



# North Carolina Balance of State Continuum of Care

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## NC Balance of State CoC Steering Committee Meeting Minutes

December 6, 2022

**Regional Leads Present:** Emily Lowery, Tonya Freeman, Pamela Hinton, Kristen McAlhane, Natasha Elliot, Emily Locklear, James Stroud, LaTasha McNair, Lakitra Claude, Tujuanda Sanders, Brian Fike

**At-Large Members Present:** Ellen Blackman, Angela Harper King, Lisa Phillips, Brooks Ann McKinney, Jeffrey Rawlings, Rachele Dugan, Isaac Sturgill

**SC Members Absent:** Derek Lancour, Marie Watson, Torie Keeton, Cassandra Rowe, Tiffany Askew

**Interested Parties Present:** Kecia Robinson, Charlesy Nance, Misti Taylor, Alyce Knaflich, Leila McMichael, Lori Watts, Talaika Williams, Amy Modlin, Kelly Deal, Kerry Bashaw, Brenda Marie Forbes, Troy Walkup, Jana Elliott, Kim Hemphill, Michele Welsh, Teresa Robinson, Melissa Elliot, Amber Story, Leonard Tillery

**NCCEH Staff Present:** Brian Alexander, Allie Card, Adrianna Coffee, Adriana Diaz, Laurel McNamee, Jenny Simmons, Debra Susie, Ashley VonHatten

### 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 voted on at the beginning of the meeting. Without changes or objection, the consent agenda was approved by common consent.

### NC BoS CoC Governance Charter Update

HUD requires all CoCs to have a Governance Charter and provide updates annually. CoCs must develop and regularly update a Governance Charter that defines its:

- Mission and vision
- Geographic area
- Decision-making structure & process
- Roles & responsibilities
- CoC & ESG funding processes
- Data collection methods & responsibilities
- Required policies & procedures

- Procedure to ratify and amend the Governance Charter

CoC staff propose several potential updates to consider for its 2022 Governance Charter. Staff suggest several updates:

- Language updates for clarity and accuracy of current procedures
  - Changed Alternate to Regional Lead Alternate
  - Changed Domestic Violence Services/Providers to Victim Services/Service Providers
  - Clarified attendance for quorum
  - Clarified Regional Committee meeting frequency expectation
  - Entered current HUD-required reporting – SPMs, LSA, and PIT/HIC
  - Updated to current name of Lived Expertise Advisory Council
- Opportunities to include more voices of people with lived expertise
  - Proposal removes the maximum of 2 seats for people with lived experience
  - Allows the CoC to include more PLE on the Steering Committee to participate in decision-making
- New Point-In-Time data collection procedures and requirements
  - Updated current programmatic requirements for HIC – Added Other Permanent Housing (OPH)
- New dates and updated attachments

Staff have drafted a CoC Code of Conduct to include in the Governance Charter. The Governance Charter does not currently incorporate a Code of Conduct for the CoC. The Code of Conduct:

- Defines professional behavior & appropriate interactions
- Sets a grievance policy and procedure for stakeholders & people experiencing homelessness
- Guides the CoC, including Regional Committees, CoC staff, & the Steering Committee, on how & when to address grievances
- Includes public posting & notification requirements

The Code of Conduct defines professional behavior and appropriate interactions. CoC stakeholders should:

- Represent their clients, their agencies, & the CoC in a fair, honest, ethical, & respectful manner
- Understand the purpose of the CoC & its role in regional planning to end homelessness
- Strive to stay up to date on CoC strategies & planning
- Uphold professional standards of conduct, exhibiting respectfulness, fairness, & honesty
- Respect confidentiality of sensitive information about the CoC, its stakeholders, program participants, & staff
- Clarify their professional roles and obligations, exercise reasonable judgement, & take precautions to ensure that any professional biases or conflicts of interest do not unjustly affect the CoC or people experiencing homelessness with whom they engage
- Attempt to resolve conflicts in a reasonable fashion

- Consult with, refer to, &/or cooperate with other professionals & institutions to the extent needed to serve the best interests of people experiencing homelessness
- Abide by the governing documents & policies in the NC BoS CoC Governance Charter
- Abide by the NC BoS CoC Anti-Discrimination Policy

The Code of Conduct includes two grievance policies.

