

North Carolina Balance of State Continuum of Care

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NC Balance of State CoC Steering Committee Meeting Minutes

December 3, 2024

Regional Leads Present: Derek Lancour, Emily Lowery, Amber Brafford, Pamela Hinton, Erin Gaskin, Kerry Bashaw, Crystal Gwendo, Kisha Darden, Lynne James, Brian Fike

At-Large Members Present: Karen Carroll, Melissa Hewitt, Angela Harper King, Jackie Lucas, Erin Joy Crossfield, Brooks Ann McKinney, Joseph Chilton

SC Members Absent: Natasha Elliott, Emily Locklear, Shawanda Barnes, Lisa Phillips, Cassie Rowe

Interested Parties Present: Chrishonda Ham, Kecia Robinson, Kim Crawford, Kenett Melgar, Kim Hemphill, Cory Bragg, Chris Parker, Robert Hudson, Bre Griffin, Amanda Stapleton, Talaika Williams, Charlene Elliott, Kea Alexander, Susana Rodriguez, Amy Modlin, Chasity Houck, Lakitra Claude, Ebony King, Lori Watts, Teena Willis, Kisha McDowell, Monica Frizzell, Tonya Gray Young, Michele Welsh, Evelyn Campbell, Morganne Leonard, Kristine Wiles

NCCEH Staff Present: Brian Alexander, Laurel Benfield, Allie Card, Adriana Diaz, Mira Sanderson, Jenny Simmons, Debra Susie, Ashley VonHatten

CoC Builds Application Update

At its November 2024 meeting, the Steering Committee approved the Project Review Committee's recommendation to move forward with the City of Greenville's Turnbury Trace application with conditions.

CoC staff notified the City of Greenville & its subrecipient on November 5th.

- The City of Greenville, without hesitation, said they would update the application per the CoC's conditions.
- CoC staff met with the City of Greenville & its subrecipient, Taft-Mills Group, on November 8th to discuss the conditions, answer questions, & set a timeline for corrections.

The City of Greenville updated the project application to meet all 12 conditions outlined by the PRC. As a reminder, the CoC set the following conditions:

- Targeted units must be for people experiencing homelessness with disabling conditions.
- Services must be described & consistent with PSH services.
- Income requirements must be removed.

- The project must have a plan for ongoing financial assistance.
- The project cannot use criminal background, credit history, &/or landlord references to deny entry to the targeted units.
- The HUD budget form must be completed & for eligible costs.
- The project can only take referrals prioritized through coordinated entry.
- The application must include required equity narratives.
- The statement of need should include more specific data outlining the population of focus.
- The application should more adequately outline the plan for operating reserves & ongoing maintenance.
- Policies must align with the 2022 VAWA Reauthorization Act & CoC VAWA ETP.
- The application package should align with the checklist outlined in the CoC Builds NOFO.

CoC staff worked with the City of Greenville & Taft-Mills Group to finalize the application. CoC staff submitted the final application through grants.gov on November 21st.

- The final application was submitted for \$1.75 million (up from the original request of \$1.3 million)
- Grants.gov has sent a series of acceptance emails, verifying that the submission met the federal government's & HUD's specific protocols.
- The CoC will likely hear about awards in the first quarter of 2025.

Nominating Subcommittee: Slate of 2025 Steering Committee At-Large Members

The 2024 Nominating Subcommittee:

- Tonya Gray with HAVEN in Lee County, Region 7
- Crystal Gwendo with Greene Lamp Community Action, Region 10
- Angela Harper King, at-large member with NC DHHS, Division of MH/DD/SU Services, Community Mental Health
- Ashley Kornegay with Rebuilding Broken Lives, Region 10
- Lisa Phillips, at-large member with DPI/Homeless Education Program

New at-large members:

- Kennet Melgar
 - Vulnerable Populations Manager at Blue Ridge Community Health in Hendersonville, a Federally Qualified Health Center (FQHC) providing care across ten counties in WNC
 - Over 21 years of experience in community health
 - Dedicated his career to improving access & outcomes for underserved populations, including migrant farm workers, individuals experiencing homelessness, & people impacted by social determinants of health
 - Holds a Master's of Public Health degree from UNC at Chapel Hill.
- Tara Peele

- CEO of Housing Collaborative, a nonprofit making affordable housing easier to navigate by facilitating housing inspections & placement, administering housing-related financial assistance, & recruiting & managing relationships with housing providers
- Under her leadership, Housing Collaborative was a key partner in the Housing Connections Initiative & currently with Back@Home BoS
- 15 years of experience in affordable housing policy, finance, & development in NC & IL
- Master's Degrees in Social Work & Regional Planning from UNC at Chapel Hill
- Brooks Ann McKinney
 - Division of Health Benefits at NC DHHS
 - 20-year career as a case manager in ES that evolved into development & administration of projects, including medical respite care, PSH, & a federal grant for a new FQHC/HCH clinic with outreach sites in public housing
 - Served on the board of directors for the National Health Care for the Homeless Council
 - Chaired the Respite Care Providers Network
 - Master's Degrees in Social Work & Regional Planning from the University of Denver.

