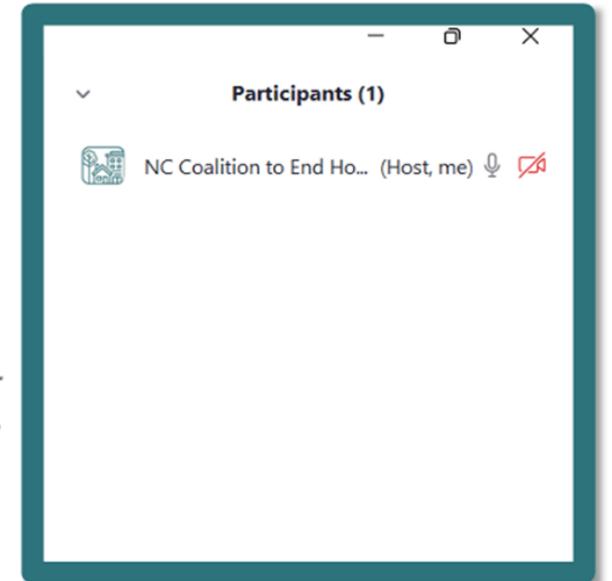


Coordinated Entry Council Meeting
August 21, 2023

Roll Call

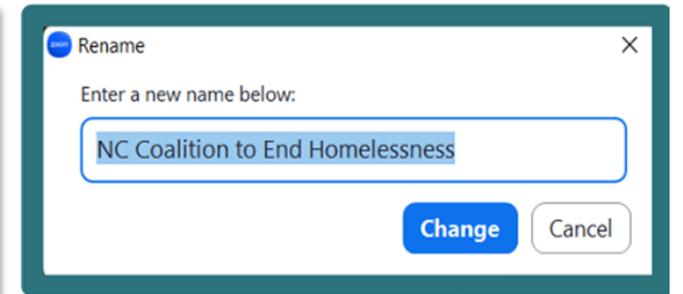
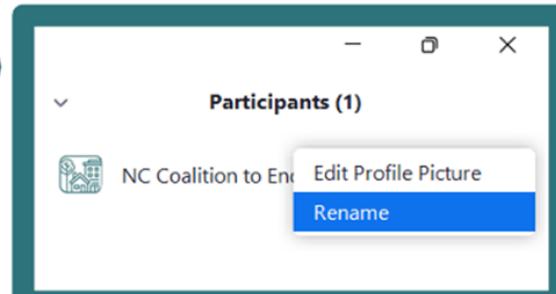
- We will conduct Roll Call for CE Leads and statewide representatives.
- All participants should enter their full names, so we can document their participation in the minutes.

1

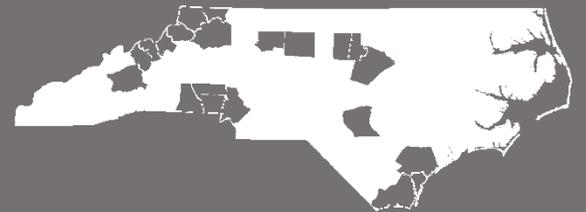


How to change your screen name:

2



Agenda

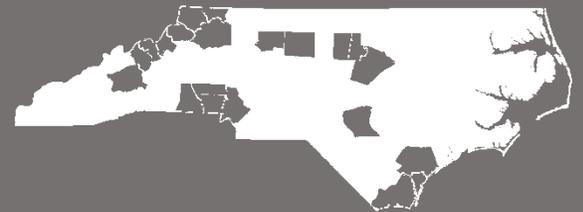


Agenda

- 2023 CE Evaluation Report
- 2024 CE Evaluation Planning
- EHV Update
- CE Assessment Pilot Phase & Updates
- Veteran Subcommittee/CE Intergration
- SSO-CE Grant Monitoring
- Reminders



2023 CE Evaluation Report



2023 CE Evaluation Report

Provider Surveys

- Provider agencies completed 38 surveys
- Provider surveys were completed in 10 of the 13 Regions (missing participation from Regions 8, 11, and 13)
- Prevention and Diversion
 - 77% of respondents said the P&D screen generally does divert households (large increase from 2022)
 - 57% of respondents stated if the household could not be diverted then shelter beds were not available in their community



2023 CE Evaluation Report

- VI-SPDAT and Case Conferencing
 - 43% stated the VI-SPDAT accurately reflects the needs of people experiencing homelessness
 - 76% of respondents said their regional case conferencing does connect clients to other resources outside of ESG and/or CoC
- Referrals to Permanent Housing
 - 71% of PH programs said they always and/or usually receive eligible referrals



2023 CE Evaluation Report

Permanent Housing Surveys

- 33 people completed PSH and/or RRH surveys, which is a 12% decrease from 2022
- Majority of persons surveyed stated being connected to PH was the most helpful service they received (noting access to ES, DV shelter, and food as the next top three)
- 100% of respondents stated the services they received were helpful



