

North Carolina Balance of State Continuum of Care

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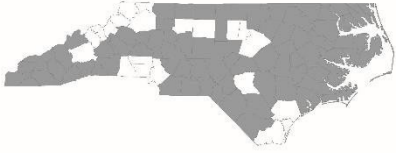
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NC Balance of State CoC Steering Committee Consent Agenda and Updates

November 7, 2023

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Section I. NC BoS CoC Steering Committee Consent Agenda

The following will be voted on at the November 7, 2023, NC BoS CoC Steering Committee meeting:

October 3, 2023, Steering Committee Minutes

Available here: <https://www.ncceh.org/files/13294/>

NC BoS CoC Written Standards Amendment

Amend Category 4 definition of homelessness in NC BoS CoC Written Standards per the McKinney-Vento Homeless Assistance Act, section 605 of VAWA 2022 amended section 103(b).

~~*Category 4: any individual or family who: (i) is fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or family member, including a child, that has either taken place within the individual's or family's primary nighttime residence; (ii) had no other residence; and (iii) lacks the resources or support networks (e.g. family, friends, and faith-based or other social networks) to obtain other permanent housing. (24 CFR 578.3)*~~

Category 4: any individual or family who: (i) is experiencing trauma or a lack of safety related to, or fleeing or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous, traumatic, or life-threatening conditions related to the violence against the individual or a family member in the individual's or family's current housing situation, including where the health and safety of children are jeopardized; (ii) has no other safe residence; and (iii) lacks the resources to obtain other safe permanent housing. (24 CFR 578.3)

This change will be made to the Homeless definition as stated in the following Written Standards:

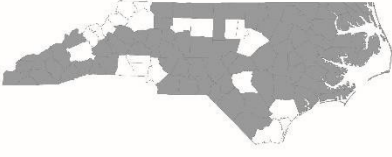
- Street Outreach – page 5
- Emergency Shelter – page 5
- Transitional Housing – page 5

- Prevention and Rapid Rehousing – page 6
- Permanent Supportive Housing – page 5
- Coordinated Entry - page 7

https://ncceh.sharepoint.com/:w:/r/sites/boscoccoordination/_layouts/15/Doc.aspx?sourcedoc=%7B46FC9A48-5941-4307-8254-7BC3F3F37FBB%7D&file=November%202023%20SC%20Agenda-draft.docx&action=default&mobileredirect=true

**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.*

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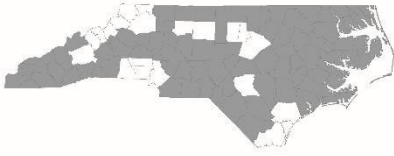
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Section II. Updates

- **Lived Expertise Advisory Council Meeting**
Friday, November 10, 12:00 – 1:00 P.M.
Presentation: <https://zoom.us/j/5799039481?pwd=UFkwNCtLdUszeG94Y2prS0ttRkVmdz09>
Meeting ID: 579 903 9481
Passcode: qYqVY5
- **HMIS System Updates Meeting**
Tuesday, November 14, 10:30 – 11:30 A.M.
Register at: <https://www.ncceh.org/events/1644/>
- **Racial Equity Subcommittee Meeting**
Wednesday, November 15, 11:30 A.M. – 12:30 P.M.
Presentation:
<https://us06web.zoom.us/j/83264838597?pwd=TzVCWtM4WXdvSVJqbDVIR1I0NnMrUT09>
Meeting ID: 832 6483 8597
Passcode: 023622
- **Local Leadership Response Call**
Wednesday, November 15, 1:00 – 2:00 P.M.
Presentation: <https://us06web.zoom.us/j/83792461651>
Meeting ID: 837 9246 1651
- **Coordinated Entry Council Meeting**
Monday, November 20, 10:00 A.M. – 11:30 A.M.
Presentation: <https://us06web.zoom.us/j/84840397905>
Meeting ID: 848 4039 7905
- **Funding and Performance Subcommittee Meeting**
Thursday, November 30, 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#



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Section III. Meeting Minutes and Supporting Materials

Veteran Subcommittee

September 29, 2023, Minutes

Member Attendance: Nicole Wilson, Alyce Knaflich, Howard Anderson, Kecia Robinson, Glenda Collins, Toyia Burgess, Jessica Rice, Chariden Lewis

NCCEH Staff Attendance: Allie Card

I. Intros

- Members introduced themselves: Name, Race, Pronouns, Agency, and Role

II. Allie provided a brief overview of the [Veteran Resource Guide](#) that was sent to NC BoS CE Leads

- Toyia noted the walk-in hours for the Fayetteville VAMC have changed and will send Allie the updated hours.
- Kecia shared there have been various new hires for CE Specialists and outreach workers at the Salisbury VAMC and will send Allie their contact information.