- Stakeholder grievance policy
  - Allows Regional Committees the opportunity to settle grievances locally prior to the CoC getting involved
    - RC leadership team can accept formal grievances & should inform their regions of the policy & how to file a grievance
  - Provides an opportunity for the stakeholder to elevate a grievance to the Steering Committee when unsatisfied with a regional decision
    - Requires an ad hoc committee of the Steering Committee to be formed to settle the grievance within 45 days of receipt
- People with Lived Experience Grievance Policy
  - Grievances with providers must go through agency grievance procedures first.
    - If dissatisfied with the results, clients may file a grievance with the CoC.
    - Requires an ad hoc committee of the Steering Committee to be formed to settle the grievance within 45 days of receipt
  - Grievances with the CE system must follow the CE grievance procedures in the CE Written Standards.
  - All grievances will come to CoC staff & will be directed accordingly to the Code of Conduct.

Emily Lowery moved to approve the updated Governance Charter including the new Code of Conduct, and James Stroud seconded the motion. The motion was approved unanimously.

**NC BoS CoC Nominations Committee: At-Large Member Recommendations**

The Nominations Committee presented its slate of 2023 At-Large Members:

People with Lived Experience (Min. of 1 )	NC State Government – works with a program that serves people experiencing homelessness (Min. 3 – Max. 6)	Others with Statewide Focus (Min. 3 – Max. 5)
Jeffrey Rawlings, R7 CE Lead, Johnston-Lee-Harnett Community Action	Department of Health and Human Services Angela Harper King, Division of MH/DD/SU Services, Community Mental Health	Health care sector Brooks Ann McKinney, Director of Vulnerable Populations, Cone Health
Rachelle Dugan, Housing Case Manager, Thrive	NC Office of Recovery and Resiliency Catherine Kastleman, Planning and Policy Analyst, North Carolina Office of Recovery And Resiliency	Domestic violence services Cassandra Rowe, Health Care Program Coordinator, NC Coalition Against Domestic Violence
	NC Housing Finance Agency Ellen Blackman, Community Living Specialist, NC Housing Finance Agency	Public housing agency Tiffany Askew, Executive Director, New Bern Housing Authority
	Veterans Affairs Hospital Administration Glenda Collins, Regional Coordinator for VA Supportive Services for Veteran Families	
	Department of Public Instruction Lisa Phillips, Education of Homeless Children and Youth	

The slate includes two new members:

- Glenda Collins
  - Serves as a Regional Coordinator, VA Supportive Services for Veteran Families (SSVF) for North Carolina, South Carolina, Georgia, Alabama, Florida, & the Caribbean
  - Former HUD-VASH clinician at James A. Haley VA Hospital in Tampa, FL
  - Completed her clinical internship at C.W. Bill Young VA Medical Center in the sexual trauma/PTSD unit
  - Began her VA career as SCMI Program Coordinator at C.W. Bill Young VA Medical Center
  - Serves as an adjunct professor at Ana G. Mendez (AGM) University in Tampa, FL where she teaches bilingual classes in social services
  - She obtained her master’s degree in Social Work from Florida State University
- Catherine Kastleman
  - Serves on the Planning and Policy team at the NC Office of Recovery and Resiliency (NCORR), supporting housing stability and resiliency efforts
  - Served as a member of the policy team with the Housing Opportunities and Prevention of Evictions (HOPE) Program
  - Holds a Master’s Degree in Public Health with a concentration in Health Systems & Policy from the Johns Hopkins Bloomberg School of Public Health

Emily Lowery moved to approve the recommended slate of 2023 At-Large Steering Committee members, and James Stroud seconded the motion. The motion was approved unanimously.

### **Regional Committee Leadership Recruitment**

Regional Committees must elect 2023 leadership the fourth quarter of the year. Committees must vote to approve the following positions for 2023:

- Regional Lead
- Regional Lead Alternate
- Coordinated Entry Lead

- Project Review Committee Representative (must not have a conflict of interest with ESG or CoC funding)
- Webmaster

Once your committee has approved persons for these positions, Regional Committees should complete this form by December 15th:

<https://app.smartsheet.com/b/form/e2c1ea421a6840fcaae5bae1fd65eca8>

Monica Frizzell asked if more than one person can be on the Project Review Committee from a Regional Committee. Brian answered that only one person can be elected per Regional Committee for the Project Review Committee.

