

# North Carolina Balance of State Continuum of Care

Steering Committee Meeting  
March 5, 2024  
10:30 AM



NCCEH

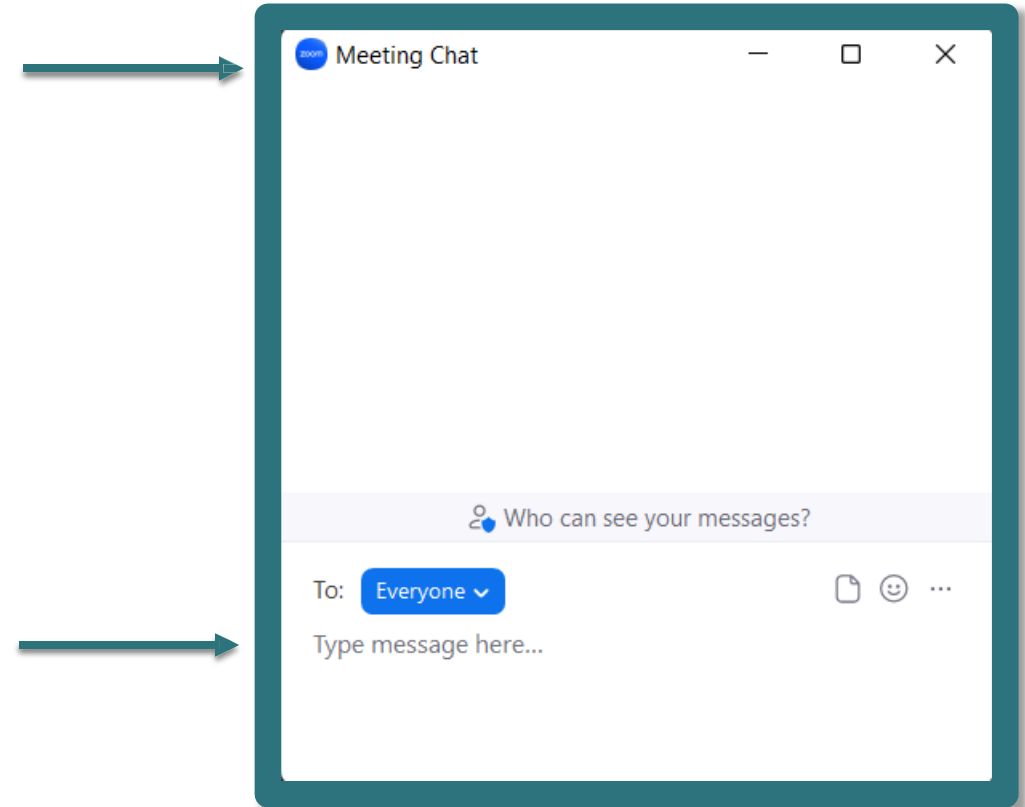
# Welcome

Reminders:

Your line is muted.

We will unmute the line during Q&A pauses.

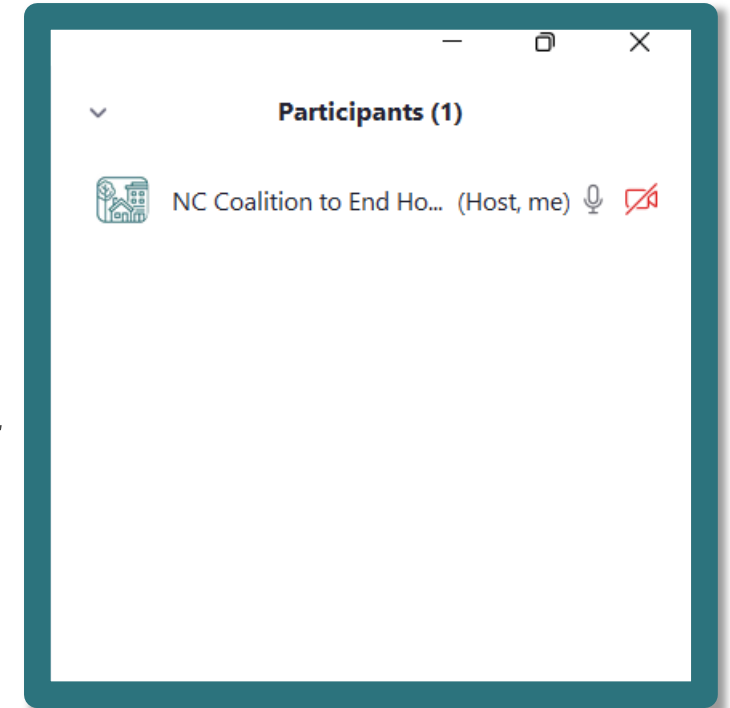
The chat box is available to use anytime.



# Roll Call

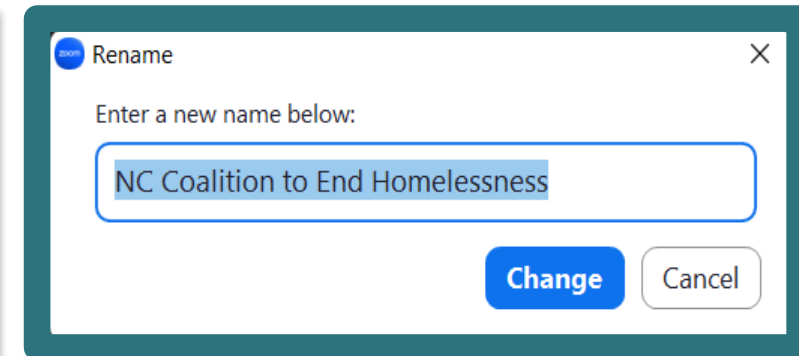
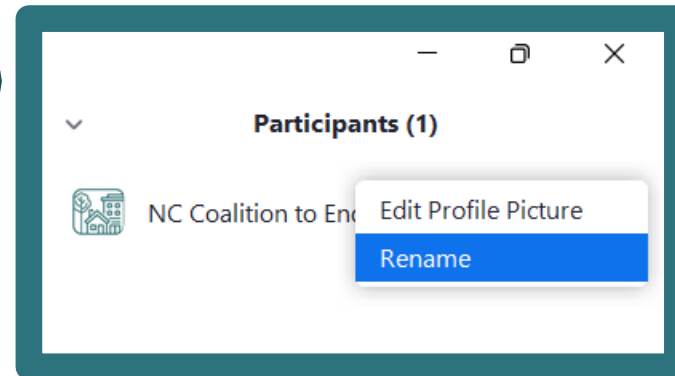
- We will conduct Roll Call for Regional Leads and at-large members to confirm quorum for voting.
- All participants should enter their full names, so we can document their participation in the minutes.

