

North Carolina Balance of State Continuum of Care

bos@ncceh.org

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www.ncceh.org/BoS

NC Balance of State CoC Steering Committee Consent Agenda and Updates

December 7, 2021

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Section I. NC BoS CoC Steering Committee Consent Agenda

The following will be voted on at the December 7, 2021, NC BoS CoC Steering Committee meeting:

November 2, 2021, Steering Committee 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

NC BoS ESG Grantee Webinar

Thursday, December 9, 10:30 A.M. – 12:00 P.M.

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

NC BoS CoC New Member Orientation

Thursday, December 9, 12:30 A.M. – 2:00 P.M.

Presentation: <https://zoom.us/j/5799039481?pwd=UFkwNCTldUszeG94Y2prS0ttRkVmdz09>

Coordinated Entry Council Meeting

Monday, December 13, 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

December meeting cancelled. Next Meeting: Wednesday, January 19, 11:30 A.M. – 12:30 P.M.

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

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

NC Local Leadership Response Sharing Call

No December call. Next call: Wednesday, January 19, 1:00 – 2:00 P.M.

Presentation: <https://zoom.us/j/5799039481?pwd=UFkwNCTldUszeG94Y2prS0ttRkVmdz09>

NC BoS HMIS User Meeting

December meeting cancelled. Next meeting: Thursday, January 20, 1:00 - 2:30 P.M.

Presentation: <https://zoom.us/j/5799039481?pwd=UFkwNCTldUszeG94Y2prS0ttRkVmdz09>

Meeting ID: 579 903 9481 Passcode: qYqVY5

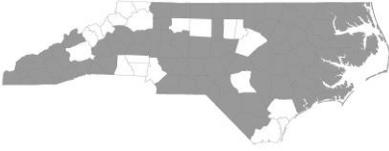
Funding and Performance Subcommittee Meeting

December Meeting Cancelled. Next Meeting: Thursday, January 27, 11:00 A.M. – 12:00 P.M.

Presentation: uberconference.com/briannceh

Audio: (401) 283-4752 Pin: 13939





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Section III. Meeting Minutes and Supporting Materials

Coordinated Entry Council November 15, 2021, Minutes

Attendees: Denise Bean: Region 1, Kristen Martin: Region 2, Michele Knapp: Region 4, Teresa Roberson: Region 5, Kim Lunsford: Region 6, Jeff Rawlings: Region 7, Shawanda Barnes: Region 9, Linda Walling: Region 10, Michele Welsh: Regions 11 and 13, Angela Harper King, Trisha Ecklund, Brian Fike, Nicole Wilson, Bonnie Harper, Stephanie Williams, Lynne James

Staff Present: Ashley Von Hatten, Allie Card, Nicole Purdy, Andrea Carey, Laurel McNamee Jeremy Ratcliff

Unsheltered CE Access

Andrea Carey gave a presentation on the 2022 PIT Count. The slides and recording for unsheltered CE access are available on the CE page under Unsheltered (<https://www.ncceh.org/bos/coordinatedentry>)

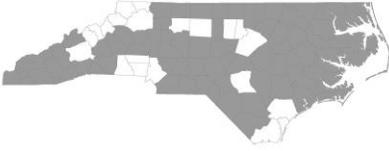
Outreach can look like:

- Assertive or Active Street Outreach is meeting folks where they are
- Passive outreach or “in-reach” is meeting folks at community events, other organizations, similar to past service counts
- Big groups covering a whole town or county
- Small teams of 2-4 people going out

Plan “street outreach days”

- Plan 1 “street outreach day” per month
- Form teams with 2-4 people that can engage people living on the streets
 - Engage volunteers to be part of your teams
 - Work together for safety and coverage
 - Go out for 2-4 hours and focus on known locations
 - Communicate information to CE Lead





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- Collect minimal information and focus on relationship building and connection
 - Bring incentives: gift cards, sock, snacks
 - Get contact information and ask them what they need
- Provide information and ask if you can schedule a time to talk further
 - At your service agency, if they can meet you there
 - At the place you met them
 - At a mutually agreeable place

Coordinate Passive Outreach

Identify partners that regularly serve people living unsheltered

- Food pantries
- Day centers
- Breakfast/lunch/dinner programs
- Crisis ministries
- Others

Connect with agency/program staff and ask if someone can come once a week to engage people living unsheltered

- Ask agency/program staff to help identify people for outreach
- Provide them information to connect people living unsheltered to you or other designated person to engage on non-outreach days

Take advantage of any upcoming events to engage people living unsheltered

- Thanksgiving or Christmas events
- Coat or other winter supply giveaways

Facilitate Follow-up

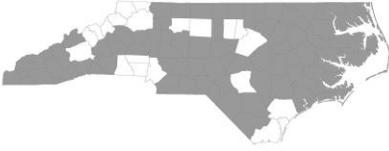
How can you reach folks after outreach?

