

North Carolina Balance of State Continuum of Care

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NC Balance of State CoC Steering Committee Consent Agenda and Updates

August 5, 2025

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Section I. NC BoS CoC Steering Committee Consent Agenda

The following will be voted on at the August 5, 2025, NC BoS CoC Steering Committee meeting:

June 3, 2025, Steering Committee Minutes

<https://ncceh.org/wp-content/uploads/2025/06/June-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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Section II. Updates

- **Veterans Subcommittee**
Monday, August 4, 1 – 2 P.M.
[Join Zoom Meeting](#)
Meeting ID: 837 9246 1651
- **Lived Expertise Advisory Council**
Friday, August 8, 12 – 1 P.M.
[Join Zoom Meeting](#)
Meeting ID: 579 903 9481
Passcode: qYqVY5
- **Coordinated Entry Council**
Monday, August 18, 10 – 11:30 A.M.
[Join Zoom Meeting](#)
Meeting ID: 8978 8280 4661
Passcode: 490790
- **Client Advocacy Collaborative (formerly Racial Equity Subcommittee)**
Wednesday, August 20, 11:30 – 1 P.M.
[Join Zoom Meeting](#)
Meeting ID: 837 9246 1651

Section III. Meeting Minutes and Supporting Materials

Veteran Subcommittee Meeting

June 2, 2025, at 11 AM

Member Attendance: Dr. Deniece Cole, Jessica Rice, J Eastwood, Kecia Robinson, Nicole Wilson, Rory Springs, Seth Horton, Genean Hill, Charessa McIntosh, Chariden Lewis

NCCEH Staff Attendance: Natalie Rivera, Mira Sanderson

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News from NCHV Conference

Jessica, Genean, and Chariden shared valuable insights from their attendance at the NCHV Conference. Overall, the conference was highly informative, offering meaningful perspectives on Surge initiatives and highlighting successful efforts from other communities across various states. Their experiences provided useful ideas on how similar strategies could be adapted and implemented in our own community.

Updates on Reporting Possibilities

Information we can get from the By Name List (BNL):

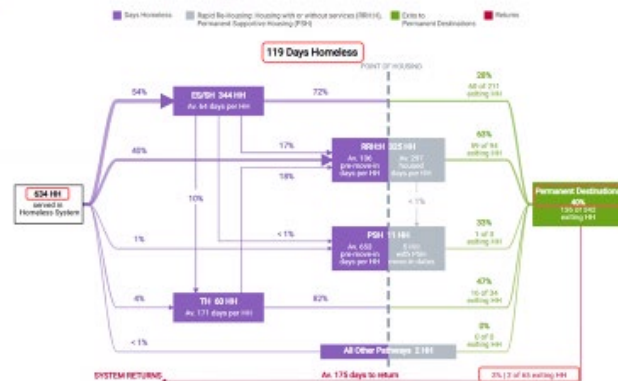
- Two different reporting groups you can use when pulling the BNL – using the APR reporting group **will** allow you to see clients served by SSVF.
 - APR and SSO are the two groups- if you run with APR, the report will include clients served by SSVF
- Including the APR reporting group will also replace the front door provider with the CE project if the client is enrolled in CE.
 - Nicole asked if Regional CE Leads had access to the APR reporting group. Natalie noted that they do but that they may not know that we want to see the SSVF information so we have to let them know to include the APR reporting group.
- Exit destination data is only pulled from the exit interview of the CE project

How about bi-monthly updates on data from the statewide BNL?

The group was in overall agreement.

Information we can get from the Longitudinal System Analysis (LSA) and Stella P:

10/1/2023 – 9/30/2024



- Average days homeless
- Percentage of exits to permanent housing
- Returns to homelessness

How about updates every 6 months?

The group was in overall agreement and the 6-month update for FY25 will be sent over email.

Updates from VISN 6 Unsheltered Surge Event

VISN 6 Unsheltered Surge Event

Are you already updated on this initiative through your regular channels? Or is this news?

- NCCEH acting as a community partner, along with Virginia DHHS
- VA Facilities involved: Asheville, Fayetteville, Salisbury, Durham (NC) and Richmond, Hampton, Salem (Virginia)
- Coordinating a surge event to bring housing resources to unsheltered veterans

Goals:

- Strengthen coordination among VISNs, VAMCs, community partners, and intergovernmental agencies to address homelessness and reduce suicide among Veterans by developing strategic partnerships and implementing impactful solutions.
- Strategically leverage resources to enhance outreach and services for homeless Veterans.

VA Staff are updating the specific VISN Tracker with the names, VA eligibility, and program status of unsheltered veterans. NCCEH will support by pulling BoS-wide by-name list.

Coalition tasked with planning a surge event, which could look like:

- 3 days of intentional encounters with known unsheltered veterans to share emergency and permanent housing resources
- Outreach providers go out according to a Central Command
- Hosting sites in different counties and transporting veterans to those sites for resources

Provider Announcements and Updates

Charessa shared that they will be hosting a virtual housing symposium; please see the attached flyer for details.

Dr. Cole announced their upcoming Veteran Stand Down event (more information to come). Those interested in participating are encouraged to contact Dr. Cole directly. Dr. Cole also highlighted the Roy Hall Veteran Center, which has 14 temporary housing beds.

Jessica noted that the NCServes 2014–2024 NCDHHS Report on services and support for North Carolina Veterans and their families has been released. If you are interested in reviewing the report, you can access it here: <https://indd.adobe.com/view/3dbdb8f7-8d20-46cd-9707-2bce824d936a>

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The next Veteran Subcommittee Meeting will be Monday, July 7 at 11 AM.

Rescheduled NC BoS CoC Veteran Subcommittee Meeting

July 14, 2025, at 11 AM

Member Attendance: Alyce Knafllich, Denadia Napper, Kecia Robinson, Genean Hill, Jessica Rice, Laura Jones, Chariden Lewis, Seth Horton,

NCCEH Staff Attendance: Natalie Rivera, Mira Sanderson

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Committee Check-In

Fayetteville VA – how was the Virtual Housing Symposium?

- The call went well overall, with strong engagement throughout the discussion. A surge event that took place shortly afterward added helpful momentum. Cumberland County has been extremely busy, which added some pressure, but despite that, everything went smoothly.

Duplin County Stand Down?

- No attendees present this month.

How are things going in your current roles? What changes have been concerning or stressful? What's going really well?

- Kecia shared that she is working with homeless programs and outreach workers to connect with and provide services to veterans they encounter. She is also collaborating with the community to support new initiatives aimed at reaching veterans.
- Alyce raised a question about the recent VA downsizing and whether it would impact homeless programs or lead to funding cuts. Kecia responded that, while they haven't received any information about funding changes, there was a memo regarding staffing. The memo stated there wouldn't be a major reduction in jobs, but it did not mention anything about funding. Jessica reiterated Kecia's point, and Natalie added that she also hasn't heard anything about funding changes.

Second Anniversary of BoS's Framework to End Veteran Homelessness

Established in June 2023, the BoS CoC Framework to End Veteran Homelessness states that the Veterans Subcommittee will work to:

- Improve System Flow: Ensuring Veterans facing homelessness across the NC BoS CoC have a clear and accessible path toward permanent housing.
- Center Equity: Understand how historically racist systems and systems built on white supremacy disproportionately impact BIPOC Veterans and strategize approaches to create lasting change.
- Improve Coordinated Entry Integration: All Veterans experiencing homelessness in the NC BoS CoC should be served through their regional Coordinated Entry (CE) system to be swiftly housed.

- Coordinate Provider Roles and Expectations: It's important for each partner providing services to Veterans to agree to a standard and specific set of roles & expectations to be effective.
- Address System Gaps: The BoS CoC homeless response system has various gaps to overcome to better serve Veterans experiencing homelessness.
 - Build trust and communication between providers
 - Expand program knowledge
 - Share data
 - Conduct system analysis, evaluation, and accountability

Discussion on Key Performance Indicators and Data Analysis: Please reference the progress report shared via email.

Alyce noted that the data showed higher numbers because a significant portion of Helene housing was included. She explained that this likely contributed to the increase, as much of the veteran housing is located in areas impacted by Helene.

Next Steps for Updating Framework to End Homelessness:

Our Framework will be due for an update around October 2025, the end of Fiscal Year 2025.

Before our next meeting, please take some time to read and review the Framework. Make notes on any sections you feel need updating or revision.

- How was the Framework drafted in 2023?
- How were data goals determined?
- Once we collect notes in August, would you prefer to establish a revision workgroup or for NCCEH to revise and submit for your approval?

Alyce shared that the group had a discussion based on their experiences within their respective organizations. She noted that this committee originally started in 2012 but eventually became inactive. It was revitalized more recently in response to the need for better information sharing, data coordination, and unifying the veteran database.

