

# North Carolina Balance of State Continuum of Care

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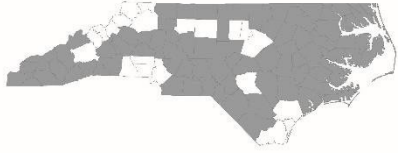
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## NC Balance of State CoC Steering Committee Consent Agenda and Updates

August 6, 2024

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## Section I. NC BoS CoC Steering Committee Consent Agenda

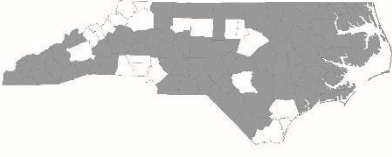
The following will be voted on at the August 6, 2024, NC BoS CoC Steering Committee meeting:

### **June 11, 2024, Steering Committee Minutes**

Available here: <https://www.ncceh.org/files/13616/>

*\*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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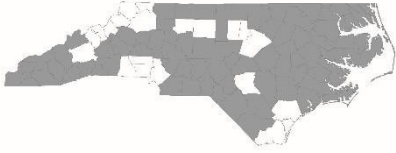
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## Section II. Updates

- **Veteran Subcommittee**  
**Monday, August 5, 11 A.M. – 12 P.M.**  
[Join Zoom Meeting](#)
- **HMIS System Updates**  
**Wednesday, August 7, 10– 11 A.M.**  
Register at: <https://www.ncceh.org/events/1697/>
- **Lived Expertise Advisory Council**  
**Friday, August 9, 12 – 1 P.M.**  
[Join Zoom Meeting](#)  
Meeting ID: 579 903 9481  
Passcode: qYqVY5
- **Coordinated Entry Council**  
**Monday, August 19, 10 – 11:30 A.M.**  
[Join Zoom Meeting](#)  
Meeting ID: 848 4039 7905
- **Racial Equity Subcommittee**  
**Wednesday, August 21, 11:30 A.M. – 12:30 P.M.**  
[Join Zoom Meeting](#)  
Meeting ID: 832 6483 8597



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## Section III. Meeting Minutes and Supporting Materials

### Lived Expertise Advisory Council

#### June 14, 2024, Minutes

Attendance: Karen Carroll, Annah Carter, Von Nixon, Melissa Hewitt, Rachele Dugan (staff), Elliot Rhodes (staff), Laurel Benfield (staff), Ashley Von Hatten (staff), Catherine Kastleman (NCORR), Jackie Lucas (NCORR)

#### Agenda:

NC Office of Recovery and Resiliency (NCORR) report – 20min

Catherine Kastleman and Jackie Lucas from NCORR presented to review the NCORR project structure, and the Housing Collaborative involvement for the Back@Home BoS program. They noted that more people were served in Western counties, Trillium covering East & started a little later than others. Laurel asked for clarification on the difference between outreach capacity vs. case load caps. Nicole described outreach at Wal Mart in King County, Shepherds House, meeting people where they are. Catherine confirms that the Back@Home teams are not outreach teams, and will not continue to work with people who are unsheltered once their caseloads are full, until they have another opening. Catherine wants to discuss in future how to get feedback about/to NCORR.

Coordinated Entry (CE) Evaluation – 20min

Ashley led a continued discussion of edits to the CE Evaluation. Discussion of how to gather information from current clients focused on trust, anonymity, and timelines for surveys. A desire for more caseworker support was named. Ashley will draft surveys and bring back to LEAC for more feedback. Set an intention for a follow up conversation in August.

#### BIH Debrief:

Karen led a debrief of the 2024 Bringing It Home conversation and a discussion of some of the ideas that came from sharing that time together. The discussion focused on regional in-person events. Laurel posed the idea of listening sessions that could gather CBoR info and also serve LEAC recruitment? In general, the conference was appreciated, breakout

sessions about homelessness and trauma. Von expressed surprise that agencies in same area don't know each other, how to connect? Von reiterated her invite to HAC meetings, quarterly meetings with LEAC doing outreach? Next month conversation: how to build relationships in places we aren't physically located.

NLIHC organizing training:

Laurel announced that the National Low Income Housing Coalition has agreed to provide an introductory training to community organizing for the LEAC, focusing on building a power analysis which will take place in late July early august

In person steering committee meeting

Laurel announced that the LEAC has been invited to the upcoming in-person June 26 Alamance Co. Annah, Karen, and Von have confirmed attendance.

**Next meeting**

July 19 at 12 P.M.

## **July 19, 2024, Minutes**

**Attendance:** Karen Carroll, Von Nixon, Annah Carter, Laurel Benfield (staff), Elliot Rhodes (staff), Rachele Dugan (staff), Allie Card (staff)

### **Agenda:**

**Allie: D1FF:** Allie Card presented information on the Bezos Day 1 Families Fund. NCCEH received \$1.25 million 2020 as a 5 year grant. NCCEH is currently re-granting \$1 million to expand the scope of financial supports available to families experiencing homelessness throughout NC through Diversion and Rapid Rehousing. RFP is to regions within the BoS CoC. LEAC members offered questions about the funding source itself and whether it was possible to connect with outside providers including DSS and law enforcement. Allie explained that each region that applies will need to designate an oversight agency or fiscal sponsor. LEAC members provided feedback on the best way to ensure families needing assistance can access help, including outreach to schools and faith communities to help spread the word. Opportunities for LEAC members to support their regions in putting together an application for these funds, as well as for LEAC members to help the CoC score submitted applications in September. Allie will follow up with details on how to sign up for these opportunities.

### **Community Organizing Training**

Laurel presented information on the upcoming community organizing training hosted by the National Low Income Housing Coalition on 08/01/24, that will be held specifically for the LEAC. All agreed they were available and plan to attend.

### **Regional LEAC creation**

Laurel discussed that this training may affect LEAC strategy, and that the LEAC may soon need to decide whether to focus on creating regional LEAC groups and engaging in base building work vs. continuing to present the CBoR at regional committee meetings one by one. Von noted that more training needed for new LEAC members on the Client Bill of Rights, and the group discussed a new internal training that Laurel and Rachele will provide on 07/30/24 at 1:30pm covering history of the creation of the CBoR, need for this policy, contents of the policy, and the current structural landscape of implementation and recognition.

### **NLIHC Tenant Leaders Cohort:**

Karen shared that she has been selected to participate in the upcoming cohort of the National Low Income Housing Coalition's Tenant Leaders cohort, a yearlong fellowship program with travel to Georgia and to Washington, DC.

