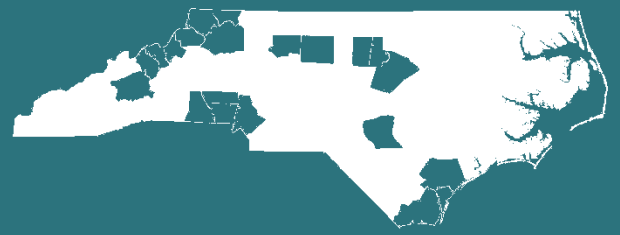


North Carolina Balance of State Continuum of Care

Steering Committee Meeting
February 4, 2025
10:30 AM

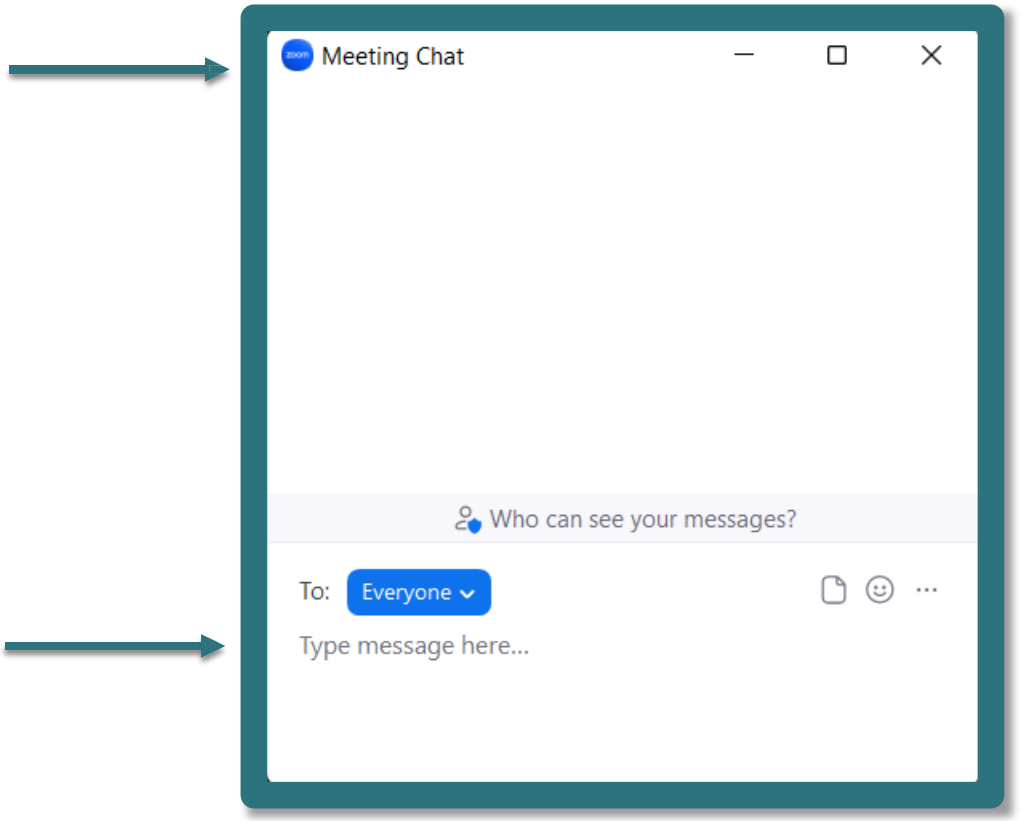
NCCEH

Welcome

Reminders:

- Your line is muted.
- We will unmute the line during Q&A pauses.

- The chat box is available to use anytime.

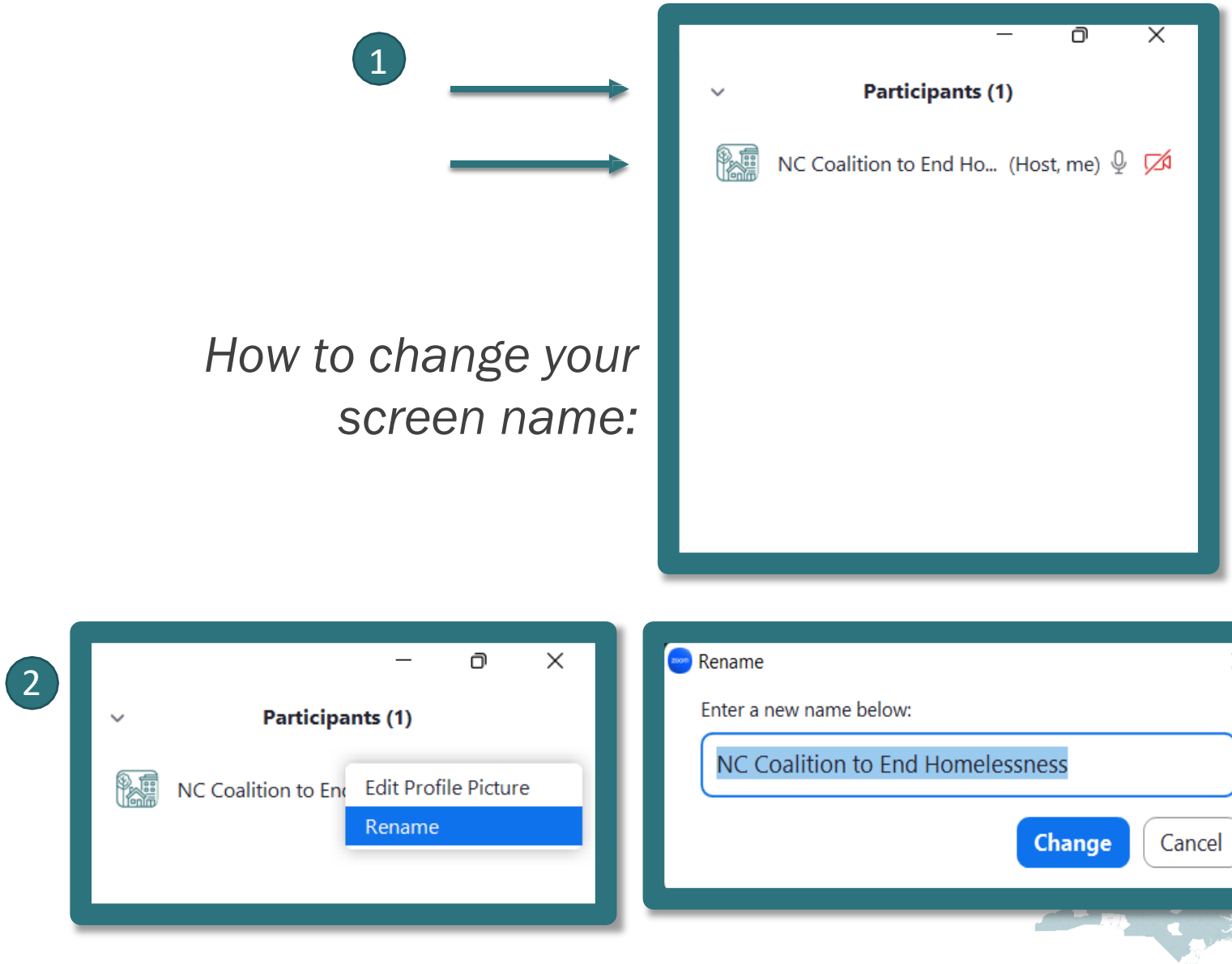


Roll Call

- 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.

