CoC Steering Committee Meeting

March 5, 2019 Minutes

**Regional Leads Present:** Destri Leger, Kristen Martin, Casey McCall, Nicole Dewitt, Natasha Elliott, Marie Watson, Joel Rice, LaTasha McNair, Melissa Eastwood, Jim Cox

**At-Large Members Present:** Angela Harper King, Deena Fulton, Dora Carter, Parker Smith, Todd Rosendahl

**SC Members Absent:** Emily Locklear, Eric Edwards, Ryan Carver, Jessa Johnson, Lisa Phillips, Bob Kurtz

**Interested Parties Present:** Brooke Hudson, Amy Modlin, Angela Jones, Bonnie Harper, Charlotte Stewart, Erin Ashton, Grace Whitney, Lynne James, Janice Sauls, Jefferey Rawlings, Kay Johnson, Linda Walling, Lori Watts, Lynette Gordon, Monica Frizzell, Manuel Hyman, Mary Boyles, Melissa McKeown, James Mercer, Paulett Wall, Teresa Robinson, Sonia Gibbs, Emily Lowery, Teena Willis

**NCCEH Staff Present:** Brian Alexander, Ehren Dohler, Bagé Shade, Jenn Von Egidy

### Approval of Consent Agenda

- The consent agenda will be voted on as a whole at the beginning of each meeting. Steering Committee members may request to move an item from the consent agenda to the regular agenda, if they feel it requires additional discussion.
- The consent agenda was sent out prior to the meeting and is posted at: <https://www.ncceh.org/files/9972/>
- There being no changes needed, the consent agenda was approved by common consent.

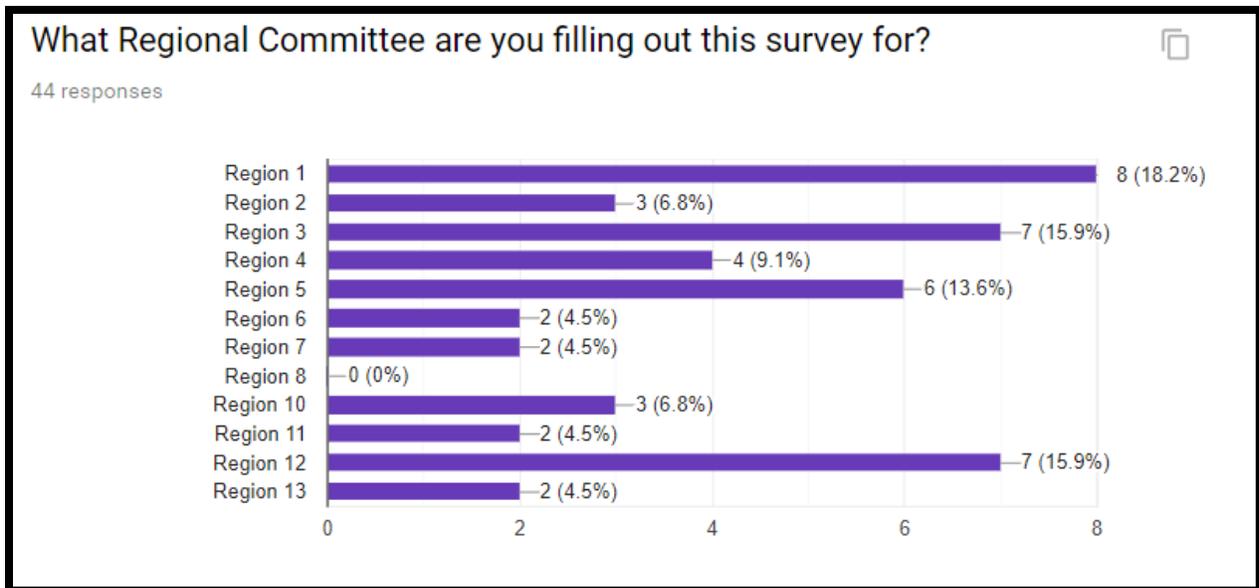
### Annual Coordinated Entry Evaluation Results

- The NC Balance of State CoC conducted the first annual evaluation of its coordinated entry system in January 2019. Annual evaluation of the coordinated entry system is required by HUD and also required to be submitted to the NC ESG office. Staff has submitted the full report to ESG.
- Survey results were analyzed by the North Carolina Coalition to End Homelessness and the NC Balance of State CoC Coordinated Entry Council (CEC).
- Staff did not go through the full detailed report during the March Steering Committee meeting, but instead, highlighted findings that are most applicable to the NC BoS CoC Steering Committee.
  - A full report can be found on the NCCEH website: <https://www.ncceh.org/files/9970/>
- The evaluation consisted of three elements:
  1. Surveys to participating provider agencies
  2. Surveys to people who are enrolled in permanent housing programs (rapid re-housing and permanent supportive housing) and were housed in the last year.

