



# North Carolina Balance of State Continuum of Care

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bos@ncceh.org

919.755.4393

www.ncceh.org/BoS

## NC BoS CoC Steering Committee Meeting

### December 4, 2018 Minutes

**Regional Leads Present:** Emily Locklear, Marilyn Chamberlin, Nicole Dewitt, Ellery Blackstock, Jim Cox, LaTasha McNair, Trina Hill, Joel Rice, Gail Henson (alternate),

**At-Large Members Present:** Parker Smith, Thea Craft, Angela Harper King

**SC Members Absent:** Kevin Hege, Nicole Boone, Dana Mangum, Jessa Johnson, Eric Edwards, Lisa Phillips, Marie Watson, Juliet Rogers

**Interested Parties Present:** Tiana Joyner, Melissa McKeown, Teresa Robinson, Tomeka Shaw, Leonard Tillery, Amy Modlin, Lori Watts, Monice Frizzell, Sonia Gibbs, Destri Leger, Kimberly Fowler, Sonia Gibbs, Alyce Knaflich, Joshua Edwards, Melissa Eastwood, Linda Golden, Tujuanda Sanders

**NCCEH Staff Present:** Brian Alexander, Ehren Dohler, Bagé Shade, Jenn Von Egidy

### Back@Home

- Back@Home is administered by DHHS, HFA, NCCEH, and 5 program agencies, using a rapid re-housing approach to administer a disaster re-housing program.
  - For families and individuals who are in disaster shelter and have no other path out of that shelter.
- Disaster shelters have now been closed for a month. Back@Home is continuing to re-house those who were in disaster shelters and are still unhoused. These remaining households have high barriers to housing: criminal records, disability, eviction history, and/or low-income.
- Back@Home has re-housed 96 households/200 individuals, making this an extremely fast and efficient housing process that could be replicated.
- The program provides deposits, short-term rental assistance, and other similar RRH activities and is deployed by Trillium, Volunteers of America, Southeastern Family Violence Center, Eastpointe, and First Fruit Ministries.
- Staff solicited questions or feedback. None expressed.

### Hurricane Florence Resources

- Resources are posted at: <https://www.ncceh.org/hurricaneflorence/>
- HMIS
  - New intake questions have been added to help us gauge the impact of Hurricane Florence on our system and to connect clients to resources.
  - New intake forms:  
<https://www.mihomeless.org/jdownloads/HMIS/North%20Carolina/Assessment%20For%20Street%20and%20Shelter%20Intake%20Form%203.917A%20NC%20Hurricane%20September%202018.pdf>

- Registration for FEMA
  - Deadline to register is December 13, 11:59 p.m.
  - All households in the counties that are declared disaster areas (this list is [here](#)) should register with FEMA.
  - Households can register here: [www.disasterassistance.gov](http://www.disasterassistance.gov)
- People impacted by the storm are also eligible for other resources and new flexibilities with programs such as [Food and Nutrition Services \(EBT cards\)](#); [Women, Infants & Children \(WIC\)](#); and [Medicaid](#).
- Questions?
  - You can email us at [disaster.response@nceh.org](mailto:disaster.response@nceh.org) or call 919-755-4393 and ask for Denise Neunaber.

### Coordinated Entry Annual Review

The NC BoS CoC must conduct an evaluation of the coordinated entry system by February 2019. This will consist of surveys for both participating agencies and consumers.

- The ESG office granted an extension for the completion of the coordinated entry annual review. They have given us until February 22 to complete the initial CE system evaluation. We need to have time to analyze the data received from the surveys prior to deadline.

### Service Providers

- Benchmark: 100% of CE participating providers receive the survey and 60% of providers respond.
- Will need regions to ensure all providers get the link, not just those on HMIS.
- Surveys must be completed by January 25, 2019.

### Consumers/ participants will be given the survey by case managers

- At time of VI-SPDAT over a 2-week time period: January 6-19, 2019
- To all PSH/RRH active participants housed in last year
- Benchmark: 100% of active PSH/RRH participants housed in the last year receive survey, and 50% of VI-SPDAT recipients receive survey.
  - 50% of people who receive survey complete it

### Survey Tasks and Timeline

Task	Responsible Party	Timeline
Surveys distributed to people receiving VI-SPDATs	BoS Agencies	January 6-19, 2019
Surveys distributed to people housed in PSH/RRH in the last year	BoS Agencies	January 1-19, 2019
Provider & Consumer Surveys collected	CAC	January 21-25, 2019
Analyze Survey Data	BoS Staff, CAC	January 28-February 15, 2019



- Staff solicited questions or comments. None expressed.

