



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 Meeting Minutes

April 4, 2023

Regional Leads Present: Derek Lancour, Emily Lowery, Amber Story, Pamela Hinton, Kristen McAlhaney, Natasha Elliott, Tonya Gray, Emily Locklear, James Stroud, LaTasha McNair, Kisha Darden, Bridgette Moore, Brian Fike

At-Large Members Present: Rachelle Dugan, Jeffrey Rawlings, Ellen Blackman, Brooks Ann McKinney, Cassandra Rowe, Angela Harper King, Beth Branagan, Catherine Kastleman

SC Members Absent: Tiffany Askew

Interested Parties Present: Lori Watts, Brenda Marie Forbes, Kecia Robinson, Amy Modlin, Bonnie Harper, Alyce Knaflich, Jana Elliott, Kerry Bashaw, Lakitra Claude, Hannah Larios, Kenett Melgar, Bre Griffin, Teena Willis, Laurenn Singleton, Kim Hemphill, Leorian Grant, Michele Welsh, Lesly Delgado, Lynne James, Christina Rary

NCCEH Staff Present: Brian Alexander, Andrea Carey, Ryan Fehrman, Laurel McNamee, Debra Susie, Ashley VonHatten

Approval of Consent Agenda

- The consent agenda was sent out for review prior to the meeting and is posted at: <https://www.ncceh.org/bos/steeringcommittee/>
- The consent agenda was voted on at the beginning of the meeting. Without changes or objection, the consent agenda was approved by common consent.

FY2023 CoC Program Competition Update

HUD announced FY2022 CoC Program Awards on March 28, 2023. The NC BoS CoC received \$13,636,368 in project awards.

- All Tier 1 projects awarded
- All Tier 2 projects awarded except RCHH RRH Project
- 4 new projects funded:
 - Brick Capital PSH (Region 7)
 - Greenville Housing Authority PSH (Region 12)

- Diakonos PSH (Region 4)
- Central Piedmont Community Action RRH (Region 6)
- 1 new DV Bonus expansion grant
 - NCCADV RRH Expansion (CoC-wide)

The Scorecard Committee has completed its work to update CoC scorecards and recommends both renewal & new CoC Program applicant scorecards to the Steering Committee for consideration today. The Scorecard Committee:

- Consists of representatives from each Regional Committee & interested at-large members
- The Project Review Committee uses approved scorecards to score new & renewal CoC Program applications & creates the final prioritization ranking list.
- Recommended CoC Program scorecards were posted to the website in advance of today's meeting at: <https://www.ncceh.org/bos/steeringcommittee/>.

There are three areas of change to the scorecards:

- Usability: Refined & updated language, questions, & areas to best reflect the current CoC Project Application & where scorers evaluate questions
 - Updated dates & language to reflect current usage
 - Updated/replaced outdated questions to reflect the current CoC Program Project Applications
 - Changes in the Project Application allowed the Scorecard Committee to update/replace questions to evaluate
 - Changed scoring protocols for Program Design Elements & Moving On questions
 - Moved Housing First, PSH Key Elements, RRH Program Standards, & Moving On questions from Combined Scoring to Staff Scoring in the Renewal Scorecard for pre-scoring to facilitate easier/faster scoring during the competition.
- Equity: Continued refinement of section to better reflect CoC priorities & benchmarks
 - Used Racial Equity Subcommittee/LEAC recommendations to enhance the Equity Section.
 - Updated the Equity Section to assist project applicants better understand what will be expected & documented.
 - Refined & clarified question on professional interpreter services
 - Refined & clarified questions on RE/DEI trainings & other forms of RE/DEI work
 - Incorporated new questions re: feedback from & hiring people with lived experience
- Performance: Incorporated Funding & Performance Subcommittee (FPS) recommendations for performance measures & benchmarks
 - Used recommendations from the FPS to set new performance benchmarks.
 - Updated the Performance Section to include new performance measure benchmarks for existing questions.

- FPS reviewed all existing programmatic performance measures.
 - Reviewed current baseline data from HMIS
 - Determined the usefulness of each performance measure
 - Adjusted benchmarks to reflect the level of performance the CoC wants currently funded agencies to meet

Emily Lowery Region 2 made a motion to approve the revisions to the FY23 CoC Program Competition scorecards. Jeffrey Rawlings seconded the motion. The motion was passed unanimously.

CoC staff shared the following project application information:

- New CoC Project Applicant Webinar recording and slides posted at <https://www.ncceh.org/bos/currentcocapplication/>
 - New Project: Intent to Apply Form at <https://app.smartsheet.com/b/form/dde61c36a82847f09b886f3110665902>
 - Due 2 weeks after release of the Notice of Funding Opportunity (NOFO)
- Renewal CoC Project Applicant Webinar recording and slides posted at <https://www.ncceh.org/bos/currentcocapplication/>
 - Renewal Project: Intent to Renew at <https://app.smartsheet.com/b/form/2007ca9a7b224c6c86e3bf62a7a62fbd>
 - Due by Tuesday, April 25th by 6 PM
 - Renewal Project: Pre-Competition Scoring and Standard Review Documents and Information due by Thursday, April 27th by 6 PM

