North Carolina
Balance of State Continuum of Care

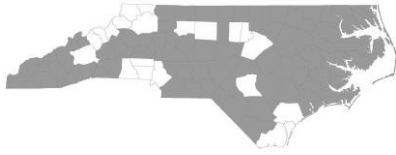bos@ncceh.org   919.755.4393   www.ncceh.org/BoS

NC Balance of State CoC Steering Committee Consent Agenda and Updates
April 5, 2022

Contents

Section I. NC BoS CoC Steering Committee Consent Agenda

The following will be voted on at the April 5, 2022, NC BoS CoC Steering Committee meeting:

March 1, 2022, Steering Committee Minutes
    Available here: www.ncceh.org/bos/steeringcommittee

North Carolina Balance of State Continuum of Care (NC-503) Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking
    Available here: www.ncceh.org/files/11950/

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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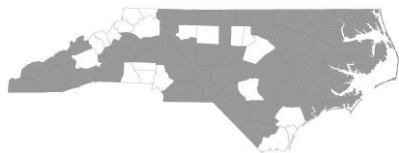
Section II. Updates

VAWA Emergency Transfer Plan Webinar Training
> **Thursday, April 14, 11:00 A.M. – 12:00 P.M.**
> Register here: https://www.ncceh.org/events/1546/

NC Serves Center Homeless Liaison Webinar
> **Thursday, April 21, 10:30 A.M. – 12:00 P.M.**
> Registration link coming soon.

Racial Equity Subcommittee Meeting
> **Wednesday, April 20, 11:30 A.M. – 12:30 P.M.**
> Presentation:
> https://global.gotomeeting.com/join/791696621
> Audio: (646) 749-3112 Access Code: 791-696-621

NC Local Leadership Response Sharing Call
> **Every third Wednesday of the month, April 20, 1:00 – 2:00 P.M.**
> Presentation:
> https://zoom.us/j/5799039481?pwd=UFkwNCtLdUszeG94Y2prS0ttRkVmdz09
> Audio: (646) 749-3112 Access Code: 975-793-733

NC BoS CoC HMIS User Meeting
> **Thursday, April 21, 1:00 - 2:30 P.M.**
> Presentation: https://zoom.us/j/5799039481
> Meeting ID: 579 903 9481 Passcode: qYqVY5

Coordinated Entry Council Meeting
> **Monday, April 18, 10:00 – 11:30 A.M.**
> Presentation: https://www.gotomeet.me/NCEndHomelessness
> Audio: (646) 749-3112 Access Code: 975-793-733

Funding and Performance Subcommittee Meeting
> **Thursday, April 28, 11:00 A.M. – 12:00 P.M.**
> Presentation: uberconference.com/brianncceh
> Audio: (401) 283-4752 Pin: 13939

Section III. Meeting Minutes and Supporting Materials

Racial Equity Subcommittee Meeting
March 16, 2022, Minutes

Attendees: Tracey Gruver, Makala Perez, Mary Erwin, Sade' Craine, Kenett Melgar, Teresa Robinson, Rachelle Dugan, Erin Gaskin, Pamela Brown-Thomas, Jefferey Rawlings, Lori Watts, Bonnie Harper
**Staff**: Andrea Carey, Sarah Murray, Laurel McNamee

Celebrations
- NC Early Childhood Council started a racial equity committee

Goals for 2022
- Education
  - Existing initiatives
    - Racial Equity Dialogues
      - Please let us know if you have ideas for future speakers!
  - Proposed topics- should these be part of education/dialogues existing group or their own workgroups?
    - Landlord education on fair housing
    - Equity training for shelters/providers
    - Landlord/Tenant dialogue on accountability
  - Education workgroup will meet with absent members to make sure that taking on additional work is consistent with interest/capacity and report back to subcommittee
- Governance
  - Does subcommittee want to take action on these and how would we move forward if so?
    - Anti-discrimination policy
    - Scorecard evaluation and revision
  - Maybe keep with the larger subcommittee for now as no volunteers for its own workgroup at this point
  - Question about if there is capacity in the group for more workgroups at this time?
  - Newer members do not feel like they have enough history/context for scorecard process
  - A scorecard subcommittee exists already separate from RE subcommittee to review the entire thing; racial equity members could join that subcommittee rather than start their own workgroup?
  - Tracey Gruver volunteering for a scorecard workgroup; other members can email Laurel if interested

