

North Carolina Balance of State Continuum of Care

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www.ncceh.org/BoS

NC Balance of State CoC Steering Committee Consent Agenda and Updates

May 5, 2020

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Section I. NC BoS CoC Steering Committee Consent Agenda

The following will be voted on at the May 5, 2020 NC BoS CoC Steering Committee meeting:

April 7, 2020 Steering Committee Minutes

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

Reconsideration of April 7, 2020 vote on 2020 Anti-Discrimination Policy

The NC BoS CoC Steering Committee voted to approve the 2020 Anti-Discrimination Policy during the April Steering Committee meeting. However, an error was found regarding the entry of the client's preferred name versus their legal name into HMIS. This has been corrected and posted for consideration for common consent at: <https://www.ncceh.org/files/10688/>.

*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

Anti-Discrimination Policy Webinar

Wednesday, April 29, 10:00 – 11:00 A.M.

Link to webinar/recording: <https://bit.ly/2zlhEE7>

ESG Workgroup Meeting

Thursday, May 14, 9:00 - 10:30 A.M.

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

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

Coordinated Entry Council Meeting

Monday, May 18, 10:00 – 11:30 A.M.

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

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

Racial Equity Subcommittee Meeting

Wednesday, May 20, 9:00 A.M.

Presentation: <https://www.gotomeet.me/NCEndHomelessness>

Audio: (646) 749-3112 Access Code: 975-793-733

BoS HMIS User Meeting

Thursday, May 21, 1:00 - 2:30 P.M.

Register here: <https://www.ncceh.org/events/1379/>

Funding and Performance Subcommittee Meeting

Thursday, May 28, 11:00 A.M. - 12:00 P.M.

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

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

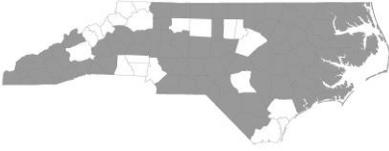
COVID-19 Local Leadership Response Sharing Call

Every Wednesday afternoon at 1:00 P.M.

Presentation: <https://www.gotomeet.me/NCEndHomelessness>

Audio: (646) 749-3112 Access Code: 975-793-733





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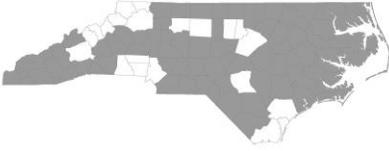
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CANCELED: Bringing it Home: Ending Homelessness in NC 2020
May 20-21, 2020

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Section III. Meeting Minutes and Supporting Materials

Coordinated Entry Council Meeting April 20, 2020 Minutes

Attendees: Kristen Martin, Jeff Rawlings, Linda Walling, Melissa Eastwood, Stephanie Williams, Teresa Robinson, John Apol, Michele Welsh,

COVID-19 response discussion:

- Sheltering
- Non-congregate sheltering
- PH referrals
- Planning for Back@Home

Region 7 Beacon Rescue Mission needs additional funds for non-congregate sheltering.

Region 5. Community Link still housing people. All calls virtual, virtual inspections.

Jeff Rawlings: Meeting every week now. Incorporating emergency hotels into CE. Using skype, etc. for inspections. Paperwork maintained at the shelter. Emergency meeting scheduled today.

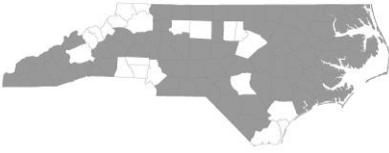
Kristen Martin: Zoom meetings. CE entries via phone, working on releases via mailing address. Separate spreadsheet for tracking during COVID so no one gets skipped. Got private grants for housing.

John Apol: Continuing as normal, working by email. Focusing on getting people out of congregate shelter. Exited all families, exited to 1/3 of capacity in men's shelter.

Melissa: Region 11, bnl growing. Most people unsheltered. Room at the Inn staying open to support. Doing regular case conferencing by phone.