Kecia suggested sending out an email survey to the Veterans mailing list to gauge interest. The survey would ask whether individuals want to remain on the mailing list, participate in future conversations, and what meeting times work best for them.

Coordinated Entry Participation

Last week, Natalie got an email from the CE Lead in Regions 11, 12 and 13 saying the Veterans Case Conferencing meetings were lacking in participation and purpose.

Michele Welsh felt like everyone involved was frustrated because without everyone's participation, no one is able to achieve what they need from the CE meeting.

Anyone from those Regions able to share their perspective? What can the Veterans Subcommittee do to increase participation? Are you all connected with your CE Leads?

- Chariden Lewis shared that Michelle still doesn't have visibility into the Region 13 SSVF project, and they are currently waiting for the helpdesk to resolve the issue. Natalie responded that she would make sure to bring it up with Andrea.
- Chariden also noted that there is no SSVF presence in Regions 11 or 12. She mentioned that she hasn't received much feedback from her staff who attend the calls and hasn't heard anything specific about engagement. She said she would check in with her Team Lead, who does attend, to see if there is any additional insight.
- Kecia asked if all regions are holding veteran-specific case conferencing. She noted that her regions (Regions 4, 5, and 7) are not currently holding regular veteran-specific meetings. Region 5 has one every other case conferencing meeting, in addition to the general ones. Regions 2 and 3 do have veteran-specific case conferencing, but Chariden commented that more providers could be attending. She added that it can be difficult for providers to commit time to veteran-specific meetings unless they are part of a veteran-focused organization.
- Kecia also pointed out that there aren't many veterans on the By-Name List in those areas, but it would still be worthwhile to establish a veteran-specific list. Natalie suggested encouraging each region to dedicate at least half of a meeting to veteran case conferencing.

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The next Veterans Subcommittee Meeting will be on Monday, August 4 at 11 AM.

LEAC Meeting – 6/20/25

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

Hiring Von Update

We had to put a pause on hiring Von for a contractor position due to a lack in funds. Elliot and Mira are working on creating an alternative proposal and will update LEAC with any updates.

NAEH Conference Prep

We went over the logistics for the NAEH conference.

Mira shared that she ordered business cards for those who will be at the NAEH conference.

The group discussed NAEH's agenda and highlighted a few different lectures and shared interests. Elliot asked Melissa to review the agenda and let those who will be attending the conference know what Melissa is interested in learning about, and perhaps, one of us could attend that session and then share the content with Melissa.

PIT Count Prep

Elliot brought up the need for UACs and the idea that possibly LEAC taking on UAC positions would be a good idea, since UACs do a lot of street outreach and may not have the necessary empathy training that those with lived experience already have.

Melissa and Von are planning on attending UAC Planning Meeting on Tuesday, July 8 at 1 PM.

Ideas from Von about PIT count volunteers recruiting for LEAC

Von suggested a newsletter to allow them to volunteer at

LEAC Meeting – 7/11/25

Attendance: Melissa H., Karen C., Elliot R (staff) and Mira S. (staff)

NAEH Conference Recap

Karen suggested reaching out to contacts in California and Wisconsin to compare their Client Bills of Rights with ours. The goal would be to identify opportunities to strengthen and make our Bill of Rights more equitable.

Elliot shared that he recently met someone from Rhode Island who was involved in passing a Client Bill of Rights and related legislation. He also connected with someone from Iowa who helped implement a law for Permanent Supportive Housing (PSH) that functions similarly to a union. Karen asked Elliot to share more information about these efforts and suggested they potentially collaborate with Debra to explore how similar approaches could be introduced within our organization.

Elliot also pointed out that, currently, our agency does not have a formal plan in place to enforce the Client Bill of Rights.

Melissa added that, at one time, agencies risked losing funding if they did not publicly post their Client Bill of Rights. She explained that this requirement was initially implemented in response to agencies failing to complete the necessary training.

The group also discussed accessibility concerns related to the recent conference. Karen volunteered to draft an email addressing the feedback and will bring it to the group for review.

LEAC Recruitment

The LEAC group has been working on developing guidelines to promote diversity and inclusion across all Balance of State (BoS) regions. Melissa mentioned that she knows someone who has expressed interest in joining the LEAC.

Karen suggested scheduling a meeting with regional leads and the LEAC to explore how they can support recruitment efforts—both within the BoS and potentially across other CoCs in North Carolina.

Elliot expressed hope that the LEAC could eventually offer empathy training for the Unsheltered Access Committee (UAC). Karen suggested using Billy Cerulo for training for the UAC and the Point-in-Time (PIT) Count.

By Next Meeting:

- We will have money updates.
- Karen will bring a proposal for the intro to LEAC presentation.
- Melissa plans to reach out to Teena Willis, Bonnie Harper, and Cory Bragg to ask for recruitment help.
- We will email the current LEAC job description to LEAC.
- Elliot will forward the NAEH session recordings email to Melissa.

Coordinated Entry Council Meeting

June 16, 2025, at 10 AM

Member Attendance: Gretta Worley (Region 1), Audrey Dooley (Region 2), Elizabeth Moncrief (Region 3), Mary Williams (Region 4) Erin Gaskin (Region 5), Stephanie Flowers (Region 9 and 10), Michele Welsh (Region 11, 12 and 13), Brian Fike, Bonnie Harper, Cassie Rowe

Absent:

NCCEH Staff Attendance: Ashley Von Hatten, Teresa Robinson, Rachelle Dugan, Mira Sanderson

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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 complete 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.

- 51 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.
- 40 unsheltered household completed the survey – a huge increase from last year!

Providers

- Missing providers from Region 8 & Region 9.
- 66% of providers are with an emergency shelter.
- 94% of providers stated they feel comfortable asking all the questions on the HART, while 5% stated they did not feel comfortable asking the questions on the HART.

- 31% of providers stated it is difficult or extremely difficult to connect with housing providers after a referral to permanent housing .
- 100% (!!) of providers said case conferencing also includes discussions outside of ESG and/or CoC-funded resources.

Emergency Shelter

- 45% of survey participants tried to access 1 – 5 shelters before finding a shelter they could enter
- 96% of persons stated the shelter was accessible to all households.
- 2 % of the households assessed by HART stated the questions were hard to understand and 4% stated they were uncomfortable answering all the questions.
- 96% of households were treated respectfully by staff.
- 24 of 27 open-ended responses highlighted the excellent work of shelter staff and their compassion while serving households experiencing homelessness.
 - “I love how the staff shows they care. Each staff member takes the time to help you become a whole healed person before you leave. They show you ,you matter, you are enough, and you are not just a number for funds.”

Unsheltered

- 62% of households were offered help with entering an emergency shelter.
- 85% of households stated access to housing as the assistance that would be the most helpful.
- Help with food, documentation, and finding a job as the next three most helpful assistance.
- 0 % of the households assessed by HART stated the questions were hard to understand and 0% stated they were uncomfortable answering the questions.
- 5 of 6 open-ended responses highlighted the excellent work of outreach and coordinated entry staff.

Permanent Housing

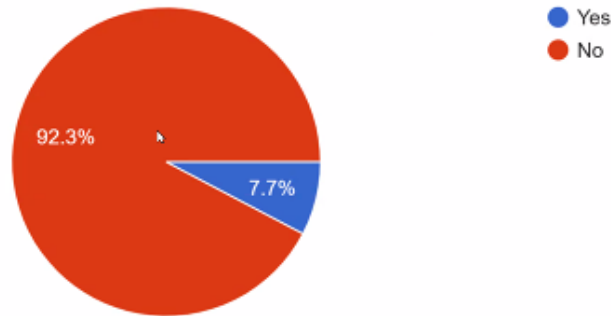
- 56% of households said it took 1 – 3 months from being assessed to move into housing.
- 0 % of the households assessed by HART stated the questions were hard to understand and 0% stated they were uncomfortable answering the questions.
- 19 of 21 open-ended responses were positive and raved about the assistance and case management they received .
 - “I experienced nothing but amazingsness, understanding, and most importantly the willingness to help me become stable and feel comfortable and safe with all the decisions when starting life over and having nothing due to a domestic violence situation.” – Client

Coordinated Entry Evaluation Discussion

Providers

When you refer a client to a DV shelter, are they always able to get a bed at the DV shelter?

