

North Carolina Balance of State Continuum of Care

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NC Balance of State CoC Steering Committee Consent Agenda and Updates

December 1, 2020

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Section I. NC BoS CoC Steering Committee Consent Agenda

The following will be voted on at the November 3, 2020 NC BoS CoC Steering Committee meeting:

November 3, 2020 Steering Committee Minutes

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

Community Link Grant Amendment Requests

Community Link requests approval of a budget amendment for two grants. The performance period for the first grant ([NC0045L4F031912](#)) is April 1, 2020 THROUGH March 31, 2021. To continue providing rental support in this project, the grantee requests a shift of \$16,000 from Administrative and \$41,000 from Supportive Service to Rental Assistance. The total amount of the shift is \$57,000, and this grant is exceeding its housing goal. The performance period for the second grant ([NC0125L4F031911](#)) is JUNE 1, 2020 THROUGH May 31, 2021. In order to continue providing rental support and oversight in this project, the grantee requests a shift of \$33,000 from Supportive Services to the Administrative and Rental Assistance budget line items.

*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

New ESG Grantee Orientation webinar,

Thursday, December 3, 11 A.M. - 12:30 P.M.

Register here: <https://www.ncceh.org/events/1467/>

COVID-19 Local Leadership Response Sharing Call

Every other Wednesday afternoon at 1:00. December meetings: December 9th and 23rd

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

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

Funding and Performance Subcommittee Meeting

Friday, December 11, 12:00 – 1:00 P.M.

Presentation: uberconference.com/briannnceh

Audio: (401) 283-4752 Pin: 13939

Racial Equity Subcommittee Meeting

Cancelled. Meetings will resume in January on the third Wednesday of the month.

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

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

NC BoS CoC Steering Committee's New Member Orientation

Thursday, December 17, 2:30 – 4:00 P.M.

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

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

Register here: <https://www.ncceh.org/events/1474/>

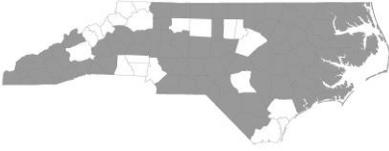
Coordinated Entry Council Meeting

Monday, December 21, 10:00 – 11:30 A.M.

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

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





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2021 PIT Training (NC BoS CoC non-HMIS participating projects)

Wednesday, January 6, 2021, 11:30 a.m. - 12:30 p.m.

Register here: <https://www.ncceh.org/events/1468/>

2021 Victim Service Providers PIT Training (NC BoS CoC non-HMIS participating projects)

Thursday, January 7, 2021, 11:30 A.M. - 12:30 P.M.

Register here: <https://www.ncceh.org/events/1469/>

BoS HMIS User Meeting

Thursday, January 21, 2021, 1:00 - 2:30 P.M.

Register here: <https://www.ncceh.org/events/1464/>

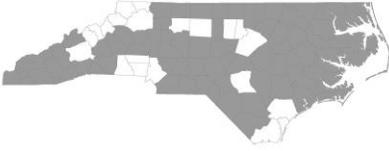
CoC Competition Update

Awaiting information from HUD regarding plans for the FY20 CoC competition.

CoC Funding Priorities: <https://www.ncceh.org/files/10673/>

CoC Intent to Apply form: <http://bit.ly/2TrvcKu>





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Section III. Meeting Minutes and Supporting Materials

Coordinated Entry Council Meeting

November 16, 2020 Minutes

Attendees: Kristen Martin (Region 2), Michele Knapp (Region 4), Teresa Robinson (Region 5), LaTonya Foust (Region 6), Jeff Rawlings (Region 7), Lynne James (Region 12), Michele Welsh (Region 11 and 13)

Staff: Brian Alexander, Ashley Von Hatten

NC BoS CoC Coordinated Entry Goals: SSO-CE grantees were asked to provide 2-3 measurable goals for the 2020-2021 funding year, with the intent to monitor agencies on these goals. Additional goals will then be added to grant agreements for 2021-2022. NCCEH staff are working on goals for the NC BoS CoC CE system, with the following goals discussed:

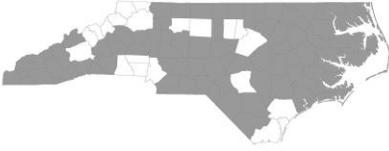
- Increase access to housing resources outside of ESG/CoC-funded resources
- Build community responsibility with all housing options discussed at case conferencing
- Coordinate access to shelter beds
- Facilitate quick access to permanent housing with the lightest touch possible

A discussion followed regarding more engagement from Public Housing Authorities (PHA) and how to use set-aside and/or preferences to help move households through coordinated entry. Communication with PHAs regarding Mainstream and Family Unification Vouchers are also important, to understand all resources in the community. A Moving On approach can be used to move households from Permanent Supportive Housing (PSH) into PHA vouchers, freeing up scarce PSH resources for the community. Although these conversations are being had in a few NC BoS CoC regions, the movement of households from the coordinated entry by-name list to permanent housing, through PHAs, is irregular. It can be even more challenging during COVID-19 and with PHAs taking units off-line for renovations.