2023 CE Evaluation Report

Emergency Shelter and/or Street Outreach Surveys

- 73 shelter surveys completed
- 20 street outreach surveys completed
- 27% of households in ES were not connected to PH after 6 months
- 75% of households living unsheltered were not connected to PH after 6 months



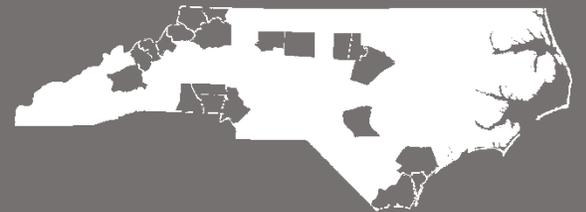
2023 CE Evaluation Report

The CoC could make improvements to its CE system:

- Emergency shelters should continue to lower barriers and become more housing-focused.
- The VI-SPDAT does not score clients accurately and has been shown to cause racial disparities. The CoC is piloting a new CE assessment and prioritization schedule.
- Front door providers need more support from Permanent Housing (PH) programs to provide a warm transfer when a household has been identified and referred for a PH slot and/or voucher.
- People experiencing homelessness in the CoC are not offered permanent housing options quickly. The CoC should continue to try to reduce the length of time people experience homelessness and have discussions on how to increase affordable housing.



2024 CE Evaluation Planning

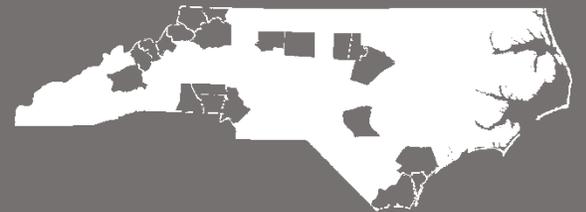


2024 CE Evaluation Planning

- Create focus groups and include persons with lived expertise
- Create new and/or updated questions for providers, unsheltered, emergency shelter, and permanent housing surveys
- Determine timeline and process for survey distribution and collection



Emergency Housing Voucher



EHV Dashboard Update

PHA Code	PHA Name	Total Awards	Active Issuances	Current Leased Vouchers	Unit Utilization
NC008	Housing Authority of the City of Concord	26	5	16	61.54%
NC018	Housing Authority of the Town of Laurinburg	15		2	13.33%
NC022	Housing Authority of the City of Greenville	27		22	81.48%
NC025	Rockingham Housing Authority	15	1	12	80.00%
NC050	Wadesboro Housing Authority	15	1	2	13.33%
NC089	Bladenboro Housing Authority	15	11	7	46.67%
NC118	Roanoke-Chowan Regional Housing Authority	15	6	8	53.33%
NC120	Chatham County Housing Authority	15		17	113.33%
NC159	Western Piedmont Council of Governments	30	3	28	93.33%
NC161	Isothermal Planning & Development Commission	32	53	22	68.75%
NC901	North Carolina Commission of Indian Affairs	414	703	128	30.92%
Total		619	783	264	42.65%

General Notes:

- Albemarle returned all 15 vouchers
- Laurinburg has given word they intend to return the 13 unused EHV's
- Bladenboro partnered with WPCoG to increase referrals

https://www.hud.gov/program_offices/public_indian_housing/ehv/dashboard



EHV Eligibility Update

PIH Notice 2021-15 outlines the following eligibility categories, with NC BoS priorities in bold:

- **Homeless**
- At Risk of Homelessness
- **Fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking or human trafficking**
- **Recently homeless and for whom providing rental assistance will prevent the family's homelessness or having high risk of housing instability**



EHV Eligibility Update

Over 2 years into the process, vouchers remain available, and NC BoS now explicitly encourages referrals of Households At Risk of homelessness in order to increase voucher utilization.

Documenting "At Risk" status

- Third party verification
- EHV referrals of households at risk of homelessness do not need to be tracked in HMIS



EHV Eligibility Update

Definition of "At Risk" per PIH Notice 2021-15:

(1) An individual or family who:

(i) Has an **annual income below 30 percent of median family income** for the area, as determined by HUD;

(ii) **Does not have sufficient resources or support networks**, e.g., family, friends, faith-based or other social networks, immediately available to prevent them from moving to an emergency shelter or another place described in paragraph (1) of the “Homeless” definition above; **AND**

(iii) **Meets one of the following conditions:**

(A) Has moved because of economic reasons two or more times during the 60 days immediately preceding the application for homelessness prevention assistance;

(B) Is living in the home of another because of economic hardship;

(C) Has been notified in writing that their right to occupy their current housing or living situation will be terminated within 21 days of the date of application for assistance;

(D) Lives in a hotel or motel and the cost of the hotel or motel stay is not paid by charitable organizations or by federal, State, or local government programs for low-income individuals;

(E) Lives in a single-room occupancy or efficiency apartment unit in which there reside more than two persons, or lives in a larger housing unit in which there reside more than 1.5 people per room, as defined by the U.S. Census Bureau;

(F) Is exiting a publicly funded institution, or system of care (such as a health-care facility, a mental health facility, foster care or other youth facility, or correction program or institution); or

(G) Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient's approved consolidated plan.

