



North Carolina Balance of State Continuum of Care

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www.ncceh.org/BoS

NC Balance of State CoC Steering Committee Minutes

November 2, 2021

Regional Leads Present: Keri Guidry, Arwen March, Andrea Merriman, Natasha Elliot, Kristen Martin, Emily Locklear, Tharesa Lee, Teena Willis, Marie Watson, James Mercer, LaTasha McNair, Lakitra Claude, Tujuanda Sanders

At-Large Members Present: Angela Harper King, Brooks Ann McKinney, Cassandra Rowe, Jefferey Rawlings, Lisa Phillips, Torie Keeton, Kelly Benton, Ellen Blackman

SC Members Absent: Isaac Sturgill, Pamela Atwood, LaTonya Penny

Interested Parties Present: Derek Lancour, Elle Peterson, Kendra Martin, Kerry Bashaw, Samantha Hall, Alyce Knaflich, Joey Mosley, Tonya Freeman, Tracy Staley, Lynne James, Kecia Robinson, Teresa Adkins, Kimberly Hemphill, Leila McMichael, Jana Elliot, Monica Frizzell, Bonnie Harper, Emily Lowery, Deniece Cole

NCCEH Staff Present: Brian Alexander, Laurel McNamee, Ashley VonHatten, Jeremy Ratcliff, Allie Card, Debra Susie, Adrianna Coffee

Approval of Consent Agenda

- The consent agenda was sent out for review prior to the meeting and is posted at: <https://www.ncceh.org/bos/steeringcommittee/>
- The consent agenda was approved by common consent without changes or objections.

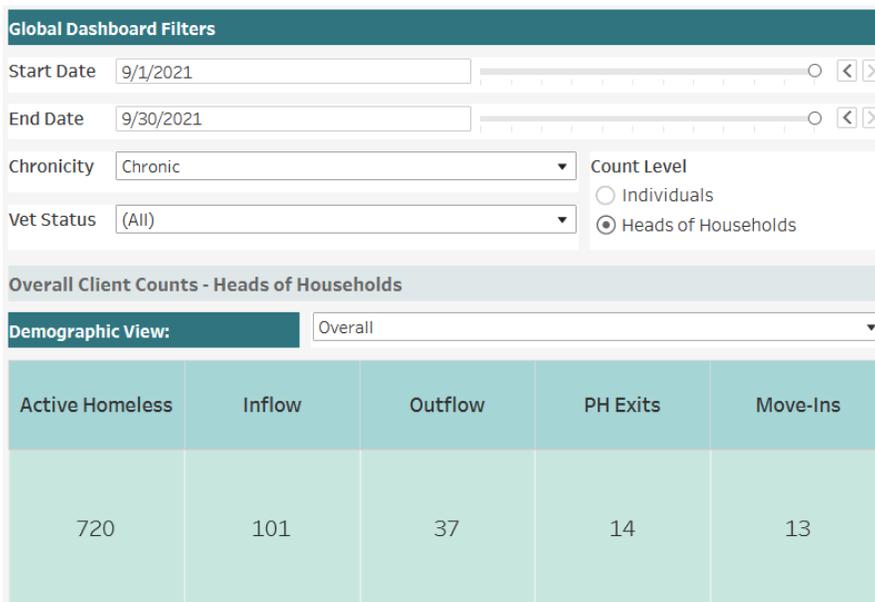
NC BoS CoC Dashboard

- Staff gave a presentation on NC BoS CoC Dashboard. The dashboard allows members to see CoC-, regional-, and county-level data on the NC Balance of State CoC tab. The dashboard also allows members to hone-in using individual project tabs to view

aggregate data for Street Outreach, Shelter (Emergency Shelter & Transitional Housing), and Permanent Housing (Rapid Rehousing and Permanent Supportive Housing) projects.

Brian Alexander highlighted the number of people experiencing chronic homelessness in the system. The dashboard shows 720 households experiencing chronic homelessness in the CoC. Because this population is eligible for PSH, we can see how many potential units of PSH will be needed to meet the need. The NC Balance of State CoC averages a little over 100 new households experiencing chronic homelessness each month.

Reviewing how many of these households were housed in a given month shows the shortfall of the system and indicates that CoC providers need to engage people before they become chronically homeless.