### HMIS Transition

- Since the November 2018 Steering Committee meeting, the NC HMIS Governance Committee, NCCEH staff, HUD TA, and a NC DHHS privacy attorney have met to discuss the ongoing global visibility issues and determine next steps.
- Utilizing a demo site created by Wellsky (Mediware) to look specifically at the visibility issue, per the guidelines set up at the meeting, each CoC ran reports to determine the scope of the issue. In the NC BoS CoC, the client records affected are less than 1% of all records.
- According to HUD TA and the DHHS privacy attorney, the next step is to review federal and state-specific criteria on data breaches to determine if the global visibility issue meets any threshold for a breach.
- A workgroup, including some HMIS GC members, NCCEH and MCAH staff are meeting this afternoon to start reviewing the criteria to determine the level of intervention that must happen.
  - At the very least, it appears that a notification will go out to all agencies in the CoCs affected.
  - At worst, if the breach meets certain federal and state-specific criteria, agencies and individual clients will need to be notified. We should have better understanding of the next steps at our meeting in January.
- No timeline is available for the transition until we know the full scope of the global visibility issues.
- An updated MOU has been signed with the NC HMIS Governance Committee to extend NC HMIS access through the end of calendar year.

### *Staff solicited questions or feedback*

- *Nicole Dewitt asked if there is a training for the new site.*
  - *Brian responded that there is not currently a training scheduled, but the NCCEH Data Center is creating a new training suite to replace the MCAH training webinars. This training suite will be launched at the same time the new site is launched. Additionally, the HMIS end user meetings will provide more information on the kickoff of the new site and the corresponding trainings.*

### Ending Chronic Homelessness

- The NC BoS CoC Steering Committee held an in-person meeting in Winston-Salem in November. A really engaged group of members talked about why we need to explore ending chronic homelessness now.
  - The NC BoS CoC has increasing numbers of people experiencing chronic homelessness in the CoC
  - Ending chronic homelessness is a HUD priority for system targeting to people most in need with the highest vulnerability



- Success with this population could show great impact and drive investment for new resources for others
- The group also talked about what chronic homelessness means:
  - HUD definition of chronic homelessness is specific
  - People experiencing chronic homelessness are sometimes the people in the community that are very visible and fit the stereotype of people experiencing homelessness
  - Frequent users of the system (justice, healthcare)
  - People with profound need, sleeping outside, ageing, and unable to get the services they need
- The group explored what ending chronic homelessness in the NC BoS CoC would look like:
  - More than just serving currently chronically homeless people: we can house people currently meeting the definition but also need to create a system that catches people before they become chronic
  - Takes a systemic approach: prevention, housing people more quickly, aligning housing resources to match need
  - PSH for people with the highest needs
  - Takes the entire community and cannot be only up to housing providers
- Members reviewed NC BoS CoC data and measurement tools:
  - PIT over the last five years: chronic homelessness is increasing
  - Reviewed potential data sources to begin using at the Steering Committee and Regional Committee level
    - By-name list
    - Annual Performance Reports
    - CAPERs
    - System Performance Measures
- Strategies
  - Brainstormed strategies that we know are working right now
    - Local collaborations: faith communities, local government, schools, and others
    - Having a champion: agency and regional level
    - Having a community-mindset
    - Client-driven agencies and projects
    - Street outreach
    - Live and up-to-date data through HMIS, by-name list and using regularly through case conferencing
  - Determined what could be put in place right now
    - Street outreach, case management, and support services
    - Expanding CE system
    - Use data at every SC and RC meeting and use to make decisions about strategies and direction
    - Supportive services development
    - Ensure that full PIT count completed – no more ‘0’ unsheltered counts
- Finished the day creating action steps and tasks for the next three months for a couple of these strategies: street outreach and data usage
  - Street outreach
    - Action 1: Use the PIT to kick off street outreach efforts



- Action 2: Identify current key players and convene a meeting to introduce ending chronic homelessness
  - Data usage
    - Action 1: Identify meetings and get commitments
    - Action 2: Decide what data to use
    - Action 3: Present data at meetings
- Brian stated that staff would be sending out the notes from the In-person with more details.
- To effectively end chronic homelessness, these strategies will need to be pushed out to the Regional Committees.