III. Allie gave an update on efforts related to CE Integration

- Coordinated Entry Council meeting presentation on 8/21.
- Allie attended SSO-CE check-in meetings in September and will finish in October.
- Allie will attend the CEC again in January or February to monitor progress and field questions.
- Robust discussion related to CE Integration
 - Nicole Wilson raised the importance of communication from SSVF providers once a referral is made.
 - This was echoed by other group members.
 - Glenda voiced her interest in ensuring grantees are held accountable in their communication and engagement with the CE system. She and Nicole Wilson plan to meet to discuss this in more detail.

IV. Allie reviewed the Framework Implementation Timeline and provided updates

- Regional structure and communication streams
 - Veteran Resource Guide
- CE procedures
 - CE check-in meetings
- Tracking outcomes
 - 2024 Q1 data analysis

V. The meeting was adjourned at 11:02 am. The Subcommittee will meet next on February 5 at 11 am

Next meeting

Monday, February 5, 2024, at 11 A.M.

Coordinated Entry Council

September 18, 2023, Minutes

Attendees

Coordinated Entry Regional Leadership: Gretta Worley (Region 1); Rachelle Dugan (Region 2); Erin Gaskin (Region 5); Maxcine Barnes (Region 6); Caty Martin (Region 7) Steve Maynor (Region 8); Jon Apol (Region 10); Michele Welsh (Regions 11 & 13); Bonnie Harper

Statewide Representatives: Fredrika Murrill; Cassie Rowe, Angela Harper King

NCCEH staff: Ashley Von Hatten; Teresa Robinson, Allie Card, Adrianna Coffee

Unsheltered Access Coordinators

Ashley VonHatten shared updates on Unsheltered Access Coordinators

- Work to identify, connect, and house people experiencing unsheltered homelessness is a year-round effort! Regional Committees need to work collaboratively to meet their goals – no single person or agency can do this work alone. The Unsheltered Access Coordinator should include a mix of assertive & passive outreach at regular intervals.
- Identified people should be assessed & referred to the CE system by-name list.
- Someone should be assigned to regularly check-in with each person identified & help them navigate to the services they need.

Unsheltered Access Coordinators (UACs) facilitate the regional plan to identify & connect people experiencing unsheltered homelessness to services & housing.

- Regional CE Leads work closely with UACs to implement the local plan to collect data & connect people experiencing unsheltered homelessness to permanent housing.
- Community partners, including service providers, regional leadership, & volunteers, are crucial to implementing the regional UAC plan.

The BoS has 210 households on the by-name list who have not been updated since 2023 Point-in-time count.

- With 2024 PIT QUICKLY approaching, these households need to be exited NOW.
- These household can be easily identified through the Regional By-Name List

Regional system mapping, Outreach Planning and System Navigation Planning

- Where are the gaps in your region? What barriers exist for people living unsheltered to access services?
- Is your region engaging in both assertive and passive outreach?
- How will your region address outreach in counties where the region traditionally has had trouble providing coverage?
- How will your region ensure those living unsheltered do not get lost in the homelessness response system?

- Are household being added to the by-name list without consistent attempts at follow-up?

There are Four main parts of the CE Access Workbook:

- Regional system mapping
- Outreach Planning
- System Navigation Planning
- Training & Evaluation Planning

Training

- Do members of the Regional Committee attend the monthly UAC meetings?
- Who is an expert in Street Outreach? Can they facilitate a training to the Region?
- Is there a system administrator who can train on data collection and entry?

