



North Carolina Balance of State Continuum of Care

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NC Balance of State CoC Funding and Performance Subcommittee Meeting Minutes 11.15.22

Members Present: Talaika Williams, Bonnie Harper, Melissa Hewitt, Melissa McKeown, Amy Modlin, Tonya Freeman, Sarah Lancaster

NCCEH Staff Present: Brian Alexander, Andrea Carey, Jenny Simmons

Minutes:

- **Welcome**

- Brian welcomed members of the subcommittee and highlighted the meeting agenda to focus on project performance measures.

- **Performance Measures Introduction - *Today's goal:*** Develop a recommended list of programmatic performance for the CoC to use to evaluate project effectiveness & guide technical assistance efforts.

- **Programmatic Performance Measures for project types funded through ESG and CoC using Scorecards and HMIS reports**

- FPS members were asked to think about whether there is missing information, does the baseline data suggest increasing or decreasing the Benchmark the CoC sets, are the benchmarks reasonable, whether suggested measures are outcomes or outputs, and when should we be more assertive in benchmarks to help with CoC System Performance Measures

- **Street outreach**

- 4 Measures in the ESG Scorecard for Street Outreach designed to help Street Outreach programs engage with the people who are most vulnerable, living unsheltered, and the hardest to reach.

1. % of people with disabling conditions – Current Benchmark is 70%/Baseline is 48%

- Participants suggested the data is more reflective of clients saying they do not have any disabling conditions instead of the actual presence of disabling conditions.
- *FPS recommends decreasing Benchmark to 50%*

2. % of households experiencing chronic homelessness – Current Benchmark is 50%/Baseline is 27%

- *FPS recommends decreasing Benchmark to 30%*

3. % of people exiting to PH destinations – The CoC used positive destination as the performance measure in the ESG Scorecard – Current Benchmark 30%/Baseline 33% – CoC recommends detailing this performance measure to the measures below:
 - % of people exiting to shelter –
 - % of people exiting to permanent housing –
- *FPS agreed to table Street Outreach to a time when we have Street Outreach providers around the table to participate in this discussion.*
 - **Emergency shelter**
 1. % of people with disabling conditions – Current Benchmark is 50%/Baseline is 40% (Staff suggest not including DV shelters in this measure as they serve a specific population. FPS agreed.)
 - Helps shelters to lower barriers that exclude people with disabling conditions.
 - *FPS recommends keeping the Benchmark at 50%*
 2. % of adults increasing earned cash income – Current Benchmark is 20%/Baseline is 4%/SPM baseline is 13%.
 - Difficulty with clients disclosing this information
 - *FPS recommends lowering Benchmark to 10% (and increasing Technical Assistance in this area.)*
 3. % of people that exited to a permanent destination – Current Benchmark is 40%/Baseline is 25%/SPM Baseline is 40%
 - Incentivize shelters to implement Housing First practices and not to discharge people back to unsheltered homelessness
 - *FPS agreed to keep Benchmark at 40%*
 4. % of households experiencing chronic homelessness – Current Benchmark is 50%/Baseline is 14%
 - Concern about the difficulty in programs moving from achieving 14% to 50% in one year.
 - *FPS agreed to lower Benchmark to 25%*
 5. Median length of participation – No Benchmark/Baseline is 20 days/SPM Baseline is 105 days
 - This performance measure is a System Performance Measure.
 - *FPS agreed to set a Benchmark at 90 to 120 days*
 - **Rapid rehousing – Tabled until January 26, 2023**
 - **Homelessness prevention – Tabled until January 26, 2023**
 - **Permanent supportive housing – Tabled until January 26, 2023**

- **Next steps**
 - When these benchmarks get published, we could suggest ways to improve performance to meet benchmarks through webinars and technical assistance.
 - Outreach to some Street Outreach programs to participate in setting Performance Measure Benchmarks for Street Outreach programs.

- **Next meeting:** January 26, 2023 11 AM – 12:30 PM