

# North Carolina Balance of State Continuum of Care

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## NC Balance of State CoC Steering Committee Meeting Minutes

October 3, 2023

**Regional Leads Present:** Derek Lancour, Emily Lowery, Amber Story, Pamela Hinton, Kristen McAlhaney, Natasha Elliott, Marie Watson, James Stroud, LaTasha McNair, Kisha Darden, Brian Fike

**At-Large Members Present:** Rachelle Dugan, Melissa Hewitt, Erin Joy Crossfield, Cassie Rowe, Lisa Phillips, Catherine Kastleman

**SC Members Absent:** Emily Locklear, Tujuanda Sanders, Brooks Ann McKinney, Angela Harper King,

**Interested Parties Present:** Leah Dyson, Macy Jones, Bonnie Harper, Michele Welsh, Tonya Rollins, Melissa Nance, Angela Bates, Kim Crawford, Lori Watts, Kendra Martin, Kerry Bashaw, Alyce Knaflich, Mark Kobelinski, Amy Modlin, Crystal Gwendo, Kecia Robinson, John Thomson, Bre Griffin, Kim Hemphill, Denice Ariztia, Tonya Gray Young, Jason Smith, Laurenn Singleton, Divya Mehta, Kristin Wiles

**NCCEH Staff Present:** Laurel Benfield, Allie Card, Adrianna Coffee, Dashia Shanks, Debra Susie, Jenny Simmons, Ashley VonHatten

### Approval of Consent Agenda

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

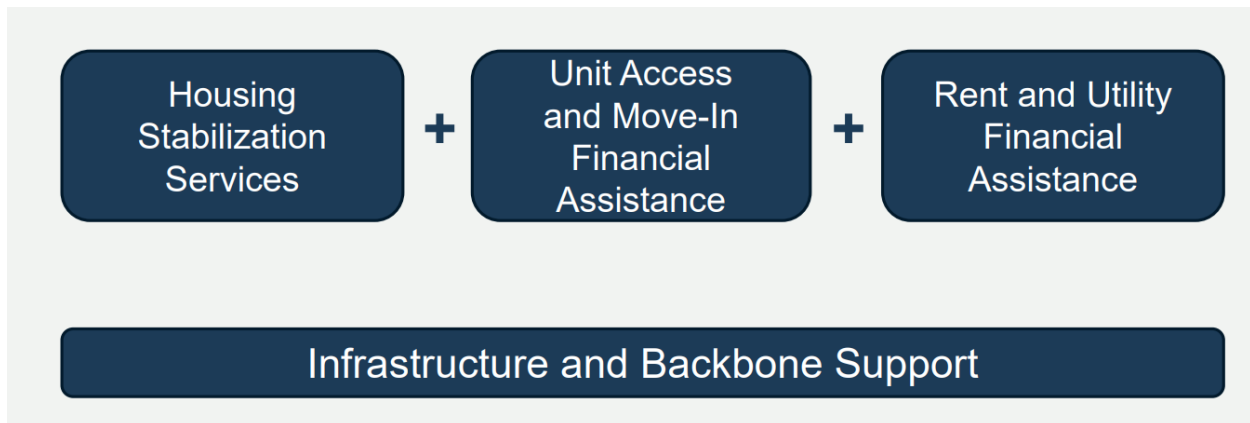
### North Carolina Back@Home – Balance of State Update

Staff from the NC Office of Resiliency and Recovery (NCORR) provided an update on the Back@Home Balance of State rehousing program implementation. The Back@Home North Carolina Initiative provides an infrastructure utilized by multiple programs, designed around activities that stabilize people in permanent housing. The infrastructure can be utilized for programs with distinct purposes and related funding sources.

The Back@Home- Balance of State (B@H-BOS) program is the current iteration of the initiative, which aims to stabilize households with severe service needs who are experiencing homelessness

within the 79 county NC Balance of State Continuum of Care (CoC), with a focus on reducing unsheltered and rural homelessness.