- The system enters a little over 1,000 new people per month. We currently have 720 households experiencing chronic homelessness with 101 new households experiencing chronic homelessness in September. Only 37 exited the system in September with less than half exiting to permanent housing. Move-ins nearly matched exits to PSH that could indicate that we're filling PSH slots quickly.
- Staff discussed potential efforts the CoC could take and the Steering Committee could prioritize based on this initial data:
 - Diversion efforts
 - Moving On strategies for Permanent Supportive Housing
 - Partnerships to exit more CH HHs (e.g., Public Housing Authorities)
 - Others?

Regional Committee Leadership

The NC Balance of State CoC Governance Charter requires Regional Committees to elect the following leadership position in the fourth quarter:

- Regional Lead
- Regional Lead Alternate
- Coordinated Entry Lead
- Webmaster
- Project Review Committee representative

Staff sent the 2022 NC BoS CoC Regional Leadership form to Regional Leads. Staff asked regions to submit their new leadership by December 15th. New regional leadership will begin their duty on January 1, 2022. Staff went through each position and its responsibilities.

Regional Lead

- Represents the region as a voting member on the Steering Committee
- Facilitates local meetings
- Serves as liaison between the Steering Committee and Regional Committee and serves as point of contact for CoC staff

Regional Lead Alternate

- Represents the region as a voting member on the Steering Committee when Regional Lead unavailable or has a conflict of interest
- Facilitates HMIS Recruitment plan with local subcommittee

Coordinated Entry Lead

- Must be a person from SSO-CE funded agency
- Facilitates local CE system implementation
- Ensures Regional Committee follows NC BoS CoC CE Written Standards and implements required system initiatives

Webmaster

- Ensures completion of Regional Committee meeting minutes
- Submits meeting agendas and minutes to NCCEH for posting

Project Review Committee representative

- Participates fully in review and scoring process for the annual CoC and ESG funding processes
- Does not have a conflict of interest
- Is not a current ESG or CoC applicant or grantee

NC BoS CoC Vaccine Data

Erika Ferguson-Walsh gave a presentation showing the vaccine distribution rates across the CoC's 79-county geographic area.

Objective

- Use probabilistic matching between the HMIS dataset and the vaccination dataset to determine, at an individual level, who has received a COVID-19 vaccination
- Analyze and visualize the data, following small cell suppression rules, to provide meaningful insights to HMIS stakeholders

Percent Vaccinated with at Least One Dose by County/Region

Population totals are broken out by region with the established hierarchy in this chart. Regions with population denominators that don't meet the small cell suppression threshold are either grouped together or hidden. For people with multiple regions assigned, the region associated with their most recent start date was chosen.

County/Region	% PEH Vaccinated with at Least One Dose	% Full Population Vaccinated with at Least One Dose
Orange County	36.6%	72%
Durham County	29.2%	68%
Region 1, 2	16.9%	52%
Region 3	23.9%	49%
Region 4, 6	20.2%	52%
Region 5	20.0%	49%
Region 7, 8, 9	17.0%	48%
Region 10, 11	14.9%	51%
Region 12	21.4%	52%
Region 13	16.0%	59%

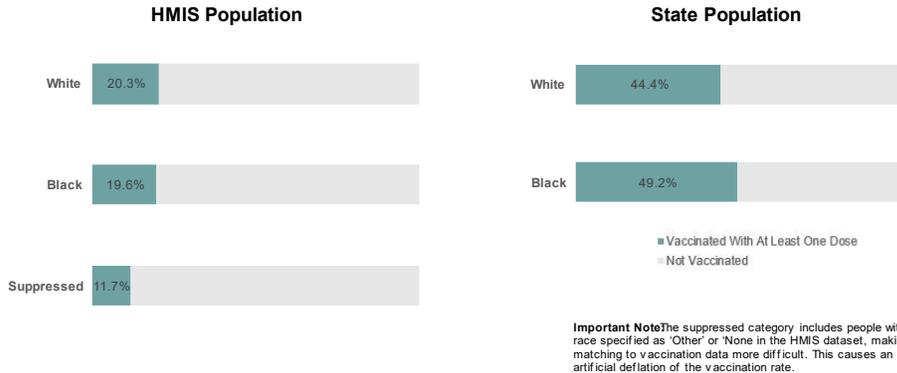
PEH= Person Experiencing Homelessness

Note: Data includes NC provider and federal pharmacy administrations. It does not include administrations from federal entities such as the Veterans Administration and the Federal Bureau of Prisons which may cause the vaccination rate to be slightly underrepresented as people experiencing homelessness may have been vaccinated through these programs.

