



North Carolina Balance of State Continuum of Care

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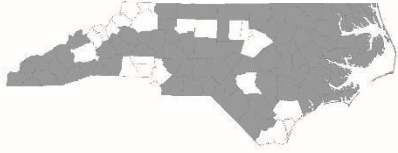
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NC Balance of State CoC Steering Committee Consent Agenda and Updates

October 1, 2024

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Section I. NC BoS CoC Steering Committee Consent Agenda

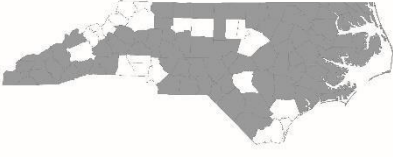
The following will be voted on at the October 1, 2024, NC BoS CoC Steering Committee meeting:

September 10, 2024, Steering Committee Minutes

Available here: <https://www.ncceh.org/files/13752/>

**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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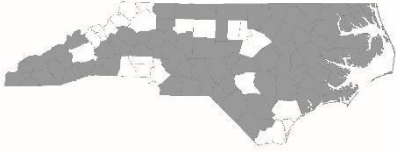
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Section II. Updates

- **NC BoS CoC Anti-Discrimination Policy Webinar**
Monday, October 7, 2 – 3:30 P.M.
Register at <https://www.ncceh.org/events/1705/>
- **Lived Expertise Advisory Council**
Friday, October 11, 12 – 1 P.M.
[Join Zoom Meeting](#)
Meeting ID: 579 903 9481
Passcode: qYqVY5
- **Racial Equity Subcommittee**
Wednesday, October 16, 11:30 A.M. – 12:30 P.M.
[Join Zoom Meeting](#)
Meeting ID: 832 6483 8597
- **Local Leadership Response Call**
Wednesday, October 16, 1 – 2 P.M.
[Join Zoom Meeting](#)
Meeting ID: 837 9246 1651
- **Funding & Performance Subcommittee**
Thursday, October 17, 2 – 3 P.M.
[Join Google Meeting](#)
Or dial: (US) +1 929-249-4814
PIN: 256 826 060#
- **Coordinated Entry Council**
Monday, October 21, 10 – 11:30 A.M.
[Join Zoom Meeting](#)
Meeting ID: 848 4039 7905



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Section III. Meeting Minutes and Supporting Materials

Lived Expertise Advisory Council

September 13, 2024, Minutes

Attendance: Karen Carroll (co-chair), Von Nixson (member), Annah Carter (member), Melissa Hewitt (co-chair), Rachelle Dugan (staff), Laurel Benfield (staff), Elliot Rhodes (staff)

Agenda

Community Events:

NCCEH is hosting a book launch for “The 3 Melissas” on Wednesday 9/18 in Raleigh. Laurel extended an invitation LEAC members. Most LEAC members cannot attend, but Von noted that she may be able to be there.

Annah noted that Region 04 is hosting a community outreach day on 9/18 and she is planning to participate. She will report back to the LEAC about her experience.

Training opportunities:

Laurel noted that she had been in touch with Billy Cerullo at the NLIHC to schedule the next organizing training and that an initial date had been set for 10/24/24. All LEAC members present have confirmed their availability for 10/24/24 at 10:00am. Laurel will follow up with Billy to confirm.

Regional LEACs:

Laurel led a discussion about next steps in establishing Regional LEAC groups. Focusing on Region 03, Laurel noted that Amber Brafford, Regional Lead has indicated she would be happy to meet to discuss building a regional group in Region 03. Both Melissa and Annah agreed that they would like to attend. Laurel will follow up and set up a virtual meeting. Elliot discussed his work in Burke County partnering the health department that is doing

some street outreach. He also wants to connect with the School for the Deaf and asked Karen what she knows about the school. Karen noted that she has been to the school, but doesn't have contact there. She is interested in connecting with them if Elliot makes contact.

Laurel provided a summary of a conversation with Region 07 Lead Kerry Bashaw that Von and Karen also attended. Kerry was supportive of growing the participation of PLE in the regional committee, and working toward creating a regional LEAC group. All agreed that getting a LEAC representative from region 07 would be a first step. Kerry will look to see who was just housed through PSH that may be a good fit for the LEAC, and will start getting a sense of who on the RC has lived experience. LEAC members have a follow up meeting with him, and an invitation to attend the next in-person RC meeting. Karen offered reflections on the meeting and noted that Von went into more detail than she has in the past about the creation of a regional LEAC group in Region 13, and found this helpful. She noted that Kerry had all he needed between Von describing a process, and Karen describing the need. Von also noted that the meeting has a good reception from Kerry.

