



# North Carolina Balance of State Continuum of Care

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## Regional Committee Veteran Plan

In *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*, the US Interagency Council on Homelessness (USICH) outlines goals for Continuums of Care that include ending Veteran homelessness by 2015.<sup>1</sup> To assist communities in reaching this objective, the USICH also published *Achieving the Goal of Ending Veteran Homelessness: Criteria and Benchmarks*, which outlines how systems can achieve an effective end to Veteran homelessness. Effectively ending homelessness for Veterans means that communities have designed systems to quickly identify and house homeless Veterans.<sup>2</sup> The North Carolina Balance of State Continuum of Care (BoS CoC) has set a goal to meet the USICH criteria and benchmarks by December 2017.

### Goal

The goal of the regional Veteran system is to meet the federal benchmarks and criteria in each of the 13 Regional Committees by establishing and continuing to maintain an optimized homeless assistance system that effectively and continually prevents and ends Veteran homelessness across the BoS CoC. To accomplish this goal, the BoS CoC and State and VA partners will create a regional Veteran system to quickly identify and house Veterans in all 13 Regional Committees.

### Vision

The BoS CoC Plan to End Veteran Homeless identifies a primary SSVF grantee for each of the 13 regions who will provide outreach to homeless Veteran households, assess them for eligibility, and oversee their connection to housing. These SSVF grantees will act as system navigators for each identified Veteran, no matter the Veteran's VA eligibility status, to ensure data collection and connection to permanent housing as quickly as possible. The permanent housing placement may be provided by SSVF, HUD-VASH, CoC or ESG programs, or other community housing programs. If a Veteran is ineligible for SSVF assistance, the SSVF provider, as navigator, will connect the Veteran to the Regional Committee's coordinated assessment system to access community housing programs.

## Contact Information

Regional Committee: Northeastern Homeless Coalition-Region 11

Counties Served: Hertford, Gates, Chowan, Perquimans, Pasquotank, Camden, Currituck, Dare, Tyrrell, and Hyde

For the following questions please provide individual name, agency name and contact information.

Primary SSVF Provider: No indetified primary SSVF Provider at this time; Other SSVF Provider is Volunteers of America (Rocky Mount) Hertford County

<sup>1</sup> <https://www.usich.gov/opening-doors>

<sup>2</sup> [https://www.usich.gov/resources/uploads/asset\\_library/Achieving\\_the\\_Goal\\_Ending\\_Veteran\\_Homelessness\\_v3\\_10\\_01\\_15.pdf](https://www.usich.gov/resources/uploads/asset_library/Achieving_the_Goal_Ending_Veteran_Homelessness_v3_10_01_15.pdf)

Primary Authors of the Plan: Tina Rodgers (VOA Carolinas), Melissa Eastwood (Coordinated Assessment Lead) melissa.eastwood@trillumnc.org

Regional Committee Lead: Nicole Boone (NBoone@rcch.org)

Regional Committee Point of Contact for the Veteran System: Tina Rodgers (trodgers@voa.org)

Other Key Partners in Veteran System: Hertford County/Gates County VSO; Chowan County VSO; Perquimans County VSO; Pasquotank County/Camden County/Currituck VSO; Dare County VSO; Tyrrell County/Hyde County VSO

## **Criterion #1: The community has identified all Veterans experiencing homelessness.**

### **Outreach**

The goal of outreach is to immediately identify and engage unsheltered homeless Veterans and offer low-barrier shelter and permanent housing assistance to any homeless Veteran within the CoC.

Outreach within Regional Committees will take two forms: passive and assertive.

### ***Passive Outreach***

With passive outreach, SSVF providers, with the help of regional leadership, will identify key community partners to aid in identifying homeless Veterans. SSVF providers will train these community partners on how to identify Veterans experiencing homelessness and how to make a referral to the primary SSVF agency in the region. Referrals will be made on an ongoing basis. In addition, each region will also be responsible for contacting the identified community partners a minimum of 2 times per month, whether in-person or by phone, to ask for potential referrals. Examples of agencies that should be considered for passive outreach include local service agencies (libraries, clothing closets, feeding programs), Veteran services (National Guards, Veteran Service Officers, VFWs), jails, etc.