3. Surveys to people currently experiencing homelessness. People in shelters and people experiencing unsheltered homelessness were surveyed.
- The basic requirements of coordinated entry are implemented across the CoC.
    - Access points help people find shelter and emergency services, including DV services
    - People are assessed for housing using the same screening tool (VI-SPDAT)
    - Permanent housing referrals are made mainly through the CE system
  - Challenges:
    - Diversion is difficult, or not happening in many regions.
    - Clients have trouble accessing emergency shelter/DV shelter. This may be due to geographic location, referral failures, or the type of shelter available is not matched to the client's need.
      - Example: a single person needs shelter, but the shelter in their community is for families only.
    - Lack of street outreach
    - Accuracy of VI-SPDAT
    - Long time between assessment and housing

#### Agency/Provider Surveys

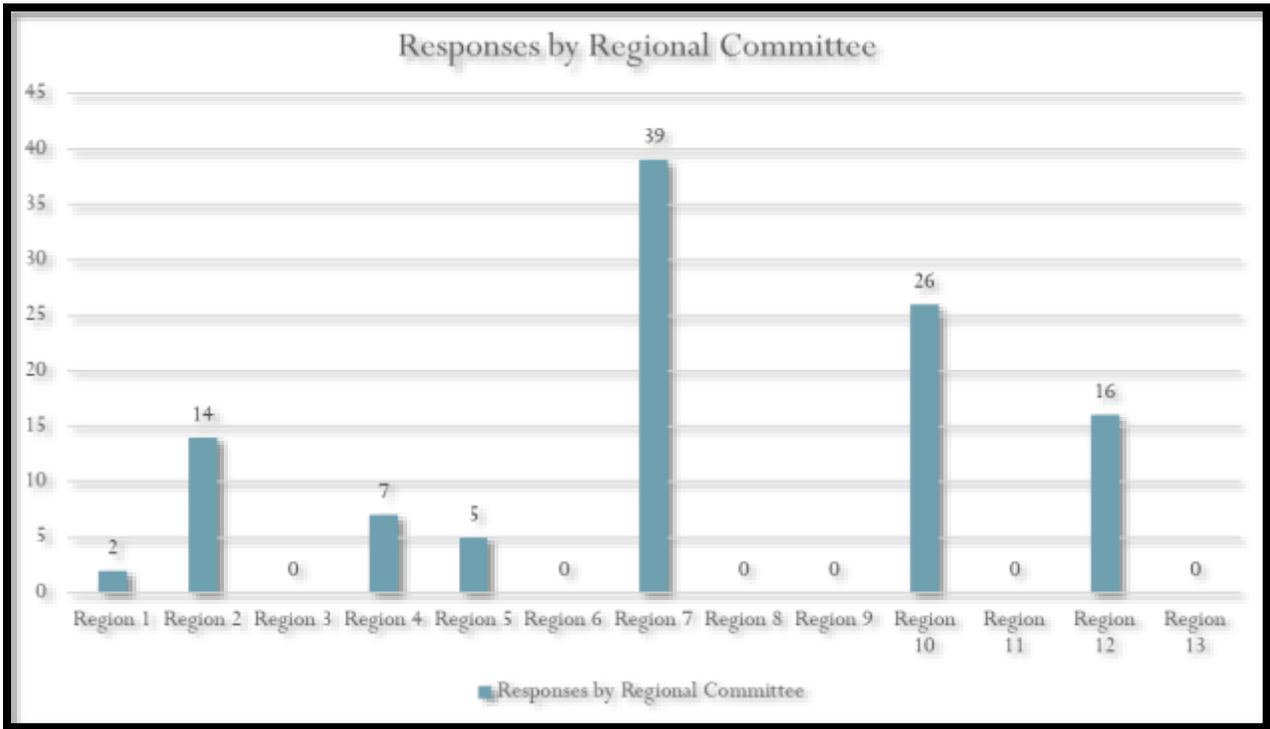
- Agency/Provider survey response rates varied across regions. Some regions had such a low response rate that it prevented the report from being regionalized. However, because we use the same coordinated entry system across the NC BoS CoC, we were able to apply responses broadly to the entire CoC.
  - A goal for next year is to increase response rate.



#### Housed Client Survey

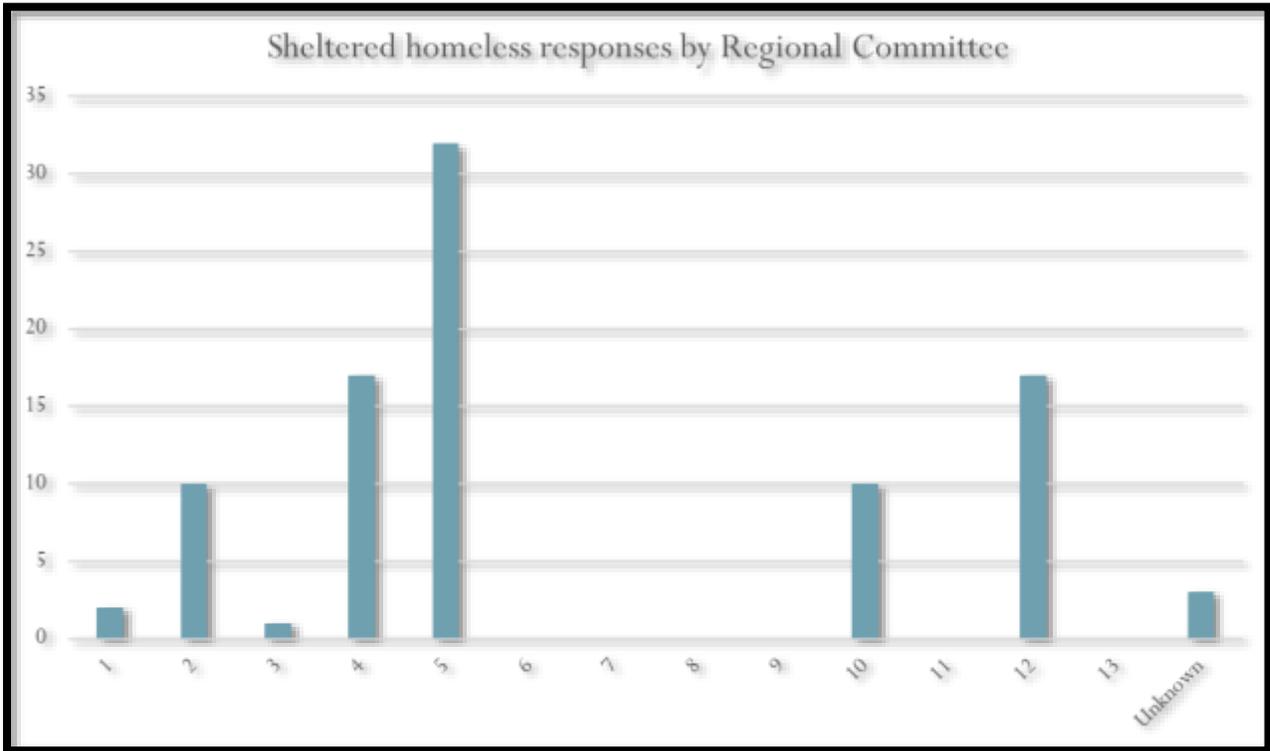
- Housed client survey response rate also varied, and some regions were not represented at all, making it difficult to know how their clients are doing.





