

North Carolina Balance of State Continuum of Care

Steering Committee Meeting
May 7, 2024
10:30 AM



NCCEH

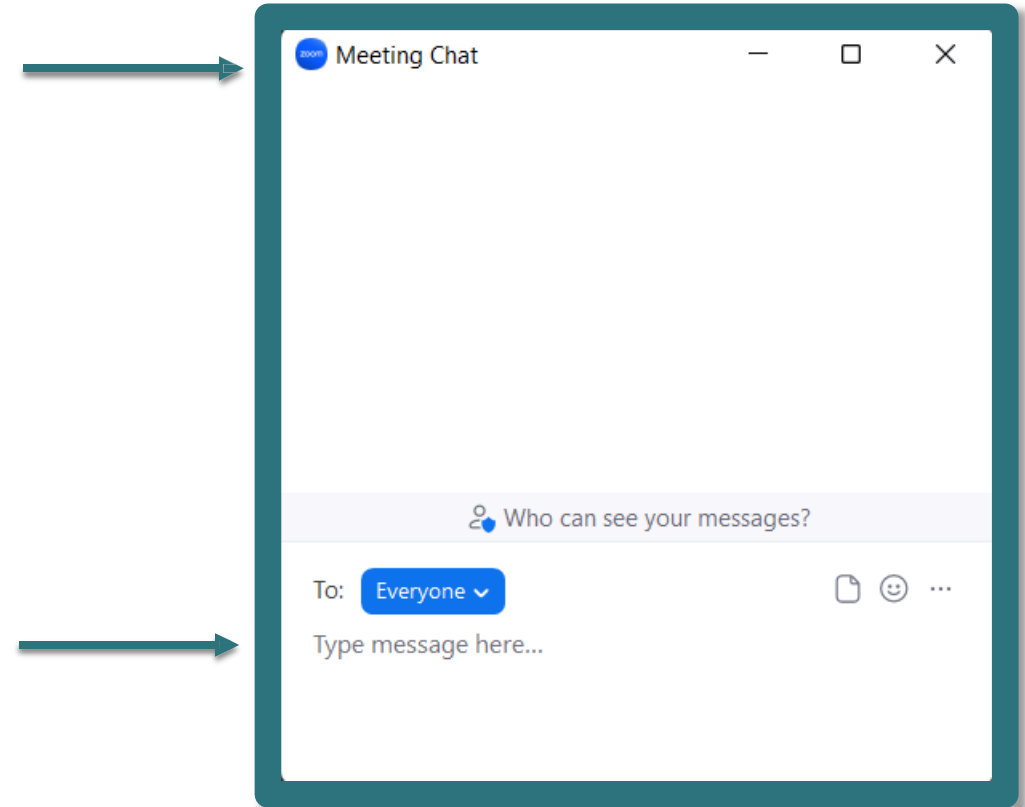
Welcome

Reminders:

Your line is muted.

We will unmute the line during Q&A pauses.

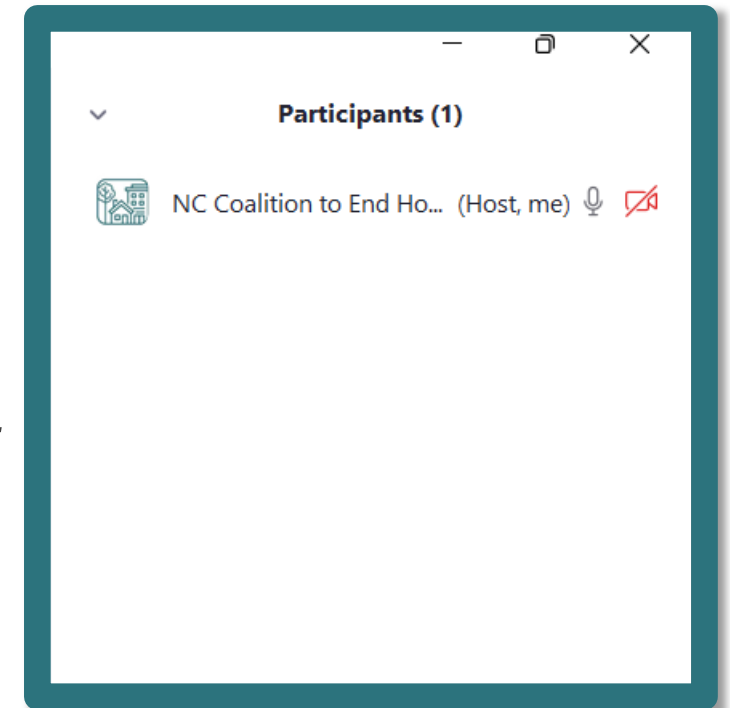
The chat box is available to use anytime.



