

North Carolina Balance of State Continuum of Care

Steering Committee Meeting
January 7, 2025
10:30 AM



NCCEH

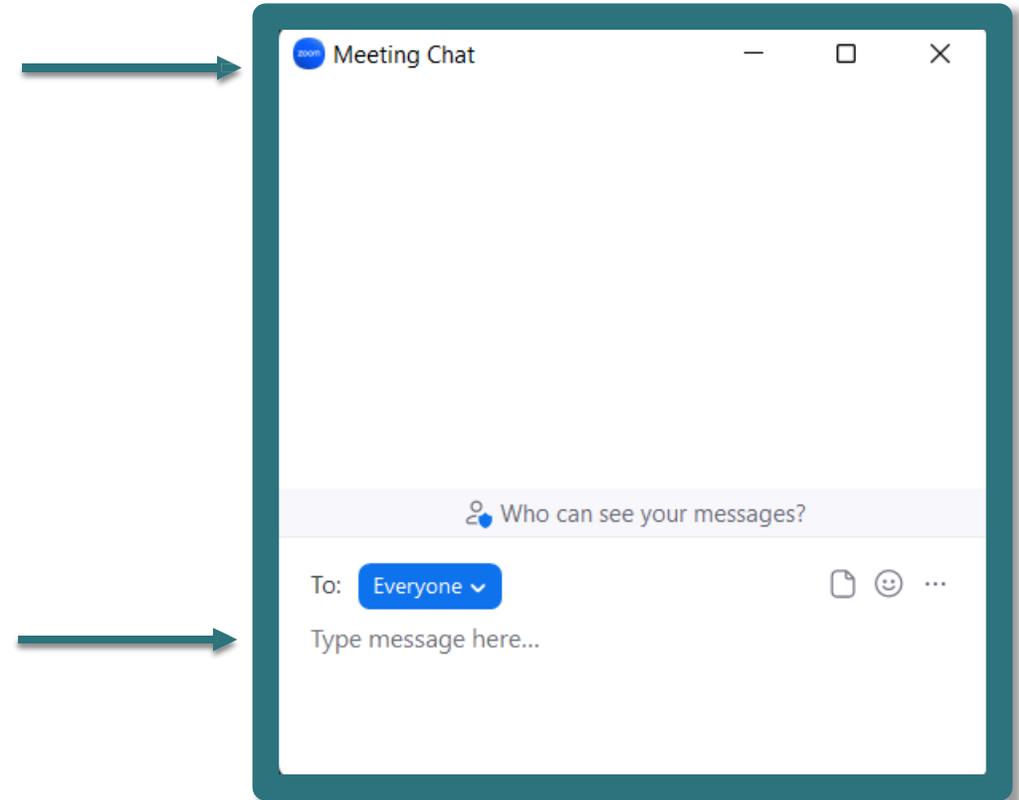
Welcome

Reminders:

Your line is muted.

We will unmute the line during Q&A pauses.

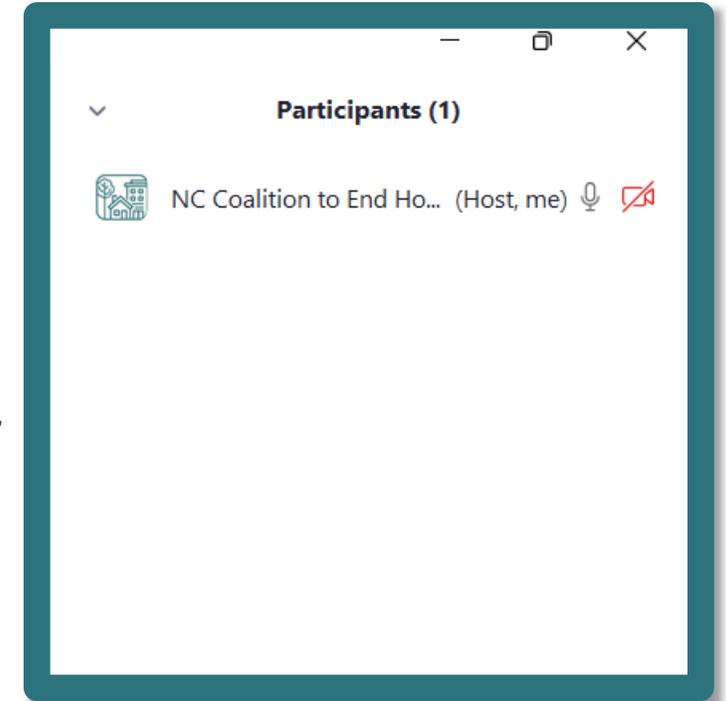
The chat box is available to use anytime.



Roll Call

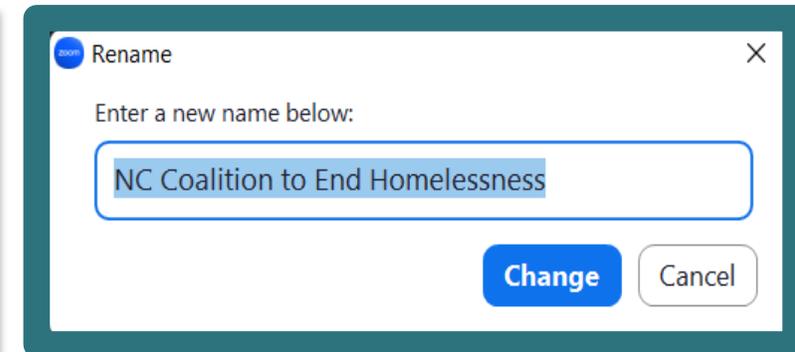
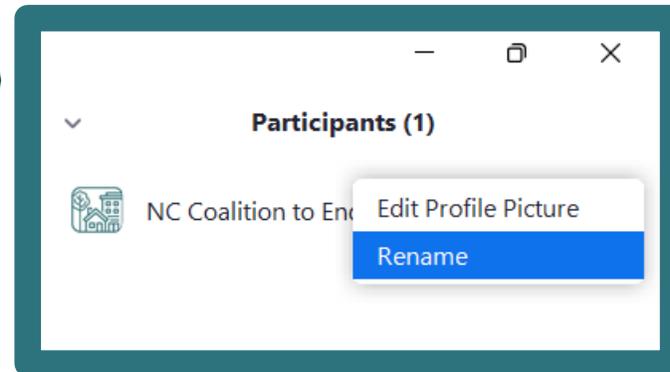
- We will conduct Roll Call for Regional Leads and at-large members to confirm quorum for voting.
- All participants should enter their full names, so we can document their participation in the minutes.

1



How to change your screen name:

2

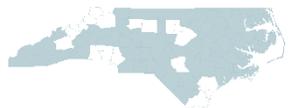




Agenda

Agenda

- Consent Agenda
- NC BoS CoC Steering Committee Leadership Introductions for 2025
- NC BoS Annual Orientation Overview
 - NC Balance of State Continuum of Care & Regional Committees
 - An Effective Homeless Response System
 - Coordinated Entry
 - Homeless Management Information System (HMIS)