### **Next meeting**

August 9 at 12 P.MM



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## **Funding & Performance Subcommittee**

### **June 27, 2024, Minutes**

Members Present: Melissa Hewitt, Melissa McKeown, Lynne James, Lori Watts, Bonnie Harper

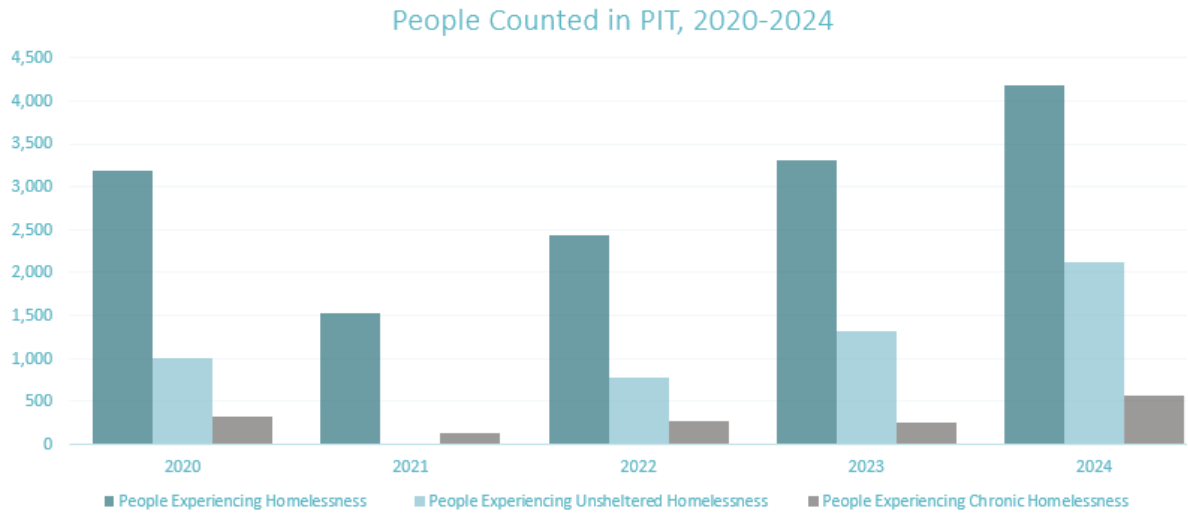
NCCEH Staff Present: Andrea Carey, Elliot Rhodes, Jenny Simmons, Brian Alexander

Jenny welcomed members and walked through the meeting agenda.

Andrea gave an overview of the 2024 Point-In-Time and Housing Inventory Count.

- The point-in-time data presented today is the number of people experiencing homelessness on January 31, 2024.
  - All data is posted on the NCCEH website at [www.ncceh.org/datacenter/pitdata](http://www.ncceh.org/datacenter/pitdata) and is broken down by CoC, region, and county.
  - Any questions about the data or specific requests go to the Data Center ([hmis@ncceh.org](mailto:hmis@ncceh.org)).
- Andrea showed the most recent trending PIT count data.

# What does one day tell us?



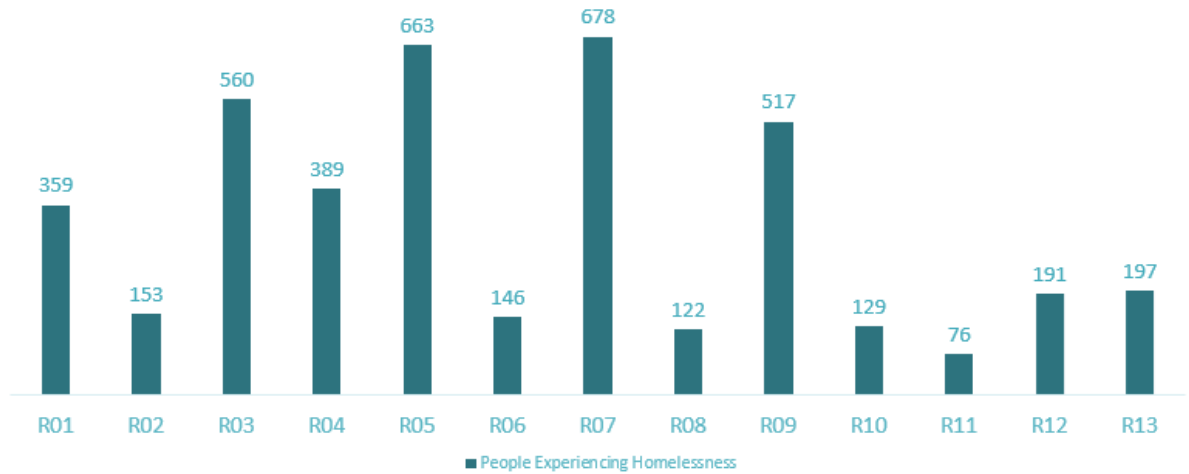
\*Unsheltered data was not collected in 2021 due to the pandemic

- Andrea showed the total people-count across the NC BoS CoC by region.



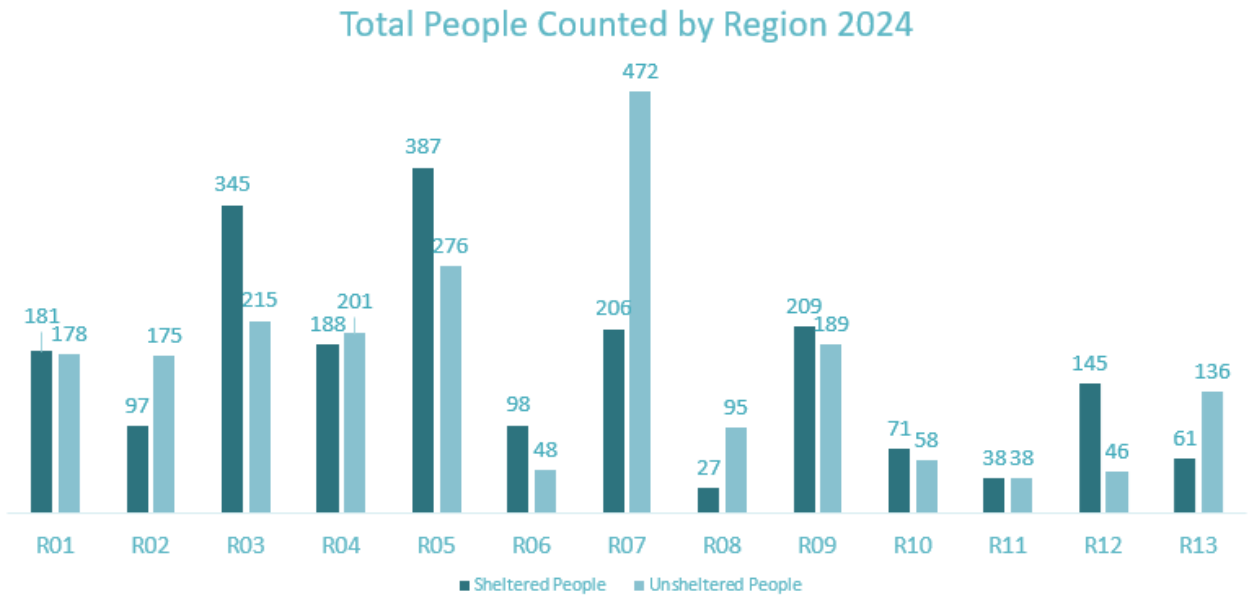
# PIT Across the NC Balance of State CoC