(2) A child or youth who does not qualify as “homeless” under this section, but qualifies as “homeless” under section 387(3) of the Runaway and Homeless Youth Act (42 U.S.C. 5732a(3)), section 637(11) of the Head Start Act (42 U.S.C. 9832(11)), section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6)), section 330(h)(5)(A) of the Public Health Service Act (42 U.S.C. 254b(h)(5)(A)), section 3(m) of the Food and Nutrition Act of 2008 (7 U.S.C. 2012(m)), or section 17(b)(15) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)(15)); or

(3) A child or youth who does not qualify as “homeless” under this section, but qualifies as “homeless” under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)), and the parent(s) or guardian(s) of that child or youth if living with her or him.



NCCIA EHV Update

Previously, NCCIA accepted referrals from all NC Counties. However, the porting process became cumbersome and an administrative burden.

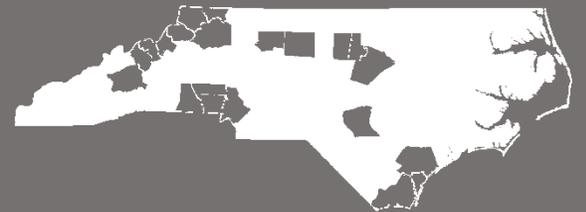
NCCIA is accepting referrals for their catchment area ONLY: **Columbus, Granville, Halifax, Hoke, Person, Sampson, and Warren** Counties. As a reminder, below is the referral process.

- Step 1: Household is identified and discussed during case conferencing/through coordinated entry
- Step 2: The case manager from the referring agency fills out the referral and application packet with the household
- Step 3: The case manager submits the referral and application via Smartsheet
- Step 4: Allie will either certify the referral or send it back for corrections
- Step 5: NCCIA reviews the application and will reach out to the case manager and the household regarding the next steps

*ALL application sections must be completed for each household member. Re-read the application to verify completeness and accuracy. Corrections stall the process!



CE Assessment Pilot Phase & Update



CE Assessment Pilot

- In reviewing our CE pilot assessment data, we have realized we don't have enough data from Regions 5 and 7 to make informed decisions regarding the scoring/weighting of the new assessment questions.
- We are asking Regions 5 and 7 to go back into pilot mode from Monday, August 14 through September 30.
- We have also identified Regions 3 and 12 as potential new regions to conduct the CE pilot assessment for the month of September, in order to gain as much data as possible.



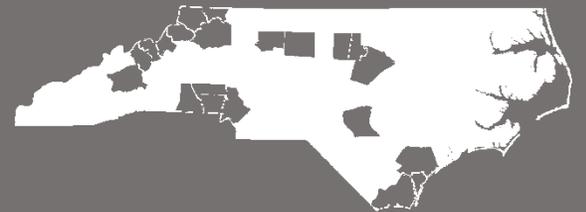
CE Assessment Pilot

Timeline

- ~~Revision with Stakeholders (January – April 2023)~~
- ~~Pilot Phase (May – June 2023)~~
- ~~Analysis and Revision with Community Phase (July – August 2023)~~
- **Pilot 2.0 Phase (August – September 2023)**
- Analysis with Stakeholders (October 2023)
- Training Phase (November 2023 – December 2023)
- Launch Phase (January 2024 - March 2024)



NC BoS Veteran Subcommittee & CE Integration



NC BoS CoC Framework to serve Veterans

Goal - Every Veteran experiencing homelessness in the NC BoS CoC is quickly connected to permanent housing and appropriate services to maintain housing.

Created by the NC BoS Veteran Subcommittee, the Framework outlines 6 key system components that will be implemented on a regional and service provider level in order to reach the stated goal above.