Roll Call

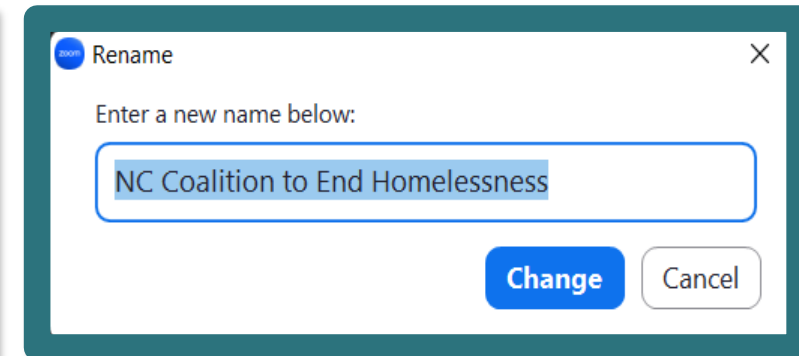
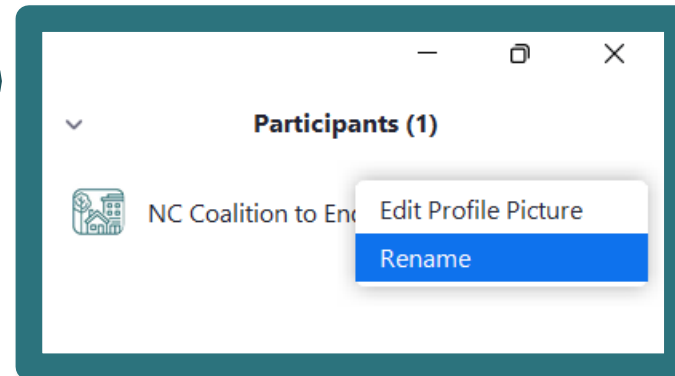
- We will conduct Roll Call for Regional Leads and at-large members to confirm quorum for voting.
- All participants should enter their full names, so we can document their participation in the minutes.

1



How to change your screen name:

2





Agenda

Agenda

- Consent Agenda
- FY2024 CoC Program Competition
- CY2025 ESG Program Competition Information
- Coordinated Entry Written Standards
- Back@Home Balance of State Update
- HMIS@NCCEH Potential Software Change
- June In-Person Steering Committee Meeting
- Upcoming Meetings and Reminders



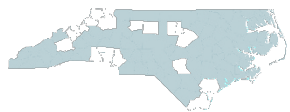
Review & approve consent agenda

Consent agenda:

<https://www.ncceh.org/bos/steeringcommittee/>

- The consent agenda was sent to the Steering Committee prior to the meeting as a part of the Board Packet.
- The consent agenda will be voted on as a whole at the beginning of each meeting.
- Steering Committee members may request to remove an item from the consent agenda for additional discussion.

Changes or discussion?



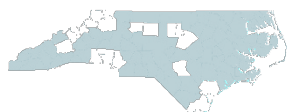


FY2024 CoC Program Competition

FY2024 CoC Program Competition: NEW Project Application Information

New Project Webinar recording and slides posted.

