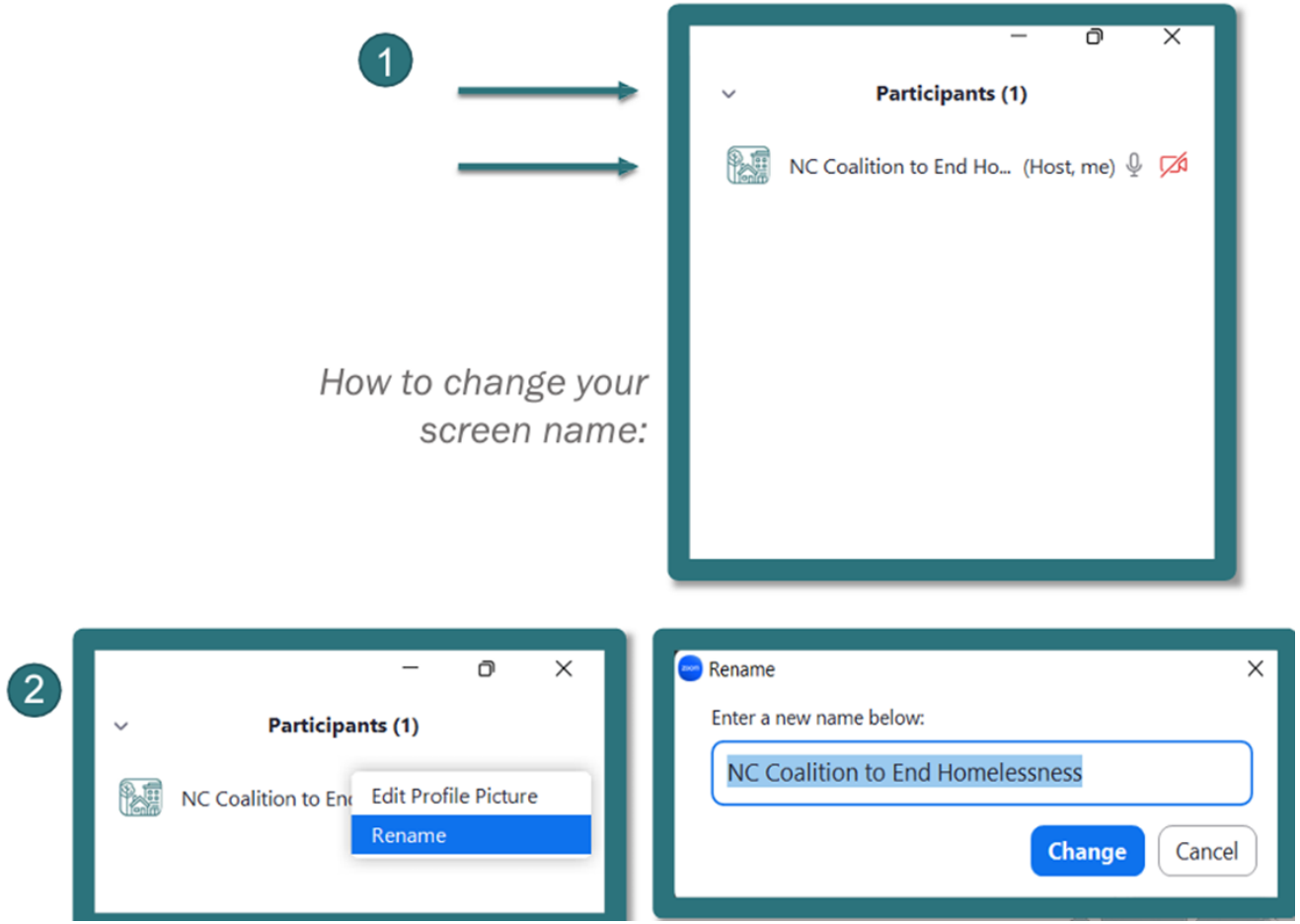
CEC & UAC Planning & Training

September 21, 2026

Roll Call

- We will conduct Roll Call for Regional UACs.
- All participants should enter their full names, so we can document their participation in the minutes.