13 responses

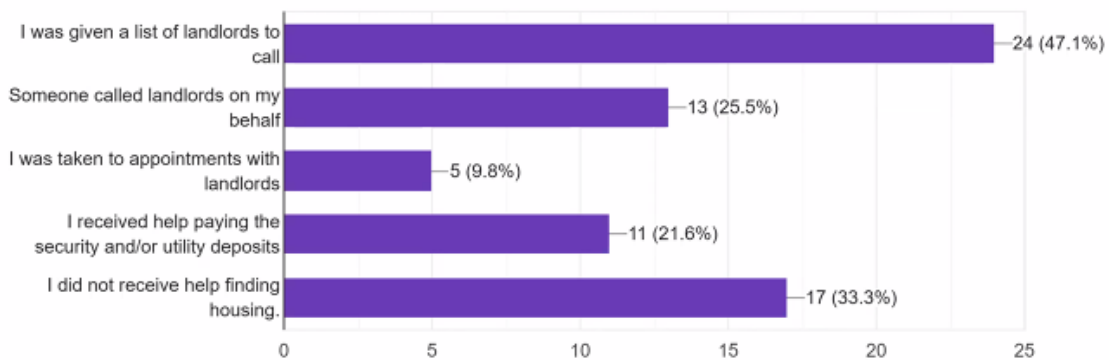


Audrey Dooley noted that while there are domestic violence (DV) shelters in the area, the most well-known ones are located in highly populated regions and are often at full capacity. Ashley then asked Cassie if she had received any feedback from DV shelters that might offer additional insight. Cassie was unavailable to respond.

Emergency Shelter

11. What assistance were you provided to help you find housing? Check all that apply.

51 responses



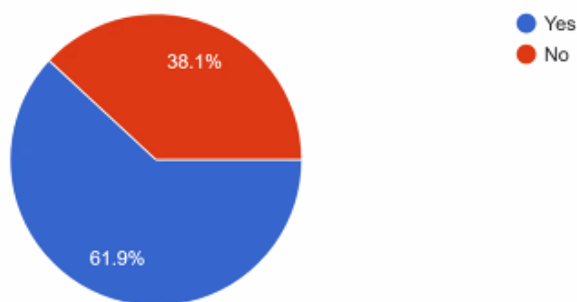
Ashley noted that the challenge in Emergency Shelter (ES) lies with Homelessness Prevention (HP), as the Balance of State (BoS) does not have many HP projects that can quickly transition people experiencing homelessness into housing. She added that most of the available assistance currently

comes from participating landlords.

Unsheltered

1. Has anyone offered to help you get into an emergency shelter or domestic violence shelter?

21 responses



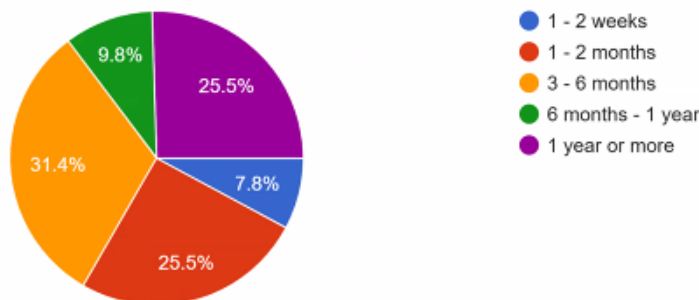
Michele asked for clarification on what type of feedback Ashley was seeking. She shared that, in her experience, some individuals choose to remain unsheltered due to shelter rules, while others face barriers such as having a pet. She suggested exploring solutions like temporary foster care for pets. Michele also noted that some people experience anxiety about being in crowded environments—especially dorm-style shelters—or have concerns about leaving their belongings behind.

Audrey added that some individuals are banned from certain shelters or have personal issues with specific facilities. The issue isn't always whether shelter is available, but whether it's a realistic or safe option for them.

Permanent Housing

4. How long did you experience homelessness?

51 responses

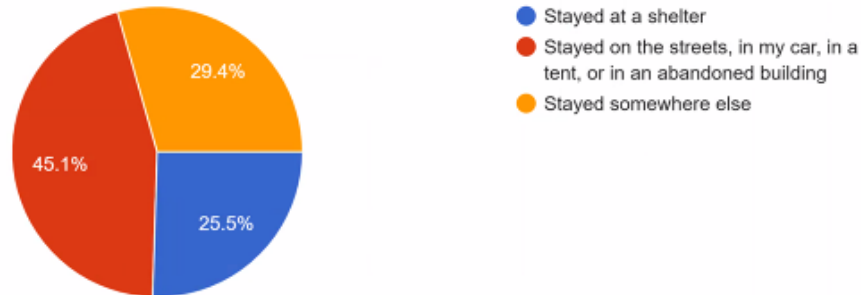


Audrey noted that in Region 2, it takes case managers a significant amount of time to locate affordable housing, which results in extended wait times for clients.

Permanent Housing

3. When you did not have housing, where did you stay most of the time?

51 responses



Ashley noted that she believes this may be related to unsheltered individuals choosing to remain unhoused. Bonnie then asked a question about the HART score—specifically, whether individuals experiencing unsheltered homelessness tend to receive higher scores than others. Ashley confirmed that this is indeed the case.

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

To Do: Recommend improvements to the BoS CoC CE system

HART Advisory Team

Targeted Goal

- A) Evaluating whether its accurately prioritizing people based on vulnerability and housing barriers
 - a. Homeless and Housing History, Risks to Safety, Health and Wellness, and Family Units
- B) Assessing for racial and gender inequities in who is getting housed, how long it takes, and who is returning to the system
 - a. *Specifically, Black/African Americans proportionately represented (43%) in high scores throughout the NC BoS CoC*

Results so far: Healthcare

Clients with health vulnerability score higher on the HART

Healthcare Difficult	# of Clients	Average HART Score
No	1405	19
Yes	1833	28
(blank)	17	11
Grand Total	3255	24

Health Insurance	# of Clients	Average HART Score
No	1405	19
Yes	1833	28
(blank)	17	11
Grand Total	3255	24

Chronic Health Cond / Mortality risk	# of Clients	Average HART Score
No	2018	21
Yes, 1	953	27
Yes, 2 or more	270	29
(blank)	14	11
Grand Total	3255	24

Health Treatment	# of Clients	Average HART Score
No	1036	20
Yes	2206	26
(blank)	13	16
Grand Total	3255	24



Audrey stated that individuals without health insurance should receive a higher HART score. She also emphasized the importance of how the questions are weighted. In her region, there is a large unsheltered population, and she believes that should significantly impact the score—though she's unsure to what extent. Audrey also pointed out that individuals who have been staying in shelters for over a year are not even considered in the HART assessment. Bonnie Harper agreed with her observations.

Audrey added that, from an ethical standpoint, she prefers not to know how the questions are weighted. However, she's noticed that some questions clearly carry more weight than others, which can feel unfair. She suggested potentially modifying how the length of stay is factored in. Bonnie echoed Audrey's concerns and highlighted an additional challenge: people experiencing street homelessness often disappear, making it harder to connect them with housing and extending their wait time.

Ashley, as the Regional Lead for Region 6, expressed appreciation for these comments and acknowledged that she also sees these issues in her region.

Audrey noted that regardless of a person's HART score, her team still considers length of stay when prioritizing for housing. Michele added that these types of conversations are common in case conferencing meetings—sometimes, even if a family doesn't have the highest HART score, the group collectively agrees they should be prioritized for housing.

Ashley thanked Michele for her transparency and stressed that this is exactly what case conferencing is for. She also acknowledged the challenges of making these decisions, especially when resources are limited—such as when a Rapid Re-Housing (RRH) program is running low on funding. In such cases, it may not be feasible to house the person with the highest needs. Ashley closed by expressing her appreciation for everyone involved in making these difficult decisions.

Results so far: Vulnerability

Chronically Homeless clients score higher on the HART

Chronicity verified? Y/N	# of Clients	Average HART Score
No	1545	20
Yes	1591	27
(blank)	125	22
Grand Total	2147	24

Chronicity (intake calculated)	# of Clients	Average HART Score
No	1985	20
Yes	876	30
(blank)	398	24
Grand Total	1919	22

Audrey says it's helpful to hear that NCCEH will support the CE leads and respects the decisions of the case conferencing committees.

Reaching our Equity Goals – we are on track!

Top 20% Counts by Race and Ethnicity

	Asian	Black	Indigenous	M.E.N.A	Multi-Racial	NA	White	Grand Total
80%	5	895	35	2	35	52	1,085	2,124
Top 20%	2	199	11	1	8	29	315	565
Grand Total	8	1,095	47	3	44	91	1,401	2,689

Top 20% Percentages by Total by Race & Ethnicity

	Asian	Black	Indigenous	M.E.N.A	Multi-Racial	NA	White	Grand Total
80%	0.28%	42.18%	1.65%	0.09%	1.69%	2.92%	51.13%	100.00%
Top 20%	0.35%	25.22%	1.95%	0.38%	1.42%	5.13%	55.75%	100.00%
Grand Total	0.30%	40.72%	1.75%	0.11%	1.64%	3.38%	52.10%	100.00%

Total responses by Race & Ethnicity

Asian	8
Black	1,087
Black, Hispanic/Latina/e/o	8
Hispanic/Latina/e/o	62
Indigenous	44
Indigenous, Hispanic/Latina/e/o	3
M.E.N.A	3
Multi-Racial	44
NA	29
White	1,380
White, Hispanic/Latina/e/o	21

Next Steps

Asking more questions for continuous improvement.