- <https://www.ncceh.org/bos/currentcocapplication/>
- New Project: [Intent to Apply Form](#)
 - Mandatory for new projects
 - Accepted on a rolling basis, non-binding
 - Deadline is 2 weeks after the release of the Notice of Funding Opportunity (NOFO)



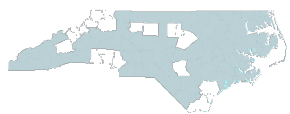
FY2024 CoC Program Competition: RENEWAL Project Application Information

Renewal Project Webinar recording and slides posted.

- <https://www.ncceh.org/bos/currentcocapplication/>

Pre-Competition Scoring and Standard Review is underway.

- Projects met all standards during last year's review and have been certified through either the FY2026 or FY2027 CoC Program Competition.
- Staff are conducting reviews of APRs and CE information.



FY2024 CoC Program Competition

Next Phases of the Competition:

- Grant Inventory Worksheet (GIW)
- Release of the Notice of Funding Opportunity (NOFO) – early to mid-summer?

Optional Webinar/Office Hour on e-snaps:

- New Project Applicants: Register for Navigating e-snaps:
 - <https://www.ncceh.org/events/1674/>
 - Wednesday, May 22, 2024 at 2 PM
- Renewal Project Applicants: Register for e-snaps Office Hours:
 - <https://www.ncceh.org/events/1678/>
 - Wednesday, May 22, 2024 at 3:30 PM

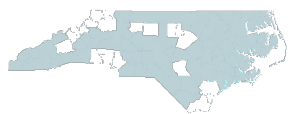




CY2025 ESG Program Competition

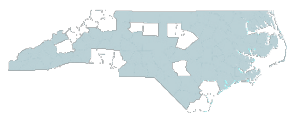
Project Application *Tentative* Information

- The NC ESG Office expects to release the RFA on Tuesday, June 11th
- The NC BoS CoC expects to set the 1st submission deadline for 5 PM on Tuesday, July 16th
- The NC ESG Office expects to set the final submission deadline for 5 PM on Monday, August 26th



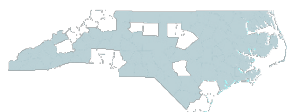
Project Application Information

- ESG Program Eligible Projects include:
 - Street Outreach
 - Emergency Shelter
 - Rapid Rehousing
 - Homelessness Prevention
 - HMIS or Comparable Database for any of the above projects
- <https://www.ncdhhs.gov/divisions/aging/nc-emergency-solutions-grant/nc-emergency-solutions-grant-grantee-information>



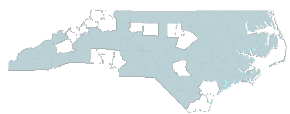
Project Application Information

- Agencies can begin preparing by:
 - Reviewing the [ESG Desk Guide](#) for required P&Ps
 - Reviewing [NC BoS CoC Written Standards](#) per project type & coordinated entry
 - Writing or aligning agency/project P&Ps with those in the Desk Guide & the NC BoS CoC's Written Standards (including Client Bill of Rights & Anti-Discrimination P&Ps)
 - Reviewing the Scorecard when it's posted – will email the boslist@ncceh.org group - <https://www.ncceh.org/bos/esg/>
 - HMIS/Comparable Database
 - Joining HMIS: <https://www.ncceh.org/hmis/about/>
 - Cleaning up HMIS data & practice running an APR



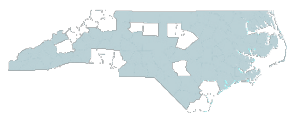
Total Amount Not Yet Available

- Amount for CY2025 is not known at this time.
- Last year's total amount for CY2024 was \$2,525,734.
- We will release that information as soon as we get it from the NC ESG Office who is waiting to receive it from HUD.