Review & approve consent agenda

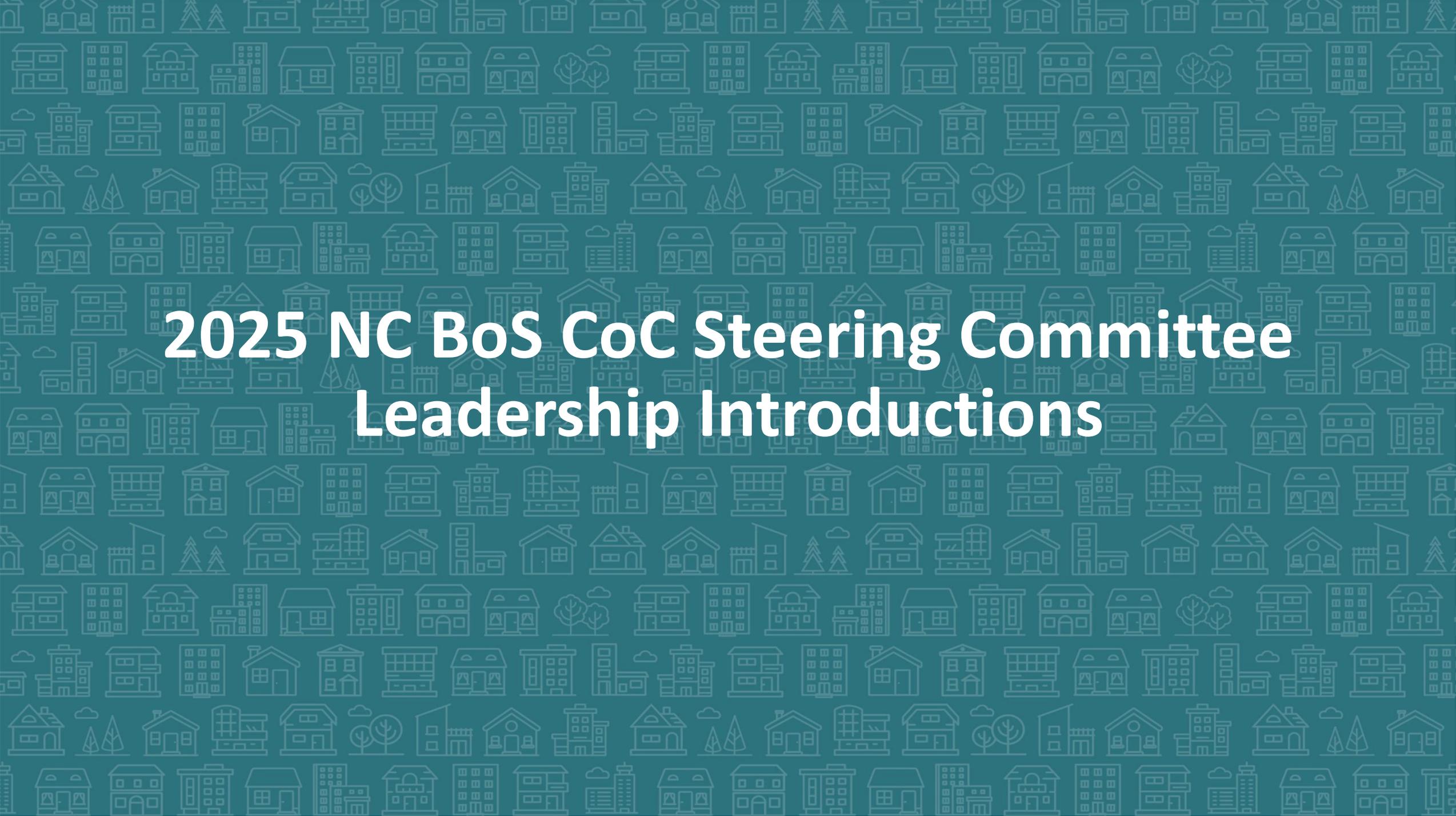
Consent agenda:

<https://www.ncceh.org/bos/steeringcommittee/>

- The consent agenda was sent to the Steering Committee prior to the meeting as a part of the Board Packet.
- The consent agenda will be voted on as a whole at the beginning of each meeting.
- Steering Committee members may request to remove an item from the consent agenda for additional discussion.

Changes or discussion?



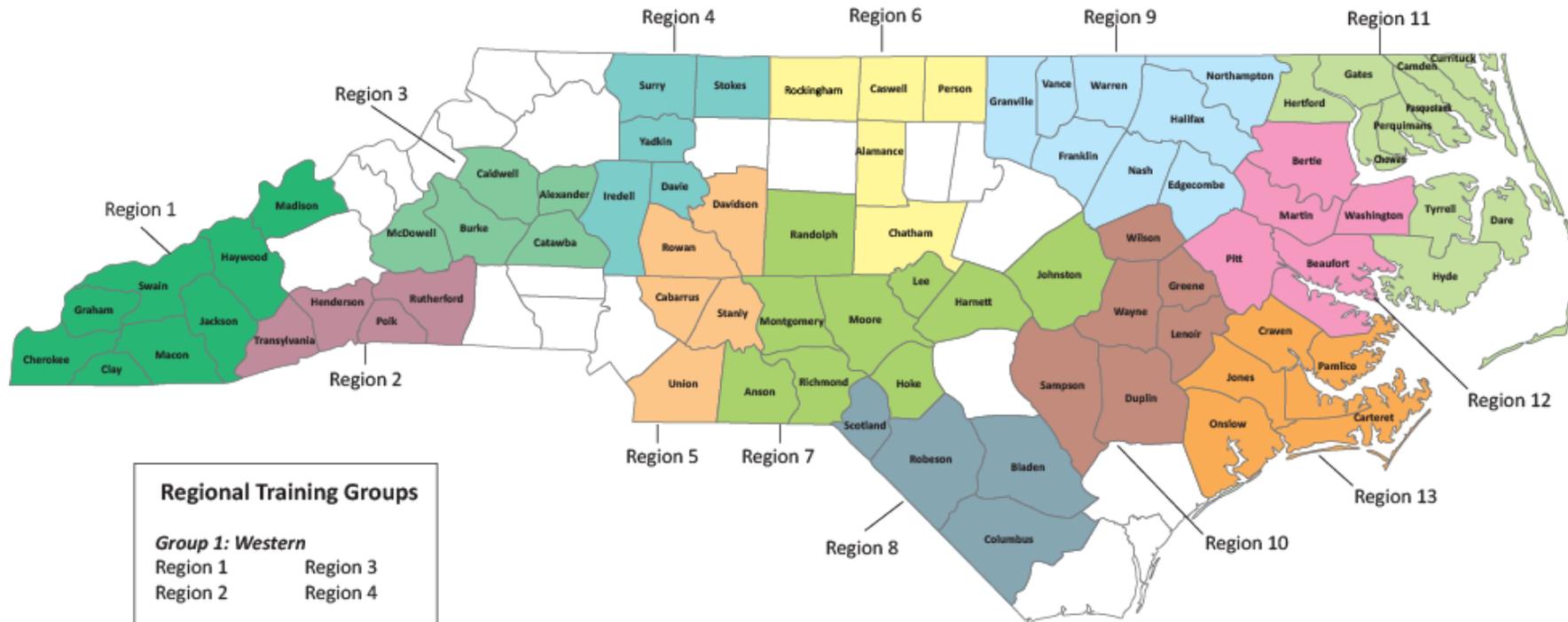


2025 NC BoS CoC Steering Committee Leadership Introductions

Self Introductions

- Name, Title, Organization
- Regional Committee
- Answer to Question:
 - Over the next year, what key local partnership(s) would help your region to more effectively end homelessness. *This could include new or current partnerships.*
 - What could the NC BoS CoC staff & the Steering Committee do to support this work with you?

NC Balance of State CoC Regional Committees



Regional Training Groups	
Group 1: Western	
Region 1	Region 3
Region 2	Region 4
Group 2: Central	
Region 5	Region 8
Region 6	Region 9
Region 7	
Group 3: Eastern	
Region 10	Region 12
Region 11	Region 13

Region 1: Southwest

Cherokee, Clay, Graham, Haywood, Jackson, Macon, Madison, Swain



Project Specialist: Laurel Benfield (laurel.benfield@ncceh.org)

Region 2: Southern Mountains

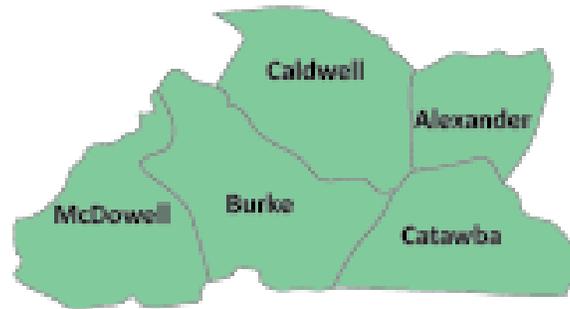
Henderson, Polk, Rutherford, Transylvania



Project Specialist: Jenny Simmons (jenny.simmons@ncceh.org)

Region 3: Uni5

Alexander, Burke, Caldwell, Catawba, McDowell



Project Specialist: Ashley VonHatten (ashley@ncceh.org)

Region 4: DISSY

Davie, Iredell, Stokes, Surry, Yadkin



Project Specialist: Debra Susie (debra@ncceh.org)

Region 5: Piedmont

Cabarrus, Davis, Rowan, Stanly, Union



Project Specialist: Jenny Simmons (jenny.simmons@ncceh.org)

Region 6: PRACC

Alamance, Caswell, Chatham, Person, Rockingham



Project Specialist: Allie Card (allie.card@ncceh.org)

Region 7: Heart of Carolina

Anson, Harnett, Hoke, Johnston, Lee, Montgomery, Moore, Randolph, Richmond



Project Specialist: Laurel Benfield (laurel.benfield@ncceh.org)

Region 8: Southeast

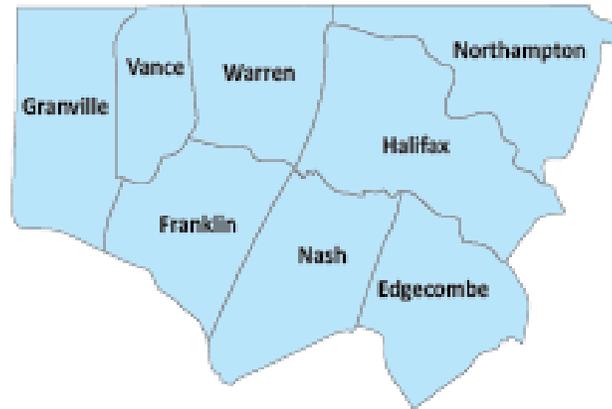
Bladen, Columbus, Robeson, Scotland



Project Specialist: Jenny Simmons (jenny.simmons@ncceh.org)