Budget Recommendations:

Laurel noted that NCCEH is beginning its budget development for 2025, and asked the LEAC what else they may need from the NCCEH budget to support the work of the LEAC. Members provided ideas on budget recommendations including:

- Funds for marketing, printing, communications for in-person events
- Printing funds for NC BoS CoC Client Bill of Rights (CBoR) posters to give to the providers.
- Sending LEAC members to conferences.
- Printing info on the CBoR on everyday-use items such as pens and then handing those to clients.

Next meeting

October 11 at 12 PM



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Coordinated Entry Council September 16, 2024, Minutes

Attendees

Coordinated Entry Regional Leadership: Gretta Worley (Region 1); Audrey Dooley (Region 2); Elizabeth Moncrief (Region 3); Kennedy Lane (Region 5); Andrea Wiley & Maxcine Barnes (Region 6); John Apol (Region 10); Michele Welsh (Regions 11, 12, & 13)

At Large Members: Cassie Rowe; Karen Carroll; Fredrika Murrill

Other Attendees: Bonnie Harper; Brian Fike; Valerie Powell; Brian Alexander; Rachelle Dugan; Allie Card; Teresa Robinson; Ashley Von Hatten

Coordinated Entry HMIS Referrals

Teresa Robinson provided an overview of the two ways households can connect to Back@Home.

(1) Back@Home BoS staff conducts street outreach and enters an unsheltered household into SSO or (2) the most vulnerable household on the regional by-name list is referred for permanent housing during case conferencing. The coordinated entry lead is responsible for:

- Entering all clients experiencing homelessness into Coordinated Entry Project
- Making referrals to Permanent Housing for highest acuity clients
 - Recording CE Event in Coordinated Entry Project (at Start or Interim)
- All referrals to Back@Home BoS should be "RRH" Event Type
- Add the Location as one of the NCORR RRH projects in your region
- Add the Result as Successful
- Notifying Data Center about suspected side-door enrollments

- Please respond to audit emails from the data center

Coordinated Entry Data Quality

Tersea discussed the two main reports for data quality – (1) CoC-APR and (2) A020 data quality report and highlighted the top data elements with missing information.

Fair Housing Policy & Affirmatively Furthering Fair Housing

Brian Alexander provided an overview of a new CoC Fair Housing Policy and updated written standards. HUD requires all CoCs to affirmatively further Fair Housing in compliance with the U.S. Fair Housing Act & its implementing regulations, including, promote fair housing choice, eliminate disparities in housing, and foster inclusive communities. The coordinated entry written standards will contain a new Fair Housing Policy section that outlines the system’s responsibilities that include:

- Understand & implement the CoC’s Fair Housing Policy
- Post the Fair Housing Public Notice
- Develop affirmatively marketing & outreach strategies to ensure that households are provided a range of housing choices in various geographic areas regardless of their protected groups
- Record strategies and actions taken to affirmatively market CE/housing programs using a sample log included in the Fair Housing Policy
- Assist households with reasonable accommodation & modification requests
- Refer households who face a Fair Housing violation to legal services
- Assist households who face a Fair Housing violation file a complaint with HUD
- Inform the state or local participating jurisdiction & the CoC that a housing complaint has been filed

The next steps are (1) CoC staff will introduce the proposed Fair Housing Policy & written standards updates at the 10/01 Steering Committee meeting for approval, (2) The Fair Housing Policy & written standards updates will be effective starting that day., and (3) the CoC will hold a Fair Housing Policy training on Tuesday, October 15th at 10 AM.

Reminders

The October CEC meeting will take place on October 21, 2024, at 10 am.

Racial Equity Subcommittee

September 16, 2024, Minutes

Attendance: Lori Watts, Dr. Deniece Cole, Kisha Darden, Mary Erwin, Tradell Adkins, Kristin Dunn, Teresa Robinson, Allie Card, Laurel Benfield

Intros

All attendees introduced themselves.

Current Project Recap

Teresa: A survey was put out to the entire NC BoS CoC in 2023 to better understand how providers view racial equity in their work. There were many findings – color-blindness; folks felt they were being talked at; conversations didn't feel relevant.

Education is still a huge priority for the Racial Equity Subcommittee. However, we are not “experts” in training, so it's difficult to make lasting change. In response, the group has asked ourselves “where do we want to go” in the efforts to educate people and in the midst of de-investment of DEI within companies across the Country. Last meeting we discussed a narrative project – important to hear the stories of the people who work in our communities. The dialogues are being turned back to the frontline staff throughout the NC BoS CoC.

Asked RE subcommittee members to share their stories regarding racial equity and discrimination and understanding how the individual impact shows up in the system.

This dialogue is about employee retention and engagement by collecting stories from frontline staff.

Tradell – local government employee working with service providers; they hear secondhand stories, have heard some of the dynamics that cm face in the community and some of the things that their organizations do that is not reflected in policies (discrimination through actions).

