NC BoS CoC Steering Committee Meeting
February 4, 2020 Minutes

Regional Leads Present: Kristen Martin, Sabra Rock, Teena Willis, Melissa McKeown, LaTonya Penny, Marie Watson, Emily Locklear, James Mercer, LaTasha McNair, Melissa Eastwood, Jim Cox, Tharesa Lee

At-Large Members Present: Eric Edwards, Deena Fulton, Parker Smith, Ellen Blackman, Todd Rosendahl, Lisa Phillips, Brooks Ann McKinney, Michael Dineen, Angela Harper King

SC Members Absent: Destri Leger, Jessa Johnson

Interested Parties Present: Emily Lowery, Lori Watts, Monica Frizzell, Nicole Dewitt, Shaina Gaines, Sherry Smith, Teresa Robinson, Tujuanda Sanders, Joel Rice

NCCEH Staff Present: Brian Alexander, Jenn Von Egidy, Debra Susie, Jasmin Volkel, Kevin McNamee, Amy Sawyer

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/bos/steeringcommittee/
- There being no changes needed, the consent agenda was approved by common consent.

CoC Application Updates

HUD announced Tier 1 FY19 CoC Awards on January 14.

- All Tier 1 projects were awarded
- CoC planning grant was also awarded
- Total initial award: $8,558,755
- Still waiting for Tier 2 and DV bonus project award announcements

FY2020 CoC Competition has begun and HUD announced the initial steps:

- Registration – released January 14; due March 5
- GIW is expected to be released approximately 6 weeks after registration

The Funding and Performance Subcommittee will recommend funding priorities for the 2020 CoC competition.

- The subcommittee began discussing and making updates to the CoC Funding Priorities at its January meeting to cover:
  - Overall CoC priorities
  - Regional component priorities
  - FY19 priorities can be found at: http://bit.ly/2t65Po8
- The subcommittee will finalize FY20 funding priorities at the February 27 meeting

- o The NC BoS CoC Steering Committee will consider the recommended priorities at the March 3 meeting.

The New CoC Applicant Webinar will be held February 27 at 9:00 A.M.
- NCCEH staff will host a webinar for agencies interested in applying for a new CoC project. The webinar will provide an overview on:
  - o CoC eligible activities
  - o Overview of NC BoS CoC Application Process
  - o Thresholds for applying
  - o Standards applicants should meet
  - o Next steps for submitting an intent to apply
  - o Register at: https://www.ncceh.org/events/1380/
- The Intent to Apply process will be reviewed in the New CoC Applicant Webinar.
  - o The Intent to Apply form will be posted directly after the webinar.
  - o Any agency wanting to apply for a new CoC project in the FY20 competition is required to submit a form.
  - o Asks for preliminary information about proposed project(s)
  - o NCCEH staff will review and follow-up with the agency to discuss.
  - o The Intent to Apply process is done on a rolling-basis and is non-binding.
  - o The deadline to submit your Intent to Apply will be 2 weeks after the NOFA release.
- NC BoS CoC needs agencies to apply for funds that can run effective programs.
  - o Regional Committee leadership and at-large members can help recruit agencies to apply that have the following:
    - Capacity to operate CoC programs
    - Best practice knowledge
    - Willingness to serve the most vulnerable people experiencing homelessness

Staff solicited questions or comments. None expressed.

Annual Coordinated Entry Evaluations
The CoC evaluates the coordinated entry system to understand how we are doing and mark areas for improvement.

The first phase of CE evaluation has begun
- HUD requires CoCs to evaluate their coordinated entry process at least annually.
- CoCs must collect feedback from participating programs and clients.

Current CE evaluation framework:
- Two groups surveyed:
  - o Service providers
  - o Clients who have interacted with the CE system
- Service providers surveyed via online form, annually.
  - o Should receive form in March
- Client surveys distributed to two groups to make it easier for them to participate and to make it easier for the agency to disperse the surveys. The two groups are:
  - o People currently experiencing homelessness, after receiving the VI-SPDAT
  - o People housed in PSH or RRH programs.

- RRH client surveys distributed on a rolling basis. All other surveys distributed once a year in the spring.