1



*How to change your screen name:*

2





# Agenda



# Agenda

- Consent Agenda
- FY2024 HUD CoC Competition
- CY2025 ESG Funding Priorities
- Grant Transfers Request for Proposals
- Back@Home Balance of State Update
- Safe At Home Update
- SOAR (SSI/SSDI Outreach, Access & Recovery) Orientation
- Upcoming meetings and reminders



# Review & approve consent agenda

Consent agenda:

<https://www.ncceh.org/bos/steeringcommittee/>

- The consent agenda was sent to the Steering Committee prior to the meeting as a part of the Board Packet.
- The consent agenda will be voted on as a whole at the beginning of each meeting.
- Steering Committee members may request to remove an item from the consent agenda for additional discussion.

Changes or discussion?





# Scorecard Committee: FY2024 New & Renewal Scorecards

# The Scorecard Committee has completed its work to update CoC Program Scorecards

The Scorecard Committee recommends both FY2024 New and Renewal Project Scorecards for the CoC Program Competition for consideration today!

- The Scorecard Committee consists of representatives from each Regional Committee & any interested at-large Steering Committee members.
- The Project Review Committee uses the approved scorecards to score new and renewal CoC Program applications & creates a final prioritization ranking list.
- Recommended FY2024 New and Renewal Scorecards were posted to the website in advance of today's meeting at: <https://www.ncceh.org/bos/steeringcommittee/>





# Changes to the scorecards...

The Scorecard Committee focused on:

- *Usability*: Incorporated direct feedback from Project Review Committee members, staff, and applicants from last year's competition.
- *Equity*: Refined the Equity section to gather intended information. Added the recommendation from LEAC.
- *Performance*: Incorporated the Funding & Performance Subcommittee recommendations for performance measures & benchmarks.

# The Scorecard Committee revised for usability of the scorecards.

*Usability:* Incorporated direct feedback from Project Review Committee members, staff, and applicants from last year's competition.

- Revised the format using statements instead of questions
- Created Reviewer Notes sections for each statement
- Added N/A categories for statements that didn't pertain to all project types
- Clarified documents that need to be submitted in each of the items



# The Scorecard Committee used LEAC recommendations to enhance the Equity Sections.

The Scorecard Committee updated the *Equity* Sections:

- General edits for clarity
- Spelled out the pieces of the Anti-Discrimination Policy that need to be included in an agency's P&P
- Clarified which agencies cite lived experience of homelessness as a preferred skill and what levels.
- Revised statement on having P&P to solicit feedback from clients instead of having to change a P&P as a result of feedback
- Incorporated a new item recommended from LEAC regarding project staff at the manager/director level having experienced homelessness in their lifetime.



# The Scorecard Committee used recommendations from the FPS to set new performance benchmarks.

The Scorecard Committee updated the *Performance* Sections to include new performance measure benchmarks for existing statements.

The Funding & Performance Subcommittee (FPS) reviewed all existing programmatic performance measures.

- Reviewed current baseline data from HMIS
- Determined usefulness of each performance measure
- Adjusted benchmarks to reflect the level of performance the CoC wants agencies to meet per project type





# The Scorecard Committee recommends FY2024 New and Renewal CoC Program Scorecards for approval.

Questions?

Motion?



NCCEH

# CoC Program

## Project Application Information

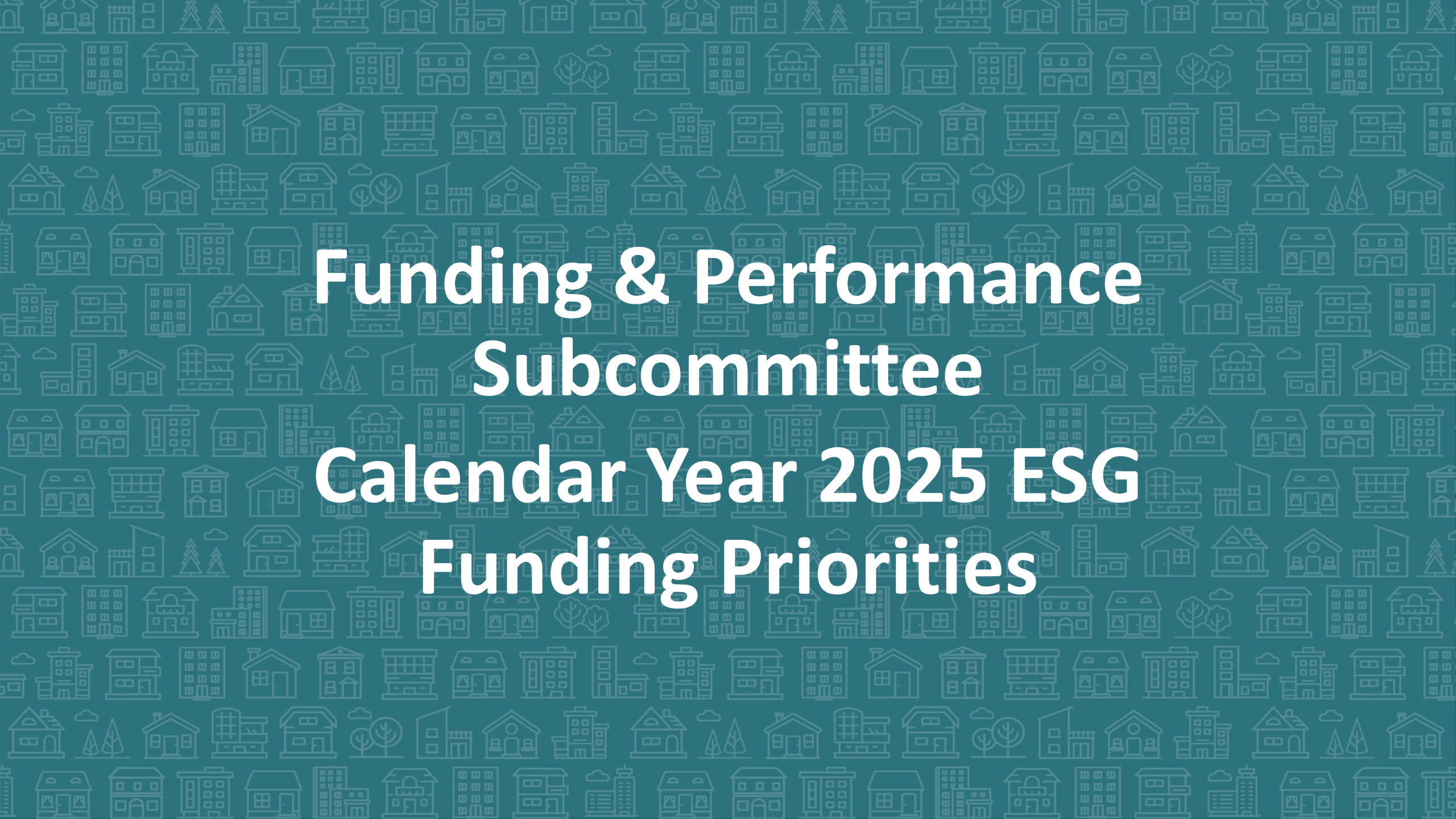
### New CoC Project Applicant Webinar:

- Wednesday, March 13, 2024, 2 PM – 4 PM
- Please register at: <https://www.ncceh.org/events/1670/>

### Renewal CoC Project Applicant Webinar:

- Thursday, March 14, 2024, 10 AM – 12 PM
- Please register at: <https://www.ncceh.org/events/1669/>

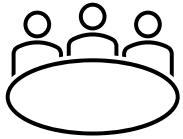




**Funding & Performance  
Subcommittee  
Calendar Year 2025 ESG  
Funding Priorities**

# Funding and Performance Subcommittee

## Review of ESG Funding Priorities



- Each year, the Funding and Performance Subcommittee reviews the ESG Funding Priorities document and approves an updated document for Steering Committee consideration.
- The CY2025 ESG Funding Priorities draft document was posted to the website in advance of today's meeting for your review at: <https://www.ncceh.org/bos/steeringcommittee/>





# Overview of Recommended Changes:

General Edits for Clarity



Added Performance Measures Set by FPS for each Project Type into this document.  
Previously only found in the Scorecard.



Clarified expectation that projects will adhere to Written Standards as expected in the NC ESG Office Application



Appendix 1: Charts of ESG Program-funded projects per region.  
Added names of agencies, the names of counties they serve, and the names of counties without ESG Program funding per project type.



# Overview of ESG Funding Priorities

## Purpose & Goals:

The Funding Priorities document has a clearly stated purpose & sets the following goals:

- Coordinate goals and ESG Program funding across the whole CoC: *these funding priorities aim to coordinate ESG funding to move the whole CoC toward common goals including implementing Housing First, improving racial equity, and decreasing disparities in outcomes for marginalized populations throughout the CoC.*
- Establish precedent to make funding decisions consistently & fairly across the CoC.
- Help the CoC target ESG Program funding to specific local needs: *these priorities provide guidance to help make decisions about how to use ESG Program funding to improve the homeless & housing system, helping grantees and communities take steps toward providing access to low-barrier emergency shelter and permanent housing using a Housing First approach, rather than simply continuing ESG Program funding for previous grantees.*
- Improve performance of ESG Program-funded projects: *these priorities aim to ensure publicly funded agencies implement best practices by lowering barriers to entry, incorporate Housing First approaches, & follow the CoC's Written Standards.*



# Overview of ESG Funding Priorities

**1. Ensure people experiencing homelessness in the CoC have access to low-barrier, housing-focused shelter, rehousing assistance, & supportive services.**

**2. Fund only applicants with the financial capacity to administer public dollars.**

**3. Ensure the best results for people experiencing homelessness through coordination at the regional level.**

**4. Prioritize timely, accurate data collection to measure and improve performance at the agency, regional, & CoC levels.**

**5. Address disparities across marginalized communities.**

**6. Make consistent & transparent decisions regarding funding for the ESG Program.**



# Overview of ESG Funding Priorities

- Appendix 1 includes tables that chart the number of ESG Program funded providers in each region, by name, project type & the number and name of counties within the region covered by that project type.
- This helps identify regions with coverage needs & prioritizes applicants who can fill them.

Example:

ESG Program Funded Emergency Shelter and DV Shelter Projects			
Region	# of ES providers	# of Counties covered by ES	# of Counties without access to ES
01	2 (HERE in Jackson County, REACH of Macon)	2 (HERE in Jackson County serves Jackson County; REACH of Macon County is a VSP serving Macon County)	6 without ESG-funded non-DV shelter (Cherokee, Clay, Swain, Haywood, Madison, Graham)





# Approval of CY2025 ESG Funding Priorities




Questions?



Motion?





# Significant Change Requests Grants Transfers

# Grants Transfers Update

## **Community Link Grant Transfer:**

The NC Balance of State CoC issued a Request for Proposals on February 6, 2024, for the transfer of Community Link's currently operating CoC Program-funded Permanent Supportive Housing grant, Northern PSH Combo.

**No Proposals submitted by the deadline of 12 PM on Tuesday, February 27, 2024**

## **Community Link, Northern PSH Combo, NC0221L4F032212**

**Project Type:** Permanent Supportive Housing

**Counties served:** Alamance, Caswell, Chatham, Person, Franklin, Granville, Halifax, Warren, Vance, and Rockingham (Region 6 and part of 9)

**Budget:** \$1,338,019 (\$1,140,072 in Rental Assistance; \$127,836 in Supportive Services; \$70,111 in Administrative Costs)

**Units:** 119 units and 201 beds were proposed in the last grant application. There are currently 100 units with 215 beds being served.

**Grant operating year:** 06/01/2023 – 05/31/2024 (FY2022 Renewal)

**FY2023 Renewal Awarded to start 06/01/2024**

**MATCH REQUIREMENT: \$334,505**

**No Additional RFP for this grant or any others at this time.**



# Back@Home – Balance of State (BOS)

Update to the Balance of State CoC  
Steering Committee

Catherine Kastleman, MPH  
NCORR Planning and Policy Manager  
March 5, 2024



# Agenda

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- Program Overview
- Accomplishments to Date and Key Program Data
- Current Timeline and Next Steps

# Program Overview

## Background

- The Back@Home North Carolina Initiative provides an infrastructure utilized by multiple programs, designed around activities that stabilize people in housing. The infrastructure can be utilized for programs with distinct purposes and related funding sources.
- The Back@Home- Balance of State (BOS) program is the current iteration of the initiative, which aims to stabilize households with severe service needs who are experiencing homelessness within the 79 county NC-503 NC Balance of State Continuum of Care (CoC), with a focus on reducing unsheltered and rural homelessness.



