

# North Carolina Balance of State Continuum of Care

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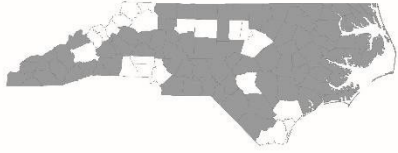
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## NC Balance of State CoC Steering Committee Consent Agenda and Updates

September 10, 2024

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## Section I. NC BoS CoC Steering Committee Consent Agenda

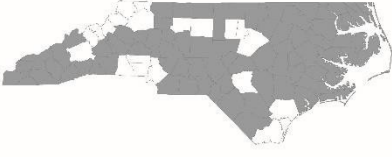
The following will be voted on at the September 10, 2024, NC BoS CoC Steering Committee meeting:

### **August 6, 2024, Steering Committee Minutes**

Available here: <https://www.ncceh.org/files/13730/>

*\*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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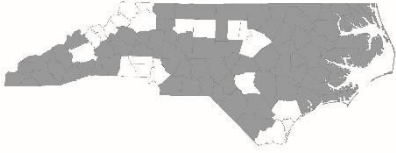
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## Section II. Updates

- **Lived Expertise Advisory Council**  
**Friday, September 13, 12 – 1 P.M.**  
[Join Zoom Meeting](#)  
Meeting ID: 579 903 9481  
Passcode: qYqVY5
- **Coordinated Entry Council**  
**Monday, September 16, 10 – 11:30 A.M.**  
[Join Zoom Meeting](#)  
Meeting ID: 848 4039 7905
- **Racial Equity Subcommittee**  
**Wednesday, September 18, 11:30 A.M. – 12:30 P.M.**  
[Join Zoom Meeting](#)  
Meeting ID: 832 6483 8597
- **Local Leadership Response Call**  
**Wednesday, September 18, 1 – 2 P.M.**  
[Join Zoom Meeting](#)  
Meeting ID: 837 9246 1651
- **Funding & Performance Subcommittee**  
**Thursday, September 19, 2 – 3 P.M.**  
[Join Google Meeting](#)  
Or dial: (US) +1 929-249-4814  
PIN: 256 826 060#



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## Section III. Meeting Minutes and Supporting Materials

### Veteran Subcommittee

#### August 5, 2024, Minutes

Member Attendance: Alyce Knaflich, Kecia Robinson, Charessa McIntosh, Jean Eastwood, Rory Springs, Sahira Hobes, Genean Hill, Jessica Rice, Seth Horton

NCCEH Staff Attendance: Allie Card

#### I. 2024 PIT Data

- a. Allie Shared 2024 PIT Veteran numbers
  - i. 134 total Veterans experiencing homelessness across the NC BoS; 70 sheltered, 64 unsheltered.
  - ii. Goal: 20% decrease of overall Veteran homelessness (140) and unsheltered Veteran homelessness (44) from 2023-2025.
  - iii. 23% decrease from 2023-2024!
- b. Allie asked the group if these numbers are reflective of what providers are seeing, and how the community can mobilize around success:
  - i. Kecia: Increased contact with unsheltered Veterans and PH placements are on track per VA goals
    - Seth shared the Salisbury VAMC engaged 370 unsheltered Veterans and housed 312 Veterans through June 2024.
  - ii. Alyce: There is a continued need for increased outreach in Region 2; we need to ensure providers are asking each household if there is a Veteran
  - iii. Genean: Asked if there have been methodology changes
    - Allie explained the unsheltered count methodology shift in 2022 to ensure year-round outreach efforts
  - iv. Jessica: The VA “one team” approach might be ensuring a more accurate unsheltered Veteran count.

#### II. 2024 Q2 Data

- a. Allie provided Q2 HMIS data for Veterans served

- i.538 Veterans served in the NC BoS Coordinated Entry system
  - 92 women
  - 446 men
- ii.27 of 111 (25%) of exits were to a positive housing destination
- iii.3 SSVF projects (VOA, ABCCM, ECHO)
  - 323 total people served (215 households)
  - 121 households moved into housing
- b. Group discussion/questions
  - i.Sahira: Which SSVF providers enter data?
    - Allie reiterated the 3 agencies listed above
  - ii.Jessica mentioned that due to the shallow subsidy increase for SSVF, households are enrolled longer; many are approaching the cap of 2 years, and we'll see more housing outcome data soon. Genean confirmed this for the VOA as well.

