



# North Carolina Balance of State Continuum of Care

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## NC Balance of State CoC Steering Committee Meeting Minutes

March 4, 2025

**Regional Leads Present:** Derek Lancour, Emily Lowery, Cory Bragg, Pamela Hinton, Erin Gaskin, Jessica Joyner, Tony Gray Young, Dr. Dia Thomas, Anita Lynch, Ashley Karnegay, Lakitra Claude, Lynne F. James, Brian Fike

**At-Large Members Present:** Melissa Hewitt, Angela Harper King, Jackie Lucas, Daniel “Danny” Jordan, Erin Joy Crossfield, Brooks Ann McKinney, Melody Meanor, Beth Chartrand, Rebecca Laton, Tara Peele, Karen Carroll

**SC Members Absent:** Jai Baker, Crystal Gwendolyn

**Interested Parties Present:** Bonnie Harper, Leonard Tillery, Kisha Darden, Deborah Cole, Lori Watts, Stephanie Flowers, Erin Gaskin, Kendra Martin, Kelley Hayward, Latoya Smith, Kelley Hayward, Kim Crawford, Talaika Williams, Pamela Hinton, Amber Story, Melissa McKeown, Sade Craine, Donna Hodges, Charlene Elliot, Amy Modlin, Susana Rodriguez, Kea Alexander, Maegan Veillette, Lauren Singleton, Aubrie Capps, Kecia Robinson, Bre Griffin, Caty Martin, Daisy Butzer, Kennedy Lane, Kim Hemphill, Evelyn Campbell, Sarah Lancaster, Monica Frizzell, Alyce Knaclich, Seth Horton, Chrishonda N. Ham, Michele Welsh, Sophie Bernard, Teena Willis, Dr. LaTonya Penny, Shauntaneka Brooks, Robert Hudson, Savannah Campbell

**NCCEH Staff Present:** Laurel Benfield, Mira Sanderson, Dashia Shanks, Debra Susie, Natalie Rivera, Teresa Robinson, Rachelle Dugan, Dr. Latonya Agard, Adriana Diaz, Alicia Harvey, Mia Phillips, Ashley VonHatten, Jenny Simmons, Brian Alexander

### **Approval of Consent Agenda**

The consent agenda was voted on at the beginning of the meeting. Without changes or objections, the consent agenda was approved by common consent. The consent agenda was sent out for review prior to the meeting and is posted at: <https://ncceh.org/steering-committee/>

### **Recent Federal Interventions**

**The chaos at the Federal level continues...**

Mass layoffs are anticipated throughout HUD, with reports indicating that up to 50% or more of staff may be affected. The HUD field office is expected to undergo staffing reductions, and the majority of HUD TA contracts have been terminated.

FY2024 CoC Program awards were announced in January but have not yet been obligated, and there has been no further communication from HUD Headquarters regarding these contracts. Additionally, grants in North Carolina are set to expire on March 31, with rent for April due on April 1.

Federal Budget discussions for FY2025 have already begun in Congress, despite the federal fiscal year having started on October 1, 2024. Although there is no official word on potential cuts to CoC and ESG programs, such reductions are expected, particularly following anticipated cuts to Medicaid, Section 8, and other safety net programs.

### **CoC staff are facing layoffs as soon as 3/15**

An error by NCCEH Executive Leadership means that the agency cannot currently contract for its FY2023 CoC Planning Grant. Fully or partially funds all (8) staff working on the NC Balance of State CoC project HUD is not currently executing contracts due to review of current contracting language – no timeline given for when FY2023 CoC Planning Grant contracting can begin NCCEH Board of Directors is working on contingency planning, but staff will likely to be laid off soon unless contracts can be executed. Without CoC staff, there will be a lot less support.

The CoC needs to identify another potential Collaborative Applicant. FY2025 CoC Program competition & CY2026 ESG Program competition looming support for governance functions and support for Back@Home BoS transition.

Brian Alexander announced his resignation and is currently researching potential new Collaborative Applicants to fill the gap his departure creates.

Amy Modlin noted that Brian's departure represents a significant loss and expressed her gratitude for his hard work. She also posed further questions regarding the situation towards Executive Leadership, Dr. Latoyna Agard.

Dr. Agard responded by saying that the last Planning Grant ended in December. The new planning grant, which was scheduled to begin in January, was not processed until February. Consequently, the match letter had to be revised to reflect the February start, and HUD rejected it due to "problematic language."

Amy noted that contracts were finalized well in advance of their due dates and requested a contingency plan.

Dr. Agard acknowledged that new plans cannot be backdated without explicit permission. She also stated that she has a meeting scheduled with HUD representative Tasleem Albaari,

although it remains uncertain when—or if—approval will be granted. Additionally, Dr. Agard mentioned that staff can be retained for a few months by reallocating some HMIS funding to BoS.

