North Carolina
Balance of State Continuum of Care
bos@ncceh.org 919.755.4393 www.ncceh.org/BoS

NC Balance of State CoC Steering Committee
Consent Agenda and Updates

January 7, 2020

Contents

bos@ncceh.org 919.755.4393 www.ncceh.org/BoS

Section I. NC BoS CoC Steering Committee Consent Agenda

The following will be voted on at the January 7, 2020 NC BoS CoC Steering Committee meeting:

December 3, 2019 Minutes

Available here: https://www.ncceh.org/bos/steeringcommittee/

Waiver for Regional Elections

As per the NC BoS CoC Governance Charter, no agency shall hold more then 2 elected leadership positions per Region without Steering Committee approval.

- Region 2 has submitted 3 Leadership positions held by Thrive: Regional Lead, PIT Lead, and Secretary.

Any Steering Committee member may request to move an item off the consent agenda to be more thoroughly considered. Any such items will be discussed as a regular agenda item at the next Steering Committee meeting.

Back to top

bos@ncceh.org 919.755.4393 www.ncceh.org/BoS

Section II. Updates

2020 Steering Committee Meeting Dates

The NC BoS CoC Steering Committee will meet the first Tuesday of every month from 10:30-12:00. Meeting access information is the same each time:

Presentation: https://global.gotomeeting.com/join/791696621

Audio: (646) 749-3112 **Access Code: 791-696-621**

January 1/7/2020	July 7/7/2020
February 2/4/2020	August 8/4/2020
March 3/3/2020	September 9/1/2020
April 4/7/2020	October 10/6/2020
May 5/5/2020	November 11/3/2020
June 6/2/2020	December 12/1/2020

Regional Elections

Regional Committees should hold elections for 2020 leadership positions in the fourth quarter of 2019. People who are currently serving in a leadership position may be re-elected.
However, Regional Committees are encouraged to provide mentoring and guidance that will help bring in new leadership as well. No agency may serve in more than 2 lead positions per region.

The elected leadership positions are:

- Regional Lead
- Regional Lead Alternate
- Point-in-Time (PIT) and Housing Inventory Count (HIC) Lead
- Coordinated Entry Lead
- Emergency Solutions Grant (ESG) Funding Process Lead
- CoC Project Review Committee Representative
- Secretary/Webmaster
- Others at the Regional Committee's discretion (county leads, Veteran leads, etc.)

All Regional Committees are asked to submit names and contact info for their leadership positions by December 31, 2020 to NCCEH staff: https://forms.gle/papqWv4qzXEZZ4jq8.

2020 Point-in-Time and Housing Inventory Count

The Point in Time Count documents everyone experiencing homelessness on the night of January 29th. We count everyone who is unsheltered, in emergency shelters or transitional housing. We also take a census of people who exited homelessness and are part of a rapid re-housing or permanent supportive housing (PSH) program and will be counting all emergency shelter, transitional housing, and permanent housing beds and units in our system. This is called the Housing Inventory Count and helps us understand the capacity of our current system. Regional Point in Time Count Teams will recruit volunteers and partner with shelters, transitional housing, and permanent housing programs to ensure that everyone is counted.

- Regional Committees that do not have a PIT Lead will need to elect one ASAP. Regional Leads will receive all correspondence until a PIT/HIC Lead is identified. Listed below are the 2020 PIT/HIC Leads that have been submitted.
- To submit information about your elected PIT/HIC Lead, please use the following link: http://bit.ly/2miDTKj.

Region	PIT Lead
1	vacant
2	Emily Lowery
3	vacant
4	vacant
5	Patricia Bryant
6	vacant
7	Deborah Cole
8	Emily Locklear
9	Mellissa Elliott
10	Candice Rountree
11	Erica McCloud
12	Jim Cox, Linda Mandell, Sally Love
13	Lenize Patton

Upcoming Training

Trainings are open to everyone: Regional Point-in-Time Team members, agency staff, and volunteers. Virtual Open Office sessions are where people can get help using the app, talk about ideas, and get feedback from NCCEH staff.

- Wednesday, January 15, 1:30-2:30 | Virtual Open Office Session

To join the meetings, log in here: https://global.gotomeeting.com/join/791696621

Audio: (646) 749-3112 and Access Code: 791-696-621

Regional Point-in-Time Count Planning Teams

The role of regional PIT count planning teams is to work with volunteers, agencies, and community partners to conduct the Point-in-Time Count in their region.