Webinar for Regional Leadership

- A process webinar will be held on Tuesday, May 21 from 11 AM – 12:30 PM.
- This webinar will cover the ESG Program competition process including key partners, eligible activities, total funding amount & Regional Fair Shares, & changes to this year's competition for regional leadership.
- Please register for this webinar: <https://www.ncceh.org/events/1686/>



Regional Committees

- ***Spread the word & start now!!!***
 - Many of the providers in your regions may not hear critical information about application deadlines & materials if it does not come from you.
 - Encourage any interested providers to email bos@ncceh.org & request to be added to our general email list if they are not already.
 - Forward all ESG Program competition information to your networks, especially the application instructions!

- ***Be prepared to answer questions correctly!***
 - Applicants may come to you before asking NCCEH staff.
 - It is very important that you have the correct information.
 - If you don't know, don't guess! Direct people to email bos@ncceh.org.





2024 NC BoS CoC Coordinated Entry Written Standards

CE Written Standards

Overview of changes and/or updates

- Updated all references to VI-SPDAT to HART (Homeless Assessment and Referral Tool)
- Updated Category 4 to reflect new HUD definition (previously approved for all NC BoS Written Standards)



CE Written Standards

Order of Priority: Updated to reflect the new order of priority for ESG and/or CoC-funded permanent housing.

- First priority: Most severe service needs, as determined through HART acuity score.
- Second priority: Highest HART acuity score and experiencing unsheltered homelessness.
- Third priority: Highest HART acuity score and longest length of time homeless.
- Fourth priority: Highest HART acuity score and disabling condition.
- Fifth priority: Family with highest HART acuity score.



CE Written Standards

- Updated to reflect HART categories.
 - Housing and Homeless History
 - Risks
 - Health and Wellness
 - Family Unit
- CE Evaluation Procedure: Updated to state the CEC determines the procedure for the evaluation (removed specific steps for procedure as this process will be updated in 2024).



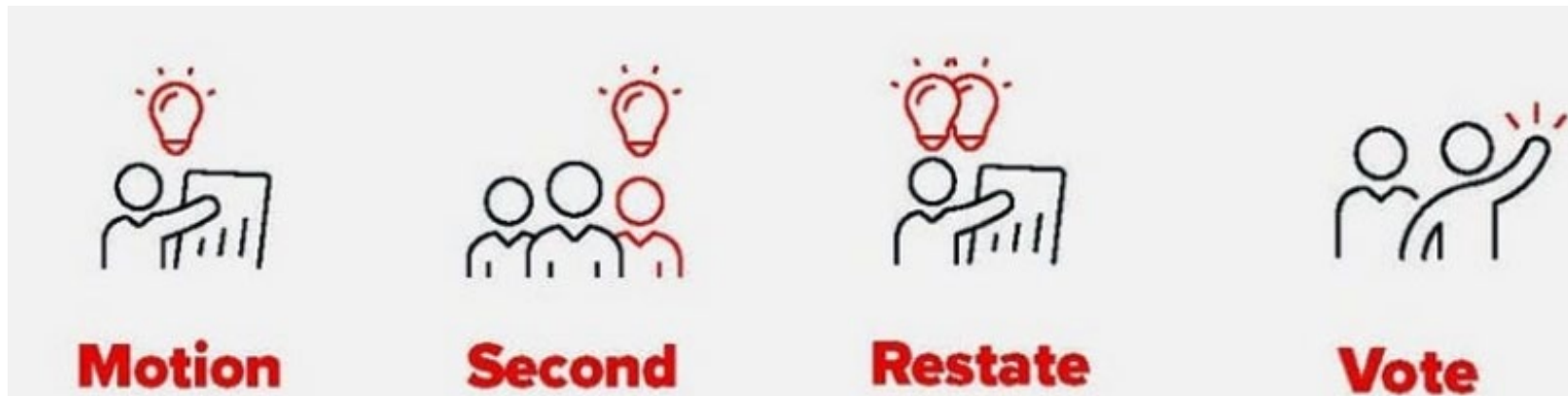
HART Timeline

- ✓ CE Written Standards recommend by Coordinated Entry Council (January 2024)
- ✓ HMIS and By-name List updates (March – April 2024)
- CE Written Standards approved by NC BoS Steering Committee (May 2024)
- Training and Launch Phase (May – June 2024)



CE Written Standards

- Motion to accept the 2024 NC BoS CoC Coordinated Entry Written Standards as presented?
- Second?