Coordinated Entry Evaluation Timeline

Activity	Start	Finish
Surveys distributed to RRH clients	Ongoing	Ongoing
Surveys distributed to PSH clients	February 4, 2020	April 4, 2020
Survey distributed to people receiving VI-SPDAT	March 22, 2020	April 4, 2020
All surveys collected and turned in to NCCEH	March 22, 2020	April 10, 2020
Survey data analysis by NCCEH	April 10,2020	May 1, 2020
Analysis presented to Coordinated Entry Council	May 18, 2020	
Analysis presented to Steering Committee	June 2, 2020	

A webinar on CE Evaluations for PSH providers was recorded: http://bit.ly/2SLCzMf

Survey Process
- Surveys are confidential, anonymous, and completely optional.
- Surveys can be completed on paper or online.
- Once a paper survey is complete, client should be given an envelope to seal it in.
- If a client requests help completing the survey, someone who does not have direct contact with the client must provide the help. If that person doesn't exist in your agency, ask another agency to help.
- Read the provided script before each survey.

Directions to staff distributing survey
1. Survey is completely optional.
2. Completing the survey should be done anonymously.
3. Be sure to read the script provided before distributing survey.
4. Please put your **agency name** and **date** on surveys before handing to the client or before client begins the online survey.
5. Provide an envelope with all paper surveys.
   o You should keep a large envelope or a box to collect completed surveys.
6. Turn in completed paper surveys to your Coordinated Entry Lead.

Where to find materials
- All materials posted at www.ncceh.org/bos/coordinatedentry under "**Information**"
- Direct link to directions: https://www.ncceh.org/files/10459/

We need your help!
- To be a robust evaluation, we need enough data from each region.

- We plan to provide a regional breakdown (per ESG office request) in the analysis this year.
- Having few respondents from a region could mis-represent the CE process in that region.

Staff solicited questions or comments. None expressed.
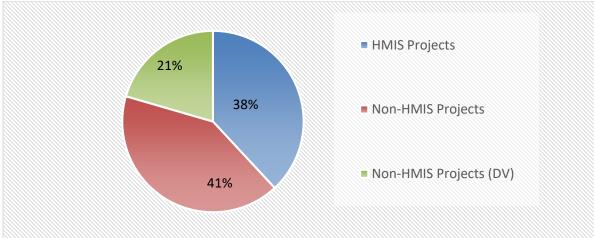
2020 Point-in-Time/Housing Inventory Count

Preliminary results were shown for discussion purposes only. Results shown are solely from the Counting Us App and are incomplete. This is a first look at the results that have come in and there is still much work to be done with the agencies and regions to ensure data is accurate.

2020 Goal: The NC Balance of State CoC will complete an accurate and comprehensive Point-In-Time and Housing Inventory Count in 2020 throughout all of our regions.
- Our count was on January 29, 2020.
- Gives a snapshot of homelessness on a given night.
- Numbers are changing rapidly as they come in

What we are counting
- Beds and units
  - How much capacity does our system have?
- People
  - How many people are experiencing homelessness?
- For the purpose of this presentation, we will be showing numbers for people only

Total Projects

- There are a total estimate of 249 projects reporting.
- 158 of 249 are non-HMIS projects.
  - Some are not allowed to use HMIS because they are a domestic violence agency.
  - Some choose not to utilize HMIS.
- 24% of projects utilized the App

Timeline

Date	Activity
Jan 29	Unsheltered Count
Jan 29-Feb 5	Service-Based Count
Jan 29-Feb 5	App open for Non-HMIS Projects to submit PIT Data
Feb 5-Feb 29	NCCEH staff follow up with Non-HMIS projects to complete HIC Surveys and PIT Surveys for those that didn't submit via the App.
Late Feb:	PIT/HIC Report provided to HMIS@NCCEH by vendor
Late Feb-March 31	Reports pulled, reviewed by agencies, and aggregated for HMIS Projects
April	NCCEH submits 2020 CoC PIT and HIC reports to HUD

Total surveys as of February 4

Type of Count	Total People
Sheltered Homeless Survey	566
Unsheltered - Observation	325
Unsheltered - Survey	510
Total People Counted	**1,401**

- The Counting Us App closed on February 5
- Unsheltered service-based count data still coming in
- Sheltered projects still submitting data

Unsheltered Data
Thanks to the regional PIT/HIC Leads! Staff have been quickly connecting to the PIT/HIC Leads and other volunteers, and it is making the data better!