Amy further explained that the BoS was created because western regions were unable to handle much of the workload, resulting in BoS taking on much of that responsibility. She expressed concern for the smaller agencies across the state and felt that the Steering Committee should have been notified earlier.

Lynne James agreed with Amy, expressing that she cannot imagine how the work would be accomplished without the BoS CoC. She asked, “How does HUD plan on continuing this work without staff?” Lynne believes that this situation places the Steering Committee in an awkward and challenging position.

Dr. Agard responded by referencing HUD’s broader perspective, noting that although an award amount has been designated, its release remains out of our control. She stated that the next step for the committee is to convene and discuss a path forward.

Amy raised another question regarding the lack of outreach to HUD for contracts, noting that there should have been sufficient time to do so.

In response, Dr. Agard noted that Dr. Penny, NCCEH Board Chair, had joined the call, but this did not directly address Amy’s question.

Dr. Penny noted that information will be sent out and that the board has been and will continue to meet regularly to determine the next steps. Once an active plan is in place, it will be shared with the Steering Committee. Additionally, plans for potential layoffs are being developed.

Angela Harper King asked about the timeframe for these developments, noting that there is currently no defined timeline. Angela also emphasized that written communication would be helpful and requested this.

Dr. Penny responded by stating that once Dr. Agard receives more information, specifically from her scheduled meeting with the HUD representative, the Steering Committee will be updated, and similarly, any further details from HUD will be communicated. Dr. Penny encouraged everyone to use their voice and to speak directly with the administration.

Lynne inquired if anyone had attended the NC Housing Coalition meeting this week, and whether similar communications regarding DEI were discussed or if that work is causing issues for the coalition. Dr. Penny explained that the concerns regarding the Planning Grant were related to the “language” in the contract, although HUD has not provided any further specifics.

In the chat, Dr. Agard posted a link to the slides from the NC Housing Coalition presentation on Federal Housing Resources: <https://ncceh.org/wp-content/uploads/2025/03/Federal-Housing-Resources-Webinar-Slides.pdf>

Finally, Amy wanted to circle back regarding our CoC.

Dr. Penny responded that definitive answers are not yet available, but that they will reach out with updates as soon as they have them.

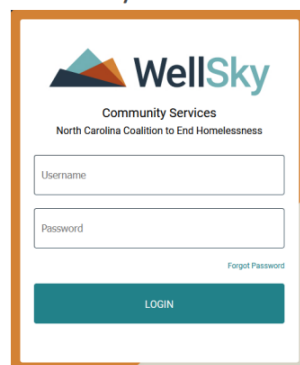
### HMIS Overview Training/Data Quality Plan

## What is a Homeless Management Information System (HMIS)?

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

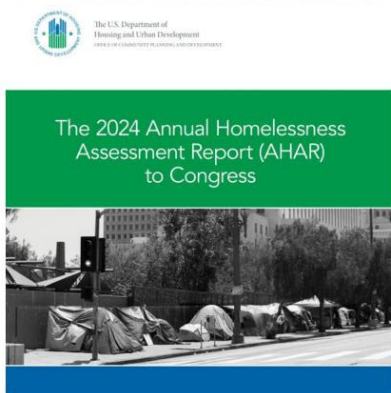
- All providers who receive CoC, ESG, & SSVF funding are required to enter data into HMIS (except victim service providers, who are strictly prohibited).

Our HMIS software is called Community Services.

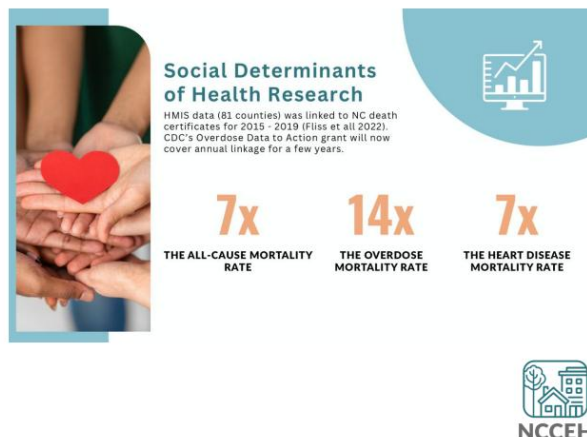
The image shows a login interface for WellSky Community Services. At the top is the WellSky logo. Below it, the text reads "Community Services" and "North Carolina Coalition to End Homelessness". There are two input fields: "Username" and "Password". A "Forgot Password" link is located below the password field. At the bottom is a large blue "LOGIN" button.