### **Use the Appendix A tab to identify key partners who will be contacted for passive outreach efforts.**

Describe how key community partners will be trained to identify Veterans, including who will provide training, how the trainings will be conducted (in-person, community meetings, etc.), the target dates for initial trainings, and the plan for future trainings to refresh current staff and initiate onboarding staff. Recruitment of new and potential partners will begin within the next 60 days. Identify local soup kitchens & shelters to participate in CoC meetings on a quarterly basis to obtain information and training on identifying veterans.

Once communities identify Veterans through passive outreach, describe the process for engaging the Veteran, including: who will engage the Veteran, timeframe for first point of contact, how an offer of shelter will be made, housing plan development, and how the Veteran's information will be added to the regional by-name list.

Ongoing tracking of veterans will be conducted by the Coordinated Assessment lead Melissa Eastwood. Key community partners will determine who will be the key contact within their respective agency and connect that individual to coordinated assessment process. The point of contact will mirror that of the coordinated assessment plan. VSOs within our Region will also be a part of the Coordinated Assessment

Process. VSOs within the 10 county-wide Region 11 (Northeastern Homelessness Coalition) will be a point of contact for a homeless veteran that may present to one of our key partners for assistance.

**Assertive Outreach**

Assertive outreach will be the primary responsibility of the SSVF providers in each Regional Committee. Assertive outreach involves visiting and surveying sites where unsheltered homeless people sleep or frequent to identify homeless Veterans and to offer them shelter and housing. Through this approach, providers can continue to engage known Veterans and identify new Veterans who need assistance. SSVF providers will also work with community partners who already conduct outreach to train them in how to identify and refer Veterans.

Use the following chart to list all agencies (SSVF providers, faith-based organizations, shelters, etc.) completing assertive outreach in the region:

<b>Agency</b>	<b>Counties Served</b>	<b>How Often Outreach is Done Per Month</b>
Hertford County Veteran Services	Gates, Hertford	As needed based on the number of referrals
Volunteers of America Carolinas	Hertford	2
Soul's Ministry-First Church of the Nazarene	Pasquotank	1
Integrated Family Services Mobile Crisis Team	Hertford, Gates, Pasquotank, Camden, Currituck, Chowan, Dare, Hyde, Perquimans, & Tyrell	24/7

If community agencies are doing assertive outreach, describe how they will be trained to identify Veterans, including who will be providing training, how the trainings will be done (in-person, community meetings, etc.) the target dates for these trainings, and how staff turnover will be taken into account for future training.

Staff will train community partners on how to identify veterans experiencing homeless and how to make a referral to the primary SSVF Agency as needed during Regional CoC meetings and Rapid Rehousing meetings. Training regarding target dates and method of training will be conducted within the next 60 days.

How will the region obtain information about potential unsheltered sites (law enforcement, librarians, etc.)?

By conducting community outreach through regularly scheduled meetings with local law enforcement or other community members who have knowledge of unsheltered sites.

Once an unsheltered location is identified, how will the location be tracked by the region and how often will the locations be visited for ongoing engagement?

Each location will be visited on a monthly basis and the information obtained will be tracked by the veteran leads, Derrick Armstead and Tina Rodgers. These individuals will maintain this information on a primary and secondary excel spreadsheet.

Once a Veteran is identified through assertive outreach, describe the process for engaging the Veteran, including: who will engage the Veteran, timeframe for first point of contact, how an offer of shelter will be made, housing plan development, and how the Veteran's information will be added to the regional by-name list.

When an unsheltered veteran is identified during outreach, SSVF providers will make an immediate referral to the coordinated assessment system. If the regions coordinated assessment system identifies an unknown veteran , then the offer of shelter should happen immediately after the Prevention and Diversion screen, as opposed to after the completion of the VISPDAT.