2025 NC BoS CoC At-Large Member Slate:

People with Lived Experience (Min. of 2)	Public Sector/State Government -- programs that serve people experiencing homelessness (Min. 3 – Max. 6)	Partners with Statewide Focus (Min. 3 – Max. 5)
Karen Carroll, Co-chair of the NC BoS CoC Lived Expertise Advisory Council (LEAC) & member of the 2024-2025 National Low Income Housing Coalition's Tenant Leaders Cohort	NC DHHS Angela Harper King, Division of MH/DD/SU Services, Community Mental Health ALT: Ken Edminster, Housing Administrator, Olmstead Section, Division of Mental Health, Developmental Disabilities, Substance Use Services	Blue Ridge Community Health Kenett Melgar, Vulnerable Populations Alt. Melody Meanor
Melissa Hewitt, Co-chair of the NC BoS CoC Lived Expertise Advisory Council (LEAC) & member of the FPS	NC Housing Finance Agency Erin Joy Crossfield ALT: Thea Craft	Legal Aid of North Carolina Joseph Chilton, Smoky Mountain Offices ALT: Rebecca Laton, Pembroke Office
	NCORR Jackie Lucas ALT: Kea Alexander	NC Coalition Against Domestic Violence Cassandra Rowe ALT: Beth Chartrand
	NC Department of Public Instruction/Homeless Education Program Daniel "Danny" Jordan ALT: Lisa Phillips	Housing Collaborative Tara Peele ALT: Charlene Elliott
	NC DHHS Brooks Ann McKinney, Division of Health Benefits ALT:	

Amber Brafford motioned to approve the proposed slate of 2025 at-large members for the NC BoS CoC. Lynne James seconded the motion. The motion was unanimously approved.

CY2025 ESG Program

The NC ESG Program Office has asked the NC BoS CoC to run another ESG Program competitive process in Region 6 as the RRH provider was not awarded a contract.

- Region 6: \$117,233 available for Housing Stability projects

- NCCEH issued a competitive RFP in Region 6 for Housing Stability projects on 11/5/2024 with applications due 11/19/2024 by 12 PM. No applications were received.
- NCCEH will work with the NC ESG Program Office on a plan for allocating \$117,233, if possible.

2025 PIT/HIC Planning

One night counts each year on the last Wednesday of January:

- This year’s count will be held on January 29, 2025.

Important community data for funding, stakeholders, & governance

- Deep data: covers HMIS & non-HMIS projects
- Consistent data: completed every year
- Consequential data: used by HUD, ESG Program Office, & others to determine Fair Share allocations