Lived Expertise Advisory Council (LEAC) Client Bill of Rights

CoC staff provided a review of the LEAC Client Bill of Rights that was introduced to the Steering Committee last month:

- The Client Bill of Rights (CBoR) would be a new CoC policy with a grievance process that connects to the CoC Code of Conduct policy.
- The CBoR would be a client-facing policy detailing basic expectations of their rights in the following categories:
 - Respect and dignity
 - Services free of discrimination
 - Safety
 - Privacy
 - Inclusion & participation in decisions about their welfare
 - Transparency in agency policies that affect the services they receive
- If a person seeking services in the CoC believes a service provider violated any of the stated rights, they may be eligible to file a grievance:
 - The client must first utilize the agency's established grievance process.
 - If an agency-level grievance process cannot address the complaint, the client is eligible to file a grievance with the CoC.
 - NCCEH staff will review each grievance & notify the Steering Committee.

- Consistent with the CoC Code of Conduct policy, the Steering Committee may then assemble an ad-hoc work group to review the grievance & take action.

At last month's meeting, Steering Committee members requested time for feedback from Regional Committees. All feedback was due by March 24th. Feedback was received from 4 regions; an additional 3 regions wrote to confirm that they were presenting the CBoR at their Regional Committees but did not submit anything further. CoC staff reviewed the feedback given:

- One region suggested changing the name of the policy because a document exists within NC DHHS governing care of Adult Care Homes that has a similar title.
 - Response: The LEAC declined to offer any edits to the title of the CBoR. This is not a government document and little crossover exists with agencies operating Adult Care Homes.
- One region detailed a number of critiques to the policy, focusing on client accountability:
 - A concern was cited regarding client accountability & responsibility for the programs in which they participate.
 - The feedback cited a concern that, without a system of accountability for their actions, clients would continue making poor decisions.
 - Response: Each agency has policies & procedures that detail services offered, safety protocols, & any expectations of clients for participating in the program. The CBoR does not affect agency policies in any way beyond the NC BoS CoC Written Standards.
- One region detailed a number of critiques to the policy, focusing on client participation:
 - The feedback received a detailed concern that clients would not be able to be mandated to participate in helpful activities & that they would not succeed if they were allowed to "only do what they want."
 - Response: The NC BoS CoC Written Standards already clearly state that services cannot be mandatory. The CBoR simply provides a procedure to an existing policy.
 - Includes a clause to protect agencies that services should not be mandated "outside of rules & expectations explicitly stated at shelter entry.'
- Concerns about whether this policy should apply to agencies not funded through the CoC & how that process would work.
 - Response: The CBoR does not actually initiate a new grievance process. The CoC Code of Conduct policy allows for the Steering Committee to form an ad-hoc work group to address a grievance. The CBoR is a client-facing policy that attempts to establish a baseline of respect throughout the geographic CoC, not certain agencies.

Highlights of the feedback & response:

- Steering Committee members asked the LEAC to hear feedback & insights from Regional Committees.

- Fundamentally, the LEAC grounded the CBoR with a Housing First approach & need for basic human respect.
- The one region's feedback pushing for client accountability provides points for clarification but utilizes language indicative of a viewpoint that people experiencing homelessness, due to a personal choices or character flaws & without mandated guidance, would not succeed. This viewpoint does not uphold the principle of Housing First or human respect.

With the presented clarifications & responses, the LEAC has made no changes to the CBoR & recommends it for a vote as originally presented.

Amber Story moved for the adoption of the NC BoC CoC Client Bill of Rights as a new CoC Policy. Pamela Hinton seconded the motion. LaTasha McNair opposed the motion. The motion was passed.

FY20 SSO-Coordinated Entry Grant Report

NCCEH received a CoC grant to support coordinated entry, with the operating year running from December 1, 2021, to November 30, 2022. NCCEH sub-granted funds to the following agencies:

- HERE in Jackson County
- Thrive
- Greater Hickory Cooperative Ministries (through August 2022)
- Diakonos
- Community Link
- Family Abuse Services (through June 2022)
- Johnston-Lee-Harnett Community Action
- REACH Center
- Hope Station
- Pitt County Planning
- Trillium

The NC BoS CoC CE system achieved several important milestones. CoC staff outlined the following accomplishments:

- Spent 100% (of FY20 SSO-CE grant & met the CoC spending threshold)
- Included CoC-wide goals & regional-level goals in each subgrantee's grant agreement
- Expanded street outreach coverage with an intentional focus on providing CE access to households living unsheltered
- Started collecting more thorough CE data by transitioning CE data to HMIS in all regions
- Chosen by HUD to participate in a CE Equity Initiative & created a draft assessment to replace the VI-SPDAT

HUD requires all CoC Program grantees to complete an APR at the end of the operating year. The Annual Performance Report (APR) is a comprehensive report that looks at all the participants served by a project during the reporting period.

- The CoC can use the APR as a helpful tool for agencies to track data quality, ensure accurate reporting, & create project summaries.
 - NCCEH can create regional HMIS reporting groups to view CE data at the Regional Committee level.
- The NC BoS CoC FY20 APR reflects data from 12/01/2021 to 11/30/2022 & solely demonstrates CE data (excluding VSP data).