# Program Model

Housing  
Stabilization  
Services

+

Unit Access  
and Move-In  
Financial  
Assistance

+

Rent and Utility  
Financial  
Assistance

Infrastructure and Backbone Support



## Partner Roles

- North Carolina Office of Recovery and Resiliency (NCORR)
  - Role: Program Oversight, Administration, Contracting, Reporting, Reimbursement, Ensuring Compliance and Match Requirements Met
- North Carolina Coalition to End Homelessness (NCCEH)
  - Role: CoC Oversight, Training and TA Support for Service Providers
- North Carolina Department of Health and Human Services (NC DHHS)
  - Role: Partnership/advising, Leveraged Funding, Program Advising and Connections. This includes contracted support from Redesign Collaborative, who are program design and subject matter experts.
- Housing Stabilization Services (HSS) Providers --> **NCORR Subrecipients**
  - Role: Provide housing stabilization services to program participants.
- Housing Collaborative --> **NCORR Subrecipient**
  - Role: Centralized Unit Recruitment, hybrid Housing Navigation services, Inspection Coordination, Landlord Engagement, and Financial Assistance Administrator



## Current Funding Sources

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- U.S. Department of Housing and Urban Development (HUD) FY 2022 Special Notice of Funding Opportunity
- U.S. Treasury Emergency Rental Assistance funding (ERA 2)
- State Fiscal Recovery Funding (SFRF)

# Housing Stabilization Services

- **Housing Stabilization Case Management**

Housing Stabilization Case Management services create a partnership with the household to assess, plan, implement, coordinate, monitor, and evaluate the needs of the household to get and keep housing.

- **Outreach**

Outreach services assist by locating, engaging, and supporting households with life-saving resources as they experience homelessness and are connected to housing resources.

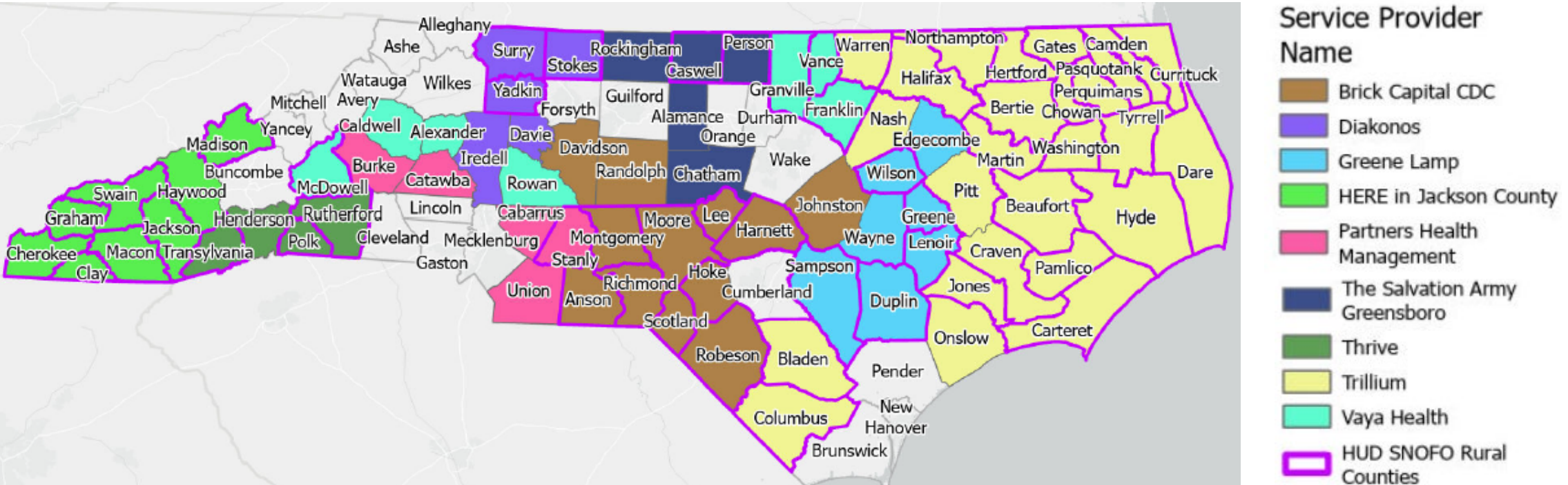
- **System Navigation**

System Navigation services assist households with accessing resources from the homeless system and partner systems to get and keep housing.

- **Housing Navigation**

Housing Navigation services assist households to gain access to and address issues with maintaining a physical unit.

# HSS Provider Coverage Areas





## Financial Assistance

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Types of Financial Assistance offered in the program will include:

- 1) Rent and Utility Assistance
- 2) Unit Access and Move-in Financial Assistance, including Temporary Stay costs



## ⋮ New to Back@Home: ⋮ Improvements Based on Lessons Learned

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- Centralized Financial Assistance (Flexible Housing Subsidy Pool Model)
- Hybrid Housing Navigation
  - Partnership between Housing Collaborative + Service Providers
- Changes to Service Provider (previously Rehousing Agency) role and payment structure
- Permanent Supportive Housing (PSH) funding available in addition to Rapid Rehousing (RRH)
- NCORR as new program administrator

## Expected Program Outcomes

By Fall/Winter 2026, as many as 1400 households will be served through a combination of housing stabilization, financial assistance and connection of other resources to stabilize individuals and families with severe service needs in housing.

All services offered through the project will follow the three best practices outlined in the Continuum of Care's plan: Housing First, Harm Reduction, Person-Centered, and Trauma-Informed Care.

## Program Timeline & Accomplishments to Date

Month	Topic
October 2023 – January 2024	Housing Stabilization Services Provider training and start up (including weekly calls, 1:1 meetings, and office hours)
January 16, 2024	<ul style="list-style-type: none"> <li>- Opened enrollment in SSO projects</li> <li>- Published v1 <a href="#">Program Policies and Procedures</a></li> <li>- Launched new NCORR System of Record</li> </ul>
January 29, 2024	Opened enrollment in Permanent Housing projects
February 5, 2024	Launch of Move-in Financial Assistance capability
March-April 2024 (expected)	Launch of Temporary Stay Assistance capability
September 30, 2026	Program period of performance ends

## Key Program Data as of 3/4/24

<b>Participants</b> enrolled in B@H-BoS	187
<b>Households</b> enrolled in B@H-BoS	101
Authorizations approved by NCORR to move program participant into a PH project and begin housing navigation process	29
Number of counties where program participants have been enrolled (out of 79)	24

## Collaboration Across the BoS CoC

- Housing Collaborative has begun outreach to property providers across the 79-county area and will continue to work with service providers to build relationships with providers, recruit units, and place program participants in housing.
- The nine Housing Stabilization Services Providers remain the primary points of contact at a local level for outreach, housing stabilization case management, system navigation, and housing navigation.
- Please feel free to reach out to the program or any of our key partners if you have questions, ideas, or concerns about local operation of the program in your region. We are open to your feedback and input!

⋮  
Thank you!