Regional CE Monthly Check-in Calls: To add more structure to the monthly regional CE check-in calls, an agenda format will be added with the following topics:

- Budget
- Data
- Goals
- Grievances
- Case Conferencing





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In addition to the agenda, there will be more emphasis on technical assistance, with each month focusing on a specific topic.

Back@Home: Back@Home referral process is pivoting away from NCCARE360 and the new intake system will take place in Smartsheet, with the following advantages:

- Connect program applicants from NC 2-1-1 or CoC CE to Back@Home Rehousing Agencies
- Provide a live view into the program to track progress towards our goals with a quick feedback loop on problems that need to be solved
- Provide easy avenues of communication between partners to ensure households have a smooth experience of the process
- Provide NC 2-1-1 with internal workflow management tools to assist staff
- Provide Rehousing Agencies with tools to create multiple view client lists and track internal workflows and client progress
- Provide quick reporting on program metrics without a delay of combining data from two HMIS and 3 Victim Service Provider comparable databases.

The goal is to have Smartsheet complete and NC 2-1-1, CoC CE referral representatives, and Back@Home Rehousing Agencies trained by the end of this week. We are anticipating NC 2-1-1 to begin taking referrals on November 30, 2020.

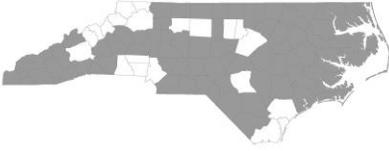
With Annual ESG funding and ESG-CV funding available for many agencies, it will be necessary to determine which funding to use on households entering housing. Agencies should consider the following when making decisions:

- Client need (annual ESG up to 24 months of assistance vs ESG-CV up to 12 months of assistance)
- Staff capacity (caseloads and staff capacity for each program)
- Funding (amount of funding and timeframe for spending)
- Administrative choice (administrative decision rather than individual case worker decisions to remain consistent)

HMIS: Coordinated Entry Data Elements to be collected as of October 1, 2020. Please reach out to Nicole Purdy (nicole@ncceh.org) with any specific questions.

Working on engagement for non-HUD-funded agencies to enter data into HMIS. Challenges include emergency shelters not being trauma-informed, enforcing work programs, and not understanding mission. NCCCEH is facilitating discussions regarding education of non-HUD-funded agencies on HMIS and the benefits of data and coordinated entry.





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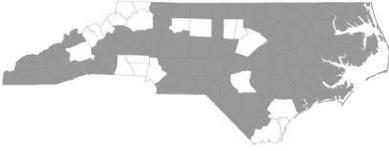
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With the next CEC meeting scheduled for December 21, 2020, it was decided to evaluate if the meeting should be rescheduled or cancelled on November 30, 2020. With no further business, the meeting was adjourned.





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NC Balance of State CoC Nominating Subcommittee Meeting November 16, 2020 Minutes

Attendees: LaTonya Penny, Jim Cox, Tharesa Lee

Staff: Kevin McNamee and Debra A. Susie

In preparation for the presentation of a slate of 2021 at-large members for the NC BoS CoC Steering Committee, the Subcommittee reviewed each candidate in more detail. That information follows:

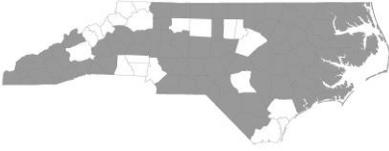
Pam Atwood, Director of Housing Policy, NC Housing Coalition

- Policy analyst with the Southern California Association of Non-Profit Housing, advocating for policies to reduce financing and land use barriers to the development and preservation of affordable housing.
- Worked with Global Green USA to assist local governments and public agencies across the country to develop and implement sustainable design and construction policies and criteria.
- A project coordinator/LEED AP with a boutique real estate development firm in Los Angeles and as a real estate broker in Maine, New Hampshire, and North Carolina.
- B.A. from the University of California, Los Angeles (UCLA) where she studied Public Policy and Psychology.
- Key organizational contribution: Mission is to generate affordable housing

Kelly Ross Benton, President of the Executive Committee, NC Realtors Housing Foundation