**Shelter Survey**

- Sheltered survey response, again varied by region, making it difficult to provide nuance.

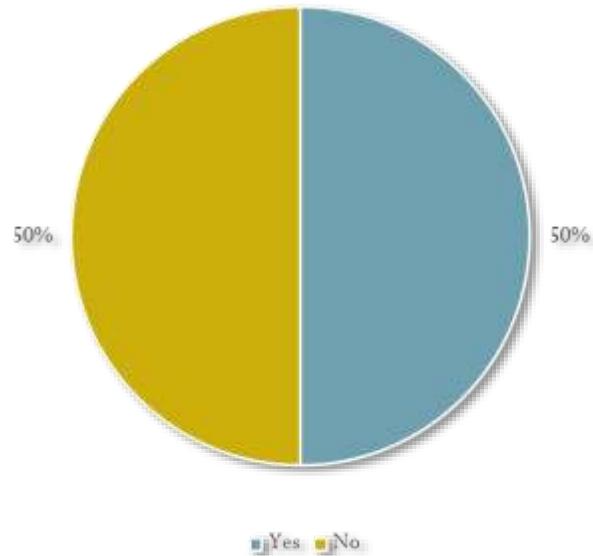


**Diversion**

- The NC BoS CoC should re-think its approach to diversion. Only half reported that diversion is helpful, which is not good enough and something needs to be changed so that diversion efforts are effective consistently across the CoC.



## Does the Prevention and Diversion Screen help divert people from homelessness?



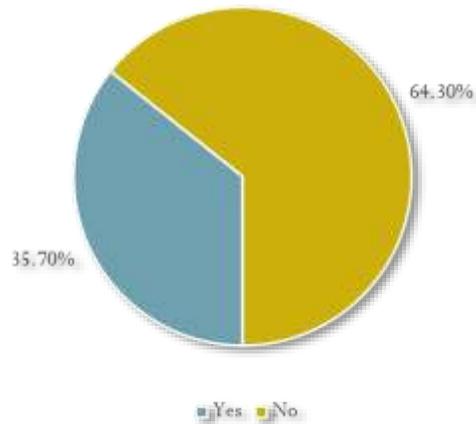
- Diversion challenges
  - By the time clients access the homeless system, they have exhausted other resources. This suggests that diversion may need to be done at a different access point, such as 211 or a local DSS.
  - Mediation takes staff time that is not readily available. So even if mediation between the landlord and the household would be beneficial, the staff aren't able to provide the service prior to shelter entry.

### Domestic Violence Shelters

- Domestic violence shelters also have access challenges.



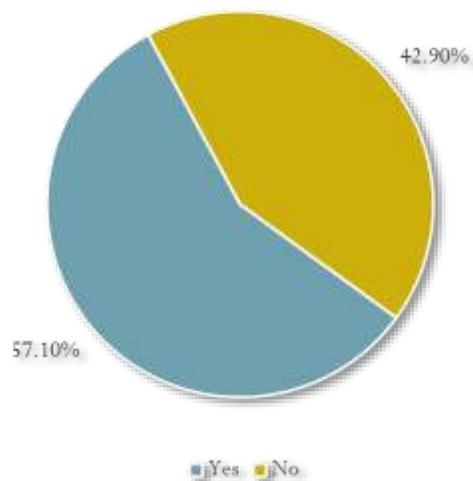
When you refer a client to a DV shelter, are they always able to get a bed that night?



- 2/3 of those surveyed stated that they were unable to access DV shelters.
  - Does this reflect a problem with the referral system and our screening?
  - Does this reflect a high bed utilization for DV shelter beds? Should we advocate for increased funding?

#### Emergency shelters

If you cannot divert a household, are shelter options usually available in your community?