- Are we capturing the right barriers to housing? Are we capturing the right vulnerabilities? Are we missing anything?

Unsheltered Access Coordinators

Unsheltered Access Coordinators Framework

- Work to identify, connect, and house people experiencing unsheltered homelessness is a year-round effort!
- Regional Committees need to work collaboratively to meet their goals – no single person or agency can do this work alone.
- UAC should include a mix of assertive & passive outreach at regular intervals
- Identified people should be assessed & referred to the CE system by-name list.
- Someone should be assigned to regularly check-in with each person identified & help them navigate to the services they need.

Roles in the Region

- Unsheltered Access Coordinators (UACs) facilitate the regional plan to identify & connect people experiencing unsheltered homelessness to services & housing.
- Regional CE Leads work closely with UACs to implement the local plan to collect data & connect people experiencing unsheltered homelessness to permanent housing.
- Community partners, including service providers, regional leadership, & volunteers, are crucial to implementing the regional UAC plan.

Regional UACs

Region	UAC	Agency	Email
1	Makala Perez	Blue Ridge Health	mperez@brchs.com
2	River Hatchet	Pisgah Legal Services	river@pisgahlegal.org
3	Amber Brafford	WPCOG	amber.brafford@wpcog.org
4	Polly Simmons	Shepard House	polly@shepherdshousema.org
5	Michelle Wood	DC Connect	michellew@medicalministries.org
6	Veronica Harris	Person Co Veteran Services	vharris@personcountync.gov
7	Priscilla Ward	Place of Grace	pward.pog@gmail.com
8	Brittany Windley	Southeast Non-Profit Housing	bwindley@senph.org
9	Felicia Thorne	A NEW Start LLC	info@anewstartllc.com
10	Sherly Cox	Greene Lamp	scox@greenelamp.org
11			
12	David Pierce & Jim Cox	Martin County DSS, Pitt Co Planning	david.pierce@martincountync.gov, jim.cox@pittcountync.gov
13	Benjamin Horton	ABCCM	benjamin.horton@abccm.org

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The next CEC Meeting is on Monday, July 21, 2025, at 10 AM.

Coordinated Entry Council Meeting

July 21, 2025, at 10 AM

Member Attendance: Gretta Worley (Region 1), Audrey Dooley (Region 2), Erin Gaskin (Region 5), Priscilla Ward (Region 7 and 8), Stephanie Flowers (Region 9 and 10), Michele Welsh (Region 11, 12 and 13), Fredrika Murrill (ALM), Cassie Rowe (NCCADV), Bonnie Harper,

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

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Case Conferencing

What is the goal of case conferencing?

- The primary objective of case conferencing meetings is to house people faster by using the region's by-name list of everyone experiencing homelessness.
- All participants contribute their experience, ideas, knowledge of clients, and institutional resources to figure out new ways of housing people.

A successful case conferencing meeting is one in which everyone at the table shares a sense of purpose and community.

Planning

- Is case conferencing scheduled at least bi-weekly?
- Are the appropriate providers invited to case conferencing?
 - Emergency Shelters
 - Front Door providers
 - ESG recipients
 - CoC recipients
 - Back@Home providers
 - Managed Care Organizations (MCOs)
 - Supportive Services for Veteran Families (SSVF)
 - Public Housing Authorities (PHA)

Draft the Agenda (example)

- Opening/Introductions
- Announcements/Program Updates
- Consultations – Cases that need advice but are not being presented for housing.
- Outreach Updates – Cases that are unsheltered, at-risk of homelessness from Outreach Coordinator
- Prior Meeting Review and Updates - Cases that have been presented and require follow-up; status reports on cases that have been referred to a housing program (ESG RRH, CoC RRH, PSH)
- New Referrals and By-Name List Review – Cases for referral to a housing program
- Adjournment

Gretta noted that her region does not use a formal agenda, but each case conferencing meeting consistently covers the same topics. Audrey agreed, adding that they also do not have a set agenda but review all items related to new referrals and the By-Name List. Erin shared that her region follows the same approach.

Planning

- Share the by-name list (securely) with your case conferencing team via email
 - *Erin noted that she typically shares it one or two days before the meeting.*
 - *Michele noted that she shares it with the Front Door projects during the call.*
 - *Priscilla said that she shares both an agenda and the BNL.*
 - *Audrey noted that she screen-shares but only shares specifically with Veteran providers.*
 - *Gretta stated that she does not share it.*
- Request updates from agencies
- Emergency Shelters, Transitional Housing, and Street Outreach projects
 - Does the BNL show households your agency is no longer serving?
 - Does the BNL show a complete list for each of the households your agency is currently serving?
 - Does the BNL have correct and updated information for each one of the households your agency is currently serving?
- Permanent Housing projects
 - Does the BNL show households your agency has housed or confirmed are no longer experiencing homelessness?

Domestic Violence Clients

- How are DV clients included in case conferencing?
- Usage of comparable database?
- Usage of Smartsheet?
- Safe at Home households?

Priscilla noted that Region 7 has been experiencing some challenges with this process. She suggested using a Smartsheet—similar to what Region 8 is doing—but there have been concerns. Some Front Door providers are hesitant to enter their information into HMIS.

Ashley responded that there is a specific workflow for Safe@Home providers that must be followed, which includes entering information via the Smartsheet. If a client is eligible for Back@Home, then intake can proceed through CE.

Erin shared that most of their VSP agencies participating in case conferencing are already using the Smartsheet. Initially, she thought the Smartsheet would replace their own By-Name List, but since there is currently no way to exit people from the Smartsheet, that remains a consideration.

Ashley agreed and added that the team needs to review the Smartsheet to determine if it is the best solution. She and her team will look at the sheet and identify any necessary updates.

Clients that present at agencies without HMIS and/or comparable database

- Who completes the data intake?
- Who completes the HART?
- How does the household get added to the by-name list?

Erin noted that information is typically sent through the CE phone line or by email. Audrey added that clients are sent directly to her for intake.

What happens when you cannot make RRH and/or PSH referrals?

What happens when there are not any RRH or PSH HUD-funded resources available?

- Do you continue case conferencing?
- Do you end the meeting?
- Do you discuss why referrals cannot be made?
- Do you discuss other resources in the community?
- Do you review the BNL for data corrections and/or updates?

Audrey noted that in Region 2, they go around and check with agencies to see if there are any updates or resources to share, such as move-in dates or the status of referred households.

Gretta shared that they continue to case conference individuals on the BNL and document notes. When housing opportunities become available, they return to the list and prioritize accordingly.

Erin added that they also review data corrections, process exits, and provide updates on referred individuals who are still not housed.

Prioritize housing and services that best meet the household's needs, regardless of funding source.

Including non-HUD funded providers in case conferencing can expand the range of services available to clients

Invite representatives from non-HUD funded programs to participate in case conferencing

Case conferencing should include a robust discussion regarding other resources:

- Public Housing Authority
- Housing Opportunities for Persons with AIDS (HOPWA)
- Veteran Resources
- Low-Income Housing Tax Credit (LIHTC)
- Naturally occurring low-income housing
- Faith-based shelters
- Local nonprofits
- Healthcare providers
- Food pantries
- Clothing closets
- Legal aid

- NCWorks
- Goodwill

Review of data

- Filtering the BNL by provider can prompt providers to update their data
- Reviewing out of date current living situations
- Review ineligible current living situations
- Reviewing length of stay

Or update your regional Coordinated Entry plan!

- Region 5 doesn't do it during Case Conferencing due to time constraints, they created a workgroup of various providers in the region as representatives. They met in person a couple times and took the original CE plan and edited it to be more precise, less redundant. Currently they are finalizing the grievance policy. Once everything is agreed upon by the workgroup, the workgroup will take the draft to CE for approval.

Audrey shared that she generally avoids modifying the assessments completed by Front Door providers. She explained that she only updates the data specific to CE shelter and does not adjust any other information. This approach helps prevent overdue items on her end while ensuring she does not interfere with the assessments conducted by Front Door providers. Priscilla noted that she follows the same practice.

Erin added that she has considered exiting individuals at the 90-day mark; however, most clients return to reentry shortly afterward, making the process redundant.

Veteran Case Conferencing

CE Leads should be hosting veteran-specific case conferencing.

- Can be held as a separate meeting or a portion of an existing meeting
- Please take a moment to respond to the poll for a compiled list

VAMCs and VA-funded housing programs (VASH, SSVF, GPD) are required to actively participate in Coordinated Entry.

- CE should act as another path veterans can take to receive VA-funded housing services

Veteran service providers who are not funded by the VA and general population service providers should also be encouraged to attend.

