

North Carolina Balance of State Continuum of Care

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www.ncceh.org/BoS

NC Balance of State CoC Steering Committee Consent Agenda and Updates

June 3, 2025

Contents

SECTION I. NC BOS COC STEERING COMMITTEE CONSENT AGENDA.....	2
<i>May 6, 2025, Steering Committee Minutes.....</i>	<i>2</i>
SECTION II. UPDATES.....	3
VETERAN SUBCOMMITTEE.....	3
<i>Monday, June 2, 1:00 – 2:00 P.M.....</i>	<i>3</i>
LIVED EXPERTISE ADVISORY COUNCIL.....	3
<i>Friday, June 13, 12:00 – 1:00 P.M.....</i>	<i>3</i>
COORDINATED ENTRY COUNCIL.....	3
<i>Monday, June 16, 10:00 – 11:30 A.M.....</i>	<i>3</i>
RACIAL EQUITY SUBCOMMITTEE	3
<i>Wednesday, June 18, 12:00 – 1:00 P.M.....</i>	<i>3</i>
FUNDING AND PERFORMANCE SUBCOMMITTEE.....	3
<i>Thursday, June 26, 2:00 P.M. – 3:00 P.M.....</i>	<i>3</i>
SECTION III. MEETING MINUTES AND SUPPORTING MATERIALS.....	4
VETERAN SUBCOMMITTEE.....	4
<i>May 5, 2025, Minutes.....</i>	<i>4</i>
LIVED EXPERTISE ADVISORY COUNCIL.....	8
<i>May 9, 2025, Minutes.....</i>	<i>8</i>
COORDINATED ENTRY COUNCIL.....	9
<i>May 19, 2025, Minutes.....</i>	<i>9</i>
RACIAL EQUITY SUBCOMMITTEE.....	15
<i>May 21, 2025, Minutes.....</i>	<i>15</i>
FUNDING AND PERFORMANCE SUBCOMMITTEE.....	18
<i>May 22, 2025, Minutes.....</i>	<i>18</i>



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Section I. NC BoS CoC Steering Committee Consent Agenda

The following will be voted on at the June 3, 2025, NC BoS CoC Steering Committee meeting:

May 6th, 2025, Steering Committee Minutes

<https://ncceh.org/wp-content/uploads/2025/05/May-2025-SC-Minutes.pdf>

**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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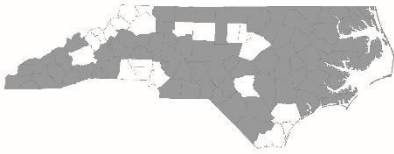
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Section II. Updates

- **Veterans Subcommittee**
Monday, June 2, 1 – 2 P.M.
[Join Zoom Meeting](#)
Meeting ID: 837 9246 1651
- **Lived Expertise Advisory Council**
Friday, June 13, 12 – 1 P.M.
[Join Zoom Meeting](#)
Meeting ID: 579 903 9481
Passcode: qYqVY5
- **Coordinated Entry Council**
Monday, June 16, 10 – 11:30 A.M.
[Join Zoom Meeting](#)
Meeting ID: 8978 8280 4661
Passcode: 490790
- **Racial Equity Subcommittee**
Wednesday, June 18, 12 – 1 P.M.
[Join Zoom Meeting](#)
Meeting ID: 837 9246 1651
- **Funding & Performance Subcommittee**
Thursday, June 26, 2 – 3 P.M.
[Join Zoom Meeting](#)
Meeting ID: 872 9800 5216
Passcode: 414696



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Section III. Meeting Minutes and Supporting Materials

NC BoS CoC Veteran Subcommittee Meeting

May 5, 2025, at 11am via Zoom

Member Attendance: Jean Eastwood, Jessica Rice, Chariden Lewis, Howard Anderson, Charessa McIntosh, Lara Jones, Nicole Wilson, Genean Hill

NCCEH Staff Attendance: Natalie Rivera

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Introduction

We began with subcommittee member introductions.

2025 Q1 Veteran Data from HMIS Participating Providers

Data update on Veterans served across all HMIS@NCCEH Participating Providers (collected from the By-Name List):

Quick Comparisons

2024 Q3 (November)

- 986 Veterans Across All Project Types
- 136 Chronically Homeless
- 201 Women
- 701 Men
- 122 exited their project; 61 (48%) exited to positive housing destinations

2025 Q1

- 769 Veterans Across All Project Types
- 70 exited their project; 21 (30%) exited to positive housing destinations



Additional 2025 Q1 Data

769 Veterans Served Across All Project Types

- 152 in ES, SO, SSO
- 445 in TH, RRH, PSH
- 172 in Coordinated Entry

172 Veterans in Coordinated Entry Projects

- 45 had a HART score calculated in 2025 Q1
 - Average HART score of 21.8
- 8 referred to a Housing Provider in Q1
 - 4 referred to SSVF
 - 4 to CoC or ESG funded RRH

336 Veterans in Need of Permanent Housing (In ES, SO, SSO, TH, Coordinated Entry)

Household Types

- 315 Individuals
- 11 Adults Only Households
- 9 Adult and Child Households
- 1 Unknown

3 Youths (18-24) and 80 seniors (65+)

8 fleeing domestic violence

70 exited their project in 2025 Q1

- 21 to positive destinations
- 19 returned to homelessness
- 5 to institutional settings
- 25 unknown (DNC, Refused, Other, etc.)



Chariden suggested that some of the negative exit destinations may be explained by programs that are still impacted by Hurricane Helene.

Nicole noted that the data set was incomplete and could not represent the complete picture of veteran services since the data was pulled from the By-Name List, which does not include all data from SSVF projects. Natalie will meet with the NCCEH Data Center to determine which reports can help give us more information.

Jean also suggested that this data could be combined with data collected by the NC HMIS implementation. NC HMIS does provide data for the PIT Count, but we could start asking for more consistent data.

Genean and Chariden asked for further clarification on what constitutes a positive exit destination. Natalie confirmed that this category includes persons who exited to a home rented by the client (with or without subsidy) or permanent tenure with family or friends.