Total People Counted by Region 2024



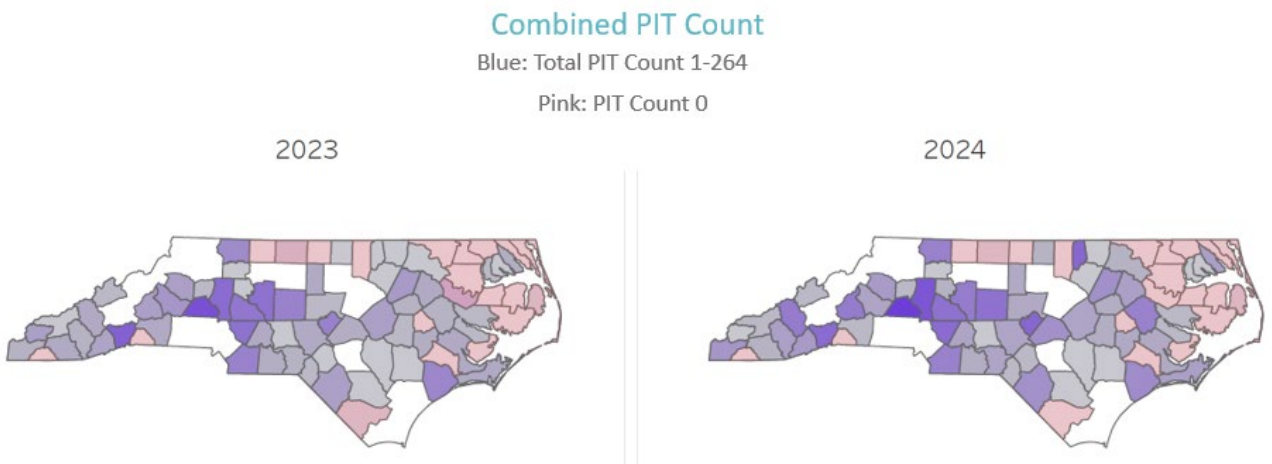
- Andrea showed the breakdown of people experiencing unsheltered and sheltered homelessness in the NC BoS CoC by region.

# PIT Across the NC Balance of State CoC



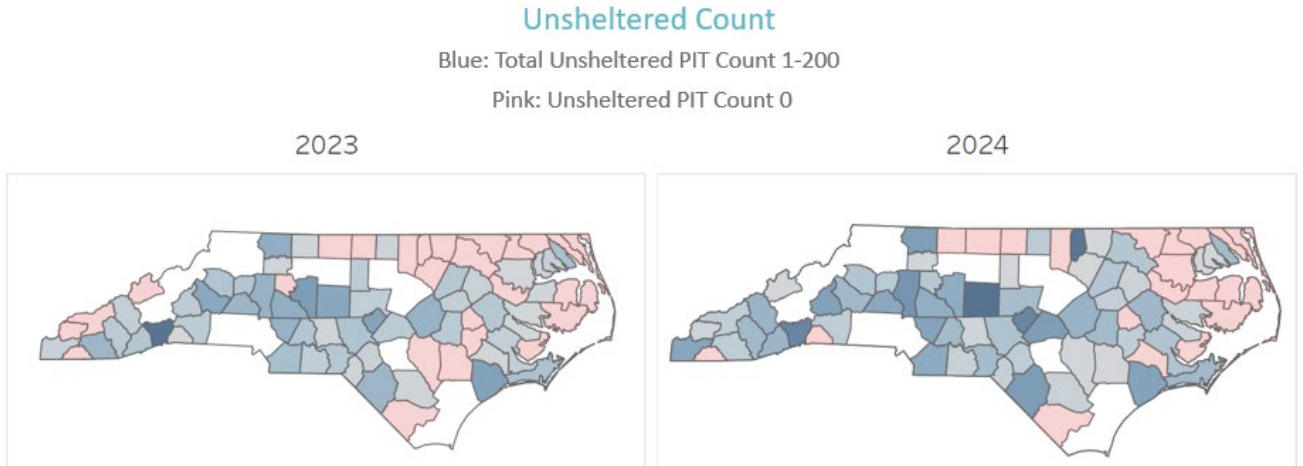
- Andrea showed a heat map with the census of all people experiencing homelessness, comparing 2023 to 2024 with pink counties indicating zero people counted.

## PIT Across NC BoS CoC



- Andrea provided a further breakdown with a heat map showing the census of people experiencing unsheltered homelessness, comparing 2023 to 2024 with pink counties indicating zero people counted.

## Unsheltered PIT Across NC BoS CoC



- Andrea provided the raw number of people experiencing unsheltered homelessness, comparing 2023 to 2024 by region.

## Unsheltered PIT Across NC BoS CoC

	2023	2024	Change Total	Change %
R01	71	178	107	151%
R02	177	175	-2	-1%
R03	165	215	50	30%
R04	113	191	78	69%
R05	238	286	48	20%
R06	24	48	24	100%
R07	263	472	209	79%
R08	50	95	45	90%
R09	23	189	166	722%
R10	21	58	37	176%
R11	37	38	1	3%
R12	21	46	25	119%
R13	111	136	25	23%
Grand Total	1314	2127	813	62%

- Andrea provided a table that shows the number of people experiencing chronic homelessness broken down by location and household type.

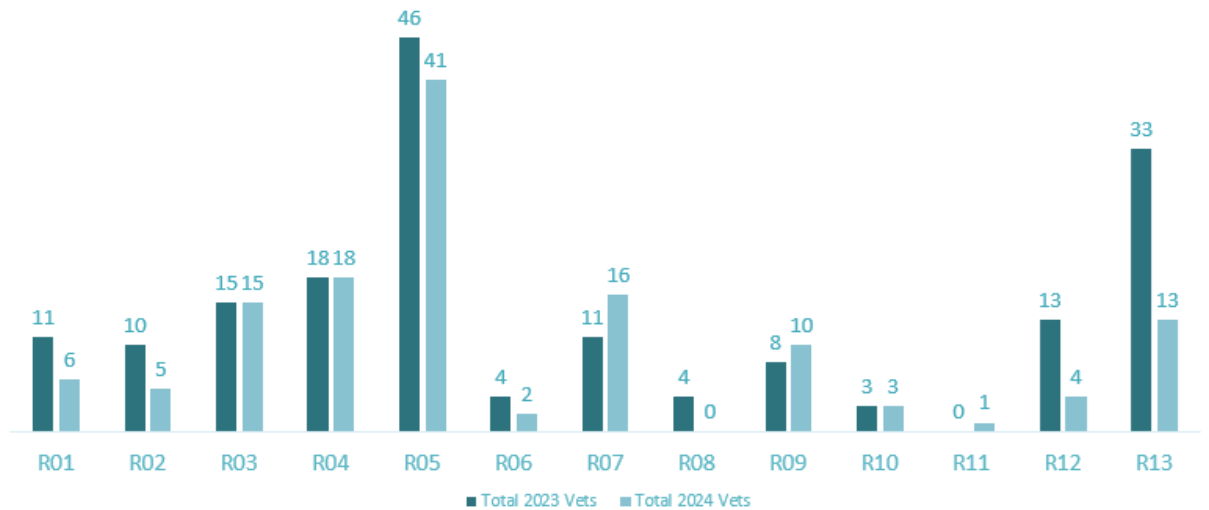
## 2024 Point-in-Time Count Chronicity

	Total Chronic Clients	Families with Children	Adults Only	Children Only
Emergency Shelter	224	50	174	0
Transitional Housing	0	0	0	0
Unsheltered	348	64	284	0
Total	572	114	458	0

- Andrea showed additional subpopulation counts by region in the NC BoS CoC.