Agenda

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- Roles and Responsibilities
- Unsheltered Access & Coordinated Entry
- Point in Time (PIT)
- Reminders

Roles and Responsibilities

Unsheltered Access Coordination 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.

Elected Unsheltered Access Coordinators play an essential facilitation role in the region.

Unsheltered Access Coordinators (UACs) facilitate the regional plan to identify & connect people experiencing unsheltered homelessness to services & housing.

- Serves as regional point person for the CoC & providers
- Coordinates with the regional CE Lead
- Ensures data collection happens on all people experiencing unsheltered homelessness
- Engages all providers/organizations/stakeholders to understand & implement the process
- Provides training & technical assistance as needed to stakeholders
- Reports progress regularly at Regional Committee & monthly CoC UAC meetings

Regional UACs

Region	UAC	Agency	Email
1	Paul Phillips	Here in Jackson County	paul@hereinjacksoncounty.org
2	Kortney Connor	Pisgah Legal Services	kortney@pisgahlegal.org
3	Amber Brafford	Western Piedmont Council of Government	amber.brafford@wpcog.org
4	Polly Simmons	Shephard House	polly@shepherdshousema.org
5	Michelle Wood	DC Connect	michellew@medicalministries.org
6	--	---	---
7	Priscilla Ward	Place of Grace	Pward.pog@gmail.com

Region	UAC	Agency	Email
8	Brittany Windley	Southeast Non-Profit Housing	bwindley@senph.org
9	Felicia Thorne	A NEW Start LLC	info@anewstartllc.com
10	Jacqueline Thomas	Lenoir County Department of Social Services	jacqueline.thomas@lenoircountync.gov
11	--	---	---
12	David Pierce & Jim Cox	Martin County DSS Pitt Co Planning	david.pierce@martincountyncgov.com jim.cox@pittcountync.gov
13	Benjamin Horton	ABCCM	benjamin.horton@abccm.org

CE Leads are a key partner in regions to support planning & implementation.

Regional CE Leads work closely with UACs to implement the local plan to collect data & connect people experiencing unsheltered homelessness to permanent housing.

- Partners with UACs to help support planning, training, & implementation as needed
- Helps with data entry
- Engages partners to participate in Unsheltered Access Coordination activities
- Provides ongoing updates to UACs & regional stakeholders regarding data on people experiencing unsheltered homelessness populating the CE by-name list
- Plays a significant role in collecting & updating data during the annual unsheltered PIT count

Regional CE Leads

Region	Coordinated Entry Lead	Phone Number	Agency	Email
1	Amanda Abdulwahid	919-439-2340	United Way of NC	Aabdulwahid@unitedwaync.org Fatima fdeas@unitedwaync.org Jacqueline jlopez@unitedwaync.org
2	Audrey Dooley	828-785-3355	Thrive	adooley@thrive4health.org
3	Elizabeth D. Moncrief, Chasity Houck, Kelley Hayward	828-322-9191	Western Piedmont Council of Government	elizabeth.moncrief@wpcog.org chasity.houck@wpcog.org kelley.hayward@wpcog.org
4	Mary Williams	704-500-3293	Fifth Street Ministries	mwilliams@fifthstreetministries.com
5	Erin Gaskin	980-925-4242	Partners	egaskin@partnersbhm.org
6	Amanda Abdulwahid	919-439-2340	United Way of NC	Aabdulwahid@unitedwaync.org Fatima fdeas@unitedwaync.org Jacqueline jlopez@unitedwaync.org
7, 8	Anita Foxx	919-341-4069	Brick Capital	afoxx@bc-cdc.org
9, 10	Stephanie Flowers	877-685-2415	Trillium	stephanie.flowers@trilliumnc.org
11, 12, 13	Michele Welsh	877-685-2415	Trillium	michele.welsh@trilliumnc.org

Community stakeholders serve an important role implementing regional UAC plans.