- Not all veterans may wish to engage with VA-funded housing programs

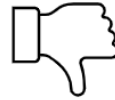
Case conferencing only works when attendees share a sense of purpose. Having participation problems?

- 2025 Regional Veteran Resource Guide: <https://ncceh.org/nc-bos-coc-subcommittees/>
- Connect with the Veterans Subcommittee

Survey Results



- Client Demographics
- Client Profile
- Entry/Exit Tab
- Interims and Exits
- Service Transactions
- Case Managers



- Client Notes
- Case Plans & Goals
- File Attachments

Survey Results

- Front Door Providers
- Permanent Housing Providers
- CEC

- Region 6



- Regions 8, 12, and 13

Next Steps

- Marketing and Feedback
- Steering Committee Approval
- Training
- New Sharing Agreements
- Visibility updates!

FY24 SSO-CE

FY24 SSO-CE grant begins on December 1, 2025.

- NCCEH has received the grant agreement from HUD
- NCCEH leadership has requested an SSO-CE Request for Application (RFA)
- Webinar overview of coordinated entry and SSO-CE grantee responsibilities
- RFA released for BoS
- Selection of BoS regional coordinated entry grantees
- Awards and grant agreements sent to SSO-CE grantees

Reminders

- FY23 SSO-CE 6-month Match due August 18
- August CEC meeting – August 18 at 10 am

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The next Coordinated Entry Council meeting is on August 18, 2025, at 10 AM.

Racial Equity Subcommittee Meeting

June 25, 2025, at 11:30 AM

Member Attendance: Kristin Dunn, Dr. Deniece Cole, Melissa Hewitt, Bonnie Harper, Tradell Adkins, Lori Watts

NCCEH Staff Attendance: Teresa Robinson, Mira Sanderson, Dr. A

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Introductions & Celebrations

The group took the time to introduce any new members and share any personal celebrations.

New Name and Purpose Statement

Teresa asked the group for feedback on the *Mission Statement and Purpose* document she had attached to the meeting invitation, inviting an open discussion.

Dr. Cole shared that she liked the proposed name Client Advocacy Collaborative, stating that it effectively conveys the group's mission while remaining low-profile. She felt it communicated the message without attracting unnecessary attention.

Tradell agreed with Dr. Cole, noting that while all the suggested titles had merit, this one was the most neutral and appropriate given the current climate. He emphasized that client advocacy is ultimately at the heart of the group's work. Bonnie added that the name contains no trigger words, which was seen as a positive. Melissa also expressed agreement with Dr. Cole's assessment.

The group unanimously decided to rename the Racial Equity Subcommittee to the Client Advocacy Collaborative.

New Mission Statement Ideas

Dr. Cole emphasized the need to revise the current mission statement, noting the importance of avoiding certain trigger words (e.g., "fairness," "underrepresented communities"). The group agreed that we should use the existing mission statement as a foundation for developing the new version.

Dr. Cole mentioned she likes the beginning of the statement but feels it needs to be reworded. Melissa added that the mission statement should be kept short and simple—while we may internally understand that our work goes deeper, the written statement should remain concise. Lori agreed and suggested possibly removing the second part of the mission statement, which begins with "focus."

Bonnie supported this idea but proposed that if we do keep the word "focus," we revise it to say "focus on self-sufficiency for clients," to better emphasize empowerment, which reflects our core purpose. The group agreed with this direction.

Kristin pointed out that the current wording seems more aligned with the role of direct service providers. She recommended we shift the language to reflect a more administrative perspective, suggesting a phrase like "support initiatives" to encompass higher-level strategic and administrative efforts.

Dr. Cole agreed and added that while administrative language is important, our ultimate focus should be on influencing policy change. She noted the goal is to subtly embed our values—preserving the core intent while adjusting the language to be more strategic.

Finally, Dr. A proposed including the phrase “welcome everyone” in the statement, which the group unanimously supported.

Next Steps:

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Next Client Advocacy Collaborative Meeting on July 16, 2025, at 11:30 AM.

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

Client Advocacy Collaborative Meeting

July 16, 2025, at 11:30 AM

Member Attendance: Mary Erwin, Melissa Hewitt, Tradell Adkins

NCCEH Staff Attendance: Teresa Robinson, Mira Sanderson

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Celebrations

Subcommittee members had a chance to share any celebrations before moving into the discussion items.

Mission Statement and Purpose

Mission Statement

The purpose of the Client Advocacy Collaborative is to support initiatives that create pathways for personal, educational, and economic growth within the communities we serve. Focusing on self-sufficiency through stable housing for all clients and their families.

We work to engage underrepresented individuals and families by strengthening outreach, building partnerships, and welcoming every voice.

What Should Our Work Look Like Going Forward?

- Know your Rights
 - Dialogue/Presentation
 - Focused on Staff and Clients
 - Q & A
 - Housing Rights
 - Personal
 - Human
 - Housing Legalities
- Poll our Community
 - What do you know?
 - What do you need to know?
- Fair Housing
 - Make it easy!
 - Historical references
 - Role Play scenarios for staff and Clients

Overall Issue of Landlord Engagement

- Tradell shared ongoing concerns regarding landlord engagement.
- Key questions raised:
 - How do we encourage landlords to participate in providing housing?
 - How do we address the lack of inventory and the limited participation of landlords?
- The group discussed the importance of housing rights education and increasing landlord involvement in available programs and resources.

Re-Entry Simulation

- Tradell brought up the suggestion to facilitate re-entry simulations as an educational tool. These simulations can be eye-opening for individuals who have not experienced or worked within the re-entry system.

- Teresa brought up the possibility of compiling a resource list that includes such opportunities and related tools.

Landlord Engagement Resources and Contacts

- Union County Community Shelter (Melissa McKeown):
 - o The organization has significant funding and actively engages landlords.
 - o They pay extra deposits and offer additional incentives to secure housing.
- Additional Contacts Suggested for Landlord Engagement:
 - o Bonnie Harper – Partners
 - o Teena Willis –
 - o Representative from Brick Capital (RRH and PSH programs; also involved in housing development)

Advocacy in Development and Affordable Housing

- Tradell noted that many developers are focused on projects that exclude affordable housing. He mentioned that his local housing alliance is attempting to engage with city or county council meetings to advocate for including affordable housing in future developments.
- Melissa suggested reaching out to Billy Cerrillo to discuss more about housing advocacy
- Melissa suggested reaching out to the Steering Committee At Large Member from Legal Aid – Joseph Chilton
- Additionally, Melissa suggested reaching out to Casey McCall at the Hickory Police Department, who serves as a homeless liaison and community navigator.
-

Action Items:

- After Teresa drafts an email, Mira will reach out to suggested contacts (Bonnie Harper, Teena Willis, Billy Cerrillo, Brick Capital representative, and Casey McCall) for further collaboration.
- Teresa and Mira will work on planning the logistics for a dialogue call.

Redefining Roles and Activities

Who else can we have at the table?

- Lived Experience Advisory Council
- Fair Housing Experts
- Legal Experts
- Who else?

Group Expansion/Recruitment

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The next Client Advocacy Collaborative Meeting will be on August 20, 2025, at 11:30 AM

Funding and Performance Subcommittee

June 26, 2025, at 2 PM

Member Attendance: Amy Modlin, Bonnie Harper, Melissa Hewitt, Talaika Williams, Lynne F. James, Melissa McKeown, Lori Watts, Jessica Joyner

NCCEH Staff Attendance: Jenny Simmons, Mira Sanderson, Andrea Carey, Dashia Shanks

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2025 Point-In-Time Count

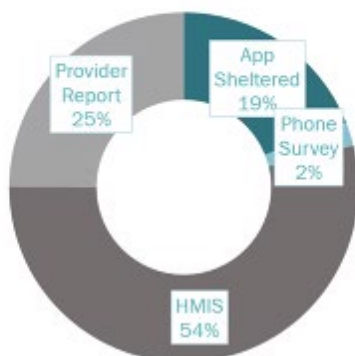
What data do we have today?

Total People Counted Experiencing Homelessness on January 29th, 2025

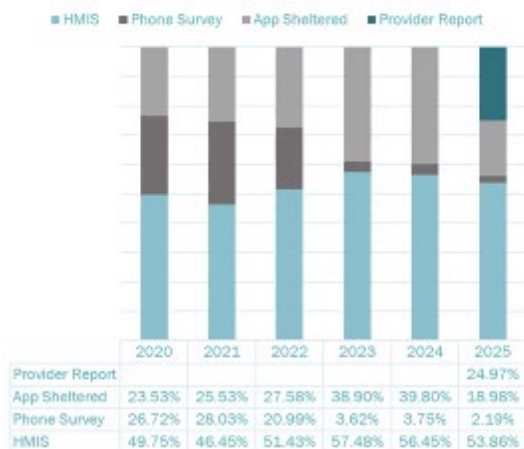
- Data submitted to HUD for the entire NC BoS CoC
 - o Methodology
 - o Total Count
 - o Regional Shelter and Unsheltered Count
 - Change
- Point-in-Time (by region and county) will be posted at: ncceh.org/data
- Specific requests for data go to the Data Center (hmis@ncceh.org)

How were sheltered people counted?