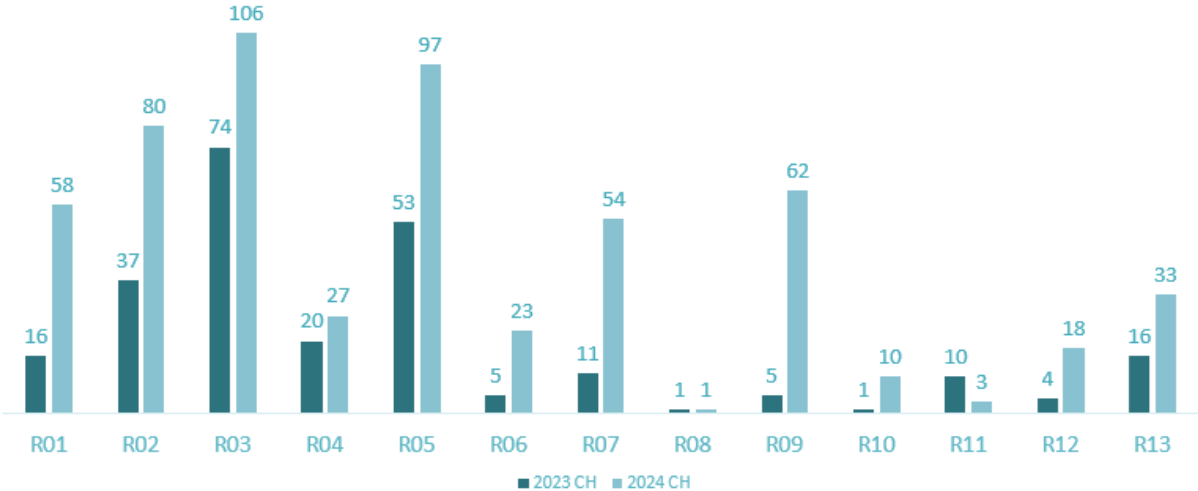
## PIT Across NC Balance of State CoC: Subpopulations

Total Veterans Counted down to 134 from 176



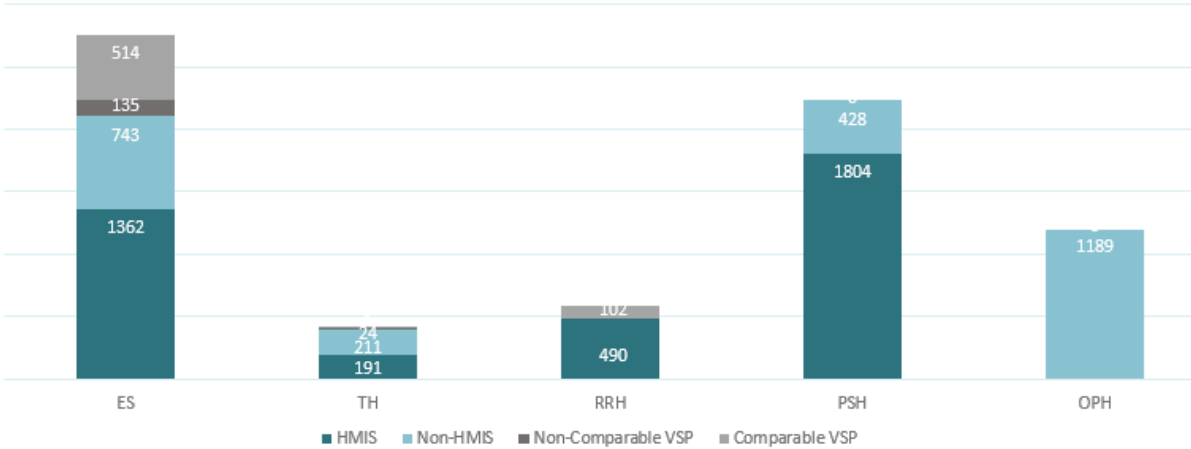
# PIT Across NC Balance of State CoC: Sub-populations

Total Chronically Homeless Counted up to 572, from 253

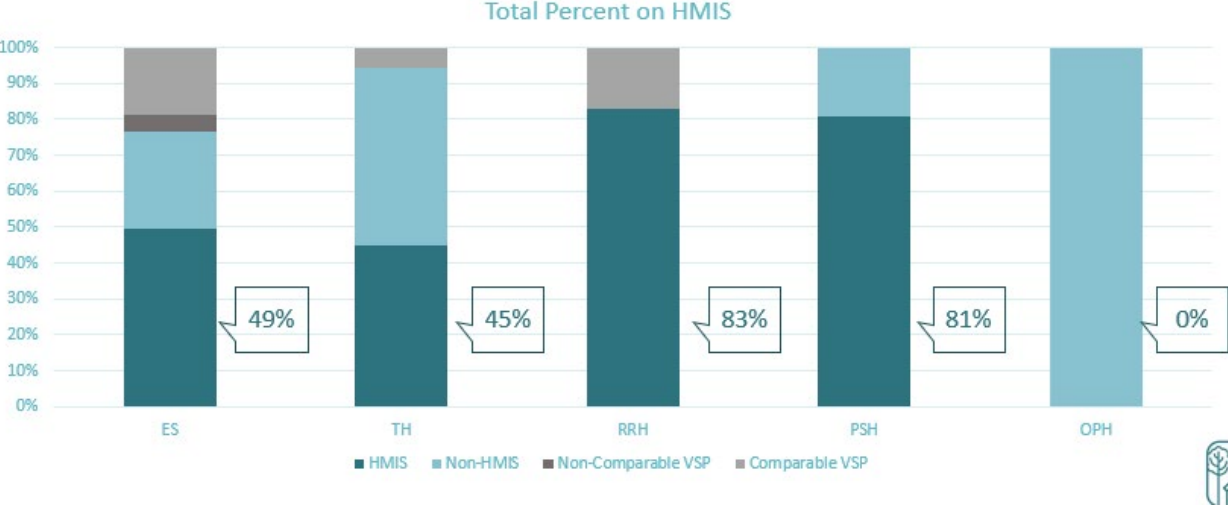


- Andrea presented 2024 Housing Inventory Count data, indicating the current HMIS bed coverage rates by project type.