2025 Goals

Continued discussion on goals identified at April meeting:

- Consistent data on Veteran homelessness
- Contact list for referring to Veteran services
- Finalize the VA obtaining read-only access to HMIS
- In general: Coordinated Entry Integration
- In general: Membership Extension/Guest Speakers

In talking about CE Integration, Chariden stated that it would be very helpful for providers to have a clear workflow of how to get their clients onto the By-Name List, since the process is not consistent across BoS CoC Regions or amongst other CoCs. It's especially confusing how to get a client onto the List when they don't qualify for shelter or street outreach (front door providers). Chariden said that her team typically refers clients to the CE Lead but are unsure whether or not to complete the HART assessment first. Additionally, the process can be impeded by a client's ability to access a phone or an in-person meeting destination.

Howard added that Asheville VA Outreach has good relationships with Region 2 and 3 CE Leads, and they have developed a process where Outreach completes the HART assessment with the client and includes the assessment in an email referral to the CE Lead.

Chariden added that some CE Leads prefer to have the HART assessment already done, while others are unclear either way.

Nicole volunteered additional information on the CE Integration goal—since the VA provides services in multiple CoCs, it is difficult to keep track of which vulnerability assessment needs to be completed for each CoC's Coordinated Entry System. CE Specialists could help lower barriers for veterans if there was some consistency between each assessment. Charessa agreed that other VAs are dealing with the same issue.

The Subcommittee decided to table the goal of creating a contact list for referrals, since one was already completed by Allie for 2025 ("[2025 NC BoS Veteran Resource Guide](#)"). We can put this on the agenda later for updates as needed.

HMIS Access

The Subcommittee caught up on where we are in terms of giving VAs read-only access to HMIS. Howard noted that their DocuSign link for the Agency Participation Agreement has expired, and Natalie will have it resent.

Charessa reported that the Fayetteville VA has been unable to get momentum in signing on despite her interest. Tabled for now.

Provider Announcements and Updates

Deniece Cole emailed in an announcement for the group: There is a new temporary housing home for veterans in Wallace called the Roy M. Hall Home for Veterans and Individuals. You can reach out to CEO Brandon Hall at 910-799-7800 with any questions.

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The next Veteran Subcommittee Meeting will be on Monday, June 2, 2025, at 11 AM

LEAC Meeting – 5/9/25

Attendance: Von N., Melissa H., Elliot R. (Staff), Mira S. (Staff)

Agenda:

Hiring Von:

- Proposal from Laurel, approved by Dr. Agard
 - There is not yet a formal contract in place, but Elliot recommends that we discuss the proposal internally and with LEAC to determine how we would like to proceed.
 - Von recapped her conversation with Laurel regarding the possibility of hiring a 1099 contractor to assume responsibilities for LEAC and what that arrangement might entail. Von also asked Melissa (LEAC) whether she would be comfortable with this approach. Melissa inquired whether Von would remain a LEAC member in addition to potentially stepping into a leadership role within LEAC (specifically, Laurel's former role). Von responded that she would.
 - Von recommends creating an anonymous survey for LEAC members to vote on the proposal. The survey would include the job description as well as estimated hours and costs.
 - Elliot suggests summarizing this information in an email to be shared with the LEAC listserv. After the email is sent, Von, Melissa, and Elliot can meet to review the feedback and discuss next steps, as they are the primary LEAC contacts.
 - Von emphasized the importance of having a conversation with Dr. Agard to clarify the expectations for this position, including key responsibilities, milestones, and the desired level of detail. What exactly is Dr. Agard expecting?
 - Elliot suggested that the BoS team review the job description and consider how Von's role can be incorporated. Once BoS provides their input, Mira will follow up with Dr. Agard to further discuss and define the structure of the position.
- Add 15 hrs/month to current LEAC hours to: lead agenda prep (meeting with Elliot & Mira), support attendance at LEAC (send text reminders), facilitate LEAC. Support regional LEAC organizing, act as point of contact for Regions 13, 12, 7 and 3, plan and facilitate regional LEAC listening sessions and planning meetings in Region 13.

Future LEAC meetings:

- Reminder emails from Mira with agenda + request for additional agenda items
- Mira to take notes, send minutes, save final minutes to Steering Committee folder
- Steering Committee 1st Tuesday (Karen & Melissa)

Bringing it Home Conference:

Nothing to discuss other than emphasizing the importance of needing to meet before the conference, probably on Wednesday, to practice the presentation.

Coordinated Entry Council Meeting

May 19, 2025, at 10 AM

Member Attendance: Gretta Worley (Region 1), Denise Bean (Region 1), Audrey Dooley (Region 2), Kelley Hayward (Region 3), Elizabeth Moncrief (Region 3), Mary Williams (Region 4), Erin Gaskin (Region 5), Stephanie Flowers (Region 9 & 10), Michele Welsh (Region 11 & 12), Fredrika Murrill (ALM), Beth Chartrand (ALM), Talaika Williams, Bonnie Harper, Angela Harper King (ALM), Amy Modlin

Absent: Priscilla Ward (Region 7 & 8)

NCCEH Staff Attendance: Ashley Von Hatten (Region 6 CE Lead), Teresa Robinson, Mira Sanderson

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Coordinated Entry Project Entries – presented by Teresa Robinson (Data Center)

Project Start Assessment

This form needs to be completed when Clients are enrolled in the Coordinated Entry Project.

- All household members need to be included!

All Data Elements included in the Coordinated Entry Start Assessments are required to be filled out as of the Project Start Date

- If the referral partner has not fully filled out their Project Entry Assessment in HMIS before you enroll the client in the CE Project, the errors will show in your A020 report for the CE Project as well.
 - CE Leads are responsible for the data entered into the CE Project so they will need to make all possible corrections for their projects before report submission.

Questions?

Michele raised a concern regarding non-HMIS providers being asked to provide complete client information. She expressed that this request contradicts the intended purpose of the HART tool, as agencies are trying to minimize the number of questions asked when completing HART forms.

Teresa responded that HART is intended to support the By-Name List and is separate from data quality processes. She emphasized that it is difficult to make referrals when only partial information is available.