People Experiencing Sheltered Homelessness

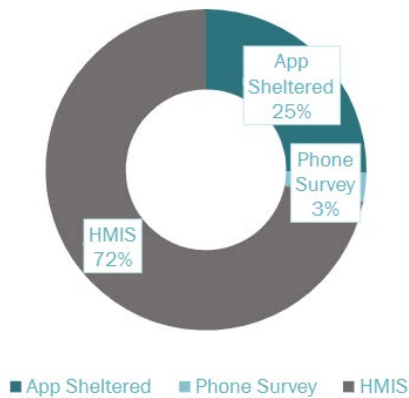


Methodology

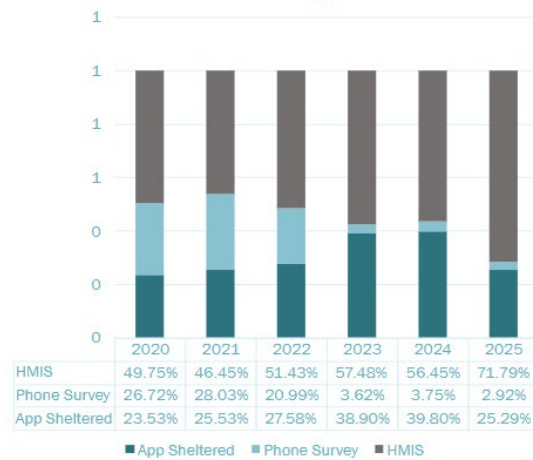


How were sheltered people counted?*

People Experiencing Sheltered Homelessness



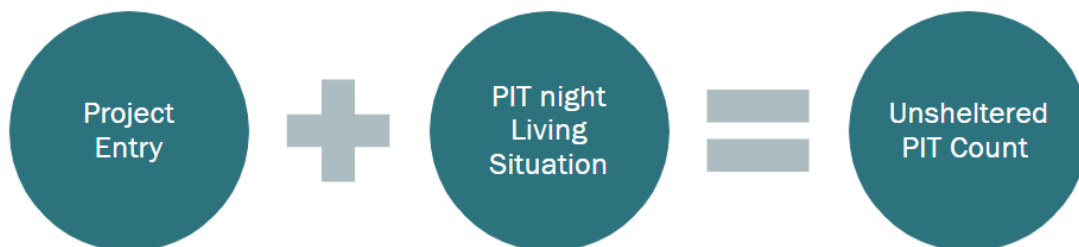
Methodology



*Excluding FEMA funded Helene Shelters

Unsheltered PIT Count

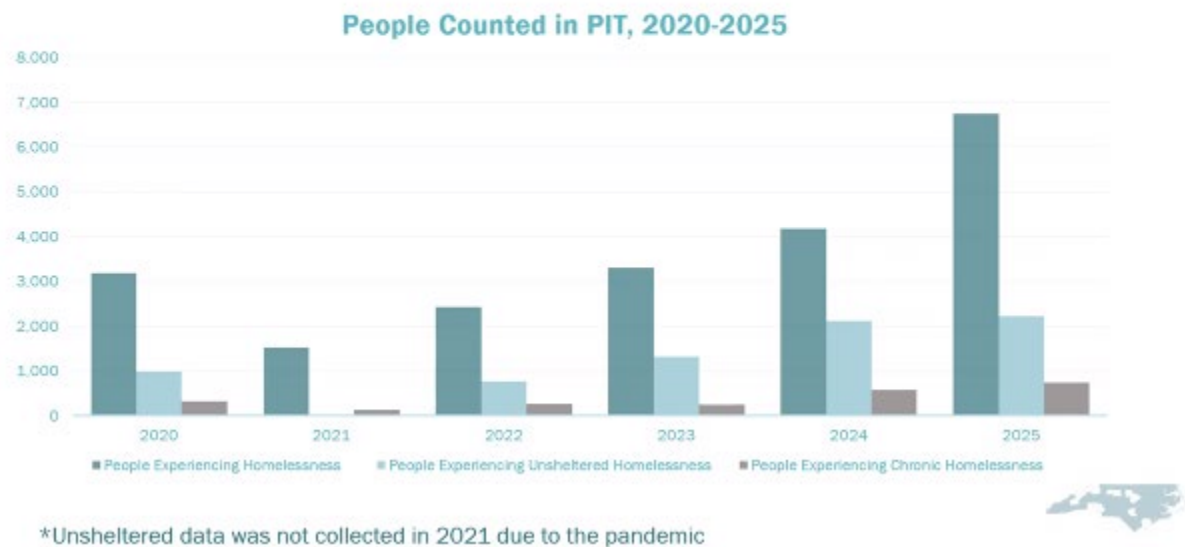
- Unsheltered PIT Count uses HMIS Coordinated Entry data entry:



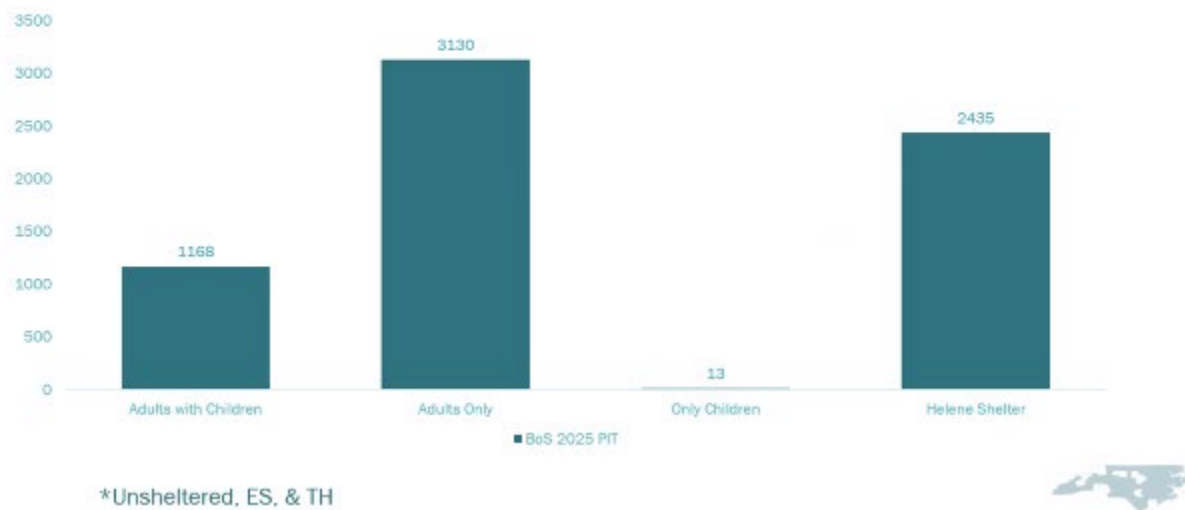
Discussion Questions:

- What matches your experience in your sector or region?
- What do you see missing from this information?
- What is due to the way we counted? Or changes need or resources?
- What would you prioritize?

What does one day tell us?



2025 Point-in-Time Count

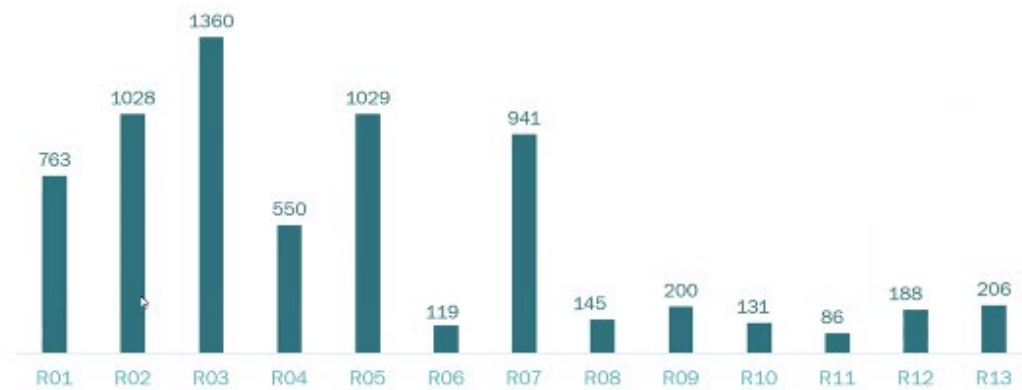


2025 Point-in-Time Count

	Total Clients	Families with Children	Adults Only	Children Only
Helene Shelter (HH type extrapolated)	2435			
Emergency Shelter	1805	641	1162	2
Transitional Housing	281	156	115	10
Unsheltered	2225	371	1853	1
Total	6746	1168	3130	13