## HMIS Bed Coverage

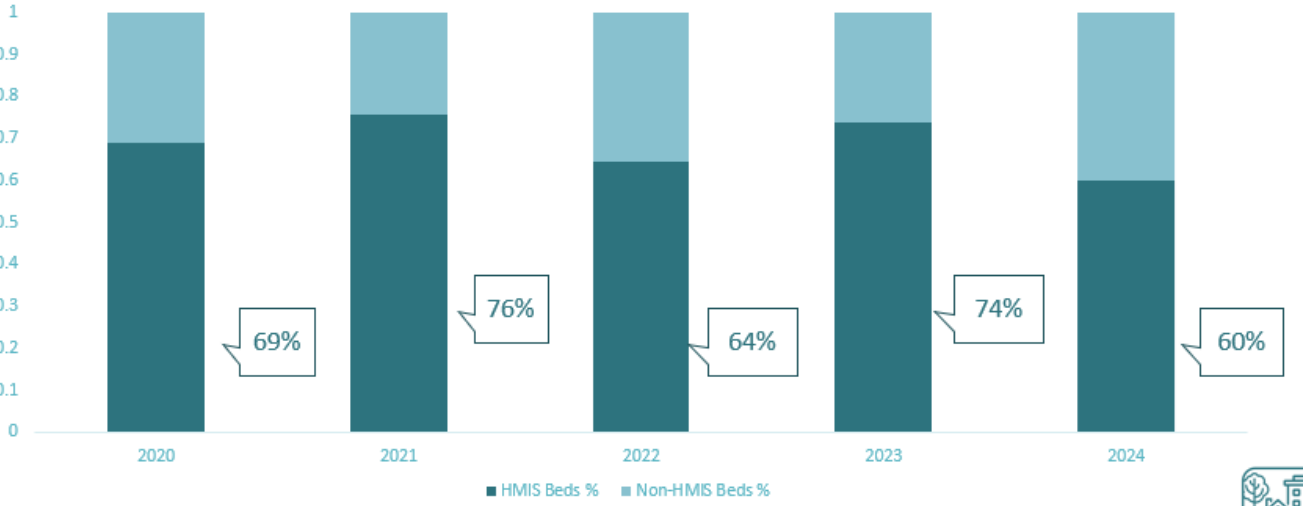


# HMIS Bed Coverage



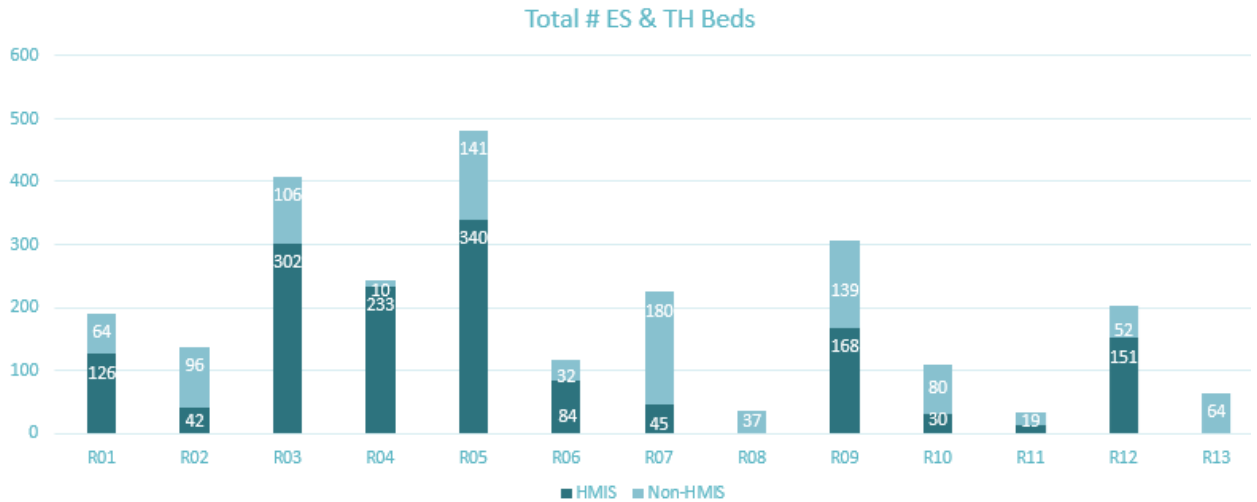
- Andrea provided further HMIS bed coverage rates, showing rates without including VSP shelter beds.

# HMIS Bed Coverage – changes without VSP



- Andrea showed 2024 HIC HMIS participation by region.

# 2024 HIC HMIS Participation by Region



Jenny provided an update on the HMIS recruitment process. She provided a reminder of the FPS's original goals and resources:

- Goal 1: The NC BoS CoC will increase HMIS emergency shelter bed coverage to 75% by December 31, 2024.
- Goal 2: The NC BoS CoC will increase HMIS transitional housing bed coverage to 50% by December 31, 2024.
- The FPS developed resources to support local efforts to increase HMIS bed coverage:
  - Recorded kickoff webinar with slides
  - Regional Housing Inventory Count (2024 count has just been released to replace the original 2023 version), identifying non-HMIS participating ES and TH projects.
  - HMIS participation plan
  - Sample scripts to help guide conversations
  - Simple guide that identifies responsibilities, steps to join HMIS, and answers to common questions.
- Jenny outlined roles and responsibilities to increase HMIS participation.
  - Regional Lead Alternates
    - Facilitate local regional recruitment teams to develop plans to engage and recruit non-HMIS participating programs to use HMIS; submit monthly updates to NCCEH about engagements and status.
  - NCCEH staff
    - Provide support to Regional Lead Alternates; support meetings with non-HMIS agencies to encourage HMIS participation; review monthly updates and provide the FPS with quarterly updates.

- FPS
  - Set goals; review regional updates each quarter.
- Jenny provided a status update after the first round of monthly reports due on May 15<sup>th</sup>.
  - Regions 1, 11, & 13 submitted initial monthly reports.
    - 4 agencies engaged.
    - 2 agencies interested in additional information.
    - 1 agency ready to join HMIS@NCCEH.
  - No reports submitted by regions 2, 3, 4, 5, 6, 7, 8, 9, 10, and 12.
- Jenny facilitated a discussion on potential engagement ideas.

The FPS will take a summer break due to the ESG and CoC Program competitions.

- The next meeting will be Thursday, September 19<sup>th</sup> at 2 PM where will provide the next update on HMIS recruitment and talk about goals and process updates to launch in 2025.

**Next meeting**

Thursday, September 19<sup>th</sup> at 2 PM



## **In-Person Steering Committee Meeting**

### **June 26, 2024, Notes**

**Attendees:** Kea Alexander, Shawanda Barnes, Denise Bean, Cory Bragg, Karen Carroll, Joseph Chilton, Natasha Elliott, Brian Fike, Tonya Gray Young, Crystal Gwendo, Pamela Hinton, Lynne James, Jackie Lucas, Von Nixson, Kristine Wiles, Gretta Worley, Annah Carter

**NCCEH Staff Present:** [Brian Alexander](#), [Laurel Benfield](#), [Allie Card](#), [Adriana Diaz](#), [Jenny Simmons](#)

### **Part 1: Steering Committee**

The Steering Committee serves as the primary decision-making body & board for the NC Balance of State Continuum of Care. The Steering Committee is responsible for all matters pertaining to the structure, purpose, performance, & activities of the CoC.

