

North Carolina Balance of State Continuum of Care

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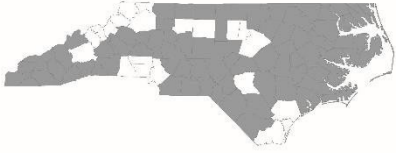
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NC Balance of State CoC Steering Committee Consent Agenda and Updates

November 5, 2024

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Section I. NC BoS CoC Steering Committee Consent Agenda

The following will be voted on at the November 5, 2024, NC BoS CoC Steering Committee meeting:

October 1, 2024, Steering Committee Minutes

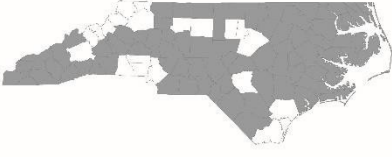
Available here: <https://www.ncceh.org/files/13818/>

2025 Governance Charter Update

Available here: <https://www.ncceh.org/files/13837/>

**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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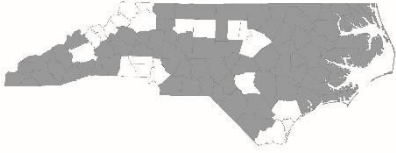
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Section II. Updates

- **Veteran Subcommittee**
Monday, November 4, 11 – 12 P.M.
[Join Zoom Meeting](#)
- **Lived Expertise Advisory Council**
Friday, November 8, 12 – 1 P.M.
[Join Zoom Meeting](#)
Meeting ID: 579 903 9481
Passcode: qYqVY5
- **2025 ESG Program Grantees Webinar**
Thursday, November 14, 2 – 3:30 P.M.
Register: <https://www.ncceh.org/events/1710/>
- **Racial Equity Subcommittee**
Wednesday, November 20, 11:30 A.M. – 12:30 P.M.
[Join Zoom Meeting](#)
Meeting ID: 832 6483 8597
- **Local Leadership Response Call**
Wednesday, November 20, 1 – 2 P.M.
[Join Zoom Meeting](#)
Meeting ID: 837 9246 1651
- **Funding & Performance Subcommittee**
Thursday, November 21, 2 – 3 P.M.
[Join Google Meeting](#)
Or dial: (US) +1 929-249-4814
PIN: 256 826 060#
- **Coordinated Entry Council**
Monday, December 2, 10 – 11:30 A.M.
[Join Zoom Meeting](#)
Meeting ID: 848 4039 7905



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Section III. Meeting Minutes and Supporting Materials

Lived Expertise Advisory Council

October 11, 2024, Minutes

Attendance: Karen Carroll, Laurel Benfield, Teresa Robinson, Von Nixon

Agenda:

Region 07 update: Laurel presented updates from attend an in-person Regional Committee Meeting for Region 07. Laurel presented information on the LEAC to the Regional Committee and asked for any Tandra Chamberlain has offered that one of the recent graduates of her youth transitional housing program may be a good fit for the LEAC. Kerry Bashaw is committed to establishing a regional LEAC. Laurel spoke to the team about how they can go about starting a committee and incorporating different perspectives in leadership conversations. Support in the room for advocacy for populations not seen normally. Overall positive energy around the establishment of this group. Von is leaning toward establishing a mission before bringing people on board with the new LEAC. Build the group with clarity on the mission. Karen- look at universities and colleges in the area for students experiencing homelessness. Recruitment can focus on the myriads of homeless experiences that happen at all ages and places. Recruitment for displaced individuals and families due to the recent hurricane. Next steps: follow up with Tandra and Kerry to reconvene at the recent meeting

Region 03 update: Laurel has reached out to Amber Bradford (sp). Rescheduled meeting for this week and cancelled. The new meeting date for next week is Wednesday.