Street Count and Service-Based Count
- The pros for observation counts are:
  - They provide autonomy and respect to people who do not want to be surveyed or may be otherwise occupied (such as sleeping).
- The challenges for observation counts are:
  - They provide limited information– volunteers must guess if folks are homeless, their age, race, and gender.
  - Observations risk creating duplicated counts – people may be observed on the 29th and then get surveyed at a service-based count.

Unsheltered Count as of 1/30/2020

Type of Count	Total People
Unsheltered - Observation	325
Unsheltered - Survey	510
Total People Counted	**835**
Percent of observations to date:	39%
HUD Recommendation - LESS THAN:	*20%*

- NCCEH does a lot of complicated math when the observation data is this high, and it gets further from the real experience of persons experiencing homelessness.

Sleeping location

- We can only include people who are *unsheltered*, but all sleeping location information is helpful for local planning.
- We are reviewing responses to ensure that people in programs were not accidentally surveyed using the unsheltered count survey.

Location of Unsheltered Count	Total People
Abandoned Building	132
Bus, train station, airport	4
Emergency shelter	35
Hospital	6
House or apartment that you rent or own	164
In a place you are being evicted from within two v	6
Jail	5
Motel / Hotel - Paid for with your own funds	17
Motel/Hotel - Paid for by an agency	26
Other	74
Outdoor encampment	131
Park	27
Street or Sidewalk	84
Transitional Housing	6
Treatment program	1
Under bridge/overpass	23
Vehicle / Boat	110
With a friend or family in their house/apartment	118
(blank)	382
Total	**1351**

Non-HMIS sheltered data for ES, TH, RRH, and PSH

- 28 out of 158 projects have submitted data as of February 4
- 18% submitted via the App

Working with the data
- We've reached out to all agencies to encourage them to use the App.
- Some projects have submitted one or two surveys and still need to enter data.
- The App has linked counties to the wrong regions. We're working to update that now.
- After the App closes, we will work to finalize data and follow-up with agencies that did not use the App.

Staff solicited comments and questions.
- Teena Willis asked if information will be broken out by county and not just region.
  - Amy responded that the data will be broken out by county. Staff will continue to collect and analyze data through February and March, but data should be broken out and released prior to the April deadline to submit data to HUD.

Emergency Shelter Learning Collaborative (ESLC)
The National Alliance to Ed Homelessness (NAEH), through their Capacity Building Center, has been offering the ESLC to communities over the last 2-3 years. NAEH has provided the ESLC to shelters in CT, MI, VA, GA, and other states and CoCs.
- The ESLC technical assistance model emerged as the NAEH traveled and heard about the work that emergency shelters were doing and the struggles many communities were having creating flow in their CE systems. They talked with high-performing shelters across the country that were successful exiting people into permanent to determine the common factors they shared, creating a technical assistance model to assist other shelters to implement these strategies and techniques.
- This is the first time NAEH has worked in the state of NC to provide an ESLC. NCCEH contracted with NAEH to bring the ESLC model to the NC BoS CoC to help emergency shelters in our CoC and give them hands on, sustained assistance as they worked to lower barriers and transition to housing-focused services.
- The ESLC will assist participating shelters to:
  - Understand the essential role shelters play to end homelessness, including the 5 keys to an effective emergency shelter
  - Implement low-barrier and housing-focused services and techniques
  - Develop short and long-term goals and provide a 100-day challenge opportunity to meet emerging objectives
- NCCEH offered the first ESLC opportunity to Region 5
  - Region 5 has the largest homeless population and could have the greatest impact for the CoC to decrease homelessness.
  - Shelters exist in each of the 5 counties with commitment to using the technical assistance to improve flow through the system.
  - Shelters serve as main access points in the region's CE system.
- Shelters participating in the ESLC:
  - Union County Community Shelter
  - Esther House
  - Family Services of Davidson County
  - Rowan Helping Ministries

- o Crisis Ministry of Davison County
- o Family Crisis Council of Rowan County
- o Homes of Hope
- o Turning Point

- The ESLC will be a year-long intensive technical assistance process

Activities	Timeline
ESLC Information Phone Call	*December 2019*
Region 5 Community Meeting	*January 2020*
ESLC Kick-Off Workshop with Shelters	March 2020
Shelter Site Visits	April 2020
ESLC Challenge Meeting with Shelters	July 2020
Shelter Challenge Period	August – October 2020
Mid-Challenge Check-In Meeting with Shelters	September 2020
Challenge Wrap-Up and Celebration Meeting	November 2020

- All meetings will take place in Region 5, and NAEH will be in the CoC multiple times to assist shelters to meet their goals and objectives.
- NCCEH staff and Region 5 shelters will provide updates throughout the ESLC to keep the CoC updated on progress and experience.
- NAEH staff will be training NCCEH staff, using a train-the-trainer approach, on how to run an ESLC with the hope of providing opportunities for other NC BoS CoC shelters to get the same experience and expertise to lower their barriers and provide housing-focused services.