### III.VAMC HMIS Access Updates

- a. Allie asked for updates regarding where VAMCs are in the process of gaining access to HMIS
  - i.Asheville – waiting on supervisor to sign the DocuSign
  - ii.Charessa – there have been leadership changes, and she will continue to pursue this
  - iii.Kecia – also working with Salisbury VAMC director to move forward

### IV.Unsheltered Veteran Referrals

- a. Allie provided an overview of the workflow to connect unsheltered Veterans to the CE system
  - i.The VAMC CE Specialist/Outreach Team will email the ROI, HART, and HMIS Client Profile forms
  - ii.The CE Lead will enter household in the CE Project
- b. Discussion
  - i.Kecia mentioned some difficulty with this process in her Regions
  - ii.There is a heavy reliance on the CE Leads to input data

### V.HART Integration

- a. Allie asked how this integration is going for the Veteran population
  - i.Overall, this is going well; SSVF providers still use the VI-SPDAT for additional screening
  - ii.Other CoCs are considering using the HART as well
  - iii.Rory shared that Region 8 has transitioned to the HART and it's going well

### VI.Advocacy

a. Alyce briefly shared about her recent experience at the NAEH Capitol Hill Day at which she was able to meet with a number of Congressional Members and speak to the needs of Veterans in NC.

i. Maxcine Waters has introduced a bill to increase Veteran Benefits and Veteran eligibility

VII. The meeting adjourned at 12:02 pm. The next Subcommittee meeting is scheduled for September 2, which is Labor Day. Allie will reach out to members to reschedule.



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## **Lived Expertise Advisory Council**

### **June 14, 2024, Minutes**

**Attendance:** Melissa Hewitt (co-chair), Karen Carroll (co-chair), Von Nixon, Elliot Rhodes (staff), Laurel Benfield (staff), Ashley VonHatten (staff)

### **Agenda:**

#### **D1FF review committee volunteers**

Laurel noted that Allie Card presented last month about the Day 1 Family Fund (D1FF) grant competition which seeks to improve diversion services. The grant process asks regions to apply and establish anchor agency for financial transactions. Laurel noted that there is an opportunity for volunteers to review the applications for funding decisions, seeking people with lived experience to review. Laurel informed the group that additional compensation outside LEAC hours is available. Scoring timeline is unclear but may involve scoring in September or October. Von, Melissa, and Karen all volunteered to participate. Laurel noted that she would inform Allie but encouraged the LEAC members to follow up with her directly. Von posed a question about a conflict of interest if Region 13 submits an application, and she will email Allie to clarify.

#### **Update on payments**

Laurel provided an update that the staff have been reviewing and having a conversation/brainstorming about how to improve our system of providing financial compensation for LEAC members. Currently our bank at NCCEH refuses to do direct cash transfers to online banking programs like CashApp or Greendot. This has resulted in multiple LEAC members receiving paper checks each month. Laurel will report back once some insights are obtained.

#### **Presentation at steering committee meeting**

Laurel noted that the LEAC has not presented recently at a Steering Committee meeting, and asked if they would be interested in doing so. The group agreed that they would, and Von Nixon volunteered to present. Laurel informed them that the presentation may be on either September or October's Steering Committee agenda, depending on availability.

#### **Coordinated Entry evaluation**

Ashley presented updated information on revised CE RRH/PSH survey as part of the Coordinated Entry Evaluation for 2024 and asked for the LEAC's feedback. LEAC members

wondered whether the evaluation can be translated? Is there a visual version for Deaf/HoH? Ashley noted that at times NCCEH has held a contract with an agency for Spanish translation (ex: NCORR). Ashley noted that she will make the recommended changes and look into some of the questions regarding translation, and noted that if the LEAC wanted any further discussion she would be happy to return.

