



North Carolina Balance of State Continuum of Care

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www.ncceh.org/BoS

NC BoS CoC Steering Committee Meeting

January 7, 2020 Minutes

Regional Leads Present: Kristen Martin, Gail Henson, Mary Boyles, Melissa McKeown, Marie Watson, Emily Locklear, James Mercer, LaTasha McNair, Melissa Eastwood, Jim Cox, Tharesa Lee

At-Large Members Present: Deena Fulton, Ellen Blackman, Todd Rosendahl, Angela Harper King, Parker Smith, Michael Dineen, Paulett Wall

SC Members Absent: Destri Leger, LaTonya Penny, Eric Edwards, Jessa Johnson, Brooks Ann McKinney

Interested Parties Present: Angel Goldston, Angela Houston, Bonnie Harper, Toyia Burgess, Catrina Martin, Gary Richardson, Grace Whitney, Linda Golden, Lori Watts, Monica Frizzell, Mary Erwin, Rebecca Snyder, Renee Urban, Shelley Hudson, Teena Willis, Teresa Allen, Teresa Robinson, Tujuanda Sanders, Amy Modlin

NCCHEH Staff Present: Brian Alexander, Jenn Von Egidy, Debra Susie, Jasmin Volkel, Kevin McNamee, Chaney Stokes

Approval of Consent Agenda

- The consent agenda will be voted on as a whole at the beginning of each meeting. Steering Committee members may request to move an item from the consent agenda to the regular agenda, if they feel it requires additional discussion.
- The consent agenda was sent out prior to the meeting and is posted at: <https://www.ncceh.org/bos/steeringcommittee/>
- There being no changes needed, the consent agenda was approved by common consent.

Staff Updates

Brian introduced one new staff member, Chaney Stokes, on the NC BoS CoC team. Chaney will be working with the coordinated entry system alongside Ehren Dohler.

2020 Steering Committee Members Introductions

Each member of the Steering Committee, including alternates, were asked to briefly introduce themselves and answer the following questions:

1. Name, Agency, Title
 2. How long have you served on the Steering Committee?
 3. What unique experience do you bring to the Steering Committee?
 4. What do you hope to accomplish with the Steering Committee this year?
- Kristen Martin, Executive Director, Thrive (Region 2): Has served for 2 years on the Steering Committee and works in behavioral health. She is excited to work on a unified housing plan and to streamline both HUD and NC DHHS funding requirements and keep both moving forward.

- Gail Henson, Catawba Valley Behavioral Health (Region 3): Brings experience from their residential program, housing development management, and grant writing.
- Teena Willis, Housing Development Manager, Partners BHM (Region 3 & 4): Has served on the Steering Committee for several years and brings knowledge and experience to the committee.
- Melissa McKeown, Chief of Operations, Community Shelter of Union County (Region 5): Has served as Regional Alternate for 4-5 years and is serving as lead for the first time this year. She is excited to get important information out to Region 5 and to collaborate to make a difference in the lives of those experiencing homelessness in her area.
- Marie Watson, Executive Director, Johnston-Lee-Harnett Community Action (Region 7): Has served on the Steering Committee for several years. She has served families for over 40 years and bring lots of knowledge, experience, and skills in grant writing.
- Emily Locklear, Executive Director, Southeast Family Violence Center (Region 8): Has been at her agency for 6 years and has served as Regional Lead for 5 years. Her agency provides emergency shelter and rapid re-housing in Region 8. She hopes to represent her rural area and to speak to the vulnerabilities of the DV homeless population.
- LaTasha McNair, Housing Manager, Eastpointe (Region 10): Has worked with Eastpointe for 4-5 years but has over 15 years of housing experience she brings to the Steering Committee.
- Melissa Eastwood, Housing Coordinator, Trillium (Region 11): Has served on the Steering Committee for 3 years. She is interested in helping the coordinated entry system in her region grow.
- Jim Cox, Homeless Program Coordinator, United Way of Pitt County (Region 12): Is a Social Worker by training and retired from Vidant Healthcare and has served as an adjunct professor at East Carolina University. He is excited to develop new leadership in his region, reach out to the counties that do not participate as much, and expand the ESG grant.
- Tharesa Lee, The Filling Station (Region 13): Served as an alternate years ago and has remained in contact with the Regional Committee over the years. She has worked in housing in several capacities in eastern NC and is eager to help her region grow.
- Ellen Blackman, Community Living Specialist, NC Housing Finance Agency (at-large): took over Thea Craft's seat in May 2019. She has previously served as a Regional Lead, PIT lead, and on the board of the North Carolina Coalition to End Homelessness. She has 32 years of housing experience. She looks forward to improving the coordinated entry system and tapping into housing resources to bring into NC.
- Micheal Dineen, Executive Director of the Lenoir Housing Authority and President of the NC Housing Authority Directors Association (at-large): This is his first year on the Steering Committee, and he is excited to bring information to other housing authorities across the state.
- Angela Harper King, Supportive Housing Specialist for MH/DD/SA in the NC Department of Health and Human Services (at-large): Has 31 years of experience and is eager to eliminate barriers, supporting "no wrong door," and providing the least restrictive housing to meet people's needs.
- Emily Lowery, Executive Director, The Haven of Transylvania County (Region 2): Has worked at The Haven since 2012 and served on the Steering Committee since 2014. Emily has lived



