

North Carolina Balance of State Continuum of Care

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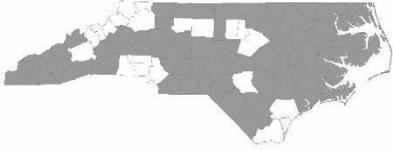
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NC Balance of State CoC Steering Committee Consent Agenda and Updates

September 12, 2023

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Section I. NC BoS CoC Steering Committee Consent Agenda

The following will be voted on at the September 12, 2023, NC BoS CoC Steering Committee meeting:

August 8, 2023, Steering Committee Minutes

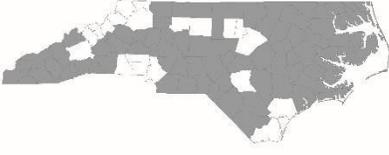
Available here: <https://www.ncceh.org/files/13180/>

August 22, 2023, Steering Committee Minutes

Available here: <https://www.ncceh.org/files/13198/>

**Any Steering Committee member may request to move an item off the consent agenda to be more thoroughly considered. Any such items will be discussed as a regular agenda item at the next Steering Committee meeting.*

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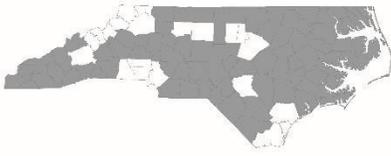
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Section II. Updates

- **HMIS System Updates Meeting**
Tuesday, September 12, 10:30 – 11:30 A.M.
View recording at: <https://www.ncceh.org/hmis/news/>
- **Coordinated Entry Council Meeting**
Monday, September 18, 10:00 A.M. – 11:30 A.M.
Presentation: <https://us06web.zoom.us/j/84840397905>
Meeting ID: 848 4039 7905
- **Monthly HMIS Training: FY2023 Data Standards Changes**
Wednesday, September 20, 10:00 – 11:00 A.M.
Register at: <https://www.ncceh.org/events/1633/>
- **Racial Equity Subcommittee Meeting**
Wednesday, September 20, 11:30 A.M. – 12:30 P.M.
Presentation:
<https://us06web.zoom.us/j/83264838597?pwd=TzVCWTM4WXdvSVJqbDVIR1I0NnMrUT09>
Meeting ID: 832 6483 8597
Passcode: 023622
- **Local Leadership Response Call**
Wednesday, September 20, 1:00 – 2:00 P.M.
Presentation: <https://us06web.zoom.us/j/83792461651>
Meeting ID: 837 9246 1651
- **Funding and Performance Subcommittee Meeting**
Thursday, September 28, 11:00 A.M. – 12:00 P.M.
Presentation: <https://meet.google.com/dep-rjxz-kze>
Or dial: (US) +1 442-272-1109
PIN: 883 218 555#



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Section III. Meeting Minutes and Supporting Materials

Veteran Subcommittee

August 7, 2023, Minutes

Member Attendance: Nicole Wilson, Dr. Deniece Cole, Rory Springs, Alyce Knaflich, Howard Anderson, Kecia Robinson, Jean Eastwood

NCCEH Staff Attendance: Allie Card

I.Intros

- Members introduced themselves: Name, Race, Pronouns, Agency, and Role

II.Group Agreements

- Allie provided an overview of agreed upon Group Agreements, as adapted from the Racial Equity Lab

III.Allie provided the working timeline for implementation of the NC Bos CoC Framework to end Veteran Homelessness

- May - Subcommittee Meeting to continue Framework Draft
- June - Subcommittee Meeting to finalize Framework Draft
- July - Present Framework to the NC BoS Steering Committee for Approval
- Aug - Subcommittee Implementation Planning
- Sep – Oct - Implementation across NC BoS CoC

IV.Allie led the Subcommittee through a review of the approved CoC-wide Framework to end Veteran homelessness.