How to change your screen name:



Agenda

Agenda

- Consent Agenda
- Recent Federal Interventions
- Letter of Support Requests
- NC BoS Annual Orientation Overview
  - NC Balance of State Continuum of Care & Regional Committees
  - An Effective Homeless Response System
  - Coordinated Entry
  - Homeless Management Information System (HMIS)
- NEW NCCEH Website Update
- CoC Program Update

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?

Recent Federal Interventions

JUST ANOTHER DAY OF CHAOS!

The chaos that we experienced last week was a test run for us!

The good news . . . our partners showed up!

Almost 800 contacts were made to elected officials from nearly 300 different North Carolinians!

We need to be prepared!

Begin planning with your Boards of Directors & project staff – build contingency plans
If you haven't already, develop relationships with & start educating your local elected officials & government department staff
Outreach your current funders, donors, & volunteers
Diversify your funding portfolios
Keep yourself updated – things are happening fast

What was your experience last week?

What did you discover you needed to have in place to be prepared for what happened?

Letter of Support Requests

Rowan Helping Ministries – Grant and Per Diem (GPD) Program Case Management

- The Grant and Per Diem (GPD) Program Case Management, funded by the Veteran's Administration (VA) provides case management services to improve housing retention by veterans who are at risk of becoming homeless or who were previously homeless and are transitioning to permanent housing.
- This project will serve veterans who are experiencing or at risk of homelessness, including those who are guests or clients of Rowan Helping Ministries or are referred by the Salisbury VA Medical Center.
- Counties served: Rowan, Cabarrus, Davidson, Davie, Iredell, and Stanly (Regions 4 & 5 of the NC Bos CoC)

NCCEH

Vocational Rehabilitation Specialists, Inc (VRSI)– Homeless Veteran Reintegration Program (HVRP)

- HVRP, funded by the Department of Labor Veterans Employment and Training Service (DOL VETS) provides career exploration, training, placement, and supportive services to veterans experiencing homelessness or at risk of homelessness.
- VRSI will assess the Veteran's employment history, developing or reinforcing resume needs, connect them to stable housing resources, food resources, etc. They work with employers in the area to help find jobs and lasting employment for the Veteran. If this job does not work, they continue serving the Veteran for up to two years.
- Counties served - Brunswick, Pender, New Hanover, **Harnett**, **Columbus**, **Duplin**, **Onslow**, **Lenoir**, **Robeson**, **Bladen**, **Sampson**, **Carteret**, **Jones**, **Scotland**, **Hoke**, **Wayne**, **Craven**, **Greene**, Cumberland (multiple NC BoS Regions)

NCCEH

Vote

- Questions?
- Motion
- Vote

NCCEH

NC BoS CoC
Annual Orientation Overview

NC Balance of State Continuum of Care & Regional Committees

Continuums of Care form the backbone of the homeless service system.

- A Continuum of Care (CoC) is a regional or local planning body that coordinates housing & services funding for people experiencing homelessness.
  - Represents a wide range of agencies & organizations with a vested interest in ending homelessness
  - Promotes community-wide commitment to ending homelessness
  - Required body to apply for HUD homeless funding

NCCEH

CoCs have management & planning responsibilities.

- Hold regular governance meetings
- Recruit new members
- Form subcommittees & workgroups as needed
- Establish a Governance Charter
- Monitor grantees
- Evaluate grantee & CoC performance
- Implement a coordinated entry system
- Coordinate a system of care
- Conduct annual Point-in-Time & Housing Inventory Counts
- Consult with state & local ESG recipients
- Establish programmatic written standards

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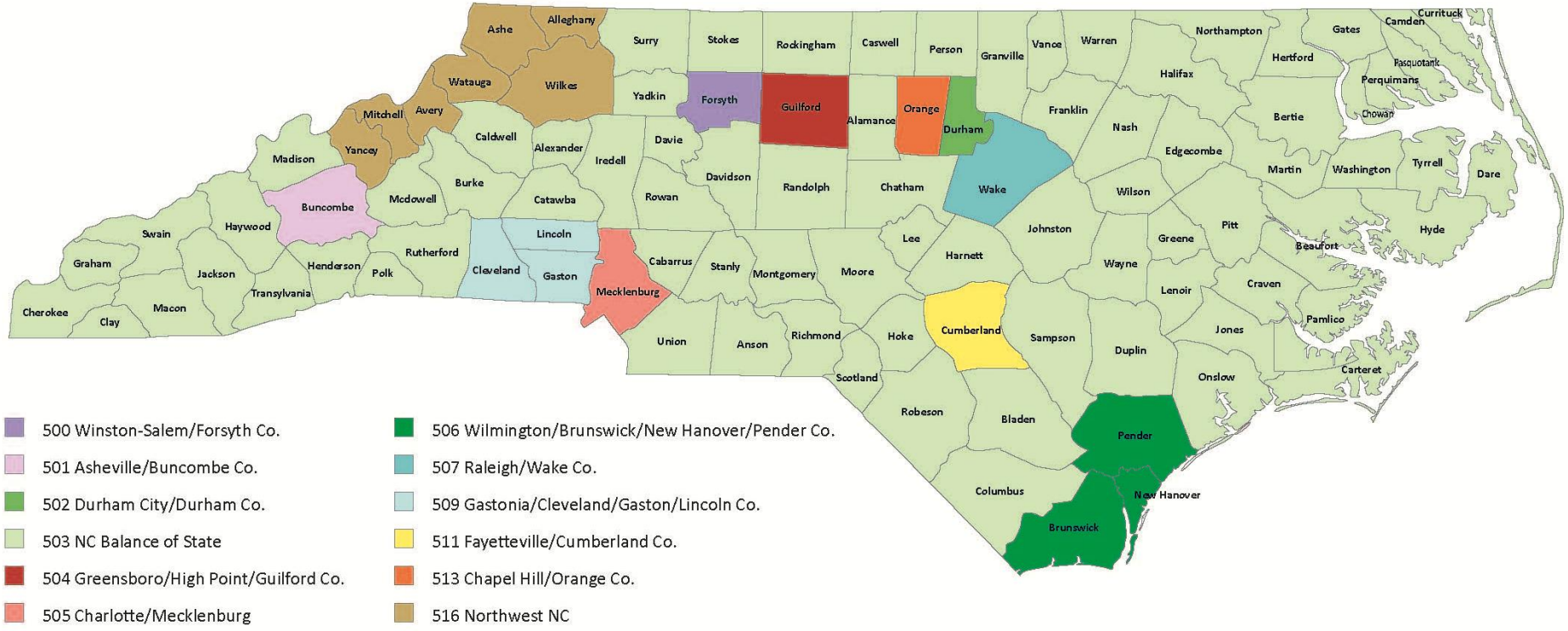
12 CoCs exist in North Carolina



The Steering Committee is the main decision-making body for the CoC.