How will transportation be provided for unsheltered Veterans once identified?

Transportation funds are available only through the counties transit and Vocational Rehabilitation. Additional transportation options may also be available with the aid of faith-based organizations and local law enforcement contacts. In a crisis situation, Integrated Family Services Mobile Crisis Unit can be contacted by the individual in crisis and be picked up and provided assistance.

### **In-Reach**

The primary SSVF provider will coordinate in-reach efforts to identify homeless Veterans in shelter and transitional housing programs that do not participate in coordinated assessment or the HMIS system. SSVF providers will train agency staff at non-participating agencies on how to identify Veterans and how to make a referral to the primary SSVF agency in the region.

**Use the Appendix B tab to identify key agencies that provide shelter, transitional housing, or other services that do not currently participate in HMIS or coordinated assessment and will be contacted for in-reach efforts.**

Describe how agencies that provide shelter and transitional housing and do not participate in HMIS or coordinated assessment will be engaged in the Veteran system, including: who will engage the agencies and a projected timeline.

At this time, all identified shelters and transitional housing within the region currently participate in HMIS or Coordinated Assessment. As new agencies come into the region, the primary SSVF provider in association with community partner will identify and engage the new organization within 30 days of recognition. In addition, the Coalition will continue to conduct outreach efforts within the entire geographic area.

In addition, the Co-Veteran Lead Derrick Armstead will be responsible for establishing contact with the Gates County Department of Social Services agency on a bi-weekly basis.

Describe how engaged community agencies will be trained to identify Veterans, including: who will be providing training, how the trainings will be done (in-person, community meetings, etc.), the target dates for these trainings, and how staff turnover will be taken into account for future training.

Through presentations and meetings in the local counties to introduce the veteran plan to community partners. These presentations will be repeated as necessary to account for staff turnover.

Once the community has identified Veterans through in-reach efforts, describe the process for engaging the Veteran, including: who will engage the Veteran, timeframe for first point of contact, how an offer of shelter will be made, housing plan development, and how the Veteran's information will be added to the regional by-name list.

SSVF Providers will make an immediate referral to the coordinated assessment system. If the region's coordinated assessment system identifies an unknown veteran, the provider completing VI-SPDAT will refer the veteran to the primary SSVF provider. The primary SSVF provider will add the veteran's information to the regional by-name list.

## **Criterion #2: The community provides shelter immediately to any Veteran experiencing unsheltered homelessness who wants it.**

### **Offer of Shelter**

When an unsheltered Veteran is identified during outreach, SSVF providers will make an immediate referral to the coordinated assessment system. If the region's coordinated assessment system identifies an unknown Veteran, the provider completing the screen will make an offer of shelter and refer the Veteran to the primary SSVF provider in the region. For Veterans ineligible for VA programs, the SSVF provider will work with providers in the region's coordinated assessment system to ensure that shelter placement has been offered and the Veteran's information has been entered into HMIS.

### **Use Appendix C tab to identify shelter in the region that will be utilized to serve unsheltered Veterans.**

For Veterans who decline an offer of shelter, the SSVF provider, acting as navigator, will routinely offer shelter in conjunction with the regional coordinated assessment system while also working to secure a permanent housing placement.

For regions that do not have shelter, an offer of emergency housing in a hotel or motel will be made.

Describe how unsheltered Veterans will be offered and connected to shelter once identified in outreach, including: how shelter bed(s) will be secured, how Veterans will be transported to shelter, etc. Unsheltered veterans will be connected to shelter through the coordinated assessment process. In addition, the previously mentioned VSO's will also be contacted with regard to outreach efforts to help connect veterans with shelter options.

If an unsheltered Veteran is identified in the region's coordinated assessment process through the Prevention and Diversion screen or the VI-SPDAT, describe how CoC agencies will make an offer of shelter and how Veterans will be connected to the primary SSVF provider to be added to the region's by-name list.