- Call... more than once
- Email or any other contact info
- Visit their last known location

Next Steps

- Join SSO calls for planning support
 - If you haven't submitted, we will complete the worksheet together
- Email local volunteers and agencies with the plan
- Identify at least 3 Street Outreach Days a year
 - November, December, January





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- Teams of 2-4 volunteers
- Where do folks live unsheltered?
- What events do folks go to locally?
- Visit local groups with the forms they need to complete

Resources

Go to ncceh.org/bos/coordinatedentry > Unsheltered Access

- Planning tools like [Unsheltered CE Planning Worksheet](#)
- Data Collection tools for [First Contact](#) and [Additional Contacts](#)
- Privacy tools to have on-hand during outreach and ready for follow-up

Check-In Calls

- Plan on attending at least the next 4 CE Check-In calls
- Coordination with CE Leads
- Technical support from NCCEH staff

Emergency Housing Voucher

1) Households are ready to Move On with long-term rental assistance but less intensive case management. Permanent Supportive Housing (PSH) and Rapid Rehousing (RRH) clients are both eligible for Move On.

2) Households with highest length of unsheltered homelessness and where documentation for PSH (chronic homelessness and/or disability) is not able to be obtained.

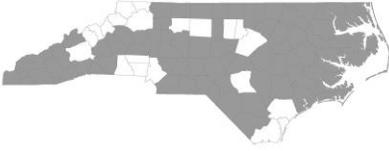
3) Families and/or individuals on current regional Coordinated Entry (CE) by-name list (BNL) who need long-term rental assistance.

EHV Roles and Responsibilities

PHA

- Accept referrals from CE Lead
- Comply with all HUD standards
- Conduct Briefing for voucher households
- Support households in housing search process
- Complete HQS
- Enter Housing Assistance Payment (HAP) Contract with Landlord
- May assist with other supportive services





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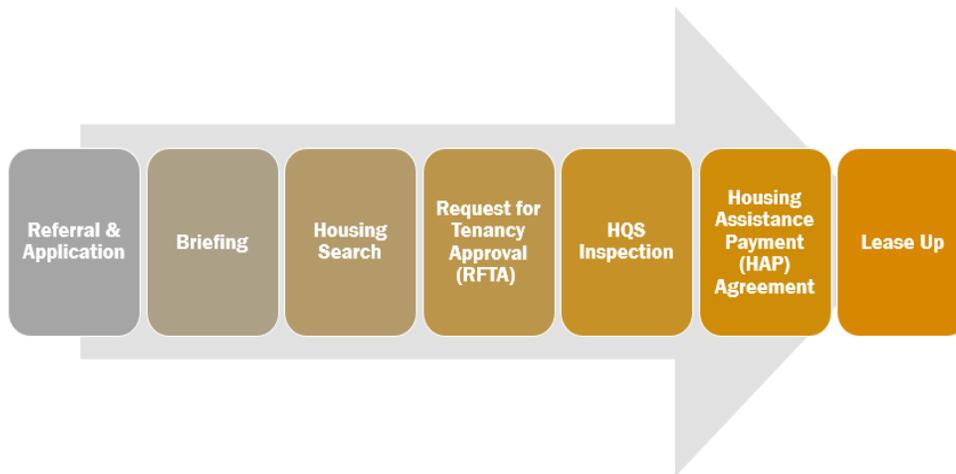
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CE Lead

- Main point of contact for the PHA
- Partner with PSH & RRH providers to facilitate moving on referrals
- Filter BNL for priority 2 & 3 during case conferencing
- Complete all EHV referral forms and send to PHA
- Identify a provider point of contact for each household

Basic EHV Timeline



* See also [HUD Lease Up Process Flow](#)



NC BoS Transfer Form

Purpose: Client chooses to live in a different region than where they are currently receiving services

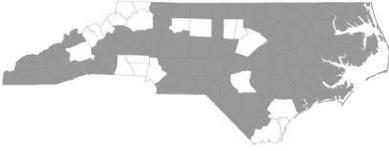
Who should use it: Provider currently working with the household