Michele clarified that her concern is not about front-door agencies. She is responsible for collecting HART data and expressed frustration about now having to gather and input extensive information for every non-HMIS provider. She noted that providers are also frustrated and

questioning the need for such detailed information, as it seems to contradict the original intent of HART.

Ashely asked what other CE Leads thought.

Erin Gaskin shared that she has been having non-HMIS providers complete both the Start Assessment and the HART. She enters the information under the CE project but noted that clients likely won't appear on the By-Name List (BNL) with just a HART score alone.

Denise (Region 1) created a PDF outlining all requirements for non-HMIS agencies, which includes the ROI, HART, CE Project Start, and the Self-Certification of Homelessness 2.0. She has not received negative feedback from agencies, though the process has been slow. Denise emphasized that the larger issue is the delay in entering data—sometimes up to a month after it's received—rather than within a few days. She also expressed frustration with HMIS users who do not enter data at all and ignore emails from CE Leads.

Erin Gaskin added that when providers express frustration about the paperwork, she reminds them that they are welcome to obtain an HMIS license and input the data themselves. After hearing that, most are more willing to complete the paperwork and answer the required questions. 😊

Audrey Dooley (Region 2) noted that she has only two front-door providers in her region. She manages the entire process from start to finish and finds it easier when providers refer everything to her directly from the beginning. This is her full-time role, which allows her to take on this responsibility more easily.

Teresa acknowledged that Michele's concerns are valid, particularly regarding the burden of collecting data that should have already been gathered. However, she emphasized that a mindset shift is needed when it comes to non-HMIS agencies. While it may seem unfair to Michele, this project does require the collection of this data. Teresa added that care managers typically already have access to the necessary information and offered to host a call with providers if additional support is needed.

Project Start Assessment Form

Teresa went through the Project Start Assessment form and highlighted the following sections that tend to be left blank:

- NC County of Service
- Enrollment CoC – places clients in certain CoC so please be sure it is checked off.
- Current Living Situation
- Translation Assistance needed – Head of Household
- Coordinated Entry Event

Questions?

Audrey had a question regarding event documentation. She asked whether an assessment is required when she is only updating information for a household and not conducting a new assessment. The clarification was that if no new assessment data is being collected, then an additional assessment is not necessary.

HART Assessment Tool

The HART needs to be completed so that the Client can be prioritized during Coordinated Entry Case Conferencing.

- Can be completed by the CE Lead and other Front Door Providers.

Without a HART Assessment Score showing on the By-Name List, the household should not be prioritized for project openings.

Audrey shared that she has difficulty interpreting Question 5 on the HART tool.

In response, Ashley acknowledged the concern and stated that they would work on adding clarity to that question. She committed to bringing the feedback back to the HART Advisory Group for further discussion.

Audrey also noted that several medical conditions are not being adequately considered in the current HART assessment. She expressed the need to incorporate these conditions into the tool and ensure they are properly weighted in the scoring.

Ashley explained that Question 11 was intentionally designed to be specific, as it was informed by data on individuals who had died while experiencing homelessness. This is why that particular question is asked and weighted separately. She added that the HART Advisory Team is actively reviewing the risk section of the tool in response to ongoing feedback.

Additionally, Audrey mentioned that her region is seeing an increase in first-time homelessness among individuals over the age of 55.

Coordinated Entry Benchmarks

Data Measured for Completeness	Error Rate Limit	CoC-APR Question #
Name	5% or less	6a
Social Security Number	10% or less	6a
Date of Birth	5% or less	6a
Race (Primary)	5% or less	6a
Ethnicity	5% or less	6a
Gender	5% or less	6a
Veteran Status	5% or less	6b
Relationship to Head of Household	5% or less	6b
Client Location	5% or less	6b
Disabling Condition	5% or less	6b
Exit Destination	15% or less	6c
Income at Start	5% or less	6c
Income at Annual	5% or less	6c
Income at Exit	5% or less	6c
Chronic Homeless	10% or less	6d
DV History DNC	5% or less	14a
NC County of Service Missing	5% or less	TBD

It was noted that benchmarks can be modified.

Ashley emphasized that if there are concerns or dissatisfaction with the current benchmarks, those concerns should be brought to regional leadership, who can then raise them with the Steering Committee. She added that the Data Center is available to support such requests by providing relevant data to inform the discussion.

A020 Errors that must be corrected

Head of Household ERROR possibilities

- This household has no client marked Head of Household in the Relationship to Head of Household data element.
- This client is marked "Self" in the Relationship to Head of Household data element but is under age 18.
- This client is missing information in the Relationship to Head of Household data element.
- Mis-matched Head of Household reporting- front door lists a different client than CE project

Missing

- There is no data recorded for this element for this client.

Enrollment CoC

- This project only serves the Balance of State so this Error Rate should be 0

Ashley asked if there were any suggestions for Coordinated Entry (CE) Leads to consider during the Unsheltered Point-in-Time (PIT) Count.

Teresa responded that this could be addressed during training sessions, emphasizing it as a valuable opportunity to explain the importance and relevance of collecting accurate information. She further clarified that the Household tab in HMIS serves as a snapshot of the household and its members, but any changes to household composition should always be made in the Entry/Exit tab.

Teresa encouraged users to reach out with any questions or irregularities they encounter by emailing hmis@ncceh.org. Additionally, she shared a training resource—the A20 training video, available at: <https://www.youtube.com/watch?v=EOryKI9-gy4>.

2025 Coordinated Entry Evaluation

CE Evaluation

In accordance with HUD Coordinated Entry Notice: Section II.B.15, NC BoS CoC began the evaluation process for our Coordinated Entry System (CES) on Monday, January 27, 2025.

NC BoS CoC, with the guidance of the Lived Expertise Advisory Council (LEAC), approved the surveys (during the September 2024 Steering Committee) and set the dates for survey distribution on a quarterly basis, beginning in the last quarter of 2024; however, Hurricane Helene delayed the rollout.

