



North Carolina Balance of State Continuum of Care

bos@ncceh.org

919.755.4393

www.ncceh.org/BoS

NC Balance of State CoC Steering Committee Meeting Minutes

September 12, 2023

Regional Leads Present: Derek Lancour, Emily Lowery, Amber Story, Pamela Hinton, Kristen McAlhaney, Marie Watson, Dr. Dia Thomas, James Stroud, LaTasha McNair, Kisha Darden, Brian Fike

At-Large Members Present: Rachelle Dugan, Brooks Ann McKinney, Angela Harper King, Catherine Kastleman

SC Members Absent: Natasha Elliott, Tujuanda Sanders, Melissa Hewitt, Tiffany Askew, Cassandra Rowe, Lisa Phillips

Interested Parties Present: Angela Battle, Albrea Crowder, Melissa McKeown, Teena Willis, Lauren Singleton, Erin Joy Crossfield, Lori Watts, Leah Dyson, Tonya Gray Young, Kecia Robinson, Amy Modlin, Kim Hemphill, Mary Erwin, Alyce Knaflich, Crystal Gwendo, Sarah Lancaster, Kendra Martin

NCCEH Staff Present: Brian Alexander, Laurel Benfield, Allie Card, Adrianna Coffee, Debra Susie, Jenny Simmons, 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.

FY2023 CoC Program Competition

FY2023 CoC Program Competition Wrap-Up

- Project applicants have submitted their applications in e-snaps.
- CoC staff are finalizing the CoC Planning Grant Application and the CoC Collaborative Application.
- The NC BoS CoC will publish the full CoC Application with priority rankings and project applications and will notify the CoC.
- The NC BoS CoC intends to submit by Tuesday, September 26th – 2 days early to gain additional points

Coordinated Entry Evaluation report

Provider agencies in the NC BoS CoC 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 Program funding.

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 PH 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.

The CoC will enhance its CE Evaluation process in 2024. Plans include:

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

Client Bill of Rights Updates

In May 2023, the Steering Committee passed the NC BoS CoC Client Bill of Rights, a new policy providing recourse to clients across the CoC that have been mistreated while seeking services. Members of the LEAC and CoC staff hosted a webinar on May 25th to introduce the new policy to the broader CoC.

- Policy: <https://www.ncceh.org/files/12962/>
- Recording: <https://youtu.be/kOrM5ohCvJ0%20>
- Slides: <https://www.ncceh.org/files/13055/>

Beginning in October, LEAC members will begin attending Regional Committee meetings to have in-depth conversations about the implementation of the NC BoS CoC Client Bill of Rights. Over the next year, the LEAC will attend all 13 Regional Committee meetings. NCCEH staff will reach out to request the LEAC be added to Regional Committee meeting agendas.

Regional Committee Leadership Elections and Nominations Committee Launch

The CoC Governance Charter directs Regional Committees to elect most leadership positions in the fourth quarter of each year. Regional Committees should elect the following leadership roles to begin in January 2024:

- Regional Lead
- Regional Lead Alternate
- CE Lead
- Webmaster
- Project Review Committee Representative

The current Regional Lead or designee should submit the new leadership slate by December 15th. A follow-up email will be sent out with details and the link to submit.

At-large Members and Nominations Subcommittee:

- Steering Committee membership comprises Regional Committee leadership and at-large seats.
- In 2017, the Steering Committee approved a restructuring proposal that added at-large seats, which do not directly represent any single region.
- Having at-large members provides collaboration between the at-large member's agency/sector and the CoC to better serve people experiencing homelessness.

- Elected annually for one-year terms, starting in January.
- Please email adrianna@ncceh.org if you would like to participate in the Nominations Subcommittee

Upcoming trainings

Staff announced upcoming trainings for the NC BoS CoC:

- Serving LGBTQIA+ Individuals Experiencing Homelessness:
 - 2-part training hosted by the LGBT Center of Raleigh September 14th and 28th from 9:30 – 11:30 AM
- NC BoS CoC Anti-Discrimination Policy annual training - MANDATORY:
 - October 5th from 2 – 3:30 PM
- Emergency Shelter Innovation Series– Shared Housing:
 - October 11th from 1 – 2:30 PM
- Racial Equity Dialogue Series – Affordable Housing:
 - October 17th from 11:30 AM – 1 PM

Registration is required for all trainings. Visit the NCCEH calendar at <https://www.ncceh.org/events> to register.