The Steering Committee:

- Oversees all the work of the CoC
- Approves & updates written standards for programs & systems
- Approves ranked list of CoC Program project applications
- Sets CoC policy & procedures for coordinated entry
- Establishes subcommittees & workgroups
- Sets CoC goals, like ending Veteran homelessness
- Approves the HMIS Lead

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5 Standing Subcommittees

Subcommittee	Purpose
Funding & Performance	• Recommends CoC & ESG Program Funding Priorities • Analyzes CoC data including System Performance Measures, progress toward ending homelessness among subpopulations, & resource allocation
Veterans	• Oversees the CoC's plan to end Veteran homelessness
Nominations	• Recommends slate of at-large members annually to Steering Committee for approval
Lived Expertise Advisory	• Formed of people who have experienced homelessness to address its impact & advise on how to improve service delivery across the CoC; • Provides feedback & recommendations to the Steering Committee on CoC policies.
Racial Equity	• Oversees the annual Racial Equity Analysis • Makes data-driven recommendations to the Steering Committee

NCCEH

2025 Steering Committee Meetings

- The Steering Committee typically meets on the 1st Tuesday of each month from 10:30 AM – 12 PM.

- January 7
- February 4
- March 4
- April 1
- May 6
- June 3
- July 8*
- August 5
- September 9*
- October 7
- November 4
- December 2

*Note meetings in July & September occur on the 2nd Tuesday of the month due to holidays.

NCCEH

Regional Committees implement the CoC's strategies locally.

Each Regional Committee:

- Implements local coordinated entry system
- Shares resources, best practices
- Facilitates the unsheltered PIT/HIC
- Builds political will
- Implements local strategies to end homelessness

NCCEH

NC BoS CoC Regional Committee Leadership roles

- **Regional Lead**
- **Regional Lead Alternate**
- **Coordinated Entry Lead**
  - Implements & oversees regional coordinated entry system
- **Webmaster/Secretary**
  - Maintains Regional Committee minutes & provides to staff for posting to the NCCEH website
- **Project Review Committee Representative**
  - Reviews, scores, & ranks CoC & ESG Program project applications; reviews & recommends grant transfer requests
- **Unsheltered Access Coordinator**

NCCEH

NCCEH serves as the NC BoS CoC Collaborative Applicant & HMIS Lead.

The North Carolina Coalition to End Homelessness:

- Staffs the CoC
- Facilitates the CoC competition each year, writes the CoC-wide application, & submits to HUD
- Ensures the CoC meets HUD requirements
- Provides training & technical assistance
  - Conducts performance improvement with ESG & CoC Program grantees
  - Teaches best practices
    - Harm Reduction
    - Housing First
    - Low-barrier, Housing-focused shelter
    - Trauma-informed practices
    - Case Management
  - Supports HMIS end users
- Serves as grantee for HMIS & CE projects

NCCEH

An Effective Homeless Response System

System Components

Prevention/Diversion

Street Outreach*

Emergency Shelter*

Transitional Housing*

Rapid Rehousing

Permanent Supportive Housing

*HUD literally homeless

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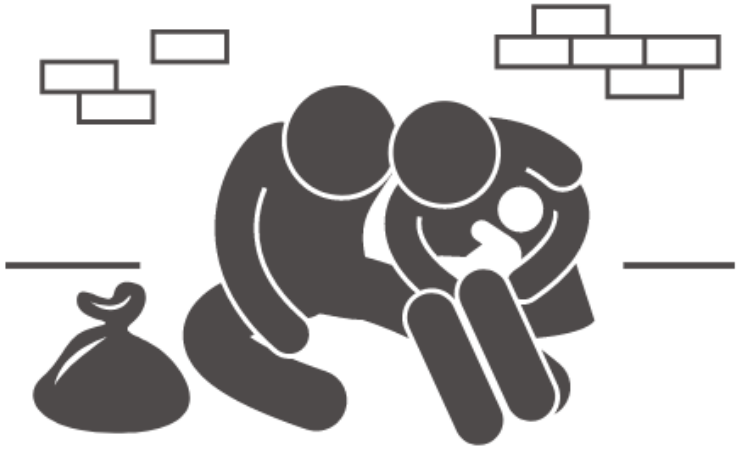
Prevention & Diversion

Prevention & diversion programs consist of financial assistance, case management services, & resources provided to households to keep them in current housing or to move to other permanent housing to prevent an episode of homelessness.

NCCEH

Street Outreach



Engagement of people experiencing unsheltered homelessness who can’t or won’t access the homeless service system on their own to ensure they are connected to critical services & permanent housing.

NCCEH

Emergency Shelter (ES)

The purpose is to provide a safe, temporary shelter for people experiencing homelessness while working to find permanent housing.

NCCEH

Rapid Rehousing (RRH)

Programs that quickly place families in permanent housing by locating housing, negotiating with landlords, providing time-limited rental assistance, & providing home-based stabilization services to promote housing retention & link participants with needed services within their community.

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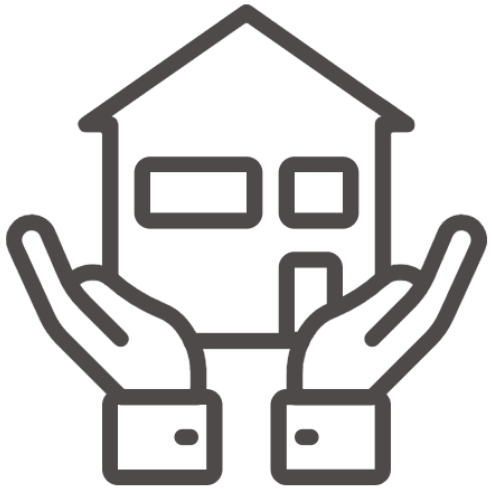
Permanent Supportive Housing (PSH)



Provides the most vulnerable people experiencing homelessness who have disabilities & high barriers with long-term rental subsidy & intensive case management services to get & keep housing.

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Funding Application Subcommittees

Subcommittee	Purpose
Scorecard	• Members: (1) representative from each Regional Committee & at-large members equal to or less than the number of regional representatives • Determines criteria & scoring guidelines for new & renewal CoC Program project scorecards
Project Review	• Members: (1) representative from each Regional Committee & at-large members equal to or less than the number of regional representatives (no conflict of interest) • Reviews, scores, & ranks each new & renewed CoC Program project application • Reviews, scores, & recommends ESG Program project applicants for the annual ESG Program competition

NCCEH

U.S. Department of Housing and Urban Development (HUD)
Homeless Assistance Grants