HUD requires CoCs to solicit feedback at least annually from participating projects and from households that participated in coordinated entry during that time period. Surveys must address the quality and effectiveness of the entire coordinated entry experience for both participating projects and households. The participants selected by the CoC to participate in the evaluation must include individuals and families currently engaged in the coordinated entry process or who have been referred to housing through the coordinated entry process in the last year.

All service providers that participate in the NC Balance of State CoC's coordinated entry system should have completed the Service Provider Agency survey.

- 18 providers completed the survey

Permanent Housing (Permanent Supportive Housing and Rapid Rehousing) surveys were offered to households from January 27, 2025 – March 31, 2025, when they achieved stable housing.

- 46 households in permanent housing completed the survey

Emergency Shelter and Unsheltered surveys were offered to households in emergency shelter or a place not meant for habitation from March 17, 2025 – March 31, 2025.

- 55 households in emergency shelter completed the survey
- 16 unsheltered household completed the survey

CE Evaluation Next Steps

Review all surveys and data and draft the 2025 Coordinated Entry System Evaluation, which includes:

- Summary of findings for providers
- Summary of findings for households experiencing homelessness (SO, ES, PH)
- Address any BoS CE grievances
- Recommend improvements to the BoS CoC CE system

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The next CEC Meeting is on Monday, June 16, 2025, at 10 AM.

Racial Equity Subcommittee Meeting

May 21, 2025, at 11:30 AM

Member Attendance: Dr. Denice Cole, Kristin Dunn, Melissa Hewitt, Lesly Delgado, Tamba Chamberlain

NCCEH Staff Attendance: Teresa Robinson, Mia Phillips, Mira Sanderson

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Introductions & Celebrations

Dr. Cole shared that Duplin County now has a new Veterans Care Center located in Wallace— the Roy V. Hall Veterans Center.

Kristin mentioned that she enjoyed hearing Governor Stein speak at the Bringing It Home Conference. She also shared the exciting news that she is expecting her third child in 10 weeks.

Lesly Delgado introduced herself as a Program Coordinator for the Safe@Home program in Region 7, serving Harnett, Morgan, and Lee counties. She proudly shared that she has recently been able to secure housing for three different families.

Melissa reflected on her positive experience presenting at the Bringing It Home Conference.

Mia Phillips introduced herself as a Project Specialist at the Data Center at the North Carolina Coalition to End Homelessness (NCCEH).

Check-in

Bringing It Home Conference

- Provided an opportunity for attendees to reflect on their time at the conference.
- Kristin noted that she thought there was an overall theme of the conference of trust. Teresa noted that there wasn't an intended theme.

Other Current Events Affecting or Relevant to Racial Equity in NC

- ICE presence in shelters and other front-door agencies
- Addressing discrimination policy
- Protecting staff and clients from racial discrimination

Tamba shared that her community is experiencing significant equity issues related to poverty and housing. She noted that trailer homes in the area now cost around \$1,000 per month, highlighting the instability many families are facing across the board. Currently, 291 students are experiencing homelessness, and the number of families staying in hotels has increased from 10 to 30.

Tamba explained that while families who have undergone assessments acknowledge that work opportunities exist within the community, the jobs often do not provide sustainable income. Additionally, there is a critical lack of affordable housing. She also pointed out disparities in access to healthcare, particularly among the Hispanic population. Undocumented individuals are often unable to afford healthcare services.

Dr. Cole added that Duplin County is facing food shortages.

The group spent a considerable amount of time discussing the challenges of case management for undocumented individuals and the various inequities they face.

Dr. Cole emphasized the importance of seeking alternative funding sources to help address these ongoing issues.

Mission Statement and Purpose

The purpose of the Racial Equity subcommittee is to identify areas in the NC Balance of State CoC's policies that may contribute to racial disparities in access to and services from the homeless system and to recommend changes to them.

Is this still our purpose? Do we need to revise?

Tambra noted that the original purpose was to create the HART assessment to replace the previous assessment tool. She suggested shortening the mission statement to focus more specifically on actionable tasks. She also raised a question about whether there are other tools or processes that may be creating barriers to progress.

Tambra identified one such barrier as the wait time for Rapid Re-Housing (RRH). She also mentioned issues with initial engagement and the risk of clients losing housing due to financial instability. She proposed that financial training, particularly for families, could be a helpful intervention.

Melissa emphasized and supported the points Tambra made.

Dr. Cole shared that she believes the current mission statement and its associated goals have been achieved, and suggested it is time to revise the mission. She proposed focusing on the next emerging disparity, specifically, access to communities that are impacted by systemic inequities.

In the chat, Mia noted challenges related to gathering client documents (e.g., ID and Social Security numbers) for lease signing. She also mentioned efforts to build relationships with private landlords and the need for housing options for individuals with criminal backgrounds.

Kristin, acknowledging that she has not been part of the group for long, agreed that the original mission has been accomplished and supported the idea of moving forward with new goals.

Teresa summarized that the group's future focus should be on providing resources that empower clients. Dr. Cole added that the shift should also include preparing clients to advocate for themselves, especially in anticipation of potential policy changes under the new administration.

Teresa will begin drafting a revised mission summary and will send drafts prior to next month's meeting.

Kristin added that she felt a central theme emerging from the discussion was education.

What Should Our Work Look Like Going Forward?

- Staff
- Areas of Focus
- Communication with our Partners and Community
- Advocacy Opportunities
- What's missing?

Melissa expressed that she is not comfortable preparing slides but is willing to speak if needed. Dr. Cole agreed with this sentiment. Tambra offered to assist with slide preparation.

Dr. Cole also highlighted the emergence of a new demographic experiencing homelessness: the middle class. She emphasized the importance of community preparedness and the need to equip individuals with the necessary tools to address this growing issue.

Recruitment/Roles and Responsibilities

New Members and Member Retention

- What drives your participation in this group
- Who is missing from the group?
- Who could add value to this group?

Should we consider changing the name of our committee?

Dr. Deniece Cole stated that as long as the core foundation of our work remains intact, we can consider changing the group's name to better align with the current climate. She emphasized that the commitment to pursuing equity for our clients will continue regardless of the name.

Tambra shared that her local group recently changed its name to *Social Climate and Readiness* to reflect a broader scope of work.

