North Carolina
Balance of State Continuum of Care

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NC Balance of State CoC Steering Committee
Consent Agenda and Updates
February 2, 2020

Contents

Section I. NC BoS CoC Steering Committee Consent Agenda

The following will be voted on at the February 2, 2021 NC BoS CoC Steering Committee meeting:

January 5, 2021 Steering Committee Minutes
Available here: https://www.ncceh.org/bos/steeringcommittee/

January 15, 2021 Steering Committee ESG-CV Grant Slate Approval Minutes
Available here: https://www.ncceh.org/bos/steeringcommittee/

*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

Section II. Updates

COVID-19 Local Leadership Response Sharing Call

Every other Wednesday afternoon at 1:00. February meetings: February 3rd and 17th

Presentation: https://www.gotomeet.me/NCEndHomelessness

Audio: (646) 749-3112 Access Code: 975-793-733

Coordinated Entry Council Meeting

Monday, February 15, 10:00 – 11:30 A.M.

Presentation: https://www.gotomeet.me/NCEndHomelessness

Audio: (646) 749-3112 Access Code: 975-793-733

Racial Equity Subcommittee Meeting

Wednesday, February 17, 9:00 – 10:00 A.M.

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

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

BoS HMIS User Meeting

Thursday, February 18, 1:00 - 2:30 P.M.

Presentation: https://global.gotomeeting.com/join/168443229

Audio: (571) 317-3122 Access Code: 168-443-229

Funding and Performance Subcommittee Meeting

Thursday, February 25, 11:00 A.M. – 12:00 P.M.

Presentation: uberconference.com/brianncceh

Audio: (401) 283-4752 Pin: 13939

Back to top

Section III. Meeting Minutes and Supporting Materials

NC Balance of State CoC Funding and Performance Subcommittee
December 11, 2020 Meeting Minutes

Members Present: Melissa McKeown, Jane Earnest, Amy Modlin

NCCEH Staff Present: Brian Alexander, Andrea Carey

Minutes:
- Brian welcomed members and introduced the agenda for the meeting.
- Andrea gave an update on progress for a dashboard to use for monthly Steering Committee meetings.
  - The NCCEH Data Center has requested an upgrade to system reporting from WellSky to allow a custom field for NC County of Service. WellSky has begun their work. Staff will give a timeline update at our next meeting.
  - After Wellsky completes their work, ICA will be building the dashboard for the CoC.
- Brian provided an overview of where we are with our goals to increase HMIS emergency shelter and transitional housing program bed coverage in the NC Balance of State CoC.
  - Brian reminded members the goals that the FPS recommended and the Steering Committee approved:
    - The NC BoS CoC will increase HMIS emergency shelter bed coverage to 75% by December 31, 2021.
    - The NC BoS CoC will increase HMIS transitional housing bed coverage to 45% by December 31, 2021.
  - Staff structured the conversation into three categories for the procedures to increase HMIS bed coverage: Engagement and Oversight; Resources; and Timeline.
    - Engagement and Oversight
      - De-centralized process: Regional Lead Alternates will facilitate the local plan to engage and recruit new agencies/programs to use HMIS.
        - Form local subcommittees to develop an action plan
        - Prioritize agencies/programs to recruit
        - Assign prioritized agencies
        - Train recruiters
        - Evaluate progress and ask for help from the FPS and staff as needed
        - Report progress monthly
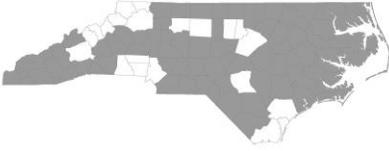
- Centralized process: The FPS will provide oversight and support local efforts
  - Provide resources for recruitment
  - Review monthly progress and adjust plans as needed
  - Attend recruitment meetings as needed
- Resources
  - The FPS will develop resources to support local efforts to increase HMIS bed coverage.
    - Hold orientation webinar
      - Overview of goals and process
      - Essential roles and responsibilities
      - Next steps
    - Survey HMIS participating agencies for feedback
    - Send regional 2020 Housing Inventory Count
    - Develop sample scripts to help guide conversations
    - Develop simple guide
      - Identifies responsibilities
      - Steps to join HMIS
      - FAQs document
- Timeline
  - Staff presented the timeline as discussed at the November 2020 meeting, which would launch in January 2021.
    - Staff presented concerns about the timeline in light of the holidays and work that needs to be done to prepare for the rollout.
    - Members agreed that a launch in January 2021 seems aggressive and suggested the initial phases to begin in February 2021.
    - Members asked that staff update the procedure document's timeline to reflect a February 2021 launch.
- Next Steps
  - Introduce plan to Steering Committee at January 2021 meeting
    - Amy Modlin agreed to present the plan with support from NCCEH staff.
  - Schedule orientation webinar
    - Staff will schedule the webinar for late February 2021.
  - Conduct survey to HMIS-participating agencies
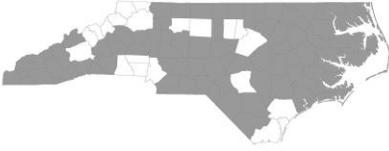
- o Amy will develop some initial questions that could be included in a survey to current HMIS-participating agencies. Due January 8th.
  - o Staff will send out the survey to HMIS-participating agencies the week of January 11th.
- Develop sample scripts
  - o Melissa and Jane agreed to begin drafting some sample scripts for the conversations with providers. Due January 22th.
  - o Staff will send out the sample scripts for review by members.
- Develop simple guide
  - o Staff will create a simple guide for engagement teams to use when outreaching providers. Due January 22nd.
  - o Staff will send out the simple guide for review by members.
- Update procedure document
  - o Staff will update the dates in the procedure document.

