



# North Carolina Balance of State Continuum of Care

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## Veteran Subcommittee

May 4, 2017

11 am - 1 pm

**Committee Members Present:** Michelle Blanding, Rose Fisher, Mary Fisher Murray, Branden Lewis, Reginald Roy, Jeff Smith, Tiana Terry, Ellecia Thompson, Jennifer Herb, Nicole Dewitt, Jeff Doyle, Whitney Lott

**Committee Members Absent:** Marsheta Boyton, James Prosser, John Rakes, Flo Stein, Brad Stroud, Terry Allebaugh, Larry McMullen

**Others Present:** Jessica Maples, Leo Ficht, Kristie Reisig

**Staff Present:** Ehren Dohler, Brian Alexander

### *Welcome and Introductions*

- Members, staff, and other attendees introduced themselves

### *Regional Veteran Plan Review*

#### Overview

- BoS received Veteran plans from all regions except Region 6 due to staffing issues in the region. Region 6 should have its plan submitted to staff by the end of this week.
- All submitted plans were reviewed by NCCEH staff and from 1-3 subcommittee members. Feedback on plans was shared with regions after review. They were asked to make corrections. All updated plans were resubmitted by today.
- Overall, the plans look good. Region 11's original submission needs significant updates due to emerging changes that change the original plan's scope.

Region 1: Reviewed by Jessica Maples for Michelle Blanding and Tiana Terry

- Criteria 2: Concerns about low-barrier shelter. The plan had options for Jackson and Macon Counties but not the other six counties in the region. *Plan updated to include more explanation, including added transportation by ABCCM, when necessary, to connect to shelter.*
- Reviewers wanted more information on documenting shelter offers. *Plan updated with more explanation.*
- Plan did not have a complete grievance policy. *Plan updated with complete details in the grievance policy.*
- Criteria 3: Concerns about offers of permanent housing. *Plan updated, detailing paperwork used as a declaration of declination of permanent housing and increasing contacts. Subcommittee asked that timeline be added as well as language saying that offers will happen at least monthly.*
- Region 1 Veteran Plan approved unanimously with changes above (Motion: Herb, 2: Terry).

Region 2: Reviewed by Jessica Maples for Michelle Blanding and Jeff Doyle

- Criteria 2: Concerns about low-barrier shelter. *Plan updated with more information. Staff explained that region has major gaps for shelter. Subcommittee asked that region have a plan of action with timeline for outreach and engagement to assist in this area.*
- Criteria 3: Concerns about offers of permanent housing. *Plan updated, detailing paperwork used as a declaration of declination of permanent housing and increasing contacts. Subcommittee asked that timeline be added as well as language saying that offers will happen at least monthly.*
- Concern over connection to coordinated assessment. *Staff explained that Region 2 has not completed its coordinated assessment plan. This can be added once that plan has been submitted. Staff will ensure this is added to the plan.*
- Concern about advertisement of the system. *Plan updated with more detail.*
- Plan did not have a complete grievance policy. *Plan updated with complete details in the grievance policy.*
- Coordination with GPD. *Subcommittee asked for more detail about how the SSVF provider will work with GPD to coordinate services. Staff will ask for updated information for this section.*
- Region 2 Veteran Plan approved unanimously with changes above (Motion: Herb, 2: Blanding).

Region 3: Reviewed by Mary Fisher Murray, Reginald Roy, and Tiana Terry

- Reviewers noted several missing pieces of information. *Plan updated with missing information included.*
- Frequency of permanent offers not included. *Plan updated to include detailed information.*
- Coordination with GPD. *Subcommittee asked for more detail about how the SSVF provider will work with GPD to coordinate services. Staff will ask for updated information for this section.*
- Plan needs MOU information. *Plan updated to include information about MOUs.*
- Plan needs more information on education done to homeless Vets. *Plan updated with more information on education activities to Vets.*
- Plan did not have a complete grievance policy. *Plan updated with complete details in the grievance policy.*
- Plan needs complete information in the appendices. *Some information for counties not included because region's coordinated assessment plan is not complete. Staff will work with region to update this information once available.*
- Region 3 Veteran Plan approved unanimously with changes above (Motion: Blanding, 2: Terry)

Region 4: Reviewed by Reginald Roy

- Concern about number of agencies listed for passive outreach. *Rose Fisher and staff indicated the lack of resources in Region 4. United Way of Forsyth and other SSVF providers are working on building relationships with providers and other stakeholders in the region to increase opportunities.*
- Region 4 Veteran Plan approved unanimously (Motion: Roy, 2: Thompson)

Region 5: Reviewed by John Rakes and Ellecia Thompson

- Questions about coverage of the area and transportation constraints.
- Concerns about low-barrier shelter. *Subcommittee asked for further explanation and identification of players for hotel/motel vouchers and who can access.*
- Concerns about coordination with coordinated assessment. *Plan updated with more detail in this section.*
- Concerns about by-name list being in shared Google Drive because of difficulty of VAMCs to use. *Branden Lewis will make region aware of issue and determine a plan to get this information to VAMC when necessary in an appropriate format.*



- Region 5 Veteran Plan approved unanimously with change above (Motion: Thompson, 2: Blanding).