Region 13 update: Von update- many people have signed up but are busy and in need of a purpose. Not a lot of the members are actively homeless. The group is in a space of solving the problem but not planning and discussion. Von is promoting a listening session that will allow for planning and understanding regularly/monthly for providers. Encouraging collaborative conversations instead of venting sessions on both sides. The Housing Authority may have free community center access. Also looking at local churches. Wants the location to be somewhere where providers will be encouraged to attend. Strategic partnerships to take small steps towards progress through conversation. QR code available for anonymous feedback. Goal is 1 person/contact per county with a strategy and a goal to start with planning. Laurel- qualitative research opportunities with this group to gather more information for policy arguments. Von- use November and December to come up with a list of questions to ask in their community. Plan for March to start asking people questions. Reaching out to PTOs and schools as well for meetings as a



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strategic way to invite people in.
Down the road a community fair could be a goal. Not sure of focus.

NLIHC:

- **Karen update from tenant leader's cohort**
 - In person meeting has been cancelled. The goal is for next meeting to happen sometime before national conference
- **Laurel update about community organizing training-** Next community organizing training is scheduled for October 24th at 10am and will focus on how to have 1:1 conversation.

Disaster Recovery Updates- Laurel- NCCEH's role in supporting housing with state and federal resources with Back@Home Helene. Partnering with shelters, CE, other agencies to get people rehoused after the storm.

Karen- Asked whether the client Bill of Rights apply to disaster shelters? Unfortunately, no. While NCCEH is involved in supporting people in getting housing, especially within shelters and keeping FEMA on the ground for people that need assistance. We cannot enforce the Bill of Rights in disaster shelters.

Region 06 Updates: Laurel noted that Daisy Butzer of the United Way of Chatham Co is interested in conversations about LEAC and representation of people with lived experience. Laurel offered to connect Daisy with Karen

Next meeting

October 11 at 12 PM

Coordinated Entry Council

October 21, 2024, Minutes

Attendees:

Coordinated Entry Regional Leadership: Audrey Dooley (Region 2); Elizabeth Moncrief & Chasity Houck (Region 3); Erin Gaskin (Region 5); Priscilla Ward (Region 7); John Apol (Region 10);

At Large Members: Cassie Rowe; Karen Carroll

Other Attendees: Bonnie Harper; Ashley Von Hatten

Unsheltered Access Coordination

Ashley Von Hatten provided an overview of the unsheltered access coordination framework –

- 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.
- UAC 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.

Roles in the region include the Unsheltered Access Coordinator (UAC), who facilitate the regional plan to identify and connect people experiencing unsheltered homelessness to services and housing and the Coordinated Entry Lead, who work closely with the UACs to implement the local plan to collect data and connect unsheltered households to the by-name list.

Households can be counted for unsheltered Point in Time (PIT) by using the by-name list and verifying each household has (a) a current living situation listed as a place not meant for habitation AND (b) a current living situation date of the date of PIT.

The timeline for unsheltered PIT is as follows:

- October and November: UACs are planning outreach and recruiting and/or identifying agencies for data collection and data input
- December: UACs and CE leads are reviewing the BNL for unsheltered households and outreaching to those households
- January: UACs are providing training on outreach, data collection, and data input
- January 29: PIT NIGHT – Identify unsheltered households and collect data
- January 29 – February 5: Continue to identify households where were unsheltered on January 29 and collect data

- February 12: All data for households experiencing unsheltered homelessness on January 29 is entered into HMIS

Case Conferencing

Ashley facilitated a conversation regarding case conferencing. The goal of case conferencing is to house people as quickly as possible by using the region's by-name list of people experiencing homelessness. CE leadership discussed practices used to organize the by-name list prior to case conferencing. This includes creating separate tabs for specific populations, color-coding, and emailing the by-name list prior to case conferencing. CE leads provided feedback regarding special populations and most regions struggle with Veteran-specific case conferencing. This is due to the lack of participation by the SSVF providers; however, HUD VA providers are usually present. Although most households experiencing domestic violence are connected to Safe at Home providers, there is still a challenge to ensure special populations are connected to the most appropriate resource. CE leads were encouraged to set time aside after case conferencing to record referrals in HMIS, connect Front Door providers with Permanent Housing agencies, and update/exit households from the by-name list.

Reminders

The November and December CEC meetings will be combined and will take place on December 2, 2024, at 10 am.