- Compared to domestic violence shelters, emergency shelter beds are easier to access.
- Suggestions for improvement
  - Diversion funding
  - More shelter beds (especially low-barrier beds)
  - Transportation funding
  - More DV shelter beds



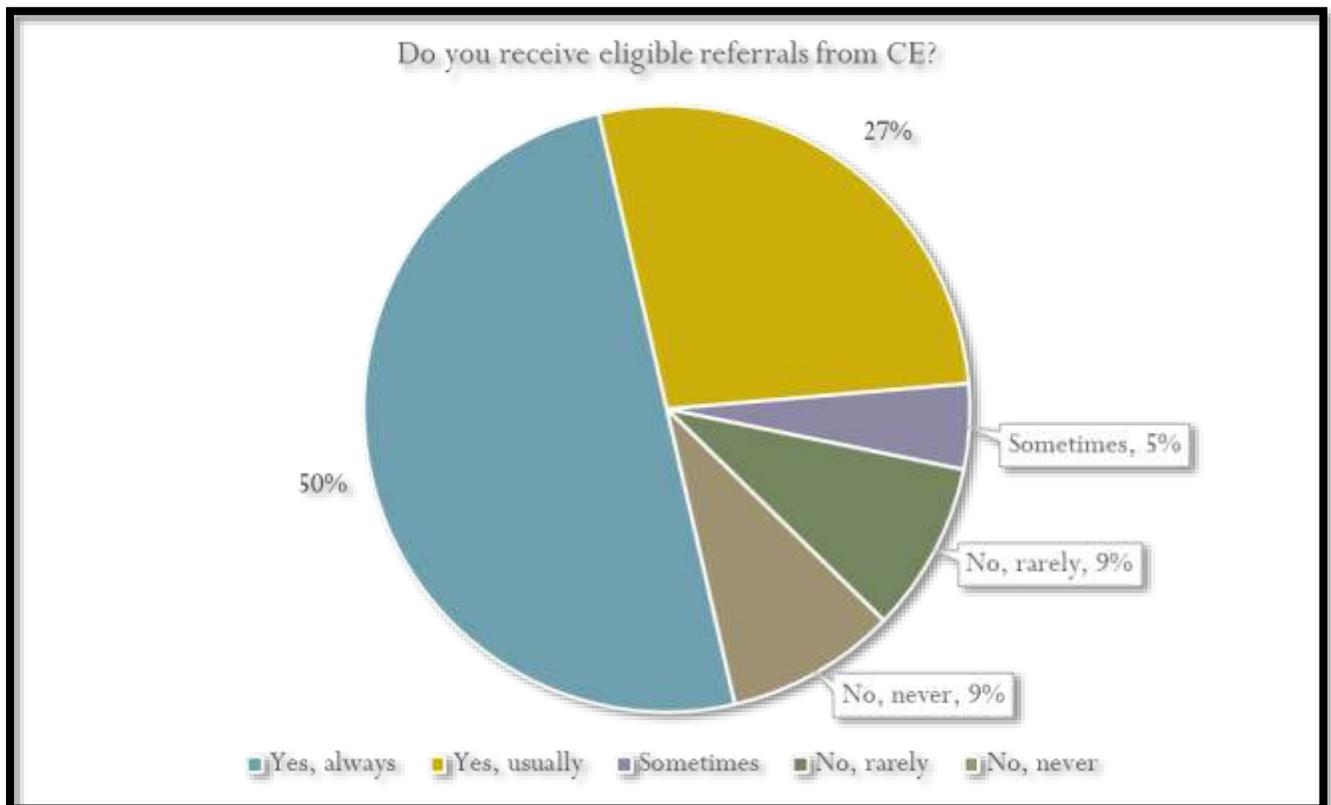
## VI-SPDAT

The NC BoS CoC may need to consider changing the assessment tool. The VI-SPDAT has advantages but lacks accuracy.

- Advantages
  - It prioritizes the most vulnerable for housing
  - It guides the community to provide the best resources for the client
  - It ensures fairness in prioritization
  - It helps the community understand the needs and barriers of the client
  - It makes it easy to do a thorough assessment
- The two most cited weaknesses of the VI-SPDAT were:
  - VI-SPDAT underreports problems because clients may not be willing to divulge some information about themselves.
  - Some questions don't accurately measure the needs of a client.
    - Example: It does not take into account the severity of a particular diagnosis.

## Permanent Housing Referrals

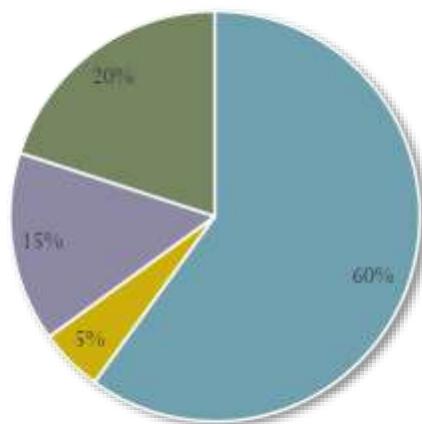
- Most referrals are directly through the coordinated entry by-name list.
  - Some providers seem to be less connected to the coordinated entry system
- At least one PH program in the majority of regions sometimes, rarely, or never receives eligible referrals from the coordinated entry system.



- 1/3 of PH programs do not receive referrals from the regions' by-name list.