Dr. Cole – In the last 45 days, in VA rehab, the white people feel like they've been discriminated against. It's a shame that we have to go through these changes. Black people are getting accolades that are undeserved. It's not fair having to defend laws and practices that ensure BIPOC community is treated in an equitable manner. Stumped at how to address these issues. The Haitian community lies spreading – people will grasp onto anything that will double down on their judgment.

Tradell – Article from NBC news Black Veteran passed away; struggled with schizophrenia; although he had family members in the City, he was treated as if he

didn't have family; he was "unclaimed" and his body was given to a University – used as a mode of research.

Teresa – In that essence, that's what this narrative project is about; everyone should answer the questions, not just BIPOC; we are presenting this as a way to retain employees; turnover impacts clients and services provided; engaged employees have their needs met. What policies are in place to protect BIPOC staff who face systemic inequitable practices (i.e. advocating for clients with racist landlords)

Teresa pulled up the BoS CoC Narrative Project Survey Draft and went through it with the group.

Dr. Cole – how do we present this to the community?

Teresa – this will come from the RE subcommittee. What are people's thoughts on how we present information?

Tradell – share with all BoS entities to get a well-rounded perspective

Teresa – how do we give people a "carrot"? Relate it to funding

Laurel – I'm hearing a question about distribution and what do we do with the information once we get it. How do we get to the frontline staff? Could create a listserv for frontline staff, etc. Do we do multiple rounds of the survey or listening sessions, etc. to get enough data and information?

Dr. Cole – could we apply some of the strategies used in the Equity Core Team work?

Teresa – we use this information as a "mirror" for your agency; how I see what I look like, and these are the things that need to change.

Kristin – shared a personal story as a director with case managers of color and learning how to view a situation through the lens of the BIPOC community – not placing biracial clients in a unit within a racist community.

Tradell – on the note of sundown towns – there is a database showing sundown towns updated through 2021; those create additional barriers for BIPOC community when accessing services.

Teresa – Read the first question: Do you have a story or specific instance of how system racism in your community has affected your day to day work?

Dr. Cole – this is a complicated and necessary question

Tradell – they're considering creating a green book for their clients

Teresa – Read the next question: How does racial equity affect your day-to-day work in the office? And next...in your community? In relationship to housing clients?

Dr. Cole – all are necessary questions

Tradell – what’s the next step? What do we do with this information?

Teresa – put together a report for each region

Dr. Cole – is a good idea to share with the region? The agencies might know who shared the information

Allie – might depend on the sample size

Laurel – share with communities while maintaining anonymity and keep people accountable

Teresa – I’m leaving you with a question and asking you send me an email: would you be interested in presenting this in person at the BIH conference or in another space?

Dr. Cole – idea to do a “skit” of sorts to stakeholders

Tradell – presenting to elected officials to provide more localized pressure; meetings are public record

Impacting Funders update

Laurel – The meeting with NC Grant Makers (collective of foundations) – Sarah Mann Wilcox is the director – seems interested; as a first step, she will forward the information to her network; hopefully this will result in new target grantors to have a conversation about racism within the workplace and what they can do through their granting process

Tradell – She seemed personally invested, and professionally was toeing the line, knowing the funders; she wants to provide assistance.

Next meeting

October 16, 2024

**Funding & Performance
Subcommittee
September 19, 2024, Minutes**

Members Present: Talaika Williams, Amy Modlin, Melissa Hewitt, Melissa McKeown, Lynne James, Sarah Lancaster, Bonnie Harper

NCCEH Staff Present: Andrea Carey, Jenny Simmons, Dashia Shanks

Minutes:

Jenny welcomed members and reviewed the meeting agenda.

2024 HMIS Recruitment Reports were presented by Jenny

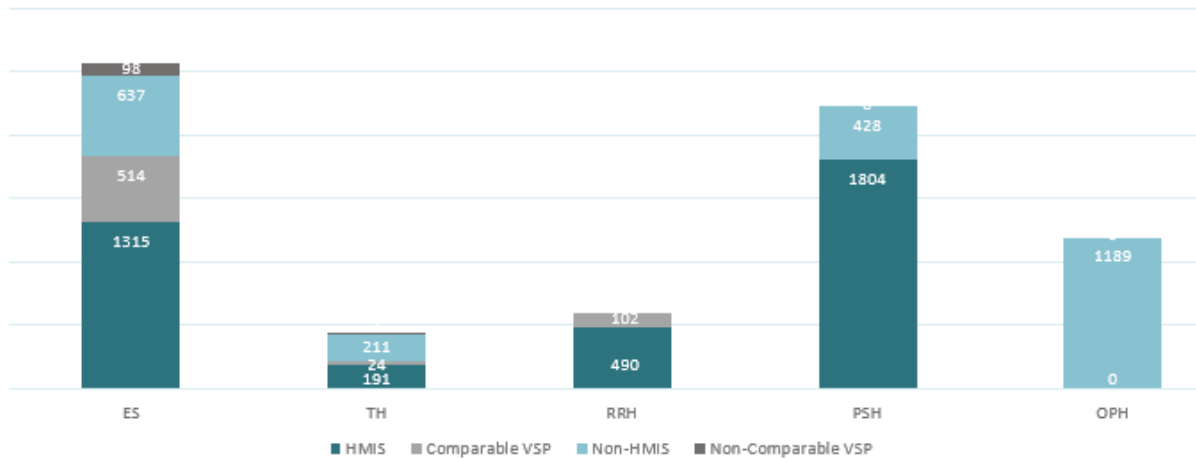
- 5 regions submitted reports: Regions 1, 3, 4, 11, and 13. Three regions submitted reports in May. Three regions submitted reports in August. These reports were submitted after reminders were sent out from NCCEH.