NCCEH staff prompted conversation from the Steering Committee with this question: How does the Steering Committee continue focusing on the work to end chronic homelessness?

- Gail Henson stated the idea of a champion is really interesting to her, and she thought about getting law enforcement involved.
- Jim Cox added that the in-person meeting was a positive experience and appreciates the facilitation of the conversation. He added that being together in-person lent itself to thoughtful planning that is hard to do over the phone.
  - Brian stated that this in-person meeting was more focused on planning versus past in-person meetings, which were information downloads. Brian wonders how we keep engagement with a monthly structure.
  - Members suggested more frequent meetings in-person could help drive planning efforts.

### **Point-in-Time Count**

- Goal: The NC Balance of State CoC will complete accurate and comprehensive Point-In-Time and Housing Inventory Counts in 2019
- Using PIT as a way to connect with folks who may be living unsheltered and offer to engage with them to help build rapport. Staff suggest using this year's PIT count as a kick-off to regional street outreach activities, providing service resources and collecting contact information so that local providers can follow-up with them. This is also a good chance to just introduce yourself and have a conversation that may later lead to someone engaging in services.

### **PIT/HIC Lead Roster**

- Region 1: Judith Alvarado
- Region 2: Emily Lowery
- Region 3: Teena Willis
- Region 4: Kevin Hege \*
- Region 5: Nicole Dewitt
- Region 6: LaTanya Faust/ Jai Baker
- Region 7: Debbie Cole
- Region 8: Emily Locklear
- Region 9: Joel Rice\*
- Region 10: Candice Roundtree
- Region 11: Erica McCloud



- Region 12: Jim Cox
- Region 13: Juliet Rogers\*

\*Regional Lead serving as 2019 PIT/HIC lead by default; need information from Regional Committees once a PIT Lead has been elected

- If a 2019 PIT Lead has been selected, please complete [this form](#) to update staff records. If you see a need for a correction, please let us know. Even if the lead is confirmed, please complete the form so we can have confirmation of the appropriate contact person and information. This is the list staff are using to correspond with the PIT Leads for your region, so staff ask that you take a moment to complete the form.

#### Status Calls

- The first status call was on Friday, November 30. Each region on the call shared a brief benchmark update:
  - **Region 2:** Identified county leads for each county except one; holding trainings in each county; plans to advertise through sharing of a PSA
  - **Region 5:** Identified county leads for each county except one
  - **Region 7:** Meeting early December and will identify county leads; counties are having county meetings to plan for count; advertising in local newspaper for volunteers and known locations
  - **Region 10:** Identified county leads for each county (waiting on final confirmation on one); planning for street- and service-based counts in each county
  - **Region 12:** Region divided into 3 sub-regions with leads identified in each; training coming up for PIT planning; working on pre-count activities to prepare
- For regions with county leads, be sure to make certain the count is not too decentralized with assumptions that the county is doing their own counts. This can sometimes lead to counties creating their own separate plan of action, and we've seen that lead to counties deciding at the last minute to not participate.
- PITLeads are required to attend the status calls this year. When a PIT Lead cannot attend, staff ask that they send someone from their planning committee to attend in their place to give a status update. The next status call will be Friday, December 14<sup>th</sup> at 10 AM. Regional Committee 2019 PIT/HIC plans are due this Friday, December 7<sup>th</sup>. Staff will review all plans and provide feedback.
- 2019 PIT/HIC Planning Worksheet Due to NCCEH
  - Submit using [this link](#).