Back@Home-Balance of State's recipe for success:



Partner roles:

- North Carolina Office of Recovery and Resiliency (NCORR)
  - Role: Program Oversight, Administration, Contracting, Reporting, Reimbursement, Ensuring Compliance and Match Requirements Met
- North Carolina Coalition to End Homelessness (NCCEH)
  - Role: CoC Oversight, Training and TA Support for Service Providers
- North Carolina Department of Health and Human Services (NC DHHS)
  - Role: Partnership/advising, Leveraged Funding, Program Advising and Connections. This includes contracted support from Redesign Collaborative, who are program design and subject matter experts.
- Housing Stabilization Services (HSS) Providers --> NCORR Subrecipients
  - Role: Provide housing stabilization services to program participants
- Housing Collaborative --> NCORR Subrecipient
  - Role: Centralized Unit Recruitment, Housing Navigation, Inspection

Funding sources:

- U.S. Department of Housing and Urban Development (HUD)
- U.S. Treasury Emergency Rental Assistance funding (ERA 2)
- State Fiscal Recovery Funding (SFRF)
- Future sources of funding TBD

Housing Stabilization Services

- Housing Stabilization Case Management services create a partnership with the household to assess, plan, implement, coordinate, monitor, and evaluate the needs of the household to get and keep housing.

- Outreach services assist by locating, engaging, and supporting households with life-saving resources as they experience homelessness and are connected to housing resources.
- System Navigation services assist households with accessing resources from the homeless system and partner systems to get and keep housing.
- Housing Navigation services assist households to gain access to and address issues with maintaining a physical unit.

#### Housing Stabilization Services (HSS) Providers

- Nine Service Providers will be contracted to serve assigned regions across the NC BoS CoC.
- Housing Stabilization Case Managers will provide all four types of services, using a team-based approach with suggested 1:25 ratio (case managers to clients).
- Housing Navigation will be provided using a hybrid model, with Service Providers as the local partner and Housing Collaborative with specialized staff.

#### Housing Stabilization Services Payment Structure

- Start-up funds using NC DHHS RRH SFRF funding
  - Help agencies staff up, train, and get ready to start enrolling households
- Monthly Payments Per (Enrolled) Household
  - Based on Healthy Opportunities Pilots (HOPs) payment
  - \$400.26/household/month
- Additional Program Budget for Other Limited Financial Assistance Expenses

#### Financial Assistance

- Types of Financial Assistance offered in the program will include:
  - 1) Rent and Utility Assistance
  - 2) Unit Access and Move-in Financial Assistance, including Temporary Stay costs

#### New to Back@Home-Balance of State: Improvements Based on Lessons Learned

- Centralized Financial Assistance (Flex Pool Model)
- Hybrid Housing Navigation
  - Partnership between Housing Collaborative + Service Providers
- Changes to Service Provider (previously Rehousing Agency) role and payment structure
- Permanent Supportive Housing (PSH) funding available in addition to Rapid Rehousing (RRH)
- NCORR as new program administrator

#### Expected Program Outcomes

- By Fall/Winter 2026, as many as 1400 households will be served through a combination of housing stabilization, financial assistance, and connection of other resources to stabilize individuals and families with severe service needs in housing.
- All services offered through the project will follow the three best practices outlined in the Continuum of Care's plan: Housing First, Harm Reduction, and Trauma-Informed Care.

## Accomplishments to Date

- ✓ Secured HUD SNOFO funding (with Oct. 1 operational start date)
- ✓ Finalized MOA for SFRF funding with NC DHHS
- ✓ Developed program budget for launch
- ✓ Preliminary development of NCORR System of Record for reporting, billing, etc.
- ✓ Applied for additional funding sources to expand program coverage and fill gaps
- ✓ Completed Request for Application (RFA) process and selected nine service providers
- ✓ Provided initial TA and contingent award notifications to selected service providers
- ✓ Developed draft Service Provider contract and budgets (under review)
- ✓ Drafted initial program policies and procedures

## Current Program Timeline

Month	Topic
October 2023	<ul style="list-style-type: none"><li>• Finalization of additional funding agreements</li><li>• Contracting with Service Providers</li></ul>
October – November 2023	<ul style="list-style-type: none"><li>• Service Provider Startup, Training, and Technical Assistance</li><li>• Ongoing NCORR System of Record Development and HMIS integration</li></ul>
December 2023	Enrollment of B@H households begins
September 30, 2026	Program period of performance ends

For additional information, please contact [housing.stability@ncdps.gov](mailto:housing.stability@ncdps.gov).

### NC BoS CoC Anti-Discrimination Policy Review

The NC BoS CoC Anti-Discrimination Policy guides program implementation and is updated annually. Built to mirror HUD's Equal Access Rule, the Anti-Discrimination policy prohibits overt acts of discrimination that prevent people from accessing services. It is required for all agencies in the CoC and mandatory training is held annually.