An offer of shelter will be made by the agency conducting the Prevention and Diversion Screen or VI-SPDAT. In the event there is not a shelter the region does not have resources to offer emergency housing through hotel or motel a referral will be made to the SSVF program via email or fax for those individuals. If a shelter does not participate in the Coordinated Assessment plan and is deemed to be a more suitable option, then the veteran will be referred to this alternative option by the appropriate agency.

Describe how Veterans who decline an offer of shelter will be routinely offered shelter and how these offers will be tracked for the region.

If veteran declines shelter SSVF provider will work with the veteran to locate other housing through transitional housing while working to identify permanent housing. SSVF providers will meet veteran where they are currently located while doing scheduled outreach for the area in which the veteran resides. Offers of shelter will be tracked on the by-name list.

Does your region utilize emergency housing, such as hotel/motel vouchers, if no shelter beds are available?  Yes  No

If so, please describe the process for accessing this emergency housing:

Point of contact will make referral to SSVF Provider, SSVF provider will conduct intake and contact local shelters to verify lack of beds before placing veteran in hotel/motel.

Please describe any known barriers for accessing emergency housing:

Limited shelters, criminal history where background checks are required, identification, seasonal shelter, check in time frames and pets. Lack of funds to support homeless individuals by placing them in a hotel/motel temporarily is another barrier. The Northeastern Homeless Coalition plans to identify an agency or agencies to apply for funding such as ESG Funds that can aid in developing more opportunities for shelter, prevention/diversion, RRH, and Outreach.

Does your region need assistance with emergency housing and shelter?  Yes  No

If yes, please provide the name, email and phone number of the person to contact: Nicole Boone, nboone@rcchc.org, 252-209-0237, ext. 7139

### **Criterion #3: The community only provides service-intensive transitional housing in limited instances.**

#### **Transitional Housing**

Though the BoS CoC does not have Grant Per Diem programs, service-intensive transitional housing programs funded through private sources are available to Veterans. Both the primary SSVF provider and the local agencies that serve as access points for the Regional Committee's coordinated assessment system will ensure Veterans are offered a choice of permanent housing assistance (e.g., SSVF) either prior to entering the transitional housing program or once identified in the transitional housing program.

Literally homeless Veterans referred to Grant Per Diem programs outside of the BoS CoC who originated from the BoS CoC will be welcomed back to their home counties, if they choose to return. SSVF providers are responsible for following up with Veterans while in Grant Per Diem programs and to develop housing plans for their return. For Veterans that entered Grant Per Diem programs without literal homeless status, SSVF providers will not accept referrals from Grant Per Diem programs until the program attempts a discharge into housing using the Veteran's support resources.

For each system, please describe how Veterans will be offered permanent housing and how that offer will be tracked prior to transitional housing referral.

Regional Coordinated Assessment System:

Homeless veterans will be offered permanent housing through the regional coordinated assessment access point. Transitional housing assistance can be offered at point of contact or once they have been identified in transitional housing program. The individuals associated with this program will be tracked via the creation and implementation of a by-name list, under the SSVF provider. VSOs have been identified within 9 out of 10 counties in our region (Northeastern Homeless Coalition -Region 11). The VSO per county will act as the homeless veteran contact. The VSO will also participate in a regularly scheduled face-to-face call meeting and/or telephone conference call meeting. Referrals will be provided to the Veteran Committee Lead Derrick Armstead & Co-Lead Tina Rodgers. We will continue to coordinate with private landlords, property managers, & outside agencies to help place homeless veterans within our region.

Veteran Service System (SSVF Providers and VA Medical Centers):  
 Volunteers of America Carolinas-Hertford (Rocky Mount), Durham VAMC, Hampton Road VAMC, and Pitt CBOC

If a Veteran is referred to a Grant Per Diem program outside of the BoS CoC and wishes to return to the BoS CoC for housing, please describe how SSVF providers will follow-up with the Veteran to create housing plans for their return to the region.