#### Upcoming Status Calls and Trainings

Dec 14	<ul style="list-style-type: none"> <li>• Status Call @ 10 AM</li> <li>• Training @ 11 AM: Youth Homelessness Count</li> </ul>
Jan 4	<ul style="list-style-type: none"> <li>• Status Call @ 10 AM</li> <li>• Training @ 11 AM:</li> <li>• <a href="#">Unsheltered Count-Data Collection/Mobile App</a></li> </ul>
Jan 18	<ul style="list-style-type: none"> <li>• Status Call @ 10 AM</li> </ul>
Jan 25	<ul style="list-style-type: none"> <li>• Status Call @ 10 AM</li> </ul>



PIT/HIC Resources

- Resources for Conducting a Point-in-Time Count:  
<https://www.ncceh.org/datacenter/pointintimehowto/>
- 2019 PIT/HIC Lead Orientation Webinar:  
[https://recordings.join.me/S\\_LNRuUcq0qmOOy9b-9ndg](https://recordings.join.me/S_LNRuUcq0qmOOy9b-9ndg)
- Unsheltered PIT Training:  
<https://recordings.join.me/XkREG9DDCOaLEwWDkkqpfq>

Staff solicited questions. None expressed.

**Approval of Consent Agenda**

- The Steering Committee restructuring proposal included changes to the topics that are covered during Steering Committee meetings. The proposal recommended that standard updates and voting items that do not require in-depth discussion be put in a “board packet” that is sent to Steering Committee members for review prior to the meeting. The voting items are included in this packet as a “consent agenda.” The consent agenda will be voted on as a whole at the beginning of each meeting. Steering Committee members may request to move an item from the consent agenda to the regular agenda, if they feel it requires additional discussion.
- The consent agenda was sent out prior to the meeting and is posted at:  
<https://www.ncceh.org/files/9705/>
- There being no changes needed, the consent agenda was approved by common consent.

**2019 Steering Committee**

The Steering Committee Workgroup met to assist with a renewal procedure for at-large members, recruitment of new at-large members, and the development of a Steering Committee member survey. The Steering Committee Workgroup Members are:

Region 1	Monica Frizzell, Vaya Health
Region 3 & 4	Teena Willis, Partners Behavioral Health Management
Region 5	Melissa McKeown, Union County Community Shelter
Region 10	LaTasha McNair, Eastpointe
Region 12	Jim Cox, United Way of Pitt County

Steering Committee Survey

- To prepare for 2019, the Steering Committee Workgroup has recommended developing a survey to gather feedback from current members on their experience and satisfaction with their term.
- Due December 31<sup>st</sup>
  - Survey Link: <https://goo.gl/forms/IJfqNy5AnBP4GpNC2>



Vacant at-large seats by category

Governance Charter states there should be at least 7 at-large members and no less than 13.

<b>State Government</b>	Minimum: 3 Seats Maximum: 6 Seats Current: 3 Seats (1 not renewing) <b>Vacant: 4 Seats</b>
Department of Health & Human Services	
Department of Military and Veteran Affairs	
Department of Commerce	
<b>Other Sectors with state-wide Focus</b>	Minimum: 3 Seats Maximum: 5 Seats Current: 3 Seats <b>Vacant: 2 Seats</b>
Business	
Public Housing	
Youth	
<b>Lived Experience</b>	Minimum: 1 Seats Maximum: 2 Seats Current: 1 Seat <b>Vacant: 1 Seat</b>

2019 at-large nominees by category

<b>State Government Vacant: 4 Seats</b>	
Department of Public Safety	Bob Kurtz, CIT State Advisory Board
<b>Other Vacant: 2 Seats</b>	
Youth	Todd Rosendahl, Point Source Youth
DSS	Dora Carter, Halifax DSS
DV	Deena Fulton, NCCADV
<b>Lived Experience Vacant: 1 Seat</b>	
Lived Experience	Ryan Carver, Family Preservation Services

2019 at-large member slate

<b>Lived Experience</b>	
Eric Edwards, Transylvania Association for Disabled Citizen	Ryan Carver, Family Preservation Services
<b>Partner Sectors</b>	
Deena Fulton, North Carolina Coalition Against Domestic Violence	Parker Smith, Pisgah Legal Services





Thea Craft, NC Housing Finance Agency	Todd Rosendahl, Point source Youth
Dora Carter, Halifax DSS	
<b>Government</b>	
Angela Harper King, NC DHHS, Division of MH/DD/SA Services	Lisa Phillips, NC Homeless Education Program, DCDPI
Bob Kurtz, NC DHHS, Crisis Intervention Team	

*Staff solicited questions, none expressed.*

- A motion was made to approve the 2019 slate of at-large members to serve on the NC BoS CoC Steering Committee [Henson, Cox]. All in favor, none opposed.