Evaluation Planning

- How do we know if it's working?
 - Examples: Monthly data review of households experiencing unsheltered homelessness connecting to coordinated entry; Quarterly data review of households experiencing unsheltered homelessness exiting to permanent housing

Case Conferencing and BNL

Teresa Robinson shared best practices for Case Conferencing and the By-Name List:

- What is the goal of case conferencing?
 - The primary objective of case conferencing meetings is to house people faster by using the region's by-name list of everyone experiencing homelessness.
 - All participants contribute their experience, ideas, knowledge of clients, and institutional resources to figure out new ways of housing people.
 - A successful case conferencing meeting is one in which everyone at the table shares a sense of purpose and community.
- Teresa Robinson led a discussion about what is currently working with case conferencing:
 - BNL sorting
 - Communication with providers
 - Follow up with housing agencies after referral
 - Meeting attendance
 - Overall organization of Case Conferencing

Preparing BNL Before Case conferencing

- When/How to Request updates from agencies
 - Does the BNL show households your agency is no longer serving?
 - Does the BNL show a complete list for each of the households your agency is currently serving?
 - Does the BNL have correct and updated information for each one of the households your agency is currently serving?
 - Does the BNL show households your agency has housed or confirmed are no longer experiencing homelessness?

By-name list- review and filter

- Permanent housing
 - Highest VI-SPDAT score (individual and family)
 - Sort column R (individual) or S (family) from largest to smallest
 - Longest length of homelessness
 - Filter column O (length of stay: days) or P (length of stay: cumulative)
- PSH criteria
 - Disability
 - Filter column I to yes
 - Chronic homelessness
 - Filter column H to yes
 - If column H is blank, filter for the cumulative length of stay (column P) for over 365 days and disability (column I) to yes
- Veterans
 - How are Veterans identified during case conferencing?
 - How are Veterans connected to permanent housing agencies?
- Domestic Violence
 - How are Victim Service Providers including their clients in case conferencing and/or BNL?
 - How are DV households identified and connected to permanent housing agencies?

Tasks after case conferencing:

- Connection with Front Door Provider and Permanent Housing Agency
- Tracking referral in HMIS
- Exiting households from the coordinated entry project

Public Housing Authority Initiative

Allie Card gave the council background on the Public Housing Authority Initiative.

- Less than 10 of the 96 PHAs are well-connected to the homeless response system.
- Partnering with PHAs has historically been a challenge, as their regulations and operation standards often differ greatly from those for the CoC. However, there is also great potential to partner with PHAs to end homelessness throughout our communities.

Balance of State staff have begun outreach to Regional leadership to gauge current and potential relationships.

- With intentional and targeted outreach, NC BoS CoC aims to partner with at least 1 PHA in each of the 13 regions to provide resources to households facing homelessness.
- Resources can include:
 - Vouchers and/or units specifically set aside for households experiencing homelessness
 - Waiting list preferences for households experiencing homelessness
 - PHA applying for HUD-VASH, FUP, Mainstream or other special purpose vouchers

- Etc. - Let's get creative!

Next Steps & Reminders

- Next meeting is October 16th, 2023, at 10 am
- Allie Card will join September SSO-CE check-in calls to discuss Veteran integration!
- The November and December CEC meetings will be combined into one meeting (likely in early December)

Next meeting

November 20 at 10 A.M.

Lived Expertise Advisory Council

October 13, 2023, Minutes

Attendance: Alyce Knaflich, Rachelle Dugan, Laurel Benfield (staff), Elliot Rhodes (staff)

Client Bill of Rights trainings at Regional Committee meetings

The group discussed the recent presentation of the Client Bill of Rights at the Region 02 committee meeting. Alyce noted that the attendance was low and Rachelle noted that the agencies that don't implement Housing First policies were also not in attendance, which may explain why there was not much discussion and few questions about the policy.

Planning for future presentation: Laurel asked how to generate more conversation? Can we get a sense of who is in the meetings, ask Joel about who is attending, plan/discuss conversation-starters, including: "Why don't people reach out to services? Why aren't they successful?" "what are some of the stereotypes that exist about people experiencing homelessness"

Laurel will contact Joel about requesting agenda time on the region 09 committee meeting for November and will email the regional lead to request agenda time at the Region 12 committee meeting for November.