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For additional information, please contact [backathome@ncdps.gov](mailto:backathome@ncdps.gov).





**NCCADV**

North Carolina Coalition  
Against Domestic Violence

# Safe at Home

Cassie Rowe, Director of Health and Housing

NC BoS Steering Committee Meeting

March 5, 2024

# DV Rapid Rehousing

- Survivors experience unique housing barriers and safety risks
- Safe at Home is a rapid rehousing program for survivors



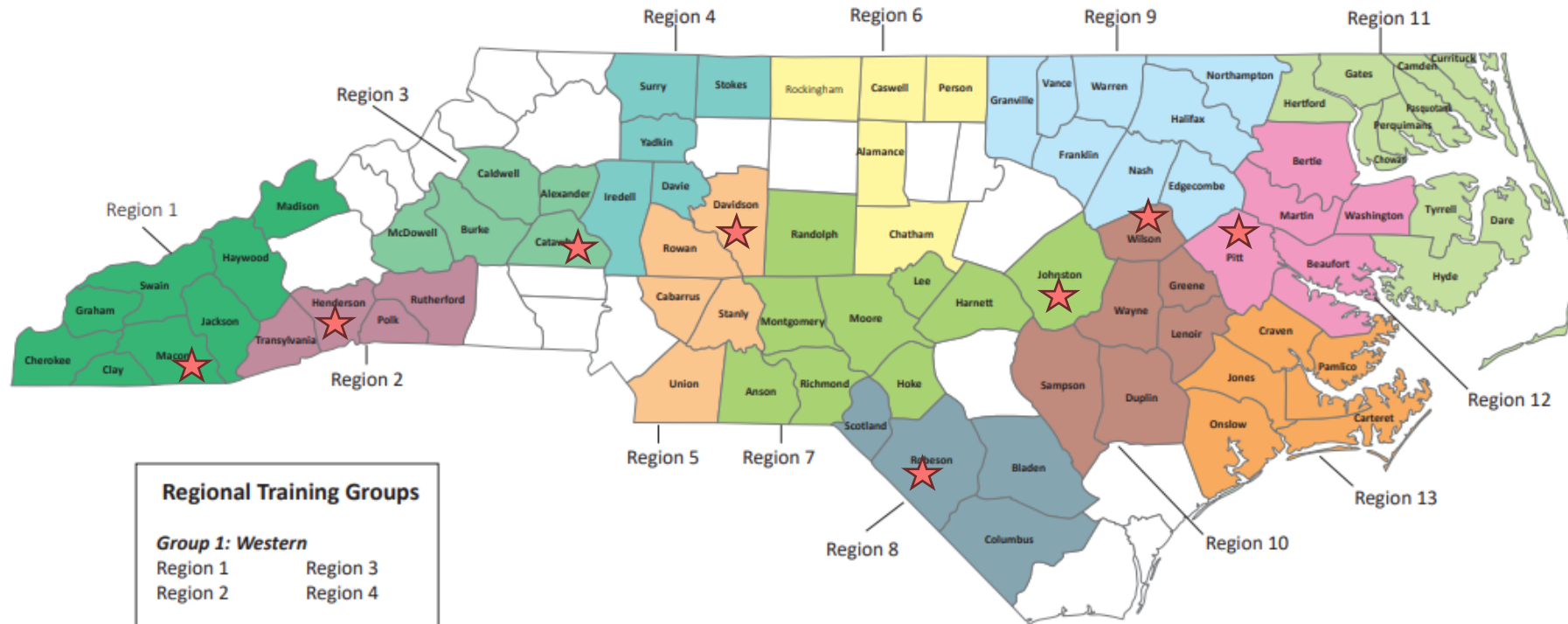
# Safe at Home

- HUD Category 4 Homeless
- Goal: help unhoused survivors and their families get into and remain in safe, affordable, permanent housing as quickly and with as few barriers as possible
- Voluntary Supportive Services
  - Case management, moving costs, utility deposits



# Year 1 Safe at Home Programs

## Balance of State CoC Regional Committees



Regional Training Groups	
<b>Group 1: Western</b>	
Region 1	Region 3
Region 2	Region 4
<b>Group 2: Central</b>	
Region 5	Region 8
Region 6	Region 9
Region 7	
<b>Group 3: Eastern</b>	
Region 10	Region 12
Region 11	Region 13