- Improving the CoC
  - Report out on Equity Initiative with HUD TA
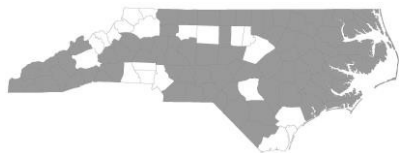
- If members are interested in joining, please contact Andrea
  - Specifically looking for folks with VSP experience, lived expertise, indigenous and/or Latinx backgrounds, and trans identities

- To discuss next time:
  - Legislative Advocacy
  - Understanding the CoC
  - Jeff's birthday!

Next Meeting
April 20, 2022, at 11:30 AM

Coordinated Entry Council Meeting
March 21, 2022, Minutes

Attendees
Coordinated Entry Regional Leadership: Stacy Gibson (Region 3); Michele Knapp (Region 4); Teresa Robinson (Region 5); Tyese Gabriel (Region 6) Shawanda Barnes (Region 9); Linda Walling (Region 10); Michele Welsh (Regions 11 & 13); Lynne James (Region 12)
**Statewide Representatives:** Angela Harper King; Fredrika Murrill; Cassandra Rowe
NCCEH staff and other participants: Bonnie Harper; Amanda Creech; Nicole Wilson; Brian Fike; Andrea Carey; Laurel McNamee; Nicole Purdy; Allie Card; Ashley Von Hatten

2022 Coordinated Entry Evaluation
Ashley Von Hatten presented a recap of the 2021 CE evaluation. The 2021 evaluation showed the CoC implemented the basic aspects of coordinated entry throughout its geographic area: (1) Access points attempt to help people find shelter and emergency services, including domestic violence shelter and services, (2) People experiencing homelessness are assessed for permanent housing using the same screening tool, and (3) Permanent housing programs take most of their referrals from the CE system. The 2021 evaluation showed the CoC could make improvements to its CE system in the following areas: (1) The Prevention and Diversion Screening Tool does not seem to significantly aid in diverting households from entering the homelessness response system, (2) Emergency shelters should continue to lower barriers and become more housing-focused, (3) The VI-SPDAT does not score clients accurately and has been shown to have racial bias. The CoC will consider other tools and/or prioritization to improve the CE process, and (4) People experiencing homelessness in the CoC are not offered permanent housing options quickly. The CoC should continue to try to reduce the length of time people experience homelessness and have discussions on how to increase affordable housing.

The CoC identified three areas of the evaluation process that need improvement: response rates, survey content, and response biases and discussed different ways to improve the process for 2022.
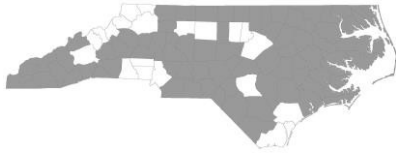
<u>Response rates</u>

2021: The CoC should try to improve response rates to all the surveys, focusing on getting enough responses in every region survey so it can draw more granular conclusions. Due to the pandemic and limited staff capacity, the CoC expected lower participation rates in 2021. However, the CoC should consider adding CE evaluation participation to its annual CoC and/or ESG scoring process.

2022 improvements:
- Make all surveys available online
- CE leadership can discuss the surveys during case conferencing
- NCCEH can email BoS HUD-funded agencies
- NCCEH can email/discuss at HMIS Users meeting

Survey content
2021: The CoC should better align its provider survey questions with those on the client surveys so it can draw more general conclusions about the CE system. The provider surveys should allow for a wider range of responses. Most questions on the survey were written for agencies that provide permanent housing, but many agencies participate in CE and only provide services. The survey should include questions that pertain more directly to agencies that do not provide permanent housing.