The policy has strong protections for:

- Lesbian, Gay, Bisexual, and Transgender people seeking services
- Families (Family Separation policy)
- People of all faiths (Faith-based services policy)
- People with grievances against their provider

Discrimination on the basis of race and ethnicity is prohibited, but protections don't go beyond overt acts of discrimination (which are hard to prove anyway).

Minor changes to the wording have been made to the existing document. Edits were made to wording for transparency, accuracy, and consistency. Minor language changes include changing

“client” to “participant” and updating the “Racial Equity Assessment” to its current title the “Racial Equity Analysis.”

Additions were made in the Anti-Discrimination Policy to reference the recently passed NC BoS CoC Client Bill of Rights (CBoR). The CBoR was passed by the Steering Committee in April 2023. References to the CBoR were added to the policy and procedures table of the Anti-Discrimination Policy, and the Grievances section.

Draft policy with proposed edits is available on the NCCEH website at <https://www.ncceh.org/bos/steeringcommittee/>.

Rachelle Dugan motioned to approve the drafted NC BoS CoC Anti-Discrimination Policy. Marie Watson seconded the motion. The motion was unanimously approved.

NCCEH staff will post the final version of the Anti-Discrimination Policy on the [www.ncceh.com](http://www.ncceh.com) website. Staff also reminded the Steering Committee that the Anti-Discrimination Policy Webinar is Thursday, October 5, and participation is mandatory for all agencies receiving ESG or CoC funding.

**2024 PIT/HIC Planning Update**

NCCEH staff provided an update and timeline for the 2024 PIT/HIC Count.

Combining data and reporting

- NCCEH staff will combine data and create reports.

Data Collected	Type	Contributes to Point in Time Count (PIT)	Contributes to Housing Inventory Count (HIC)
People	Unsheltered	P	
	Sheltered (ES +TH)	P	P
	Permanent Housing (RRH + PSH +OPH)		P
Beds + Units	Sheltered (ES +TH)		P
	Permanent Housing (RRH + PSH +OPH)		P

Data collection for Point-In-Time Count:

Unsheltered	Sheltered Count	
HMIS CE	HMIS ES + TH	Non-HMIS ES + TH
<b>HMIS</b>	<b>HMIS Reports</b>	<b>Counting Us App</b>
Count PIT Night: Jan 31  Service-Based Count: Feb 1 – Feb 6	HMIS Data Entry/Corrections: Feb 1 – Feb 6  Submit HMIS Reports: Feb 6	Count PIT Night: Jan 31  Service-Based Counts: Feb 1 – Feb 6

Data collection for Housing Inventory Count:

Sheltered Projects		Permanent Housing Projects	
HMIS ES + TH	Non-HMIS ES + TH	HMIS RRH + PSH + OPH	Non-HMIS RRH + PSH + OPH
<b>HMIS Reports:</b> Run, review, and submit corrected reports (Due Feb 6)	People Count: <b>Counting Us Survey App</b> (Due Feb 21)	<b>HMIS Reports:</b> Run, review, and submit corrected reports (Due Feb 6)	People Count: <b>Counting Us Survey App</b> (Due Feb 21)
	<b>Bed + Unit survey</b> with NCCEH staff (Due Feb 21)		<b>Bed + Unit survey</b> with NCCEH staff (Due Feb 21)

PIT/HIC timeline:

- Planning October - December
  - Project Planning
  - Training
  - Finalize all Tools
- Action January 31– February 6
  - Data Collection
  - Reporting to NCCEH
- Submission February – April
  - Confirm/Clean Data
  - Resolve all Errors
  - Enter into HDX
- Wrap-Up April – May
  - Updates to HMIS
  - Analysis

Roles in NC Balance of State CoC

- Unsheltered Access Coordinators
  - Elected position(s) for each region

- Facilitates data collection and entry so folks experiencing unsheltered homelessness can access resources
  - Organizes volunteers for verification surveys night-of or immediately after PIT night
- Leads collection, entry, and verification of data for PIT night (1/31/2024)
- ES, TH, RRH, PSH, OPH Agency staff
  - Confirm point of contact with NCCEH when they reach out this fall
  - Ensure information is ready and available for clients served 1/31/2024
    - Counting Us App (Jan 4th and Jan 11th trainings)
  - Respond to NCCEH with program, funding, bed/unit and capacity information in January/February
- NCCEH Staff
  - Assigned agencies to support the counts
    - Unsheltered
    - Sheltered
    - Permanent Housing
  - Designing and delivering training for different counts; Unsheltered Access training and materials can help communities prep:
    - <https://www.ncceh.org/bos/coordinatedentry/>

NCCEH staff emphasized the importance of having a designated Unsheltered Access Coordinator (UAC) and reminded the Steering Committee that the NC BoS CoC is moving away from intensive, volunteer-driven, one-night counts and making this a year round effort. Unsheltered Access Coordination is much harder to do come PIT count time when there is no designated UAC and puts more pressure on regional leadership teams. NCCEH staff noted that Region 6 and Region 8 currently do not have an assigned UAC.