experience and wants others to know that a homeless experience is not an identity.

- Todd Rosendahl (at-large): chatted into the meeting “Hi all - sadly I cannot connect to audio this morning. Happy to be on the Steering Committee for a second year. I'm the National Director of Programs for Point Source Youth, a national agency working to end youth homelessness. I live and work out of my home office in Alamance County.”
- Deena Fulton (at-large): chatted into the meeting “I'm sorry if I missed the introductions -- I had to hop off because a light in my office started smoking. Had to call building maintenance and relocate.”

2020 Steering Committee Members by Region

Region	Regional Lead	Regional Alternate
Region 1	Destri Leger	Keri Guidry
Region 2	Kristen Martin	Emily Lowery
Region 3	Sabra Rock	Gail Henson
Region 4	Mary Boyles	Teena Willis
Region 5	Melissa McKeown	Andrea Merrimen
Region 6	LaTonya Penny	Natasha Elliott
Region 7	Marie Watson	Quiottir Radcliff
Region 8	Emily Locklear	Andrew Collier
Region 9	James Mercer	Melissa Elliott
Region 10	LaTasha McNair	DJ Coles
Region 11	Melissa Eastwood	Cherri Brunson
Region 12	Jim Cox	Tujunda Sanders
Region 13	Tharesa Lee	Antionette Boskey

2020 At-large Steering Committee Members

Lived Experience	
Eric Edwards, Transylvania Association for Disabled Citizens	
Partner Sectors	
Deena Fulton, North Carolina Coalition Against Domestic Violence	Parker Smith, Pisgah Legal Services
Ellen Blackman, NC Housing Finance Agency	Todd Rosendahl, Point Source Youth
Michael Dineen, PHA City of Lenoir	Brooks Ann McKinney, Moses Cone Health



Government	
Angela Harper King, NC DHHS, Division of MH/DD/SA Services	Lisa Phillips, NC Homeless Education Program, DCDPI
Jessa Johnson, NC DHHS, Supportive Housing	

2020 Steering Committee Next Steps

- All Steering Committee members will need to complete the [Conflict of Interest form](#).
- All Regional Committees are asked to submit names and contact info for their leadership positions to NCEH staff: <https://forms.gle/tnicGGYaAHiGb2Mw6>
- Watch the Steering Committee Orientation Webinar: This webinar is highly encouraged for new Steering Committee members and a good refresher for standing Steering Committee members.
 - Recording: <http://bit.ly/2ZAEzKt>

2020 Steering Committee Meeting Dates

Steering Committee meetings are held the first Tuesday of each month from 10:30 AM-12:00 PM.