Teresa suggested the name *Client Advocacy Collaborative* as a possible option for the group moving forward.

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Next Racial Equity Subcommittee Meeting on June 18, 2025, at 11:30 AM.

If you have any comments or questions, feel free to email bosracialequity@ncceh.org

Funding and Performance Subcommittee

May 22, 2025, at 2 PM

Member Attendance: Bonnie Harper, Melissa Hewitt, Lynne F. James, Amy Modlin, Talaika Williams

NCCEH Staff Attendance: Andrea Carey, Dashia Shanks, Mia Phillips, Mira Sanderson

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Understanding System Performance Measures

Homelessness should be:

Rare

- Prevent or divert new episodes of homelessness
- Access resources without a shelter stay

Brief

- Reduce the length of time while homeless
- Reduce the program length of stays
- Increase exits to permanent housing

Non-recurring

- Reduce returns to homelessness
- Focus on housing stability
- Create access to resources without another shelter stay

What HMIS client data is included?

- October 1, 2023, to September 30, 2024
- October 1, 2021, to September 30, 2023
- Up to 24 months before the current year
- Any person who entered SO, ES, TH, RRH, PSH, or OPH during the reporting period
- Client records are de-duplicated across the CoC

Data Quality Impacts the SPMs

Coverage

- Include as many homeless service providers in the community in HMIS as possible.

Utilization

- Bed utilization rates should be between 65% to 100%.

Data Quality

- Data entry is timely
- Low rate of missing data

- Data reflects what is accurate
- Discrepancies have been identified and addressed.

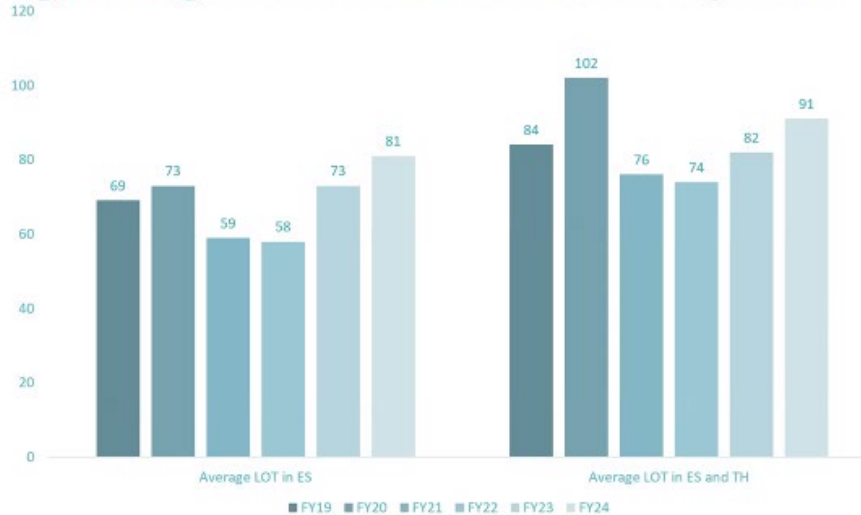
System Performance Measures



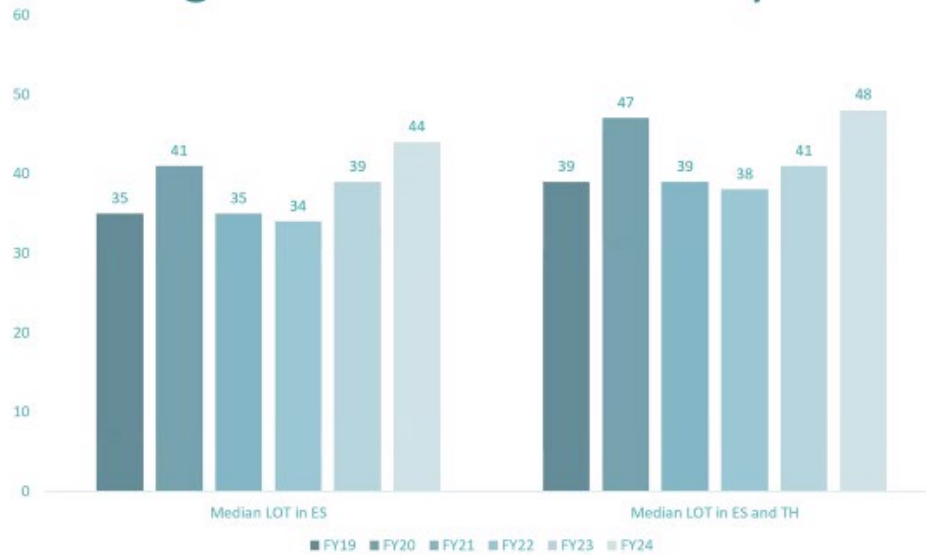
Andrea noted that no one has qualified for item #6, as there are currently no communities that meet the criteria for that system performance measure.

Measure 1: Length of Time Homeless

Average Length of Time Homeless by Year



Median Length of Time Homeless by Year

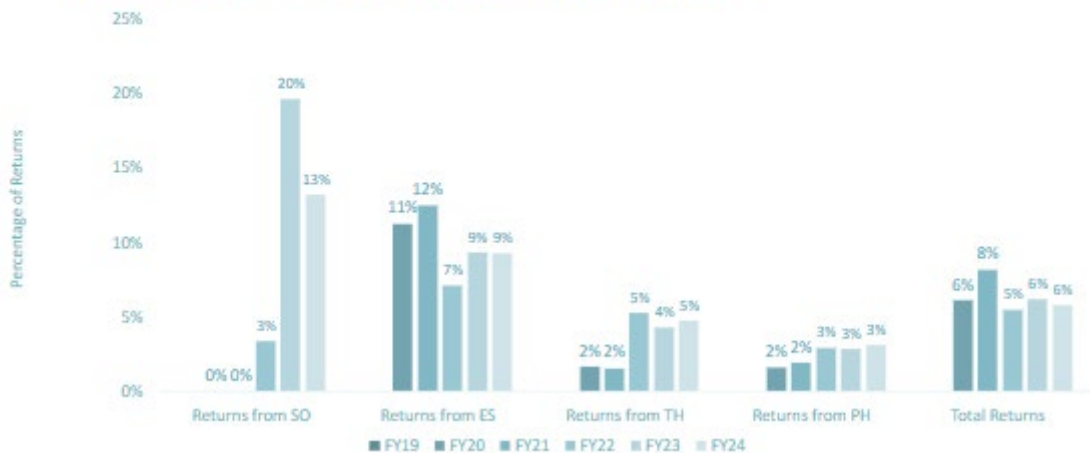


CoC Debrief FY24 Competition for Measure 1

2C-2. Length of Time Homeless–CoC’s Strategy to Reduce.	V.B.5.c.		
System Performance Measure Data – Measure 1 (from HDX 2.0)		8	8
Written response to Question 2C-2		5	2