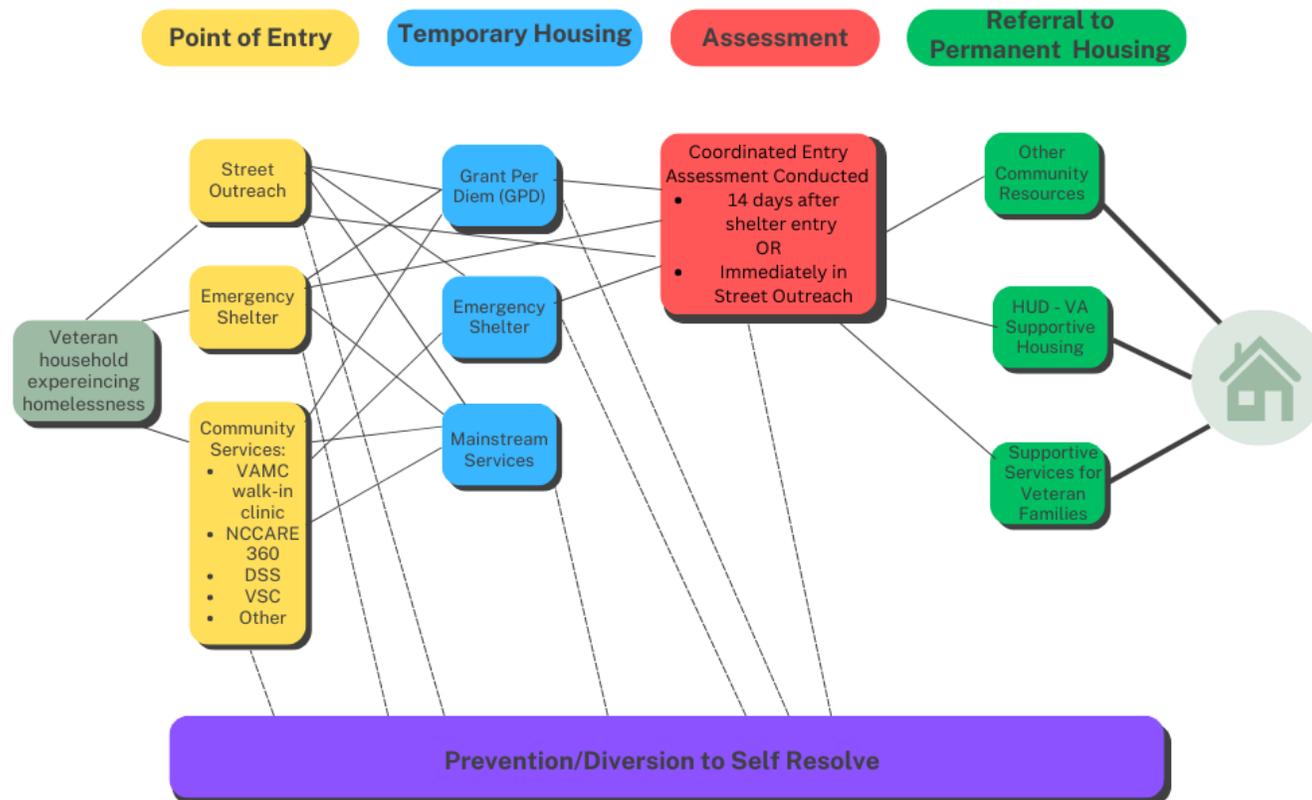
The Framework was approved by the Steering Committee on July 11, 2023.



System Flow

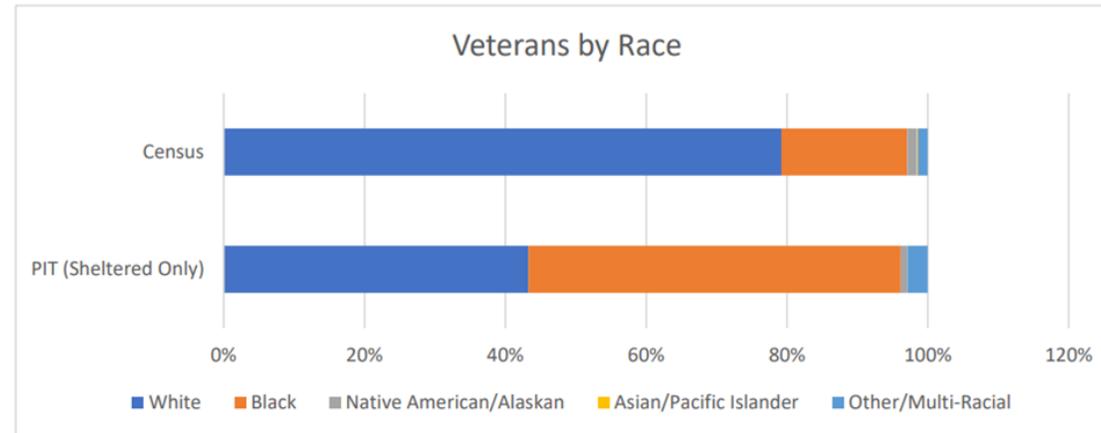
Ensuring Veterans facing homelessness across the NC BoS CoC have a clear and accessible path toward permanent housing.

NC BoS CoC Veteran System Flow



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.



2022 PIT Count



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.