CoC staff also reminded Steering Committee members about open spots on NC BoS CoC subcommittees. Subcommittees with availability beginning in January 2023:

- Racial Equity Subcommittee
- Lived Expertise Advisory Committee (must have lived experience of homelessness to serve. Currently recruiting folks with recent experience of homelessness in Eastern NC)
- Funding and Performance Subcommittee
- Veterans Subcommittee

Interested persons should email [bos@ncceh.org](mailto:bos@ncceh.org) for more information.

### 2023 Unsheltered PIT Count Planning

Staff provided an overview of the 2023 Unsheltered PIT Count. Unsheltered PIT Count will look very similar to last year:



Roles:

- Roles Unsheltered Access Coordinators
  - Regional point person for providers
  - Coordinate with regional CE Lead
    - Regional plan to connect people experiencing unsheltered homelessness to the CE system and BNL
    - Evaluate monthly progress on connecting people living unsheltered to the BNL
  - Ensure data collection happens on all people experiencing unsheltered homelessness

- Engage all providers/organizations/stakeholders to understand the process
- Provide additional training to providers/organizations/stakeholders
- CE Leads
  - Partner with Unsheltered Access Coordinator to help support planning and action as needed
  - Help with unsheltered count data entry as needed
  - Help leverage relationships as needed
- Community Partners/volunteers
  - Provide information for planning
  - Conduct surveys and collect data
  - Enter data into HMIS or get other party to enter data on their behalf

#### Unsheltered PIT Count Data Input:

- Client level data needs to be collected within a week, then approximately 1 more week to get households entered into HMIS
- Survey potentially unsheltered clients
  - In-person or via phone
  - Ask specifically about the PIT night sleeping situation
  - Surveys are only valid if completed within 7 days after January 25th
- Complete missing Project Entry info
  - Record age, race, ethnicity, gender, vet status, DV status, and homeless history if possible
- Enter Current Living Situation
  - Record in HMIS (or alternative BNL location for VSPs)
  - Record for PIT date to confirm it's for PIT
  - Record as "Place not meant for habitation" for unsheltered

#### How to start prepping now:

- Update and send us Unsheltered Workbooks
  - Should be the regional plan just in written form
  - All counties MUST have outreach and follow-up provider(s) that cover the whole region:
    - Specify county in case the providers/set up is different across counties. Use more than one county per row or if one provider covers the whole region, specify all the counties.
- Outreach and partnership
  - Reach out to new and different agencies that provide services to unsheltered folks
  - Partner and/or work on the relationship between UAC and CE Leads
  - Plan when and how unsheltered surveys will happen
  - Plan when and how data will get into HMIS
- Attend January meeting and make sure next 3 meetings are on your
  - First Thursday of every month from 3 to 4 PM

- Keep eyes out for resource information
- Email [ashley@ncceh.org](mailto:ashley@ncceh.org) to join our monthly meetings

#### **Upcoming meetings & reminders**

- **Lived Expertise Advisory Council Meeting, Friday, December 9, 12:00 – 1:00 P.M.**
  - Presentation: <https://zoom.us/j/5799039481?pwd=UFkw>
- **HMIS System Updates, Tuesday, December 13, 10:30 – 11:30 A.M.**
  - Register here: <https://www.ncceh.org/events/1582/>
- **2023 Steering Committee Members Orientation, Wednesday, December 14, 11:00 – 12:00 P.M.**
  - Presentation: <https://meet.google.com/aai-gasc-rmb>  
Or dial: 8646-640-(US) +1 406 PIN: 359 759 048#
- **NC BoS CoC ESG Grantee Webinar, Thursday, December 15, 1:00 – 2:30 P.M.**
  - Register here: <https://www.ncceh.org/events/1581>

#### **Next Steering Committee meeting:**

- Tuesday, January 10, 2023, at 10:30 A.M.