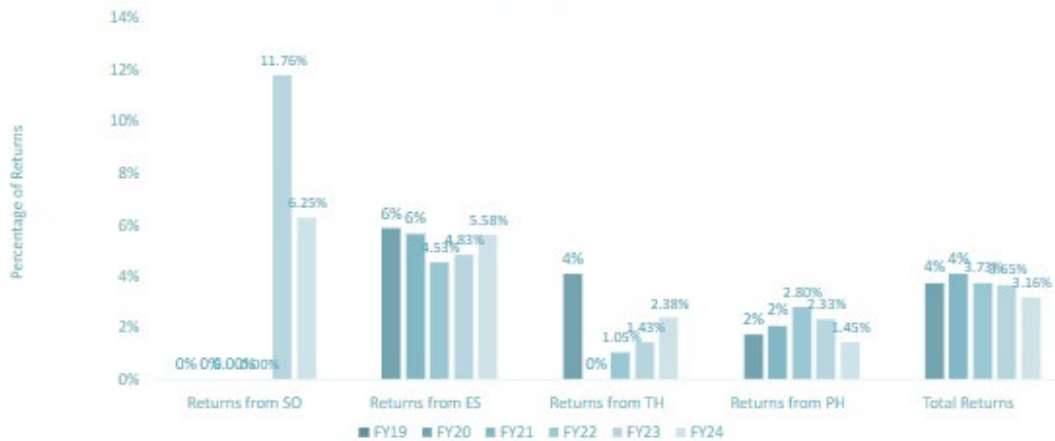
Measure 2: Return to Homelessness

Percentage of Permanent Housing Returns to Homelessness in 6 months



There has been a significant increase in Street Outreach projects operating in HMIS. From FY22 to FY23, there was a notable rise in the number of PATH programs included in HMIS.

Percentage of Permanent Housing Returns to Homelessness 6 mo - 1 Year



Percentage of Permanent Housing Returns to Homelessness in 2 Years



Bonnie Harper had a question regarding the data we have been reviewing— Andrea noted that the results are only reviewed as far back as two years.

Additionally, Andrea explained that the changes during the pandemic period had a significant impact on returns from FY21 to FY22, as Street Outreach data was low during that time.

CoC Debrief FY24 Competition for Measure 2:

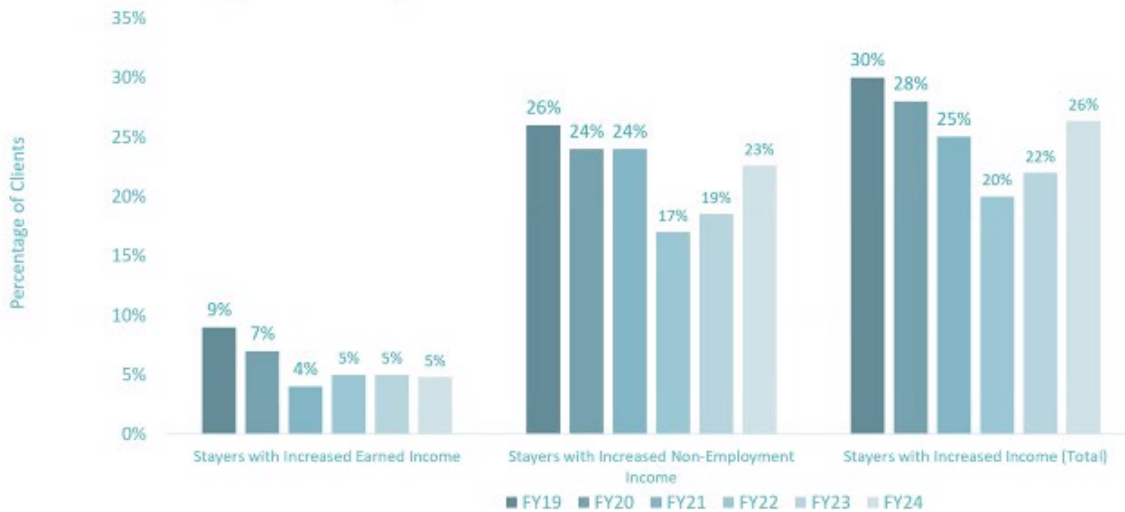
2C-4. Returns to Homelessness—CoC's Strategy to Reduce Rate.	V.B.5.e.		
System Performance Measure Data – Measure 2 – 6 months (from HDX 2.0)	3	0	
System Performance Measure Data – Measure 2 – 12 months (from HDX 2.0)	3	3	
Written response to Question 2C-4	2	2	