The Steering Committee meets monthly, normally via conference call & ideally at least one time per year in-person. All meetings are public meetings, open to any interested party. Meeting agendas & minutes are posted to the NCCEH website. The Steering Committee is staffed & facilitated by NCCEH and is responsible for:

- Promoting a community-wide commitment to the goal of ending homelessness
- Providing funding for efforts to quickly rehouse individuals & families experiencing homelessness
- Promoting access to & effective utilization of mainstream programs by people experiencing homelessness
- Providing direction on funding priorities & project application review criteria
- Creating a network of providers for outreach, engagement, assessment, shelter, permanent housing, & homelessness prevention services
- Consulting with the ESG recipient (NC DHHS) on the allocation of funding, reporting, & performance
- Monitoring grantee performance, evaluating outcomes, & taking action against poor performance
- Establishing performance targets appropriate for population & project type
- Reviewing & approving significant change requests from CoC grantees
- Establishing & operating a CE system

- Establishing & following written standards for providing assistance within the CoC

HUD requires CoCs to develop & regularly update a Governance Charter that defines its:

- Mission & vision
- Geographic area
- Decision-making structure & process
- Roles & responsibilities
- CoC & ESG Program funding processes
- Data collection methods & responsibilities
- Required policies & procedures
- Procedure to ratify & amend the Governance Charter

Unique to the NC Balance of State CoC, the Steering Committee & the Regional Committee network develop & implement the CoC's plan to end homelessness. Regional Committees must:

- Have participation from a large variety of providers, stakeholders, & subpopulations from each county
- Design & implement CE systems within the parameters set forth in the NC BoS CoC CE written standards
- Provide information & data to meet HUD requirements for the annual PIT/HIC, SPMs, & CoC application
- Elect leadership positions annually
- Encourage Regional Committee members to participate in workgroups & subcommittees
- Coordinate local interim & permanent housing, services, & other resources
- Ensure adequate HMIS bed coverage
- Support & implement priorities set by the NC BoS CoC Steering Committee

**The goal for the meeting was for attendees to evaluate & understand the NC Balance of State CoC's current governance & identify opportunities to change current structures to enhance the NC BoS CoC's ability to end homelessness.**

Attendees were encouraged to:

- Use local experience to inform discussions but commit to thinking about what's best for the entire CoC
- Listen actively & share creatively & with intent

- Keep the end goal in mind: how can we best end homelessness?

Attendees were divided into three groups to discuss the questions below. Each small group chose a facilitator, note taker & reporter for the group. All groups shared their main ideas with the entire group.

### **Guidance Questions: Steering Committee**

- What might it look like if instead of meeting monthly, the Steering Committee had fewer regularly scheduled meetings?
  - Anything less than monthly meetings may result in:
    - Participants may not remember information from meeting
    - New members may not have the support they need in their leadership role
    - Disorganization in the many moving parts of the NC BoS CoC
  - Less meetings require more robust committee work
  - Regional meetings use space as “baseline” - would complicate that if Steering Committee doesn’t meet monthly
  - Travel is difficult for more frequent in-person meetings but there is value to them for personal connection/networking. Maybe regional in-person cluster meetings?
  - Have annual meeting coincide with new membership & include orientation. A January conference would be useful.
  - Monthly meetings necessary for connection
    - Option 1: have regional representative be the person that gives information & have quarterly strategy focused meetings
    - Option 2: two virtual and two in person meetings, the rest of the meetings filled in by lead
      - Need to have more leadership
      - Have fiscal year moved to October-September, in person meetings in March and October
    - Option 3: send voting decisions via online survey, change governance to allow the first response to be the motion and the second response be the seconder. Need to define what is the threshold for in person meetings
      - Also create virtual hub spots made geographically if they can’t make it to the in-person meeting
  - Quarterly meetings, 2 in person and 2 virtual, hybrid, all day in person; combination of NCCEH updates & regions to address certain issues, rotate which regions host and they find the location

- How should the agenda change to make meetings substantive & more focused on strategy, evaluation, & policy & less on information sharing?
  - Opportunities for sharing at the end
  - Separate meetings for info sharing & program work - but does create more meetings
  - Digital material sharing period/cutoff
  - Find structure/median for ground-level input on meeting agendas
  - Have a broader equity committee (disability, racial) - focus on gaps in services
  - Focus on region based on location: eastern, central, western - with regions combined based on potential shared pain points
  - Requesting more transitional leadership trainings so new leadership takes on projects with better confidence
  - Allow each region to bring problems to the meeting to brainstorm/share
  - Discuss best practices, lessons learned, share resources
  - Get feedback in advance to have a theme at each meeting (Make a presentation on how and what is working well)
  - Political and committee presentations as a theme for a meeting
  - Agenda time for financial opportunities, grants available to receive additional resources to support our vision/mission
- How should the role of subcommittees/workgroups change to support the operation of the Steering Committee?
  - Openness/information about subcommittees & what they do. Possible orientation on them.
  - Scorecard -> positive review but realize that content is more cut and dry.
  - require subcommittee meetings to be submitted to Regional Leads who is tasked with spreading information
  - Require PowerPoint & meetings
  - Expectation that regional assistant becomes the lead within 3 years (write in governance charter)
  - Paid vs unpaid leadership
  - Task regional lead with keeping updated email list that is sent to steering committee
  - Add another subcommittee for disability (mental + physical) to bridge gap for able bodied persons
  - Restructure equity committee under 1 umbrella (LGBTQ, foster care, etc.)
  - Have work groups to discuss each issue
  - Have report outs from all groups - region representatives
  - Have overlap of individuals in subcommittees and be interested in area of topic (have a passion for it)

- How could the CoC handle the month-to-month approvals needed to move work forward? [CoC & ESG Program competition materials – Funding Priorities, Scorecards, Application approvals; Policies & Procedures development & updates; Letters of Support; Workgroup formation, Governance Charter updates; Subcommittee recommendations; others]
  - Expansion of BoS staff - seem stretched thin, can make difficult to communicate difficulties w/ DHHS
  - Electronic voting
  - Commitment to read and respond to emails
  - Set a work block to answer to questions to prepare for next meeting
  - Need accountability incentives
  - Set calendar schedule, tracking system, conflict of interest form
- What ways could staff & Regional Committees share relevant & timely information with CoC stakeholders that would normally be conveyed at Steering Committee meetings?
  - Make sure minutes from BoS is released timely to assist in relaying information
  - Issue is making sure there is attendance from stakeholders
  - But getting/giving info has not been an issue -> an overload if anything
  - If possible, having staff with Regional involvement more often is beneficial
  - List of all service providers (tiny yellow pages, list of resources in the community, ease of access to information)
  - Better awareness of services
  - Region 1 needs participation for CE referrals, trouble recruiting people
  - Capacity
- How can we maximize Steering Committee attendance by members? [Travel stipend/paying for lunch; scheduling meetings a year in advance; rotating in-person meetings across the geographic area; other]
  - Definitely want a mix of in-person meetings
  - Offer mileage/travel scholarships
  - Offer program spotlights and spotlights on current/new trends
  - Host agencies for regional in-person meetings with BoS admin assistance (lunch, etc.)
  - Host region at steering committee
  - Have them be same time/place for monthly meeting
  - Have a fund for those not being reimbursed by their agency/employer for gas/travel
  - Logistical planning = hotel blocks at discounted rate , alternate locations
    - Depending on area provide zoom link
  - Give incentive for meeting attendance - raffle, awards for participating