The meeting was adjourned. Next month's meeting will be Thursday, January 28, 2021 at 11
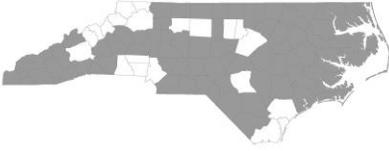
NC BoS CoC Racial Equity Subcommittee
January 20, 2021

Attendees: Stephanie Gilliam, Tambra Chamberlain, Tujuanda Sanders, Manuel Hyman, Teresa Robinson, Deniece Cole, LaTonya Penny, Mary Erwin, Angela Harper King, Jeff Rawlings
Staff: Andrea Carey, Sarah Murray, Kevin McNamee

Racial Equity Dialogue Survey Results
General Impressions
- 25 total responses
- Largely positive
- Respondents were racially and geographically diverse

What did you like about dialogue series?
- Topics
- Panelists
- Audience Q&A

What did you dislike about dialogue series?
- Audience Q&A
- Time of day
- Some of the topics were too broad

Topics most liked
- Systemic racism and impact on homelessness

Have any of the dialogue prompted action?
- Prompted dialogue about race in their workplace
- Prompted dialogue about race in personal life
- Initiated research or reading

What perspectives were missed by the series?
- Retribution/Discrimination
- The Black male perspective
- "Victim's perspective"

What topics or activities would you like to see added?
- Lending institutions
- Racism/sexism in the workplace
- Racism in the medical/health care system
- Intersectionality (e.g. Black and LGBTQ issues)
- Indigenous, Immigrant, and Latinx perspectives
- Action oriented, move towards results
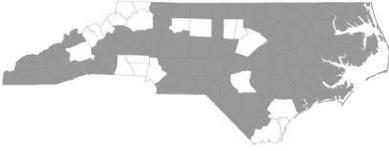
Identities of attendees
- About 50% Black and 50% white, 3 multiracial identities included within that
- 8 COCs represented, majority BoS
- Most homeless service providers or non-profit/advocacy employees

