NC Balance of State CoC Funding and Performance Subcommittee

In-Person Meeting Minutes

01.16.19

Subcommittee members attending: Joel Rice and Talaika Williams

Subcommittee members attending via phone: Monica Frizzell, Cindy Hathcock, Kristen Martin, and Melissa McKeown

NCCEH staff attending: Ehren Dohler, Jasmin Volkel, Bagé Shade

Minutes:

- The group set the tone first by taking a step back to specifically focus on why this work is important, the scope of our work's impact, and the effectiveness of sharing data and reviewing performance on a regular basis.
- The Funding and Performance Subcommittee reviewed the subcommittee's purpose:
  - Analyzes CoC data including system performance measures, progress toward ending homelessness among subpopulations, and resource allocation.
  - Assists the Steering Committee to set goals and priorities for the CoC and to make funding decisions.

  Joel suggested that regions feel that their specific needs aren't being met. He further requested technical assistance to support new members of funding committee rather than the specific group webinars. One example that he provided was possibly a general-interest webinar. He also discussed how communication gets lost from the funding and performance subcommittee to local decision-makers. Kristen Martin suggested a 5-7minute video from the NC Balance of State CoC and/or the funding and performance subcommittee to help everyone start with information of basic knowledge to give a baseline which could also help with turnover. Talaika suggested that this would also be a great idea so that the information-sharing process doesn't become very specific to one agency. When agencies are not funded, they are not participating on a regional level.
- The Subcommittee reviewed the team goals in-depth and discussed whether there were updates to be made. Several questions that were posed during the deeper dive into the team goals included: 1. How do we gain a better understanding of the needs as a CoC? 2. What tasks can we perform to lay the groundwork to ensure grantees better understand what they need to do? 3. What tools do we currently have and what tools can we develop or enhance to help the Steering Committee and Project Review Committee to make strong decisions for the CoC? 4. What is the effectiveness of using the priorities?

- o Set priorities that represent needs of all 79 counties and not individual communities
  - 1. *Joel suggested that last year's process for funding was a true wake up call for the regions, and it forced agencies to step up and participate. The group agreed that if this is the committee that sets the priorities, the key factor is messaging.*
- o Set priorities to assist the Steering Committee and Project Review Committee to think more broadly about and make good decisions for NC BoS CoC.
  - 1. A suggestion that was brought forth during the discussion of this goal was for the Regional Committee to have their meetings on the same day as the Steering Committee meetings so that they are more likely to attend.
  - 2. Ehren posed the question, "How do we make the priorities practical for use?" to generate thoughts and ideas
  - 3. Kristen suggested that we speak with the Project Review Committee about how we can convey buy-in. Another suggestion was to have a member of the Project Review Committee on the Funding and Performance Subcommittee
- o Remain openminded to changes needed
  - 1. Kristen suggested that we make sure the data tells the story and not the stigma.
  - 2. Joel suggested that we need more than just data, and he posed the question, "Do we need to consider prevention for ESG?" He further suggested that we need rapid rehousing and prevention services. Joel also suggested that we focus on quarterly reports.
  - 3. Kristen suggested that we give specific points to help folks understand program components including what the costs are per household and specifics on budgets.
- o Gain a better understanding of our needs as a CoC
  - 1. Talaika stated that the point in time count provide some baseline information, but it is not the most accurate. She suggested that we look at the regional needs and funnel the information back up to the Steering Committee and the Continuum of Care.
  - 2. The group discussed having a regional dashboard which would show the following: permanent housing destinations, services components, how long it's taking folks to get housed, what interventions are used to get folks housed, what interventions are working well, what interventions are working the fastest, and which program types folks are staying in or being successful in.
- o Lay the groundwork to help grantees better understand what they need to do
  - 1. Kristen suggested that there is no clear understanding of the priorities that the ESG State office has and that this makes it difficult to make our local ESG priorities helpful or useful if that information is not clear.
- o Develop tools to support Steering Committee and Project Review Committee to make strong decisions for CoC
  - 1. The only point made for the last goal was a suggestion by Kristen for this topic to be part of a breakout session at the upcoming statewide conference
- The Subcommittee discussed how data is useful for regions, how frequently the data can be shared, and how accessible the data is. The overall goal is to find ways to empower the steering committee to share data in a way that promotes the use of CoC-wide data, shows the impact on funding opportunities, and provides an opportunity to

tell the story of the work that's being done across the CoC. Jasmin from NCCEH Data Center presented several options for useful data sources including:

- o System Performance Measures (all HMIS agencies)
- o Longitudinal System Analysis (all HMIS agencies)
- o Point-In-Time / Housing Inventory Count data (all HMIS/non-HMIS participating agencies)
- o Quarterly Performance Report data (all ESG funded agencies)

- Jasmin first reviewed the menu of measures that could be accessed through each source:
  - o **System Performance Measures**

Measure	Data assessed	Project type
Length of Homelessness	Length of time homeless within past 2 years	ES, SH, TH
Exits to PH with Return to Homelessness	Exits to permanent housing w/return to homelessness within 2 years	SO, ES, SH, TH, PH
Number of Homeless Persons	Total number homeless in the CoC	ES, SH, TH
Job/Income Growth for CoC-funded projects	Employment/income gains for CoC-funded projects	SH, TH, RRH, PSH
Number of first time homeless	Total number exp. homelessness for first time	ES, SH, TH, PH
Permanent Housing Placement/Retention	Total number exited to or remained in Permanent housing	SO, ES, SH, TH, RRH, PSH, OPH

  - o Joel noted that this information could be helpful in a dashboard format.
  - o These measures are available on a federal calendar basis (October 1-September 30)
  - o SPMs give overall flow of people.

  - o **Longitudinal System Analysis**

Dates	Project Type	Data Assessed
10/1 to 9/30	ES, TH, RRH, PSH	Demographics (age, race, gender, vet status, etc.)
		Household type: AC (Adult/minor child) AO (Adult Only) CO (Child Only)
		Length of time homeless
		Veteran specific information
		Chronically homeless specific information
		Destination

  - o LSA breaks down the flow of people by subpopulations

- o Joel asked about the frequency of accessing this data, and Jasmin clarified 1/year at a minimum
- o Talaika asked about coverage, and Jasmin clarified it would be available for the entire CoC, but it could not be run regionally.
- o Ehren noted that because of the limitations with point-in-time, communities sometimes do not use this data.

- o **Point-In-Time / Housing Inventory Count**

Date	Project Type	Data Assessed
January 30, 2019	Unsheltered (SO) Sheltered (ES, TH) Permanently Housed (RRH, PSH)	Demographics (age, race, gender, vet status, etc.)
		Household type: AC (Adult/minor child) AO (Adult Only) CO (Child Only)
		Veteran specific information
		Chronically homeless specific information
		Unaccompanied Youth specific information

- o Noted that PIT data is often a point of contention due to the limits of it being one day out of the year.
- o Benefits worth noting that are specific to BoS:
  1. PIT data looks at unaccompanied youth to include children only (under 18) and unaccompanied youth (up to age 24)
  2. BoS does not have concerted street outreach, so this offers an opportunity to engage in street outreach services
  3. Overall increase in population breakout

o **Quarterly Performance Report**

Reports	Data assessed	Project type
CAPER	Overall counts, prior residence, destination	ES, SO, RRH, PV incl DV agencies
0640 Data Quality Framework	DQ errors that lead to issues with totaling CH status, Veterans; looks at timeliness	ES, SO, RRH, PV not incl. DV
0700 Length of Time Homeless	Length of time homeless at Emergency Shelter	ES not incl. DV
Length of Stay report	Length of time in Prevention or Street Outreach project	PV, SO, not incl. DV
Length of Stay and Time Until Housed	Length of time in Rapid Re-Housing project; Avg and Median LOT until household is housed	RRH not incl. DV
Bed & Unit Utilization	Average bed and unit utilization rates for Emergency Shelter	ES not incl. DV