Michele: Region 13 housing/rapid resolution out of shelter. Down to just 5 people. Phillipians place not having the same level of people coming in.





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ESG Workgroup Meeting

March 26, 2020 Minutes

Members Present: Alan Bagshaw, Natasha Elliott, Deneice Cole, Jim Cox,

Members Absent: Melissa McKeown

NCCEH Staff Present: Brian Alexander, Nicole Purdy, Jenn Von Egidy

2019 ESG Awards

Region	Percentage of LPA Awarded
1	100%
2	100%
3	100%
4	65%
5	95%
6	54%
7	100%
8	100%
9	0%
10	100%
11	100%
12	100%
13	100%

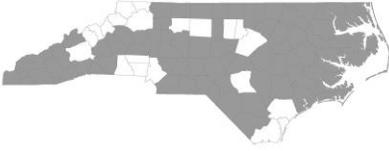
Awards across the NC BoS CoC went up from previous years, with most Regions receiving 100% of their Fair Share allocation. However, Regions 4 and 6 remain concerns as they are still underfunded. Region 9 is completely unfunded, although they had several agencies submit ESG application.

2019 ESG Feedback

ESG Funding Process Leads Survey

At the end of the 2019 ESG competition, BoS staff sent out a survey to be completed by the regional Funding Process Leads.





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- The survey asked questions related to the technical assistance and support provided to the leads and regions for the ESG application process by staff.
- The survey did not ask questions about the actual application, NC ESG office requirements, or any other parts of the competition that was not designed by the NC BoS CoC team.

Survey: What did we get right?

As we look at the pain-points we found in the competition, it's also important to try to hold on to what works well about the current process.

- Responding to questions asked either during status calls, webinars, or through one-on-one contact
- Creating collaboration with regional partners to make sure benchmarks were met
- Posting materials to the website to be referred to later
- Holding phone calls and discussing benchmarks helped to stay on a tight timeline

Survey: Pain-points identified

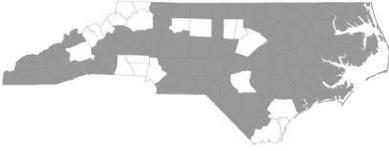
- Scorecard
 - Found wording and jargon confusing
 - Lack of nuance and ability to negotiate points
- Staff review of applications
 - Long turn-around time
 - Felt like running two separate competitions
- Overall Impression
 - Conflicting information from NC ESG and NC BoS CoC
 - Lack of Steering Committee input on the review process

December 2019 Steering Committee meeting debrief

Staff presented the survey feedback to the SC and then solicited discussion of the ESG process and staff technical assistance.

- This led to the SC deciding the process had several identified pain-points that needed to be address.
- The NC BoS CoC Steering Committee voted to create the ESG Workgroup.
- Steering Committee Debrief: pain-points identified
 - Lack of volunteers to lead the process
 - Due to the increased workload of the ESG Funding Process Lead, some regions have had difficulty finding a volunteer to lead
 - Competitive process strains partnerships in the region
 - Harmful to collaboration and maintaining existing partnerships
 - Received conflicting information from NC ESG Office and NCEH





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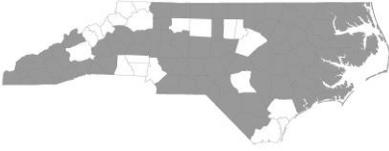
- Information continued to change even after submission of applications
- Difficult to maneuver for applicants and regions alike
- CoC Staff: What did we get right?
 - Regions have control and can make decisions based on their community needs
 - Regions are able to require ESG grantees participate in the Regional Committees, take on leadership roles, attend a certain percentage of meetings, and even report out on performance at the meetings.
 - Regions can make requirements of grantees
 - Applications have improved dramatically
 - Funding increased this year

- CoC Staff: pain-points identified

In addition to the pain-points identified by ESG Leads and NC BoS CoC Steering Committee, CoC staff have a few they discussed about the process.

