



North Carolina Balance of State Continuum of Care

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www.ncceh.org/BoS

Coordinated Entry Council Meeting

June 26, 2023

Attendees

Coordinated Entry Regional Leadership: Gretta Worley (Region 1); Rachelle Dugan (Region 2); Maxcine Barnes (Region 6); Katy Martin (Region 7); John Apol (Region 10); Michele Welsh (Regions 11 & 13); Lynne James (Region 12)

Statewide Representatives: Fredrika Murrill; Cassie Rowe

NCCEH staff: Elliot Rhodes; Adriana Diaz; Allie Card; Laurel Benfield; Ashley Von Hatten

BoS Leadership Workshop Debrief

Ashley Von Hatten provided an overview of the in-person BoS Leadership Workshop held on June 15, 2023. The agenda for the day included:

- An overview of roles and responsibilities for Unsheltered Access Coordinators, Coordinated Entry Leads, and regional providers.
- Breakout groups to create system mapping for each region and identified organizations, entities, and volunteer initiatives that provide services and housing to people experiencing unsheltered homelessness in each county.
- Breakout groups to deep-dive into county-by-county support for connecting persons living unsheltered to services, shelter, coordinated entry, and permanent housing. Regions were asked to identify agencies in each county to do on-going assertive outreach and passive outreach.
- System navigation planning to ensure those living unsheltered do not get lost in the homeless response system.
- Region planned how it will provide training and ongoing technical assistance and were tasked with determining a process to gauge the effectiveness of the Unsheltered Access Coordination Plan.

Every Region received a digital copy of the workbook and were asked to share the completed document with regional partners & schedule time on the next Regional Committee meeting to discuss the plan, gather feedback, answer questions, & build buy-in. Then update the document with feedback from regional stakeholders and submit the final Unsheltered Access Coordination Plan to bos@ncceh.org by July 15th.

2023 CE Evaluation Process/Updates

Ashley provided an updaters about the 2023 CE Evaluation process, as HUD requires CoCs to solicit feedback at least annually from participating projects and from households that participated in CE during that time period. The CoC began its evaluation process on April 3, 2023. The timeframe for PSH

surveys is April 3, 2023, through May 26, 2023. Timeframe for Shelter and/or Street Outreach is May 15, 2023, through May 26, 2023. The Shelter and/or Street Outreach timeframe opened today and all ESG grantees received an email with this information. As a reminder, all clients housed by a rapid rehousing program in the CoC must receive the CE evaluation survey within 30 days (before or after) they are housed.

NCCEH staff reviewed 125 shelter and/or street Outreach surveys, 37 permanent housing surveys, and 38 provider surveys, which is a 34% increase in survey participation from the 2022 CE Evaluation. Staff will complete an evaluation report and submit it with the ESG Regional Application.

CE Assessment Pilot Phase

Ashley gave a brief update on the CE Assessment Pilot. Regions 5 and 7 were trained on the new assessment on May 24, 2023, and will complete both the new assessment and the VI-SPDAT with clients between June 1, 2023, and June 30, 2023. Both the client and the assessor are asked to complete feedback surveys regarding the new assessment tool. As of June 22, 2023, 73 new assessments had been entered into HMIS. After the pilot phase is completed, the Core Team will analyze the data and complete revisions with community stakeholders.

NC BoS Veteran Subcommittee Update

Allie Card provided an update on the Veteran Subcommittee, which re-launched in February 2023 to work toward a Framework to End Veteran Homelessness across the NC BoS CoC. The Framework's core components include:

- **System Flow:** Ensuring Veterans facing homelessness across the NC BoS CoC have a clear and accessible path toward permanent housing.
- **Centering Equity:** Centering Equity is a key component to the NC BoS CoC Framework to End Veteran Homelessness due to the importance of elevating historical racism and systems built on white supremacy. We must better understand how these systems disproportionately impact BIPOC Veterans and strategize approaches to create lasting change.
- **Coordinated Entry Integration:** All Veterans experiencing homelessness in the NC BoS CoC should be served through their regional Coordinated Entry (CE) system to be swiftly housed. Four elements are essential to the coordinated entry system.
- **Provider Coordination: Roles & Expectations:** It's important for each partner providing services to Veterans to agree to a standard and specific set of roles & expectations to be effective.
- **Addressing System Gaps:** Currently, the NC BoS CoC homeless response system has various gaps to overcome to better serve Veterans experiencing homelessness. Below are the main themes of such gaps, as well as approaches the CoC should take to address them.
- **Key Performance Indicators & Data Analysis:** Systems must regularly analyze performance to measure success toward established goals. Below are key performance indicators the NC BoS CoC Veteran Subcommittee will monitor on a quarterly basis. Baseline data is provided to measure change overtime.

HMIS & Coordinated Entry

Ashley provided information regarding the [HMIS Data Quality Plan](#), which was passed by the NC BoS CoC Steering Committee in March 2023. Coordinated Entry Leads are required to submit the A020 DQ



Monitoring Report by June 30, 2023. Please use the [ZenGuide article](#) for detailed instructions.

Coordinated Entry Leads were asked to complete this [form](#) to submit feedback regarding HMIS Sharing Agreements. Please complete the form by July 14, 2023.

Reminders

The July CEC meeting is scheduled for July 17, 2023, which overlaps with the NAEH conference and will be cancelled. The Regional Prioritization form (for the ESG competition) will be sent out on July 13 and is due back by COB July 27. Regional UAC Workbooks are due back to BoS staff by July 14. The August CEC meeting scheduled for August 21, 2023.