**Funding & Performance
Subcommittee Council
October 17, 2024, Minutes**

Members' Present: Bonnie Harper, Melissa McKeown, Sarah Lancaster, Lynne James, Melissa Hewitt

NCCEH Staff Present: Jenny Simmons, Brian Alexander, Dashia Shanks

Minutes:

Jenny welcomed members and reviewed the meeting agenda.

Proposed 2024 HMIS Recruitment Process presented by Jenny

- The NC Balance of State CoC will increase HMIS bed coverage to 85% by December 31, 2025.
- The CoC will use a new strategy to increase HMIS bed coverage by targeting the largest ES/TH/PH
 - projects in each region to engage in conversation to participate in HMIS.
 - The goal would be to recruit 5 of the largest ES/TH/PH projects to use HMIS by December 31, 2025.
- Jenny thanked members of their review of HMIS recruitment materials.
 - On the HMIS Participation Plan, staff:
 - Added clarification regarding assistance from other Regional Committee members when RLA doesn't have experience with HMIS.
 - Added in the Engagement and Oversight section that NC BoS CoC staff will partner with the 13 Regional Lead Alternates (RLA) *and other Regional Committee members as needed.*
 - Members had no suggested edits to the scripts or guide.
- Bonnie made a motion to approve the proposed 2024 HMIS Recruitment Process. Melissa McKeown seconded. Members unanimously approved the process.
- Staff will present the recommended process to the Steering Committee for approval at its November meeting.

Programmatic Performance Measures presented by Jenny

- Goal: Update the recommended list of programmatic performance measures for the CoC to use to evaluate project effectiveness and guide technical assistance efforts
- Setting performance measures benchmarks helps projects and the CoC improve services and outcomes.
- Transparent communication with agencies about how the CoC will measure project effectiveness will:
 - Improve services for people experiencing homelessness
 - Focus agencies on practices that help them meet expected benchmarks
 - Indicate to staff where they should prioritize technical assistance
 - Prioritize a culture of accurate data collection & regular evaluation
 - Directly affect the CoC's System Performance Measures
 - Increase & expand opportunities for funding
- CoC staff pulled baseline data for performance measures from HMIS for each project type to better understand where CoC projects are. Jenny reminded members to keep these questions in mind as the FPS makes decisions for 2025:
 - Does the baseline data suggest an increase or decrease in the benchmark the CoC sets?
 - What benchmark is reasonable to push projects to improve program outcomes but not too high to demotivate agencies?
 - When should we be more assertive in benchmarks to help with CoC System Performance Measures?
- Jenny discussed measures for each of the different project types including baseline and actual data for 2023 and 2024. Members made decisions about updating benchmarks for 2025 based on baseline and actual data.

Street Outreach

| Performance Measure | 2024 Benchmark | 2024 Baseline | 2023 Benchmark | 2023 Baseline | 2022 Baseline | SPM Baseline | Updated 2025 Benchmark | Comments |
|---|----------------|---------------|----------------|---------------|---------------|--------------|------------------------|----------|
| % of people with disabling conditions | 50% | 51% | 50% | 54% | 48% | - | | |
| % of people exiting to PH destinations | 20% | 18% | 20% | 11% | 17% | - | | |
| % of people exiting to shelter | 20% | 12% | 20% | 11% | 16% | - | | |
| % of households experiencing chronic homelessness | 30% | 27% | 30% | 25% | 27% | - | | |

- Members discussed each measure and potential benchmark for 2025. The group decided on the following benchmarks for 2025:
 - % of people with disabling conditions: 50%
 - % of people exiting to PH destinations: 20%
 - % of people exiting to shelter: 20%
 - % of households experiencing chronic homelessness: 30%