## HMIS data will help end homelessness!

HMIS data influences policy



HMIS data helps communities



## Governance: HMIS@NCCEH Advisory Board

The HMIS Advisory Board is a partnership of representatives from each of the participating CoCs & 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

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

### 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](#)

## HMIS@NCCEH Data Quality Plan Updates

### Why a Data Quality Plan?

#### System Improvement

HMIS@NCCEH is an implementation driven by a desire to improve services for participants. Our HMIS data is only as good as the data maintained. Our current plan was passed in Spring 2023.

#### Funding and Resources

Data contributes to larger portions of CoC & ESG Program funding competitions & other private sources. We must demonstrate the value of our system for participants.

#### HUD Requirement

The [2004 Data and Technical Standards](#) that established HMIS require that “PPI (protected personal information) collected ... should be accurate, complete, & timely.”

## What is Data Quality?

Data quality refers to the reliability & validity of client-level data collected in HMIS.

Completeness	Timeliness	Accuracy	Consistency
The degree to which all required data is known & documented.	The length of time that elapses between the participant data collection & HMIS data entry stages.	The degree to which data reflects the best representation of the client's real-world situation & the programs that provide housing & services.	The degree to which all data is collected, entered, stored, & reflective of the use of HMIS as a standard operating procedure. Representative of how well data quality standards have been operationalized across data collection & entry.
Client Record- the completeness of a person's HMIS record for a given project enrollment			
Bed Coverage- the completeness of HMIS participation by bed units, with the total number of enrollments divided by the total number of homeless beds.			

# Data Quality is a journey, not a destination

- Ralph Waldo Emerson (kind of)



## Summary of Proposed Updates

Data Center recommends:

- Consistent language for Data Quality Benchmarks
- Identifying compliance as submission of accurate & corrected reports
- Update submission schedule to Quarterly (instead of trimester)
- Update submission schedule to 1 month after period end (instead of 30 days)
- Adding link to Data Center email & ZenGuide summary of benchmarks within plan

## Changes to Monitoring and Reporting

### Frequency

From Trimester to Quarterly for year-to-date data (Federal fiscal year)

Example:

Month Quarter ends	Submission Deadline
June	July 31, 2025
September	October 31, 2025
December	January 31, 2025
March	April 30, 2026

Lori Watts asked in the chat whether it would be possible to avoid submitting project reports for quarters with no HMIS enrollments and instead submit one report in October covering the entire federal year (October to September). She noted that VH currently has 11 out of 24 projects with no enrollments (with B@H having multiple project types, not all of which involve enrollments). Additionally, Lori inquired if the new reporting timeframe could begin in July—so that the next set of DQ reports would be due at the end of July for the period October 2024 to



June 2025—instead of the end of next month for October 2024 to March 2025, given that a DQ report for October 2024 to January 2025 was just completed.

Andrea Carey (NCCEH Data Center Director) responded by clarifying the definition of “operating” during the specified time period and in relation to enrollment, and she agreed with the suggestions.

Teena Willis also asked in the chat whether the HMIS grant is affected by the planning grant.

Dr. Agard replied that it is not affected.

Dia Thomas moved to accept the proposed changes, and Melissa Hewitt seconded the motion. The motion passed unanimously, and the data team’s proposal was approved by the Steering Committee.

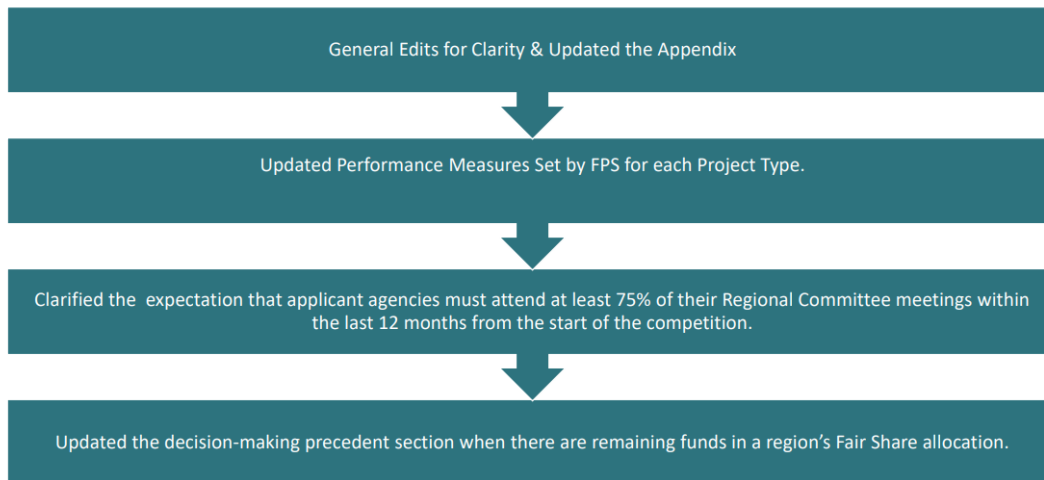
### **CY2026 ESG Funding Priorities Approval**