- Orientation - The What, Why, and How of the Point-in-Time and Housing Inventory Count Process
    - Recording
    - Slides

NCCEH is hosting calls for Regional Point-in-Time Count Planning Teams to review progress, brainstorm, and develop strategies to conduct the Point-in-Time Count.

- January 8, 1:30-2:30
- January 22, 1:30-2:30

Racial Equity Subcommittee

The NC BoS CoC is establishing a new subcommittee on Racial Equity to begin meeting in early 2020. We are hosting an open call for members with a passion for Racial Equity to join us! Membership on the subcommittee is open to all stakeholders in the CoC.

Responsibilities of the subcommittee include:

- Regular meetings throughout the year. The meeting schedule is determined by subcommittee members.
- Oversees implementation of the annual Racial Equity Assessment and analyzes data collected to create a final report for the CoC Application.
- Recommends data-informed action steps to the NC BoS CoC Steering Committee to improve equity across the CoC.

Statement of inclusion

The NC BoS CoC believes that inclusion is a critical part of developing and providing best practice homeless services. For this reason, we are intentional that the members of the Racial Equity Subcommittee reflect the diversity of homeless service networks relative to race, ethnicity, gender and gender identity, sexuality, age, education, ability, and lived experience with homelessness.

2019 Racial Equity Assessment

The NC BoS CoC and the NCCEH Data Center have collaborated to create an initial Racial Equity Assessment. This assessment will be used to plan efforts to bolster equity across the NC BoS CoC homeless response system.

The Racial Equity Assessment is posted to the NCCEH website: https://www.ncceh.org/files/10439/

Submit your interest here: https://forms.gle/ufE5r5MghKhdek5z5

ESG Workgroup

The NC BoS CoC Steering Committee held a debrief conversation in the December meeting where concerns about the process for reviewing and selecting applications were discussed. The Steering Committee voted to create an ESG Workgroup in 2020 to review the process and make recommendations to the Steering Committee. If you are interested in serving on the ESG Workgroup, submit your information here: https://forms.gle/vbnkPFu3u1Nyewn78

2020 ESG Grantee Orientation Webinar

Recording:
https://transcripts.gotomeeting.com/#/sessionId/4146400588332623898

2020 Steering Committee Member Orientation

Recording:
https://transcripts.gotomeeting.com/#/s/2d0b9a559cd4d2ac8b7ce2cd6d4cfc2cf929ac578907c4d6be61a13883971a57

Coordinated Entry Council Meeting

TBD (rescheduling due to MLK Holiday)

Presentation: https://global.gotomeeting.com/join/791696621

Audio: (646) 749-3112 **Access Code: 791-696-621**

Funding and Performance Subcommittee Meeting

January 17, 1:00-2:30 P.M.

We are accepting new members to serve on this committee. Please email bos@ncceh.org if interested.

Presentation: https://global.gotomeeting.com/join/791696621

Audio: (646) 749-3112 **Access Code: 791-696-621**

Back to top

Section III. Meeting Minutes and Supporting Materials

Coordinated Entry Council minutes

December 16, 2019

Attendance: Bonnie Harper, Deena Fulton, Lynne James, Jeff Rawlings, Lenize Patton, Linda Walling, Melissa Eastwood, Michele Knapp, Teresa Robinson, Kristen Martin,

Non-CEC members: Michele Welsh

CE in HMIS: Ehren presented how regions will be moving CE systems into HMIS by April.

There are three major pieces of CE in HMIS:

1. All VI-SPDATs must be entered into HMIS
2. Managing the Coordinated Entry Project in HMIS
3. Sharing more data in HMIS

The CE project in HMIS:

- “Holds” the by-name prioritization list. If you’re using a google doc right now, or some other sheet, this replaces that.
- Someone (or multiple people) need to manage the project. These people would be able to produce the by-name list report from the VI-SPDATs you enter.
- Who in your region should hold this role?

Some notes on sharing:

- To be able to make a by-name list in HMIS, data you enter needs to be shared.
- Look for sharing agreements for signing soon!