- Regularly hold case conferencing meetings inclusive of Veteran-specific conversations and resources.
 - Regular = monthly
 - This does not need to be a separate meeting
 - Ensure ALL Veteran providers are invited (VAMC staff, SSVF staff, GPD providers, other agencies serving Veterans)
- Run and provide Veteran by-name list data at every meeting.
- Swiftly connect Veterans deemed ineligible for Veteran-specific resources to civilian resources.
 - Regional process for noting ineligibility



Provider Coordination

It's important for each partner providing services to Veterans to agree to a standard and specific set of roles & expectations to be effective.

Veteran Service Providers (includes SSVF, HUD-VASH, GPD, HCHV, VAMC Outreach, etc.) will:

- Attend case conferencing meetings.
- Communicate regularly with other providers serving Veterans experiencing homelessness.
- Educate selves and other community providers regarding other Veteran resources and programs.
- Complete CE Assessments and make referrals to the regional by-name list, as needed.
- Report housing outcomes for referred households to the CE Lead at case conferencing meetings.

Regional CE Leads will:

- Facilitate Veteran-specific case conferencing monthly.
- Run the Veteran BNL in preparation for each case conferencing meeting.
- Facilitate referrals of eligible Veterans to SSVF and HUD-VASH.



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.

- Build trust and communication between providers*
- Expand program knowledge*
- Share Data*
- Conduct system analysis, evaluation, and accountability*



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.

Overall Veteran representation

- **2023 Point in Time Count:** 191 total Veterans experiencing homelessness across the NC BoS; 136 sheltered, 55 unsheltered.
- **Goal:** 20% decrease of overall Veteran homelessness and unsheltered Veteran homelessness from 2023-2025.

Length of time homeless

- **2022 HMIS Data:** Veterans enrolled in ES, TH, RRH, and PSH projects spent an average of 123 days homeless.
- **Goal:** Decrease average days Veterans experience homelessness to 115 days by 2025.

Race/Ethnicity demographics and outcomes

- **2022 HMIS Data:** 51% of Veterans served in ES, TH, RRH, and PSH projects were Black/African American; 39% permanently housed were Black/African American.
- **Goal:** Increase permanent housing placements for Black/African America Veterans to 50% by 2025.

Exits to permanent housing

- **2022 HMIS Data:** percentage of Veterans served in ES, TH, RRH, and PSH projects permanently housed was 41%.
- **Goal:** Increase percentage of Veterans permanently housed to 55% by 2025.

Returns to homelessness

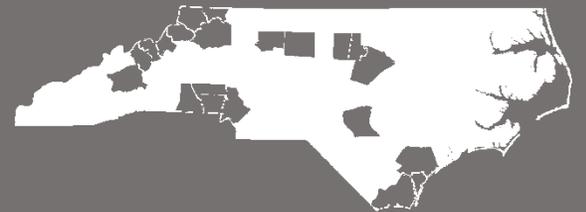
- **2021 HMIS Data:** the percentage of Veterans returning to homelessness within 1 year after a permanent housing exit was 4%.
- **Goal:** Decrease the percentage of Veterans returning to homelessness within 1 year to 2% by 2025.

Implementing Veteran case conferencing

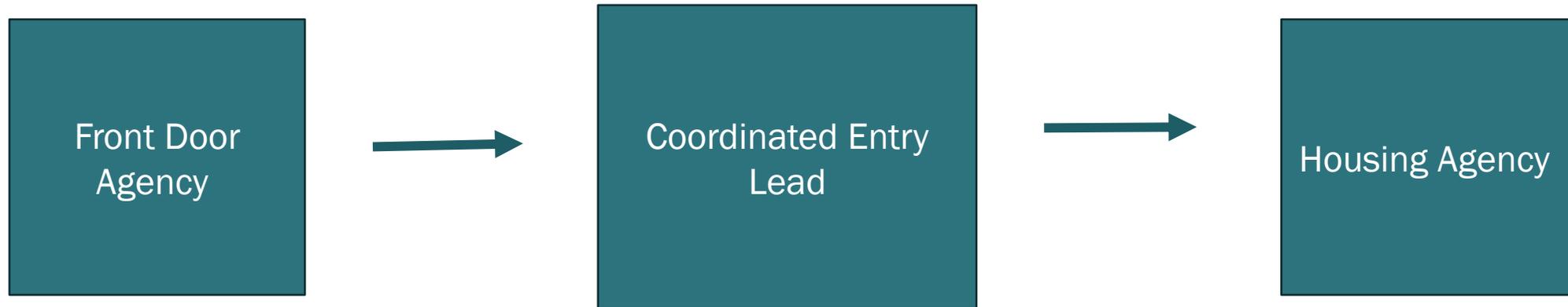
- Framework expectations
 - Monthly
 - Ensure ALL Veteran providers are invited (VAMC staff, SSVF staff, GPD providers, other agencies serving Veterans)
 - Run and provide Veteran by-name list data before every meeting.
 - Plan toward permanent housing for Veterans discussed
 - Swiftly connect Veterans deemed ineligible for Veteran-specific resources to civilian resources.
 - Partner with the VAMC CE Specialists!
- What regions already conduct Veteran case conferencing?
 - Structure
 - Attendance
 - Resources discussed
 - Follow-up communication
 - Ineligible Veteran process
- What do you need from NC BoS staff and the Veteran subcommittee to implement Veteran case conferencing?