2022 improvements:
- (Provider survey) Include CE access points
- Complete grade level evaluation on all surveys to ensure surveys are accessible
- (PH survey) Update language surrounding duplication of questions regarding services
- (PH survey) Reword language around what is going well in your housing
- (ES/Unsheltered survey) Reword language around Front Door projects and/or Access Points
- Add multiple choice and/or check boxes for responses

Response Bias
2021: Client surveys seemed more positive than expected and very few grievances were filed (and no grievances were described on the survey). Although it is probably true that most clients who receive services in the CoC are happy with those services, clients may have also felt pressure to answer positively for fear of losing services. Surveys should have been confidential and anonymous, but the CoC should ensure all clients understand that their surveys will not be seen by their service provider and will not affect their housing or services in any way.

2022 improvements:
- CE leads can email surveys to NCCEH
- Collection boxes
- Agencies can email surveys to NCCEH

2022 CE evaluation timeframe proposals and motion:
- Permanent Supportive Housing (PSH): PSH clients who have entered a PSH program in the last year will be offered the opportunity to complete the coordinated entry evaluation survey that asks about their experience of the coordinated entry system.

- o **Proposed timeframe for PSH survey is April 1, 2022, through May 31, 2022.**
- Shelters and/or Street Outreach: All people completing the VI-SPDAT will be offered the opportunity to complete the coordinated entry evaluation survey that asks about their experience of the coordinated entry system.
  - o **Proposed timeframe for Shelter and/or Street Outreach is May 17, 2022, through May 31, 2022.**
- Rapid Rehousing: All clients housed by a rapid rehousing program in the CoC must receive this survey within 30 days (before or after) they are housed.

Motion made by Lynne James to approved proposed updates to distribution, collection, survey content, and timeframe. Motion seconded by Tyese Gabriel. Motion passed unanimously.

Unsheltered Access Coordinator
Andrea Carey discusses the role of the Unsheltered Access Coordinator. The goal of the UAC is to ensure all people living unsheltered connect to services year-round. The UAC term is May through April. Experience or characteristics of good UAC candidates include experience as a Street Outreach Worker, capacity to lead outreach events, work at funded ESG and/or CoC street outreach agency, and HMIS access and/or experience a plus. Discussion around challenges of identifying UAC include limited street outreach agencies and/or experience, CE leadership needing to train UAC, extra barriers to rural counties. NCCEH will provide a training for new UAC to discuss specific roles and responsibilities.

Emergency Housing Vouchers
Allie Card gave an overview of North Carolina Emergency Housing Voucher data (https://www.hud.gov/program_offices/public_indian_housing/ehv/dashboard). She also provided an update of the referrals (by region) for Commission of Indian Affairs.

Next meeting
April 18, 2022, at 10 am.
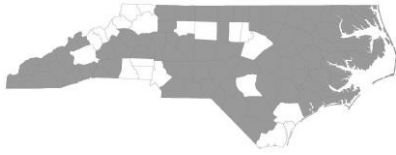
Lived Expertise Advisory Council
March 11, 2022, Minutes

In attendance: Jeffrey Rawlings co-chair, Rachelle Dugan, Eric Edwards, Melissa Hewitt, Laurel McNamee staff

Inspiring Uplift: Rachelle Dugan: RBG "fight for the things that you care about. But do it in a way that others will follow you."

Conversation of how to counter negative media and cultural narrative about people experiencing homelessness.
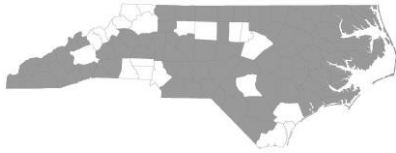
Subcommittee membership/Recruitment:
- How to proceed with recruitment? Increasing diversity of identities and geographic representation vs. filling open seats.
  - Proposal to go back to the CEC and request that we have 1 name submitted from each region.
  - Proposal to advocate for additional seats. Increase to 13.
- Doesn't seem like there's been much luck in reaching out to folks that haven't joined in a while. Time to remove them from the list?

Discussion:
- Preparing for the conference panel presentation:
- Sarah joined – possible presentation time 2:30 – 3:30 on 5/10. Free registration to the entire conference, each is getting $200 honorarium for participation.
  - Need bios and pictures
  - Deadline for slides
  - Will need to schedule a tech meeting as well.
  - Conference will be entirely virtual
  - Deadline of April 14th, need to submit a title and brief description
  - Deadline of April 25th for slides and materials.
  - Reviewed previously discussed agenda for the panel presentation at the Bringing it Home conference, that each member will introduce themselves, discuss an aspect of their experience of homelessness that defies the stereotypes of homelessness, one aspect of the service system that helped end their homelessness, and one aspect that was a barrier to regaining housing. Will then discuss the LEAC, its history and its goals for the year.
    - Practice what each person will say:
      - Jeff volunteered by sharing experience of homelessness while in college. Laurel offered feedback on how to refine the story to make it powerful within a short period of time.