Approval of at-large Steering Committee member

An at-large Steering Committee seat has opened mid-year. Ellen Blackman has retired from the NC Housing Finance Agency and stepped down from the Steering Committee. Her at-large seat for the Housing Finance Agency is open for the remainder of the year. The term would be October-December 2023 and is renewable for future years.

In the past, if an at-large seat opens mid-year, it is filled by someone in the same agency that employed the departing member. NCHFA would like to nominate Erin Joy Crossfield, Policy and Research Analyst at NCHFA, to fill the at-large seat for the remainder of Ellen’s term.

Marie Watson motioned to approve Erin Joy Crossfield to replace Ellen Blackman’s at-large seat for the remainder of the term. Kisha Darden seconded the motion. The motion was unanimously approved.

Racial Equity Analysis

Staff presented on the NC BoS CoC 2023 Racial Equity Analysis and its findings:

CoC Makeup – 2021 US Census, 2023 PIT Count

Race/Ethnicity by Total Population, Population in Families with Children by Poverty

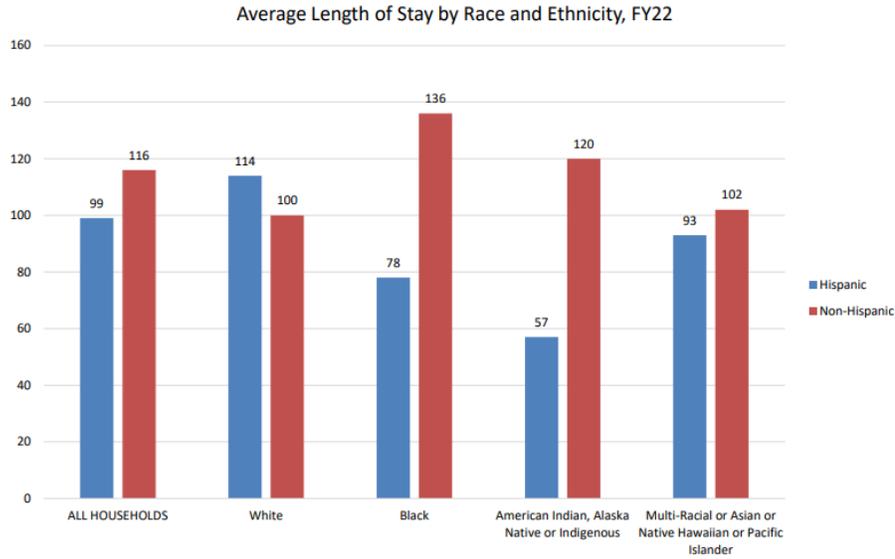
	White	Black	Native American/Alaskan	Asian/Pacific Islander	Other/Multi-Racial	TOTAL
Total Population	70%	19%	2%	2%	8%	100%
% of People Experiencing Poverty	53%	31%	3%	1%	12%	100%
% of People in Families Experiencing Poverty	49%	34%	3%	1%	12%	100%
Total Homeless Population	56%	37%	2%	1%	4%	100%
% of Everyone Experiencing Sheltered Homelessness	51%	42%	2%	1%	4%	100%
% of People in Families Experiencing Sheltered Homelessness	37%	53%	2%	1%	6%	100%
% of Everyone Experiencing Unsheltered Homelessness	64%	27%	3%	1%	5%	100%
% of People in Families Experiencing Unsheltered Homelessness	33%	59%	1%	0%	8%	100%

