



# North Carolina Balance of State Continuum of Care

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## **Coordinated Entry Council Meeting August 21, 2023**

### **Attendees**

Coordinated Entry Regional Leadership: Gretta Worley (Region 1); Rachele Dugan (Region 2); Maxcine Barnes (Region 6); Caty Martin (Region 7) Steve Maynor (Region 8); Michele Welsh (Regions 11 & 13);

Statewide Representatives: Fredrika Murrill; Cassie Rowe

Other attendees: Ashley Von Hatten; Teresa Robinson, Allie Card, Adrianna Coffee, Bonnie Harper

### **2023 CE Evaluation Report**

Ashley Von Hatten gave an update on the results of the 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
- 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

#### 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

#### 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

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

Ashley Von Hatten shared plans for the 2024 CE Evaluation.

- 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

## EHV Update

Allie Card gave an update on the EHV Dashboard:

- 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

Allie Card gave an update on EHV Eligibility:

- PIH Notice 2021-15 outlines the following eligibility categories, with NC BoS priorities being: Homeless, 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.
- 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

Allie Card shared an 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.
- Allie Card Reminded the council of 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

### **CE Assessment Pilot Phase and Updates**

Ashley VonHatten provided updates on the CE assessment pilot phase:

- 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.

Timeline:

- Pilot 2.0 Phase (August – September 2023)
- Analysis with Stakeholders (October 2023)
- Training Phase (November 2023 – December 2023)
- Launch Phase (January 2024 - March 2024)

### **Veteran Subcommittee/CE Integration**

Allie Card shared that the goal of the Veteran Subcommittee is to make sure that every veteran experiencing homelessness in the NC BoS CoC is quickly connected to permanent housing and appropriate services to maintain housing.

Allie Card shares that The Framework created by the Veteran Subcommittee 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.

Allie Card reviewed the NC BoS CoC Veteran System Flow. 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.

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.
  - 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.
  - There should be a regional process for noting ineligibility



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.

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

Allie Card reviewed with the council key performance indicators that include: Overall Veteran Representation; Length of Time Homeless, Race/Ethnicity Demographics and Outcomes, Exits to Permanent Housing, Returns to Homelessness

- 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
- Allie Card shared that we would create a regional resource list for reference when making SSVF,



GPD, HUD VASH, and other Veteran-specific resources. You do not need to be an expert of these resources but do need to make connections and referrals.

### **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**

- Next meeting is September 18, 2023, at 10 am