Increasing HMIS Participation in 2025 presented by Jenny

- HUD's Benchmark for a CoC's HMIS Bed Coverage is 85% based on the Housing Inventory Count. This is information that we as a CoC have to submit each year to HUD in our CoC Application. CoCs get points on the application for achieving 85% bed coverage in HMIS.

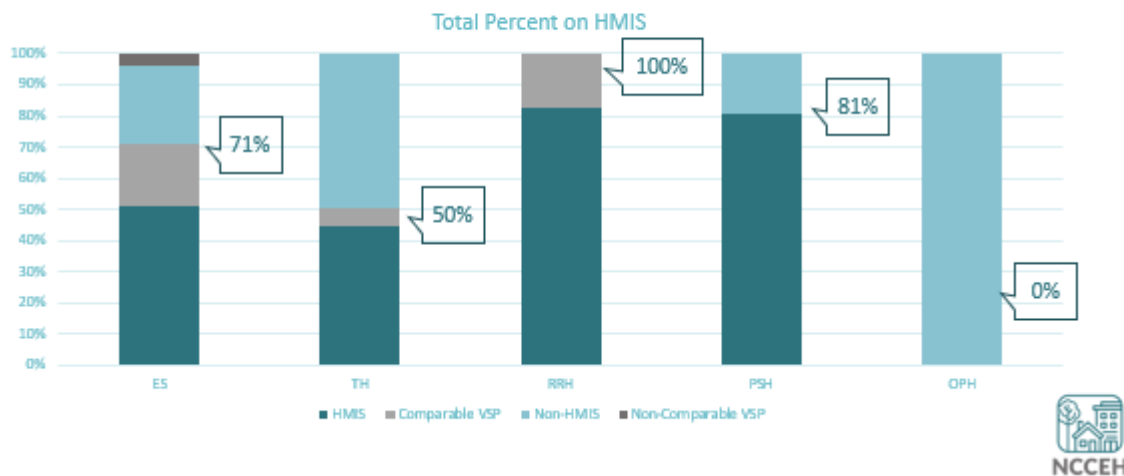
From the 2024 Housing Inventory Count:

Bed Coverage by Database (year-round only)



OPH is Other Permanent Housing and includes Emergency Housing Voucher, Housing Choice Voucher projects.

HMIS+Comparable Bed Coverage (year-round)



FPS committee recognized that OPHs that we have a good partnership with could be outreached to join HMIS. This slide also indicates improvement needed in PSH HMIS Bed Coverage to achieve the 85% benchmark.

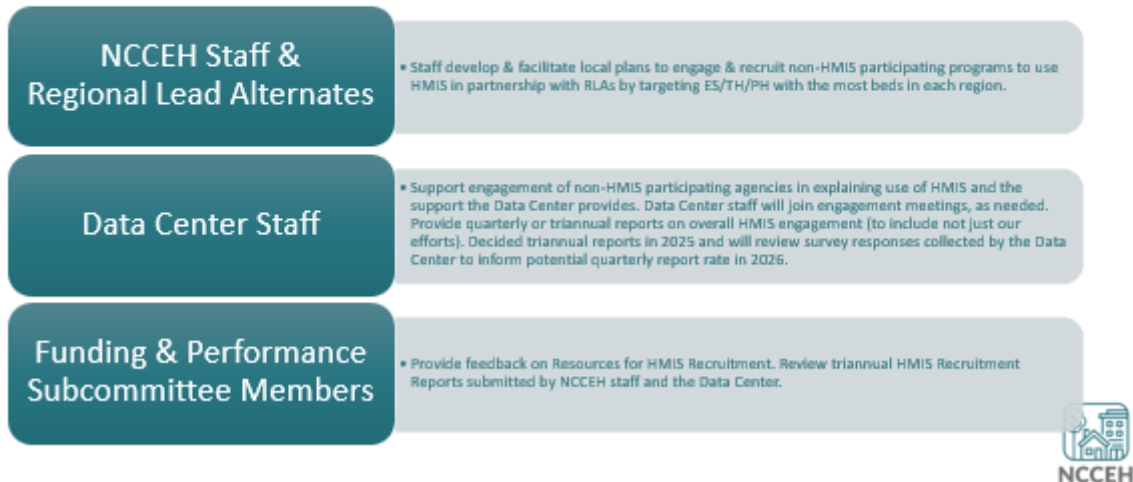
The committee agreed that the NC BoS CoC's HMIS Bed Coverage goal should be HUD's 85% benchmark. A lesser percentage would not achieve the points in the CoC Application.

