

# North Carolina Balance of State Continuum of Care

bos@ncceh.org

919.755.4393

www.ncceh.org/BoS

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

November 5, 2019

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

The following will be voted on at the November 5, 2019 NC BoS CoC Steering Committee meeting:

### **October 1, 2019 Minutes**

Available here: <https://www.ncceh.org/bos/steeringcommittee/>

\*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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## Section II. Updates

### Regional Elections

Regional Committees should hold elections for 2020 leadership positions in the fourth quarter of 2019. People who are currently serving in a leadership position may be re-elected.

However, Regional Committees are encouraged to provide mentoring and guidance that will help bring in new leadership as well. No agency may serve more than 2 lead positions per region.

The elected leadership positions are:

- Regional Lead
- Regional Lead Alternate
- Point-in-Time and Housing Inventory Count Lead
- Coordinated Entry Lead
- ESG Funding Process Lead
- CoC Project Review Committee Representative
- Secretary/Webmaster
- Others at the Regional Committee’s discretion (county leads, Veteran leads, etc.)

All Regional Committees are asked to submit names and contact info for their leadership positions to NCCEH staff: <https://forms.gle/papqWv4qzXEZZ4jq8>

### 2020 Point-in-Time and Housing Inventory Count

Planning for the 2020 Point-in-Time and Housing Inventory Count will begin in early November, and NCCEH staff will be contacting PIT/HIC Leads with information. Regional Committees that do not have a PIT Lead will need to elect one ASAP. Regional Leads will receive all correspondence until a PIT/HIC Lead is identified. Here are the 2020 PIT/HIC Leads that have been submitted.

Region	PIT Lead
1	vacant
2	Emily Lowery
3	vacant
4	vacant
5	vacant





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6	vacant
7	vacant
8	Emily Locklear
9	vacant
10	vacant
11	Erica McCloud
12	Jim Cox
13	Lenize Patto

The CoC will kick-off planning for the 2020 Point-In-Time and Housing Inventory Counts at our orientation webinar on Wednesday, November 6th from 1-2:30 PM. Please plan to attend to learn about what the 2020 PIT/HIC counts will look like in your communities. Staff recommend that every region have at least one person available for the orientation. If you are unable to attend, please share with another person that will take part in your region's planning.

To attend the orientation webinar, please use the following web and conference line information:

**Please join my meeting from your computer, tablet or smartphone.**

<https://global.gotomeeting.com/join/791696621>

**You can also dial in using your phone.**

United States: [+1 \(646\) 749-3112](tel:+16467493112)

**Access Code: 791-696-621**

- To submit information about your elected PIT/HIC Lead, please use the following link: <http://bit.ly/2miDTKj>.

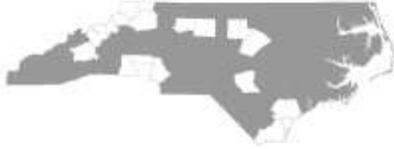
## Governance Charter 2019 Updates

The Governance Charter is reviewed and updated annually in the 4<sup>th</sup> quarter of the year. Revisions to the Governance Charter shall be approved by the Steering Committee. Revisions will be presented and voted on at the November 2019 Steering Committee meeting. Please review the draft changes in red and blue ink in the following document: <https://www.ncceh.org/files/10444/>

## Racial Equity Assessment

To ensure that all people, no matter their race and ethnicity, have access to our system, NC BoS CoC staff assessed racial disparity across our systems and programs. CoC staff worked with the NCCEH Data Center to pull data on ES, TH, RRH, and PSH programs across our 79 counties to understand how people of different races and ethnicities access our programs





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compared to the U.S. census. Staff will present our findings from that assessment at our November Steering Committee.

Racial Equity Assessment: <https://www.ncceh.org/files/10439/>

## **Coordinated Entry Council Meeting**

**November 18, 10:00 A.M.**

Presentation: <https://global.gotomeeting.com/join/791696621>

Audio: (646) 749-3112 **Access Code: 791-696-621**

## **BoS HMIS User Meeting**

**November 21, 1:00 P.M.**

Register here: <https://www.ncceh.org/events/1311/>

## **Nominations Subcommittee**

**October 31, 9:00-10:00 AM**

**November 6, 10:00-11:00 AM**

**November 19, 12:00- 1:00 PM**

Presentation: <https://global.gotomeeting.com/join/791696621>

Audio: (646) 749-3112 **Access Code: 791-696-621**

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## Section III. Meeting Minutes and Supporting Materials

### Coordinated Entry Council minutes

#### August 19, 2019

CEC members attending: Bonnie Harper, Deena Fulton, Lynne James, Kristen Martin, Monica Frizzell, Teresa Robinson, Frederika Murrill.

NCCEH staff attending: Ehren Dohler

Moving CE systems into HMIS:

- Must have all CE systems in HMIS by spring 2020. Plan to work on this in the fall.
- Regions that still need to move into HMIS: Region 1, 3, 4, 6, 7, 8, 9, 13

NCCEH/BoS are participating in a Community of Practice on Coordinated Entry with HUD. So far the calls have been mostly introductory, but I will report each month what we learn.

211 Report: We are working with 2-1-1 to figure out how to provide an access point via the call center. Not a lot of details yet, but Ehren will continue to report to the CEC as things develop.

CE Plan changes: Please look at your CE plan and make updates this fall.