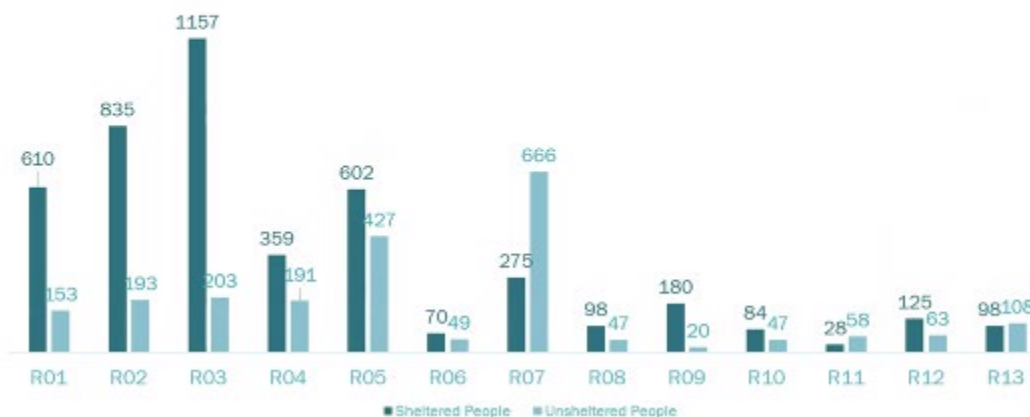
PIT Across the NC Balance of State CoC

Total People Counted by Region 2025



PIT Across the NC Balance of State CoC

Total People Counted by Region 2025



Lynn commented, “It’s clear that the numbers wouldn’t have been as high if it weren’t for the unfortunate disaster. We need to keep that in mind when reviewing the spike. How do we compare to other parts of the country?”

Andrea responded that we don’t yet know how we compare nationally, as this data was just submitted to HUD. We’re hoping to receive comparative information by December, but the timeline is still uncertain.

Melissa McKeown suggested that the data related to Hurricane Helene should be separated, with an asterisk noting that the increase was due to a natural disaster—not a failure in the system. Lynn agreed with this approach.

Unsheltered PIT Across NC BoS CoC

	2023	2024	2025	Change 2023-2025	Change %
R01	71	178	153	82	115%
R02	177	175	193	16	9%
R03	165	215	203	38	23%
R04	113	191	191	78	69%
R05	238	286	427	189	79%
R06	24	48	49	25	104%
R07	263	472	666	403	153%
R08	50	95	47	-3	-6%
R09	23	189	20	-3	-13%
R10	21	58	47	26	124%
R11	37	38	58	21	57%
R12	21	46	63	42	200%
R13	111	136	108	-3	-3%
Grand Total	1314	2127	2225	911	69%

Andrea reiterated that the decrease in homelessness wasn’t due to an increase in shelter availability—it was because people who were previously housed were now being sheltered.

Bonnie noted from firsthand experience that many pop-up shelters, created in response to the natural disaster, were missed in the data.

Andrea responded by clarifying that the data in question is from January 29, and while she acknowledged there are gaps in our knowledge—especially from non-HMIS shelters—she would push back on the assumption that those pop-up shelters were the main factor.

Jessica Joyner added, “Even if they didn’t physically go, FEMA may have still counted them in the numbers—that’s what I was thinking.”

Andrea agreed, noting that Jessica might be right. She acknowledged the uncertainty about who was ultimately included in FEMA’s administrative data instead of client surveys.

2025 Point-in-Time Count Chronicity

	Total Chronic Clients	Families with Children	Adults Only	Children Only
Emergency Shelter	250	46	204	0
Transitional Housing*	-	-	-	-
Unsheltered	498	66	432	0
Total	748	112	636	0
Total ** excluding FEMA	17%	10%	20%	0%

*Chronically homeless definition excludes TH clients

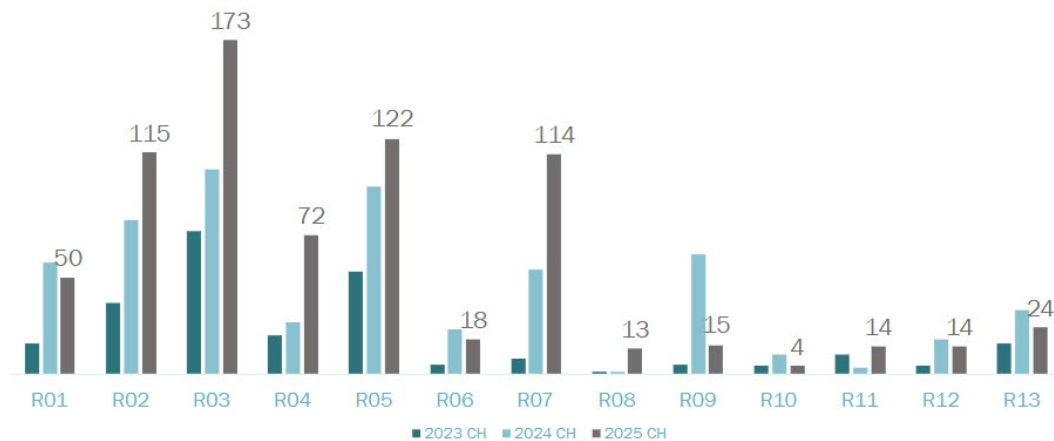
**Excludes clients in FEMA Helene Shelter who weren't asked key questions



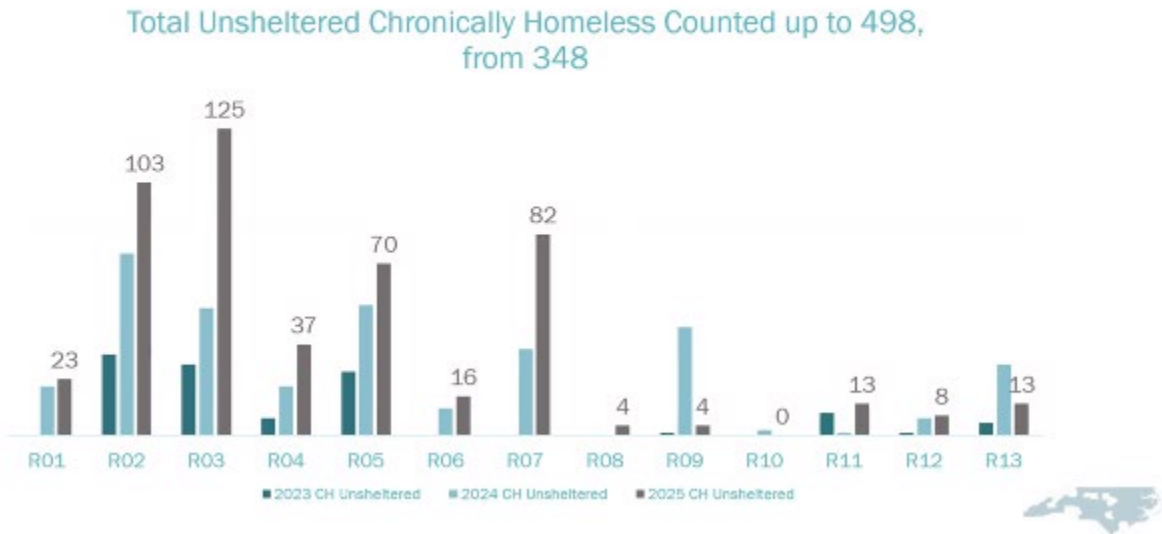
Lynne agreed that the delay was expected due to the time spent waiting for placement.