- NC REALTORS® Housing Foundation, a charitable foundation, provides housing opportunities through education and community-based initiatives including disaster relief.
- Served on the National Association of REALTORS® Housing Opportunity Committee, created in 2002 with the vision of positioning, educating and assisting REALTORS® to create housing opportunities for all.
- Past President of Union County Association of Realtors; Realtor of the Year in 2001
- Board of Directors for Safer Communities Ministry, a non-profit organization with proven recidivism relief rates through prisoner care, education, and ministry along with addiction recovery efforts.
- Graduate of the NC REALTORS® Leadership Academy and currently in the National Association of REALTORS® Leadership Academy.
- Key organizational contribution: Commitment to generate rental assistance





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Tiffany Gladney, Policy and Government Affairs Manager, NC Rural Center

- Served as the Director of Advocacy and Government Affairs for March of Dimes-North and South Carolina
- Instrumental in passage of SB 98, legislation aimed at screening newborns for critical congenital heart defects as well as advocated for legislation leading to improved birth outcomes, funding for tobacco cessation, and preconception health initiatives.
- Communication Specialist at Saint Augustine's University
- Graduated from North Carolina State University with a BA in Communication Media followed by a job as social media consultant on the The Carmichael Show
- Key organizational contribution: Focus on policy advocacy for rural communities

Jeffrey Rawlings, Johnston Lee Harnett Community Action

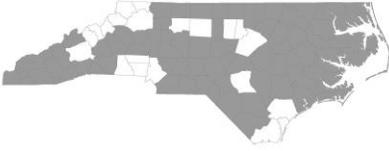
- Serves as the Coordinated Entry Lead for Region 7
- Serves on Racial Equity Subcommittee for NC BoS CoC
- Rapid Re-Housing Counselor and Case Manager at the Harnett County Office of JHCA.
- First chairperson of S3 Housing Connect, a consortium of city and county officials and employees, the Sanford Housing Authority, five local shelters, local nonprofits, civic groups, and churches. The goal is to generate a more coordinated and comprehensive response to homelessness.
- Over 20 years in the IT support field.
- NC State University and Phillips College with a degree in Computer Science
- Key organizational contribution: Expertise from lived experience

Isaac Sturgill, Project Director, Housing Unit, Legal Aid of North Carolina

- Staff Attorney for over eight years with Legal Aid of North Carolina, providing civil litigation with a focus on landlord/tenant law and foreclosure prevention
- Served as a clerk at the U.S. District Court for the Western District of North Carolina
- Served as an intern for the Institute for Indian Estate Planning and Probate at the Seattle School of Law, where he drafted estate planning documents for tribal members
- Served as an intern at Legal Services of Southern Piedmont
- Graduated from the Charlotte School of Law in 2012 after attending Western Carolina University
- Key organizational contribution: Lead on eviction diversion during COVID

The Subcommittee then reviewed the full slate of 2021 at-large members in the context of representative categories and the required minimum and maximum numbers for each. Those shaded in yellow represent returning members from 2020; and those in





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green, new members. There was discussion about presenting arguments to the Steering Committee for retaining the 6 at-large members under the Statewide Focus category, given that the total slate had not exceeded the maximum of 13 at-large members and that we met the goal of increasing the members with lived experience to two, and the minimum for state government was satisfied with continuing, experienced representatives. Dr. Penny agreed to make that case to the Steering Committee for approving all 6 at-large members within the Statewide Focus category as well as formally offer the full slate to the Steering Committee for approval.

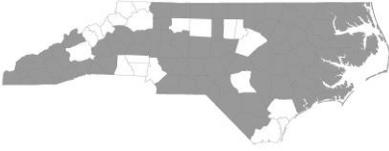
2021 At-Large Members (Min. 7–Max. 13)

People with Lived Experience (Min. 1 w/goal of 2 in 2021)	NC State Government – works with a program that serves people experiencing homelessness (Min. 3 – Max. 6)	Other with Statewide Focus (Min. 3 – Max. 5)
Eric Edwards, Transylvania Association for Disabled Citizens	Department of Health and Human Services Angela Harper King, Community Mental Health	Health care sector Brooks Ann McKinney, Cone Health
Jeffrey Rawlings, Johnston Lee Harnett Community Action	Department of Public Safety	Business sector Kelly Ross Benton, NC Realtors
	Department of Commerce	Public housing agency Pam Atwood, NC Housing Coalition
	Department of Military and Veteran Affairs	Youth services or advocacy sector
	Department of Public Instruction Lisa Phillips, Education of Homeless Children and Youth	Domestic violence services or advocacy sector Deena Fulton, NC Coalition Against Domestic Violence Tiffany Gladney, NC Rural Center
	NC Housing Finance Agency Ellen Blackman, NC Housing Finance Agency	Legal Services Isaac Sturgill, Legal Aid NC

Given that each Subcommittee member participated in one of the calls to recruit the 5 new at-large members, the following assignments were made relative to the presentation of information to the Steering Committee about each of those new members.