While there is no other SSVF provider, Volunteers of America Carolinas will be responsible for following up with veterans while in Grant Per Diem programs to develop housing plans for their return. For veterans that entered Grant Per Diem programs without literal homeless status, VOA will not accept referrals from Grant Per Diem programs until the program has attempted a discharged into housing using the veteran's support resources.

**Criterion #4: The community has capacity to assist Veterans to swiftly move into permanent housing.**

**System Navigation**

As communities identify homeless Veterans through outreach or in-reach activities, the primary SSVF provider will be notified. The primary SSVF provider will either meet with the Veteran or identify another SSVF provider who covers the region to contact the Veteran. Upon contact, the assigned SSVF provider will connect the Veteran to the local VAMC to determine Veteran eligibility for SSVF and HUD-VASH and add them to the Regional Committee’s by-name list.

If the VAMC identifies the Veteran as eligible for VA-funded services, the primary SSVF provider will ensure a connection to either an SSVF or HUD-VASH program in the region to assist with permanent housing placement. If the Veteran is ineligible for VA benefits or does not want to participate in a VA program, the SSVF provider will connect the Veteran to the Regional Committee’s coordinated assessment system for assessment and prioritization for CoC and other community housing programs.

Please use the following chart to list the staff from the VA Medical Centers (VAMC) who serve the region:

VAMC	Counties Served	Contact Name	Contact Information (email and phone)	Primary or Secondary staff
Greenville	Pitt & surrounding counties	Candace Parker	252-830-2149	<input checked="" type="checkbox"/> Primary <input type="checkbox"/> Secondary
Durham	Surrounding Counties	Margaret Johnson	919-286-0411	<input checked="" type="checkbox"/> Primary

			ext. 7065	<input type="checkbox"/> Secondary
Hampton Road	Surrounding Counties	Martha Chick-Ebey	757-722-9961	<input checked="" type="checkbox"/> Primary <input type="checkbox"/> Secondary
"	"	Curtis Shannon	757-722-9961	<input type="checkbox"/> Primary <input checked="" type="checkbox"/> Secondary

Please use the following chart to list the SSVF providers in the region:

Agency	Counties Served	Point of Contact	Contact Information (email and phone)	Primary SSVF Provider
Volunteers of America Carolinas	Hertford	Tina Rodgers	252-985-0230; trodgers@voa.org	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No

Describe how the primary SSVF provider will follow up with referrals as Veterans are identified in the region, including: the timeframe for follow-up and how Veterans will be added to the regional by-name list.

There is no primary SSVF for Region 11; however, Volunteers of America Carolinas will make contact with veteran within 24-48 hours of receiving referral to conduct a phone screen. Upon receiving referral veteran name will be added to the regional by-name list. The by-name list will also be provided to the previously mentioned county VSO's and continuously utilized by the veteran co-lead Derrick Armstead.

If other SSVF provider(s) cover the region, describe how the primary SSVF provider will coordinate referrals and ensure that programs contact Veterans.

There is no other SSVF provider covering Region 11 at this time.

Describe how SSVF providers will coordinate with VA Medical Centers to assess Veterans for VA eligibility, including: transportation, timeframe, and determination of eligibility.

Volunteers of America Carolinas will contact Veterans Benefits Administration Homeless Outreach Coordinator, Candace Parker at Pitt VA Health Care Center and other surrounding VAMC after completion of intake with homeless veteran to assess their benefits.

Transportation is provided....(see page 3-question 4)

Describe how SSVF providers will assess eligibility for SSVF services, including: timeframe and how eligibility will be tracked.

Volunteers of America Carolinas will conduct a phone screen to determine eligibility for SSVF Services within 24-48 hours of receiving initial referral. For veteran who are not literally homeless an additional homeless prevention screen will be completed to determine eligibility for the SSVF program, through meeting threshold. Veterans who are eligible will have their eligibility annotated on the by-name tracking list.



If eligible for SSVF and/or other VA housing programs, describe the process that will be used to connect Veterans to permanent housing within 90 days.