### **NC Head Start Program Overview**

HUD encourages collaboration of CoCs with agencies that provide early childhood services. The NC Head Start Association and NCCEH entered into a Memo of Understanding to establish opportunities for cross training and planning to better serve children experiencing homelessness. Macy Jones, NC Head Start Collaboration Director for the NC Department of Public Instruction, presented on how agencies across the state can coordinate with this work locally.

Head Start is a federal program that began in 1965 as a “War on Poverty” Initiative. Families must fall within certain income guidelines to qualify. The program offers comprehensive services for children and families and is located in Local Education Agencies, Community Action Agencies, faith-based, tribal, migrant & more. The program serves newborn to five-year-old children & pregnant women.

For Head Start, a child must:

- I. Be at least three years old or, turn three years old by the date used to determine eligibility for public school in the community in which the Head Start program is located; and,
- II. Be no older than the age required to attend school.
- III. For Migrant or Seasonal Head Start, a child must be younger than compulsory school age by the date used to determine public school eligibility for the community in which the program is located.

A pregnant woman or a child is eligible if:

- I. The family's income is equal to or below the poverty line; or,
- II. The family is eligible for or, in the absence of childcare, would be potentially eligible for public assistance; including TANF child-only payments, or,
- III. The child is homeless, as defined in part 1305; or,
- IV. The child is in foster care.
- V. If the family does not meet a criterion under paragraph (c)(1) of this section, a program may enroll a child who would benefit from services, provided that these participants only make up to 10 percent of a program's enrollment in accordance with paragraph (d) of this section

Homeless children mean the same as homeless children and youths in Section 725(2) of the McKinney -Vento Homeless Assistance Act at 42 U.S.C. 11434a (2).

Lisa Phillips shared an attachment on early education for children experiencing homelessness:

<https://www.ncceh.org/files/13263/>.

To locate who your homeless liaison is, please visit <https://hepnc.uncg.edu/contact/> and scroll to the bottom of the page for the contact information. This document is updated regularly.

For more information, contact Macy Jones at [macy.jones@dpi.nc.gov](mailto:macy.jones@dpi.nc.gov).

### Upcoming meetings & reminders

- **HMIS System Updates**, *Tuesday, October 10, 10:30 – 11:30 A.M.*  
Register at: <https://www.ncceh.org/events/1644/>
- **NC BoS CoC Emergency Shelter Innovation Series – Shared Housing**, *Wednesday, October 11, 1 – 2:30 P.M.*  
Register at: <https://www.ncceh.org/events/1641/>
- **Lived Expertise Advisory Council**, *Friday, October 13, 12 – 1 P.M.*  
[Join Zoom Meeting](#)  
Meeting ID: 579 903 9481  
Passcode: qYqVY5
- **Coordinated Entry Council**, *Monday, October 16, 10 – 11:30 A.M.*  
[Join Zoom Meeting](#)  
Meeting ID: 848 4039 7905
- **NC BoS CoC Racial Equity Dialogue**, *Tuesday, October 17, 11:30 A.M. – 1:00 P.M.*  
Register at: <https://www.ncceh.org/events/1642/>



- **Racial Equity Subcommittee, Wednesday, October 18, 11:30 A.M. – 12:30 P.M.**  
[Join Zoom Meeting](#)  
Meeting ID: 832 6483 8597
- **Local Leadership Response Call, Wednesday, October 18, 1 – 2 P.M.**  
[Join Zoom Meeting](#)  
Meeting ID: 837 9246 1651  
Dial by your location: +1 646 931 3860
- **Funding & Performance Subcommittee, Thursday, October 26, 11 A.M. – 12 P.M.**  
[Join Google Meet](#)  
Or dial: (US) +1 442-272-1109  
PIN: 883 218 555#

**Next Steering Committee meeting**

Tuesday, November 7, 2023, at 10:30 A.M.