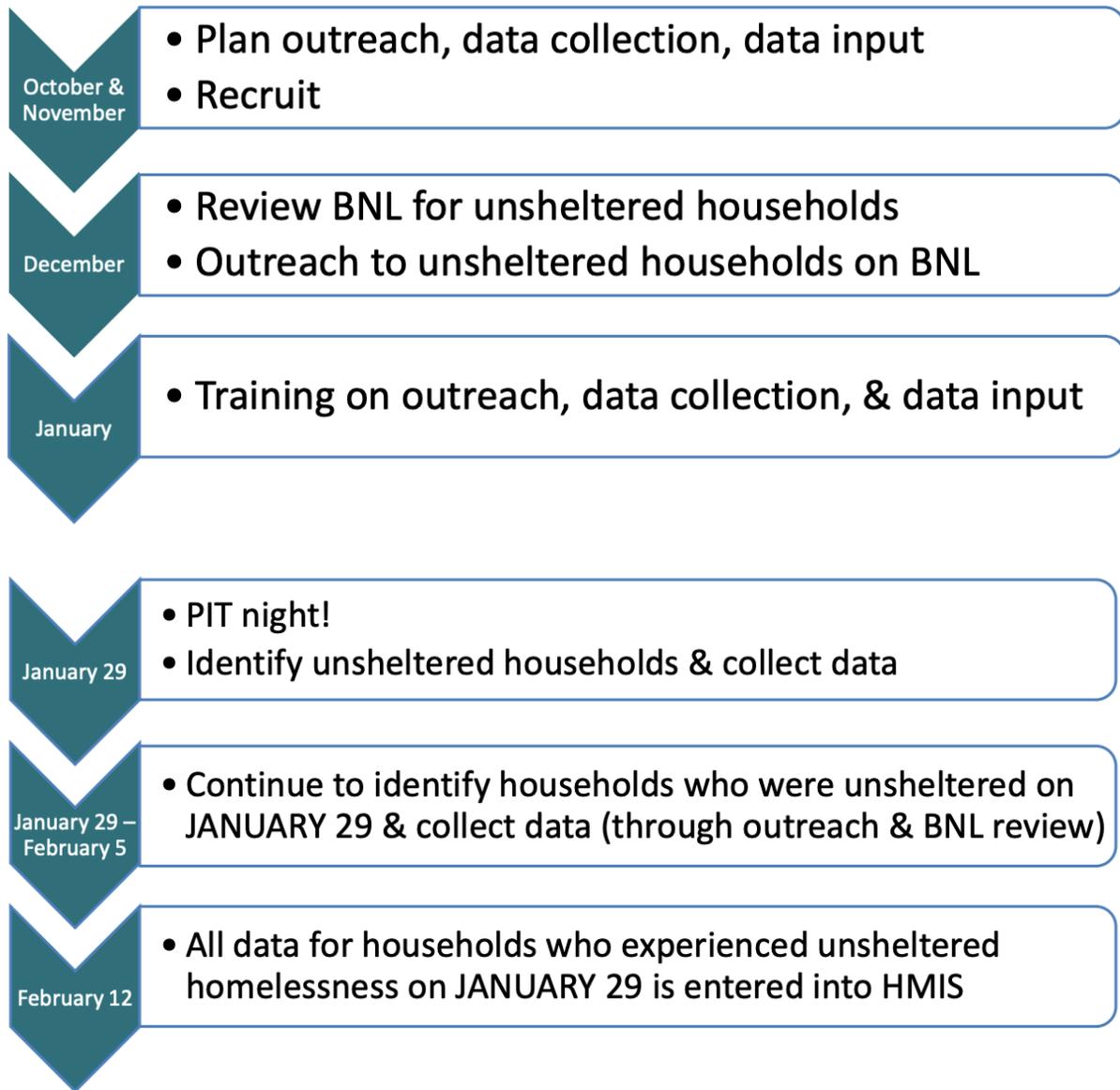
Who & What do we Count?

- Unsheltered people
- Sheltered people in Emergency Shelter (ES) or Transitional Housing (TH) beds
- Permanently housed people in rapid rehousing (RRH), permanent supportive housing (PSH), or dedicated other permanent housing (OPH) beds/vouchers
 - Only moved-in

NCCEH staff receive data in different ways & then review, de-duplicate, & aggregate for HUD.

Who?	Enter into HMIS?	Don't Enter into HMIS?
Unsheltered People	Use HMIS CE data entry	Coordinate with UAC
Sheltered (ES +TH) People	Use HMIS reports	Counting Us App & NCCEH interview
Permanently Housed (RRH + PSH) People	Use HMIS reports!	Counting Us App & NCCEH interview
Other Permanently Housing (OPH like HCV vouchers)	N/A	Coordinate with Allie

Unsheltered Count Timeline:



Next Steps:

Type of Count	Contact
Unsheltered Count	CE Leads & Unsheltered Access Coordinators
Non-HMIS Sheltered/Permanent Housing Count	Your NCCEH PIT/HIC contact <ul style="list-style-type: none"> • Not sure who? Email bos@ncceh.org
HMIS Sheltered/Permanent Housing Count	Data Center HelpDesk
OPH Count for PHAs	Allie from CoC team

Funding & Performance Subcommittee 2025 Performance Measure Benchmarks

The Funding & Performance Subcommittee completed an annual review & update of programmatic performance measure benchmarks for the CoC to use to evaluate project effectiveness & guide technical assistance efforts.