Sharing and Visibility with Coordinated Entry



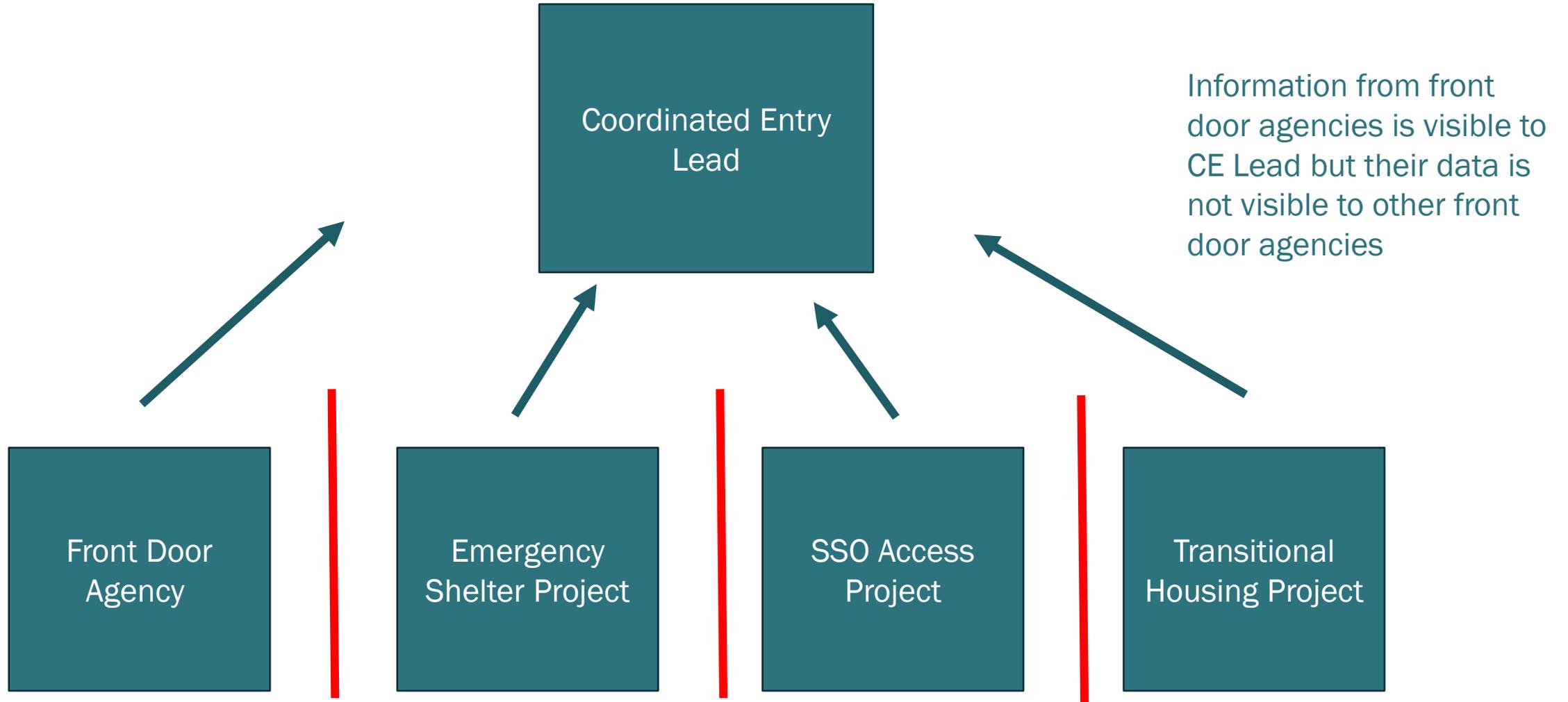
Current Sharing Within Coordinated Entry