2021 Priorities (from strategic planning with C4)
- Funding RE Initiatives
  o Subcommittee will do more research and bring back to discuss in February
  o Tambra will start a list of opportunities she is aware of
- Creating a More Equitable Prioritization System (CE/VI-SPDAT)
  o Will work with Teresa and Jeff to start
- Embedding Equity into the Framework of All Committees
  o Will work with Dr. Penny and Angela to start
- Subcommittee members added: maybe looking at strengthening community partnerships

Blog Post re RE Dialogue Series
- Up on NAEH website now!
- Let us know if you are interested in potential podcast with NAEH in future
- Let us know if you are interested in joining NAEH RE Network with Kevin

Next Meeting
2/17/21 at 9:00AM
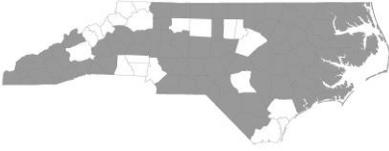
Coordinated Entry Council Meeting
January 25, 2021 Minutes

Attendees: Destri Leger (Region 1), Bonnie Harper (Region 3), Michele Knapp (Region 4), Teresa Robinson (Region 5), Jeff Rawlings (Region 7), Joel Rice (Region 9), Lynne James (Region 12), Michele Welsh (Region 11 and 13)

Staff: Brian Alexander, Andrea Carey, Ashley Von Hatten

NC BoS CoC Coordinated Entry Evaluation:
- Shelters and Street Outreach programs: Reviewed guidance for Shelters and Street Outreach programs and the surveys for Emergency Shelters and Unsheltered households.
- Rapid Rehousing and Permanent Supportive Housing programs: Reviewed guidance for Rapid Rehousing and Permanent Supporting Housing programs and the Consumer survey.
- Service Provider Agency: Reviewed the Service Provider Agency survey.

Tentative timeframe for CE Evaluation proposed for March 1, 2021 – April 30, 2020 for RRH and PSH programs and April 17, 2021 – April 30, 2021 for Emergency Shelter and Unsheltered surveys. Final decision on timeframe for evaluations will take place at the February 15, 2021 CEC meeting.

Back@Home
- Case conferencing
    - CE By-name list and Back@Home Triage project: By-name list can be pulled to also include clients in Back@Home Triage project. Reviewing of HMIS lists allows valuable discussion at case conferencing and ability to identify households on both the CE by-name list and entry in the Back@Home Triage project.
    - Back@Home Rehousing Agency participation: Importance of Back@Home Rehousing Agency staff to participate in case conferencing meetings. CE Regional Leads to include Back@Home staff in scheduled meetings for community case conferencing.
- Housing Barrier assessment vs VI-SPDAT
    - VI-SPDAT vs Housing Barriers: Due to some clients being assessed with the VI-SPDAT and other clients being assessed with the Back@Home COVID/housing barrier questions, it may be necessary to case conference clients who are moving from the CE by-name list to the Back@Home Triage project, and vice versa. The CEC discussed noting the number of households from now until February's meeting. If the number of households is low, case conferencing is an appropriate solution; however, if the number is higher, the CEC will work through a process to ensure prioritization is comparable between the two assessments.
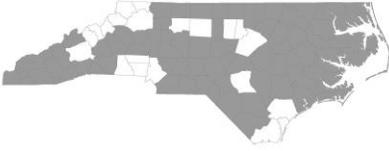
Unsheltered PIT

- The NC BoS CoC will <u>not</u> submit an unsheltered Point-in-Time Count this year.
    - Due to COVID-19 pandemic: Prioritize a safety-first for clients, staff, and volunteers.
    - Continue connecting unsheltered clients to CE

- 2022 Unsheltered PIT
    - How to utilize CE system for next year
    - Later this year, we will meet to plan year-round access to CE

The next CEC meeting scheduled for February 15, 2021. With no further business, the meeting was adjourned.
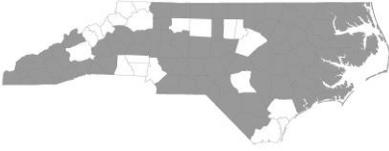
NC Balance of State CoC Funding and Performance Subcommittee
January 28, 2021 Meeting Minutes

