

North Carolina Balance of State Continuum of Care

Steering Committee Meeting
October 3, 2023
10:30 AM



NCCEH

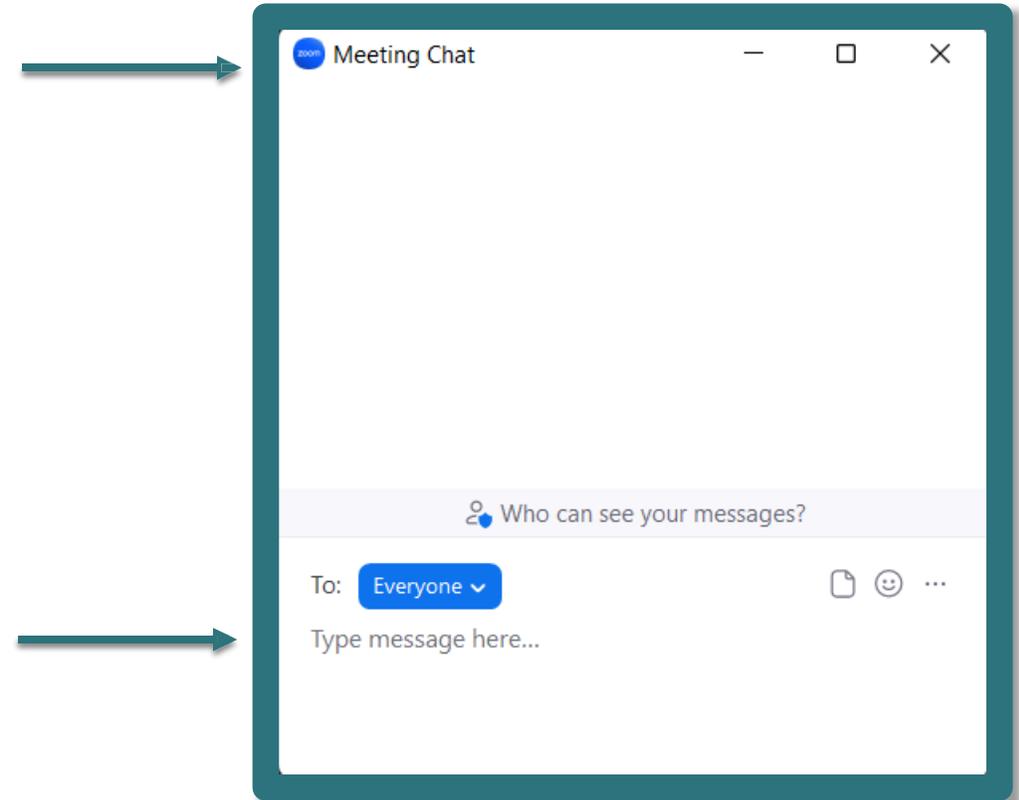
Welcome

Reminders:

Your line is muted.

We will unmute the line during Q&A pauses.

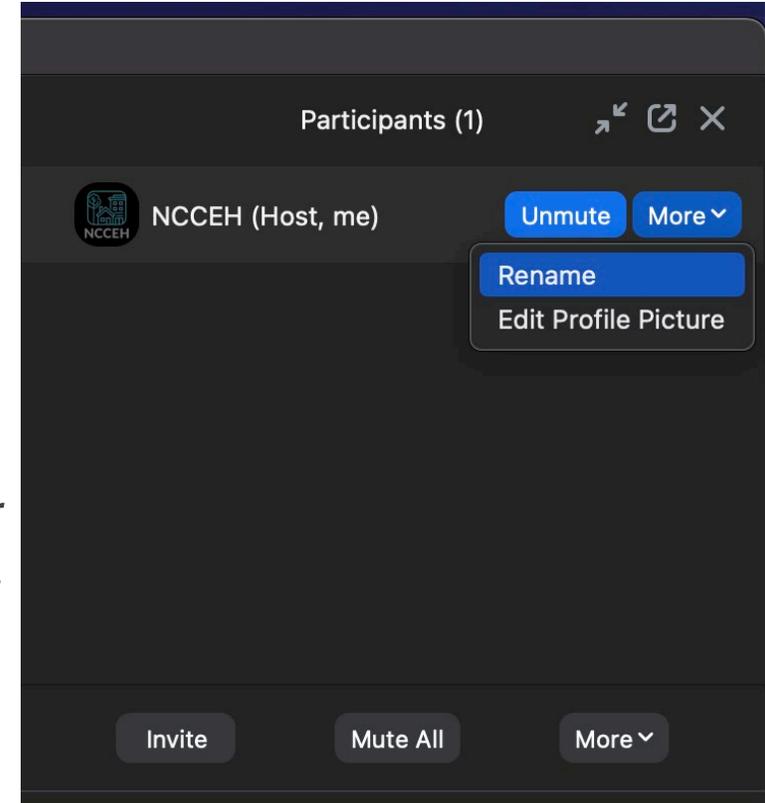
The chat box is available to use anytime.