Region 7: Reviewed by Whitney Lott and John Rakes

- Criteria 2: Concerns about low-barrier shelter and coordinated assessment capacity issues. *Staff explained that region has major gap in shelter across the region. Jeff Doyle suggested that region have a plan of action to build relationships and a timeline for action and that subcommittee help with these activities to make appropriate connections. Subcommittee concerned that lack of shelter in certain regions will inhibit the BoS CoC's ability to meet this criteria for access to emergency shelter.*
- Criteria 3: Concerns about offers of permanent housing and coordination with GPD. *Plan updated to include frequency of offers and tracking of permanent housing. Plan updated with more detail of coordination with GPD. Subcommittee members mentioned needing more clarity from the VA on how this coordination can happen between SSVF and GPD.*
- Criteria 4: Concerns about coordination with coordinated assessment. *Staff explained that Region 7 is still working on updating their coordinated assessment plan. This information can be added to the Vet plan once the region's coordinated assessment is complete.*
- Region 7 Veteran Plan approved unanimously with caveat that work needs to be done by both the region and subcommittee to connect with resources for low-barrier shelter (Motion: Doyle, 2: Blanding).

Region 8: Reviewed by Nicole Dewitt

- Criteria 4: Is the by-name list physical or electronic? *Family Endeavors said that it is electronic, using Sharepoint 365.*
- Criteria 5: Grievance shows a 14-day response time. *Family Endeavors agreed to 10 days.*
- Concerns about low-barrier shelter. *Family Endeavors said that shelters only exist in Robeson County and other county leaders have expressed disinterest in dealing with homeless issues.*
- Region 8 Veteran Plan approved unanimously with caveat that work needs to be done by both the region and subcommittee to connect with resources for low-barrier shelter (Motion: Doyle, 2: Blanding).

Region 9: Reviewed by Marsheta Boynton and Nicole Dewitt

- Appendix A has missing information. *Plan has been updated with this information.*
- Concern about transportation resources and questioned whether plan authors know how people would access each listed resource.
- Criteria 3: Concern about how offers of permanent housing would happen for households choosing transitional housing. *Asked that plan address a timeline and frequency of offers of permanent housing to households in transitional housing.*
- Concern about grievance policy and connection to someone conflict free. *Plan updated with other options to avoid conflict of interest.*
- Ellecia Thompson suggested another secondary contact at the Durham VAMC named Donecia Johnson.
- Region 9 Veteran Plan approved unanimously with changes above (Motion: Herb, 2: Thompson).

Region 10: Reviewed by Branden Lewis

- Concern about low-barrier shelters, especially for female Veterans. *Subcommittee asked for more explanation for why female Vets have a barrier to housing since the region has 2 female shelters.*
- Concern about order of activities to place someone on the by-name list. *Plan updated to address this issue.*



- Concern about lack of training for regional partners until July 2017. *Family Endeavors said that new staff are just starting up in this region, and it will take some time to begin training.*
- Region 10 Veteran Plan approved unanimously with changes above (Motion: Thompson, 2: Blanding).

#### Region 11

- Explanation of coverage issues in Region 11. Only Hertford County currently has SSVF coverage amongst the 10 counties.
- Subcommittee members mentioned the need to get the Hampton VAMC more intimately involved in activities, especially on the by-name list monthly discussion.
- Veteran Plan discussion tabled until an updated plan can be completed by Tina Rogers and Derrick Armstead.

#### Region 12: Reviewed by Branden Lewis and Rose Fisher

- Overall plan is very good.
- Criteria 1: Concern about clarity of who on staff will provide training and how often this will happen in the region. *Plan updated with more detail to answer these questions.*
- Region 12 Veteran Plan approved unanimously (Motion: Herb, 2: Blanding).

#### Region 13: Reviewed by Ellecia Thompson and Whitney Lott

- Criteria 2: Concerns about low-barrier shelter. *Staff explained that the region has a major gap for low-barrier shelter in the region. Subcommittee asked that region have a plan of action with timeline for outreach and engagement to assist in this area.*
- Criteria 3: Concerns on how offers of permanent housing are being tracked. *Updated plan does not address this issue and needs to be sent back for more detail.*
- Criteria 4: Concerns about coordination with GPD and coordinated assessment. *Updated plan does not address these issues sufficiently and needs to be sent back for more detail. Plan should provide explanation about how ineligible Veterans are connected to coordinated assessment and tracked by the SSVF provider to ensure placement into permanent housing within 90 days.*
- Subcommittee members decided that plan needed more information before approval.

#### Changes to Veteran Plan Template

- Andrea Kurtz from United Way of Forsyth County felt the question concerning SSVF providers' connection to households enrolled in GPD programs did not reflect VA regulations and asked for updates. Staff reached out to Marsheta Boyton for assistance, and she agreed that the question needed updating.
- Staff have suggested a change to the template that would be publicly posted once plans are approved. The suggested change is: "If a Veteran is referred to a Grant Per Diem program outside of the BoS CoC and wishes to return to the BoS CoC for housing, please describe how SSVF providers will follow-up with the Veteran to ~~create housing plans for~~ coordinate their return to the region."
- Change to Veteran Plan Template approved unanimously (Motion: Herb, 2: Blanding).

#### Barriers to Meeting Criteria

- Shelter resources – we have a lack of resources for emergency shelter in some BoS regions.
  - Need data on the number of unsheltered Veterans from SSVF providers who need access to emergency housing but do not have resources to help
  - Need to make connections to VSOs, DVOPs, other Veteran organizations in all regions and counties. SSVF programs who don't have these connections or who are having trouble building these relationships should reach out to staff for help.



- Coordinated assessment – the BoS CoC is just starting to implement coordinated assessment in some of its regions and could slow the flow of Veterans through the system
- GPD changes – will the upcoming changes to GPD programs affect our plans?

*Next meeting:*

Thursday, June 29<sup>th</sup> from 11 AM to 1 PM

Location: United Way of Guilford County – 1500 Yanceyville Road, Greensboro