Members Present: Melissa McKeown, Amy Modlin, Sarah Lancaster

NCCEH Staff Present: Brian Alexander, Andrea Carey

Minutes:

- Brian welcomed members and introduced the agenda for the meeting.
- Andrea gave an update on progress for a dashboard to use for monthly Steering Committee meetings.
    - The NCCEH Data Center has requested an upgrade to system reporting from WellSky to allow a custom field for NC County of Service. WellSky has completed their work. Andrea has begun the QA process to ensure that the fixes are correct.
    - ICA is finalizing the scope of work with NCCEH. The dashboard produced will be developed to consider both CoC-wide and regional data.
    - The CoC will begin using the dashboard with the Steering Committee. Once we ensure that we have what we need, the FPS will consider the rollout plan to regions.
- Brian provided an overview of where we are with our goals to increase HMIS emergency shelter and transitional housing program bed coverage in the NC Balance of State CoC.
    - Brian reminded members the goals that the FPS recommended and the Steering Committee approved:
        - The NC BoS CoC will increase HMIS emergency shelter bed coverage to 75% by December 31, 2021.
        - The NC BoS CoC will increase HMIS transitional housing bed coverage to 45% by December 31, 2021.
    - Staff and FPS members gave updates in resources needed for regions to do engagement and recruitment activities.
        - Survey HMIS participating agencies for feedback (Amy/Andrea)
            - Amy developed questions that Andrea used to populate a survey that was released to HMIS-participating agencies the week of 01/11/21.
            - The survey participation deadline is 02/01/21. Andrea will be evaluating the data next week and incorporating information into the simple guide.
        - Regional 2020 Housing Inventory Count (Adrianna/Andrea)
            - Andrea and Adrianna have organized the information. Adrianna is working on creating a regional HIC with contact information to be done by 02/05/21.
        - Sample scripts to help guide conversations (Melissa/Jane)
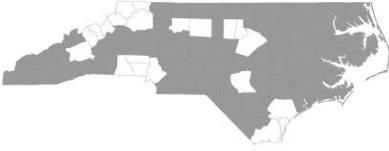
- Melissa and Jane had an initial conversation. Melissa will finish up draft scripts this weekend and send to staff. Staff will email the draft scripts to members for feedback.
  - Simple guide (Andrea/Brian)
    - Andrea has begun organizing the simple guide to be ready soon to email to members for feedback in preparation for the kickoff webinar.
    - Melissa mentioned that more support needs to be given to new agencies as they get licensed and start entry of clients into the system. This could help with recruitment and retention.
      - Staff and members brainstormed potential ideas for this support including a monthly orientation for new licensed agencies to provide answers to questions and potentially demo'ing the system; one-on-one conversation early in the licensing process to help new users enter initial clients into the system.
      - Staff will do some thinking about potential options to work within current capacity.
  - The HMIS Recruitment Kickoff Meeting will be held on 02/09/21 and will provide:
    - Overview of goals
    - Plan and responsibilities
    - Resources
    - Reporting
    - Timeline
    - Staff will work on slides and collaborate with individual members to present sections of the content. Be on the lookout for an email next week.
- Next month's meeting will be Thursday, February 25, 2021 at 11 AM. We will start the FY21 CoC Funding Priorities Process. Staff will email the FY20 document in advance of the meeting for members to review.
- Brian welcomed members and introduced the agenda for the meeting.
- Andrea gave an update on progress for a dashboard to use for monthly Steering Committee meetings.
  - The NCCEH Data Center has requested an upgrade to system reporting from WellSky to allow a custom field for NC County of Service. WellSky has not begun the work, but the good news is that another version of the HUD CSV export is now available so we will have the most up-to-date version and will not need to update for at least a year once complete
  - The delay in WellSky's work means that we will not have a dashboard in January. We will keep the subcommittee updated as we know more.
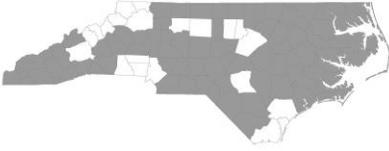
- Brian began conversation on maximizing HMIS bed coverage and reaching the goals that the NC BoS CoC Steering Committee approved at its November meeting.
  - o Brian reminded members the goals that the FPS recommended and the Steering Committee approved:
    - The NC BoS CoC will increase HMIS emergency shelter bed coverage to 75% by December 31, 2021.
    - The NC BoS CoC will increase HMIS transitional housing bed coverage to 45% by December 31, 2021.
  - o Staff structured the conversation today through a series of decisions points to consider in developing a process to meet the goals.
  - o Members answered the question: how do we roll out this plan? Centralized or de-centralized?
    - Melissa answered that she felt it needed to be a mixture of both. Other members agreed.
      - Centralized oversight and support, clearing the way for communication and updates with someone at the CoC-level checking boxes for status in each region.
        - o Communication, support, and evaluation will be handled by the FPS.
      - De-centralized engagement and outreach where regions use direct contact/relationship building, escalating to the subcommittee when support is needed.
  - o Members answered the questions: who should handle the outreach and engagement? who will evaluate the process and data?
    - Melissa felt elected leadership needed to be involved. Other members agreed.
    - Talaika felt that assigning responsibility to Regional Lead Alternates might give this position a specific task other than filling in when the Regional Lead was not available. Members felt it would give Alternates a change to build their leadership.
      - The Regional Lead Alternate would serve in the role of facilitator of the process in much the same way as the PIT/HIC Lead or Funding Process Lead where they facilitate and oversee the plan for the region but other Regional Committee members would play an essential role in the outreach, engagement, and recruitment.
  - o Members answered the question: what resources do the people doing outreach and engagement need?
    - Members identified a need for an orientation training, scripts for outreach, list of agencies/programs for outreach, and a guide that identified responsibilities, steps to join HMIS, and responses to some
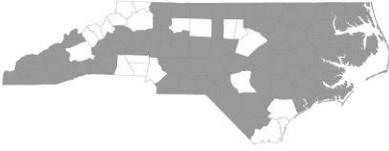
common questions that might be asked (if I'm not funded, why should I do this? The agency has low staff capacity. How do we meet HMIS requirements? How long does it take to onboard? How long does it take to enter data? Do I need to enter all my back data to be in the system?