PIT Across NC Balance of State CoC: Sub-populations

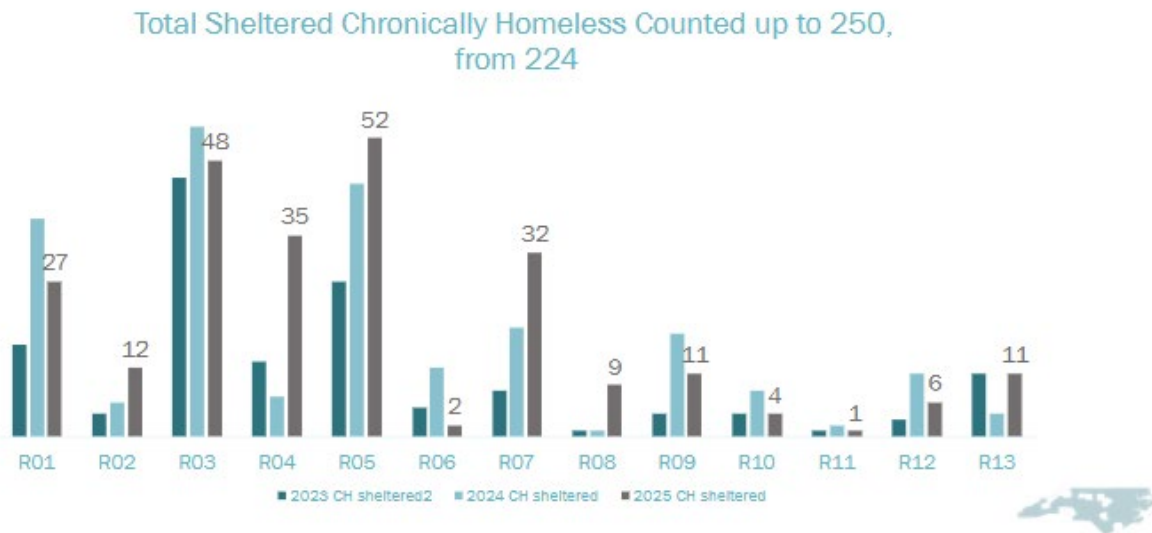
Total Chronically Homeless Counted up to 748, from 572



PIT Across NC Balance of State CoC: Sub-populations



PIT Across NC Balance of State CoC: Sub-populations



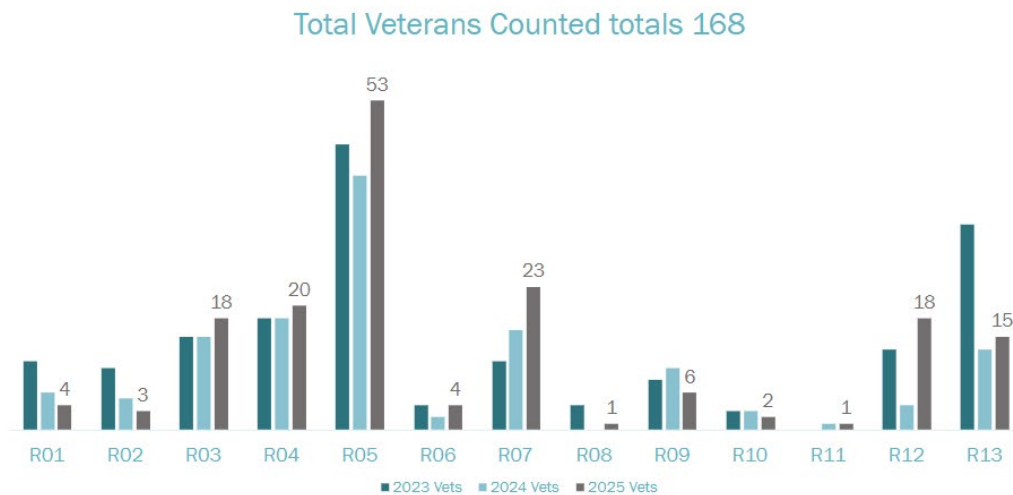
2025 Point-in-Time Count Veterans

	Total Veterans	In Families with Children	In Adults Only
Emergency Shelter	67	2	65
Transitional Housing	25	1	24
Unsheltered	76	2	74
Total	168	5	163
Total* excluding FEMA	5%	1%	5%

*Excludes estimated 1,900 adults in FEMA Helene Shelter who weren't asked these questions



PIT Across NC Balance of State CoC: Sub-populations



2025 Point-in-Time Count Additional Populations

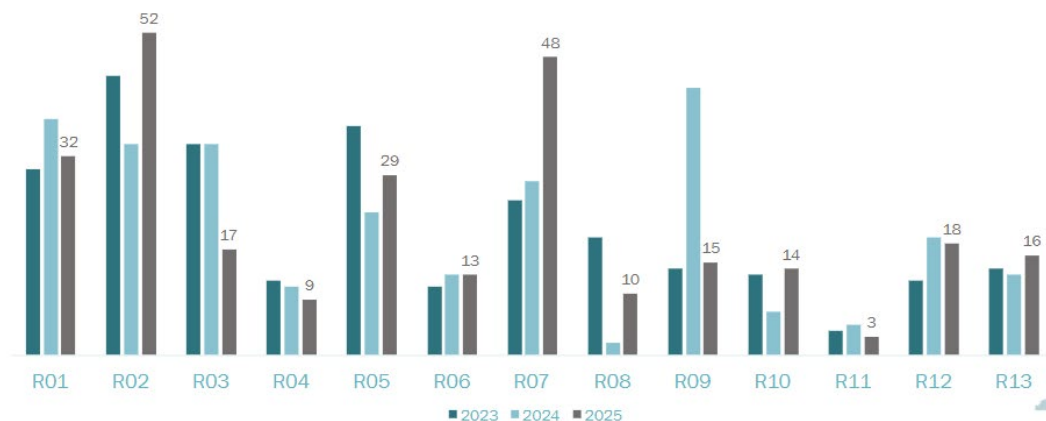
	Mental Health Disorder	Substance Use Disorder	HIV/AIDS	Category 4 (fleeing DV or IPV)
Emergency Shelter	276	137	10	183
Transitional Housing	12	8	0	5
Unsheltered	350	142	3	81
Total	638	287	13	81
Total* excluding FEMA	18%	8%	0%	8%

*Excludes estimated 1,900 adults in FEMA Helene Shelter who weren't asked these questions

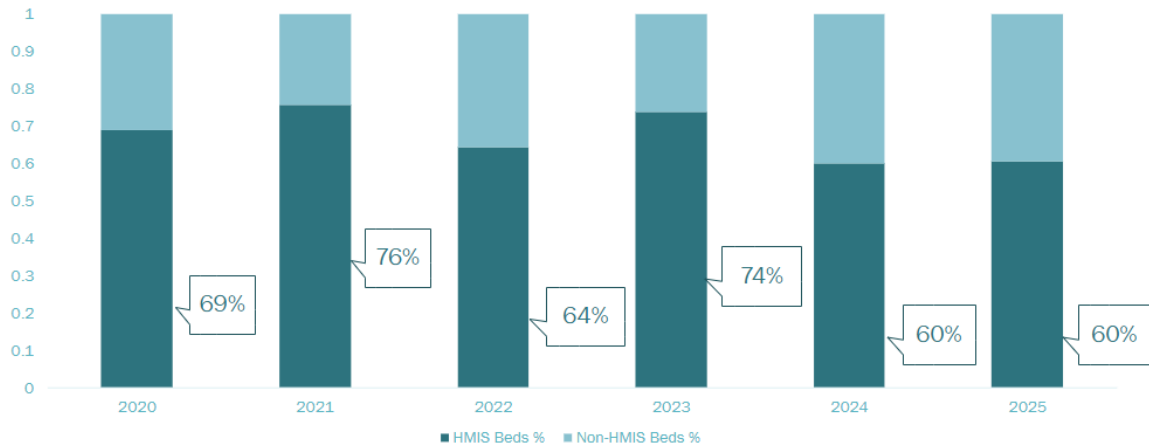


PIT Across NC Balance of State CoC: Sub-populations

Total Adults Counted Fleeing Domestic Violence or Interpersonal Violence Homelessness

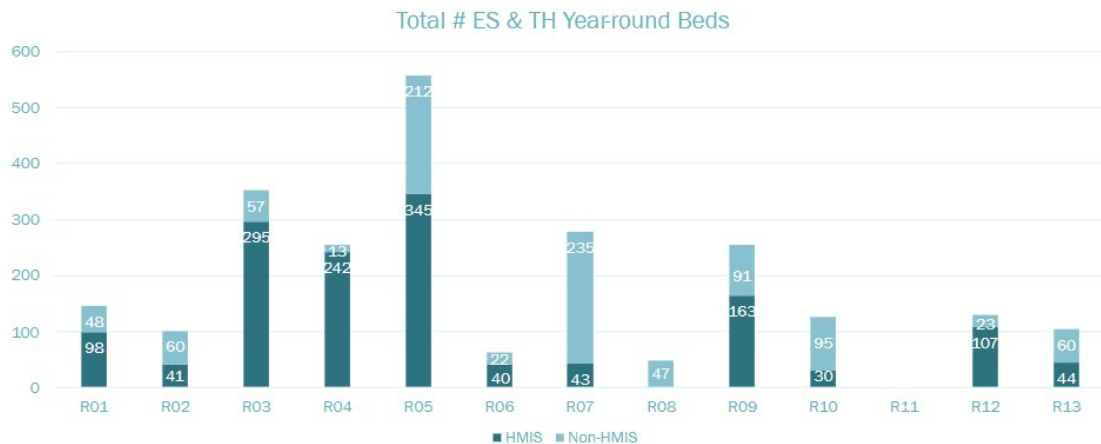


HMIS Bed Coverage – changes without VSP



2025 NC BoS CoC Housing Inventory Count

2025 HIC HMIS Participation by Region



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The next Funding and Performance Subcommittee meeting is on September 18, 2025