#### September 16, 2019

CE Council Attendees: Bonnie Harper, Kristen Martin, Melissa Eastwood, Monica Frizzell, Teresa Robinson, Deena Fulton, Lynne James, Stephanie Willilams, Linda Walling

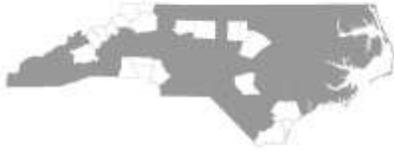
NCCEH staff Attendees:

Agenda:

Ehren presented the RRH Consumer Evaluation Survey for annual CE evaluation. Asked for edits, changes, suggestions:

- On question 6, Monica and Stephanie suggested adding examples of assessments like the VI-SPDAT.
  - Monica: Say “housing assistance or placement”
  - Bonnie: Or say “resources”?
  - Kristen – the blank on question 6 may yield bad answers.
    - Ehren: could we add specific options but per region?





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- Teresa, just move the question up so it jogs their memory
- Monica: should we ask about advertisement – how did you know to show up there?
- For 12 and 13:
  - The response rate wasn't too high, and the way they are worded may not get the best answers.
  - Brian: should we put in check boxes instead?
    - Maybe put in the type of services people are receiving?
    - And were those services helpful to you?
- Gender questions:
  - Group liked Deena suggestions
  - Brian suggested we split out transgender to a separate question.
- Complaint questions:
  - Add some detail about what happened with discrimination.
  - Lynne: could we detach the complaint portion, put it in a separate envelope?

Ehren described dynamic prioritization

- Monica: There's no clear cut-off. People are so rigid with the VI-SPDAT, we need some way to communicate the overlap between categories.
- Lynne: Where does this lead? What do we do with people who we aren't going to serve?
  - It potentially leads to more resources, or the community can help figure out what to do with those people.

Ehren described phased assessment

Teresa: I think it would be difficult to get shelters to do it

Lynne: I'm not sure if there's capacity

Ehren: but it may help that

Teresa: Union County has a housing crisis team and case management team.

Deena: From a DV perspective you wouldn't have to share until the comprehensive assessment and less people would be on the list. Could DV shelters be a pilot since they're doing this already? Information could be shared from earlier assessments.





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Ehren: possibly we could replace other assessments happening in shelters.

Lynne: Leaning toward phased assessment.

Monica: Maybe we need two strategies: unsheltered and sheltered.

## October 21, 2019

Attendees: Bonnie Harper, Deena Fulton, Kristen Martin, Linda Walling, Melissa Eastwood, Monica Frizzell, Lynne James

NCCEH Staff present: Ehren Dohler

Agenda:

2-1-1 as CE access point

Dynamic Prioritization

### 2-1-1 as CE access point

Ehren asked the following questions:

- What role do we want 2-1-1 to play in our CE system?

Kristen Martin: Extra navigators would be helpful. We've tried more screening and that hasn't worked. Work over the phone is difficult because stories can change. It works best when you have experienced screeners. Good diversion conversations would be really helpful.

Linda Walling: Answering the phones overnight and make referrals for the next morning. Diversion and making sure referrals are appropriate would be really helpful. Want to reduce the number of contacts for inappropriate referrals.

Lynne: I agree – filtering people out who are not necessarily homeless. Diversion is difficult at the shelter door. And 211 would be more useful in places where there aren't shelter options or beds are all full.

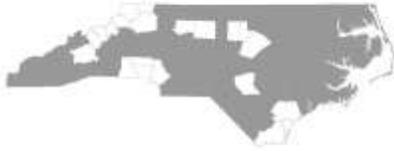
Monica: How would 2-1-1 integrate into NC CARE 360?

Ehren: NC 2-1-1 is already fully integrated into NCCARE360

Deena: When someone is fleeing DV the referral would go straight to the DVSP, unless 2-1-1 would get training in safety planning for diversion.

Teresa: some states integrated 2-1-1 and DV hotlines.





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Teresa: It would be helpful for referrals from 2-1-1 to go directly to me via the HMIS dashlet.

Lynne: I agree. It seems like 2-1-1 needs to know bed availability so they can refer directly to shelter. But if someone can't go to shelter going to the CE lead would be good.

Ehren: We would need protocols for when to refer to the CE lead.

Linda: The first referral to the shelter or front doors makes sense.

Teresa: In Region 5 all the front doors are shelter.

Linda: We have a lot of people who don't show up, so many 2-1-1 referrals wouldn't show up.

Lynne: Shelter in Greenville is first come first serve, 2-1-1 referral wouldn't trump the people who show up without 2-1-1. Need to manage expectations.

Linda: Change the wording that it's not a "referral", it's a resource that could be available to you.

Ehren: Would 2-1-1 doing the VI-SPDAT be helpful?

Teresa: Absolutely.

Kristen: It would be helpful if expectations were managed – they would still need to meet a local service provider, and housing wouldn't be guaranteed.

Monica: Have we ever considered using the regular SPDAT questions?

Bonnie and Melissa: It would be helpful for 2-1-1 to do VI-SDPATs.

Linda: I don't think they should refer to the by-name list.

Lynne: I agree it would not be helpful to refer to the by-name list.

Teresa: It would help to get people on the by-name list in Region 5 because there's a shelter that doesn't participate and it would be good to give them access.

Lynne: I would prefer those people to get referred to the CE lead then populate the by-name list.

Linda: Would we need to update the regional plan?

Ehren: Yes. We may also put it in the CoC-wide plan.

## **Dynamic Prioritization**

Ehren described





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Linda: I think this process would be helpful because it would be good to see what the reasonable expectation for cost per household would be. Being able to compare across regions or programs would be great.

Lynne: I agree – it really depends on how much money you have to work with, but that may not match up with what's the reasonable need per household. If you have a small amount of money – how do you decide who to serve?

Ehren: So this could also result in guidelines for the whole CoC. You could look at similar housing markets.

Monica: Use VI-SPDAT score to look at length of time.

Ehren: We could bring in other demographic factors too like income or disability rates.

Linda: This wouldn't take into account other resources like DSS and client income.

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