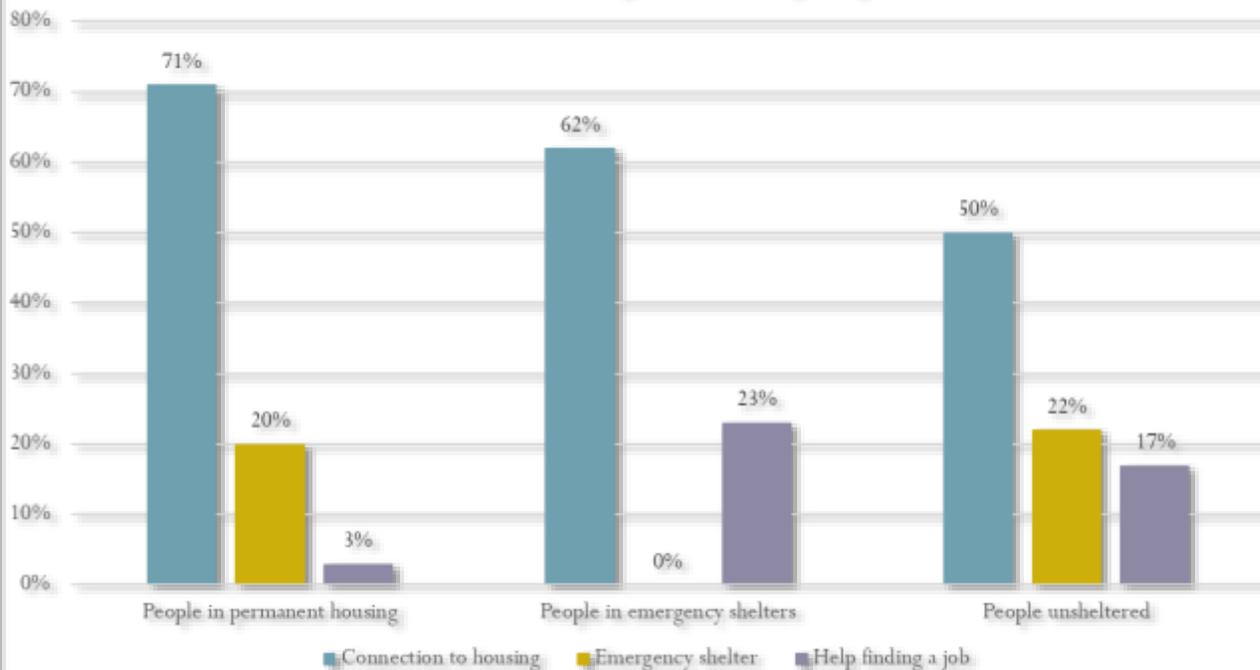
Approximately what share of your new admissions in the last year were on the regional by-name list and were referred by the coordinated entry system?



- All of my new admissions
- Almost all (85% or more) of my new admissions
- Few (<30%) of my new admissions
- I don't know, I'm not aware of who was on our by-name list

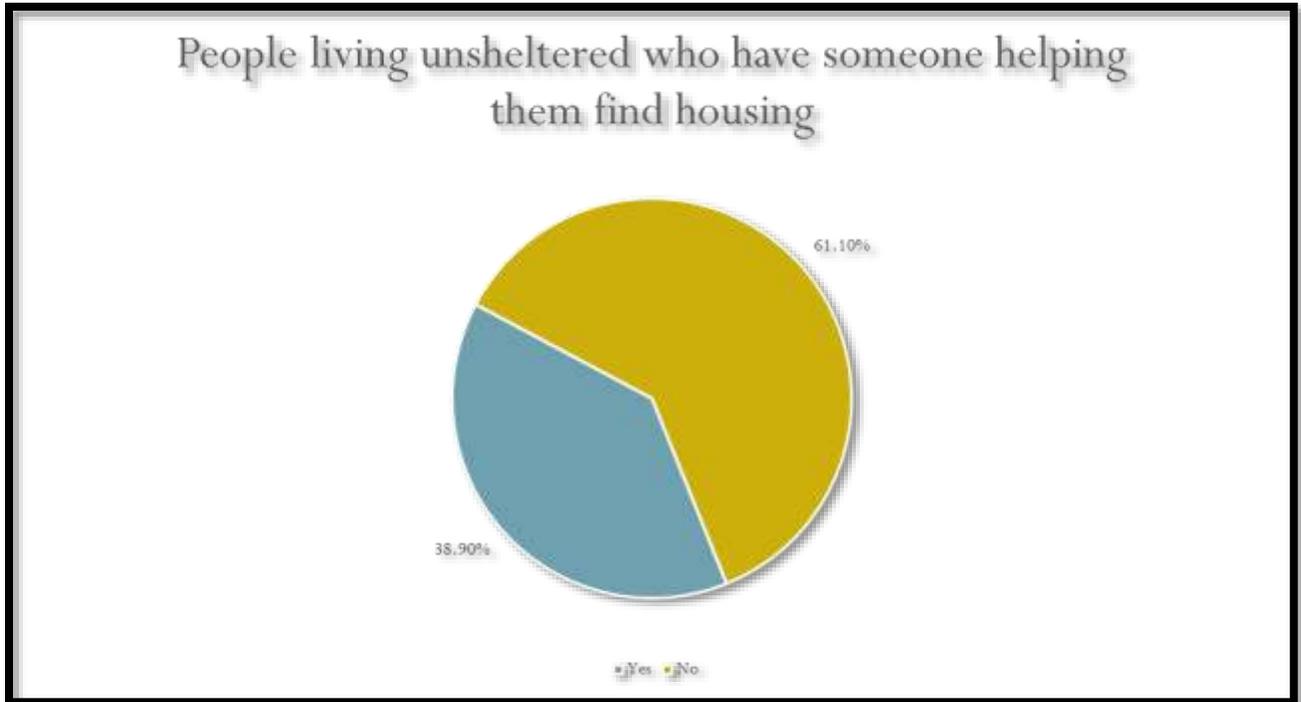
- Connections to permanent housing are a priority for people experiencing homelessness

Service that is most helpful to survey respondents



- Both people experiencing homelessness and people who have received housing were asked what is/was their biggest need. Most reported permanent housing as their most important need.
- Connection to emergency shelter and help finding a job was only a priority for 1/5 of clients.
- People living unsheltered desire housing but report they do not have someone helping them to find housing.