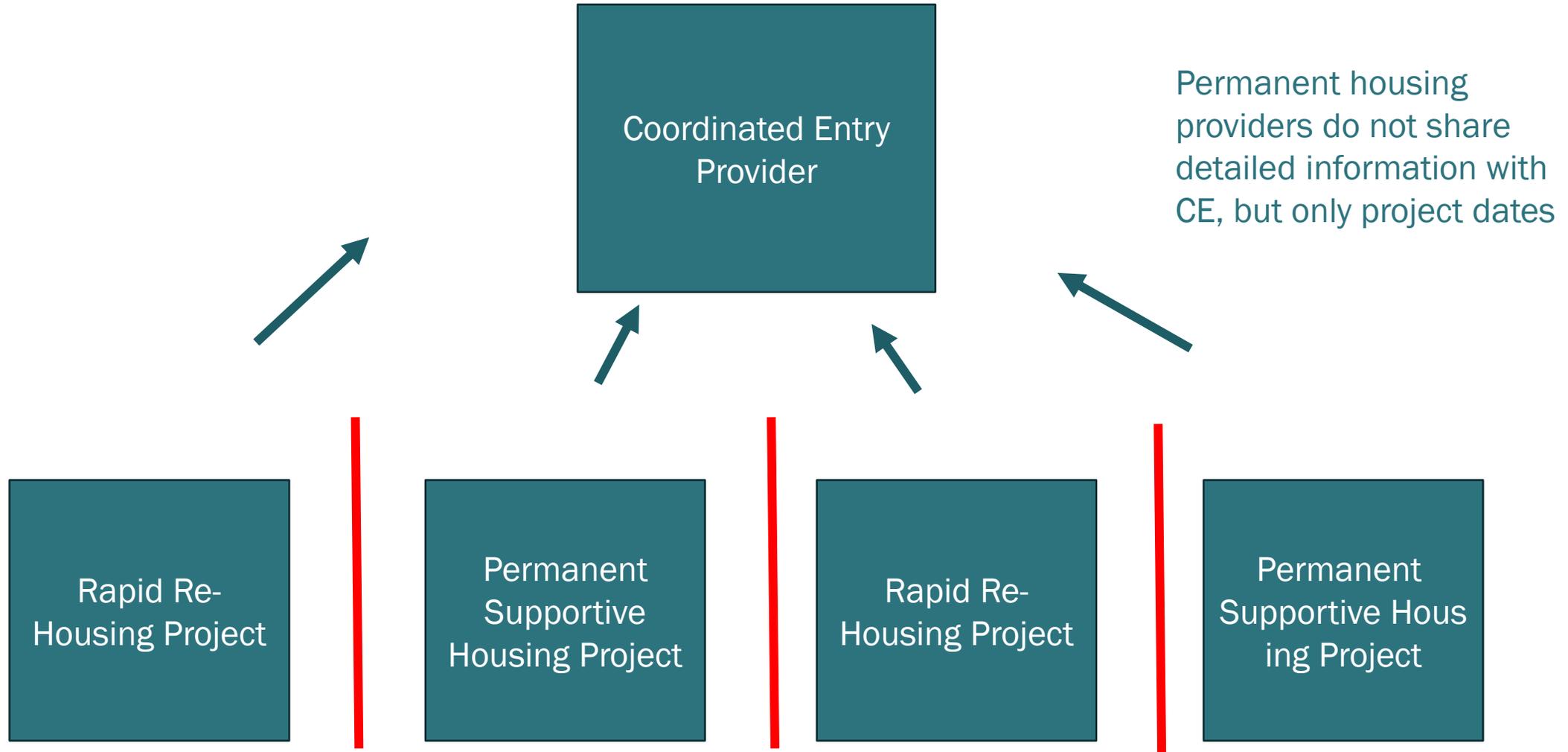
Visibility flows one way



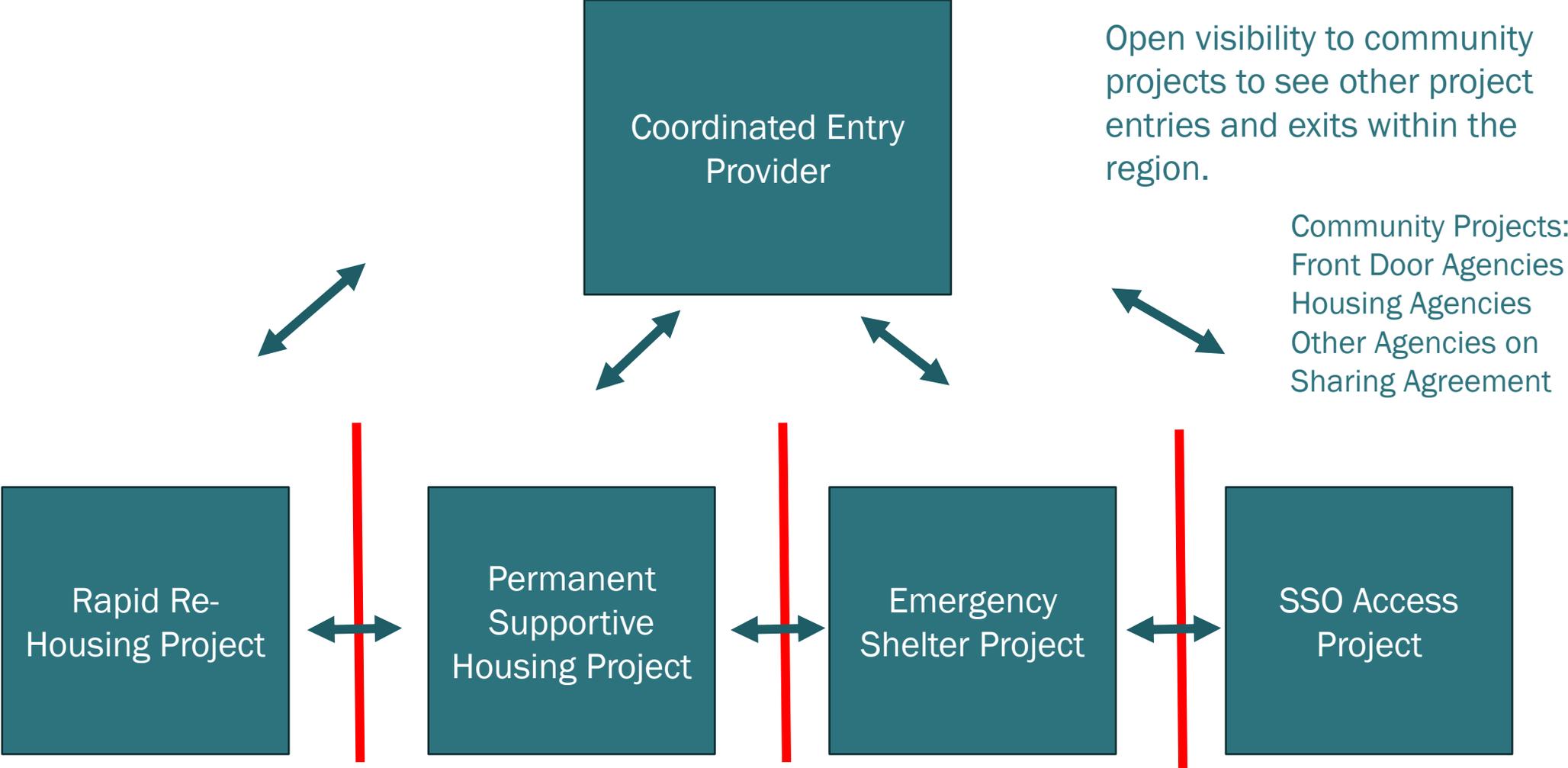
Current Sharing Within Coordinated Entry



Current Sharing Within Coordinated Entry



Proposed Sharing and Visibility



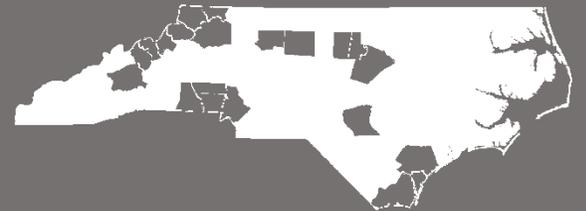
What do you think?

Coordinated Entry Sharing Survey

- <https://forms.gle/L36iUEzgbq9o4ZbJ7>



SSO-CE Grant Monitoring

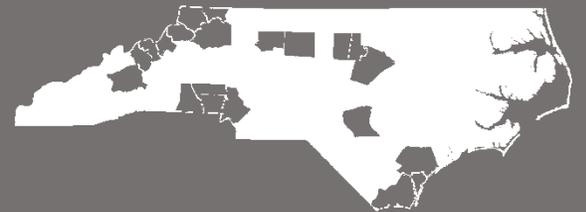


SSO-CE Grant Monitoring

- FY20 SSO-CE grant monitoring had zero findings
- FY20 SSO-CE grant monitoring had 6 agencies with concerns
- FY21 SSO-CE grant monitoring
 - Ensure concerns in FY20 were resolved
 - Full grant monitoring of new SSO-CE agency
 - Will not monitor NCCIA (grant began June 2023)
 - Will not monitor Partners (grant began August 2023)
 - Will not monitor SSO-CE agencies w/ zero concerns in FY20



Reminders



Reminders

- Next meeting September 18, 2023, at 10 am



Coordinated Entry questions

Ashley Von Hatten
Ashley@ncceh.org

NCEndHomelessness 

@NCHomelessness 

nc_end_homelessness 

Coordinated Entry HMIS questions

Andrea Carey
Andrea@ncceh.org

Contact NC Balance of State CoC Staff

bos@ncceh.org
919.755.4393

Contact NCCEH Data Center Help Desk

hmis@ncceh.org
919.410.6997