- The chart above shows the population totals are broken out by region with the established hierarchy in this chart. Regions with population denominators that don't meet the small cell suppression threshold are either grouped together or hidden. For people with multiple regions assigned, the region associated with their most recent start date was chosen.

Percent Vaccinated with at Least One Dose by Race

Population totals are broken out by race in this chart and races with population denominators that do not meet small cell suppression thresholds grouped together. The state comparison for non-suppressed races is also shown.

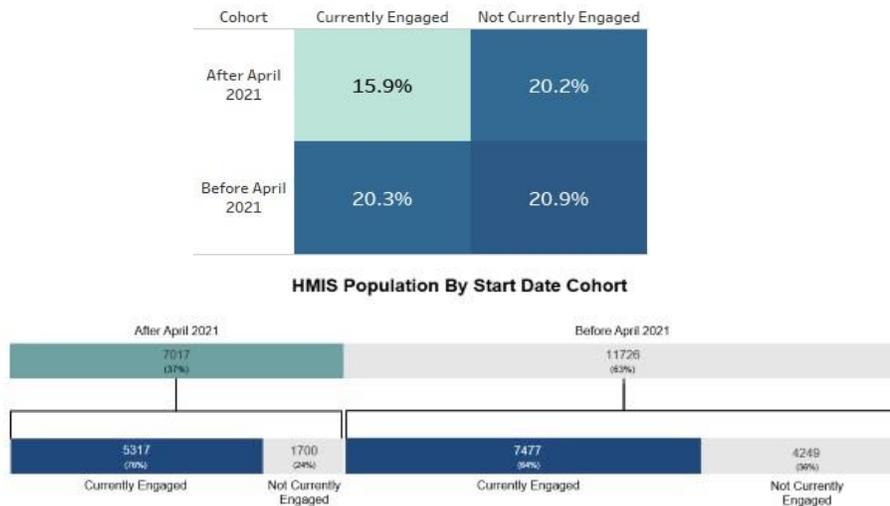


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Cohort Analysis Population Size and Vaccination Rate

The below chart shows the vaccination rate broken out by cohort and engagement status. The size of each population is shown in the breakdown below. Cohorts were calculated by splitting the HMIS population into those whose earliest start date was before April 1, 2021, and those whose earliest start date was on or after that date. A person was marked as currently engaged if they had a null end date which signifies that they are still enrolled in a program. Otherwise, they were marked as not currently engaged.



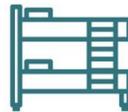
- The chart above shows the vaccination rate broken out by cohort and engagement status. Cohorts were calculated by splitting the HMIS population into those whose earliest start

date was before April 1, 2021, and those whose earliest start date was on or after that date. A person was marked as currently engaged if they had a null end date which signifies that they are still enrolled in a program. Otherwise, they were marked as not currently engaged.

2022 PIT/HIC Planning

Andrea highlighted roles that Unsheltered Access Coordinators, program staff, and NCCEH will play in the 2022 PIT/HIC.

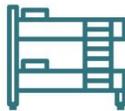
Data Collection for Point-Time Count



Unsheltered	Sheltered Count	
	HMIS ES + TH	Non-HMIS ES + TH
HMIS	HMIS Reports	Counting Us App
Night of Count: Jan 26 Service Based Counts: Jan 26-Feb 8	Work with NCCEH Data Center to finalize data and submit reports	Night of Count: Jan 26 Service Based Counts: Jan 26-Feb 8



Data Collection for Housing Inventory Count



Temporary Sheltered		Permanent Housing	
HMIS ES + TH	Non-HMIS ES + TH	HMIS RRH + PSH + OPH	Non-HMIS RRH + PSH + OPH
HMIS Reports: Work with NCCEH Data Center to finalize data and submit reports	People Count: Counting Us Survey App (Due early Feb)	HMIS Reports: Work with NCCEH Data Center to finalize data and submit reports	People Count: Counting Us Survey App (Due early Feb)
	Bed + Unit survey with NCCEH staff (Due early Feb)		Bed + Unit survey with NCCEH staff (Due early Feb)

Combining Data & Reporting

NCCEH Staff will combine data and create reports.