The NC BoS CoC needs more street outreach

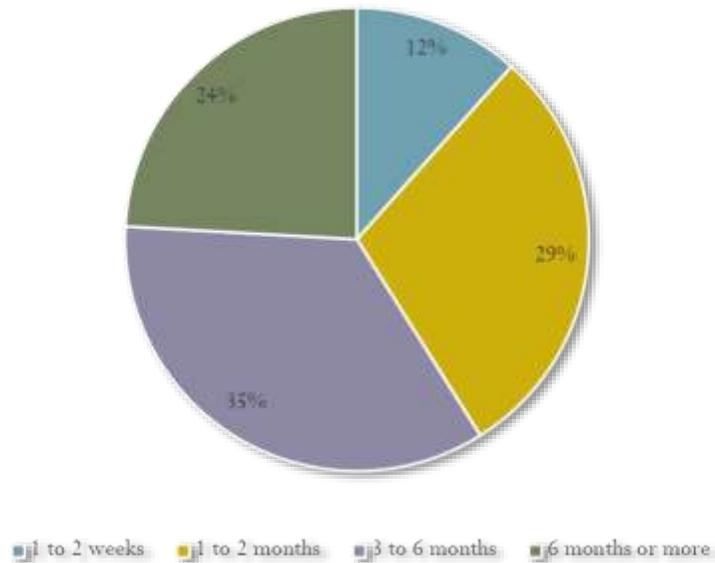


Length of wait after VI-SPDAT

- Most people waited 3 months or more to move into permanent housing.



About how much time passed between when you were assessed and when you were placed into housing?

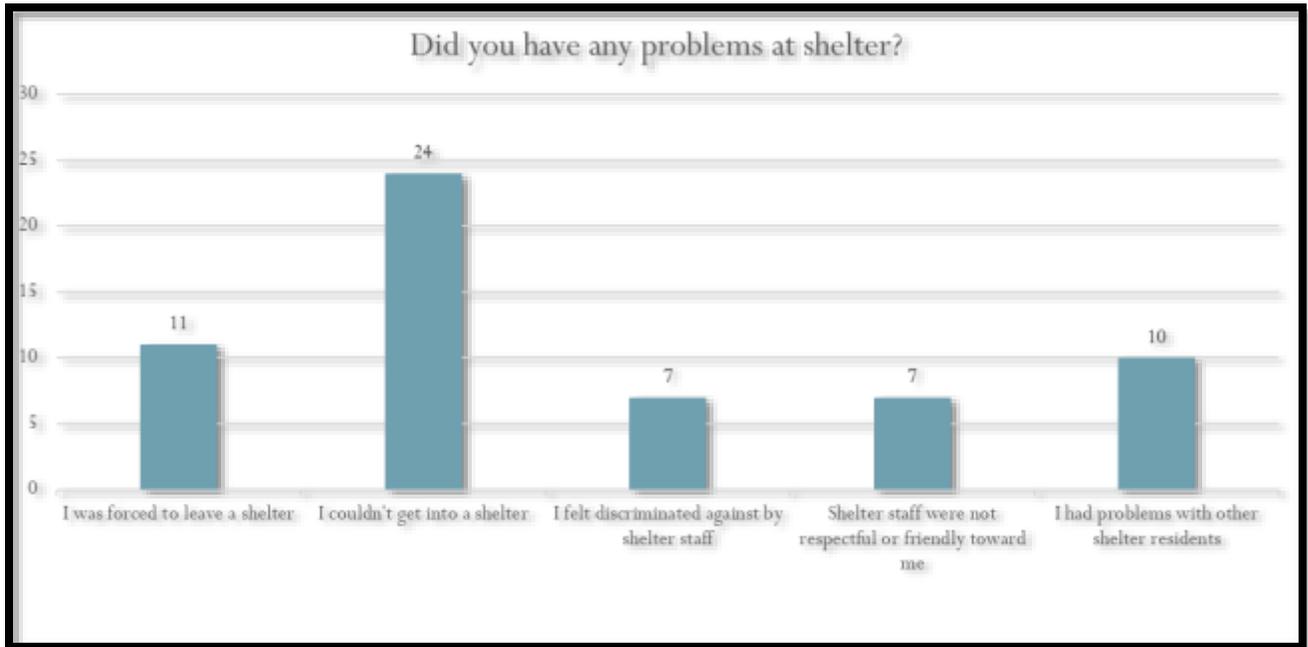


- 20% of permanent housing providers keep slots open for a month or more before they are filled.

#### Negative experiences

- A small but sizable portion of respondents had negative experiences while experiencing homelessness.
- 12 people currently experiencing homelessness said they are never, rarely, or only sometimes treated respectfully by shelter staff.
- The most frequent negative experience mentioned was not getting into shelter.
- No grievances were filed during the survey. Some people said please contact me, but did not cite a grievance so it is unclear they understood the question.