- Subcommittee membership: Openings on Funding and Performance subcommittee. Discussed the nature of the work of this subcommittee. Melissa Hewitt is interested but would like to learn more about the commitment and the work. Will set up a meeting with Brian to learn more
  - Update from Jeff on Equity Initiative:
    - Last meeting the group talked about what had been done and what needed to be moved forward. The group is ahead of some other CoCs in that they are actually meeting. Looking to establish a quorum of LE within the Equity Initiative core team meetings. Equity Initiative is a group that is looking to improve

Next meeting
April 8, 2022, at 11:30 am.

NC Balance of State CoC Funding and Performance Subcommittee
February 24, 2022, Minutes

Members Present: Amy Modlin, Melissa McKeown, Talaika Williams, Bonnie Harper, Tonya Freeman

NCCEH Staff Present: Brian Alexander, Andrea Carey

- Brian welcomed members of the subcommittee and highlighted the meeting agenda.
- Brian introduced this year's process for developing the CoC Funding Priorities document.
  - CoC Funding Priorities set overall and regional priorities for the annual CoC program funding competition.
  - Staff reviewed with FPS members the FY21 CoC Funding Priorities document.
    - CoC-wide priorities. The FY21 CoC-wide priorities were:
      - Ensure essential infrastructure elements are in place, including HMIS and coordinated entry
      - Ensure adequate coverage of PSH across the CoC
      - Increase the availability of RRH
      - Ensure CoC funding is being used well, including potentially re-allocating some funding from projects that have patterns of low spending or poor performance
    - Regional priorities for RRH and PSH projects
      - Typically using the prior year's PIT count and most recent funding awards, the funding priorities assign a level of priority for RRH and PSH for each Regional Committee based on need:
        - Priority 1: The region has more unmet needs than existing PSH beds, implying that it needs to significantly increase PSH stock to meet the need.
        - Priority 2: The region has no current CoC-funded RRH.
        - Priority 3: The region already has CoC-funded RRH and/or some need for PSH but less than their current stock of PSH beds,

> implying a relatively small increase in PSH in the region could meet the need.
> - No Priority: The region has enough PSH stock to meet their needs.

- Staff and members discussed several decision points for which they will need to provide direction for this year's funding priorities.
  - Decision Point: Does the overall structure of the priorities still make sense?
    - Members discussed the framework of the document, separating it into CoC and Regional Priorities and decided this still makes sense to guide the CoC in making its decisions.
    - Melissa expressed concern about the fourth CoC priority in light of spending difficulties of many CoC grantees because of the pandemic. Other members had this same concern.
      - Staff will add some language to help guide the CoC on this priority because of the pandemic.
  - Decision Point: Other potential considerations
    - Acquisition, rehab, and new construction: The CoC has not allowed this in past competitions due to limited bonus funding.
      - Members felt that the CoC should keep this ban in place for new projects because of the limited bonus funding needed for new housing projects and because the state has extra funding right now through the CARES Act to develop new supportive housing units.
    - TH-RRH: The CoC has not allowed this in past competitions due to continued high barrier shelter, relatively low numbers of unsheltered individuals, and low shelter utilization rates.
      - Members supported the continued ban for funding this project type. While good work has been done to lower barriers, the CoC still has low shelter utilization and high barrier shelters.
    - DV Bonus (not guaranteed in this year's competition): The CoC has allowed potential TH-RRH and/or SSO-CE projects dedicated for DV survivors.
      - Members supported continuing to allow applications from agencies for these project types using the DV bonus only.
      - Tonya asked about whether there were limitations on who could apply for these DV bonus projects. Brian answered that the CoC is limited to one SSO-CE project through DV bonus dollars, which is why the CoC has limited SSO-CE projects to projects that provide these services CoC-wide. The CoC has accepted multiple RRH projects (no TH-RRH project applications have been received) and has gone with the strongest project in the final ranking list, which has been one from NCCADV covering the whole CoC.
  - Decision Point: How do we calculate the number of people experiencing chronic homelessness for Regional Priorities?