### **Pilot region to begin base building, regional LEAC?**

Laurel led a discussion about the LEAC's strategic next steps, noting that the LEAC had recently received community organizing training from the NLIHC, and set goals around establishing local LEAC groups. Laurel asked whether the group would want to bring Billy back for more support around base-building conversations, pick a region to work in and support. The group was in support of more trainings from Billy and thought that focusing on how to have organizing conversations was an appropriate next step. The group discussed setting up how to begin establishing more of a presence in BoS regions, and decided to focus on regions 07 and 03. Laurel will reach out to those regional leads and pull in Melissa in region 03, and Karen and Von in Region 07. This would allow the LEAC to focus on one region that already has LEAC representation and one region that does not. The group discussed further creative partnerships for outreach to people currently experiencing homelessness such as Burke Public Health dept, Non-HMIS partnerships, and discussed differences between just working with providers and true base building with people experiencing homelessness. Karen noted that she would seek out other groups similar to the LEAC as part of her fellowship with the National Low Income Housing Coalition - Tenant Leaders Cohort. Laurel will follow up with Brian about SNOFO funding for LEAC consulting/ TA.

### **Next meeting**

September 13 at 12 PM





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## **Coordinated Entry Council**

### **July 15, 2024, Minutes**

#### Attendees

Coordinated Entry Regional Leadership: Audrey Dooley (Region 2); Kelley Hayward & Elizabeth Moncrief (Region 3); Kennedy Lane (Region 5); Maxcine Barnes (Region 6); John Apol (Region 10); Michele Welsh (Regions 11, 12, & 13)

At Large Members: Cassie Rowe; Fredrika Murrill

Other Attendees: Bonnie Harper; Allie Card; Teresa Robinson; Ashley Von Hatten

#### **At Large Member**

Current At-large members include Angela Harper King, DHHS- Community Mental Health Section; Fredrika Murrill, NC Housing Finance Agency; Cassandra Rowe, NC Coalition Against Domestic Violence; with

Stephanie Williams, DHHS- Division of Aging and Adult Services rotating off as a statewide representative. New at-large member is currently LEAC co-chair, Steering Committee at-large member, and member of the 24-25 National Low Income Housing Coalition tenant leader's cohort.

#### **Coordinated Entry Evaluation Process**

Staff worked with Lived Expertise Advisory Council (LEAC) to update all aspects of the coordinated entry evaluation process.

- February: Conversation with the LEAC and discussed an overview of the coordinated entry and the evaluation process.
- March: LEAC reviewed questions from each of the coordinated entry evaluation surveys to determine if they were valuable, needed to be asked in a different way, or should be deleted from the survey.

- April: LEAC discussed how to distribute and collect the surveys in different ways to ensure households feel safe and reconfirm their answers are confidential.
- LEAC recommended quarterly evaluation of the CES
- LEAC recommended RRH and PSH surveys are provided to households as they achieve housing
- LEAC recommended ES and Unsheltered surveys are provided during a two-week period
- July: LEAC meeting included a review of each of the draft surveys, with final edits being recommended.
- All surveys include new questions regarding HART
- Accessibility
- Translate all surveys into Spanish
- 711 for TTY (Teletypewriters) Based Telecommunications Relay Service
- Update grievance language to include process and Client Bill of Rights

As updated in the Coordinated Entry Written Standards, “the annual evaluation will be conducted on a timeline determined by the NC BoS CoC Coordinated Entry Council.” Motion made to accept the coordinated entry evaluation timeline as recommended by the LEAC. Kennedy Lane approved the motion with Elizabeth Moncrief seconded. The motion was approved as presented.

### **FY22 SSO-CE Grant Monitoring**

FY22 SSO-CE Financial Grant Monitoring will review the following information:

- Active Registration with Sam.gov
- Outstanding Delinquent Federal Debts
- Reimbursement requests were submitted in compliance with due dates listed in SSO-CE grant agreement
- Reimbursement requests were submitted for eligible expenses only
- Reimbursement request documentation was accurate and complete

## **HART Office Hours**

BoS held HART Office Hours on August 2, 2024, with the majority of questions around scoring and prioritization. CEC determined ongoing HART Office Hours would be helpful and each region would submit an overview of questions being asked regarding HART. BoS staff will tailor next office hours to specific asks from coordinated entry leadership.

## **Reminders**

FY22 SSO-CE grant monitoring items due September 13, 2024.

The September CEC meeting will take place on September 16, 2024, at 10 am.

## **Next meeting**

September 16 at 10 A.M.

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### **Special CoC Application Ranking Steering Committee meeting:**

Tuesday, September 24, 2024 at 10:30 A.M.

### **Next regular Steering Committee meeting:**

Tuesday, October 1, 2024 at 10:30 A.M.