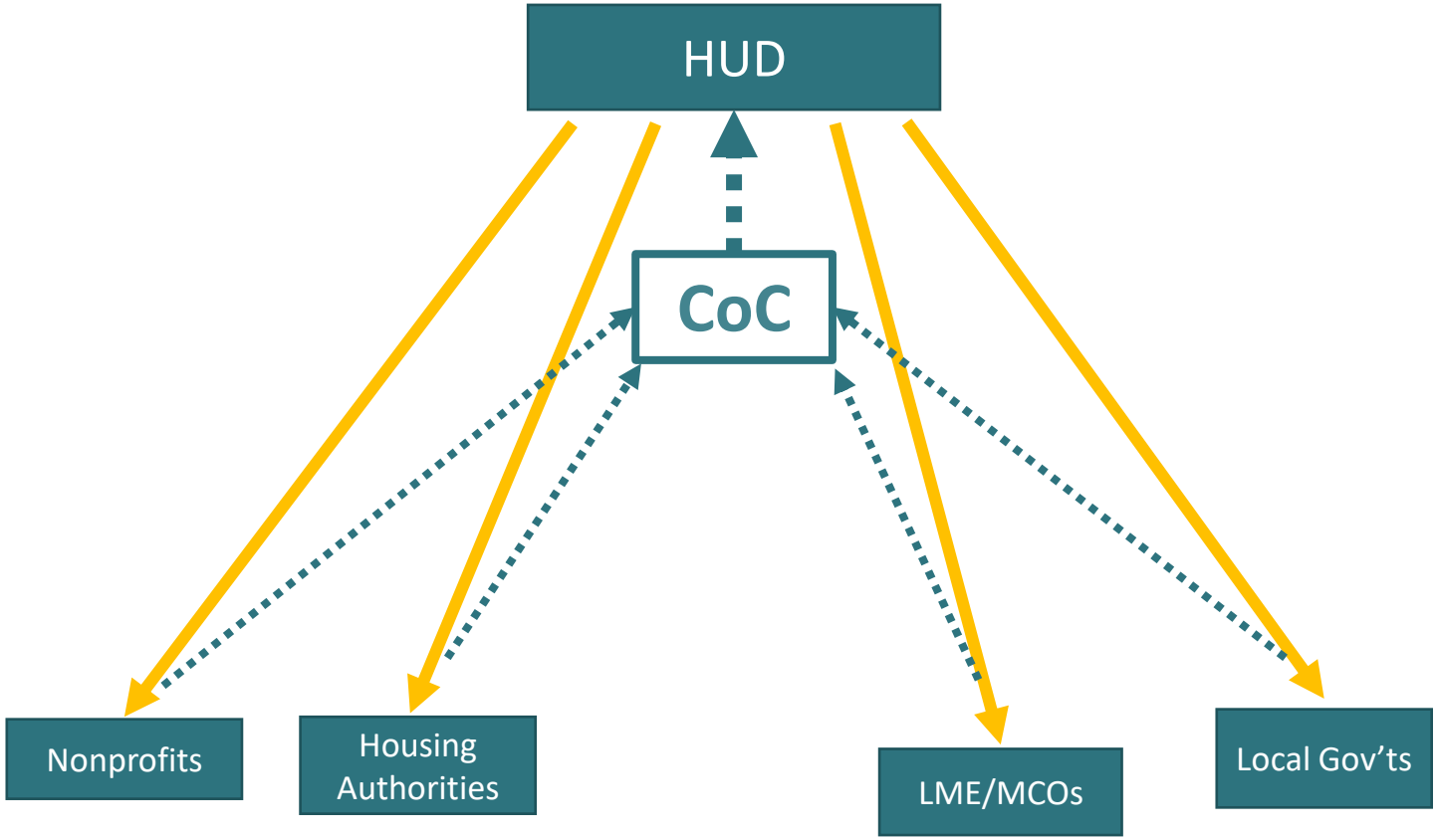
Continuum of Care (CoC) Program
Nationwide competition
NCCEH runs a competition for CoC Program funds within the NC BoS CoC
Eligible Activities: • Permanent Supportive Housing • Rapid Rehousing* • Supportive Services Only (coordinated entry) • Joint Transitional Housing-Rapid Rehousing • HMIS*

Emergency Solutions Grant (ESG) Program
Block grant (State of NC & 7 Entitlements: Raleigh, Wake, Charlotte, Durham, Forsyth, Fayetteville, and Greensboro)
NCCEH runs a competition for ESG Program funds within the NC BoS CoC
Eligible Activities: • Street Outreach • Emergency Shelter • Rapid Rehousing* • Homelessness Prevention • HMIS*

*funded by both programs

NCCEH

The CoC Program Funding Process



Legend:

CoC Program Application Process

HUD contracts directly with local agency

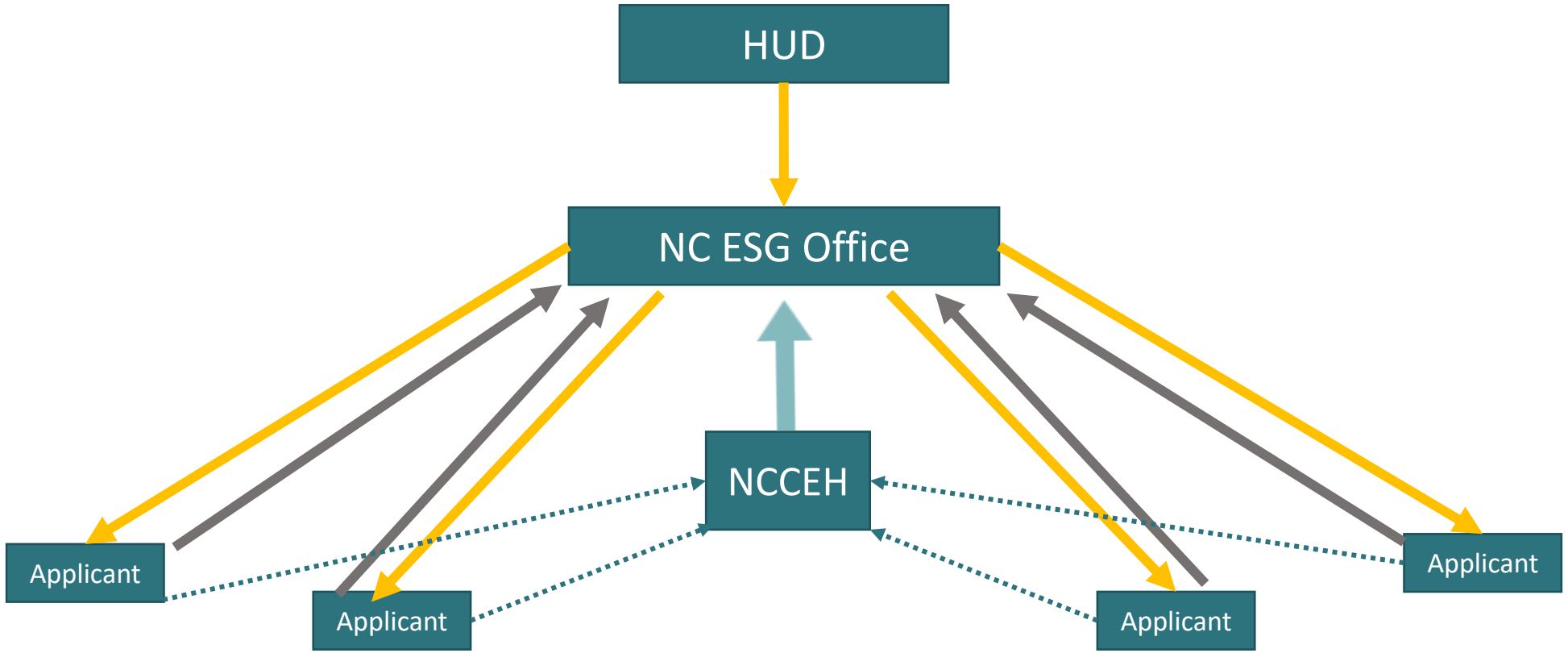
NCCEH

CoC must facilitate a CoC Program competition

- Designate a Collaborative Applicant (NCCEH)
- Set CoC Program Funding Priorities
- Solicit project applications based on the Notice of Funding Opportunity (NOFO)
- Review & rank project applications through the Project Review Committee
- The Steering Committee reviews & approves the ranked list of project applications
- Prepare & submit the CoC consolidated application