- The CoC did not conduct an unsheltered PIT count in 2021. The 2021 count would not reflect the total people experiencing chronic homelessness.
- FY21 CoC awards have not yet been made, but we expect those to be announced in time to use for the regional priorities.
- Staff outlined some potential approaches for reflecting the number of people experiencing chronic homelessness:
  - Recommendation 1: Use the 2020 PIT count
  - Recommendation 2: Use the CE By-Name List for a specified time period to pull current number of individuals experiencing chronic homelessness.
- Members discussed the limitations of each of the recommendations and determined that the best way to move forward is to use 2020 PIT numbers. This count is the most comprehensive count we currently have. We can explore other ways to do this in the future and/or move to HMIS data once we have increased bed coverage.
- Staff discussed next steps in our process:
  - Staff will incorporate feedback to update the FY21 CoC Funding Priorities and distribute for review prior to the next meeting.
  - Discuss last minute updates in March 2022 and vote on approving a recommendation.
  - Steering Committee will consider approval of the recommendation at its April 5th meeting.
- Brian provided an updated timeline on HMIS recruitment activities.
  - Primary contacts will reach out to their regional partners to ask for updates on forming recruitment committees and plans and offer support.
  - Melissa highlighted one conversation with Homes of Hope in Anson County. She asked how she should connect interested agencies with next steps.
    - Andrea provided the link for agencies ready to request licenses. The Data Center will contact them after the form is received to get the agency set-up on the system and provide instructions on next steps.
    - Andrea said that if there are outstanding questions and more support or conversation needed, members can connect them to her and Brian through email.
  - Staff provided the list of FPS member contacts for HMIS recruitment support.
    - Sarah Lancaster: Regions 1, 2, 6
    - Bonnie Harper: Regions 3, 4
    - Melissa McKeown: Regions 5, 7, 10
    - Amy Modlin: Regions 8, 9, 13
    - Talaika Williams: Regions 11, 12
- Andrea provided on overview of data dashboard information that she will share with the Steering Committee next week. This Steering Committee presentation will focus on showing data from the last 6-months and highlight how the populations the CoC serves may be changing.
  - Between July 2021 and January 2022:
    - Active homeless: 884 HHs enrolled

- Inflow: 426 HHs new to the system
- Outflow: 354 HHs left
- PH exits: 152 left to PH destinations
- Move-ins: 85 HHs found new housing
- Between July 2021 and January 2022, the CoC has seen the number of CH HHs increased from 566 to 605 HHs; this is a 39 HH increase over 6 months. This might indicate the difficulty finding housing for this population in the current housing environment.
  - In January 2022, 48 chronically homeless HHs left the system with 19 HHs exiting to PH destinations.
  - Andrea discussed what this data means to the system:
    - 152 HHs left the system for PH between July 2021 and January 2022 (19 just in January 2022).
    - Even with this work, our system had 39 more CH HHs in January than July.
    - Right now, the gap between inflow and outflow means our system cannot serve HHs considered CH fast enough to end chronic homelessness. In fact, it is expanding.
    - Members had some initial discussion about how the CoC can address this gap.

NC Balance of State CoC Funding and Performance Subcommittee
March 24, 2022, Meeting Minutes

Members Present: Melissa McKeown, Bonnie Harper, Lori Watts

NCCEH Staff Present: Brian Alexander, Andrea Carey, Allie Card

Minutes:
- Brian welcomed members of the subcommittee and highlighted the meeting agenda.
- Brian gave an overview of the CoC Funding Priorities process and the discussion the FPS had at our February meeting. Brian walked the subcommittee through changes made by staff per subcommittee member feedback in February 2022.
  - Staff updated all dates from 2021 to 2022.
  - Staff kept the same CoC-wide priorities to guide the Project Review Committee (PRC) and Steering Committee as they rank and approve CoC projects in this year's competition.
    - CoC-wide priorities. The FY21 CoC-wide priorities were:
      - Ensure essential infrastructure elements are in place, including HMIS and coordinated entry
      - Ensure adequate coverage of PSH across the CoC
      - Increase the availability of RRH
      - Ensure CoC funding is being used well, including potentially re-allocating some funding from projects that have patterns of low spending or poor performance