Community partners, including service providers, regional leadership, & volunteers, are crucial to implementing the regional UAC plan.

- Provide **input & feedback** in ongoing planning & implementation activities
- Participate in **assertive & passive outreach** activities to identify & connect people experiencing unsheltered homelessness to services & housing
- Conduct CE assessments, collect data, & enter data into HMIS
- Provide **ongoing services** to people experiencing unsheltered homelessness & serve as advocates during CE case conferencing

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.

Unsheltered Access & Coordinated Entry

Unsheltered Access

The goal is to ensure all people living unsheltered connect to services

Build trusting relationships

Collect contact info for follow-up

Assess and refer to By Name List (BNL)

Refer to emergency shelter/ **services**

Coordinate Outreach

Street Outreach (Assertive)

- Street outreach is engaging people experiencing homelessness on the street or in unsheltered locations to meet their immediate needs

In Reach (Passive)

- The term “in reach” is meeting unsheltered households at community events, other organizations, food pantries, day centers, crisis ministries etc.

Facilitate Follow-up

CALL - MORE THAN ONCE

EMAIL OR ANY OTHER CONTACT INFO

VISIT THEIR LAST KNOWN LOCATION

Data Collection Requirements

What are the data requirements for unsheltered access?

- Year-round unsheltered data collection serves to facilitate coordinate entry and connect households to services.
- Minimum data entry
  - Is this enough information for follow-up?
  - Can this household be located if they're referred for permanent housing?
- Please use the SO Project Start Assessment or Supplemental Form for First Outreach to collect data
- CE leads are responsible for data in CE project

Point In Time (PIT)

Different ways to count

- The Point-in-Time (PIT) Count is a one-day unduplicated count of sheltered and unsheltered homeless individuals and families in the country. Occurs during last week in January.
- **Households who are sheltered** (emergency shelter & transitional housing) are counted either through HMIS or through the Counting Us App
- **Households who are unsheltered** are counted through the regional by-name list (used for coordinated entry) & outreach surveys
  - UAC recruits, trains and coordinates teams and volunteers
  - UAC facilitates data submission, data quality and completeness

Unsheltered Count

- Three ways households can be counted for unsheltered PIT
  1. Unsheltered household was **located on night of PIT** and survey was completed with the household and they were entered into HMIS and the by-name list
  2. Unsheltered household is **currently on the by-name list** and is contacted on the night of/day after unsheltered PIT and their current living situation is verified as place not meant for habitation for the night of PIT
  3. Survey is completed with unsheltered household (**up to seven days after PIT**) and their sleeping location on night of PIT is confirmed as unsheltered

Data Collection Requirements

What are the data requirements for unsheltered PIT?

- Purpose of unsheltered PIT count data is BOTH for reporting to HUD and to connect people to services.
- Data must be complete enough to determine unsheltered on PIT night
- Please use the NC BoS CoC Unsheltered PIT Form created by NCCEH
- UACs are responsible for data collection and completeness
- CE leads are responsible for data entry and quality

Unsheltered PIT Count Form

NC BoS CoC – First Contact for Unsheltered Outreach

This form should be used for outreach at first contact for each person living unsheltered. Additional data elements can be collected at later interactions.

Client signed/verbally consented to HMIS Release of Information
☐ YES
☐ NO

Identify yourself and explain the purpose of your questions.

Hello, my name is _____, and I am helping connect persons experiencing homelessness to resources in the community. Would you like information on shelters in your area or how to get connected to a system in your area for permanent housing?