# Households served Oct 2022 – Dec 2023

Served

334 individuals  
236 households

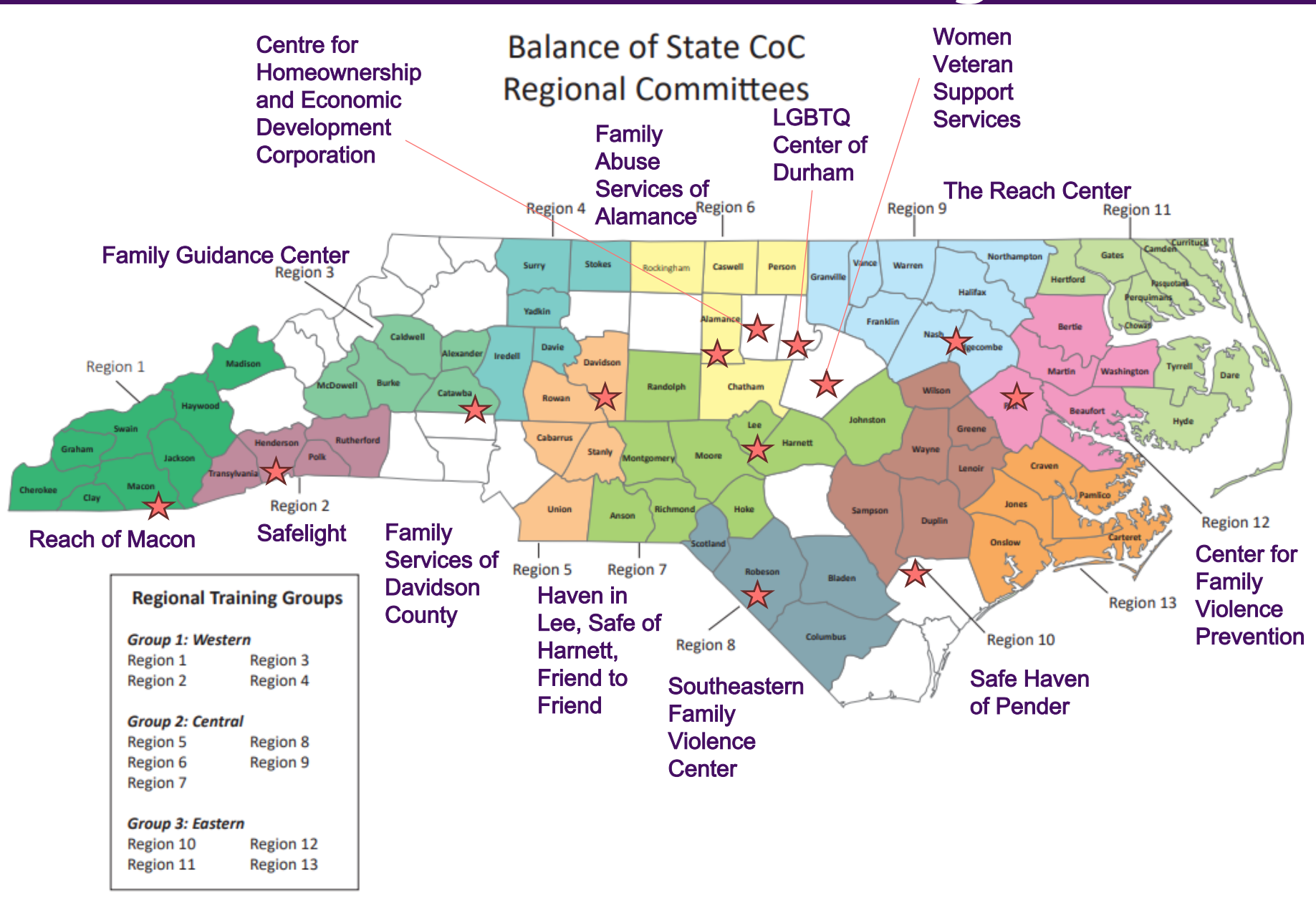
Housed

131 individuals  
87 households

\*These numbers may change slightly as we address errors with APR



# Year 2 Safe at Home Programs





# Compliance: Eligibility

Safe at Home RRH can only assist households that meet the following:

This is an updated definition!

*Homeless Definition, 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.



# Compliance: Assistance Limits

RRH is a short - to medium-term assistance program.

Assistance is limited to 24 months per household.

- Programs can provide up to 6<sup>th</sup> months of case management as “after care services” once financial assistance has ended. This 6<sup>th</sup> months can go beyond the 24 months.

RRH should target Fair Market Rent (FMR) housing, but units not limited to FMR.

- Must document and meet Rent Reasonableness standards

All units must meet a Housing Quality Standards (HQS) inspection prior to payments or move into the unit.

RRH programs provide Tenant-Based Rental Assistance (TBRA)

- Leases must be in the household’s name
- Initial lease term should be 12 months, renewable, & only terminable for cause.



# Safe at Home Coordinated Entry

NC BoS CoC wants to ensure Safe at Home (CoC-funded program) is meeting the requirement of Coordinated Entry while ensuring survivors are connected to SAFE housing as quickly as possible.



# Safe at Home Coordinated Entry

- Safe at Home agencies can begin serving eligible households immediately after assessment and will track their clients in an Excel document.
- The Excel document should be shared with the Regional Coordinated Entry Lead monthly.



# Safe at Home Coordinated Entry

- Safe at Home providers should attend regional coordinated entry meetings.
- Survivors may be referred to Safe at Home through other agencies in the region and during coordinated entry case conferencing.



# Questions







# **SOAR (SSI/SSDI Outreach, Access & Recovery) Orientation**

# The Challenge



- SSI/SSDI application and disability determination process is complex
- Difficult to get approval the traditional way
  - ~**30%** of all applicants successful first time through
  - ~**10-15%** of applicants at risk of or experiencing homelessness successful first time through
- Disconnect between the experience of homelessness and the disability application process



# What does SOAR do?

- A model for assisting eligible individuals to apply for Social Security Administration (SSA) disability benefits
- For individuals who are experiencing or at risk of homelessness and have a serious mental illness, co-occurring substance use disorder, or other physical disabilities
- Sponsored by SAMHSA in collaboration with the Social Security Administration (SSA) since 2005
- All 50 states and Washington, DC currently participate

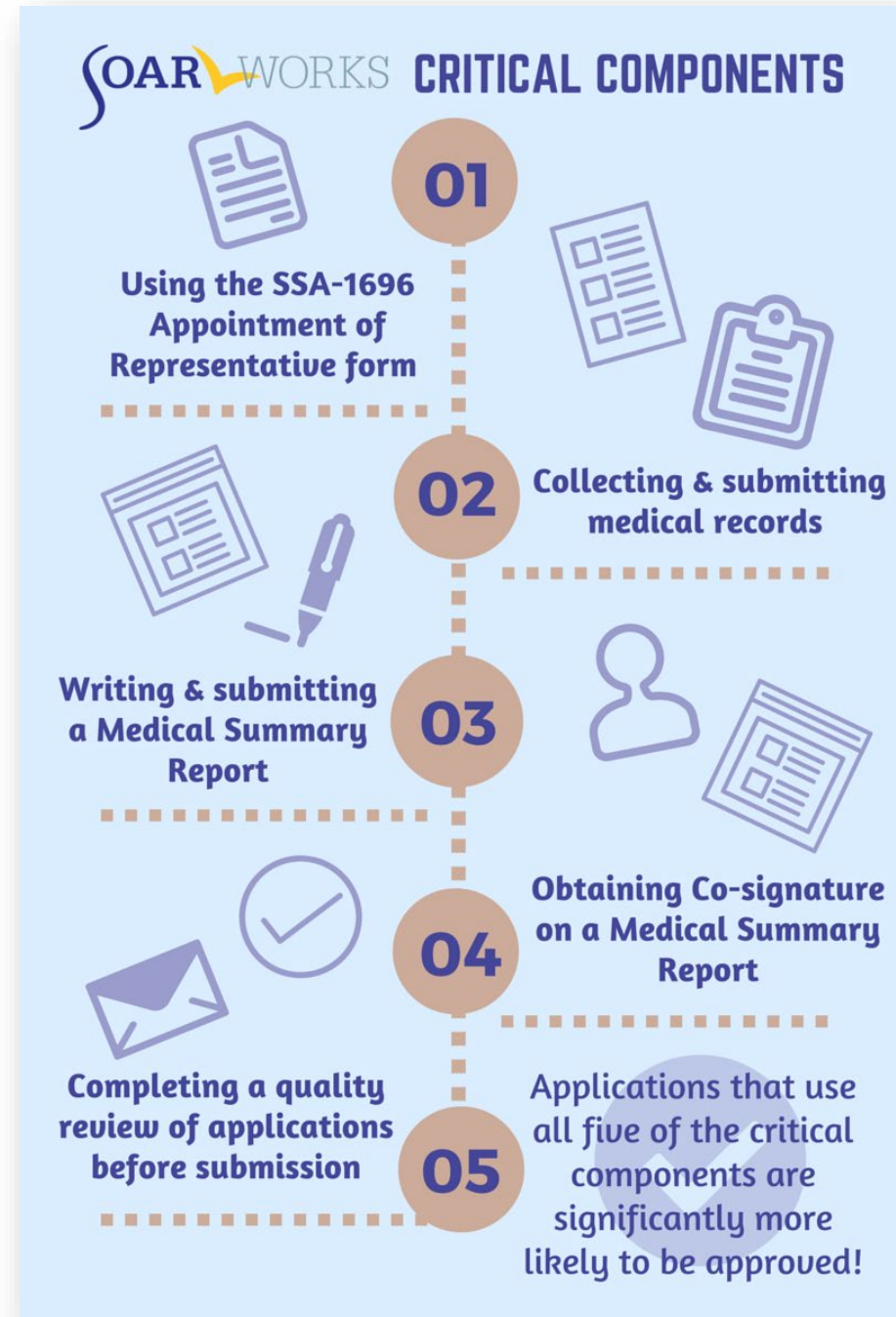
SOAR-trained case workers are the heroes!