Back@Home Balance of State Update



Back@Home – Balance of State (BOS)

Update to the Balance of State CoC
Steering Committee

Catherine Kastleman, MPH
NCORR Planning and Policy Manager
April 7, 2024

Program Model

Housing
Stabilization
Services

+

Unit Access
and Move-In
Financial
Assistance

+

Rent and Utility
Financial
Assistance

Infrastructure and Backbone Support



Housing Stabilization Services

- **Housing Stabilization Case Management**

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**

Outreach services assist by locating, engaging, and supporting households with life-saving resources as they experience homelessness and are connected to housing resources.

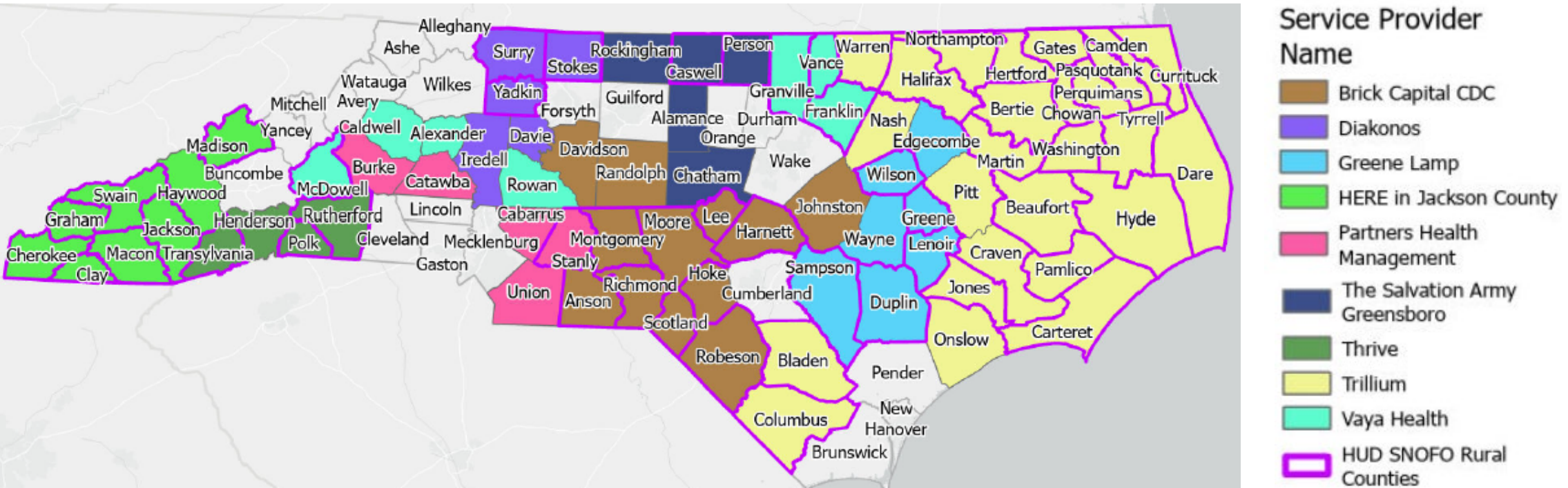
- **System Navigation**

System Navigation services assist households with accessing resources from the homeless system and partner systems to get and keep housing.

- **Housing Navigation**

Housing Navigation services assist households to gain access to and address issues with maintaining a physical unit.

HSS Provider Coverage Areas





Financial Assistance

Types of Financial Assistance offered in the program include:

- 1) Rent and Utility Assistance
- 2) Unit Access and Move-in Financial Assistance, including Temporary Stay costs

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, Person-Centered, and Trauma-Informed Care.