Unduplicated Annual HMIS Count

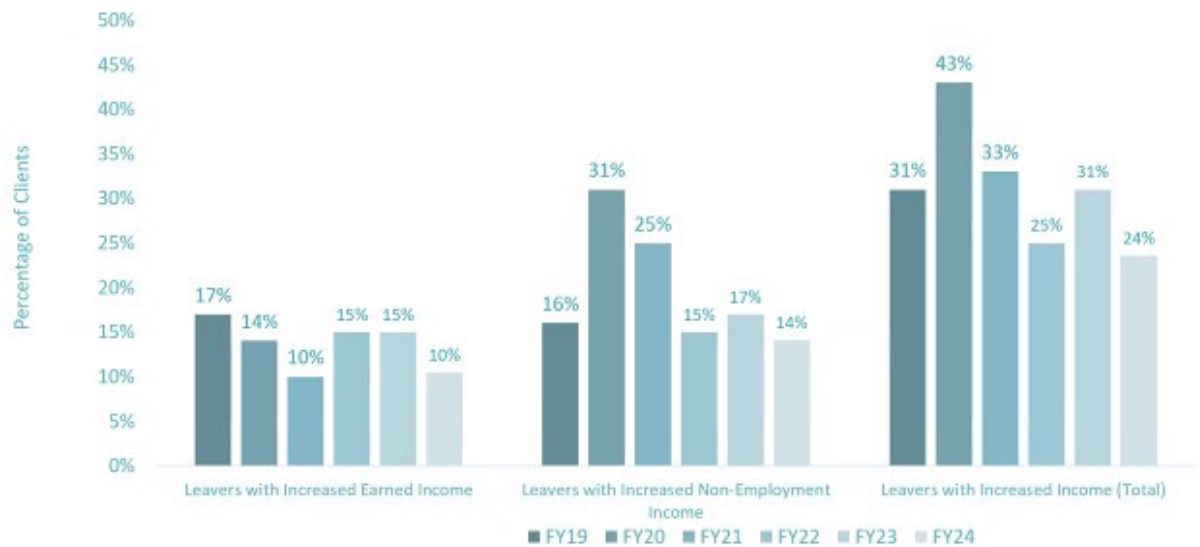


Measure 4: Increase in Income

Increases in Employment and Income amongst Stayers



Increases in Employment and Income amongst Leavers



CoC Debrief FY24 Competition for Measure 4:

2C-5. Increasing Employment Cash Income–CoC’s Strategy.	V.B.5.f.		
System Performance Measure Data – Measure 4 – employment and cash income for leavers (from HDX 2.0)		2	0
Written response to Question 2C-5		2	2
2C-5a. Increasing Non-employment Cash Income–CoC’s Strategy.			
System Performance Measure Data – Measure 4 – non-cash benefits for leavers (from HDX 2.0)		2	2
Written response to Question 2C-5a		1	1

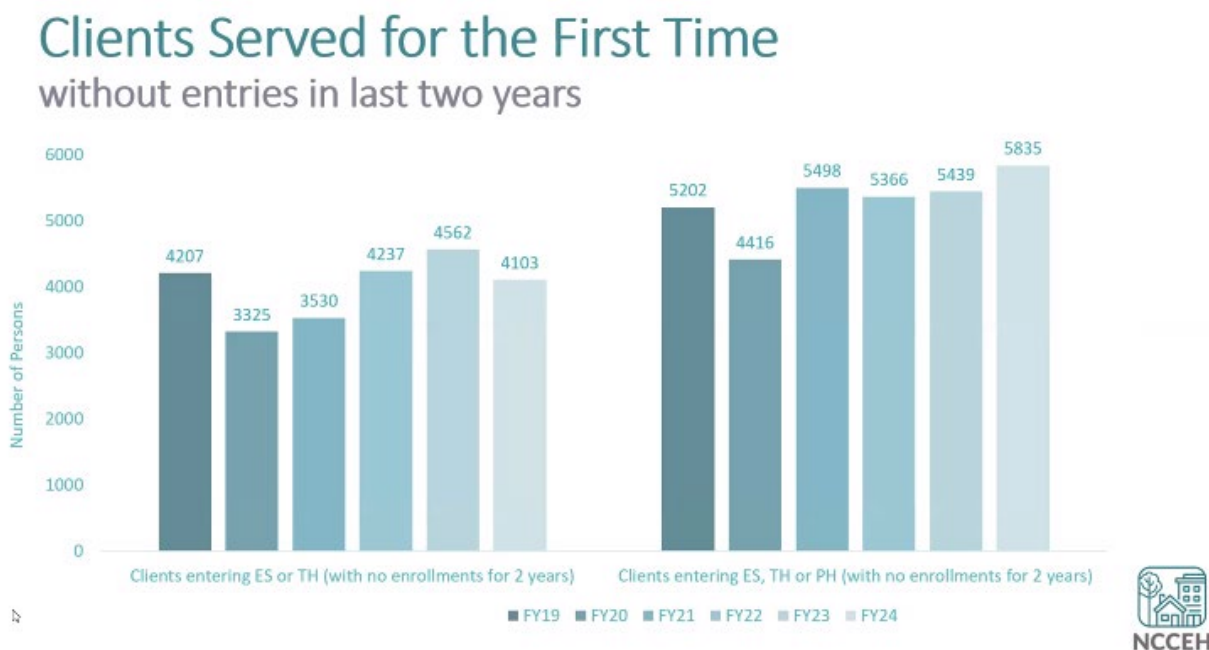
Bonnie asked about the increase in employment-related cash income and whether it included SSI/SSDI. Andrea clarified that SSI/SSDI would be categorized as non-employment income.

Lynne commented that earning income is one of the most challenging aspects, noting the difficulty of securing sustainable employment. She expressed the need for better solutions, and Bonnie agreed.

Bonnie suggested introducing life coaches to help guide and encourage individuals to stay motivated, rather than becoming frustrated and giving up entirely. Andrea noted that this approach reminded her of strength-based interviewing techniques used in case management. She acknowledged that earned income is a difficult area, and while efforts are made to connect people to employment opportunities, success is limited. For example, some workforce development programs may result only in a certificate, with clients perceiving that as the endpoint rather than a step toward continued progress.

Andrea emphasized that this remains a challenge for both the community and clients. She expressed interest in hearing from attendees about what they believe would be helpful and how they can be better supported

Measure 5: First Time Homelessness



Lynne noted that a significant number of individuals contacting her are reporting first-time homelessness.

Bonnie shared that, according to conversations with their homeless response team, this trend reflects an increase in first-time homelessness among the working poor.