Roll Call

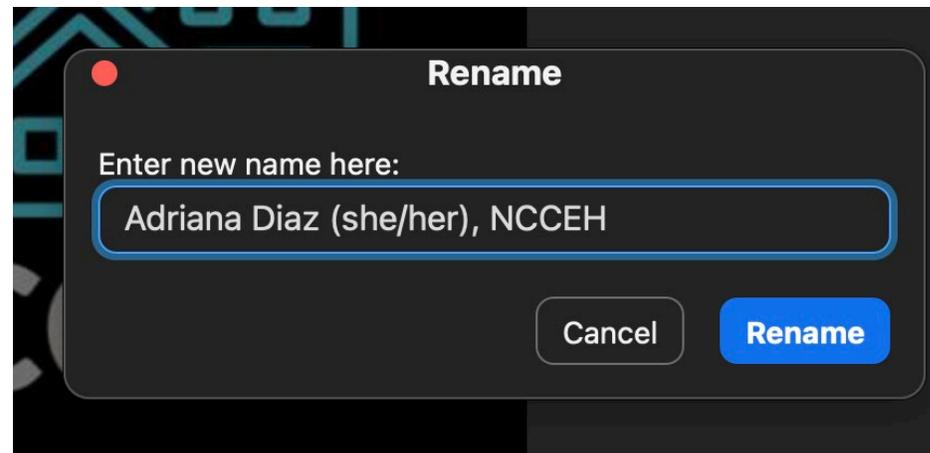
- We will conduct Roll Call for Regional Leads and at-large members to confirm quorum for voting.
- All participants should enter their full names, so we can document their participation in the minutes.

1



How to change your screen name:

2



Please include your pronouns and organization!





Agenda

Agenda

- Consent Agenda
- North Carolina Back@Home – Balance of State update
- NC BoS CoC Anti-Discrimination policy review
- 2024 PIT/HIC planning update
- NC Head Start program overview
- Upcoming meetings and reminders