Timeline

- All new VI-SPDATs in HMIS, starting today.
- All VI-SPDATs for people currently homeless in HMIS by the end of January
- Look for sharing agreements/MOUs etc. in January
- Coordinated Entry Project Management process finalized by the end of February
- Coordinated Entry Project Entries in HMIS for all literally homeless people in the region by the end of March

Annual Evaluation: The CEC discussed the plan for annual CE evaluation in 2020.

CE Evaluation in BoS Refresher

Surveys provided to:

- People currently experiencing homelessness, after VI-SPDAT
- People in RRH and PSH
- Participating providers
- RRH surveys distributed on rolling basis
- VI-SPDAT surveys during two-week period
- PSH surveys during two-month period, end the same week as VI-SPDAT surveys

RRH surveys should be distributed now

- To all currently enrolled RRH clients
- To all future RRH clients, on a rolling basis
- All materials available at www.ncceh.org/coordinatedentry

The CEC decided to end VI-SPDAT surveys Saturday April 4 (Martin, Lynne). This means VI-SPDAT surveys will start to be distributed 2 weeks prior and PSH surveys 2 months prior.

Back to top

Funding and Performance Subcommittee minutes

October 24, 2019

Getting to the Bigger Picture

The group discussed that looking at data from different perspectives helps us build the bigger picture of what is happening throughout the system, using the different vantage points of the same baseball game as an example.

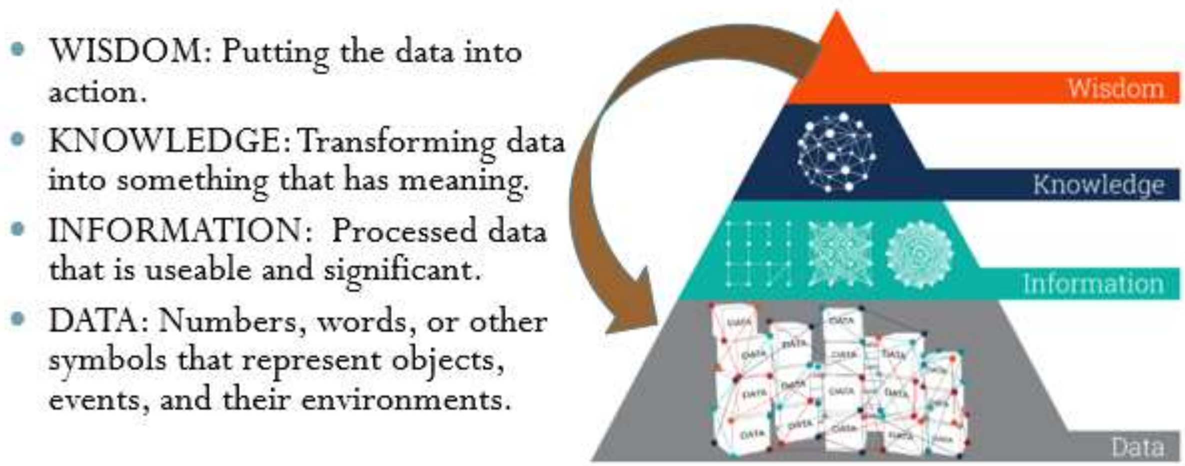
The Data Pyramid

This concept comes from the Information Science and Knowledge Management fields and is widely used because it helps to conceptualize where people's thinking may be when it comes to data. The pyramid shape illustrates how data is needed to create information, knowledge, and wisdom about a subject. It is helpful to think of this pyramid as unidirectional, i.e., as people gain knowledge and wisdom, it informs the type of data collected, how it is collected, and how it is used.

- In our work, data include all the elements collected in the HMIS system or even in a big Excel sheet with a portion of the information pulled out for us to use.
- Information comes from the work we do to organize and process the data, helping answer the questions "who, what, when, and where". For example, this might look like a Point in Time Count with charts that show who was counted, how many people were sheltered and unsheltered, and so forth.
- Knowledge is the use of data to answer the "how" questions. Using the same PIT example, it could reveal the correlation between people experiencing unsheltered homelessness and also experiencing chronic homelessness.

- Finally, Wisdom is the act of taking what is known and putting it into action. For example, we understand that chronic homelessness is tied to access to housing, so we might decide to target existing PSH units to end chronic homelessness in order to impact unsheltered homelessness.