NCCEH

The ESG Program Funding Process



LEGEND		
Applications reviewed/ recommended by NC BoS CoC	Agency submits application directly to NC ESG Office	NC ESG Office at NC DHHS contracts directly with local agency

NCCEH

In NC, CoC's must facilitate an ESG Program funding process.

- Set ESG Funding Priorities
- Solicit project applicants based on the Request for Applications (RFA) issued by the NC ESG Office
- Review & score project applications through the Project Review Committee
- Project Review Committee members make a recommended slate of project applications for approval by the Steering Committee.
- The Steering Committee approves the final slate of ESG Program applicants.
- CoC staff complete & submit the Regional Application.
- Approved applicants submit their project applications directly to the NC ESG Office.

NCCEH

Coordinated Entry

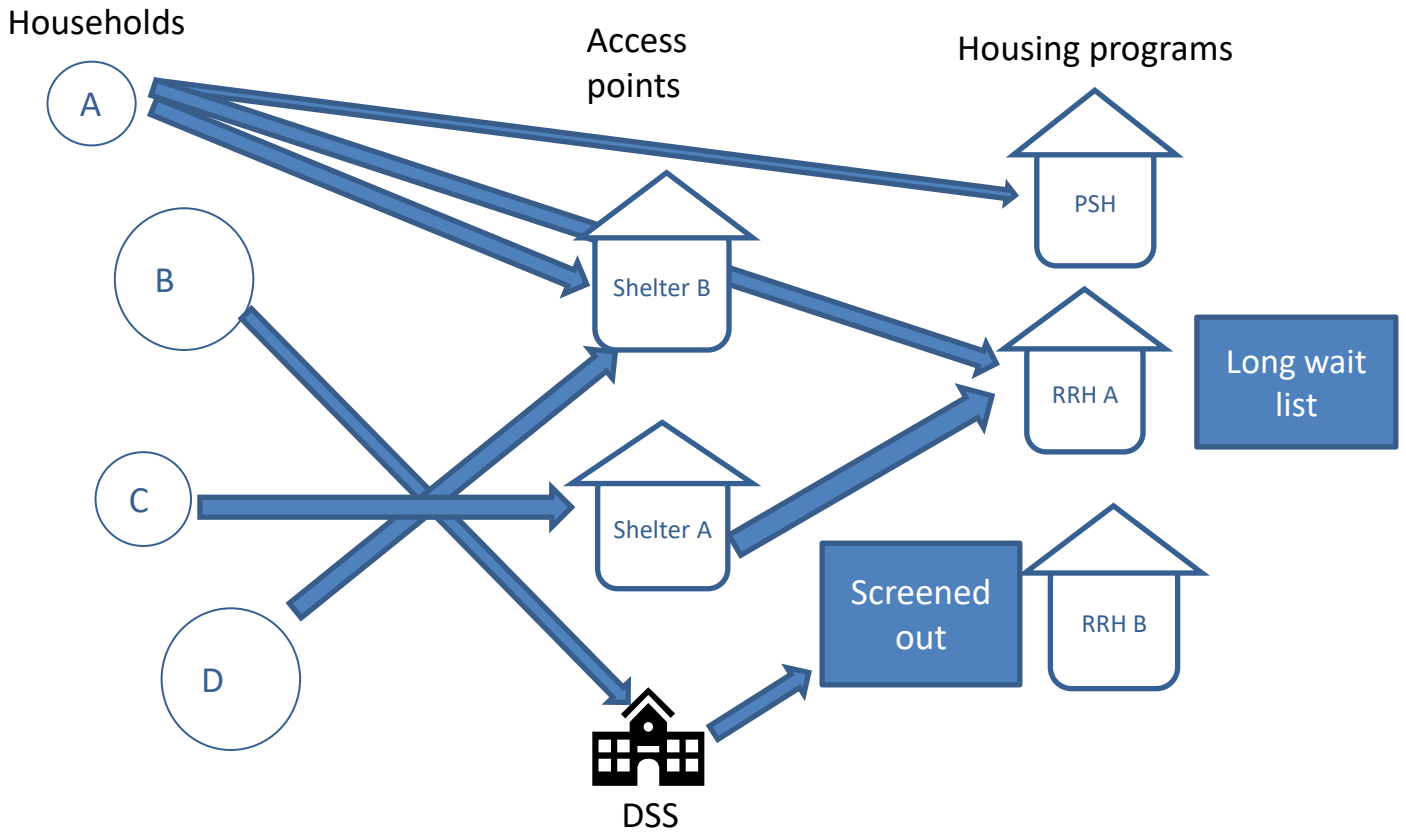
Ashley Von Hatten – ashley@ncceh.org

Coordinated entry shifts the response to homelessness from programs to systems.

- HUD issued a notice in **2015** for the development & implementation of a CE process.
- On January 23, **2017**, HUD published a Notice Establishing Additional Requirements for a CoC centralized or coordinated assessment system towards the development & implementation of coordinated entry.
  - Establishing new requirements that CoCs & recipients of CoC & ESG Program grants must meet related to the development & use of a centralized or coordinated assessment system.
  - Providing guidance on additional policies that communities should consider incorporating into written policies & procedures to achieve improved outcomes for people experiencing homelessness.
- By January **2018**, *e*ach CoC was expected to establish or update its coordinated entry process in accordance with the Interim Rule.

Before Coordinated Entry:

Program-level response to homelessness



CoCs experienced many problems before coordinated entry.