Goal: The NC BoS CoC will increase HMIS bed coverage to 85% by December 31, 2025.

Using a new strategy in 2025:

Goal: The NC BoS CoC will recruit at least 5 of the largest projects to join HMIS by December 31, 2025.

Revised Roles and Responsibilities for New Strategy to Achieve 85% bed coverage in HMIS



FPS members discussed having reports from the Data Center either triennially as they currently are or increasing Data Quality reporting to quarterly. Increasing the report frequency could be a difficult administrative burden but could increase data quality compliance. Keeping the data quality reports triannual would not increase the administrative burden, but less frequent checks could increase data quality not being addressed as often and could impact administrative burden on its own. FPS members suggested surveying HMIS participating agencies. The Data Center does plan to survey agencies about this matter. FPS members suggested keeping the data quality reports triannual and therefore, HMIS participation reports triannual until survey results are reviewed.

Engagement & Oversight:

NCCEH staff in partnership with the 13 **Regional Lead Alternates** develop & facilitate local plans to engage & recruit non-HMIS participating programs to use HMIS.

- CoC staff & RLAs will review the most recent Housing Inventory Count, rank order non-participating ES & TH projects in order of number of beds, identify the largest ES/TH projects in each region to target first for HMIS participation & consider:
 - Agencies already engaged & participating locally in regional meetings & coordinated entry
 - Agencies/programs that previously used HMIS
- Share plans with Regional Committees
- Ask Regional Committee members who have good relationships with targeted ES/TH programs & already use HMIS to provide an initial introduction/attend meetings, as needed
- Ensure all involved have access to the resources on how to recruit/engage agencies
- Regularly evaluate progress & update the local plan, as needed
- NCCEH staff report information on progress to FPS triennially (May, September, January)

Data Center staff support:

- Provide a regional inventory of Housing Inventory Count projects not participating in HMIS
 - 2024 HIC
 - Will provide 2025 HIC
- Attend engagement meetings with non-HMIS participating agencies, as needed
- Provide quarterly reports on:
 - Housing Inventory Count projects that joined HMIS
 - Housing Inventory Count projects that are disengaging with HMIS – see if there is repair work that can be done to hopefully not lose them

- Housing Inventory County projects the Data Center has general concerns about losing

Funding and Performance Subcommittee:

- Review and provide feedback on resources:
 - Sample scripts to help guide conversations
 - New agency guide
 - Identifies responsibilities
 - Steps to join HMIS
 - Answers to common questions
- Review reports and provide feedback

Next Steps: Schedule & hold orientation for NCCEH staff this fall

- Overview of goals and updated HMIS Recruitment process
- Essential roles and responsibilities
- Develop plan to outreach RLAs in January

Timeline

Activity	Timeline
FPS: Review HMIS Recruitment Plan, Sample Scripts, Guide	Feedback due to Jenny October 3rd by 5 PM
FPS: Finalize recommendation of HMIS Recruitment Plan	October 17th at FPS meeting
FPS: Propose recommendation of HMIS Recruitment Plan to Steering Committee	November/December 2024
NCCEH: Training for NCCEH staff	Upon Steering Committee Approval of Plan – Fall/Winter 2024
NCCEH: Resources posted to NCCEH website	January 1, 2025
NCCEH: Engage Regional Lead Alternates & Develop Regional HMIS Recruitment Plan	January 2025
NCCEH & RLAs: Begin outreach & engagement	February 2025
NCCEH – including Data Center: Reports due	May; September; January
FPS: Review Reports	May 15 th ; September 18; January 15

Review & provide feedback of resources to Jenny by October 3, 2024 by 5 PM

- HMIS participation plan discussed today
- Review scripts
- Review guide

System Performance Measures were presented by Andrea Carey

System Performance Measures



Measure 6 is for communities who have ended homelessness, so we don't use SPM #6 yet.

What HMIS client data is included?