CoC Makeup – 2021 US Census

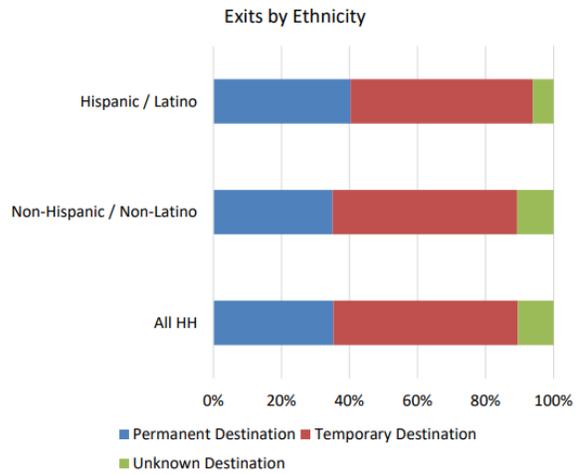
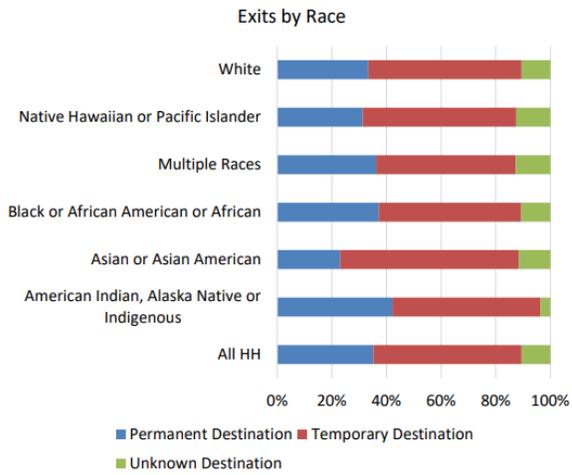
Race/Ethnicity by Total Population, Population in Families with Children by Poverty

	Hispanic	Non-Hispanic	TOTAL
Total Population	9%	91%	100%
% of People Experiencing Poverty	15%	85%	100%
% of People in Families Experiencing Poverty	17%	83%	100%
Total Homeless Population	6%	94%	100%
% of Everyone Experiencing Sheltered Homelessness	7%	93%	100%
% of People in Families Experiencing Sheltered Homelessness	12%	88%	100%
% of Everyone Experiencing Unsheltered Homelessness	4%	96%	100%
% of People in Families Experiencing Unsheltered Homelessness	6%	94%	100%