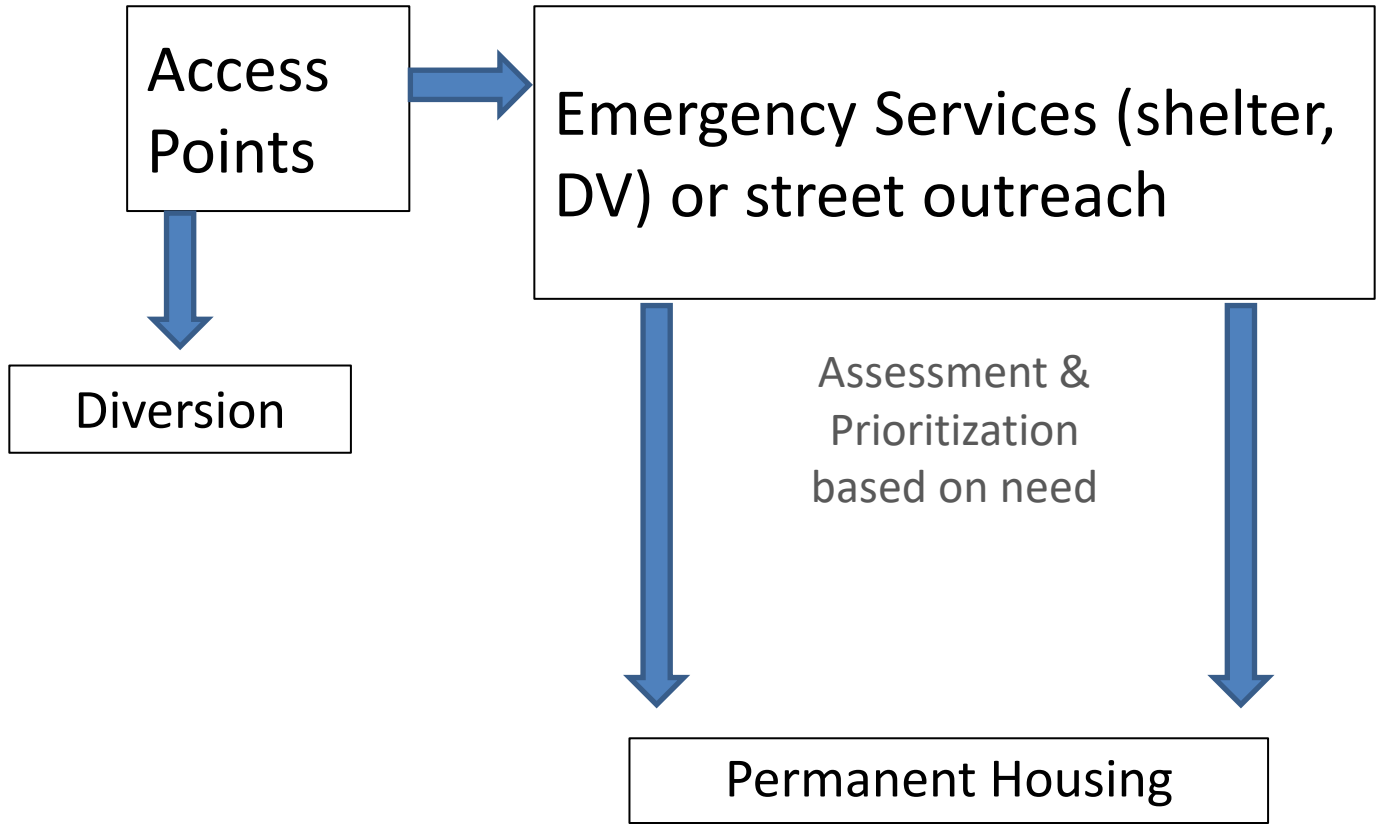
- People received services on a first-come, first-serve basis, not based on their level of need.
- Accessing services was difficult & time consuming. Clients were expected to navigate a complicated system on their own.
- Resources were not used effectively: low-need households received high-cost resources & vice versa
- Communities did not understand the real need for homeless services.

CE attempts to solve many of these problems.

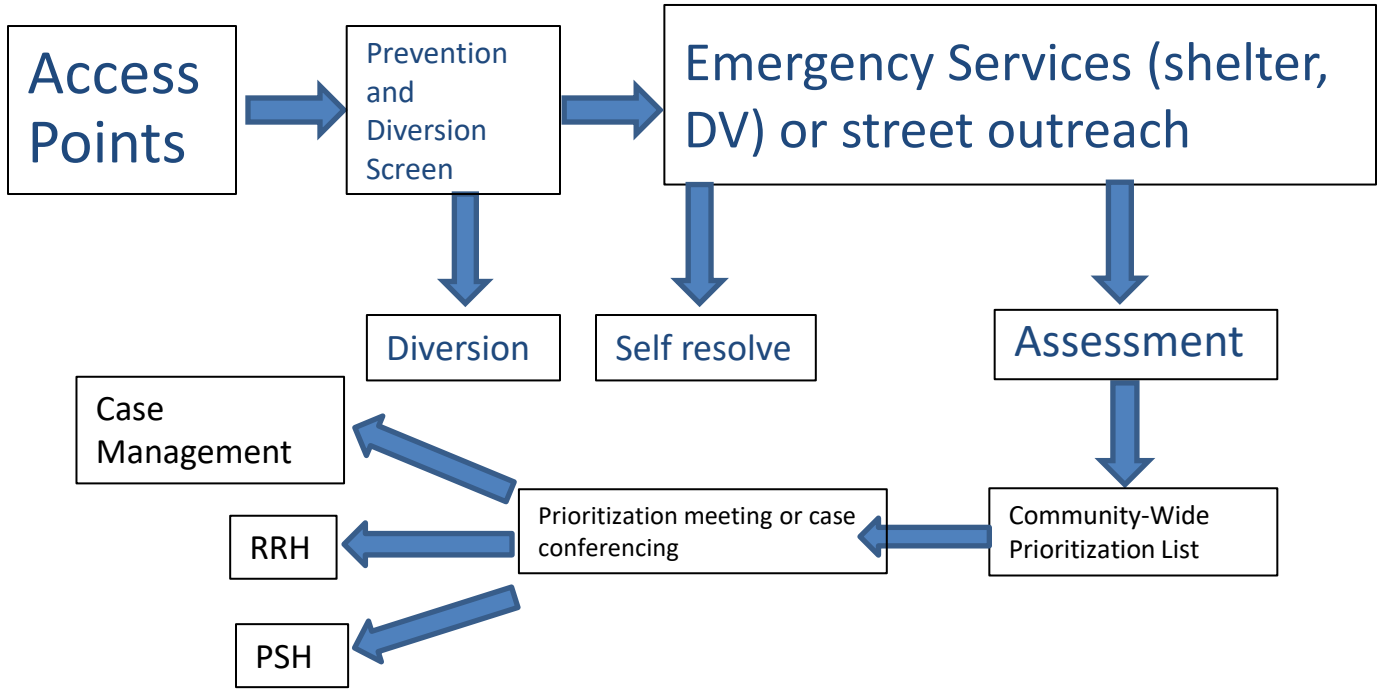
The coordinated entry system:

- Defines access points into the homeless service system with clear referrals to emergency services
- Assesses all clients in the exact same way for permanent housing
- Takes all referrals for funded permanent housing projects through the CE system based on need (not first-come, first-served)
- Assists clients in the navigation of services