Federal Fiscal Year: October 1, 2023 to September 30, 2024 (and up to 24 months back)



Any person who entered Street Outreach, Emergency Shelter, Transitional Housing, Rapid Re-Housing &/or Permanent Supportive Housing during the reporting period



Data are reported for individuals & person in families



1 Length of Time Homeless

Definition

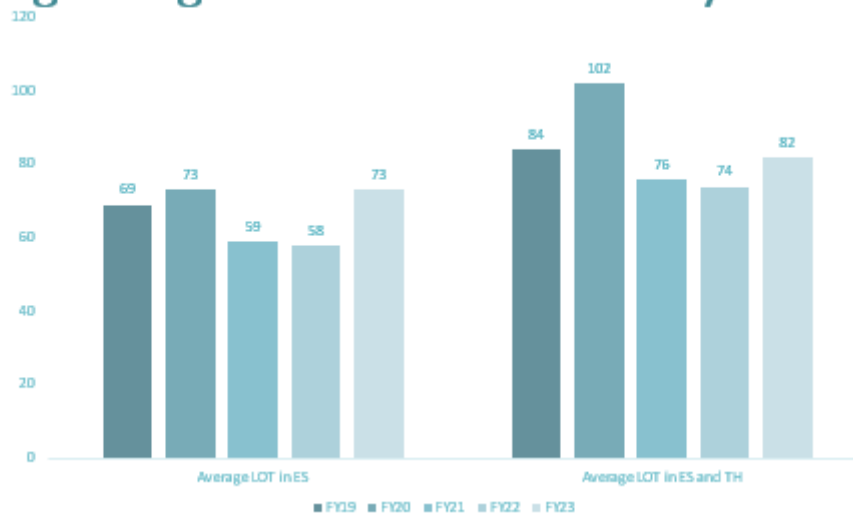
- a) The length of time people stay in emergency shelter & transitional housing projects
- b) The length of time people estimate they experience homelessness before enrollment + time in emergency shelter & transitional housing projects



Goal

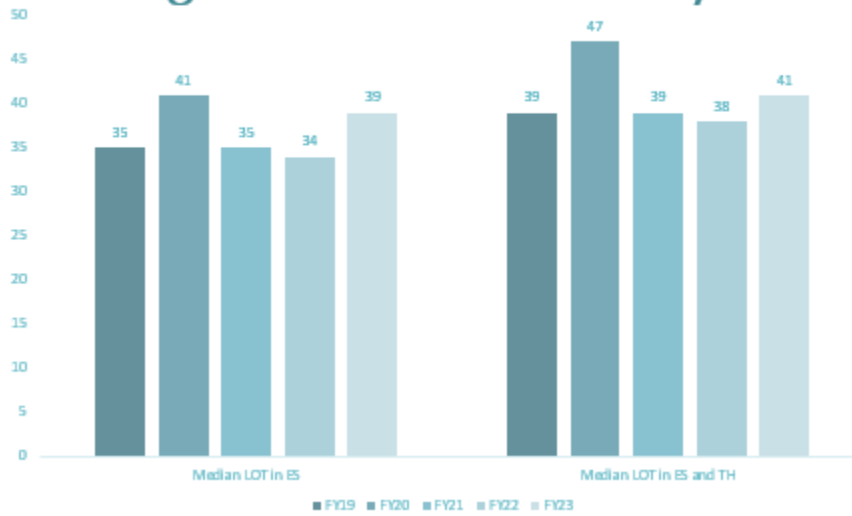
Reduction in the average & median length of time persons remain homeless

Average Length of Time Homeless by Year



Can see some impacts from the loss of special funding during the pandemic.

Median Length of Time Homeless by Year



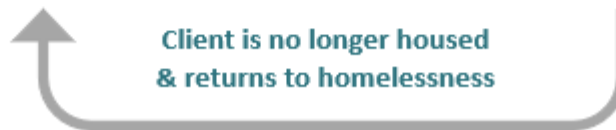
2 Returns to Homelessness



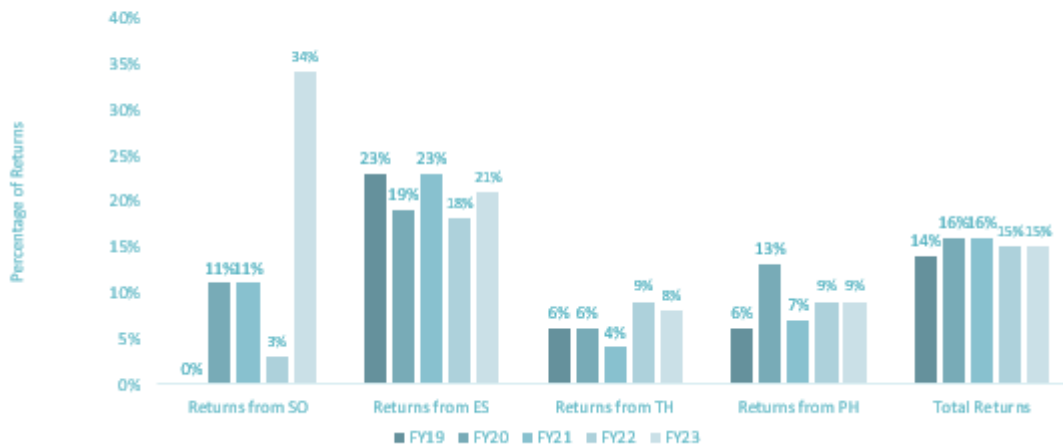
Client is a homeless project



Client exits homelessness to a permanent housing destination



Percentage of Permanent Housing Returns to Homelessness in 2 Years



3 Number of Homeless Persons

Definition

(1) The number of sheltered & unsheltered homeless persons counted as homeless on PIT

