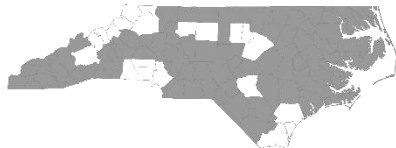


# North Carolina Balance of State Continuum of Care

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## Coordinated Assessment Exchange September 13, 2016

**Attendees:** Linda Brinson, Wendy Frutrell, Brenda Goss, Michelle Knapp, Ginny Rainwater, Janice Sauls, Sarah West, LaTasha McNair, Christopher Hoover, Monica Frizzell, Teena Willis, Thadeous Carr

**Staff:** Brian Alexander, Emily Carmody

**Topic:** Agency Participation

Common challenges with agency participation

- Getting data from participating agencies
- Getting CoC-funded and ESG-funded agencies involved
- Getting non-CoC and non-ESG funded agencies involved
- Getting screening tools done in a uniform way

*What is your biggest challenge when it comes to participation in your communities?*

- Chris from the Meeting Place – agencies feeling overwhelmed; have an intense intake process and CA adds more to it; getting people on board with expectations; agencies spread apart and getting referrals and clients back and forth
  - Work on setting goals for all of agencies and making clear the expectations  
Emily commented to not oversell CA – it is not going to end homelessness in a couple of months; CA is a process
  - Transportation potential: working with faith communities who have vans that sit during the week
- Ginny from Piedmont – shelters and agencies are short staffed; they are doing it, but they are not submitting results in a timely fashion; affects the lead because she has limited time, putting her behind and adding further delays in referrals and keeping the community list updated; advertising and getting the word out – agencies are relying on Ginny to get the word out instead of sharing the information with the groups they are involved with
- Brenda from Randolph – have great participation from the county - consistently involved; had an initial expectation of weekly reporting but decided it was too difficult for low capacity agencies; worked to change that and figure out how to make that easier; instituted a continued process of education of existing and new agencies in the CA process – do continued refreshers and updates so everyone knows the system and expectations
  - Emily encouraged using the online training to help community members understand the different tools in CA; communities can use these to show members how the system works

*Are CA Leads sharing the visual outcome report with their Regional Committees and what has the feedback been?*

- Brenda from Randolph – sharing the data has shown the gaps and where more work needs to happen – has increased some frustration that there are not enough resources to meet those gaps but gives the community something to work toward something concrete
- Emily encourages the use of this visual dashboard with the Regional Committees as a way to spark discussion and give ideas of how to work on issues
- Monica from Southwest – prompted her to figure out better ways to ask for data to fix some of the data issues that they are seeing
- Teena from Catawba – the report has helped her community to identify issues with their data – looking at the data and realizing that the data does not reflect what is happening in the community
  - Emily commented that communities should not beat themselves up about bad data; this is a process and will take a while to improve the data

*What other tools are Regional Committees using to advertise or get the word out in the community?*

- Thadeous from Alamance – they use a card to get the word out to explain what CA is with contact information; did posters for the community in laymen’s terms to show the entry points and what CA means; take cards and posters to places where homeless individuals and families might frequent (DSS, hospitals)
  - Monica asked Thadeous to share that with the other communities; he agreed
- Ginny from Piedmont – they have an information sheet for providers to understand the system and how to make referrals; they are not doing something for individuals seeking services, but think Alamance’s card would be a great idea

*Have communities had conversations about streamlining intake?*

- Teena from Catawba - Pushback because of requirements of funding sources
- Thadeous from Alamance – Reminds that agencies can have different forms of participation from being a referral source or intake site
  - Emily suggested focusing on non-CoC, non-ESG funded agencies for the Prevention and Diversion Screen and use the VI-SPDAT for the agencies that are required to do it
    - Pushback on P&D screen – by not doing it, what would you do instead? or have agencies referring individuals that need extra resources to another agency that can handle the diversion/mediation services
- Monica from Southwest – presents that agencies are already doing many of the things the Prevention and Diversion screen does – this formalizes that process for agencies, allowing our community to collect the data needed to ask for appropriate resources – this is a natural progression for agencies; she has a harder time getting agencies to begin using the VI-SPDAT

*Wendy asked if Regional Committees that have few resources can partner with other agencies outside their Regional Committee or CoC?*

- Emily answered yes. It’s important to talk with these agencies and Regional Committee or CoC leadership, trying to formalize those relationships in another community so everyone knows what each side will do and what the expectations are. This is better than sending them to another community with a referral but never hearing the outcome.

**Other news:**

- Working on the CA outcome form currently. If cannot get it completed and approved before the next due date, we will get it to communities by the final quarter report. Emily has been able to get a receipt to show CA Leads that their reports have been received



- Emily mentioned a state survey about transportation issues that was emailed at the beginning of September. Encouraged everyone to take the survey and tell the state what is actually happening within community around transportation.