o Discussed having dashboard for each project/program type
o Benefits:
  1. All QPR reports can be run at the agency level
  2. Provides broad views on useful project-level data
o **Points of clarification:**
  1. Bed and Unit Utilization looks at the last Wed. of the month
  2. Progress is being made towards by-name lists/CE info being in HMIS to track referral data, initial engagement date, and move-in date
o Joel asked about pulling entry, exit, and move-in date data; Jasmin confirmed this is available to pull
o **Specific Points for Steering Committee conversations:**
  1. Where are people coming from (DV agency, etc.)?
  2. Where are shelters over and/or under-utilized?
  3. What are the exit destinations from shelter?
o Ehren acknowledged the progress towards by-name lists/CE info being in HMIS to track referral date, initial engagement date, and move-in date.
o Ehren suggested we might present SSO pilot data to the Steering Committee to get an idea of what the data from coordinated entry does for us.

- **At which data points should we be looking?**
  o **LSA**: household types, veteran-specific data, length of time experiencing homelessness
  o **PIT**: use as available on annual basis
  o **QPR/Project-level**: as needed
  o Kristen suggested we look at services for documented versus undocumented community members and determine how we respond when we identify disparities
- Subcommittee determined the importance of sharing usable data that will empower systems-level changes that align with the FPS goals set for the CoC.
- Subcommittee did not reach an agreement on how to measure the effectiveness of the CoC strategies; however, this may be a topic to discuss later once we determine what data will be used on a regular basis for the Steering Committee.

- **Funding Priorities for 2019 CoC Competition**
  - Subcommittee members reviewed the priorities from 2018 to propose any necessary changes to 2019 priorities.
    1. **Ensure essential infrastructure elements are in place, including HMIS and coordinated entry**
       - The CoC needs each of these elements; HMIS will always be ranked 1st and SSO will always be ranked 2nd for this reason
    2. **Ensure adequate coverage of permanent supportive housing across the CoC**
       - Staff acknowledged this would likely be a continued focus this year because of the increased need to support people experiencing chronic homelessness through PSH.
       - Subcommittee reviewed PIT data on chronic homelessness from the point-in time count in 2018 as well as the number of PSH beds for each region.
       - Kristen requested that we look at utilization, and Bagé showed this information on the screen, but Ehren clarified that we use spending to calculate the spending because it shows the HIC limitation and therefore yields better data.
    3. **Increase the availability of rapid-rehousing**
       - Ehren pointed out that HUD will likely fund the DV bonus again this year and may also consider TH-RRH if bonus dollars are not DV-specific. If this is the case, we would need to be very careful with DV agencies who have provided transitional housing services for a long time but who do not include the rapid-rehousing part of those services.
    4. **Ensure CoC funding is being used well, including potentially re-allocating some funding from projects that have patterns of low-spending or poor performance**
       - Ehren noted that in order to have TH-RRH as a consideration for an applicant, they would have to first establish that there is a large unsheltered population and that their shelters are fully utilized.
       - Review of Project Priority Listing to show new projects
       - Note made that PSH was not competitive because there were no new PSH grantees
       - The CoC has a responsibility to find new, more effective projects if current projects cannot spend their allocated funding. By conducting targeted reviews throughout the year, this allows for underperforming projects to help establish performance improvement plans.
- **Subcommittee made decisions on meeting schedule for 2019 and will decide on funding priorities during February 2019 meeting to present to the Steering Committee in March or April 2019. All meetings will be held at 11 AM.**
  - 2/28/19
  - 3/28/19
  - 4/25/19
  - 5/30/19

- o 6/27/19
- o 7/25/19
- o 8/29/19
- o 9/26/19
- o 10/31/19
- o 11/28/19
- o 12/19/19