Case managers will connect veterans to property manager and landlords. Veterans without transportation will be provided with transportation via Volunteers of America Carolinas company van to search for housing.

If ineligible for SSVF and/or other VA housing programs or the Veteran refuses VA-funded programs, describe how the SSVF provider will connect Veterans to the region’s coordinated assessment process. Volunteers of America Carolinas will connect the veterans to the Region 11 Committee's Coordinated Assessment process for assessment and prioritization for CoC, Rapid Rehousing program and other community housing programs.

Once a Veteran enters the region’s coordinated assessment system, describe how the Veteran will be tracked by regional leadership and SSVF providers to ensure housing placement.

Once the homeless veteran enters the coordinated assessment system, VOA Carolinas will track the placement of the veteran through contact with housing provider and the by-name list, as needed. This information will be provided to the Regional Committee at monthly meeting, as applicable.

Describe the process by which the region will track housing plans on regional by-name lists. The housing plans will be tracked by VOA Carolinas and Family Endeavors and shared during the regional CoC meetings.

Please use the following chart to list the region’s coordinated assessment access points:

Agency	Counties Served	Role in the Coordinated Assessment Process
Hertford County DSS	Hertford County	<input checked="" type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT
Roanoke Chowan Community Health Ctr/Hertford Health Access	Hertford, Bertie (serves ages 18-64 that are uninsured or underinsured)	<input checked="" type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT
Choanoke Area Development (CADA)	Bertie, Halifax, Hertford, Martin and Northampton	<input checked="" type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT
Gates County DSS	Gates County	<input checked="" type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT
Volunteers of America Carolinas	Hertford	<input type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT
		<input type="checkbox"/> Prevention and Diversion <input type="checkbox"/> VI-SPDAT
		<input type="checkbox"/> Prevention and Diversion <input type="checkbox"/> VI-SPDAT
		<input type="checkbox"/> Prevention and Diversion <input type="checkbox"/> VI-SPDAT
		<input type="checkbox"/> Prevention and Diversion <input type="checkbox"/> VI-SPDAT

Does the region currently have housing programs, including public housing authorities, with preferences for Veterans?  Yes  No

If so, please describe the each program and preferences.  
N/A

### Regional By-Name List

To track the BoS CoC's progress in meeting the goal of ending Veteran homelessness, key data will need to be tracked for each of the 13 regional Veteran systems. Each region should maintain a by-name list. This list will identify all homeless<sup>3</sup> Veterans within each region and will be updated at least monthly using the USICH template.

BoS CoC staff and SSVF providers will work jointly to maintain a current by-name list for each region. BoS CoC staff will pull regular reports from agencies that use HMIS to identify Veterans, place them on the list, and ensure that the primary SSVF provider for the region makes contact. SSVF providers will make bi-weekly contact with agencies not currently using HMIS to check if any Veteran currently accesses services in their programs.

Who will oversee the by-name list for the region?

While there is no primary SSVF provider, Volunteers of America Carolinas will oversee the by-name list for Region 11.

What is the process the region will use to get consent from Veterans to be added to the by-name list? Veterans will sign a release of information with the SSVF Provider to be added to the by-name list. In addition a sharing plan is signed by the veteran providing additional consent to work with other mainstream agencies assisting the veteran, etc.

Please list all agencies that will have access to the list to add Veterans and/or update information and describe how MOUs will be established with these agencies.

No other agencies at this time have access to this list other than VOA Carolinas serving Region 11. The by-name list will also be provided to the previously mentioned county VSO's and continuously utilized by the veteran co-lead Derrick Armstead.

Please describe the process for reviewing the list to ensure information remains current, including: how often, who will review, and in what format (in-person meeting, phone call, etc.)

While there is no primary SSVF Provider, VOA Carolinas oversees the by-name list and reviews it on a weekly basis. Designated staff at VOA conducts the reviews in-person and via phone calls.

Describe how the by-name list will be stored for the region, including technology used and how Regional Committees and other partners will be updated.