Program Timeline & Accomplishments to Date

Month	Topic
October 2023 – January 2024	Housing Stabilization Services Provider training and start up (including weekly calls, 1:1 meetings, and office hours)
January 16, 2024	<ul style="list-style-type: none"> - Opened enrollment in SSO projects - Published v1 Program Policies and Procedures - Launched new NCORR System of Record
January 29, 2024	Opened enrollment in Permanent Housing projects
February 5, 2024	Launch of Move-in Financial Assistance capability
September 30, 2026	Program period of performance ends

Key Program Data as of 5/2/24

All Clients Served (HMIS – both enrolled + exited)	657
All Households Served (HMIS – both enrolled + exited)	377
Households enrolled in B@H-BoS (HMIS)	349
Households with signed leases (per Housing Collaborative on 5/3)	25
Authorizations approved by NCORR to move program participant into a PH project and begin housing navigation process	196
Number of counties where program participants have been enrolled (out of 79)	43

Collaboration Across the BoS CoC

- Housing Collaborative continues to build relationships with property providers across the BoS CoC and support housing identification, navigation, and placement efforts for clients in the program.
- The nine Housing Stabilization Services Providers remain the primary points of contact at the local level for outreach, housing stabilization case management, system navigation, and housing navigation.
- Please feel free to reach out to the program or any of our key partners if you have questions, ideas, or concerns about local operation of the program in your region. We are open to your feedback and input!

⋮
Thank you!

For additional information, please contact backathome@ncdps.gov.



In-Person Steering Committee Meeting

The 2024 in-person Steering Committee meeting will focus on evaluating & updating CoC governance.

HUD charges CoCs to evaluate its governance every 5 years to determine if its current Governance Charter facilitates processes & decision-making practices that effectively end homelessness.

This year, the Steering Committee's in-person planning meeting will focus on evaluating & updating the NC Balance of State CoC's Governance Charter to have a greater impact for our communities.