Emergency Shelter

| Performance Measure | 2024 Benchmark | 2024 Baseline | 2023 Benchmark | 2023 Baseline | 2022 Baseline | SPM Baseline | Updated 2025 Benchmark | Comments |
|---|----------------|---------------|----------------|---------------|---------------|--------------|------------------------|--|
| % of people with disabling conditions | 50% | 46% | 50% | 45% | 40% | - | | DV shelters have been excluded from this measure because of a different target population. |
| % of adults that increased earned cash income | 10% | 4% | 10% | 4% | 4% | 13% | | SPM baseline is for all project types |
| % of people exit to a permanent destination | 35% | 27% | 40% | 19% | 25% | 40% | | SPM baseline includes ES, TH, & RRH |
| % of households experiencing chronic homelessness | 25% | 13% | 25% | 13% | 14% | - | | DV shelters have been excluded from this measure because of a different target population. |
| Median length of project participation of leavers | 90 – 120 days | 22 days | 90 – 120 days | 20 days | 20 days | 105 days | | SPM baseline includes ES & TH – suggest a range for this measure |

- Members discussed each measure and potential benchmark for 2025. The group decided on the following benchmarks for 2025:
 - % of people with disabling conditions: 50%

- % of people that increased earned cash income: 10%
- % of people exiting to PH destinations: 35%
- % of households experiencing chronic homelessness: 25%
- Median length of project participation of leavers: 90-120 days

Next meeting

November 21, 2024, at 2 PM

- The FPS meeting will focus on performance measures for rapid rehousing, homelessness prevention, and permanent supportive housing.

Racial Equity Subcommittee Council

October 16, 2024, Minutes

Attendance: Lori Watts, Dr. Deniece Cole, Mary Erwin, Tradell Adkins, Dionne Holliday, Teresa Robinson, Allie Card, Laurel Benfield

Intros

All attendees introduced themselves.

RE Narrative Project:

Teresa gave an update on the Narrative Project and noted that a draft of survey questions has been sent out.

Disaster Response Dialogue:

Teresa noted that the recent storm in North Carolina has prompted a response for a racial equity conversation specifically about disaster response. Asked if the subcommittee would be interested in creating a dialogue event

Both Tradell and Dr. Cole noted that they cannot open the narrative project draft questions.

Teresa: tentatively a disaster response Dialogue could be in March or April and would focus on what could be different. How has environmental racism impacted disaster relief efforts? Ex. FEMA prioritizing landowners, needing an address to access individual assistance.

Laurel provided a recap of what the Racial Equity Dialogue Series is and the topics it has covered.

Teresa asked the group what they wanted to see discussed. Tradell noted that he saw a municipality set up a temporary dump site in a low-income neighborhood. Dr. Cole asked how we can present information that is not biased, because there is so much misinformation circulation about the role of FEMA.

Teresa asked how we could proceed. What type of format should be used? Dr. Cole: This needs to be a listening session. Kristin Dunn: can we focus on stories? She has seen a “miraculous” response from people who are stepping up to help people who are affected. Dr. Cole: “is there a difference in racial inequity in how FEMA distributes funds on a local level”

Teresa: so, this is a listening session for people across the state, providers and people displaced asking people to share their stories of inequitable impacts of disasters.



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Dionne Holliday: There's a unique impact on people experiencing homelessness through a weather event. It does not take a hurricane on the scale of Helene to flood someone's tent to create a "disaster" situation. Can we focus not only on homelessness, but disparities on race and gender.

Tradell: agreed that a focus on homelessness was necessary.

Dr. Cole: can we pull county and state officials to think about the people who were experiencing homelessness before the storm.

Laurel noted that the conversation seems to have 2 different sides. The interpersonal which, in a disaster, may challenge racial disparities and improve care for all affected, along with the systems impact that still seems to continue the disparities that have always existed.

Teresa: can we end the Dialogue with a solutions conversation? What worked well, and how can you plan better for the future? Focus the conversation on sheltered and unsheltered populations. Focus on systems of resource distribution, misinformation, persistent disparities. What does preparation in the future look like?

Equity in External Funding update:

Laurel provided a brief update that she and RE Subcommittee member Lesly Delgado had met with Daisy Butzer of the United Way of Chatham County to begin a conversation about how they can partner to increase their impact toward racial equity goals. Daisy seemed interested in the work of the Racial Equity Subcommittee. Laurel has send her follow up information about the committee and the scorecard work they have done and will follow up for another meeting.

Next meeting

October 16, 2024, at 11:30 A.M.

Next Steering Committee meeting:

Tuesday, December 3, 2024, at 10:30 A.M.