Review & approve consent agenda

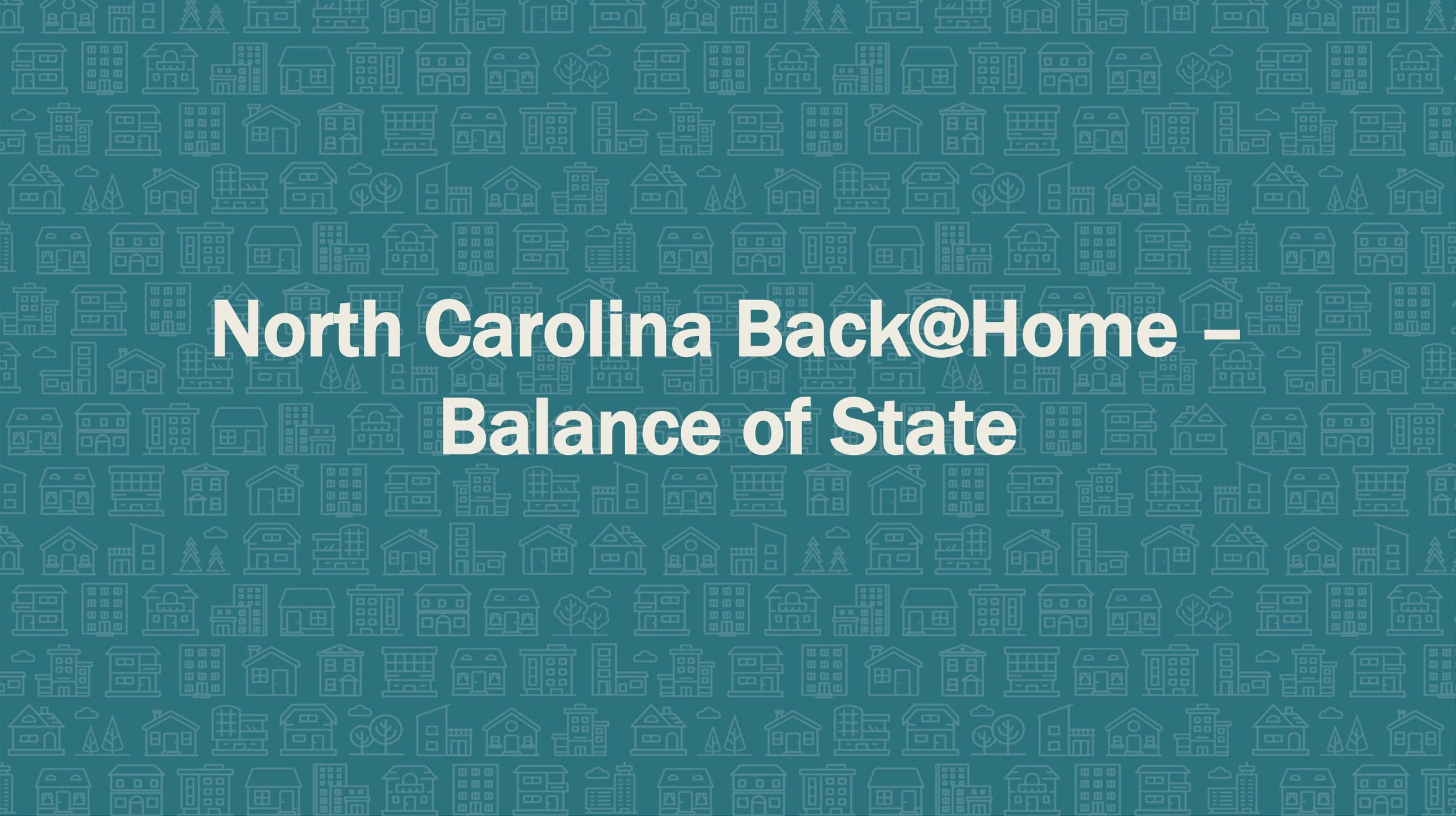
Consent agenda:

<https://www.ncceh.org/bos/steeringcommittee/>

- The consent agenda was sent to the Steering Committee prior to the meeting as a part of the Board Packet.
- The consent agenda will be voted on as a whole at the beginning of each meeting.
- Steering Committee members may request to remove an item from the consent agenda for additional discussion.

Changes or discussion?





North Carolina Back@Home – Balance of State



Back@Home – Balance of State (BOS)

Update to the Balance of State CoC
Steering Committee

Catherine Kastleman, MPH
NCORR Planning and Policy Manager
October 3, 2023



Agenda

- Program Overview
- Recipe for Success: Infrastructure and Backbone Support, Housing Stabilization Services, and Financial Assistance
- Building on Lessons Learned
- Expected Program Outcomes
- Accomplishments to Date
- Current Program Timeline and Next Steps

Program Overview

Background

- The Back@Home North Carolina Initiative provides an infrastructure utilized by multiple programs, designed around activities that stabilize people in housing. The infrastructure can be utilized for programs with distinct purposes and related funding sources.
- The Back@Home- Balance of State (BOS) program is the current iteration of the initiative, which aims to stabilize households with severe service needs who are experiencing homelessness within the 79 county NC-503 NC Balance of State Continuum of Care (CoC), with a focus on reducing unsheltered and rural homelessness.