- Schedule meetings in advance to put into budget
- Rotating meetings around
- How do we build Steering Committee member buy-in to increase participation & engagement in discussions & planning work?
  - Increase awareness of what's being requested
  - Have term limits (at least in larger regions)
- How should the Steering Committee incorporate Regional Committee and at-large member sharing to inform strategy, policy priorities, & direction?
  - Map issues across regions to coordinate solutions (if they exist) or to brainstorm solutions
  - Make sure info is shared efficiently
  - BoS communication among staff who attend particular regional meetings to share
  - Direct email
  - Refocus on in person component, encourage sharing
  - Regional leadership gives feedback
  - Focus on regional leadership development

## **Part 2: Regional Committees**

To perform its work, the NC Balance of State Continuum of Care has formed thirteen Regional Committees who represent the totality of homeless services & providers in a given geographic area. Regional Committees serve as a community resource for coordination & networking on the local level.

As a Regional Committee of the NC Balance of State CoC, it must:

- Have a regular meeting time (no less than quarterly) & provide virtual access
- Publish notices of meeting agendas & minutes & open meetings to any interested parties
- Have participation from a large variety of providers, stakeholders, & subpopulations from each county within the geographic area of the Regional Committee
- Implement coordinated entry systems that follow the CE written standards
- Annually elect a Regional Lead and a Regional Lead Alternate to represent the Regional Committee on the NC Balance of State CoC Steering Committee
- Elect other leadership positions that oversee key aspects of local work: Project Review Committee representative; Coordinated Entry Lead; Unsheltered Access Coordinator; Webmaster
- Choose representatives for other workgroups &/or subcommittees as needed

Attendees were divided into three groups to discuss the questions below. Each small group chose a facilitator, note taker & reporter for the group. All groups shared their main ideas with the entire group.

### **Guidance Questions: Regional Committees**

- What do Regional Committees need to fully function & be more impactful?
  - NCCEH rep at meetings
  - Minimum standard for in person meetings
  - Funds to support administrative tasks
  - Marketing for community engagement
  - Catering lunch
  - Refocus the collaborative conversations to have actionable steps
  - Buy-in (Salvation Army) - potentially reach out to divisional leadership to add them to HMIS
  - Give knowledge of what's tasked to do
  - Have all impacted organizations involved
    - Resource fair / block parties
    - Make sure all groups know what other groups do for effective referrals, to ease frustration/distrust and increase effective collaboration
    - Regional resource guide creation
- How can we better cultivate interest in people to become leaders in Regional Committees & how should CoC staff support them to understand & fulfill their expected roles?
  - Incentives (interest meetings or orientation)
  - Recruit people who are interested or passionate about committees (job description)
  - CoC orientation - clear expectations of roles
  - Create regional leadership buddy/mentor program
  - Succession planning
  - Mentor system within regions to create buy-in
  - Engagement plan subcommittee
    - Focus 1: provider
    - Focus 2: community
  - Potentially changing counties inside of regions and changing where they connect
  - Resource fair per county, create strategic partnerships
- What role(s) would you like to see CoC staff play in Regional Committees to support local work & initiatives?

- Create flyers, overview documents
- Create recruitment template or outline to get more people into office
- Presence and communication to clarify and give resources, also gives validity
- What needs to change in Regional Committee meetings to make them more engaging? What are ways to build sustained participation from agencies/entities not currently at the table?
  - Have a script of what to say with media
  - Participation
  - Change subject matter “themes” - spotlight presenter
  - Same agenda different curriculum
  - Success stories (narrative)
  - Two categories - never been at the table vs left the table
    - Why have they not been brought to the table? - Outreach, and explain why beneficial
    - Why did they leave? - if left, address issues (admin, etc.) and invite back
  - Increased incentive to participate - show me the money
    - Then ensure they’re engaged and informed
  - Block parties / resource fairs
- If we were to create a standardized agenda or a bank of conversations to make Regional Committees meetings more engaging, what might this look like? What topics do Regional Committees need to be talking about more regularly?
  - A bank of subject matters or conversations
  - Services available and resources
  - Success stories, wins
  - Opportunities for improvement, challenges
  - Updates, needs, funding resources
  - Create a topic bank at meeting with our regional representatives
  - Community engagement, landlord engagement, fundraising
  - Regional leadership assessing counties on what they well/pain points
  - Newsletters
  - SWOT (strength, weakness, opportunity, threats) analysis
  - Agency spotlights
  - Solicit what members want to know
  - Give ownership to members
  - Grant writing opportunities/sharing of talents
  - Standardized agenda would threaten regional uniqueness but a guide/template of structure could be useful
- How can Regional Committee stakeholders hold one another accountable to CoC & local strategies/policies/priorities? What resources would the Regional Committee



need? [Client Bill of Rights; programmatic written standards; grievance policies; other]

- Have presentations on how agencies are using Client Bill of Rights
- Set tone (cultural expectation) bragging rights
- Could link direct opportunities for referrals for clients
- providers have a QR code, grievance/feedback form visible on site
- NCCEH discussing what they are responsible for and accountable
- Provide data driven conversations to push the needle
- Find strategic partner willing to train on “How they do a specific task”
- Create police department liaison
- Well-informed, competent leads and co-leads
  - Resource guide for regional leads
- Increase knowledge of Client Bill of Rights and grievance policies
- How can Regional Committees keep the focus on ending homelessness as opposed to just providing services? [More local data? Training/technical assistance? Other?]
  - Research ideas from other states
  - Reminders of mission/vision
  - Absorption meetings (get info and share with or teach others)
  - Working on “functional zero” - house people within 30 days (not mission to end homelessness)
  - SWOT analysis
  - Having subcommittee focused on specific goal-oriented task
  - Data subcommittee
  - Plan for informal connections during next conference based on “work role” with facilitator leading discussion
  - Regional meetings that focus on what's working for different regions, maybe connect it to mentorship program and spotlights
  - Understanding origins of homelessness
  - Language change: bring it to the personal which is more achievable - “ending homelessness one person at a time”
  - Understanding trauma - evidence based treatment
- How should Regional Committees address increasing diversity of voices at the table, increase focus on decreasing disparities for marginalized populations, & increase the participation of people with lived experience?
  - Create LEAC representing each marginalized group (DV)
  - Joining subcommittee with common goals
  - Where does the strategic goal come from?
  - Individual voice telling story in their own voice when doing promotion
  - Storytelling to show people how close they are to being in same situation

Suggested next steps:

- Orientation training for leadership
- Change fiscal year to Oct - Sep
- Create yearly dates and support logistical planning
- Engagement initiatives - updating 211 with provider info, increase providers and regional meetings
- Fund regional lead positions

## **Racial Equity Subcommittee**

### **June 27, 2024, Minutes**

Attendees: Teresa Robinson, Laurel Benfield, Dr. Deniece Cole, Tradell Adkins, Lori Watts, Kristin Dunn, Mary Erwin.