Region 9: Tar Heel Regional Committee

Edgecombe, Franklin, Granville, Halifax, Nash, Northampton, Vance, Warren



Project Specialist: Allie Card (allie.card@ncceh.org)

Region 10: Neuse Regional Committee

Duplin, Greene, Lenoir, Sampson, Wayne, Wilson



Project Specialist: Ashley VonHatten (ashley@ncceh.org)

Region 11: Northeastern Homeless Coalition

Camden, Chowan, Currituck, Dare, Gates, Hertford, Hyde, Pasquotank, Perquimans, Tyrell



Project Specialist: Debra Susie (debra@ncceh.org)



Region 12: Inner Banks

Beaufort, Bertie, Martin, Pitt, Washington



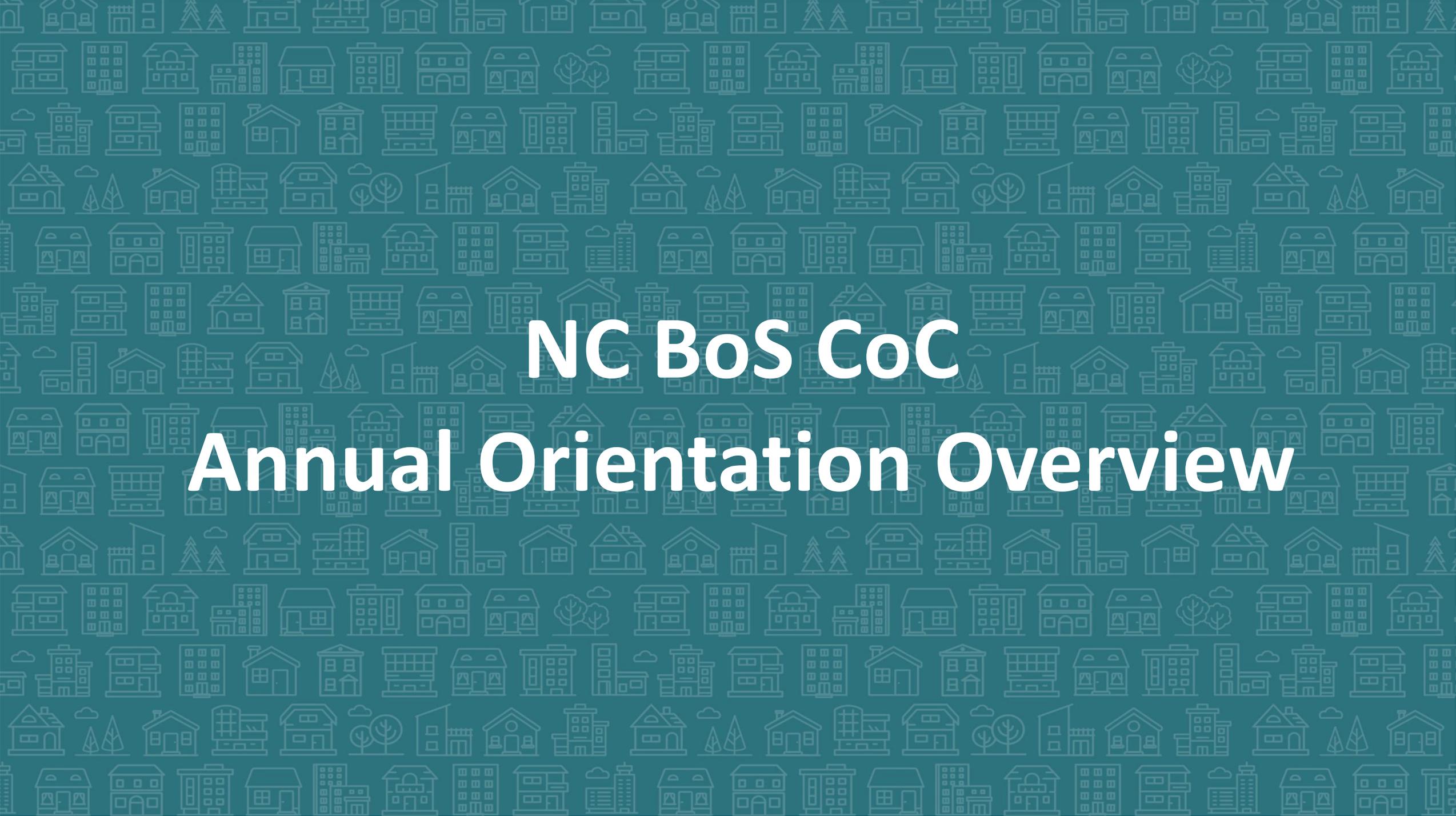
Project Specialist: Ashley VonHatten (ashley@ncceh.org)

Region 13: Housing Alliance of Coastal Carolina (HACC)

Carteret, Craven, Jones, Onslow, Pamlico



Project Specialist: Allie Card (allie.card@ncceh.org)



NC BoS CoC Annual Orientation Overview



NC Balance of State Continuum of Care & Regional Committees

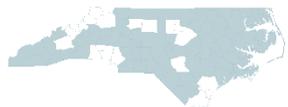
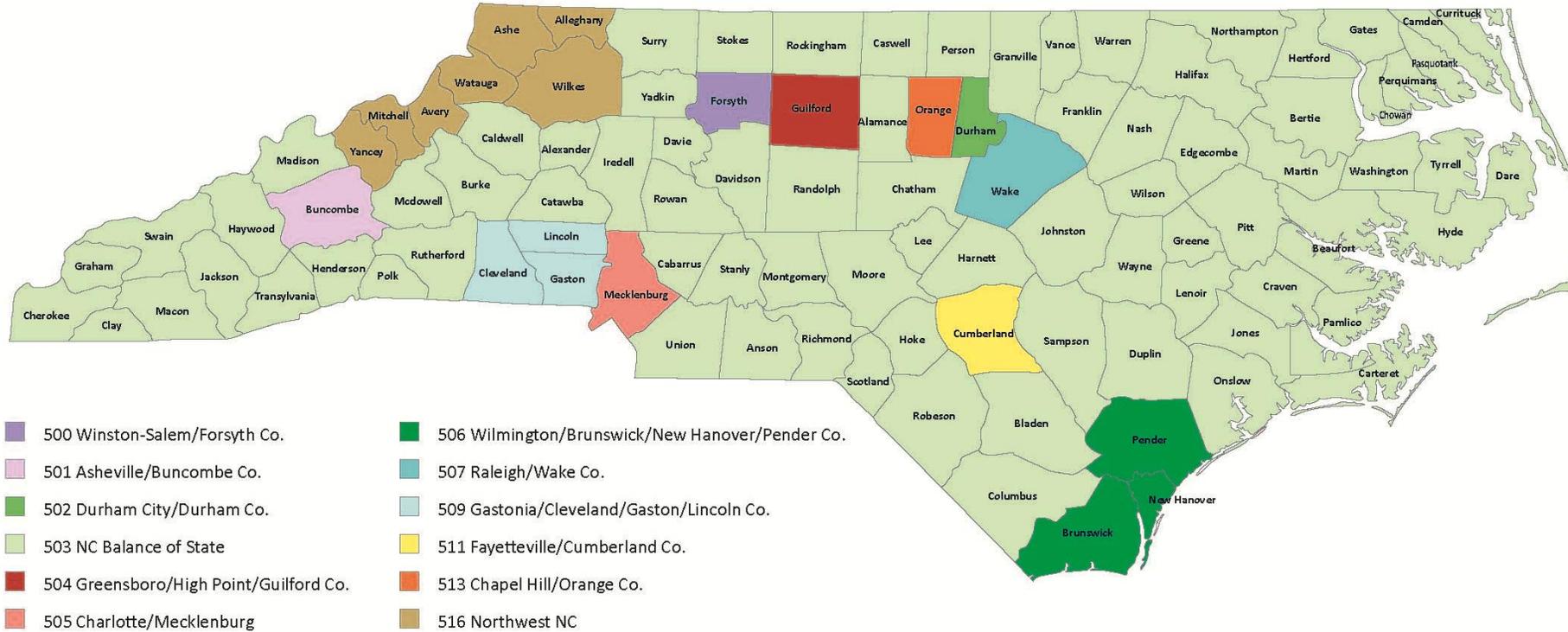
Continuums of Care form the backbone of the homeless service system.