- Regions still left money on the table
 - Zero funding in R9
 - Underfunding in R4, R6
- Timeline
 - Time between orientation in-person meetings and application submission to NCCEH was too short
 - Review time for almost 50 applications
 - Overlapping competitions
- Communication
 - Scorecard transparency
 - Lots of stakeholders: NC ESG, NCCEH, ESG Leads, Applicants, Steering Committee
 - NCCEH not included in appeals process, redistribution process, and updated award amounts were delayed
- Undue burden on regions and applicants
 - NC ESG receives administrative funds to make decisions
 - Applications are reviewed at least 3 times
 - Conflict of interest for NCCEH staff to score
- Summary of pain-points from ESG FPL, NC BoS CoC, and Staff
 - Time and knowledge burden on regions
 - Timeline
 - Communication
 - Steering Committee input





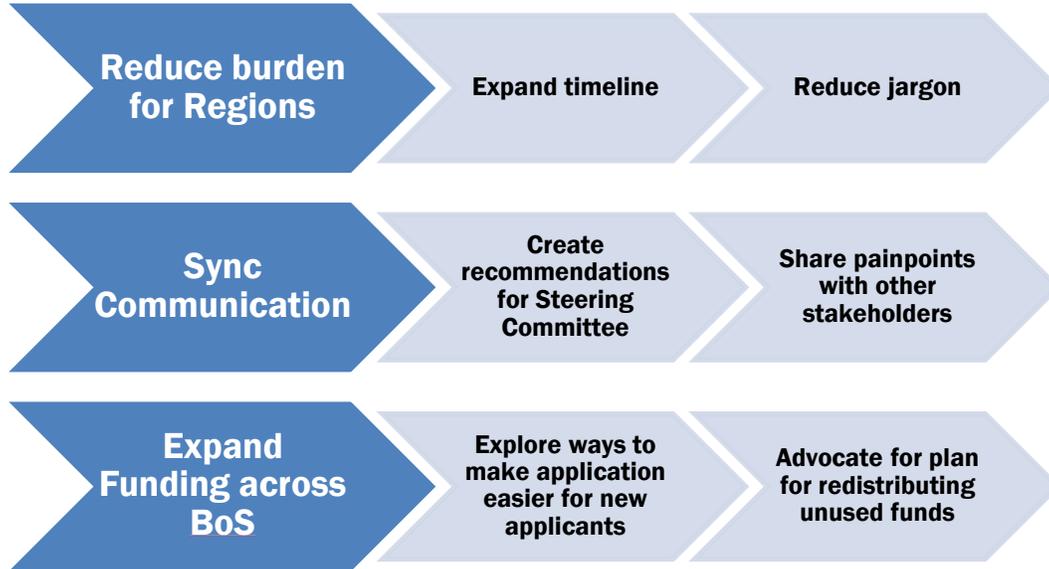
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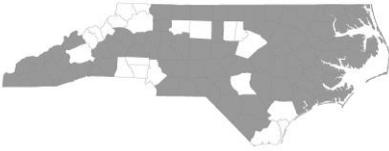
ESG Workgroup Purpose



Stakeholder assessment

- Members discussed different stakeholders of the NC ESG application process and their power versus interest.
- Conversation about leverage renewal applicants have in their Region to influence decisions as well as with the NC ESG office to influence decisions and appeals process.