1. System Flow

System Flow

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



System Flow

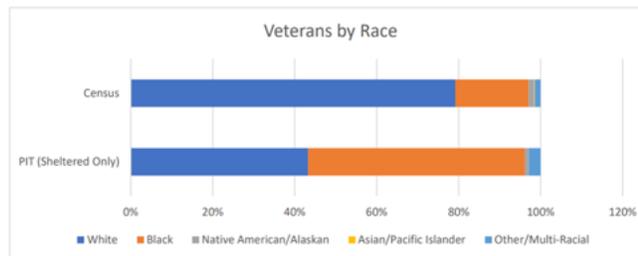
Defining Guiding Principles

- **Housing First** – All Veterans, regardless of barriers, are ready for housing now. They should be housed without preconditions, such as lack of income or required sobriety.
- **Person-Centered** – Each Veteran household has unique needs, and providers should meet them where they are, both physically and emotionally. Providers should reference the [Client Bill of Rights](#) to better understand this principle.
- **Prevention and Diversion Services** – Housing problem solving conversations should happen throughout the Veteran household’s journey from homelessness to becoming housed to ensure safe and affordable housing is quickly identified to meet the household’s needs.
- **Points of Entry** – The NC BoS CoC system structure relies on a “no wrong door” approach. Regardless of where a Veteran household enters the system, they should be met with equitable services.
- **Standard Coordinated Entry Assessment** – Use of a standard coordinated entry assessment tool is vital to create an objective, equitable systems approach to end Veteran Homelessness.
- **Prioritization of the Most Vulnerable** – Limited resources should first be directed toward Veteran households facing the most barriers to housing and highest acuity.

2. Centering Equity

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

Providers should take the following steps to create a more equitable response to Veteran homelessness:

- Enhance Prevention & Diversion Efforts to decrease the number of BIPOC Veterans entering the homeless response system.
- Attend ongoing DEI training sessions.
- Participate in the NC BoS CoC Racial Equity Dialogue Series.
- Engage in agency-wide DEI efforts.
- Enhance case management and system navigation services.
- Increase and improve street outreach efforts to reach hard to serve Veterans.

The NC BoS CoC and the Veteran Subcommittee should take the following steps to create a more equitable response to Veteran homelessness:

- Create a reimagined Coordinated Entry Assessment Tool.
- Generate equity goals to monitor and evaluate ongoing progress.
- Improve authentic engagement with Veterans with lived expertise and incorporate them into governance and decision-making.

3. Coordinated Entry Integration

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.
 - See steps to run BNL
- Swiftly connect Veterans deemed ineligible for Veteran-specific resources to civilian resources.
 - Regional process for noting ineligibility

4. Provider Coordination: Roles & Expectations

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.

5. Addressing System Gaps

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

6. Key Performance Indicators & Data Analysis

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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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.

V.Allie lead the group through a discussion regarding implementation of the framework across the CoC, covering the following:

Framework Implementation Planning

- Regional structure and communication streams
 - Doesn't perfectly overlap with VAMC/SSVF coverage
 - All 13 regions are different and have nuances; most meet monthly
 - NCCEH website
 - CE procedures
 - Monthly Veteran case conferencing
 - Running the Veteran BNL
 - Making SSVF referrals
 - Making HUD VASH referrals
 - Tracking outcomes
 - Only inclusive of GPD, civilian programs, and SSVF
 - Roles
 - NC BoS staff
 - VAMC CE Specialists (only Durham & Salisbury)
 - Veteran providers
 - CE Leads
- Subcommittee members agreed to first focus on integration with Coordinated Entry
- Allie will reach out to VAMC CE Specialists to further plan this process
 - Allie will present the plan to the Coordinated Entry Council on August 21, 2023

VI.The meeting was adjourned at 12:07 pm

Lived Expertise Advisory Council

August 11, 2023, Minutes

Attendance: Joel Rice, Melissa Hewitt, Alyce Knaflich, Andrea Carey (staff)

Celebrations: Alyce's agency was able to acquire a Van to use for outreach in the rural areas! Alyce and Andrea celebrating making it through BOS scoring. All celebrated Friday. Andrea celebrated submitting BoS HMIS application.

Client Bill of Rights training/outreach:

Alyce: We need to figure out who is actually interested in presenting to regions for the Client Bill of Rights training. And this will not only improve agency services but also help agencies score better on competitions. First, we need the meeting dates. Alyce proposed virtual meetings mostly with an option for in-person. Two members per training.

