Piedmont Regional Committee
Case Conferencing
Date: Wednesday, January 11, 2023
Location: Conference Call/Zoom

Meeting Minutes
Meeting Facilitated By: Teresa Robinson

Attendees:

Cathy Wood-Romero	Rowan Helping Ministries
Will Patterson	Rowan Helping Ministries
Jenny Brinkle and Staff	Crisis Ministries
Kristen McAlhaney	Community Shelter of Union County
Meg Montemurro	Community Shelter of Union County
Teresa Robinson	Community Link
Hannah Larios	Family Crisis
Tiera McDonald	Homes of Hope
Donna Phillips	Davidson County
Sherry Smith	Rowan Helping Ministries
Dianne Bruce	Rowan Helping Ministries
Tamatha Hall	Community Link
April Lawson	Family Services
Kristine Wiles	Rowan Helping Ministries
Debbie Reed	Rowan Helping
Lori Beullah	Community Link
Michele	Rowan Helping
Andrea Merriman	Feminine Life Rebuilders

Agenda

- **Welcome and Introductions**
    - **Community Updates**
- **Housing Programs in the Piedmont Region**
    - **Permanent Supportive Housing:** safe, stable units through long-term rental assistance to individuals and families with disabilities, including severe mental health, physical health, HIV/AIDS, and/or substance abuse disorders. To be eligible, the household must include an adult with a disabling condition that is long-continuing or of indefinite duration, substantially impedes the person's ability to live independently, and could be improved by more suitable housing (Community Link)
    - **Rapid Rehousing:** Without financial pre-conditions, program offers financial assistance and housing stabilization services specific to the household. Specific assistance may

include housing identification/relocation, short-and/or medium-term rental and other financial assistance, and case management and housing stabilization services (Community Link, Community Shelter of Union County, Family Crisis Council of Davidson County)

- **Street Outreach:** Participating agencies conduct indirect and/or direct outreach to unsheltered households to provide resources and ultimately work towards housing (First Hope Ministries of Davidson County, Rowan Helping Ministries, Community shelter of Union County)
- **Veteran Services:** Noted agencies offer specific assistance and resources to populations identifying as having served in the military (Homeless Veterans Re-Integration Program- not housing specific, Salisbury Rowan VAMC, Volunteers of America)
- **HUD Funded Housing Programs in the PRC:**
    - Transitional Housing: Homes of Hope- Single Parents with minor children. Interview and application process. Once approved they are placed in a property for 6 months. Workshops and volunteer opportunities provided to participants. Continued case management throughout the program participation.
    - Non-HUD Funded Programs- Transitional Housing

- **Quarterly In-Person Meeting: Location**
    - **March Quarterly in person meeting Location:** Stanley County 10:00am-12:00pm
        - **Rotation:**
            - Stanley County
            - Davidson County
            - Union County
            - Cabarrus County
            - Rowan County

- **2023 Business**
    - **Case Conferencing Privacy Form**- Community agreement to keep all information shared during case conferencing private while protecting the identities and personal information of households within the PRC. All case conferencing attendees are required to sign.
    - **Coordinated Entry Roles and Responsibilities-** PRC tasks and duties that we are accountable for as part of the Coordinated Entry system.
    - **Data Entry and Quick Reference Guide**
        - **CE Assessment Element:** Designed to be a flexible data element that collects an assessment date, location, and assessment results. It allows CoCs to define their own assessment questions and responses, categorize different types of assessments (crisis needs versus housing needs). This element helps communities understand and monitor the assessment process in more detail and as it relates to participant outcomes.
        - **CE Event Element:** Designed to capture access and referral events, as well as the results of those events. It will help communities understand the events that go into achieving desired (and undesired) results through the CE system.
        - **Current Living situation Element:** Designed to capture information on where a person is staying at a point in time. It can be updated at each point of contact

and will help communities track were people are, including those who are not assessed or referred to CE events.

- **Current BNL**
    - List Total- 1,847- Many of these have exited from a front door agency, but remain on BNL for other reasons
    - 283 Actively in a Front Door Provider Project with no Exit
    - 44 Long Stays Over 1 year
    - 206 Street Outreach (includes recent exits to unsheltered destination)
    - 25 Veterans
- **Coordinated Entry Contacts 2023**
    - Please send any new contacts to Regional Lead or CE Lead for updates to email list
- **Grievance Process**
    - **Agencies:** If a provider declines a client referral, that provider should work with the community to refer the client to the next appropriate housing provider and/or emergency shelter to ensure that the household has a safe place to sleep that night. Programs should only reject referrals in rare instances. If a program declines more referrals than 1 out of 10 in a month, they will need to meet with the oversight committee to discuss he issues that result in referrals being declined.
    - **Individuals:** If a household does not agree with a referral or the assessment process, the CE assessment team will attempt to make another appropriate referral based on the household's needs and available housing resources. If the household remains unsatisfied, they may file a grievance either verbally or in writing.
    - **Grievances should relate to:**
        - Access to the coordinated entry system (i.e. no assessment provided)
        - Assessment (i.e., scoring)
        - Prioritization (i.e., disagreement with housing designation)
        - Housing referral (i.e., lack of follow through from housing provider)
        - Other (complaints about data privacy and security policies and practices)

- **Point in Time Count 2023 Questions/Concerns**
    - Leads Identified
    - $100 gift card to be spent for PIT Count within our communities.
    - Training available on NCCEH

- **Q&A**

***Chronic Homelessness Definition**- Chronic homelessness has been defined as single individual (or HOH) with a disabling condition who has either: Experienced homelessness for longer than a year, during which time the individual may have lived in shelters safe havens, or a place not meant for human habitation.

HUD's Definition of Chronic Homelessness- This is the flow chart Teresa shared from HUD during Case Conferencing.

- **Q&A**
  - Reach out to Teresa at TRobinson@communitylinknc.org if you have questions or concerns that were not addressed in today's meeting.

Next Meeting

Our next scheduled meeting is on **January 25th @ 9am** via **Webinar**
Join Zoom Meeting

https://us02web.zoom.us/j/83511172936?pwd=K1NZSDg4U1FFR0NjODlKVFluZ3BEQT09

Meeting ID: 835 1117 2936
Passcode: 642295

Please visit our Region's webpage at https://www.ncceh.org/bos/region5/ for meeting times, community events and other important community documents.