Setting performance measure benchmarks helps improve services & outcomes:

- Agency- level:
 - Focus agencies on practices that help them meet expected benchmarks, improving services for people experiencing homelessness & people at-risk of homelessness
 - Prioritize a culture of accurate data collection & regular evaluation
- CoC-level:
 - Indicate to NC BoS CoC staff where they should prioritize technical assistance
 - Directly affect the CoC's System Performance Measures (SPMs)
 - Increase & expand opportunities for funding

Staff pulled reports from HMIS for each project type for October 1, 2023 – September 30, 2024 to establish performance measures baselines to help the FPS set benchmarks for 2025:

- A003-Chronic Homelessness
- Annual Performance Reports (APRs) per project type

Street Outreach

Performance Measure	2025 Benchmark	Comments
% of people with disabling conditions	50%	
% of households experiencing chronic homelessness	30%	
% of people exiting to shelter	20%	
% of people exiting to PH destinations	20%	

Emergency Shelter

Performance Measure	2025 Benchmark	Comments
% of people with disabling conditions	50%	DV shelters have been excluded from this measure because of a different target population.
% of households experiencing chronic homelessness	25%	DV shelters have been excluded from this measure because of a different target population.
% of adults that increased earned cash income (SPM)	10%	
% of people exiting to a permanent destination (SPM)	35%	
Median length of project participation of leavers (SPM)	90 – 120 days	

Homelessness Prevention

Performance Measure	Updated 2025 Benchmark	Comments
% of people with disabling conditions	38%	
% of adults that increased earned cash income (SPM)	13%	
% of people exiting to a permanent destination (SPM)	80%	HUD Benchmark is 80%
Median length of project participation of leavers (SPM)	90 days or less	

Rapid Rehousing

Performance Measure	2025 Benchmark	Comments
% of people with disabling conditions	45%	DV RRH providers have been excluded from this measure because of a different target population.
% of adults that increased earned cash income (SPM)	20%	
Median length of project participation of leavers	180 – 270 days	
% of people exiting to a permanent destination (SPM)	80%	HUD Benchmark is 80%
% of people exiting to PH that returned to homelessness within 2 years (SPM)	16% or below	

Permanent Supportive Housing

Performance Measure	2025 Benchmark	Comments
% of adults that increased earned income (SPM)	20%	
% of adults that increased unearned cash income (SPM)	40%	
% of people exiting to a permanent destination (SPM)	80%	HUD Benchmark is 80%
% of people exiting to PH that returned to homelessness within 2 years (SPM)	16% or below	

Performance Measure Benchmarks Webinars in 2025:

Project Type	Date/Time
Street Outreach	Wednesday, March 5 th at 11 AM
Emergency Shelter	Wednesday, March 12 th at 11 AM
Rapid Rehousing & Homelessness Prevention	Wednesday, March 19 th at 2 PM
Permanent Supportive Housing	Wednesday, March 26 th at 1 PM

Update on Hurricane Helene Disaster Recovery

Back@Home:

- The Back@Home Program serves households in the 79 counties in the NC Balance of State CoC & has successfully expanded to cover 11 additional counties in response to Hurricane Helene.
- The 11 additional counties cover three CoCs - Gaston, Lincoln, Cleveland; Asheville/Buncombe; & Northwest.
- The program is focused on serving households from the 26 counties crosshatched on the FEMA-declared county map.

Back@Home Household Identification Update

- Phase 1 Referrals from MASTT (Multi Agency Shelter Transition Teams) began 10/26/2024 & ran through 11/15/2024 when MASTT operations ended in disaster shelters.
- During phase 1 the Housing Stabilization Service Providers (HSSP) covering the Helene impacted geographic area worked closely with MASTT to identify ~60 households eligible for enrollment into the Back@Home Program.
- Shelters have closed & Back@Home clients are now being identified through:
 - Coordinated Entry
 - NC Disaster Case Management Team

Back@Home Enrollment Update

- HSS Providers are currently enrolling eligible households into the Supportive Services projects & moving households quickly into Rapid Rehousing for housing search & placement phase.
- The program expanded enrollment slots by 150 to cover the initial household identification in Phase 1. These slots are distributed between 4 HSS Providers.
- Housing search & placement have been successful. Households are moving into housing!
- Enrollment numbers continue to increase as households are identified.

NCORR Disaster Case Management

- North Carolina Office of Recovery and Resiliency (NCORR) is leading the State's Disaster Case Management (DCM) Program in partnership with NC Emergency Management & FEMA.
- During the week of 11/18 the program interviewed & trained the first group of Housing Navigators, Disaster Case Managers, & Disaster Case Management Leads.
- Interviews will continue for local hires & the positions will remain posted until filled: [Disaster Case Manager Job Posting](#)
- The goal for December is to be imbedded in the counties, meeting households where they are, & connecting with community partners to identify households.