- A Continuum of Care (CoC) is a regional or local planning body that coordinates housing & services funding for people experiencing homelessness.
 - Represents a wide range of agencies & organizations with a vested interest in ending homelessness
 - Promotes community-wide commitment to ending homelessness
 - Required body to apply for HUD homeless funding

CoCs have management & planning responsibilities.

- Hold regular governance meetings
- Recruit new members
- Form subcommittees & workgroups as needed
- Establish a Governance Charter
- Monitor grantees
- Evaluate grantee & CoC performance
- Implement a coordinated entry system
- Coordinate a system of care
- Conduct annual Point-in-Time & Housing Inventory Counts
- Consult with state & local ESG recipients
- Establish programmatic written standards

12 CoCs exist in North Carolina



The Steering Committee is the main decision-making body for the CoC.

The Steering Committee:

- Oversees all the work of the CoC
- Approves & updates written standards for programs & systems
- Approves ranked list of CoC Program project applications
- Sets CoC policy & procedures for coordinated entry
- Establishes subcommittees & workgroups
- Sets CoC goals, like ending Veteran homelessness
- Approves the HMIS Lead



5 Standing Subcommittees

Subcommittee	Purpose
Funding & Performance	<ul style="list-style-type: none">• Recommends CoC & ESG Program Funding Priorities• Analyzes CoC data including System Performance Measures, progress toward ending homelessness among subpopulations, & resource allocation
Veterans	<ul style="list-style-type: none">• Oversees the CoC's plan to end Veteran homelessness
Nominations	<ul style="list-style-type: none">• Recommends slate of at-large members annually to Steering Committee for approval
Lived Expertise Advisory	<ul style="list-style-type: none">• Formed of people who have experienced homelessness to address its impact & advise on how to improve service delivery across the CoC;• Provides feedback & recommendations to the Steering Committee on CoC policies.
Racial Equity	<ul style="list-style-type: none">• Oversees the annual Racial Equity Analysis• Makes data-driven recommendations to the Steering Committee

2025 Steering Committee Meetings

- The Steering Committee typically meets on the 1st Tuesday of each month from 10:30 AM – 12 PM.

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

*Note meetings in July & September occur on the 2nd Tuesday of the month due to holidays.

Regional Committees implement the CoC's strategies locally.

Each Regional Committee:

- Implements local coordinated entry system
- Shares resources, best practices
- Facilitates the unsheltered PIT/HIC
- Builds political will
- Implements local strategies to end homelessness



NC BoS CoC Regional Committee

Leadership roles

- **Regional Lead**
- **Regional Lead Alternate**
- **Coordinated Entry Lead**
 - Implements & oversees regional coordinated entry system
- **Webmaster/Secretary**
 - Maintains Regional Committee minutes & provides to staff for posting to the NCCEH website
- **Project Review Committee Representative**
 - Reviews, scores, & ranks CoC & ESG Program project applications; reviews & recommends grant transfer requests
- **Unsheltered Access Coordinator**



NCCEH serves as the NC BoS CoC Collaborative Applicant & HMIS Lead.

The North Carolina Coalition to End Homelessness:

- Staffs the CoC
- Facilitates the CoC competition each year, writes the CoC-wide application, & submits to HUD
- Ensures the CoC meets HUD requirements
- Provides training & technical assistance
 - Conducts performance improvement with ESG & CoC Program grantees
 - Teaches best practices
 - Harm Reduction
 - Housing First
 - Low-barrier, Housing-focused shelter
 - Trauma-informed practices
 - Case Management
 - Supports HMIS end users
- Serves as grantee for HMIS & CE projects





An Effective Homeless Response System

System Components

Prevention/Diversion

Street Outreach*

Emergency Shelter*

Transitional Housing*

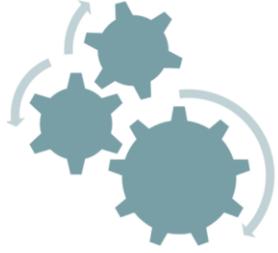
Rapid Rehousing

Permanent Supportive Housing

*HUD literally homeless



NCCEH

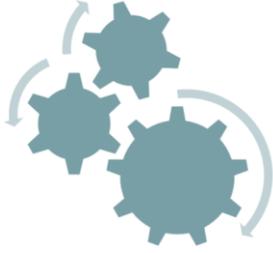


Prevention & Diversion

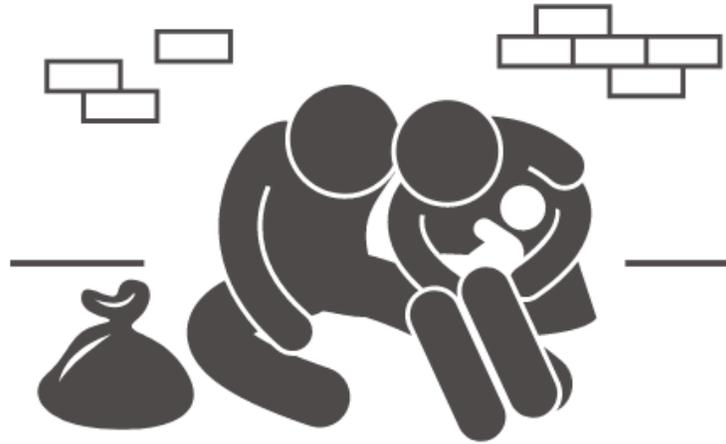


Prevention & diversion programs consist of financial assistance, case management services, & resources provided to households to keep them in current housing or to move to other permanent housing to prevent an episode of homelessness.



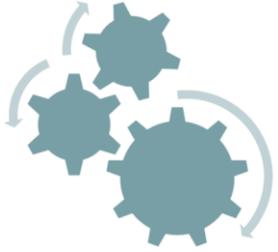


Street Outreach



Engagement of people experiencing unsheltered homelessness who can't or won't access the homeless service system on their own to ensure they are connected to critical services & permanent housing.





Emergency Shelter (ES)



The purpose is to provide a safe, temporary shelter for people experiencing homelessness while working to find permanent housing.



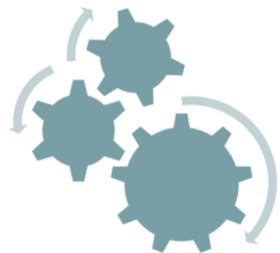
Emergency Shelters face some unique challenges

Closing the front door: Making sure that the shelter is the last resort.

Opening the back door: Making sure that people can be connected to housing resources & programs to exit the shelter system into permanent housing.

Prioritizing beds: Utilizing diversion so that people without other safe places to go have a safe place to stay temporarily.

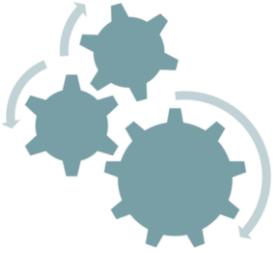
Program rules: Having low barriers to entry with only rules that relate to safety



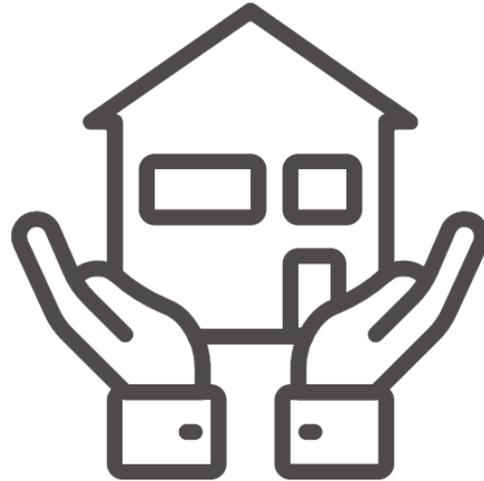
Rapid Rehousing (RRH)



Programs that quickly place families in permanent housing by locating housing, negotiating with landlords, providing time-limited rental assistance, & providing home-based stabilization services to promote housing retention & link participants with needed services within their community.



Permanent Supportive Housing (PSH)



Provides the most vulnerable people experiencing homelessness who have disabilities & high barriers with long-term rental subsidy & intensive case management services to get & keep housing.