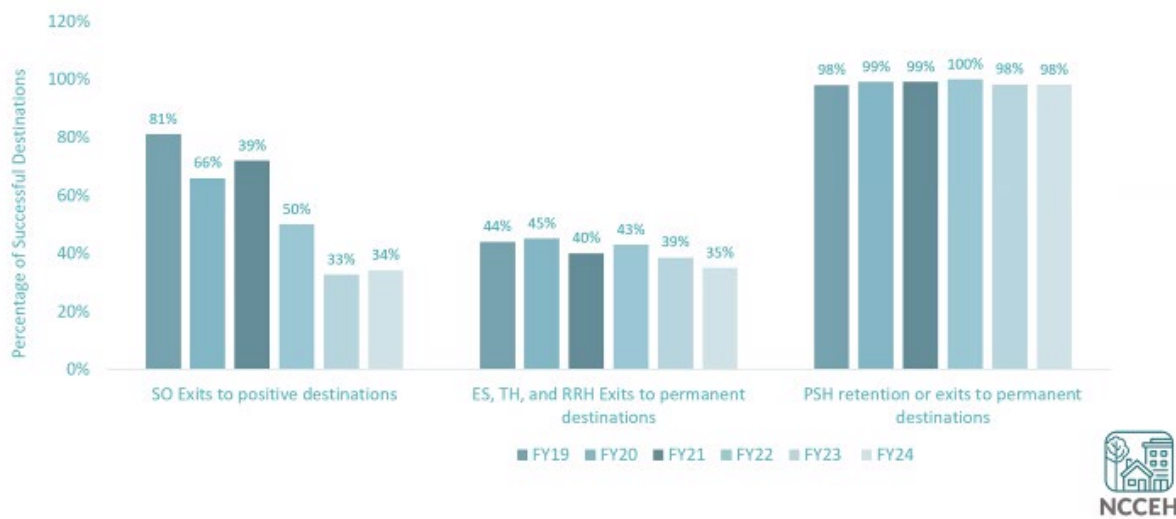
Talaika agreed and added that in some areas of her region, increased outreach efforts and programs like Back@Home—targeting populations previously unreached—may also be contributing to the rise in first-time homelessness. She confirmed that their homeless response team is also seeing a noticeable increase in homelessness among the working poor.

CoC Debrief FY24 Competition for Measure 5:

2C-1. Reduction in the Number of First Time Homeless—Risk Factors Your CoC Uses.	V.B.5.b.		
System Performance Measure Data – Measure 5 (from HDX 2.0)		1	0
Written response to Question 2C-1		2	2

Measure 7: Exits and Retention of Permanent Housing

Exits to (or Retention of) Successful Destinations

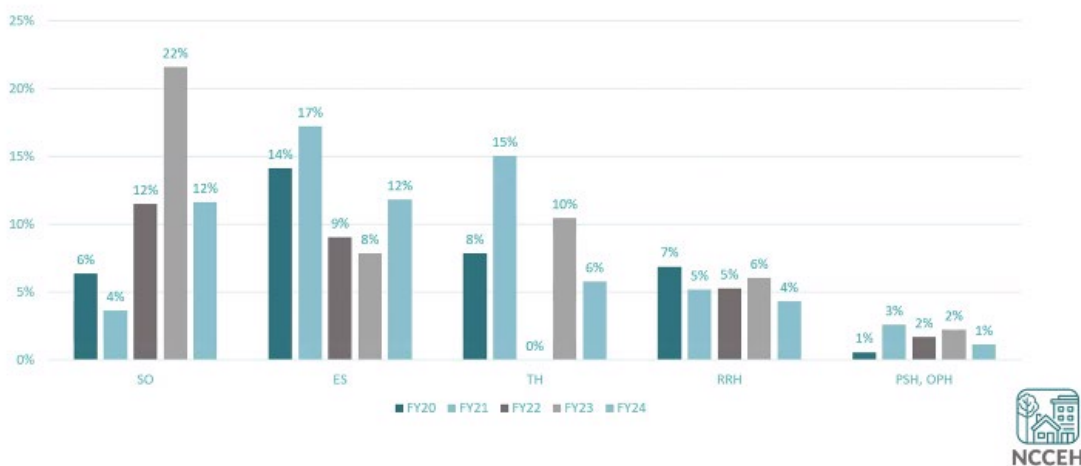


Bonnie noted that in her personal experience, if Emergency Housing Vouchers (EHVs) were available, she would be able to successfully place a significant number of her clients. Melissa agreed.

CoC Debrief FY24 Competition for Measure 7:

2C-3. Exits to Permanent Housing Destinations/Retention of Permanent Housing–CoC's Strategy.	V.B.5.d.		
System Performance Measure Data – Measure 7b.1 (from HDX 2.0)		6	0
System Performance Measure Data – Measure 7b.2 (from HDX 2.0)		3	3
Written response to Question 2C-3		4	4

Exit Destination Missing Data Quality



Andrea noted an increase in Emergency Shelter (ES) utilization. She highlighted a key advantage of Street Outreach (SO) programs—the ability to exit individuals from HMIS based on the last point of contact. Andrea believes there is potential to further reduce SO numbers. She also mentioned that Other Permanent Housing (OPH), which does not require a disability for eligibility, is not currently operating within HMIS.

Bonnie shared that her team has experienced some successes. She inquired whether shared living arrangements are being tracked. Andrea responded that, to her knowledge, they are not. Andrea also noted the complexities in distinguishing between shared living arrangements with separate tenants and those with shared leases. Bonnie added that she always encourages her clients to be the Head of Household and sign their own lease, emphasizing the importance of addressing the power imbalances that can arise in shared leases.

Melissa asked whether HMIS could be used to track or determine if someone was already living in a unit and if there might be an opening for a roommate. Andrea asked for clarification and confirmed that Melissa was referring to roommate openings. Andrea noted that HMIS likely isn't capable of supporting this type of tracking currently, but agreed that the idea made sense. Andrea suggested that some form of occupancy tracking would be needed and acknowledged the challenges. Andrea also mentioned that this concept aligns with efforts by the Charlotte Housing Collaborative. Bonnie emphasized that shared living must always remain a client choice.

Andrea summarized the discussion by posing two questions: Can we track shared living outcomes, and can we track shared living opportunities?

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The next Funding and Performance Subcommittee meeting is June 26, 2025, at 2 PM