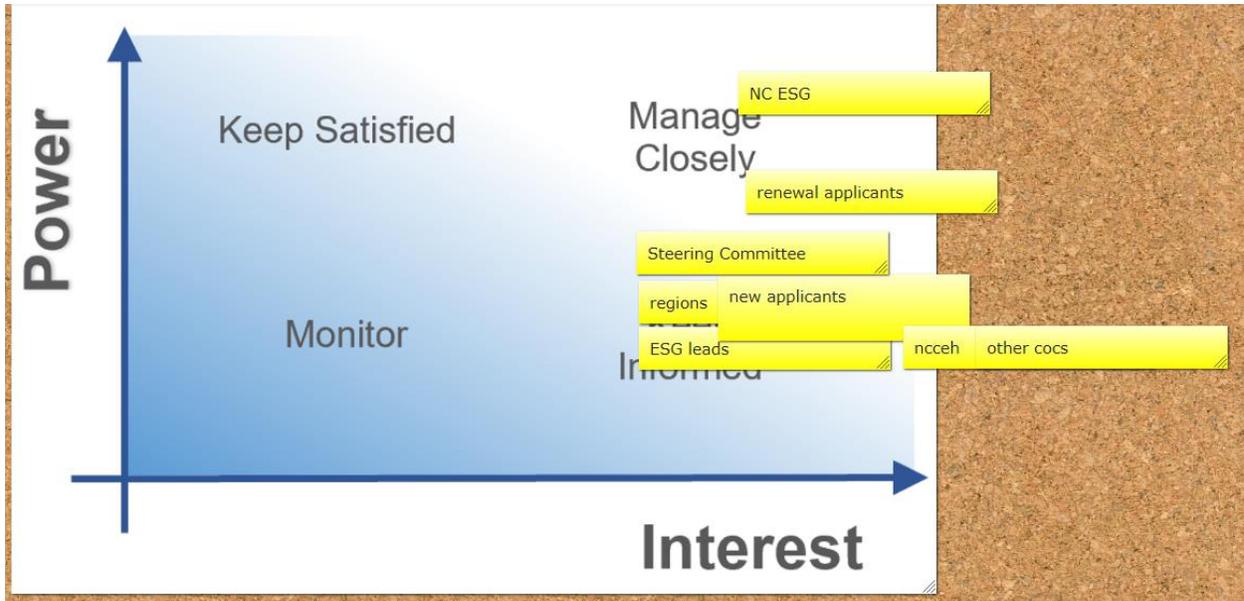


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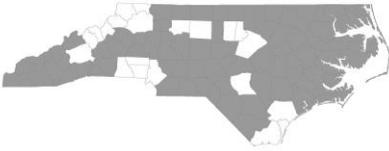


Options for next steps

Staff presented potential options for how the workgroup could decide to meet with the NC ESG office to discuss pain-points and make recommendations for improvement.

	Option A: Invite to a meeting	Option B: NCCEH meets only	Option C: CoC representatives meet together
Benefits	<ul style="list-style-type: none"> • Workgroup can give direct feedback • Empowers workgroup • Relationship building • Workgroup can hear direct response • Represents the CoC 	<ul style="list-style-type: none"> • Allows workgroup to remain anonymous 	<ul style="list-style-type: none"> • Not just NC BoS CoC issues raised • Pressure to change may increase





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Costs	<ul style="list-style-type: none"> Requires comfort of workgroup members to speak up Does not include other CoCs May still require follow meetings/time 	<ul style="list-style-type: none"> Workgroup receives information 2nd hand Does not include other CoCs Requires back and forth between workgroup and NC ESG Puts in the same spot as we are now 	<ul style="list-style-type: none"> BoS nuanced issues may not get highlighted Workgroup receives information 2nd hand Requires back and forth between workgroup and NC ESG
Mitigations	<ul style="list-style-type: none"> Plan for the conversation with possible solutions Keep Steering Committee updated Survey other CoCs Let other CoCs know the work and conversations that happened 		

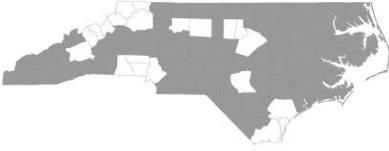
The workgroup discussed option A, but to also survey other CoCs to see if they have similar feedback.

Next Steps

- Draft talking points from BoS to ESG office
- Draft survey for other CoCs input
- Email drafts to workgroup to get edits, changes, comments before April 30 meeting)
- Get Alan’s feedback about the process as a newbie
- Invite ESG office to a meeting

Adjournment: Next meeting on Thursday, April 30, 2020, 9:00-10:30 A.M.





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