Funding Application Subcommittees

Subcommittee	Purpose
Scorecard	<ul style="list-style-type: none">• Members: (1) representative from each Regional Committee & at-large members equal to or less than the number of regional representatives• Determines criteria & scoring guidelines for new & renewal CoC Program project scorecards
Project Review	<ul style="list-style-type: none">• Members: (1) representative from each Regional Committee & at-large members equal to or less than the number of regional representatives (no conflict of interest)• Reviews, scores, & ranks each new & renewed CoC Program project application• Reviews, scores, & recommends ESG Program project applicants for the annual ESG Program competition

U.S. Department of Housing and Urban Development (HUD) Homeless Assistance Grants

Continuum of Care (CoC) Program

Nationwide competition

NCCEH runs a competition for CoC Program funds within the NC BoS CoC

Eligible Activities:

- Permanent Supportive Housing
- Rapid Rehousing*
- Supportive Services Only (coordinated entry)
- Joint Transitional Housing-Rapid Rehousing
- HMIS*

Emergency Solutions Grant (ESG) Program

Block grant (State of NC & 7 Entitlements: Raleigh, Wake, Charlotte, Durham, Forsyth, Fayetteville, and Greensboro)

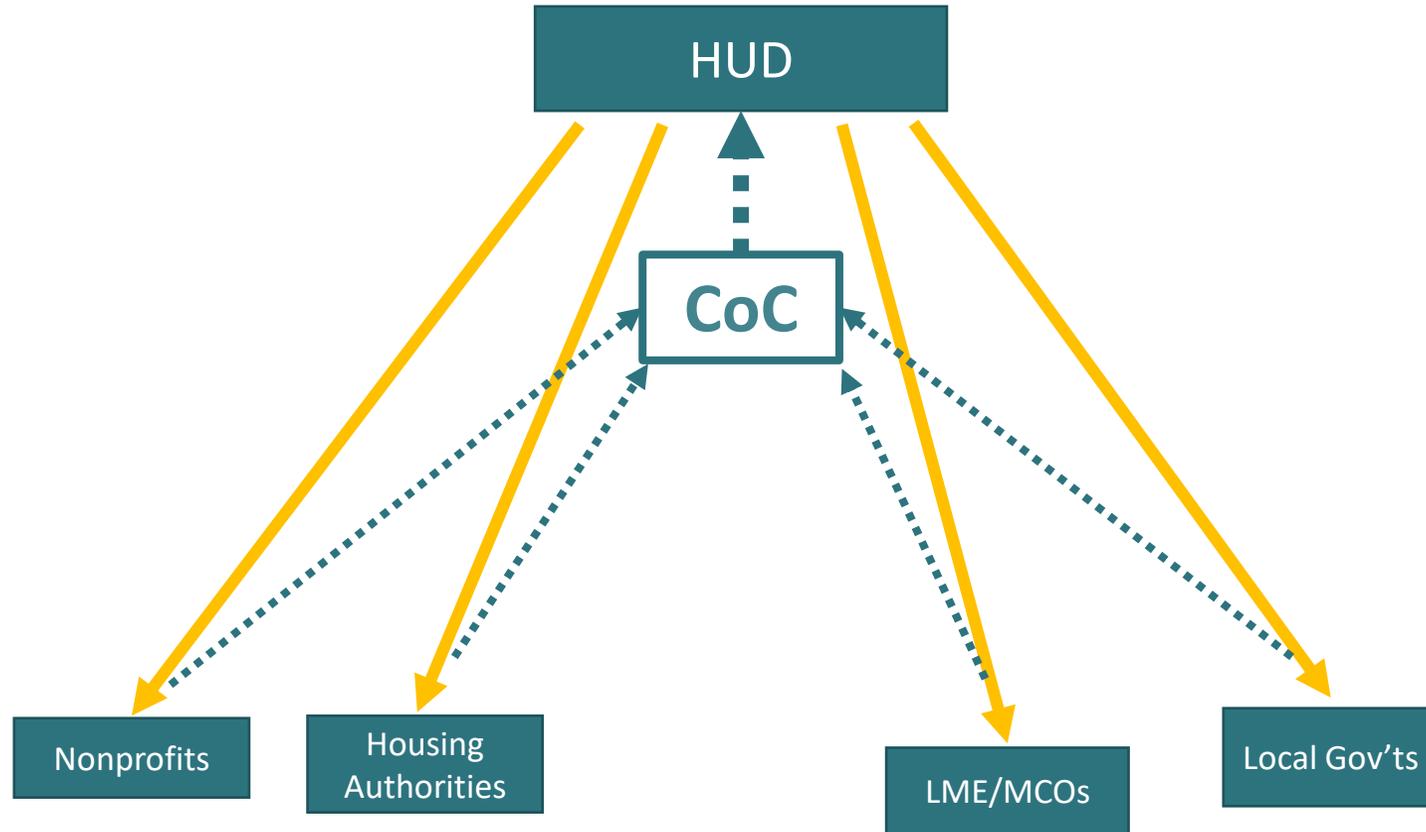
NCCEH runs a competition for ESG Program funds within the NC BoS CoC

Eligible Activities:

- Street Outreach
- Emergency Shelter
- Rapid Rehousing*
- Homelessness Prevention
- HMIS*

*funded by both programs

The CoC Program Funding Process



Legend:

CoC Program Application Process



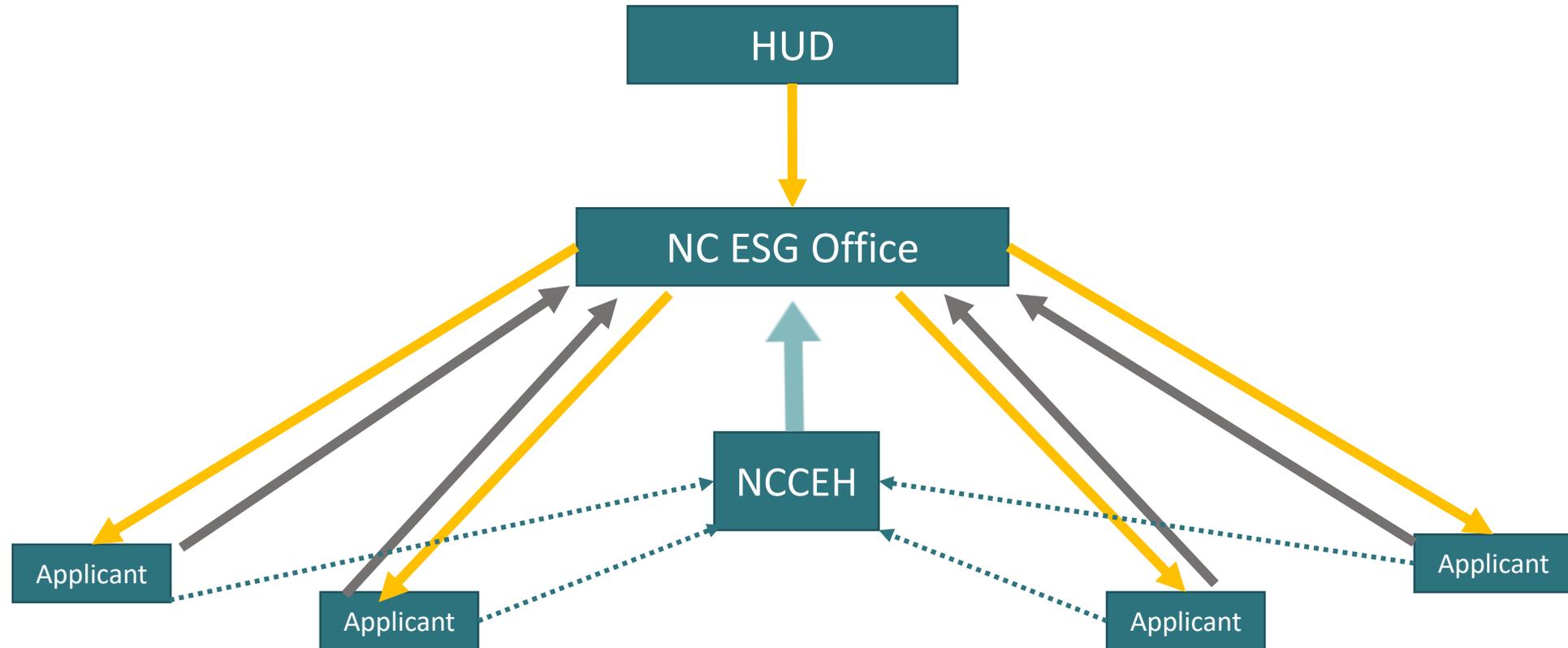
HUD contracts directly with local agency



CoC must facilitate a CoC Program competition

- Designate a Collaborative Applicant (NCCEH)
- Set CoC Program Funding Priorities
- Solicit project applications based on the Notice of Funding Opportunity (NOFO)
- Review & rank project applications through the Project Review Committee
- The Steering Committee reviews & approves the ranked list of project applications
- Prepare & submit the CoC consolidated application

The ESG Program Funding Process



LEGEND		
Applications reviewed/ recommended by NC BoS CoC	Agency submits application directly to NC ESG Office	NC ESG Office at NC DHHS contracts directly with local agency

In NC, CoC's must facilitate an ESG Program funding process.