- Pam Atwood, NC Housing Coalition: A. Susie
- Kelly Ross Benton, NC Realtors Housing Foundation: E. Marie Watson
- Tiffany Gladney, NC Rural Center: Tharesa Lee
- Jeffrey Rawlings, Johnston Lee Harnett Community Action NC: Kevin McNamee
- Isaac Sturgill, Legal Aid NC: Jim Cox





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NC Balance of State CoC Funding and Performance Subcommittee November 19, 2020 Meeting Minutes

Members Present: Melissa McKeown, Talaika Williams, Amy Modlin

NCCEH Staff Present: Brian Alexander, Andrea Carey

Minutes:

- Brian welcomed members and introduced the agenda for the meeting.
- Andrea gave an update on progress for a dashboard to use for monthly Steering Committee meetings.
 - The NCCEH Data Center has requested an upgrade to system reporting from WellSky to allow a custom field for NC County of Service. WellSky has not begun the work, but the good news is that another version of the HUD CSV export is now available so we will have the most up-to-date version and will not need to update for at least a year once complete
 - The delay in WellSky's work means that we will not have a dashboard in January. We will keep the subcommittee updated as we know more.
- Brian began conversation on maximizing HMIS bed coverage and reaching the goals that the NC BoS CoC Steering Committee approved at its November meeting.
 - Brian reminded members the goals that the FPS recommended and the Steering Committee approved:
 - The NC BoS CoC will increase HMIS emergency shelter bed coverage to 75% by December 31, 2021.
 - The NC BoS CoC will increase HMIS transitional housing bed coverage to 45% by December 31, 2021.
 - Staff structured the conversation today through a series of decisions points to consider in developing a process to meet the goals.
 - Members answered the question: how do we roll out this plan? Centralized or de-centralized?
 - Melissa answered that she felt it needed to be a mixture of both. Other members agreed.
 - Centralized oversight and support, clearing the way for communication and updates with someone at the CoC-level checking boxes for status in each region.
 - Communication, support, and evaluation will be handled by the FPS.



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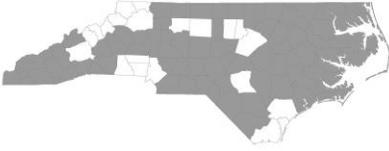
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- De-centralized engagement and outreach where regions use direct contact/relationship building, escalating to the subcommittee when support is needed.
- Members answered the questions: who should handle the outreach and engagement? who will evaluate the process and data?
 - Melissa felt elected leadership needed to be involved. Other members agreed.
 - Talaika felt that assigning responsibility to Regional Lead Alternates might give this position a specific task other than filling in when the Regional Lead was not available. Members felt it would give Alternates a change to build their leadership.
 - The Regional Lead Alternate would serve in the role of facilitator of the process in much the same way as the PIT/HIC Lead or Funding Process Lead where they facilitate and oversee the plan for the region but other Regional Committee members would play an essential role in the outreach, engagement, and recruitment.
- Members answered the question: what resources do the people doing outreach and engagement need?
 - Members identified a need for an orientation training, scripts for outreach, list of agencies/programs for outreach, and a guide that identified responsibilities, steps to join HMIS, and responses to some common questions that might be asked (if I'm not funded, why should I do this? The agency has low staff capacity. How do we meet HMIS requirements? How long does it take to onboard? How long does it take to enter data? Do I need to enter all my back data to be in the system?)
 - Members also felt like regions would need to address fears of using a new database and provide context and examples.
 - Potentially we could survey non-funded, HMIS participating agencies to ask them questions about why they use the system, what things they wished they had known ahead of time, and why others should join? We could ask some of these agencies if they would be a referral if potential agencies wanted to talk with a peer agency.
- Members answered the questions: where do focus our attention? Where do we pull in NCCEH Data Center/NC BoS CoC staff to help?
 - Members suggested prioritizing agencies that used to use HMIS but no longer do; CE and Regional Committee participating agencies; large emergency shelters
 - NCCEH staff should be available when regional partners have questions, need technical support, and to hold the FPS accountable.
- Members answered the questions: when do we want to begin rollout of the plan? when do we want to evaluate our progress?





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- Members said we would start outreach as soon as possible to give regions time to meet the goal. Staff said they could be ready in January to do the orientation training.
 - Staff said there are several ways to roll out the information:
 - Incorporate new Regional Lead Alternate role at the new Steering Committee member orientation webinar in December.
 - Present the full plan at the January 2021 Steering Committee meeting
 - Present the full plan and specifics of roles at an orientation training to Regional Lead Alternates in January 2021.
 - Staff will draft a simple document outlining the plan and procedure with a process map. Staff will email this information prior to the next meeting for review. The FPS will finalize the plan in December for rollout in January.
 - The meeting was adjourned. Next month's meeting will be changed to Friday, December 11th at 12 PM.