#### Staff solicited questions or feedback

- Teena Willis stated she wants to be sure we survey the PH clients to see what they thought about the barriers. She wonders if they felt like they needed the barriers to be successful or if they found them helpful.
- Ehren responded that if we make a change, we evaluate it afterwards. We can only do it effectively if we change a few things.
- Lynne James wonders if Hurricane Florence could have impacted the availability of shelter beds.
  - Ehren stated it was across the board and not just those regions affected by the hurricane. Also, this was done in January when there were less hurricane victims accessing emergency shelter.
- Angela Harper King expressed concern with the availability of DV shelter beds. Have we thought about how we will get more information to figure out what the barriers are? How do we get more information?
  - Ehren responded that the CEC has started this conversation and mentioned potential 3 reasons:
    - Transportation: DV shelters may not be in the county where someone is calling. Sometimes a person chooses not to go to another county or region. Sometimes transportation is not available to transport people from other counties. The participant came back to the shelter, and they may not actually know why the person didn't end up in the DV shelter. This doesn't tell us if the bed was unavailable or if the client didn't accept it. The referrals may not be people that are fleeing domestic violence and would not be eligible. DV is just in their history but not a current safety concern.
  - Brian mentioned that we don't have DV data because these programs do not use HMIS. We don't know the shelter bed utilization rate.. Right now, it is difficult for us to evaluate what is happening across the board because the CoC does not have system-wide domestic violence data.
  - Deena Fulton said that we are continuously looking at ways the two systems can better coordinate and communicate what is happening.

#### Health Opportunities Request for Information (RFI)



The RFI was released from NC DHHS, office of Health Opportunities. Staff gave a brief overview of how this will affect the work of the CoC. The Healthy Opportunities Pilots will be implemented over the next 2 years and will focus on social determinates of health. The pilots will use Medicaid funding to address housing, interpersonal violence, food, and transportation.

- The RFI asks organizations providing services that affect social determinants of health (including housing) for information on the services they provide.
- Responses to the RFI will inform the services that are available in these pilots and how they are billed.
- Any permanent housing provider that provides tenancy supports should respond to the RFI
  - More information at <https://www.ncdhhs.gov/about/department-initiatives/healthy-opportunities>
  - A paper explaining the pilots is available at: [https://files.nc.gov/ncdhhs/documents/Healthy-Opportunities-Pilot\\_Policy-Paper\\_2\\_15\\_19.pdf](https://files.nc.gov/ncdhhs/documents/Healthy-Opportunities-Pilot_Policy-Paper_2_15_19.pdf)
- An RFP will be released this summer that will actually choose the pilots. The pilots will operate in 2-4 areas of the state. These pilots will inform long-term policy and how to implement the social determinants of health with Medicaid dollars.
- Who should respond to the RFI?
  - Any permanent housing provider that provides tenancy supports
  - Organizations that provide supports on the other social determinants of health should respond as well.

## CoC Competition Update

### 2018 CoC Competition

- The FY2018 CoC competition awards were announced by HUD on February 6, 2019. The NC BoS CoC did very well in this competition; all renewal grants were awarded funding, and most of our new grants were too.
- Total award amount: \$8,933,958
  - All renewals
  - Three new/expansion projects
    - Pitt County RRH
    - Union County Community Shelter RRH
    - NC BoS CoC SSO-CE Expansion
  - NC BoS CoC planning grant
- Award did not include DV bonus project or two new projects for reallocated dollars for Community Link and Eastpointe
- The NC BoS CoC FY18 CoC awards are on the NCCEH website: <http://bit.ly/2VIukk0>

### 2019 CoC Competition

- HUD announced the initial steps of the 2019 CoC competition.
  - Registration was released January 31. NCCEH staff has verified information is correct and is awaiting HUD review to verify.
  - The GIW is expected to be released after March 14.
  - The NOFA is expected to be released in May, although HUD has stated this the last few years and have yet to meet this timetable. In light of the government shutdown, we may see it released in June instead.



- The Funding and Performance Subcommittee met February 20, 2019 to finalize CoC competition funding priorities for both overall priorities and regional component priorities.
  - NCCEH is finalizing the draft of the 2019 CoC Competition funding priorities. Staff will post the draft document to the NCCEH website for the NC BoS CoC Steering Committee to review in preparation for the next month's meeting.
  - The Steering Committee will consider approval of priorities at the April 2019 meeting.
- Current Funding and Performance Subcommittee members:
  - Talaika Williams, Trillium
  - Joel Rice, Cardinal Innovations
  - Tiana Terry, Volunteers of America Carolinas
  - Destri Leger, Jackson County
  - Melissa McKeown, Community Shelter of Union County
  - Kristen Martin, Thrive
  - Cindy Hathcock, My Safe Haven
- The Intent to Apply form has been released. If you are interested in applying for a new project in the NC BoS CoC in the FY2019 CoC competition, please fill out this form. NCCEH staff will be in touch to discuss your proposal. It is mandatory that all agencies wanting to apply for new CoC funding complete an Intent to Apply form. The deadline to apply is 2 weeks after the release of the CoC Competition Notice of Funding Availability (NOFA). The 2019 Intent to Apply Form can be found at: <http://bit.ly/2t8YKQa>
  - Intent to Apply is accepted on a rolling basis and are non-binding
  - What you put in for the intent can be changed as you think through the design of your project. Staff will set up a phone call with agencies to talk about threshold, program design, and any questions the agency has.
  - The CoC needs agencies to apply for funds that can run effective programs. Regional Committee leadership and at-large members can help with recruitment.
  - Agencies interested in applying should:
    - Have capacity to operate CoC programs
    - Have knowledge of best practices
    - Have a willingness to serve the most vulnerable people
- Staff held a New CoC Applicant webinar on February 28<sup>th</sup>.
  - This webinar covered the CoC competition application process and requirements.
    - CoC eligible activities
    - Overview of NC BoS CoC application process
    - Thresholds for applying
    - Standards applicants should meet
    - Next steps
  - Any agency that has thought about beginning or expanding rapid re-housing or permanent supportive housing programs should watch this webinar. Recording here: <http://bit.ly/2tNCcEU>
- Staff held a Renewal CoC Applicant Webinar March 7<sup>th</sup>.
  - NCCEH staff reviewed common challenges applicants had in the 2018 competition and discussed what renewal applicants should be thinking about to strengthen their application in the 2019 competition.
    - Overview of NC BoS CoC application process
    - Common errors and mistakes
    - New resources to help with the application