January 1/7/2020	July 7/7/2020
February 2/4/2020	August 8/4/2020
March 2/3/2020	September 9/1/2020
April 4/7/2020	October 10/6/2020
May 5/5/2020	November 11/3/2020
June 6/2/2020	December 12/1/2020

Annual Coordinated Entry Evaluations

The CoC evaluates the coordinated entry system to understand how we are doing and mark areas for improvement.

Current CE evaluation framework:

- Surveys provided to:
 - People currently experiencing homelessness, after VI-SPDAT
 - People in RRH and PSH programs
 - CE participating providers
- RRH surveys distributed on rolling basis
- VI-SPDAT surveys during two-week period (set by Coordinated Entry Council)



- PSH surveys during two-month period, end the same week as VI-SPDAT surveys (set by CEC)

RRH surveys should be distributed now:

- To all currently enrolled RRH clients
- To all future RRH clients, on a rolling basis
- All materials available at www.ncceh.org/coordinatedentry

The Coordinated Entry Council (CEC) decided to end survey collection April 4

- Surveys should be distributed with every VI-SPDAT for 2 weeks starting Sunday, March 22.
- Surveys will be distributed to PSH clients (only those enrolled in the last year) for 2 months prior, starting February 4

Coordinated Entry Evaluation Timeline

Activity	Start	Finish
Surveys distributed to RRH clients	Ongoing	
Surveys distributed to PSH clients	February 4, 2020	April 4, 2020
Survey distributed to people receiving VI-SPDAT	March 22, 2020	April 4, 2020
All surveys collected and turned in to NCCEH	March 22, 2020	April 10, 2020
Survey data analysis by NCCEH	April 10, 2020	May 1, 2020
Analysis presented to Coordinated Entry Council	May 18, 2020	
Analysis presented to Steering Committee	June 2, 2020	

We need your help!

- To be a robust evaluation we need enough data from each region.
- We plan to provide a regional breakdown (per ESG office request) in the analysis this year.
- Having few respondents from a region could mis-represent the CE process in that region.

Supportive Services for Veteran Families Program (SSVF) Letters of Interest

SSVF serves Veteran households by providing Rapid Re-housing and Prevention services. Applications are due on January 31, and Volunteers of America of the Carolinas (VOAC) has requested a letter of support from the NC BoS CoC. Volunteers of America serves 59 counties with SSVF.

- Letter of Support requires agency to
 - Participate in Regional Committees
 - Participate in the PIT Count
 - Take all referrals through the coordinated entry system

A motion to approve a letter of support for VOAC was made [Dineen, Willis]. All in favor, none opposed. The motion passed by unanimous consent.



2020 Point-in-Time/Housing Inventory Count

2020 Goal: The NC Balance of State CoC will complete an accurate and comprehensive Point-In-Time and Housing Inventory Count in 2020 throughout all of our regions.

- Our count is on January 29, 2020
- Gives a snapshot of homelessness on a given night.

PIT/HIC data is an important tool and resource for your communities

- Inclusive count of homeless populations
 - Includes non-HMIS agencies
 - Includes unsheltered homeless populations
- Can use local and regional data to:
 - Understand size and scope of the homeless population
 - Assess system for gaps
 - Do your programs match the needs of your population?
 - Track increases or decreases
 - Locate and engage unsheltered homeless populations
 - Raise community and political awareness of homelessness

Key Terms

- Point-in-Time Count (PIT)
 - Count of everyone experiencing literal homelessness as defined by HUD
- Housing Inventory Count (HIC)
 - Count of the beds in the homeless service system
 - Temporary: Shelter and transitional housing
 - While here, people are counted as experiencing literal homelessness
 - Permanent: Rapid rehousing and permanent supportive housing
 - While here, people are not counted as experiencing homelessness, but we still use the surveys to inform our reports.