Joel: It's important to me that I understand the Bill of Rights and be prepared for questions. How are we going to train the members of LEAC? Volunteers for participating in the training.

Alyce: The first thing to do would be to review the recorded training and slides for the CBoRs. Once we get the schedule, we can select members for different meetings and ask for invitations. Nothing scheduled yet. Let's use the September meeting for LEAC training.

- 2023 Client Bill of Right orientation training - recording:
<https://youtu.be/kOrM5ohCvJ0%20>
- 2023 Client Bill of Rights orientation training - slides:
<https://www.ncceh.org/files/13055/>

NAEH meeting with Samantha Woods

Alyce: I selected some dates for the end of August and first week of September. Will ask Laurel/Andrea to make a Doodle with those dates to help members.

HMIS Related Updates

Members gave feedback on some language and formatting options that Andrea presented. For question framing and missing response options, the consensus was that using 'you' language for the audience of the client was better than addressing the project staff. The simplified version of sub-assessments was deemed better, but disabilities still remains confusing with HUD's categories. The suggestion was made to remove "both Alcohol and Drug use" as redundant. For the new language question, listing all options was deemed to be unclear and an open text box was suggested.

Members also gave feedback on how to better train HMIS users on identity questions and client rights. The importance of an intake worker's messaging was raised, including the

fact that clients need to know when questions impact eligibility and when they don't (like identify). There is no 'right' answer and having a focus on inclusivity and accuracy will improve the experience for everyone.

Question: How can the Client Bill of Rights not just be adopted by agencies, but really be shared with clients and promoted? How can future scorecards enforce this?

CE Assessment

Alyce asked for a brief update on the new CE Assessment tool that is being developed. Andrea summarized the results of the June Pilot as good, but we need more data. The Pilot is being opened up for an extension to Regions 3 and 12 with the original regions 5 and 7 also able to continue. This pushes the full rollout from an Oct-Nov training period to more like Nov-Dec. Hopefully, there will be a new tool for the new year!

Adjourn.

Next meeting

September 8 at 12 P.M.

Racial Equity Subcommittee

August 16, 2023, Minutes

Attendees: Christina Rary, Kim Grady, Kenett Melgar, Kisha Darden, Lorelei Watts, Gretta Worley, Mary Erwin, Tujuanda Sanders, Tonya Gray, Alanda Richardson, Marieanne Canales, Deniece Cole,

Staff: Andrea Carey, Teresa Robinson, Tim Bender

2023 Racial Equity Assessment:

Andrea Carey presented the “2023 Balance of State Racial Equity Analysis – Final Data Review” to the workgroup. The presentation covered key findings of the 2023 Racial Equity Analysis.

While the 2023 REA findings continued to align with previous year’s data, this year’s analysis was the first time data was able to be presented at the Regional level. Specifically, comparing regional Census demographic data to regional PIT homelessness data. As a result, a few clarifying questions were asked:

- Clarify or explain Region 6’s high Native American / Alaskan percent share of homeless population when the Census data suggests this racial group represents a very small portion of overall population.

A comment was made during the meeting about the reliability of PIT data responses due to a potential lack of trust. Are vulnerable persons willing to share full and accurate information about their homelessness experience during a PIT survey? And if not, how do we adjust for that?

To Discuss Next Month:

- No topics identified

Next meeting

September 20 at 11:30 A.M.

Coordinated Entry Council

August 21, 2023, Minutes

Attendees

Coordinated Entry Regional Leadership: Gretta Worley (Region 1); Rachelle 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

NCCEH staff and other attendees: Ashley Von Hatten; Teresa Robinson, Allie Card, Adrianna Coffee, Bonnie Harper

2023 CE Evaluation Report

Ashley VonHatten 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 VonHatten 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 a 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.

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- 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

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- Report housing outcomes for referred households to the CE Lead at case conferencing meetings.

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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

Next meeting

September 18, 2023, at 10 am

Next regular Steering Committee meeting:

Tuesday, October 3, 2023, at 10:30 A.M.