Frequently, we're in multiple stages of this pyramid at any one time! This model is helpful to consider as we simultaneously work with a great deal of data to build knowledge and wisdom amongst ourselves and our community partners.



Data Audiences

As we share information and build knowledge around data, it is helpful to think about our audience. One model suggests that thinking of the role stakeholders play in relation to data helps give the right context to information when we're talking about it and sharing it.

The group discussed examples of people in their regions who play different roles. Each of these roles is important to gathering, analyzing, and talking about data.

Ultimately, as a team, the goal is to work with the HMIS@NCCEH data analysts and researchers to act as data promoters.

Data User Role	Description
Data Consumer	Interested & engaged. New data may trigger them to move into a more active role. Typically have less experience with the data or lack understanding of the subject.
Data Actor	Act on and leverage the data to drive change. May have significant clout, staff, and content knowledge but limited time.
Data Promoter	Leverages data to create additional value: Informs, educates, or builds products around data. Multiplies the audience and may influence key partners.
Data Analyst	Uses data to create a deeper understanding. Has deep domain knowledge and extensive data knowledge.
Data Researcher	Works in the trenches to collect, analyze, and synthesize data for groups above. May perform data collection and analysis themselves.

Funding and Performance Subcommittee's Role:

- Work with HMIS@NCCEH to pull data from HMIS on a regular basis
- Work with Balance of State staff to create charts and data to share this information regularly with the subcommittee
- As a group, assess available information and develop a shared knowledge about what is happening in the Balance of State
- Discuss what steps might be taken to have greater impact and bring this wisdom to the Steering Committee and Regional partners.

Opportunities we can create through working with data:

- Create connections between things
- Help people organize their thinking
- Develop shared language and understanding
- Demonstrate impact of decisions
- Document gaps and challenges
- Create a call to action
- Serve as a catalyst or "stop light" during a planning process
- Keep key issues at the front of people's minds

The intent is to bring together the pieces of the puzzle so that we can have insight into our system – this will help us understand things like:

- What is the scope of our work?

bos@ncceh.org 919.755.4393 www.ncceh.org/BoS

- What are some of our major activities?
- What is happening over time?
- Is there any impact if we change how we do things?

Dashboards:

Dashboards can be used to

- Demystify Data
- Replace complexity with insight
- Draw attention to important data
- Increase interactivity and exploration
- Develop strategies for impact

Working with our data will also help us meet the HEARTH Act's purpose "to establish a Federal goal of ensuring that individuals and families who become homeless return to permanent housing within 30 days" – Sec. 1002(b)

Dashboards help present the information gathered through reports. The BoS can use system measures to gain insight, reporting out on some key measures to support analysis such as:

- **Number of People Experiencing Homelessness**
  For whom are we solving homelessness?

- **Length of Stay**
  How quickly are we able to end homelessness for people?

- **Exits**
  How many people are exiting the system, and where are they going?

- **Returns to Homelessness**
  How effective are we at ending homelessness?

November 21, 2019

Available Data

When we think about the goal of making homelessness rare, brief, and one time only, we must think as a system and how all our work collectively impacts homelessness. We want to look at how many people are becoming homeless, how we respond to the homeless crisis, how quickly

bos@ncceh.org 919.755.4393 www.ncceh.org/BoS

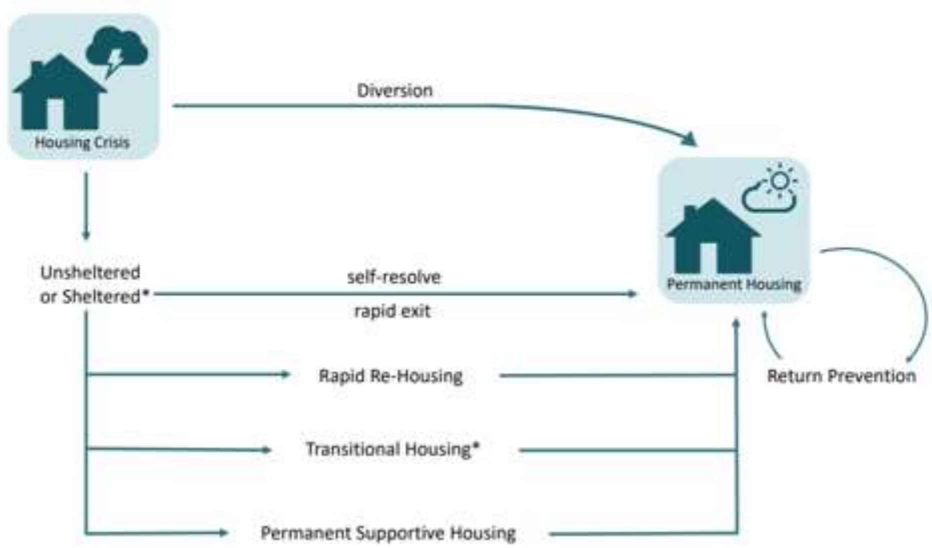
we can connect people to permanent housing, and how we prevent people from becoming homeless again.