Regional Teams Benchmarks

Date	Benchmark
January	Keep NCCEH and Regional Committee informed of progress and participate in planning calls with other regional teams.
January	Train all volunteers and finalize logistics for the night of the count and up to 7 days after for service-based counts
January 8	Regional Lead update call
January 15	Final Virtual Open Office Session
January 29	2020 PIT/HIC Count Day!



February

Wrap Up: Regional Committee works with Regional Count Team to thank team members, agencies, donors, and volunteers.

- This page on the NCCEH website is the go-to place to find regular updates, trainings, and other important information: <https://www.ncceh.org/datacenter/pointintimehowto/>

Funding and Performance Subcommittee

The Funding and Performance Subcommittee (FPS) has a specific role to play in the NC BoS CoC as laid out in the Governance Charter:

- Assist the Steering Committee to set goals and priorities for the CoC and to make funding decisions.
- **Analyze relevant data including, but not limited to, system performance measures, progress toward ending homelessness among subpopulations, and resource allocation.**

FPS will be working to fulfill its role to look at and share data regularly.

- Work with HMIS@NCCEH to pull data from HMIS.
- As a subcommittee, assess available information and develop a shared knowledge about what is happening in the CoC.
- Work with NC BoS CoC staff to create a dashboard to share monthly with the Steering Committee.
- Discuss what steps might be taken to have a greater impact and bring this wisdom to the Steering and Regional Committees.

Looking at our data can give us insight into our system:

- What is the scope of our work?
- What are some of the major activities?
- What is happening over time?
- Is there any impact if we change how we do things?
- Are there ways to improve our data?

Overall, our goal is to use data from HMIS to answer questions that can help us focus on what we can do to improve outcomes for people experiencing homelessness.

FPS will develop a dashboard that the Steering Committee will review at each meeting!

Dashboards as a tool can:

- Demystify data
- Replace complexity with insight
- Draw attention to important data
- Increase interactivity and exploration
- Develop strategies for impact

We will start with a dashboard with the Steering Committee and then move towards dashboards that Regional Committees can use at each of their Regional Committee meetings. We want to use data to drive our work at the CoC and local levels and help develop and evaluate strategies over time. Using these dashboards, we understand that it will require us to:

- Improve our data quality and collection



- Ensure that programs are entering all relevant information such as NC County of Service
- Solicit other programs to start using HMIS so that we have increased coverage, especially in ES and TH programs.
- Build data literacy
 - Training for Steering Committee members
 - Training and ongoing technical assistance with regional leadership to understand how to use the data and facilitate discussions.

Meetings and Reminders

- PIT/HIC Lead Update Call
 - Wednesday, January 8, 1:30-2:30 PM
 - To join the meetings, log in here: <https://global.gotomeeting.com/join/791696621>
 - Audio: (646) 749-3112 and Access Code: 791-696-621
- PIT Virtual Open Office Session
 - Wednesday, January 15, 1:30-2:30 PM
 - To join the meetings, log in here: <https://global.gotomeeting.com/join/791696621>
 - Audio: (646) 749-3112 and Access Code: 791-696-621
- Funding and Performance Subcommittee Meeting
 - January 17, 1:00-2:30 PM
 - We are accepting new members to serve on this committee. Please email bos@ncceh.org if interested.
 - Presentation: <https://global.gotomeeting.com/join/791696621>
 - Audio: (646) 749-3112 Access Code: 791-696-621
- Call for ESG Workgroup members
 - If you are interested in serving on the ESG Workgroup, submit your information here: <https://forms.gle/vbnkPFu3u1Nyewn78>
- Coordinated Entry Council Meeting
 - TBD (rescheduling due to MLK Holiday)
 - Presentation: <https://global.gotomeeting.com/join/791696621>
 - Audio: (646) 749-3112 Access Code: 791-696-621

Next Steering Committee Meeting: Tuesday, February 4, 10:30 AM – 12:00 PM