- Members also felt like regions would need to address fears of using a new database and provide context and examples.
  - Potentially we could survey non-funded, HMIS participating agencies to ask them questions about why they use the system, what things they wished they had known ahead of time, and why others should join? We could ask some of these agencies if they would be a referral if potential agencies wanted to talk with a peer agency.

o Members answered the questions: where do focus our attention? Where do we pull in NCCEH Data Center/NC BoS CoC staff to help?
  - Members suggested prioritizing agencies that used to use HMIS but no longer do; CE and Regional Committee participating agencies; large emergency shelters
  - NCCEH staff should be available when regional partners have questions, need technical support, and to hold the FPS accountable.

o Members answered the questions: when do we want to begin rollout of the plan? when do we want to evaluate our progress?
  - Members said we would start outreach as soon as possible to give regions time to meet the goal. Staff said they could be ready in January to do the orientation training.
    - Staff said there are several ways to roll out the information:
      - o Incorporate new Regional Lead Alternate role at the new Steering Committee member orientation webinar in December.
      - o Present the full plan at the January 2021 Steering Committee meeting
      - o Present the full plan and specifics of roles at an orientation training to Regional Lead Alternates in January 2021.

- Staff will draft a simple document outlining the plan and procedure with a process map. Staff will email this information prior to the next meeting for review. The FPS will finalize the plan in December for rollout in January.
- The meeting was adjourned. Next month's meeting will be changed to Friday, December 11th at 12 PM.

Back to top