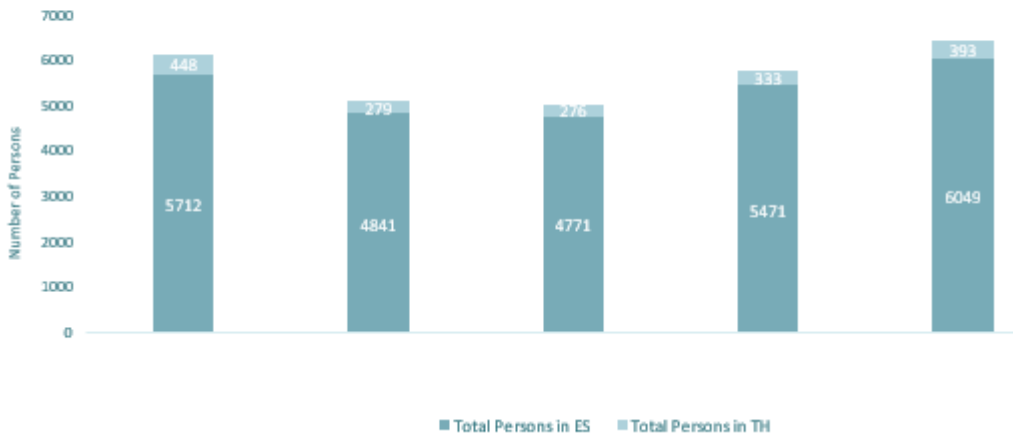
(2) The number of sheltered homeless in HMIS in emergency shelter & transitional housing

Goal



Reduction in the number of persons who are homeless

Unduplicated Annual HMIS Count



4 Employment & Income Growth

Definition

Percentage change in the number of clients with employment income, non-employment, & total income

Divided into two groups: stayers with at least one Annual Assessment & leavers exiting during the reporting period

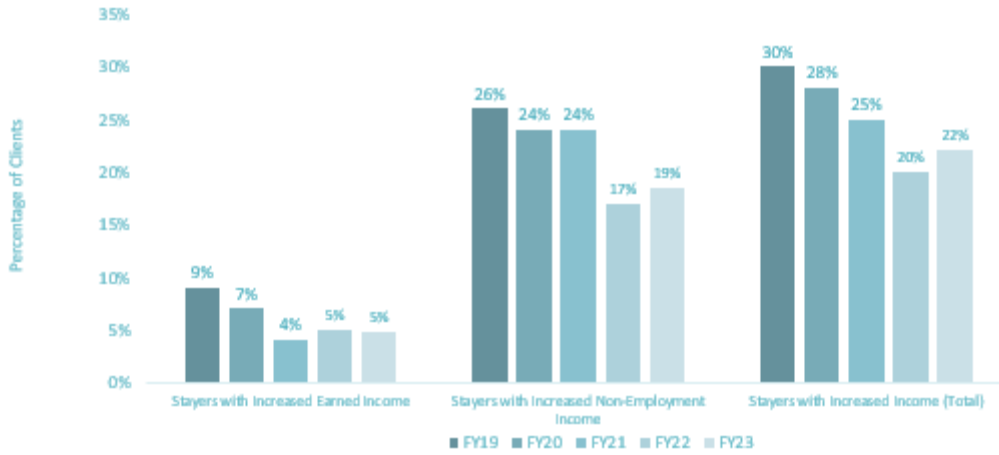
Only for CoC-Funded Projects

Goal

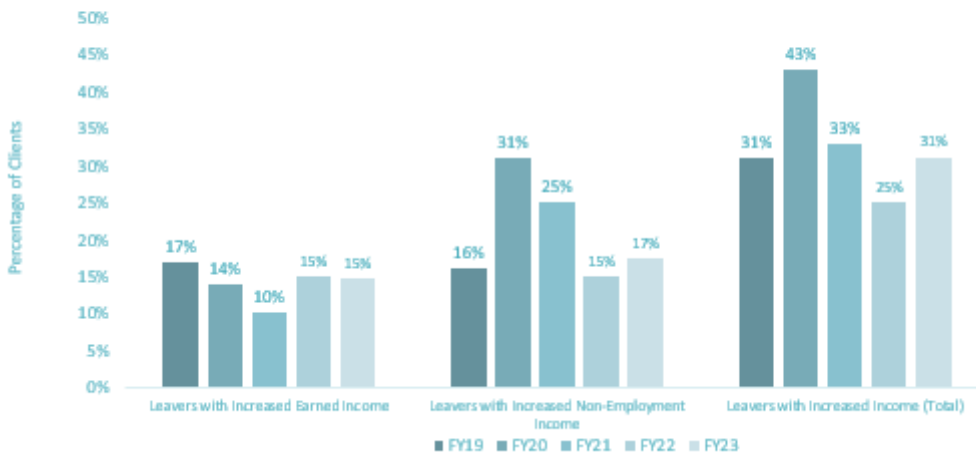


Increase in the percent of adults who gain or increase employment or non-employment cash income over time