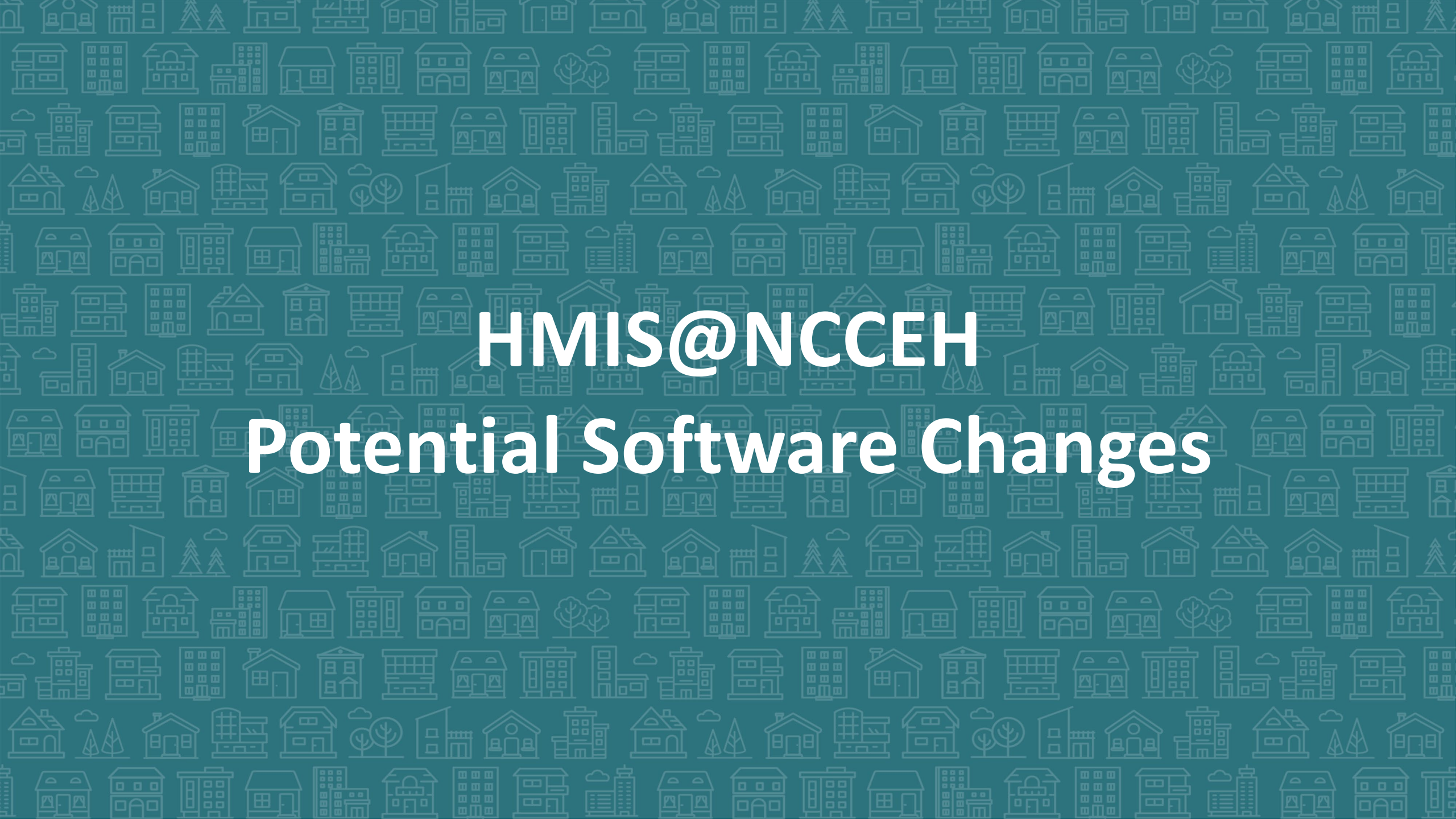
The in-person Steering Committee meeting will be held on Thursday, June 26th.

From our last Steering Committee meeting, members selected June 26th as the best date to hold for our next in-person meeting.

- **Audience:** All Steering Committee members including at-large members, Regional Lead & Regional Lead Alternates should plan to attend.
- **Time:** Planning for 10 AM – 4 PM
- **Location:** TBD – looking at locations near Greensboro or Winston-Salem
- **Registration:** Register as soon as possible at <https://www.ncceh.org/events/1685/>
- **Lunch:** NCCEH will provide lunch for attendees
- **Preparation:** Review the current Governance Charter & come to the meeting with your ideas & questions!

Governance Charter: <https://bit.ly/3QjjOhX>





HMIS@NCCEH

Potential Software Changes

HMIS@NCCEH currently uses WellSky Community Services software to collect data.

Since the launch of HMIS in NC in 2004, the NC Balance of State along with its sister CoCs have used a version of WellSky's Community Services software to collect, evaluate, and submit required data.

- Recently, the Wake/Raleigh and Charlotte/Mecklenburg CoCs have switched to new software for their independent HMIS implementations.

While various HMIS governance boards overseeing the HMIS implementation the NC Balance of State CoC has used have considered a change in software, we have remained with WellSky infrastructure.

- Two HMIS Lead transitions
- Need to update all training & technical assistance materials

HMIS@NCCEH has fixed many of the reporting issues that plagued us under prior HMIS Leads.

Under prior HMIS Leads, the NC Balance of State CoC struggled to report accurate & comprehensive data because of:

- The complexity of set-up for a Balance of State
- Inherent visibility issues under prior HMIS Lead chosen tree structures in the system
- Lack of prior HMIS Lead staff experience & knowledge to develop & maintain new & canned reports

Now that those things have been fixed, NCCEH has a much better understanding of the challenges the chosen software poses for collecting, entering, reporting, & evaluating data.