Role of CE Lead:

- You will securely receive this form along with HMIS forms and VI-SPDAT assessment
- Enter the household into your regional CE project
- Case conference

Will be added to NCCEH's Website after this meeting





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Introduction to VA Health Systems

- Local VA Health Care Systems are overseen by the Department of Veterans Affairs, a Cabinet level executive branch of the federal government.
- Within North Carolina there are 4 main VA Health Care Systems:
 1. Durham VA
 2. Salisbury VA
 3. Fayetteville VA
 4. Asheville VA
 5. Hampton Virginia VA
- These main VA's also have various satellite clinics, called Community Based Outpatient Clinics (CBOC's) and larger clinics called Health Care Centers (HCC's)
- Each VA has their own service area (also called a catchment area)

Durham VA Catchment Area: Balance of State Regions

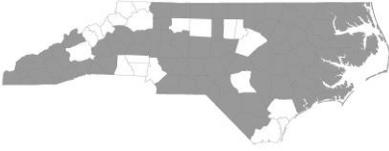
- Region 6: Alamance, Caswell, Chatham, Person & Rockingham
- Region 7: Johnston
- Region 9: Edgecombe, Franklin, Granville, Halifax, Nash, Vance, Warren
- Region 10: Wilson, Greene
- Region 11: Hyde
- Region 12: Beaufort, Bertie, Martin, Pitt, Washington
- Region 13: Carteret, Craven, Pamlico

Role of Coordinated Entry Specialist

- Participate in CoC meetings and planning efforts which may include leadership roles within the CoC group
- Provide direct linkage from community services to VHA homeless program services through regular and consistent communication with community providers
- Participate in case conferencing process within the CoC's coordinated entry system to help inform and facilitate referrals to VA programs
- Participate in policy formulation with federal partners, including VA, HUD, and USICH who have active initiatives to promote CES and community planning. The incumbent will work with local VA programs to ensure broad-based participation in CES and community planning

Durham VA Health Care System Referral Process for CE Leads





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Role of Balance of State CE Leads:

1. Share current By Name List, encrypted or password protected, monthly the Coordinated Entry Specialist
2. Share any contact information available for Veterans on the list; If available Social Security Number, as it will determine program eligibility criteria
3. Send referral to Volunteers of America, Carolina's Office
- 4.

Tip: Utilize "Point of Contact" Forms that are available and disseminate to service providers.

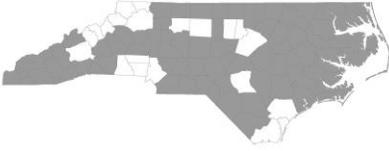
Durham VA Health Care System: Homeless Program Service Highlights

- Outreach Services
 - 3 Social Workers serve the Catchment Area
- Transitional Housing Services
 - Volunteers of America, Maple Court- Durham NC
 - TROSA
- HUDVASH
 - Section 8 voucher and intensive case management services for most severe veterans; not applicable for those with low income only, must have severe service needs
 - Not available in certain areas; Voucher can be used within 50 miles of Housing Authority
- Contracted Emergency Services
 - 12 Bed contract with USA Veterans Help, Durham NC
- National Homeless Call Center
 - (1-877-424-3838) 877-4AID VET

Announcements

- Racial Equity Demonstration Project
 - We have received notification that the NC BoS CoC has been selected to participate in a national cohort of CoC's attempting to improve equity in their Coordinated Entry systems!
 - NC BoS CoC will join other CoC's from across the country and receive HUD TA to work on improving racial disparities in access and prioritization.
 - The Prioritization Work Group of the Racial Equity Subcommittee will serve as the core team along with four NCCEH staff.
- December and January CEC meetings
 - December 13, 2021 (moved from December 20, 2021)
 - January 24, 2022 (moved from January 17, 2022)





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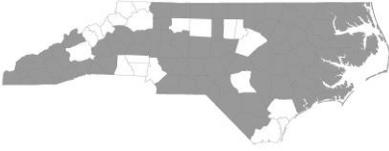
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Next meeting will take place on December 13, 2021





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NC BoS CoC Racial Equity Subcommittee November 17, 2021, Minutes

Attendees: Jeff Rawlings, Teresa Robinson, Mary Erwin, Lori Watts, Manuel Hyman, Angela Harper King

Staff: Laurel Mcnamee, Andrea Carey, Jeremy Ratcliff

Celebrations

Jeremy Ratcliff celebrated the completion of the Racial Equity Dialogue Series for 2021. Thanked workgroup members Teresa Robinson and Dr. Deniece Cole.

