Piedmont Regional Committee
Case Conferencing
Date: Wednesday, April 12, 2023
Location: Conference Call/Zoom

Meeting Minutes
Meeting Facilitated By: Teresa Robinson

Attendees:

Jenny Brinkle & Jenifer Bowden	Crisis Ministries
Kristen McAlhaney	Community Shelter of Union County
Meg Montemurro	Community Shelter of Union County
Antonia Hendrix	VoA
Teresa Robinson	Community Link
April Lawson	Family Services
Kristine Wiles	Rowan Helping Ministries
Diane Bruce	Rowan Helping Ministries
Debbie Reed	Rowan Helping
Cathy Wood-Romero	Rowan Helping Ministries
Emahjae Hayes	Community Link
Emily Bellomo	Community Link
Hannah Larios	Family Crisis Council
Brandie Russell	Community Link
Solomon Tafari	Rowan Helping Ministries
Valencia Woods	Community Link
Kecia Robinson	VA
Will Patterson	Rowan Helping
Kimberly Fowler	Family Crisis

Agenda

- **Welcome and Introductions**
  - **Community Updates**
    - VoA- No longer offering Emergency Housing Assistance.
    - Rowan Helping Ministries- Resource Fair April 27th.
    - Community Shelter- Golf Tournament Fundraiser April 26th.

- **Regional Information and Updates**
  - **CoC Funding**
    - **HUD FY2022 CoC Program Awards announced.**
      - **All Tier 1 Projects awarded.**

- All Tier 2 projects awarded except 1 project.
- 1 new DV Bonus expansion grant (CoC coverage)
  - **CoC scorecards updated.**
    - Refined and updated language questions and areas to reflect the current CoC project application where scorers evaluate questions.
    - Continued refinement of section to better reflect CoC priorities and benchmarks
    - Performance incorporated funding and performance subcommittee recommendations for performance measures and benchmarks
  - **Due Dates**
    - Renewal CoC Project Application- Due by Tuesday, April 25
    - Pre-Competition Scoring and Standard Review- Due April 27th.
  - **The Client Bill of Rights**
    - New CoC policy with a grievance process that connects to the CoC Code of Conduct policy.
    - The Client Bill of Rights would be a client-facing policy detailing basic expectations of their rights with:
      - Respect and dignity
      - Services free of discrimination
      - Safety
      - Privacy
      - Inclusion and participation in decisions about their welfare
      - Transparency in agency policies that affect services they receive.
      - If a person seeking services in the CoC believes a service provider violated aby 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 and ad hoc work group to review the grievance & take action.
  - **Client Bill of Rights Overview**
    - 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.
- **Annual Performance Report**
  - APR is a comprehensive report that looks at all participants served by a project during the reporting period.
    - Agencies can track data quality, ensure accurate reporting, and create project summaries.
    - NCCEH can create regional HMIS reporting groups to view CE data at the Regional Committee level
  - APR Reflections
  - Total number of persons served: 6,806 (FY19)
  - Data quality has an overall low error rate (4% 17% (likely due to Back@Home & 2,448) 5%); however, SSN had an error rate of United Way 2
  - Out of total number of persons served (11 data privacy restrictions) 6,806), 4,633 assessments were recorded HMIS.
  - 90% (!!) of assessed households were placed Increased utilization of CE Access Event & CE on the byname list for Referral Event
    - 68% of recorded CE Referral Events (1,135) were successful!
- **SSO CE Information**
  - Entering the FY21 SSOCE grant operating period, the CoC worked with the CEC & subgrantees to set goals.
    - CoC Ce goals & added to SSO individual agency goals 2-3 goals created by each funded agency added to CE grant agreements.
    - NC BoS CoC CE goals
      - 3 goals created by each funded agency.
        - 95% of households have a corresponding Coordinated Entry Assessment data element completed in HMIS for each assessment (e.g diversion assessment, crisis needs assessment, prevention & 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.
- **Coordinated Entry Annual Evaluation 2023**
  - Evaluation process started on April 3, 2023
  - HUD requires CoCs to solicit feedback annually from participating projects and from households that participated in CE during that time period

- Surveys address the quality and effectiveness of the entire CE experience for both participating projects and households.
- **Unsheltered Access Coordinator**
  - Serves as primary contact for the Regional Committee around unsheltered access.
  - Coordinates with Regional CE Leads and 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 and how to connect them to the CER system.
  - Provides additional training to providers/organizations/stakeholders as needed.
  - Elections happening Now! – Term is May- April 12, 2023
- **By-Name List Report Out- And More**
  - **Data Review**
    - 2022 Unsheltered PIT total= 777
    - 2023 Unsheltered PIT data as of 3/09/2023=1329
    - NCCEH will continue to troubleshoot, run BNL and/or Unsheltered Aggregate Total by County report, & DQ reports

Region	Unsheltered Count as of 3/09/2023
1	72*
2	169*
3	111
4	103
5	239
6	28
7	319
8	50*
9	26
10	21*
11	38
12	22*

- **By-Name List Report Out and More**
  - **Start Date, End Date & Information Date**
    - All 3 of these dates should be the same as they directly relate to the clients Current Living Situations
    - This is a snapshot of where the client is sleeping that night.
    - Refer to the Recording Current Living Situations ZenGuide for more information.
  - **Core Team**
    - **Timeline**
      - Revision with Stakeholders (January – March 2023)
      - Pilot Phase (April – June 2023)

- o **Analysis and Revision with Community Phase (July – August 2023)**
- o **Training Phase (September – October 2023)**
- o **Launch Phase (November 2023 – January 2024)**
- ▪ **By-Name List Report Out**
  - **Full By-Name List – 1,082**
    - o **Some exited, not including DV**
    - o **Over 100 w/ 1 year or more LOS**
    - o **Missing current living situation- updated at shelter entry, exit and updates for unsheltered.**

- ▪ **Case Conferencing and Selection for RRH**
  - ▪ **Discussion and selection of 2 households for Community Link RRH**

***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 **April 26th via Zoom.**

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