- WellSky has notoriously bad customer service.
- Required reports, which must be updated regularly due to Data Standard changes & new HUD reporting requirements, are often late & require intense QA by Data Center staff to identify issues.
- The software look & functionality is not user friendly or contemporary.
- The software back-end is complicated & requires enormous staff capacity, limiting time for other important HMIS Lead functions.

The HMIS@NCCEH Advisory Board tasked CoC designated members to speak with their Governance Boards.

The HMIS@NCCEH Advisory Board governs the HMIS@NCCEH implementation.

- Two designated representatives from each participating CoC
 - Brian Alexander & Jenny Simmons from NCCEH serve in these roles for the NC Balance of State CoC.
- Non-designated members
 - Statewide representatives
 - Sector leaders
 - End users from each participating CoC
 - Researchers
- Decides how the HMIS implementation operates, approves the annual budget, evaluates the HMIS Lead, sets strategic goals, & makes recommendations to CoCs on governance level decisions
 - Does not approve the HMIS Lead or the implementation software – these are decisions made by individual CoCs

The HMIS@NCCEH Advisory Board tasked CoC designated members to speak with their Governance Boards.

The time seems right to explore a potential change in HMIS software!

- The move could help us with more sophisticated reporting & evaluation.
- A change could provide more user-friendly software, making the licensure & training processes easier for users & Data Center staff.
- It could allow for better customer service & quicker fixes to challenges.
- It could ensure quicker access to required reports during Data Standards updates & reporting periods.

A software change is not a fix for all HMIS challenges. However, exploring other available software would allow us to consider whether a change might improve the implementation's ability to better meet our needs.

Potential software change exploration . . .

Thoughts?

Questions?

Feedback?



Reminders

Vote for your regional Unsheltered Access Coordinators during your April regional meetings!

- UAC responsibilities:
 - Serve as primary contact for Regional Committee around unsheltered access
 - Coordinate with regional Coordinated Entry Leads to ensure people experiencing unsheltered homelessness access the local coordinated entry system
 - Ensure data collection happens on all people experiencing unsheltered homelessness
 - Engage providers/organizations/stakeholders to understand the local plan to engage people experiencing unsheltered homelessness and how to connect them to the coordinated entry system
 - Provide additional training to providers/organizations/stakeholders as needed
- You can submit their information via [Smartsheet](#).



Upcoming meetings & reminders

(Log-in and recording information can be found on agenda)

- **Lived Expertise Advisory Council**, *Friday, May 10, 12 – 1 P.M*
- **Racial Equity Subcommittee**, *Wednesday, May 15, 11:30 A.M. – 12:30 P.M*
- **Local Leadership Response Call**, *Wednesday, May 15, 1 – 2 P.M.*
- **NC BoS Homeless Assessment and Referral Tool (HART) Training**, *Thursday, May 16, 10 A.M. – 12 P.M.*
- **Funding & Performance Subcommittee**, *Thursday, May 16, 2 – 3 P.M.*
- **Coordinated Entry Council**, *Monday, May 20, 10 – 11:30 A.M.*
- **Webinar on Navigating e-snaps**, *Wednesday, May 22, 2 – 3 P.M*
- **Returning CoC Program Project Applicant e-Snaps Office Hour**, *Wednesday, May 22, 3:30 – 4:30 P.M.*
- **NC BoS CoC Emergency Transfer Plan Webinar**, *Friday, May 24, 9 am – 10 am*
- **Monthly HMIS Training: How to use Hashed CSV & EVA**, *Wednesday, May 29, 10 – 11 A.M.*
- **In-Person Steering Committee Meeting**, *Wednesday, June 26, 10 A.M. – 4 P.M*



Next Meeting(s)

Tuesday, June 2
10:30 AM – 12 PM

Thursday, June 26
10 AM – 4 PM

Reach out to us: (919) 755-4393

bos@ncceh.org