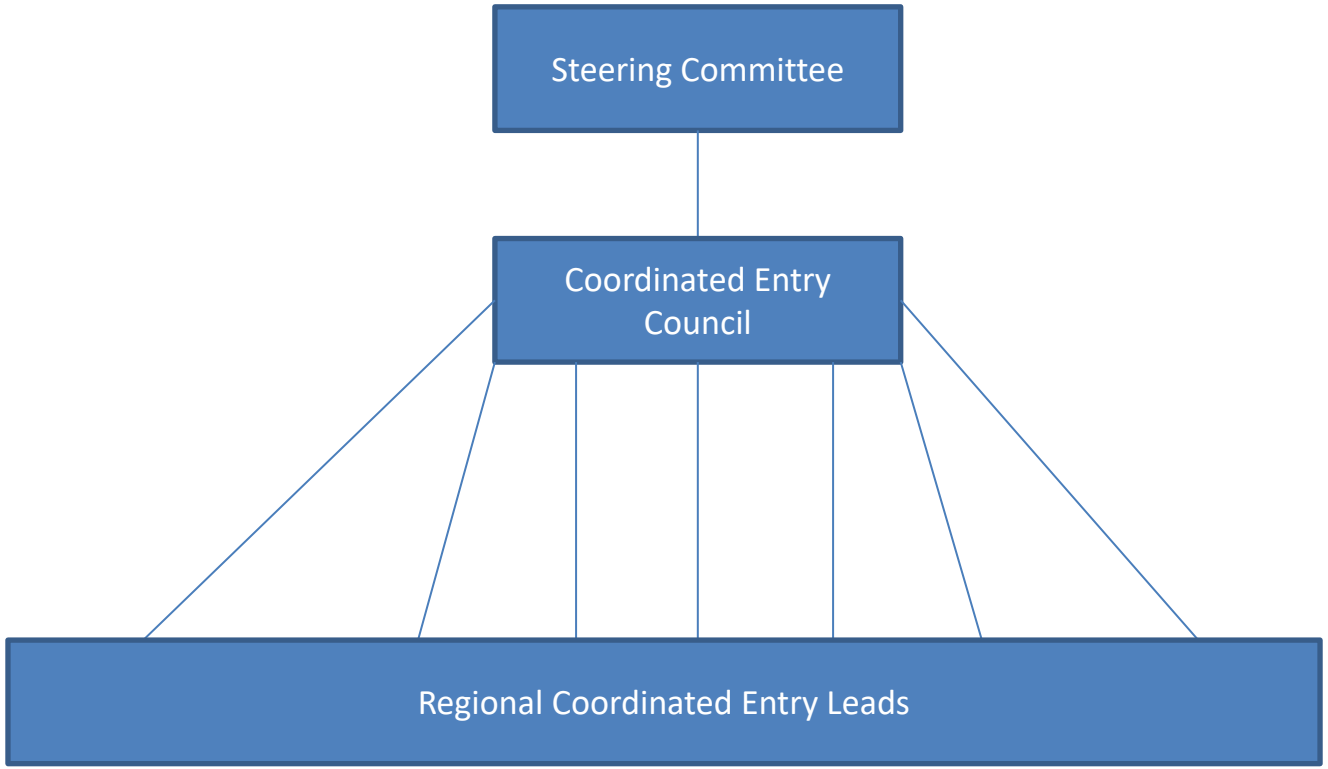
A Basic Coordinated Entry System:



NC BoS CoC Coordinated Entry System



NC BoS CoC Coordinated Entry Governance Structure



Homeless Management Information System (HMIS) and PIT/HIC

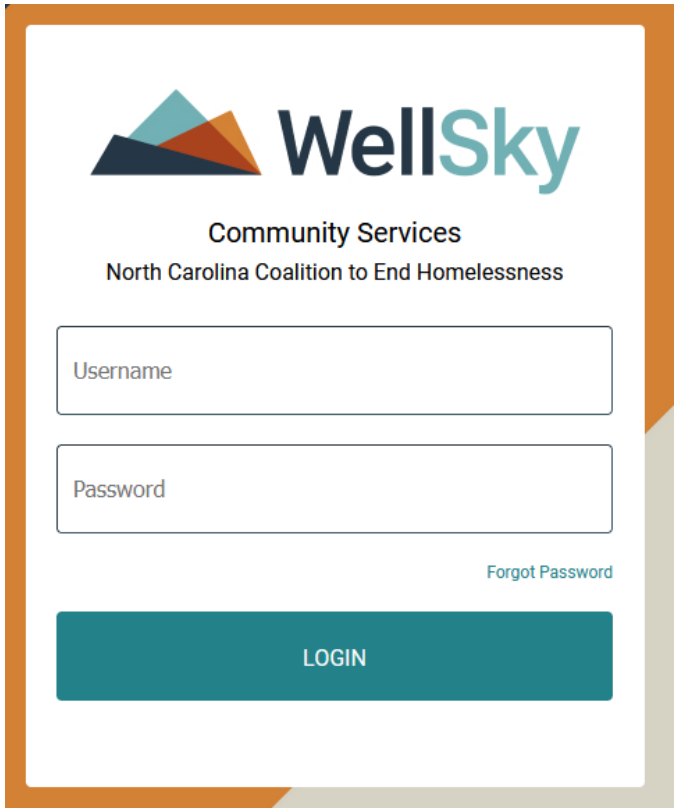
Andrea Carey – andrea@ncceh.org

What is a Homeless Management Information System (HMIS)?

HMIS is database required by HUD and other funders to track who we serve, how we serve them, and the impact of our services!

- All providers who receive CoC, ESG, & SSVF funding are required to enter data into HMIS (except victim service providers, who are strictly prohibited).

Our HMIS software is called CommunityServices.



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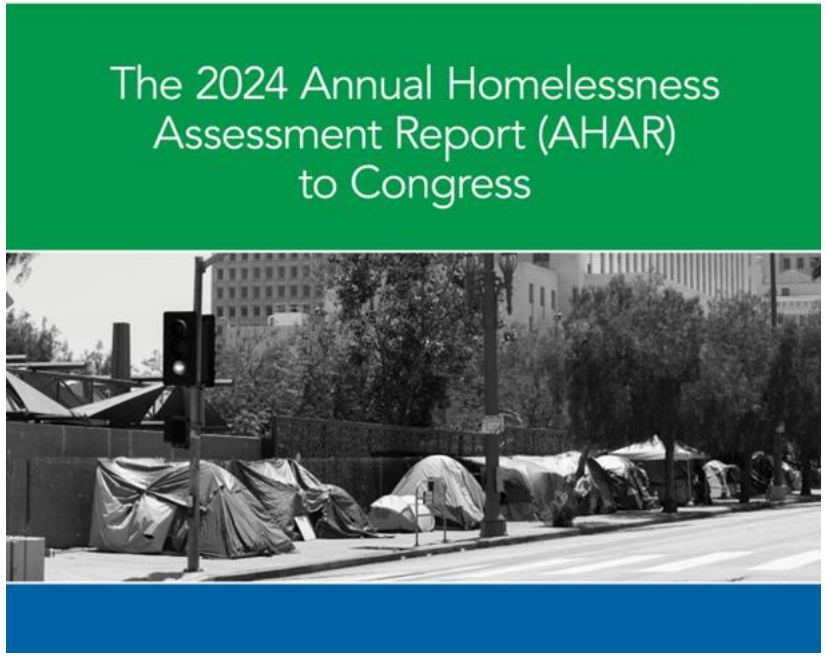
HMIS data will help end homelessness

HMIS data influences policy

The U.S. Department of Housing and Urban Development
OFFICE OF COMMUNITY PLANNING AND DEVELOPMENT



HMIS data helps communities

Social Determinants of Health Research

HMIS data (81 counties) was linked to NC death certificates for 2015 - 2019 (Fliss et all 2022). CDC's Overdose Data to Action grant will now cover annual linkage for a few years.