Staff celebrated the upcoming Thanksgiving holiday and break approaching.

Racial Equity Dialogue Debrief

Jeremy Ratcliff gave an update to the subcommittee on the Racial Equity Dialogue Series that took place on November 9th, 2021. A total of 146 people registered with 85 attending making it the most attended dialogue series to date. Feedback was very good from both panelist and participants noting that the conversation was “powerful” and “timely. A workgroup meeting will be called in December to discuss plans for dialogue series in 2022.

Work group members included:

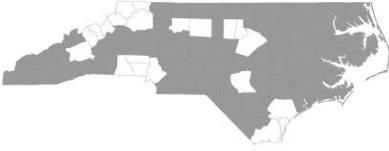
Teresa Robinson, Dr. Deniece Cole, Tandra Chamberlain, Laurel McNamee (NCCEH), Jeremy Ratcliff (NCCEH)

2022 Membership and Recruitment

Staff went over recruitment efforts for 2022. Noted that staff they did reach out to Regional Leads. Reaching out in the regions we don't have representation for support in identifying interested persons. FAQ document on subcommittee membership was sent out earlier in the week to RE Subcommittee and Regional Leads, 2 people have already expressed interest in joining. Staff also went over what efforts subcommittee members should be doing to increase roster.

- Plan to present at your regional committee meeting in Nov.
- Present the Membership document, discuss the work of the RE Subcommittee, and ask if anyone else wants to join.





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- Encourage anyone interested to contact Laurel at laurel.mcnamee@ncceh.org
- Decide whether you want to continue with the subcommittee and plan to attend November subcommittee meeting to report out on your membership and your recruitment efforts.
- Jeff Rawlings, Teresa Robinson, reported that they delivered reports on recruitment to their respective regional committees

Anti-Discrimination Policy

Staff provided information on the NC BoS Anti-Discrimination Policy. Anti-Discrimination policy is currently focused on preventing overt acts of discrimination, largely in access to services. There is not currently much of an equity lens embedded in the policy. Subcommittee members expressed very little capacity to take on another work group, and Jeff proposed examining the anti-discrimination policy as a whole subcommittee. Staff will review the document and bring proposals to the subcommittee.

The RE Subcommittee has the opportunity to propose revisions to the anti-discrimination policy in early 2022.

Prioritization Work Group

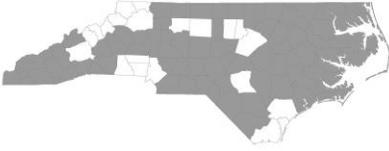
Andrea Carey gave an update about the Prioritization Workgroup. Gave information about the HUD TA: Equity Initiative noting that NC BoS CoC was selected as one of 9 communities in cohort 2 and sessions have already begun.

Next Sub-Committee Meeting

The subcommittee decided to cancel the December meeting and will reconvene in January.

The next meeting is January 19, 2022





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Funding and Performance Subcommittee

November 18, 2021, Minutes

Members Present: Amy Modlin, Jane Earnest, Melissa McKeown, Bonnie Harper

NCCEH Staff Present: Andrea Carey, Jeremy Ratcliff

Minutes:

- Andrea welcomed members and introduced the agenda for the meeting.

FPS Planning

- January - How to find Active Clients (People Experiencing Homelessness in our System) for different geographic areas
 - PHA catchments for advocating for dedicated vouchers? (at PHA meetings, preferences long-term not just for special funding)

Outcomes Overview

Access to Permanent Housing (PH)

- **PH Exits** = a client/household was enrolled in a homeless dedicated project and left for a permanent destination (no longer receiving services)
- **Move-Ins** = a client/household began sleeping in a permanent situation but may still be receiving services (only recorded for CE, RRH, and PSH projects)

It was also noted in the data that we helped 3,358 individuals or 1,909 households find permanent housing over the last complete year (FY21).

HMIS Recruitment Update

- Andrea gave an update on the HMIS Recruitment and its resources. It was noted that Family Guidance Center recently determined to be able to join. Also provided feedback about where the system needed to focus its attention and one strategy would be to improve its move on strategies.

Subcommittee Admin

Group did talk about member recruitment efforts for 2022. Different strategies discussed to do another recruitment push. Members to review 2021 support materials for Regional Lead Alternates by end of year.

Next month's meeting will be Thursday, January 27, 2021, at 11 AM.