Data Collected	Type	Contributes to Point in Time Count (PIT)	Contributes to Housing Inventory Count (HIC)
People	Unsheltered	✓	
	Sheltered (ES +TH)	✓	✓
	Permanent Housing (RRH + PSH +OPH)		✓
Beds + Units	Sheltered (ES +TH)		✓
	Permanent Housing (RRH + PSH +OPH)		✓

This chart was used by staff to show that NCCEH Staff will combine data and create reports. Chart displays the type of data being collected and if it contributes to the PIT/HIC sections.

Unsheltered PIT Leads (Unsheltered Access Coordinators)

- Elected position for each region
- Facilitates data collection and entry so people experiencing unsheltered homelessness can access resources
 - Organizes volunteers for verification surveys night-of or immediately after PIT night
- Leads collection, entry, and verification of data for PIT night

ES, TH, RRH, PSH program staff

- Confirm point of contact with NCCEH when they reach out this fall
- Ensure information is ready and available for clients served on 1/26/2022
 - HMIS
 - Counting Us App if not HMIS participating; first training Dec 8th!
- Respond to NCCEH with program, funding, bed/unit, and capacity information in January/February

NCCEH staff

- Assigned agencies to support for non-HMIS and HMIS counts
- Designing and delivering training for different counts
 - Unsheltered Access trainings and materials can help communities prep: <https://www.ncceh.org/bos/coordinatedentry/>

Racial Equity Subcommittee

Teresa Robinson provided an update on the work of the Racial Equity Subcommittee. The second Racial Equity Dialogue series is set to take place on November 9th at 11:30 A.M. The topic for the discussion is *Where are we going now? Laws and policies that address Racial Disparities*.

- **Racial Equity 2022 Membership**

An update was also provided on recruitment efforts for 2022 and beginning the conversation to solidify roles and expectations for new members. Send interested people that are connected with your Regional Committee, or who work in an agency that serves people experiencing homelessness to Laurel at laurel.mcnamee@ncceh.org.

- New members should agree with the idea that racism is systemic and impacts all parts of homelessness systems. This includes acknowledgment that disparities in homelessness systems exist because of racism.
- Commit to attend as many monthly RE Subcommittee meetings as possible. Inform staff if you aren't planning to be there.
- Encouraged to serve on workgroups and other subcommittees, either RE Subcommittee or more broadly in NC BoS CoC.
- Share the responsibility of reporting to the NC BoS CoC Steering Committee. Expect to present at least once in the year.
- Promote and attend RE Subcommittee events, such as the RE Dialogue Series.

- **Racial Equity Demonstration Project**

- The CoC received notification that the NC BoS CoC has been selected to participate in a national cohort of CoCs attempting to improve equity in their Coordinated Entry systems!
- NC BoS CoC will join other CoCs 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 NCCEH staff Andrea Carey and Ashley VonHatten.

Coordinated Entry Update

Ashley VonHatten gave an update on the 2021 Coordinated Entry Evaluation Report.

The evaluation consisted of three elements:

- Surveys to participating provider agencies
- Surveys to people who are enrolled in permanent housing programs (rapid re-housing and permanent supportive housing)

- Surveys to people currently experiencing homelessness

Provider agencies completed 30 surveys. Survey respondents included agencies that participated in every part of the CE system. Provider surveys were completed in all 13 regions of NC BoS CoC.

Prevention and diversion: Since most respondents to this section were emergency shelter agencies, these results may indicate that the front door of emergency shelter is not the right place to administer a diversion screen, as most households have already exhausted resources prior to presenting at an emergency shelter.

The CoC should consider taking a different approach to facilitating diversion and self-resolution. Some respondents also indicated they do not complete the P&D screen, as they do not receive homelessness prevention funding. More training and resources are likely necessary.

VI-SPDAT: 52% of respondents said the VI-SPDAT accurately reflects the needs of the people the organization serves while 48% said it is accurate about half the time. Respondents generally agreed that the VI-SPDAT has problems with accurately reporting the needs of households. The two most cited weaknesses of the VI-SPDAT were underreports or problems because clients may not be willing to answer all questions and lacks diversity, equity, and inclusion.