Recruitment/ Position Description:

Laurel presented a draft recruitment document in the form of a "position description" for feedback by the LEAC and use in recruiting new members. Feedback included:

Suggest expanding phrasing of "homeless" into more inclusive description - "if you've slept in your car or stayed with friends because you couldn't afford housing". Not trying to restrict to HUD definitions. Seeking people who may not define themselves as homeless.

LEAC Participation

Elliot led a discussion of what might need to change in the LEAC structure to increase membership and participation.

Elliot posed the questions: What kinds of recruitment efforts have we had? Does a regular virtual meeting structure work?

Rachelle: we need changes in both. Our message isn't getting out there. Assumption that regional/CoC leaders aren't relaying the messages to their providers. Not having 1:1 contact may be largely the issue. We need to talk to people and present familiar faces. Structure of the meetings work for working professionals. Don't work for people that have other jobs or commitments that conflict with this one. I don't know how we would get the work done without this structure. Participation here isn't conducive to anyone not already working in the system.

Alyce: maybe we should put a question in the new VI-SPDAT. I agree that our messages aren't getting down to the people we want to recruit.

Elliot: recruitment that is through providers also may create a bias for participation from people that have a good relationship with the agency.

Laurel: past strategies included working with coordinated entry leads, last year reached out to PSH, current strategy is provider based, attending regional committee meetings.

Are there other LEAC groups around the country? Laurel noted there are not others that we know of in rural/broad geographic context. Many examples in urban communities rely on In-person participation

Technology

Laurel discussed plans to assist the NCCEH development director in writing language to gain private funding to support technology access for LEAC members. Laurel will draft some language and send to the LEAC for feedback. _

Next meeting

November 10 at 12 P.M.

Racial Equity Subcommittee

October 18, 2023, Minutes

Attendees: Kennet Melgar, Lori Watts, Mary Erwin, Gretta Worley, Tonya Gray Young, Dr. Deneice Cole's AI otter

Staff: Andrea Carey, Teresa Robinson, Laurel Benfield

Celebrations: members celebrated personal and professional milestones that keep us going!

Racial Equity Dialogue Series:

Teresa led a discussion about the Racial Equity Dialogue Series and how to plan for the future:

October 17th Dialogue on Affordable Housing was canceled/delayed. A New Topic clarified for 2024 will be "Affordable Housing: rethinking Housing Solutions in NC"! Panelists will include a local housing provider and developer, with potential guests from housing collective representatives or people with experience in creative housing solutions like flipping hotels/motels.

Panelists for this topic are needed! Email Teresa.Robinson@ncceh.org or other workgroup members with your ideas!

Planning for the future: the RE subcommittee has always included all BIPOC communities including African American, Hispanic or Latino populations, Indigenous, Asian, Native Hawaiian, and Pacific Islander folks.

Feedback discussion:

Some informal feedback on the dialogue was discussed, including how much emphasis to different populations. The need for equity and consistent messaging about the need for raising the ways people are treated differently. Discussion about other ways people are treated differently based on low-income, LGBTQI populations, in addition to race and ethnicity, might increase buy-in. Do we need to shift the direction of the conversation and the work of the subcommittee? Ideas floated about how to make services accessible regardless of your race and ethnicity, could a dialogue on access based on unsheltered access?

Ask the BoS members, "what kinds of inequity have you seen in your community?" to help us guide the dialogue agendas specifically. Reframing as "How can the subcommittee and the Dialogue Series help *you*?"

Survey might be well timed in January. How do we frame the survey for lots of good feedback? Make sure to send the survey to those who registered to Dialogues before.

Recruitment: Teresa and Laurel introduced the topic for next meeting for what brought members to the meeting and how to think about recruitment regionally as the year ends.

Current Workgroups:

- Dialogues workgroup
- Racial Equity Analysis workgroup
- Racial Equity Core Team for CE Assessment

Future Workgroups:

- Policy workgroup?
- What else?

Recruitment for other committees. Cross representation at the NC Balance of State CoC Subcommittees has been a previous tactic. How do we want to represent the equity lens across the entire CoC structure?

Group determined that December 20th meeting can be cancelled.

Next meeting

November 15 at 11:30 A.M.

Next regular Steering Committee meeting:

Tuesday, December 5, 2023, at 10:30 A.M.