Average Length of Stay by Race and Ethnicity FY2022, StellaP

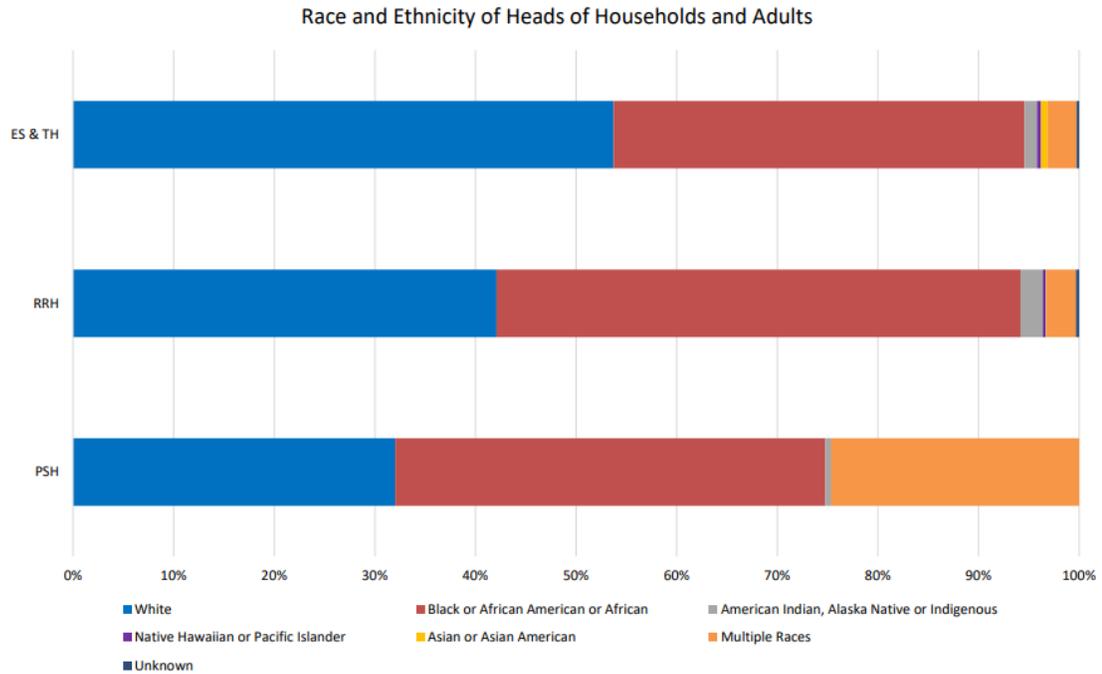


Exits by Race and Ethnicity FY2022, StellaP



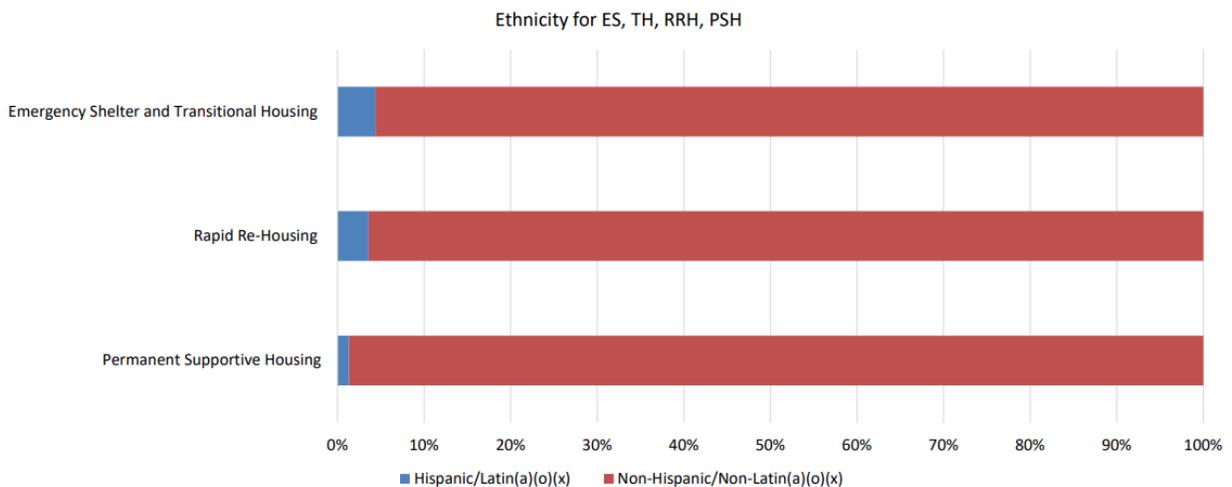
Access by Project Type

FY2022, StellaP



Access by Project Type

FY2022, StellaP



Highlights from Strategies and Activities:

- Collaborative and Inclusive Dialogue and Action:
 - Host dialogue calls on racial equity that engage CoC stakeholders on relevant and associated topics and systems.
- Policy Development and Accountability Advocacy:

- Deepen the racial equity questions and checks in funding processes. Include ways to demonstrate compliance with agency policies including, but not limited to:
 - Client Bill of Rights
 - Anti-Discrimination Policy
- Support increasing availability of affordable housing, especially:
 - For renters with no income at program start or with 30% of Area Median Income or below
 - For safe, clean housing with habitable minimum standards
 - For accountability of landlords that fail to provide safe, clean, habitable housing
- Data Collection and Assessment:
 - Develop a more equitable assessment and prioritization tool for coordinated entry
- Training and Support
 - Develop educational materials for landlords to provide safer, cleaner rental opportunities to program participants
 - Develop messaging that encourages landlords to treat renters with dignity and humanity
 - Develop template contracts or commitments for landlords to benefit from housing program assistance

Rachelle Dugan motioned to approve the drafted 2023 NC BoS CoC Racial Equity Analysis. Marie Watson seconded the motion. The motion was unanimously approved.

Upcoming meetings & reminders

- **Coordinated Entry Council, Monday, September 18, 10:00 – 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, Thursday, September 28, 11:00 A.M. – 12:00 P.M.**
 - Presentation: <https://meet.google.com/dep-rjxz-kze>
Or dial: (US) +1 442-27

Next Steering Committee meeting

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