If the person gives consent:

A. Has an agency/volunteer group recently asked you questions about experiencing homelessness?
    a. If so, what agency/organization? _____
    b. Did that group ask you questions for Point in Time count? (STOP if yes)
B. Where are you sleeping tonight? (STOP if client is staying at a sheltered location. Engage in conversation for resources as available/appropriate.)
    a. Examples of sheltered locations: temporary shelter, emergency shelter, transitional housing)

Answer For All Household Members

Date Of Data Collection									
		/			/				
Month			Day			Year			

Unsheltered PIT Count Form

Answer For All Household Members

Date Of Data Collection									
		/			/				
Month			Day			Year			

Name - (First, Middle, Last, Suffix)	
First Name	
Middle Name	
Last Name	
Suffix (Jr, Sr, III)	

Name Data Quality
☐ Full name reported
☐ Partial, street name or code name
☐ Don't know
☐ Prefer not to answer
☐ Data Not Collected

Current Living Situation **Confirm the date of this contact?**	0	2	/	0	4	/	2	0	2	6

Type Of Current Living Situation - **Where were you living during this contact?** **If the response is Sheltered, Temporary, or Other situation, STOP the survey.**	
Unsheltered	☐ Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
Sheltered	☐ Emergency shelter (including hotel or motel paid for *with* emergency shelter voucher, by a government or non-profit, or RHY-funded Host Home shelter)
Temporary	☐ Hotel or motel paid for *without* emergency shelter voucher
	☐ Staying or living in a friend's room, apartment, or house
	☐ Staying or living in a family member's room, apartment or house
Other	☐ Other (specify):

Living Situation verified by: Name the name of group/agency collecting survey

Unsheltered PIT Count Form

Relationship to Head of Household	
☐ Self (head of household)	☐ Head of household's other relation member (other relation to head of household)
☐ Head of household's child	
☐ Head of household's spouse or partner	☐ Other: non-relation member

Client Contact Information

Recording multiple ways to contact clients is important to ensure clients receive services as they become available.

Type	Details
Primary Phone Number	
Email Address	
Ok to receive texts?	☐ Yes ☐ No
Social Media Handle or Website	
Other contact method (frequent location, friend or family member, worksite)	

Unsheltered PIT Count Form

Current Living Situation **Confirm the date of this contact?**			/			/				

Type Of Current Living Situation - Where were you living during this contact? **If the response is Sheltered, Temporary, or Other situation, STOP the survey.**		
Unsheltered	☐	Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
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Temporary	☐	Hotel or motel paid for *without* emergency shelter voucher
	☐	Staying or living in a friend's room, apartment, or house
	☐	Staying or living in a family member's room, apartment or house
Other	☐	Other (specify):
Living Situation verified by: Name the name of group/agency collecting survey		

Unsheltered PIT Count Form

Veteran Status				
☐ Yes	☐ No	☐ Don't know	☐ Prefer not to answer	☐ Data not collected

Date Of Birth (e.g. 10/23/1978)	**Data Quality Status**				
	☐ Full Reported	☐ Approx. or Partial Reported	☐ Don't know	☐ Prefer not to answer	☐ Data not collected

Social Security Number – ####	**Data Quality Status**				
	☐ Full Reported	☐ Approx. or Partial Reported	☐ Don't know	☐ Prefer not to answer	☐ Data not collected

Race and Ethnicity - Select one or more race and ethnic categories	
☐ American Indian, Alaska Native, or Indigenous	☐ White
☐ Asian or Asian American	☐ Don't know
☐ Black, African American, or African	☐ Prefer not to answer
☐ Hispanic / Latina/e/o	☐ Data not collected
☐ Middle Eastern or North African	Additional Race and Ethnicity Detail:
☐ Native Hawaiian or Pacific Islander	

NC County Of Service In which NC county is this client experiencing homelessness?	

Answer These Questions For Head Of Household And Other Adults

Enrollment CoC – In which CoC is the Head of Household staying at the time of project entry?			
☐ NC 502-Durham City & County	⊗ **NC 503-NC Balance of State**	☐ NC 513-Chapel Hill/Orange County	☐ Other:

Domestic Violence - Are you a fleeing domestic violence or human trafficking?				
☐ Yes	☐ No	☐ Don't know	☐ Prefer not to answer	☐ Data not collected

Reminders

Reminders

- Next UAC webinar: October 13th at 1 PM
- Next CEC meeting: October 19th at 10 am