#### Steering Committee Webinar

- This webinar is highly encouraged for new Steering Committee members and a good refresher for current Steering Committee members
- Register here: <https://www.ncceh.org/events/1295/>

#### 2019 Steering Committee Schedule

January 1/8/19*	July 7/2/19
February 2/5/19	August 8/6/19
March 3/5/19	September 9/10/19*
April 4/2/19	October 10/1/19
May 5/7/19	November 11/5/19
June	December



6/4/19

12/3/19

- Please note months with an asterisk are held on the 2<sup>nd</sup> Tuesday of the month due to holidays.
- Steering Committee meetings are generally held the first Tuesday of the month except for when there is a holiday or event that conflicts with that date.

#### 2019 Regional Committee Elections

- Regional Committees should hold elections for 2019 leadership positions in the fourth quarter of 2018. The elected leadership positions are:
  - Regional Lead
  - Regional Lead Alternate
  - Point-in-Time Count Lead (*Selections were due 10/31/2018*)
  - Coordinated Entry Lead
  - Funding Process Lead
  - Project Review Committee Representative
  - Secretary/Webmaster
  - Others at the Regional Committee's discretion (county leads, Veteran leads, etc.)
- People who are currently serving in a leadership position may be re-elected. However, Regional Committees are encouraged to provide mentoring and guidance that will help bring in new leadership as well.
- No agency may serve in more than 2 lead positions per region. Special approval can be obtained through NCCEH staff and the NC BoS CoC Steering Committee. Please send an email to [bos@ncceh.org](mailto:bos@ncceh.org) if the Regional Committee needs an exception.
- All Regional Committees are asked to submit names and contact info for their leadership positions to NCCEH staff: <http://bit.ly/2F5eGM1>

*Staff solicited questions, none expressed.*

#### 2018 ESG Process

- NCCEH reviewed regional and project applications.
- Staff request feedback from regional Funding Process Leads that will assist the development of the 2019 ESG process.
- Staff have received 3 out of 13 responses.
- Please complete the survey: <https://goo.gl/forms/lzJLjvTjF23NQNF3>

#### NCDHHS will announce ESG awards soon

- Staff expect award announcements soon. Some agencies received notifications this week. NCCEH staff have not been informed of any awards via the ESG office.
- ESG applicant agencies should read award letters carefully. A process should be indicated in all letters detailing appeal opportunities.
- ESG Grantee Orientation Webinar Recording: <https://recordings.join.me/PJXpQQklt0uPVS2NfN5k0g>
- ESG office will hold mandatory webinars on the reimbursement process!

Who to direct questions to:

- ESG



- Contract issues
- Reimbursements
- Budget amendments
- Corrective actions/appeals
- NCCCH Staff
  - Program design
  - Direct client issues
  - CE issues
  - Regulations
  - HMIS (Data Center)
  - QPR (Data Center)
- Before reaching out, refer to the ESG Desk Guide. It's full of good information that can probably answer most questions.

### Meeting and Reminders

- **Steering Committee Orientation Webinar** Wednesday, December 12, 10:00-11:30 AM
  - Registration: <https://www.ncceh.org/events/1295/>
- **Best Practices in Tenancy Supports Peer Sharing** Thursday, December 13, 10:00-11:00 AM
  - Registration: <https://www.ncceh.org/events/1293/>
- **PIT/HIC Status Call** Friday, December 14, 10:00-11:00 AM
- **Youth PIT Training Webinar** Friday, December 14, 11:00 AM-12:00 PM
  - Log-in info: <https://www.ncceh.org/events/1297/>
- **BoS User Meeting** Thursday, December 20, 1:00-2:30 PM
  - Register here: <https://www.ncceh.org/events/1294/>
- **PIT/HIC Lead Orientation Webinar**
  - Recording: [https://recordings.join.me/S\\_LNRuUcq0qmOOy9b-9ndg](https://recordings.join.me/S_LNRuUcq0qmOOy9b-9ndg)
- **ESG New Applicant Orientation Webinar**
  - Recording: <https://www.ncceh.org/bos/esg/>
- **Home Visiting, WIC & Early Intervention for Children Experiencing Homelessness Webinar**
  - Recording: <https://www.schoolhouseconnection.org/learn/webinars/archived-webinars/>