Increases in Employment & Income amongst Stayers



Increases in Employment & Income amongst Leavers





5 First Time Homeless

Definition

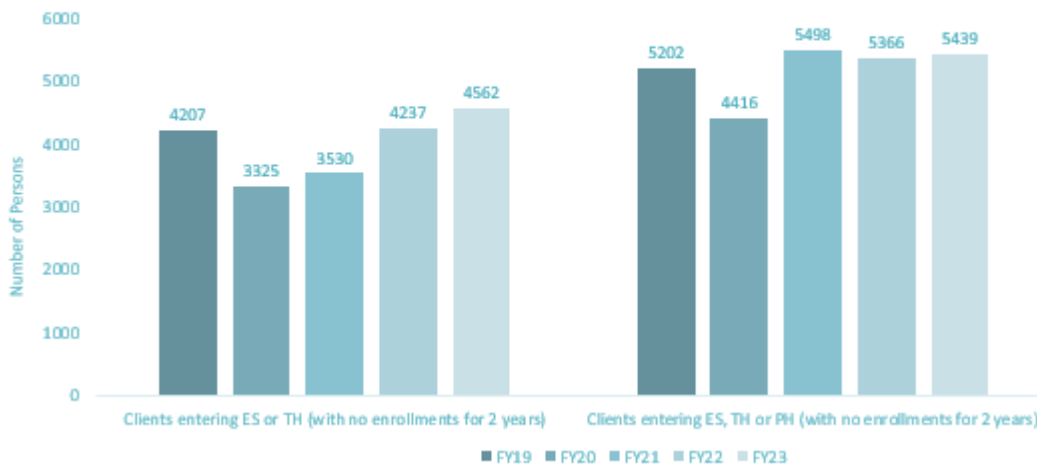
- (1) Change in the number of homeless persons in ES & TH projects with no prior enrollments in HMIS
- (2) Change in the number of persons in ES, TH, & PH projects with no prior enrollments in HMIS

Goal



Reduction in the number of persons who become homeless for the first time

Clients Served for the First Time without entries in last two years





7 Permanent Housing Placement & Retention

Definition

The number of clients enrolled in emergency shelter, transitional housing, rapid rehousing or permanent supportive housing who exit to permanent housing destination or remain in permanent housing

Goal

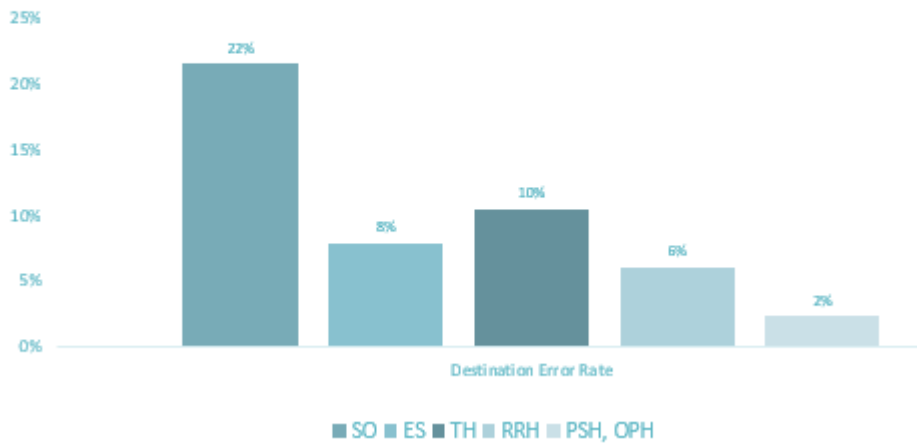


Increase in percentage of people who exit to or retain permanent housing

Exits to (or Retention of) Successful Destinations



Exit Destination Data Quality



Next FPS meeting: October 17, 2024 at 2 PM

- Finalize HMIS Recruitment Plan
- Finalize resources
 - Sample script
 - Guide
- Make a recommendation of the plan to the Steering Committee in November/December 2024
- Begin performance measure review and setting benchmarks for SO, ES, RRH, & PSH projects

Next Steering Committee meeting:

Tuesday, November 5, 2024, at 10:30 A.M.