Staff solicited questions or comments. None expressed.

GPD Letter of Support
Grant Per Diem Programs (GPD) are VA-funded Transitional Housing Programs.
- NC BoS CoC received requests for letters of support from 2 agencies
  - o Rowan Helping Ministries (serving Region 5)
  - o Volunteers of America (serving Regions 6,7,9,10,12,13)
- Rowan Helping Ministries (RHM)
  - o New applicant
  - o 8 Male beds, 1 Female bed, 1 Transitional Apartment for a Veteran Family
  - o Serving Rowan County and other counties in the Salisbury VA Medical Center catchment area
  - o Rowan Helping Ministries staff explained their housing focused program model and all the services their program will offer veterans.
    - ▪ RHM participates in Region 5 as well as the coordinated entry system.

Staff solicited questions or discussion regarding RHM's request for a letter of support.

- Nicole Dewitt stated she could vouch for RHM and all their services. She stated they are a main player in Rowan County and have been instrumental in Veterans' work, such as Rapid Results.
- A motion was made to approve RHM's letter of support for the GPD application [Dewitt, Cox]. All in favor, none opposed. The motion passed by unanimous consent.

- Volunteers of America of Carolinas (VOAC)
    - Renewal applicant for their Maple Court project
    - 24 beds
    - Serving the Durham VA catchment area
    - VOAC staff described their Maple Court project and all the services their program currently offers veterans.

Staff solicited questions or discussion regarding VOAC's request for a letter of support. None expressed.
- A motion was made to approve VOAC's letter of support for the GPD application [Smith, Martin]. All in favor, none opposed. The motion passed by unanimous consent.

Burlington Development Corporation (BDC) CoC Grant
Burlington Development Corporation has notified the CoC it will not continue its CoC grants after 06/30/20.
- BDC has two active CoC grants:
    - HOPE Permanent Supportive Housing
        - Operating End Date: 06/30/20
        - Not renewed in the FY19 competition – not continuing
    - STEPS Rapid Rehousing
        - Operating End Date: 06/30/20
        - Renewed in the FY19 competition – continues 07/01/20
        - Will need to be transferred to another agency OR reallocated in the FY20 competition
- STEPS RRH Program:
    - County served: Alamance
    - Budget: $57,664
    - Units: Minimum 3 units for families with children
    - Grant operating year: 07/01/20 – 06/30/21
- Per the CoC Significant Change Policy, NCCEH staff will issue an RFP to gauge interest from other agencies willing to take on the renewal grant.
    - Find the RFP here: https://www.ncceh.org/bos/currentcocapplication/
Staff solicited comments or questions. None expressed.

Meetings and Reminders
- **Coordinated Entry Council Meeting**
    - Monday, February 17, 10:00 – 11:30 A.M.
    - Presentation: https://global.gotomeeting.com/join/791696621
    - Audio: (646) 749-3112 **Access Code: 791-696-621**
- **BoS HMIS User Meeting**
    - Thursday, February 20, 1:00 - 2:30 P.M.

- o Register here: https://www.ncceh.org/events/1377/
- **Funding and Performance Subcommittee Meeting**
  - o February 27, 11:00 A.M. - 12:30 P.M.
  - o Presentation: https://global.gotomeeting.com/join/791696621
  - o Audio: (646) 749-3112 Access Code: 791-696-621
- **New CoC Applicant Webinar**
  - o Thursday, February 27, 9:00 - 10:30 A.M.
  - o Register here: https://www.ncceh.org/events/1380/
- **Racial Equity Subcommittee Orientation**
  - o Wednesday, March 11, 10:00 - 11:30 A.M.
  - o Presentation: https://global.gotomeeting.com/join/791696621
  - o Audio: (646) 749-3112 Access Code: 791-696-621

Next Steering Committee Meeting: Tuesday, March 3, 10:30 A.M. – 12:00 P.M.