- o Per feedback and concerns expressed by subcommittee members about the impact of the pandemic on CoC-funded project spending, staff inserted further instruction for the PRC to consider when making decision based on spending.
- o Members expressed that the language added matches the concerns expressed in February and will be sufficient to help the PRC make decisions.
  - ▪ Regional priorities for RRH and PSH projects
    - Per discussion with the subcommittee in February, staff used the 2020 PIT count data to annualize chronic homelessness data to determine regional programmatic priorities.
    - Staff updated regional CoC funding allocations with information from the recently released FY21 CoC awards.
    - Updating the formulas using this data, only one regional programmatic priority changed in Region 2 for RRH. Thrive received a CoC-funded RRH project in the FY21 awards. Per the regional priorities, regions with CoC-funded RRH projects become a Priority 3 area. All other regional programmatic priorities remained the same from 2021.
- o Staff asked subcommittee members for feedback or questions.
  - ▪ Bonnie asked about whether it was appropriate to put the usage of progressive engagement approaches for RRH projects in this document.
    - Brian said that the CoC Funding Priorities document is likely not the place to incentivize and require progressive engagement approaches. A better place to explore the usage of progressive engagement in RRH project would be in the RRH written standards. The CoC will begin exploration of updates to written standards in the fall.
  - ▪ All members expressed their desire to recommend the presented FY2022 CoC Funding Priorities document to the Steering Committee for approval at their April 5th meeting.
- Andrea provided an overview of the recently submitted System Performance Measures (SPMs) for the NC Balance of State CoC.
  - o SPMs:
    - ▪ Our clients depend on the system to coordinate limited resources
    - ▪ Further our efforts to make homelessness rare, brief, and non-recurring
    - ▪ HUD's CoC competition scoring
      - In normal CoC competition years, our reporting and explanations of SPMs in the consolidated CoC Application account for approximately 40% of the full CoC Application score.
      - In FY21, HUD added a question about scoring project applications for system performance. The threshold to get full points was 20% of all scorecard points.
    - ▪ Andrea explained the 6 current SPMs that CoCs must report:
      - Length of Time Homeless
      - Returns to Homelessness
      - Number of Homeless People
      - Increase in Income (specifically for CoC-funded projects)
      - First Time Homeless
      - Exits and Retention in PH
  - ▪ Andrea highlighted the NC BoS CoC's data for three key SPMs
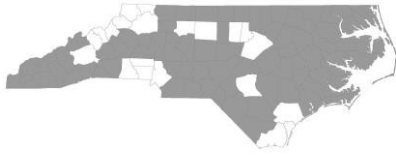
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Length of Time Homeless

	Average	Median
Length of Stay in ES	59 days	35 days
Length of Stay in ES & TH	76 days	39 days
Length of Time Homeless (approx., ES, TH, PH prior to Move-In)	317 days	137 days
Length of Time Homeless (approx., ES, PH prior to Move-in)	318 days	152 days

2

Return to Homelessness

	Total Persons with Exits to Permanent Destinations	Total Returns within 24 months	Percent of Returns within 24 months
Exit from SO	9	1	11%
Exit from ES	1830	416	23%
Exit from TH	142	6	4%
Exit from PH	1137	77	7%
Total	3118	500	16%

3

Number of Homeless

	2021 PIT Count	FY 2021
ES	1233	4771
TH	287	276
Total	1520	4991
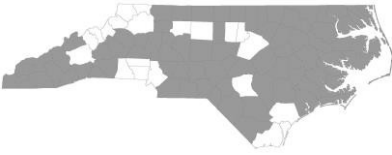
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Increase in Income

	Percent of adults with Increased Employment Income	Percent of adults with Increased Non-Employment Income
Adult Stayers	4%	24%
Adult Leavers	10%	25%

Next meeting
April 28, 2022, at 11 am.

Next Steering Committee meeting:
May 3, 2022, at 10:30 am.