7x THE ALL-CAUSE MORTALITY RATE

14x THE OVERDOSE MORTALITY RATE

7x THE HEART DISEASE MORTALITY RATE

NCCEH

Governance

HMIS@NCCEH Advisory Board

- The HMIS Advisory Board is a partnership of representatives from each of the participating CoCs and additional stakeholders. The HMIS Advisory Board may have 11-17 voting members. Includes:
  - two designated representatives from each CoC
  - one designated representative from the HMIS Lead Agency
  - stakeholders representing various interests (non-designated)

NCCEH

Data & HMIS: A critical component of the CoC's work

- Tracks program demographics & services provided
- Tracks program outcomes & performance
- Tracks CoC & system performance
- Tracks demographics over time
- Used to coordinate services
- Creates required reports that programs & the CoC submit to HUD

NCCEH

Data & HMIS: A critical component of the CoC's work

Limits to keep in mind:

- HMIS coverage (about 60% beds on HMIS)
- Data Quality
- Can't pull any data we don't enter

NCCEH

The CoC is required to report its performance data.

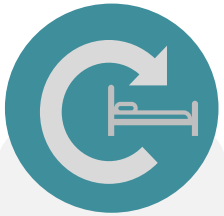
- Point-in-Time Count (PIT)
- Housing Inventory Count (HIC)
- Longitudinal System Analysis (LSA)
- Annual Homelessness Assessment Report (AHAR)
- System Performance Measures (SPMs)

NCCEH

System Performance Measures

1

Length of Time Homeless



2

Return to Homelessness

3

Number of Homeless

4

Increase in Income

5

First Time Homeless

7

Exits and Retention of PH

NCCEH

1 Length of Time Homeless

Definition

The length of time persons are homeless in emergency shelter, & transitional housing projects

Goal

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

NCCEH

2 Returns to Homelessness

Definition

The number of persons who return to street outreach, emergency shelter, transitional housing, or permanent housing projects after previously exiting to a permanent housing destination

Goal

Reduction in the percent of persons who return to homelessness

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7 Permanent Housing Placement & Retention

Definition

The number of clients enrolled in emergency shelter, transitional housing, rapid re-housing 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

NCCEH

System Performance Overview

Total number of households and people served in the homeless system and performance overview for 10/01/2023 - 09/30/2024 for FY2024 NC BoS CoC

6,852
HOUSEHOLDS

9,908
PEOPLE

105
Days Homeless
Average cumulative days homeless
VIEW DETAILS

28%
Exits
Exits to permanent destinations
VIEW DETAILS

11%
Returns
Returns after exits to permanent destinations
VIEW DETAILS

NCCEH

NCCEH's New Website

NCCEH has a brand-new website!

- Launching February 14
- Same URL: www.ncceh.org
- Simplified navigation bar
- Less pages to navigate!

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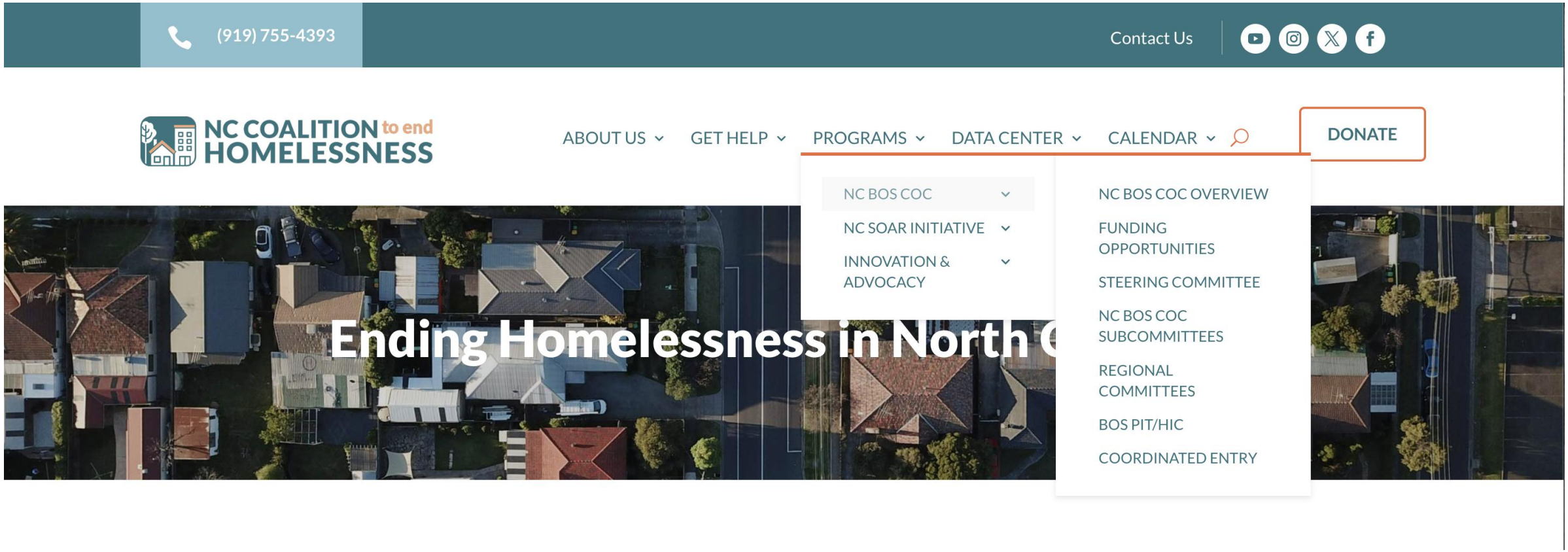
A sneak peek!



NCCEH DATA CENTER

CoC Program Update

HUD announced the FY2024 CoC Program Awards on Friday, January 17th!

HUD awarded projects in the NC BoS CoC $16,518,693.

- Increase of $1,735,612 over FY2023 amount
- Funded all Tier 1 projects
- Funded four of six Tier 2 projects
- Funded two new projects
  - NCORR PSH
  - Trillium PSH expansion
- NCCEH received CoC Planning grant
- Did not receive the SSO-CE expansion, Greenville Housing Authority's Project LIFE renewal, or the DV Bonus projects

HUD has not yet announced CoC Builds awards.

NCCEH

Upcoming meetings & reminders

(Log-in, registration & recording information can be found on agenda)

- **Lived Expertise Advisory Council**, *Friday, February 14, 12 – 1 PM*
- **Racial Equity Subcommittee**, *Wednesday, February 19, 11:30 AM – 12:30 PM*
- **Coordinated Entry Council Meeting**, *Monday, February 17, 10 – 11:30 AM*
- **Funding & Performance Subcommittee**, *Thursday, February 20, 2 – 3 PM*
- **Veterans Subcommittee,** *Monday, March 3, 11 AM – 12 PM*

Next Meeting(s)

Tuesday, March 4th at 10:30 AM

Reach out to us:

(919) 755-4393

bos@ncceh.org