Committees and other partners will be updated. SSVF Providers will upload list to office 365 share drive and provide CoC and community partners with links to access list for view only.

Is region currently being served by NC Serves?  Yes  No

If so, how will NC Serves information be incorporated into the by-name list? N/A

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<sup>3</sup> [https://www.hudexchange.info/resources/documents/HEARTH\\_HomelessDefinition\\_FinalRule.pdf](https://www.hudexchange.info/resources/documents/HEARTH_HomelessDefinition_FinalRule.pdf)

**Criterion #5: The community has resources, plans, and system capacity in place should any Veteran become homeless or be at risk of homelessness in the future.**

**Advertisement**

Please explain the strategies that will be used to educate agencies and other community systems about the regional Veteran process. (Please attach any materials the Regional Committee uses in these efforts, like flyers, slides, posters, handouts, etc.)

Agencies will be educated at community meetings as well as word of mouth, emails, phone calls, monthly meetings and lunch and learns.

Please explain the strategies the Regional Committee uses to educate Veteran households who are risk of homelessness or experiencing homelessness about the regional Veteran process. (Please attach any materials the Regional Committee uses in these efforts, like flyers, slides, posters, handouts, etc.)

Steps are being taken to collaborate with United Way 211 to provide information for public access to educate Veterans and other households.

**Local Oversight**

The regional Veteran process provides community-wide accountability for housing Veterans experiencing homelessness as quickly as possible. It is recommended that each Regional Committee have a Veteran subcommittee to oversee the system, report out to the Regional Committee, address system grievances, educate and provide outreach to non-participating agencies, and assist in maintaining the by-name list.

Please describe how the Regional Committee will be updated about progress towards ending Veteran homelessness, including: who will provide the update, how often, and in what venue(s) (Regional Committee meetings, email, etc.).

There is no regional veteran assessment lead agency; however, VOA Carolinas point of contact, Tina Rodgers will be tasked with reporting about progress towards ending veteran homelessness during the regional CoC meetings. The point of contact and other SSVF provider will work alongside Regional leadership and other identified committee members.

Will the Regional Committee have a Veterans subcommittee to oversee the region’s plan? Yes No

How will system gaps be identified and addressed?

During the regional CoC meetings, gaps and issues will be identified and addressed. The meeting will allow for case conferencing, etc.

How will system issues be identified and addressed?

During the regional CoC meetings, gaps and issues will be identified and addressed. The meeting will allow for case conferencing, etc. In addition, there are now regularly scheduled veteran subcommittee meetings that immediately follow the regular regional meetings.

## Grievances

### Agency Grievance Policy

*Please complete the following policy with details from your Regional Committee:*

If a provider declines a client referral, that provider should work with the community to refer the client to the next appropriate housing provider and/or emergency shelter to ensure that the household has a safe place to sleep that night.

Providers are expected to submit a written reason for the denial to Northeastern Homeless Coalition-Region 11 Regional Committee Lead/committee. Providers may decline 3 out of 10 (which includes non-eligible entities) referrals in a month without a meeting. However, if a program declines more referrals than this, they will need to meet with Regional Lead & committee to discuss the issue(s) that result in referrals being declined.

For all other grievances, providers must email a detailed grievance to Regional Lead within 5 days of the adverse action/decision. The grievance committee will schedule a hearing within 10 days of receiving the grievance and render a decision within 5 days following the hearing. If grievances cannot be resolved at the local level, an appeal will be submitted to the BoS CoC Veteran Subcommittee.

### Individual Grievance Policy

*Please complete the following policy with details from your Regional Committee:*

If a household does not agree with a referral or the assessment process, the coordinated assessment site will attempt to make another appropriate referral based on the household's needs and the housing resources available.

If the household remains unsatisfied, they may file a grievance with SSVF Team Lead, Program Director, or Director of Veterans Services, either verbally or in writing, within 3 days of the attempted referral. Program Director will respond within 3 days. If the household does not agree with this local decision, an appeal will be submitted to the BoS CoC Veteran Subcommittee.