Continued Funding Outlook

- NCORR in partnership with NC DHHS has received \$3M in Rapid Unsheltered Survivor Housing (RUSH) funds from HUD & has been approved to use the funds in the Back@Home Program.
- The funding is available for two years & will be used to provide financial assistance in both prevention & rapid rehousing-eligible activities following ESG Program rules.
- For NC BoS CoC counties in the disaster area, RUSH funding will be added into the existing Back@Home Program infrastructure.
- For other CoCs NCORR is working to expand the Back@Home infrastructure.
- The Governor's recommendation included \$20M for Back@Home to continue operating in the 26 FEMA-declared counties. While not included in the first relief package, NCORR will continue advocating with our partners for inclusion in future legislation.
- NCORR has made an ask for recurring funding in the state biennial budget. This funding, if appropriated, would be available in the FY2025-2026 budget.
- The Disaster Case Management (DCM) budget is currently being revised to request additional funding for DCM services.

Legal Assistance for Survivors of Helene – Legal Aid of North Carolina

Legal needs after a disaster:

SHORT-TERM 1 to 6 WEEKS AFTER EVENT	MEDIUM-TERM 1 to 6 MONTHS AFTER EVENT	LONG-TERM 6 MONTHS TO YEARS AFTER EVENT
<p>Housing</p> <ul style="list-style-type: none">- Lease Terminations & Evictions- Utility Shutoffs- Security Deposits- Repair Issues- FEMA Applications- Insurance Claims <p>Document Replacement</p> <ul style="list-style-type: none">- Birth Certificates- Driver's Licenses- Social Security Cards- Deeds <p>Income Protection</p> <ul style="list-style-type: none">- Wage Theft Issues- Unemployment Applications/Appeals- Public Benefits Applications/ Appeals- U.S. Small Business Administration Disaster Loan Applications	<p>Housing & Consumer</p> <ul style="list-style-type: none">- FEMA/SBA Appeals- Landlord-Tenant Issues- FEMA/U.S. Department of Housing and Urban Development Rent Subsidy Renewals- Displaced Public Housing Tenant Issues- Foreclosure Prevention- Real Property Title Clearing & Probate- Section 8 Portability- Mobile Home Questions- Repair & Contractor Scams- Insurance Scams & Claim Disputes- Price Gouging <p>Family & Education</p> <ul style="list-style-type: none">- Access to Public Education While Displaced- Powers of Attorney (for care of a child or senior)- Guardianships & Supportive Decision Making- Emergency Custody Modifications- Parenting Order Modifications (new home/school locations)- Domestic Violence Issues (including protective orders)	<p>Housing</p> <ul style="list-style-type: none">- Foreclosures- Landlord-Tenant Issues- Flood Insurance Disputes- FEMA Recoupments- Other Housing Disputes <p>Consumer</p> <ul style="list-style-type: none">- Disaster Tax Relief Applicants- Bankruptcies <p>General Civil</p> <ul style="list-style-type: none">- Civil & Disability Rights Cases- Legal Counsel for Community Organizations

How to help:

<p>Encourage applications</p> <p>The more FEMA registrations there are after a disaster, the larger the HUD CDBG-DR funds could be for rebuilding.</p>	<p>Promote Disaster Legal Services</p> <ul style="list-style-type: none">• Partnership between the ABA, YLD, NCBA, Pisgah Legal, and LANC to provide legal services to those who are affected by a major disaster• Encourage survivors to contact our Helpline at 866-219-5262 or go to www.legalaidnc.org/disaster• However much you want to help, do not attempt to give legal advice yourself• Encourage legal professionals to volunteer by emailing dls@ncbar.org	<p>Contact Us For Outreach Events</p>  <p><u>High Country</u> (828) 355-4890 <u>Foothills</u> (828) 437-8280 <u>Smoky Mountains</u> (828) 586-8931</p>
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Upcoming meetings & reminders

- **Veteran Subcommittee, Monday, December 9, 11 – 12 P.M.**
[Join Zoom Meeting](#)
- **Lived Expertise Advisory Council, Friday, December 13, 12 – 1 P.M.**
[Join Zoom Meeting](#)
Meeting ID: 579 903 9481
Passcode: qYqVY5
- **Racial Equity Subcommittee, Wednesday, December 18, 11:30 A.M. – 12:30 P.M.**
[Join Zoom Meeting](#)
Meeting ID: 832 6483 8597
- **Local Leadership Response Call, Wednesday, December 18, 1 – 2 pm**
[Join Zoom Meeting](#)
Meeting ID: 837 9246 1651
- **Homelessness No More Gala, Friday, December 20, 7 – 10 P.M.**
Buy tickets here: <https://givebutter.com/c/y6PJRv>

Next Steering Committee meetings:

Tuesday, January 7 at 10:30 A.M.