The APR reflects the following:

- Total number of persons served: 6,806 (FY19: 2,448)
- Data quality has an overall low error rate (4% - 5%); however, SSN had an error rate of 17% (likely due to Back@Home & United Way 2-1-1 data privacy restrictions)
- Out of total number of persons served (6,806), 4,633 assessments were recorded in HMIS.
- 90% of assessed households were placed on the by-name list for prioritization.
- Increased utilization of CE Access Event & CE Referral Event
 - 68% of recorded CE Referral Events (1,135) were successful

The CoC continues to seek to improve the CE system in 2023. Entering the FY21 SSO-CE grant operating period, the CoC worked with the CEC & subgrantees to set goals:

- CoC CE goals & individual agency goals (2-3 goals created by each funded agency) added to SSO-CE grant agreements
 - NC BoS CoC CE goals
 - 95% of households have a corresponding Coordinated Entry Assessment data element completed in HMIS for each assessment (e.g., crisis needs assessment, prevention & diversion assessment, VI-SPDAT) completed with the household.
 - Increase the number of Coordinated Entry Event data elements recorded in HMIS.
 - Examples of agency goals
 - Increase exits to PH
 - Increase outreach to an additional 60 households per quarter
 - Engage additional community partners in the CE process

The CoC has launched its 2023 CE Evaluation. In accordance with HUD Coordinated Entry Notice: Section II.B.15, the CoC began its CE evaluation process on April 3, 2023. HUD requires CoCs to solicit feedback at least annually from participating projects & from households that participated in CE during that time period.

Surveys must address the quality & effectiveness of the entire CE experience for both participating projects & households. The CoC CE Council voted on 03/20/23, setting a timeline for survey distribution for CoC stakeholders & CE participants.

- Permanent Supportive Housing (PSH): PSH clients who have entered a PSH program in the last year will be offered the opportunity to complete the coordinated entry evaluation survey that asks about their experience of the coordinated entry system.
 - The timeframe for PSH survey is April 3, 2023, through May 26, 2023.
- Shelters &/or Street Outreach: All people completing the VI-SPDAT will be offered the opportunity to complete the coordinated entry evaluation survey that asks about their experience of the coordinated entry system.
 - Timeframe for Shelter and/or Street Outreach is May 15, 2023, through May 26, 2023.
- Rapid Rehousing: All clients housed by a rapid rehousing program in the CoC must receive this survey within 30 days (before or after) they are housed. Ongoing.

Unsheltered Access Coordinator (UAC) Update

The UAC is an essential role in each Regional Committee to ensure people experiencing unsheltered homelessness access services & housing:

- Serves as primary contact for the Regional Committee around unsheltered access
- Coordinates with regional CE Leads & community stakeholders to ensure people experiencing unsheltered homelessness access the local CE system
- Ensures data collection happens on all people experiencing unsheltered homelessness
- Engages providers/organizations/stakeholders to understand the local plan to engage people experiencing unsheltered homelessness & how to connect them to the CE system
- Provides additional training to providers/organizations/stakeholders as needed

It's time for Regional Committees to elect their Unsheltered Access Coordinator. The goal is to ensure all people living unsheltered connect to services:

- Build trusting relationships
- Collect contact info for follow-up
- Assess & refer to By Name List (BNL)
- Refer to emergency shelter, when possible

The elected term is May – April. CoC staff asked Steering Committee members to start discussing elections at their regional meetings now.

NCCEH will facilitate an in-person regional leadership/UAC kick-off meeting on June 15. More information to follow soon.

Upcoming meetings & reminders

- **HMIS System Updates**, *Tuesday, April 11, 10:30 – 11:30 A.M.*
 - View recording at: <https://www.ncceh.org/hmis/news/>
- **Coordinated Entry Council Meeting**, *Monday, April 17, 10:00 – 11:30 A.M.*

- Presentation: <https://www.gotomeet.me/NCEndHomelessness>
United States: +1 (646) 749-3112 Access Code: 975-793-733
- **Monthly HMIS Training: Current Living Situation, Wednesday, April 19, 10:00 – 11:00 A.M.**
 - View recording at: <https://www.ncceh.org/hmis/news/>
- **Racial Equity Subcommittee Meeting, Wednesday, April 19, 11:30 A.M. – 12:30 P.M.**
 - Presentation: <https://global.gotomeeting.com/join/791696621>
United States: +1 (646) 749-3112 Access Code: 791-696-621
- **Local Leadership Response Sharing Call, Wednesday, April 19, 1:00 – 2:00 P.M.**
 - Presentation: <https://us06web.zoom.us/j/kbKWYznZ6>
Meeting ID: 837 9246 1651 Dial by your location: +1 646 931 3860 US
- **Funding and Performance Subcommittee, Thursday, April 27, 11:00 A.M. – 12:00 P.M.**
 - Presentation: <https://meet.google.com/dep-rjxz-kze>
Or dial: (US) +1 442-272-1109 PIN: 883 218 555#

Next Steering Committee meeting

Tuesday, May 9, 2023 at 10:30 AM