Agenda:

- Celebrations
- Subcommittee Fact Sheet
- Racial Equity Dialogue and Personal Stories

**Celebrations:** subcommittee members shared personal and professional successes to start the meeting.

**Subcommittee Fact Sheet:** Teresa presented a draft of a one page fact sheet about the work of the Racial Equity Subcommittee. The fact sheet includes mission, a description of the work of the subcommittee, highlights of wins (the HART assessment, the RE Dialogue Series, and funding competition scorecards), current priorities, and how to join. The group reviewed the draft and provided feedback, and approved Teresa to finalize the document.

**Racial Equity Dialogues:** Teresa led a conversation with subcommittee members inviting them to share personal stories of times that their work has been personally affected by racism, either systemic or interpersonal. Laurel set group norms before beginning to ensure that people felt safe to share stories that might feel difficult to talk about. Teresa noted that this can build toward a renewed racial equity dialogue grounded in real experiences to highlight the pervasive need for anti-racist action. Subcommittee members shared personal stories of experiencing, and interrupting, interpersonal racism in workplaces and reflected on how that impacts each person, clients, and the work we are trying to accomplish. The group discussed creating a Racial Equity Dialogue event with these stories and how to navigate challenges with privacy, reaching the target audience, and ensuring safety. The group also discussed collecting personal stories and then sharing them at regional committee meetings.

### **Next meeting**

July 17 at 11:30 A.M.

## **July 17, 2024, Minutes**

**Attendance:** Dr. Deniece Cole, Rachelle Dugan, Gretta Worley, Lori Watts, Quiotti Rattliff, Kenett Melgar, Laurel Benfield (staff), Teresa Robinson (staff)

### **Celebrations:**

Subcommittee members shared celebrations and accomplishments pertaining to their work and personal lives.

### **Subcommittee flyer**

Teresa asked the subcommittee if there was any further feedback on the one-page flyer describing the subcommittee and its mission. The group offered no further feedback and approved Teresa to finalize and distribute the flyer. The group then discussed the benefit of creating a similar one-page fact sheet with data about racial disparities in the NC BoS CoC. Teresa will start working on this and report back to the subcommittee.

### **Narrative sharing**

Teresa presented updates on a storytelling project and asked the subcommittee for feedback. Teresa noted that she has consulted with NCCEH Executive Director, Dr. Latonya Agard who is open to advising and supporting this project from her experience as a DEIB consultant. Laurel noted that she has set up a meeting with the Housing Narrative Lab to seek their feedback and potential partnership and asked subcommittee members if anyone was available to participate. Dr. Cole, Quiotti, and Rachelle all indicated that they wanted to join. The subcommittee expressed support for finding a way to move forward that protects the anonymity and safety of anyone who shares their story.

### **External Funders**

Laurel presented an update on influencing external funders to increase equity efforts. A meeting with the NC Network of Grantmakers is scheduled for August 08. There are no other current targets to reach at this point but the group is hoping that this meeting can lead to new connections.

## **Next meeting**

August 21 at 11:30 A.M.

## **Veteran Subcommittee**

### **July 1, 2024, Minutes**

Member Attendance: Nicole Wilson, Alyce Knaflich, Kecia Robinson, Charessa McIntosh, Jean Eastwood, Rory Springs, I-Divine Allah, Jessica Rice

NCCEH Staff Attendance: Allie Card

- I. Veteran case conferencing discussion
  - Members discussed the status of Veteran-focused case conferencing across the NC BoS CoC.
  - Allie shared that providers can request an inclusive BNL to aid in Veteran case conferencing and to ensure Veterans enrolled in SSVF and other permanent housing projects are discussed.
  - Some members voiced the need for increased involvement of SSVF providers at Regional case conferencing meetings.
  
- II. VA HMIS Access Update
  - Allie provided an update regarding VAMC access to HMIS. The NC BoS CoC is considering opening the sharing agreement so there is increased visibility between providers. This will ensure a more streamlined process for households and increased opportunities for collaboration.
  
- III. 2024 PIT Update
  - Allie was hoping to provide 2024 PIT numbers, but they were not yet released. These will be discussed at the August meeting.

The meeting was adjourned at 11:44. The next meeting will be on Monday, August 5 at 11 am.

## **Next meeting**

August 5 at 11 A.M.

## **Coordinated Entry Council**

### **July 15, 2024, Minutes**

#### Attendees

Coordinated Entry Regional Leadership: Gretta Worley (Region 1); Kelley Hayward (Region 3); Michele Knapp (Region 4); Maxcine Barnes & Andrea Perry (Region 6); Priscilla Ward (Region 7); John Apol (Region 10); Michele Welsh (Regions 11, 12, & 13)

At Large Members: Nicole Wilson; Fredrika Murrill

Other Attendees: Nickie Kilgore; Brian Fike, Kennedy Lane; Bonnie Harper; Kisha Darden; Allie Card; Teresa Robinson; Rachelle Dugan; Ashley Von Hatten

#### **A020 Data Quality Report**

Teresa Robinson reviewed the required [Data Quality Plan](#) passed by the CoC in March 2023 and the Coordinated Entry data quality standards: <https://www.ncceh.org/hmis/data-quality-benchmarks/>. The purpose of the A020 Data Quality report is to strengthen data on an ongoing basis, review timeliness, accuracy, and consistency of projects, and implement performance improvement plans as needed. The most common errors in CE projects are demographics, disability, and relationship to head of household. Most errors occur by not collecting complete information at project start. CE leadership should work with Front Door providers to clean up their data by September, with the next data quality report due in October 2024.

#### **Back@Home Coordinated Entry Referrals**

Ashley Von Hatten provided an overview of the two processes for Back@Home referrals.

##### Workflow (1)

- Back@Home staff engages unsheltered household and enters them into their Back@Home SSO project  
Coordinated Entry Lead enters Back@Home SSO households into CE project
- Household is referred to Back@Home RRH (if appropriate) during case conferencing
- CE Lead records referral in HMIS

##### Workflow (2)

- Back@Home staff communicates during CE case conferencing they can accept households for Back@Home RRH
- Coordinated Entry lead filters BNL during case conferencing for households with highest acuity
- Household is referred to Back@Home RRH during case conferencing
- CE lead records referral in HMIS

The workflow for NCORR compliance includes, NCCEH data team receives list of HMIS ID for all Back@Home households, the data team runs a report to verify: (1) household was entered into the regional CE project and (2) household has recorded CE referral event for RRH

### **Veteran Updates**

Allie Card reviewed the process for when unsheltered Veteran household presents at the VA Medical Center. The VAMC CE Specialist/Outreach Team will email ROI, HART, and HMIS Client Profile forms and the CE Lead will enter household in the CE Project.

### **Reminders**

The August CEC meeting will take place on August 19, 2024, at 10 am.

### **Next meeting**

August 19 at 10 A.M.

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### **Next regular Steering Committee meeting:**

[TENTATIVE] Tuesday, August 13, 2024, at 10:30 A.M.

Tuesday, September 10, 2024, at 10:30 A.M.