- Helpful hints
  - Next steps
  - Recording here: <http://bit.ly/2UweclD>
- Regional Committees need to choose a representative for the Scorecard Committee. The Scorecard Committee recommends both renewal and new applicant scorecards for the CoC competition.
  - Regional Committees should choose and submit their representative by March 29<sup>th</sup>
  - Submit your representative at: <https://goo.gl/forms/hPC9DOxm5pnEBgK42>
  - The Scorecard Committee will meet via conference calls on 3 consecutive Thursdays in April:
    - April 4, 2:30-4:00 PM
    - April 11, 2:30-4:00 PM
    - April 18, 2:30-4:00 PM
- Regional Committees need to elect their Project Review Committee representatives. The anticipated Partners CoC program transfer requires oversight by the Project Review Committee.
  - These Regional Committees still need to elect a PRC representative:
    - Region 1
    - Region 3
    - Region 4
    - Region 8
    - Region 9
    - Region 11
    - Region 13

**Letter of Support**

Hope Station has submitted a request for a letter of support for their application to the NC Housing Finance Agency through their Supportive Housing Development Program. Hope Station is developing a new family shelter, which is expected to open in fall of 2019.

- The shelter will cover 2 counties in Region 10 by providing 12 family shelter beds.
- Linda Walling stated that this project began with a \$150,000 gift to develop a family shelter.
  - No family shelter currently exists in Wilson and Green Counties. Last year, Hope Station housed 91 households, 25 had children and 14 were single women.
- They are applying for \$75,000 to go toward the capital expenses.
- A motion was made to approve the letter of support for Hope Station [Dewitt, McNair]. All in favor, none opposed.

**2019 PIT/HIC Update**

Although the February 22<sup>nd</sup> deadline has passed, we are still missing submissions from non-HMIS participating agencies for the PIT.

Program Type	Submission
Non-HMIS: ES & TH	<a href="https://www.ncceh.org/data/shelteredpithicnonhmis/">https://www.ncceh.org/data/shelteredpithicnonhmis/</a>
Non-HMIS: RRH & PSH	Detailed instructions to each agency via e-mail by NCCHEH Data Center
HMIS Participating Agencies	Reports will be received in inbox, and contact will be made directly by NCCHEH Data Center



Although the February 22<sup>nd</sup> deadline has passed, we are still missing submissions from non-HMIS participating agencies for the HIC as well.

Program Type	Submission
Non-HMIS: ES & TH	<a href="https://www.ncceh.org/data/shelteredpithicnonhmis/">https://www.ncceh.org/data/shelteredpithicnonhmis/</a>
Non-HMIS: RRH & PSH	Detailed instructions to each agency via e-mail by NCCEH Data Center
HMIS Participating Agencies	Reports will be received in inbox, and contact will be made directly by NCCEH Data Center

- NCCEH staff have received several requests for data from regions, and we are so excited to hear how this information is being used in their local communities. The HUD deadline is April 30th, and we will be sure to share that information with regions as soon as it becomes available. We realize that regions have been used to seeing their data nearly immediately after the unsheltered count, so we're working diligently to share the results of the count with you all as soon as possible.

### Meetings and Reminders

- **CoC New Applicant Webinar** February 28, 10:00-11:30 AM  
Recording: <https://global.gotomeeting.com/play/recording/2c4ea51f1958ea5271b64274ba979477131dfaac34174092b10627d6e3b0a197>
- **CoC Renewal Applicant Webinar** March 7, 11:00 AM- 12:00 PM  
Recording here: <http://bit.ly/2UweclD>
- **NC ESG 101-2019 Desk Guide Webinar** March 7, 1:30 PM  
Register here: <https://attendee.gotowebinar.com/register/9064880031492006403>
- **Coordinated Entry Council** March 12, 2:00-3:30 PM  
View the presentation: <https://global.gotomeeting.com/join/791696621>  
Phone: [+1 \(646\) 749-3112](tel:+16467493112) Access Code: 791-696-621
- **BoS HMIS User Meeting** March 21, 1:00-2:30 PM  
Register here: <https://www.ncceh.org/events/1302/>
- **Funding and Performance Subcommittee** March 28, 1:00-2:00 PM  
View the presentation: <https://global.gotomeeting.com/join/791696621>  
Phone: [+1 \(646\) 749-3112](tel:+16467493112) Access Code: 791-696-621
- **NC Bringing it Home Conference** May 21-22, 2019  
Register here: <https://www3.thedatabank.com/dpg/217/donate.asp?formid=HomelessConf19>

*Next Steering Committee Meeting: Tuesday, April 2, 2019 10:30 AM*