- Set ESG Funding Priorities
- Solicit project applicants based on the Request for Applications (RFA) issued by the NC ESG Office
- Review & score project applications through the Project Review Committee
- Project Review Committee members make a recommended slate of project applications for approval by the Steering Committee.
- The Steering Committee approves the final slate of ESG Program applicants.
- CoC staff complete & submit the Regional Application.
- Approved applicants submit their project applications directly to the NC ESG Office.

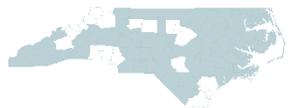


Coordinated Entry

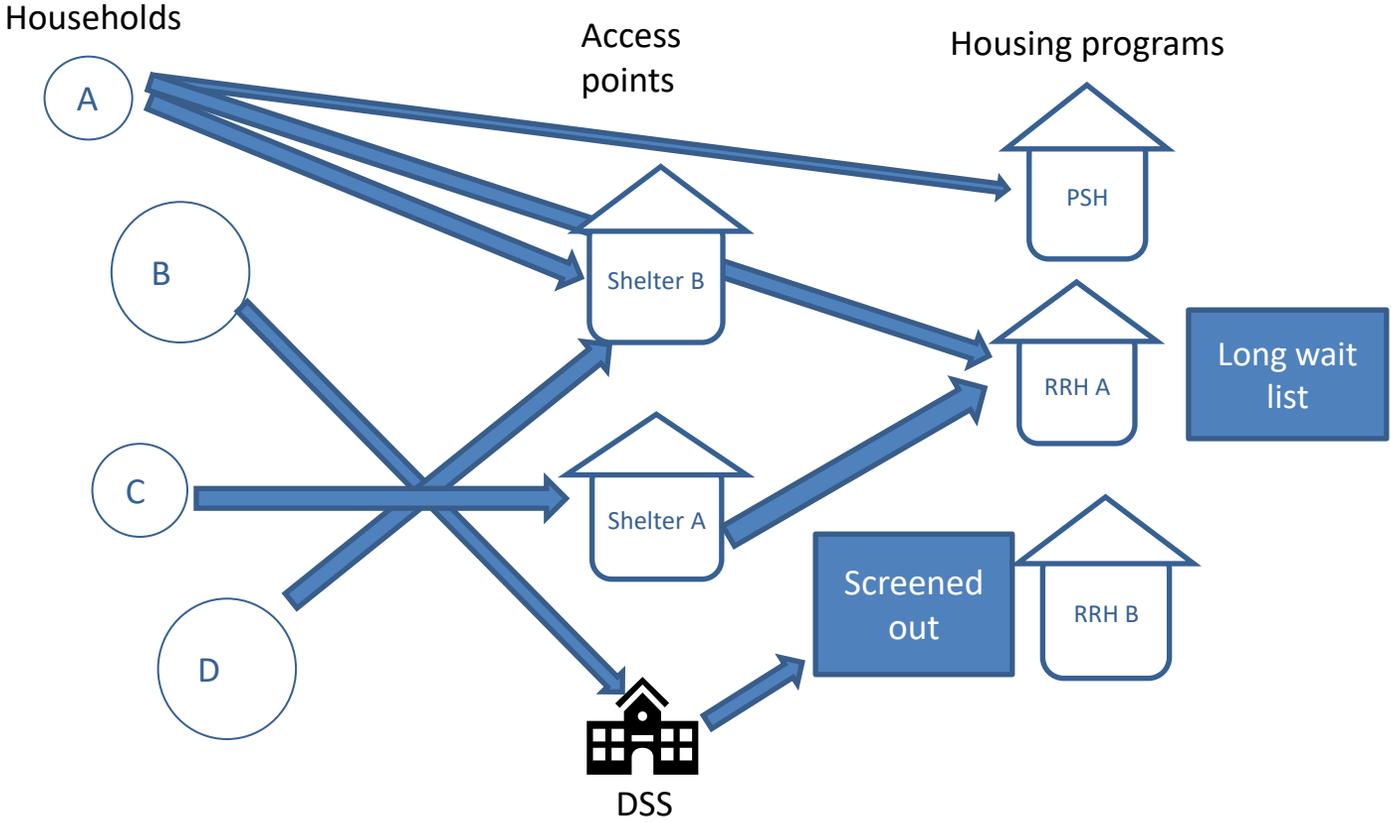
Ashley Von Hatten – ashley@ncceh.org

Coordinated entry shifts the response to homelessness from programs to systems.

- HUD issued a notice in **2015** for the development & implementation of a CE process.
- On January 23, **2017**, HUD published a Notice Establishing Additional Requirements for a CoC centralized or coordinated assessment system towards the development & implementation of coordinated entry.
 - Establishing new requirements that CoCs & recipients of CoC & ESG Program grants must meet related to the development & use of a centralized or coordinated assessment system.
 - Providing guidance on additional policies that communities should consider incorporating into written policies & procedures to achieve improved outcomes for people experiencing homelessness.
- By January **2018**, each CoC was expected to establish or update its coordinated entry process in accordance with the Interim Rule.



Before Coordinated Entry: Program-level response to homelessness



CoCs experienced many problems before coordinated entry.

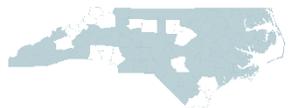
- People received services on a first-come, first-serve basis, not based on their level of need.
- Accessing services was difficult & time consuming. Clients were expected to navigate a complicated system on their own.
- Resources were not used effectively: low-need households received high-cost resources & vice versa
- Communities did not understand the real need for homeless services.



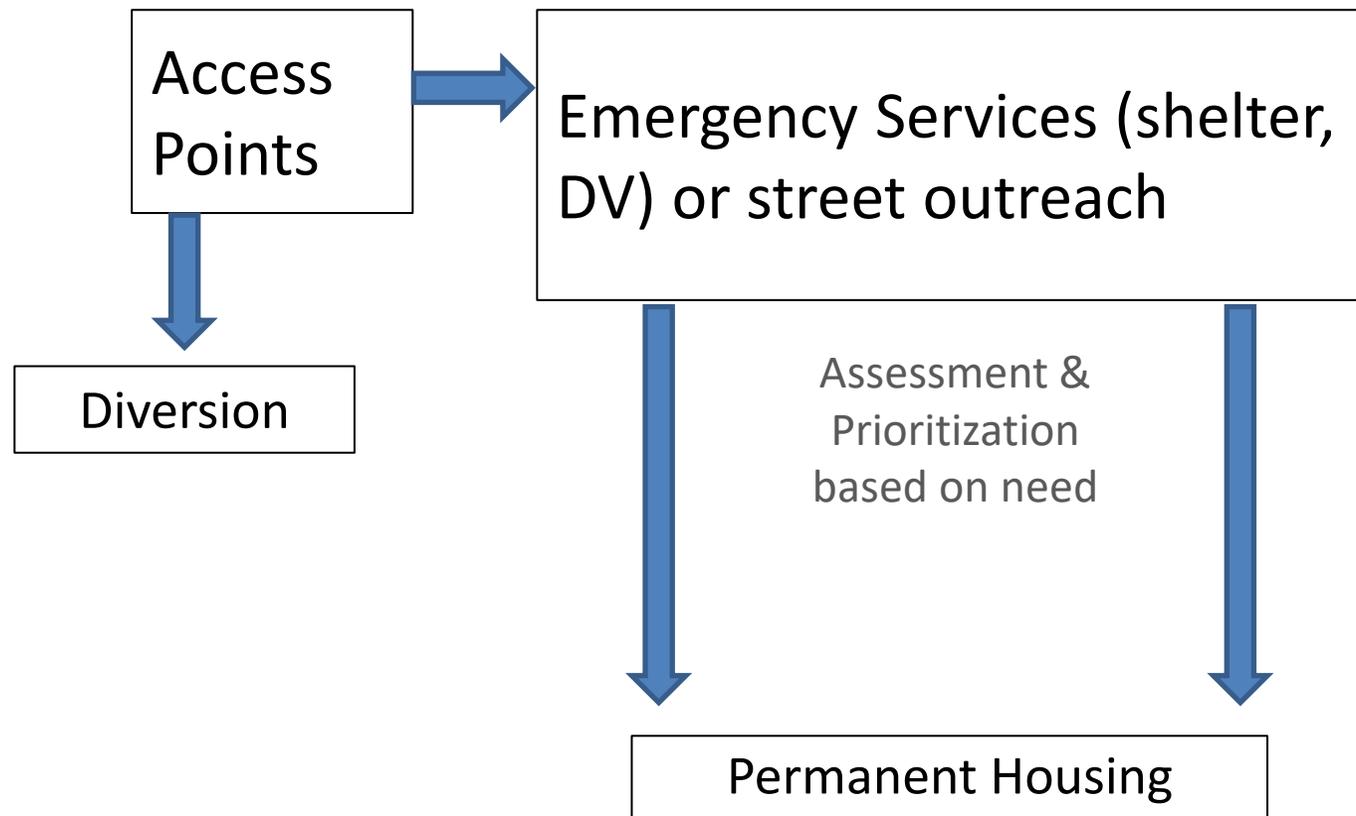
CE attempts to solve many of these problems.