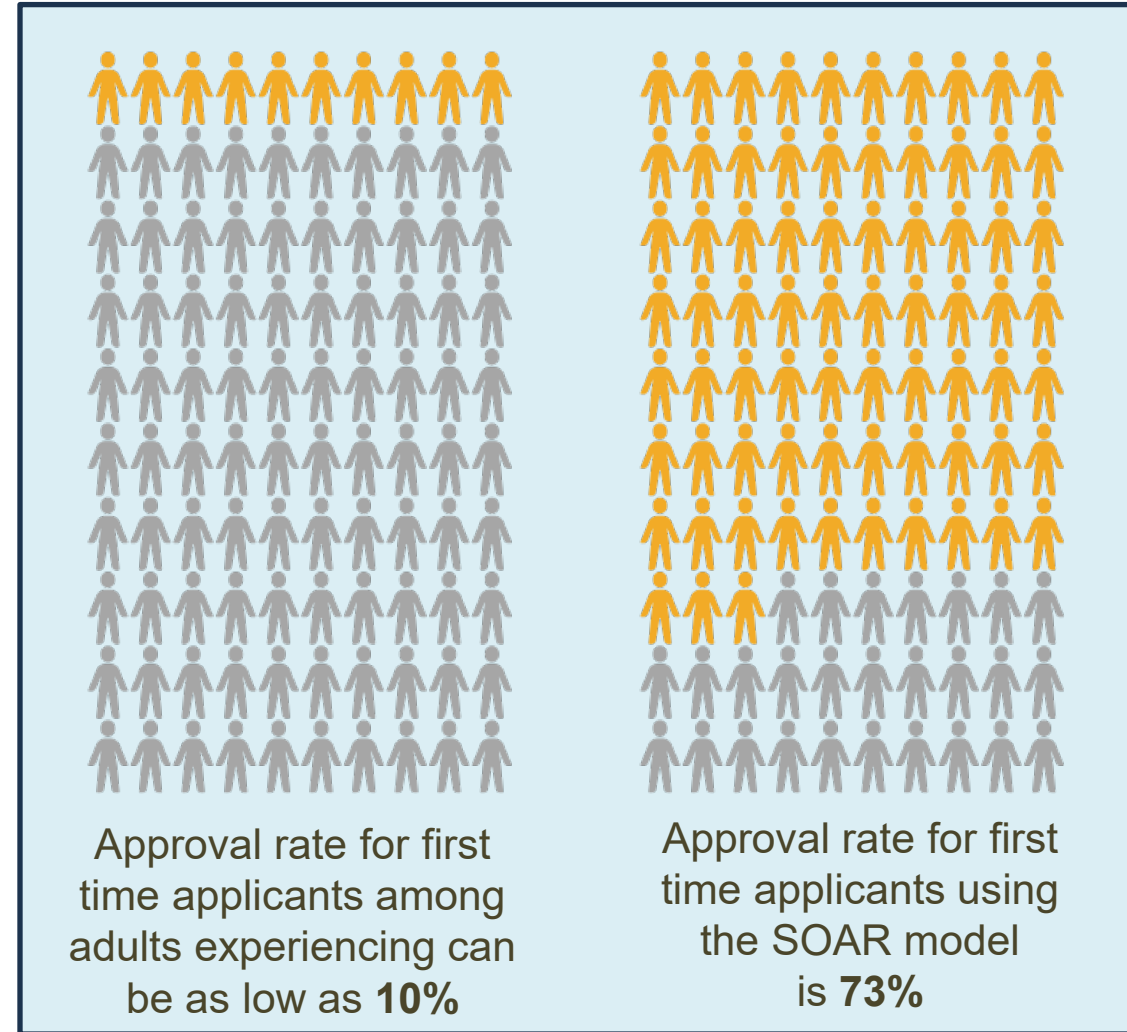
# SOAR Process vs. Business as Usual

- SOAR focuses on the initial application
  - “Getting it Right the First Time”
  - 82% of NC SOAR cases are initial applications
- SOAR case workers take on the role of SSA 1696 Representative
- SOAR case workers gather medical records and interview applicants before submitting the application to SSA
- SOAR case workers write a Medical Summary Report



# Why SOAR?

- People with disabilities are disproportionately represented among all people experiencing homelessness
  - Roughly **one in every three** individuals experiencing homelessness had both a **disability** and experienced **long-term or repeated incidents of homelessness** ([PII 2023](#)).
- Disability benefits, which include a monthly check and health insurance, can help individuals and families access affordable housing, needed healthcare and mental health services, as well as provide some income to help pay for living expenses.