## **Funding & Performance Subcommittee Review of ESG Funding Priorities**



- Each year, the Funding & Performance Subcommittee reviews the ESG Funding Priorities document & recommends an updated document for Steering Committee consideration.
- The CY2026 ESG Funding Priorities draft document was linked in your March 2025 meeting agenda for your review in advance of today’s meeting: <https://ncceh.org/wp-content/uploads/2025/02/CY26-ESG-Funding-Priorities-DRAFT-for-Steering-Committee.pdf>

## Overview of Recommended Changes:



## Overview of ESG Funding Priorities Purpose & Goals:

The Funding Priorities document has a clearly stated purpose to help improve its homeless & housing service system & provide more robust support to people experiencing homelessness & sets the following goals:

- Coordinate goals & ESG Program funding across the whole CoC: *these funding priorities aim to coordinate ESG Program funding to move the whole CoC toward common goals including implementing Housing First, improving racial equity, & decreasing disparities in outcomes for marginalized populations throughout the CoC.*
- Establish precedent to make funding decisions consistently & fairly across the CoC.
- Help the CoC target ESG Program funding to specific local needs: *these priorities provide guidance to help make decisions about how to use ESG Program funding to improve the homeless & housing system, helping grantees & communities take steps toward providing access to low-barrier emergency shelter & permanent housing using a Housing First approach, rather than simply continuing ESG Program funding for previous grantees.*
- Improve performance of ESG Program-funded projects: *these priorities aim to ensure publicly funded agencies implement best practices by lowering barriers to entry, incorporate Housing First approaches, & follow the CoC's Written Standards.*



## Overview of ESG Funding Priorities

1. Ensure people experiencing homelessness in the CoC have access to low-barrier, housing-focused shelter, rehousing assistance, & supportive services.

2. Fund only applicants with the financial capacity to administer public dollars.

3. Ensure the best results for people experiencing homelessness through coordination at the regional level.

4. Prioritize timely, accurate data collection to measure and improve performance at the agency, regional, & CoC levels.

5. Address disparities across marginalized communities.

6. Make consistent & transparent decisions regarding funding for the ESG Program.

## Overview of ESG Funding Priorities

- Appendix 1 includes tables that chart the number of ESG Program-funded providers in each region, by name, project type & the number and name of counties within the region covered by that project type.
- This helps identify regions with coverage needs & prioritizes applicants who can fill them.

Example:

ESG Program-Funded Emergency Shelter and DV Shelter Projects			
Region	# of ES providers	# of Counties covered by ESG Program-funded ES	# of Counties without access to ESG Program-funded non-DV ES
01	2 (HERE in Jackson County, REACH of Macon)	2 (HERE in Jackson County serves Jackson County; REACH of Macon County is a VSP serving Macon County)	7 without ESG Program-funded non-DV shelter (Cherokee, Clay, Swain, Haywood, Madison, Graham, Macon)



Erin Joy Crossfield motioned to approve. Dia Thomas seconded the motion. The motion passed unanimously.

### Upcoming Meetings and Reminders

- Local Leadership Call, *Wednesday, March 12, 1 P.M. – 2 P.M.*  
[Join Zoom Meeting](#)  
 Meeting ID: 832 5608 9711
- Lived Expertise Advisory Council, *Friday, March 14, 12 P.M. – 1 P.M.*  
[Join Zoom Meeting](#)  
 Meeting ID: 579 903 9481

Passcode: qYqVY5

- Coordinated Entry Council, *Monday, March 17, 10:00 A.M. – 11:30 A.M.*  
[Join Zoom Meeting](#)  
Meeting ID: 897 8280 4661  
Passcode: 490790
- Racial Equity Subcommittee, *Wednesday, March 19, 11:30 A.M. – 12:30 P.M.*  
[Join Zoom Meeting](#)  
Meeting ID: 832 6483 8597
- Funding & Performance Subcommittee, *Thursday, March 20, 2 P.M. – 3 P.M.*  
[Join Zoom Meeting](#)  
Meeting ID: 824 6553 8716  
Passcode: 427473
- Veterans Subcommittee, *Monday, April 7, 11:00 A.M. – 12:00 P.M.*  
[Join Zoom Meeting](#)  
Meeting ID: 816 4243 7801  
Passcode: 756430

**Next Steering Committee Meeting:**

**Tuesday, April 1<sup>st</sup> at 10:30 A.M.**