HUD has designed reports to help us measure this and requires that we submit our system measures as part of the CoC grant. Within the system measures, we can find a range of resources that we can use to start thinking about the Balance of State region and how we're impacting homelessness.

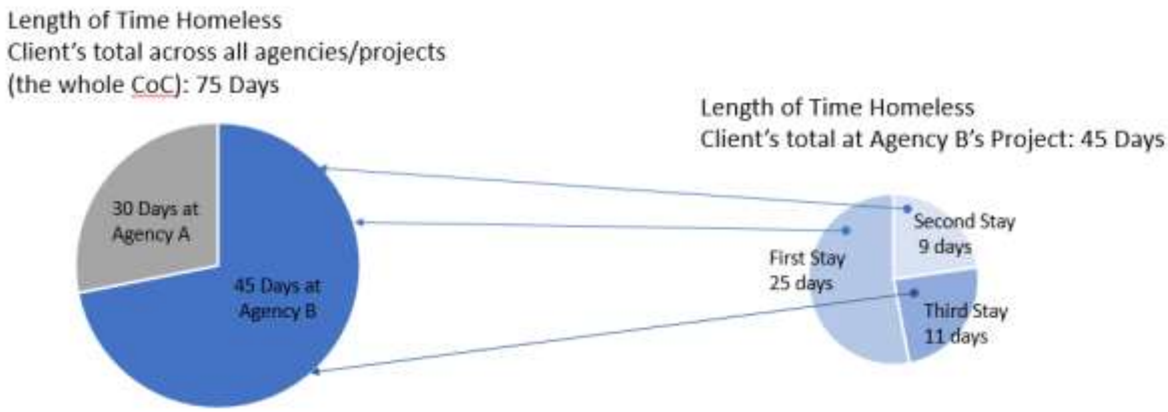
There are benefits to using data to drive decisions:

- Knowing how many people we serve helps us understand if we've got the right resources lined up.
- Understanding how long people stay in the system helps us understand how efficient we are and how barriers to housing impact our work.
- Understanding where people are exiting helps us elevate strategies to increase exits to permanent housing.

How do we build a system that helps us ensure homelessness is RARE, BRIEF, and ONE TIME ONLY?



Data can be reported as a whole system, by project type, or by project. *Example: Length of Time Homeless (HMIS Report 0700)*



A good analogy when thinking about data is a kaleidoscope. While you are looking at the same data--depending on how you formulate your questions and filter the data--you'll get a slightly different view. Some of the "views" we use to look at the data come from System Performance measures.

December 16, 2019

Formulating the Dashboard

Getting the Data for the Dashboard:

- We have Raw Data from HMIS and the Point in Time Count that needs to be transformed into reports.
- Each of our repors offer us a targeted view of the data and provide information to us based on the time frame and reporting group we select. For

example: Who was served in all of the Emergency Shelter programs since the beginning of the year?).

- We then have to translate the data from the reports into an accessible, easy-to-use dashboard that supports the conversations the Funding and Performance Subcomittee wants to have with partners.

Current Status

- Investigating how to best use the “raw data”
- Collating available reports from HMIS
- Defining what the numbers mean in the reports
- Identifying the most streamlined way to create monthly reports for a dashboard

Audience for the Dashboards:

The FPS committee members identified key people to engage with the dashboards.BoS members are always working to engage people and get them involved.   Dashboards would help:

- Show how people who are not funded by HUD have a role to play
- Show progress
- Help orient new people to work underway
- Help target resources

Critical Step - Plan for Training:

When dashboards are released, training will need to take place so that people are able to effectively use and analyze the dashboards.

Back to top