# NCCEH's role

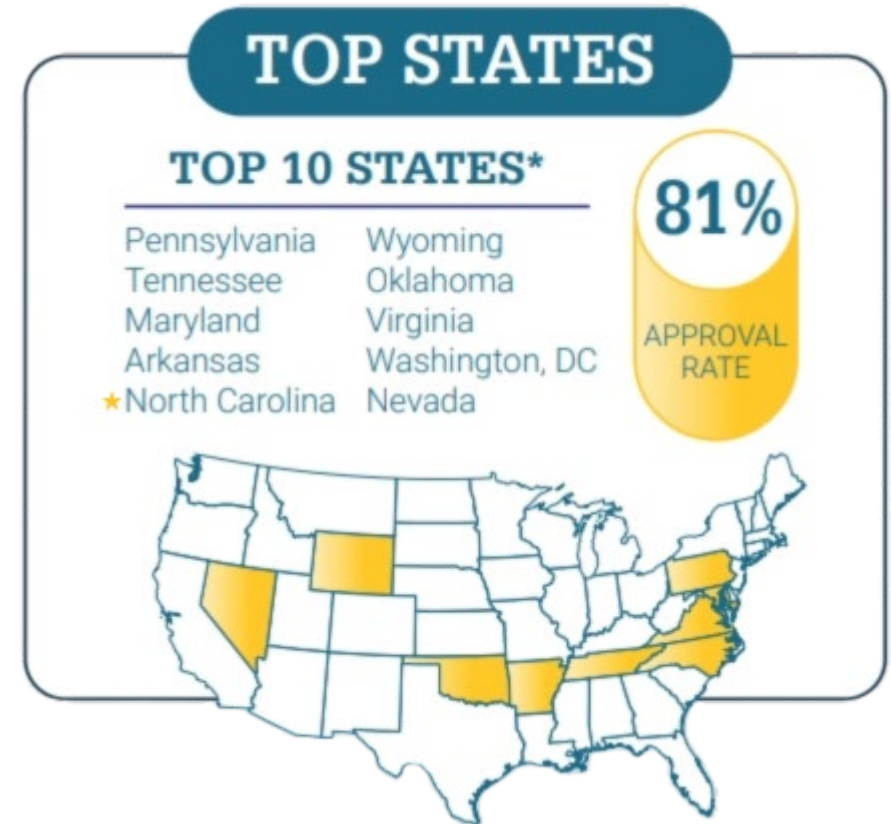
- NCCEH serves as the state lead for the SOAR program in NC through sponsorship by the NC DHHS.
- Main responsibilities:
  - Provide training and technical assistance for SOAR caseworkers/communities/agencies
  - Support communities and organizations to develop a SOAR strategy and dedicated SOAR caseworker positions
  - Collect and report outcome data for the state
  - Maintain partnerships with SSA and DDS





# North Carolina is SOAR-ing to Success!

- North Carolina has been a **Top 10** SOAR state since at least 2019.
- Since SOAR was implemented in NC, **over 4,000 SOAR applications have been completed.**
- Of these, **nearly 3,000 were approved**, making North Carolina's cumulative approval rating for SSI/SSDI **~75%.**
- Since June 2010, SOAR has brought over **\$7.5 million** into the state of North Carolina and its local economies, including back pay awarded to applicants and the first year of annual benefits.
- **29 FT** SOAR caseworkers, **31 PT** or volunteer SOAR caseworkers



# But we need MORE!

- Only 13 SOAR providers in the Balance of State!
  - Region 2, 3, 4, 5, 6, 7, 8, 9, 10, 13
- Only 6 providers accept community referrals
  - Region 3, 6, 7, 8, 9, 10, 13
- No SOAR providers in Region 1, 11, 12
  
- Emailing out SOAR provider list for Balance of State CoC
  - Updated monthly
  - <https://www.ncceh.org/files/13485/>



# Getting Involved

- FREE online course
- Training: 20 hours
- 20 CEUs for passing course
- 20-40 hours per complete application
- SOAR Critical Components
- Outcome Tracking
- Benefit to Your Agency and the Individuals You Serve

<https://soarworks.samhsa.gov/article/getting-involved-with-soar>



## Getting Involved With SOAR

YOU WANT TO BE A SOAR PROVIDER? THAT'S GREAT! HERE'S WHAT TO EXPECT.



SOAR promotes recovery and wellness through increased access to Social Security disability benefits for eligible individuals who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder. SOAR providers assist individuals with complete and quality applications. This is not an easy task, and we want to be sure that you understand the commitment required—it is well worth the effort!



### TRAINING

The **free** SOAR Online Course ([soarworks.samhsa.gov/online-courses](https://soarworks.samhsa.gov/online-courses)) trains providers to assist individuals with the Social Security disability application process. The course includes an Adult Curriculum for assisting with Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) claims for adults and a Child Curriculum for assisting with SSI claims for children.

Each curriculum has 7 classes, each of which has a series of articles, short quizzes, and a practice case component. The practice case provides an opportunity for trainees to apply what they have learned in the course by completing a sample application for a fictitious applicant using SOAR techniques.

It takes approximately 20 hours to complete each curriculum, and participants can work at their own pace. We encourage students to complete the curriculum within 30 days to retain the information learned.

Upon successful completion, participants will receive **20 continuing education units** from the National Association of Social Workers.

Many SOAR Local Leads offer SOAR Online Course Review Sessions to review key components of the curriculum, discuss local/state practices, and connect new providers to local Social Security Administration (SSA) and Disability Determination Services (DDS) offices.



### TIME COMMITMENT

We estimate that each SOAR application will take approximately **20-40 hours** to complete, from initial engagement to receiving a decision on a claim. This generally occurs over the course of **60-90 days**.

The time spent on each application will vary depending on the amount of engagement that

is needed as well as other variables such as the experience level of the SOAR worker. For example, engagement with an applicant who is residing in an institution may take 20 hours, while it may take longer to connect with someone who is living outside or difficult to contact.



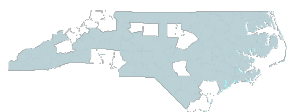
# On the horizon...

Joining Regional Committee meetings to promote SOAR!

For questions email [soar@ncceh.org](mailto:soar@ncceh.org)

Learn more:

- <https://soarworks.samhsa.gov/>
- <https://www.ncceh.org/soar/>



# Upcoming meetings & reminders

*(Log-in and recording information can be found on agenda)*

- **HMIS System Updates**, *Wednesday, March 6, 10– 11 A.M.*
- **Unsheltered Access Coordination**, *Thursday, March 7, 3 – 4 P.M.*
- **Lived Expertise Advisory Council**, *Friday, March 8, 12 – 1 P.M.*
- **Emergency Shelter Innovation Series - Harm Reduction**, *Wednesday, March 13, 9:30 – 11 A.M.*
- **New CoC Project Applicant Webinar**, *Wednesday, March 13, 2 – 4 P.M.*
- **Renewal CoC Project Applicant Webinar**, *Thursday, March 14, 10 A.M. – 12 P.M.*
- **Coordinated Entry Council**, *Monday, March 18, 10 – 11:30 A.M.*
- **Racial Equity Subcommittee**, *Wednesday, March 20, 11:30 A.M. – 12:30 P.M.*
- **Funding & Performance Subcommittee**, *Thursday, March 21, 2 – 3 P.M.*



# Next Meeting

Tuesday, April 2  
10:30 AM – 12 PM

Reach out to us: (919) 755-4393

[bos@ncceh.org](mailto:bos@ncceh.org)