Case conferencing: Almost all (97%) agencies said they attend case conferencing with about 17% of agencies citing they do not attend regularly and/or the majority of meetings. Case conferencing is more effective if clients can be referred or connected to other resources besides CoC- and ESG-funded housing resources. Ninety percent of respondents said their meeting does connect clients to other resources outside of the homeless service system.

Referrals: A majority (86%) of permanent housing programs said they always and/or usually receive eligible referrals, with a minority (14%) stating they sometimes, rarely, or never receive eligible referrals from the CE system.

The NC BoS CoC asked questions in every survey about how quickly the CE system connects people to permanent housing and services. For many people, the CE system quickly connects them to permanent housing, but approximately one-third of households were not connected to permanent housing after 6 months. Among people currently in permanent housing, most people (59%) waited at least 3 months for housing, and 29% waited 6 months or more.

The CoC does not have enough resources to provide every person experiencing homelessness a referral to a CoC- or ESG-funded program. The CoC could improve the timelines of referrals through additional CoC and/or ESG resources, preferences through PHAs, progressive approach to housing, more housing-focused services, and reducing barriers at case conferencing meetings.

The NC BoS CoC's coordinated entry system provides a process to file grievances if a participant has felt mistreated or discriminated against in the CE process. Most of respondents were aware of this process, with 93% citing they did not feel discriminated against. All survey respondents were offered the option to file a complaint; however, the three people who indicated they were discriminated against did not complete the information so the CoC could address their grievance.

The CoC learned a lot about its CE system in this evaluation and how to improve the evaluation itself. The CoC identified three areas of the evaluation process that need improvement: response rates, survey content, and response biases.

A motion was made by Natasha Elliot and seconded by Teresa Robinson to accept the Coordinated Entry Evaluation. Members unanimously approved the 2021 CE Evaluation Report.

Governance Charter and Written Standards Update

HUD requires CoCs to update their Governance Charters annually. Brian highlighted areas that need updates in the NC BoC CoC Governance Charter.

NCCEH staff have suggested updates to reflect:

- Cleaned up language for clarity including replacing pronouns to be gender neutral
 - Changed the name of the Unsheltered PIT Count Lead to Unsheltered Access Coordinator
 - Added Regional Lead Alternate position duties as approved by the Steering Committee
 - Added new dates and updated attachments
-
- Draft Governance Charter: <https://www.ncceh.org/media/files/page/94d3c4d5/nc-bos-governance-charter-draft-11-02-21.pdf>

- Staff and Steering Committee went over changes to Governance Charter. A motion was in favor of making changes to the NC BoS CoC Governance Charter which was made by Kristen Martin and seconded by Natasha Elliot and was approved unanimously.
- Staff suggested adding some language to the services section in each of the programmatic written standard documents (street outreach, emergency shelter, transitional housing, rapid re-housing and homelessness prevention, and permanent supportive housing). The suggested language included “Program staff will connect families with children to appropriate educational services including, but not limited to, early Head Start, Head Start, Public Pre-K, community colleges, and others. Staff will liaise with the local homeless school liaison to ensure coordination, allowing youth to attend their school of origin and receive eligible educational and other services allowable under McKinney-Vento.”
 - A motion was made to change the written standards about educational services by Teena Willis and seconded by Natasha Elliot and was approved unanimously.

Upcoming Meetings and Reminders

The Steering Committee was directed to review the following meetings and reminders for November 2021.

- **Coordinated Entry Council Meeting, Monday, November 15, 10:00 – 11:30 A.M.**
 - Presentation: <https://www.gotomeet.me/NCEndHomelessness>
 - Audio: (646) 749-3112 Access Code: 975-793-733
- **Racial Equity Subcommittee Meeting, Wednesday, Wednesday November 17, 11:30 A.M. – 12:30 P.M.**
 - Presentation: <https://global.gotomeeting.com/join/791696621>
- **NC Local Leadership Response Sharing Call, Wednesday, November 17, 1:00 – 2:00 P.M.**
 - Presentation: <https://zoom.us/j/5799039481?pwd=UFkwNCtLdUszeG94Y2prS0ttRkVmdz09>
- **NC BoS HMIS User Meeting, Thursday, December 19, 1:00 - 2:30 P.M.**
 - Presentation: <https://global.gotomeeting.com/join/168443229>
 - Audio: (571) 317-3122 Access Code: 168-443-2293

Tuesday, December 7 at 10:30 A.M.