The coordinated entry system:

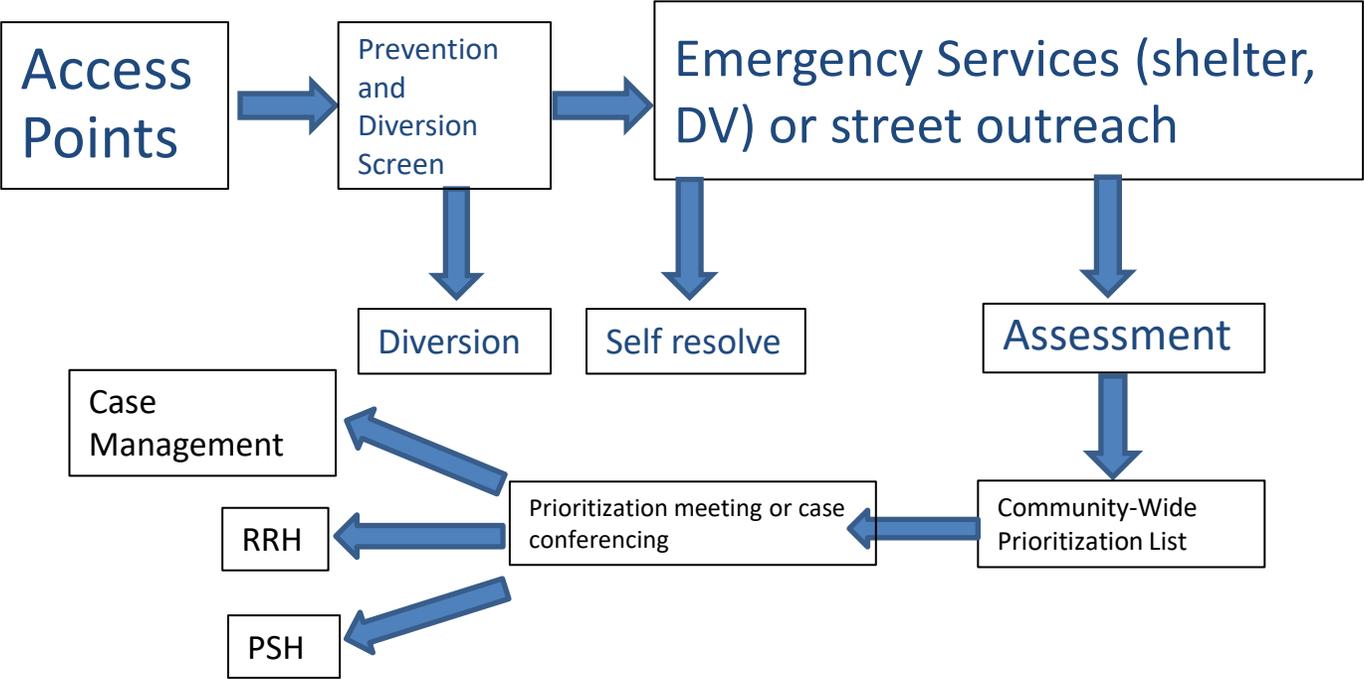
- Defines access points into the homeless service system with clear referrals to emergency services
- Assesses all clients in the exact same way for permanent housing
- Takes all referrals for funded permanent housing projects through the CE system based on need (not first-come, first-served)
- Assists clients in the navigation of services



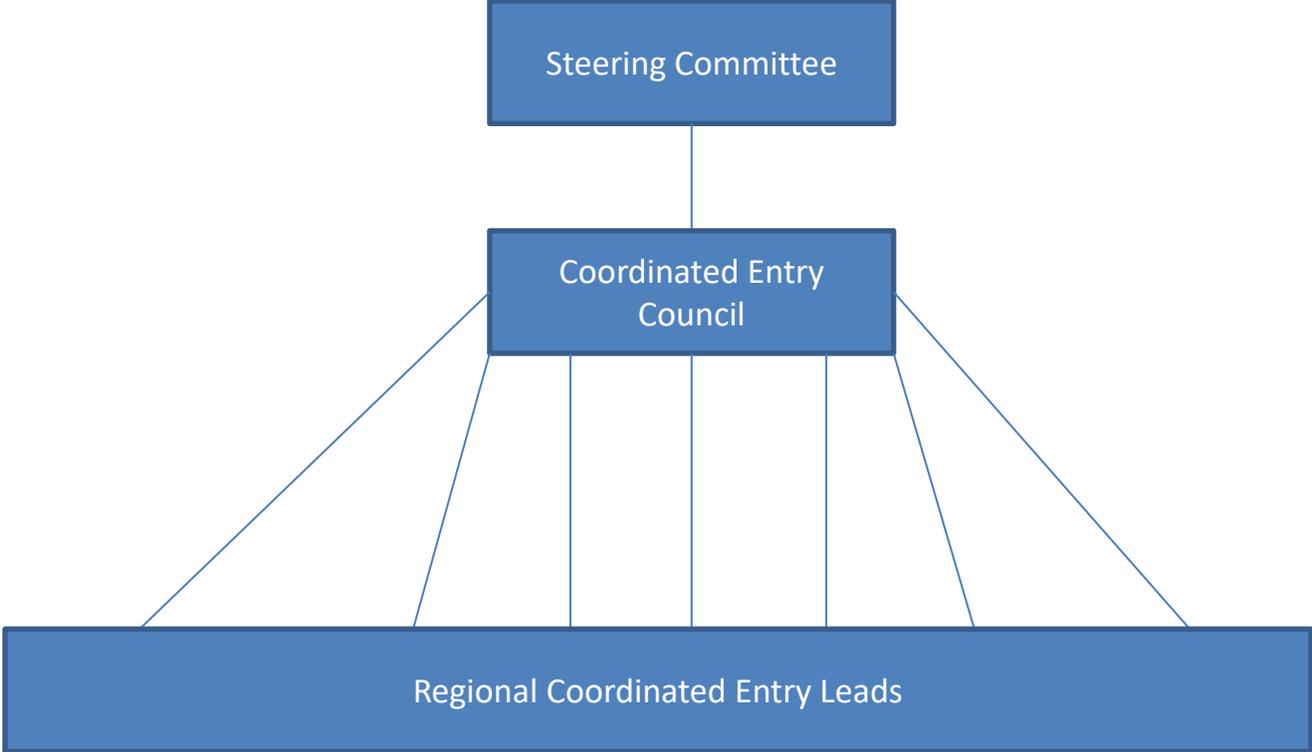
A Basic Coordinated Entry System:

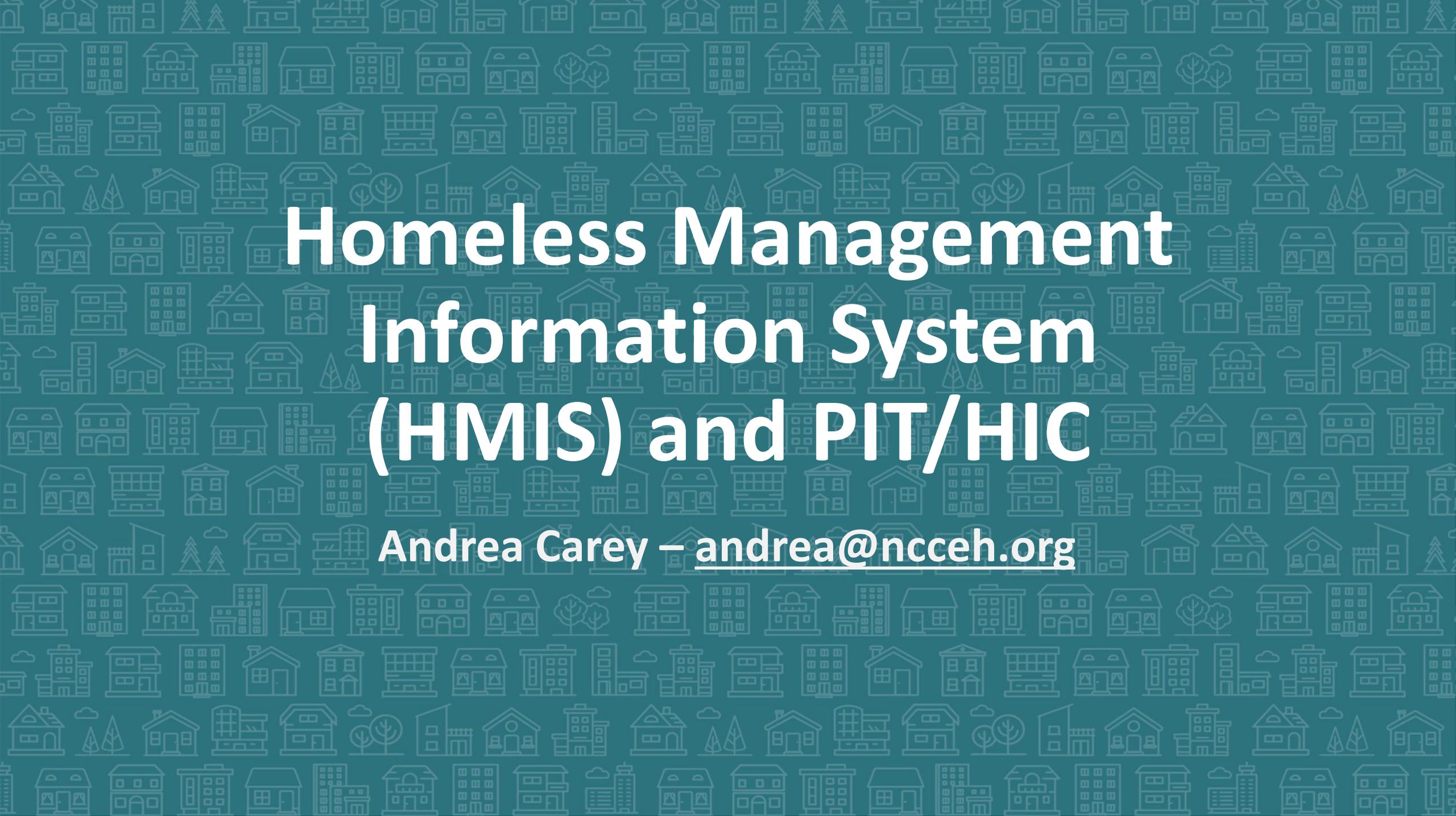


NC BoS CoC Coordinated Entry System



NC BoS CoC Coordinated Entry Governance Structure





Homeless Management Information System (HMIS) and PIT/HIC

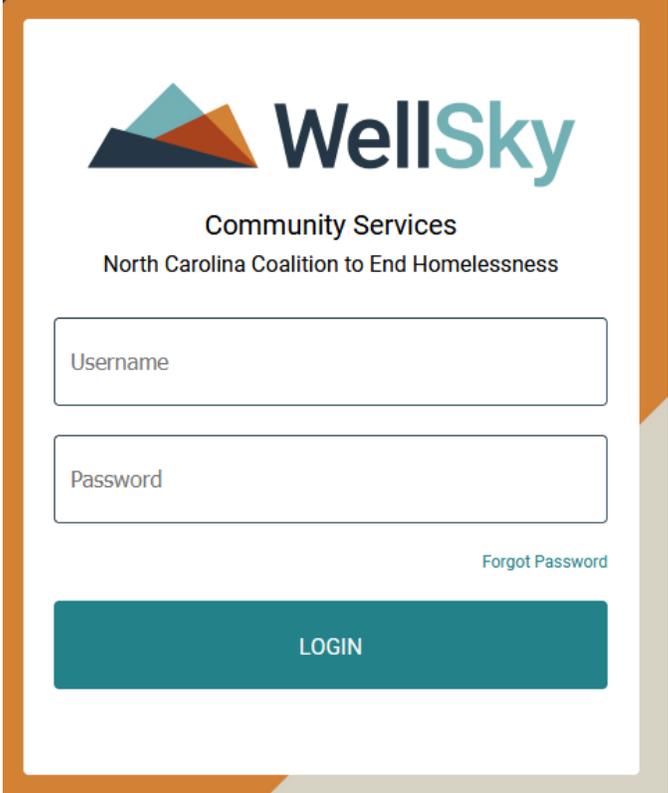
Andrea Carey – andrea@ncceh.org

What is a Homeless Management Information System (HMIS)?

HMIS is database required by HUD and other funders to track who we serve, how we serve them, and the impact of our services!

- All providers who receive CoC, ESG, & SSVF funding are required to enter data into HMIS (except victim service providers, who are strictly prohibited).

Our HMIS software is called CommunityServices.



The screenshot shows the login interface for WellSky Community Services. At the top, there is the WellSky logo, which consists of a stylized mountain range in shades of blue and orange, followed by the text "WellSky" in a bold, sans-serif font. Below the logo, the text "Community Services" and "North Carolina Coalition to End Homelessness" is displayed. The login form includes two input fields: "Username" and "Password". A link for "Forgot Password" is located to the right of the password field. At the bottom of the form is a large teal button labeled "LOGIN". The entire login area is enclosed in a white box with an orange border.

HMIS data will help end homelessness

HMIS data influences policy



The U.S. Department of
Housing and Urban Development
OFFICE OF COMMUNITY PLANNING AND DEVELOPMENT

The 2024 Annual Homelessness
Assessment Report (AHAR)
to Congress



HMIS data helps communities



Social Determinants of Health Research

HMIS data (81 counties) was linked to NC death certificates for 2015 - 2019 (Fliss et al 2022). CDC's Overdose Data to Action grant will now cover annual linkage for a few years.



7x

THE ALL-CAUSE MORTALITY RATE

14x

THE OVERDOSE MORTALITY RATE

7x

THE HEART DISEASE MORTALITY RATE



NCCEH

Governance

HMIS@NCCEH Advisory Board

- The HMIS Advisory Board is a partnership of representatives from each of the participating CoCs and additional stakeholders. The HMIS Advisory Board may have 11-17 voting members. Includes:
 - two designated representatives from each CoC
 - one designated representative from the HMIS Lead Agency
 - stakeholders representing various interests (non-designated)

Data & HMIS: A critical component of the CoC's work

- Tracks program demographics & services provided
- Tracks program outcomes & performance
- Tracks CoC & system performance
- Tracks demographics over time
- Used to coordinate services
- Creates required reports that programs & the CoC submit to HUD

Data & HMIS: A critical component of the CoC's work

Limits to keep in mind:

- HMIS coverage (about 60% beds on HMIS)
- Data Quality
- Can't pull any data we don't enter

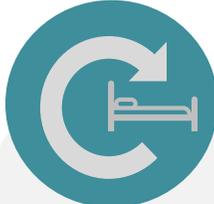
The CoC is required to report its performance data.

- Point-in-Time Count (PIT)
- Housing Inventory Count (HIC)
- Longitudinal System Analysis (LSA)
- Annual Homelessness Assessment Report (AHAR)
- System Performance Measures (SPMs)

System Performance Measures



1
Length of
Time
Homeless



2
Return to
Homelessness



3
Number of
Homeless



4
Increase in
Income



5
First Time
Homeless



7
Exits and
Retention of
PH



1 Length of Time Homeless

Definition

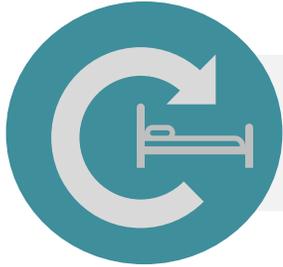
The length of time persons are homeless in emergency shelter, & transitional housing projects

Goal



Reduction in the average & median length of time persons remain homeless





2 Returns to Homelessness

Definition

The number of persons who return to street outreach, emergency shelter, transitional housing, or permanent housing projects after previously exiting to a permanent housing destination

Goal



Reduction in the percent of persons who return to homelessness





7 Permanent Housing Placement & Retention

Definition

The number of clients enrolled in emergency shelter, transitional housing, rapid re-housing or permanent supportive housing who exit to permanent housing destination or remain in permanent housing

Goal

Increase in percentage of people who exit to or retain permanent housing



System Performance Overview

Total number of households and people served in the homeless system and performance overview for 10/01/2023 - 09/30/2024 for FY2024 NC BoS CoC

 **6,852**
HOUSEHOLDS

 **9,908**
PEOPLE

105 

Days Homeless

Average cumulative days homeless

[VIEW DETAILS](#)

28% 

Exits

Exits to permanent destinations

[VIEW DETAILS](#)

11% 

Returns

Returns after exits to permanent destinations

[VIEW DETAILS](#)



NCCEH

Upcoming meetings & reminders

(Log-in, registration & recording information can be found on agenda)

- **Lived Expertise Advisory Council**, *Friday, January 10, 12 P.M – 1 P.M*
- **Racial Equity Subcommittee**, *Wednesday, January 15, 11:30 A.M. – 12:30 P.M.*
- **NC Local Leadership Call**, *Wednesday, January 15, 1 P.M - 2 P.M.*
- **Funding & Performance Subcommittee**, *Thursday, January 16, 2 P.M. – 3 P.M.*



Next Meeting(s)

Tuesday, February 4th at 10:30 AM

Reach out to us:

(919) 755-4393

bos@ncceh.org