Back@Home Recipe for Success

Housing
Stabilization
Services

+

Unit Access
and Move-In
Financial
Assistance

+

Rent and Utility
Financial
Assistance

Infrastructure and Backbone Support



Partner Roles

- North Carolina Office of Recovery and Resiliency (NCORR)
 - Role: Program Oversight, Administration, Contracting, Reporting, Reimbursement, Ensuring Compliance and Match Requirements Met
- North Carolina Coalition to End Homelessness (NCCEH)
 - Role: CoC Oversight, Training and TA Support for Service Providers
- North Carolina Department of Health and Human Services (NC DHHS)
 - Role: Partnership/advising, Leveraged Funding, Program Advising and Connections. This includes contracted support from Redesign Collaborative, who are program design and subject matter experts.
- Housing Stabilization Services (HSS) Providers --> **NCORR Subrecipients**
 - Role: Provide housing stabilization services to program participants.
- Housing Collaborative --> **NCORR Subrecipient**
 - Role: Centralized Unit Recruitment, Housing Navigation, Inspection Coordination, Landlord Engagement, and Financial Assistance Administrator (plus hybrid Housing Navigation services)



Funding Sources

- U.S. Department of Housing and Urban Development (HUD)
- U.S. Treasury Emergency Rental Assistance funding (ERA 2)
- State Fiscal Recovery Funding (SFRF)
- Future sources of funding TBD

Back@Home Recipe for Success

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Housing Stabilization Services

- **Housing Stabilization Case Management**

Housing Stabilization Case Management services create a partnership with the household to assess, plan, implement, coordinate, monitor, and evaluate the needs of the household to get and keep housing.

- **Outreach**

Outreach services assist by locating, engaging, and supporting households with life-saving resources as they experience homelessness and are connected to housing resources.

- **System Navigation**

System Navigation services assist households with accessing resources from the homeless system and partner systems to get and keep housing.

- **Housing Navigation**

Housing Navigation services assist households to gain access to and address issues with maintaining a physical unit.

Housing Stabilization Services (HSS) Providers

- Nine Service Providers will be contracted to serve assigned regions across the BoS CoC
- Housing Stabilization Case Managers will provide all four types of services, using a team-based approach with suggested 1:25 ratio (case managers to clients)
- Housing Navigation will be provided using a hybrid model, with Service Providers as the local partner and Housing Collaborative with specialized staff

Housing Stabilization Services Payment Structure

- **Start-up funds using DHHS RRH SFRF funding**

Help agencies staff up, train, and get ready to start enrolling households

- **Monthly Payments Per (Enrolled) Household**

Based on Healthy Opportunities Pilots (HOPs) payment

\$400.26/household/month

- **Additional Program Budget for Other Limited Financial Assistance Expenses**

Back@Home Recipe for Success

Housing
Stabilization
Services

+

Unit Access
and Move-In
Financial
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+

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Financial Assistance

Types of Financial Assistance offered in the program will include:

- 1) Rent and Utility Assistance
- 2) Unit Access and Move-in Financial Assistance, including Temporary Stay costs

⋮ New to Back@Home: ⋮ Improvements Based on Lessons Learned

- Centralized Financial Assistance (Flex Pool Model)
- Hybrid Housing Navigation
 - Partnership between Housing Collaborative + Service Providers
- Changes to Service Provider (previously Rehousing Agency) role and payment structure
- Permanent Supportive Housing (PSH) funding available in addition to Rapid Rehousing (RRH)
- NCORR as new program administrator

Expected Program Outcomes

By Fall/Winter 2026, as many as 1400 households will be served through a combination of housing stabilization, financial assistance and connection of other resources to stabilize individuals and families with severe service needs in housing.

All services offered through the project will follow the three best practices outlined in the Continuum of Care's plan: Housing First, Harm Reduction, Person-Centered, and Trauma-Informed Care.

Accomplishments to Date

- ✓ Secured HUD SNOFO funding (with Oct. 1 operational start date)
- ✓ Finalized MOA for SFRF funding with DHHS
- ✓ Developed program budget for launch
- ✓ Preliminary development of NCORR System of Record for reporting, billing, etc.
- ✓ Applied for additional funding sources to expand program coverage and fill gaps
- ✓ Completed Request for Application (RFA) process and selected nine service providers
- ✓ Provided initial TA and contingent award notifications to selected service providers
- ✓ Developed draft Service Provider contract and budgets (under review)
- ✓ Drafted initial program policies and procedures

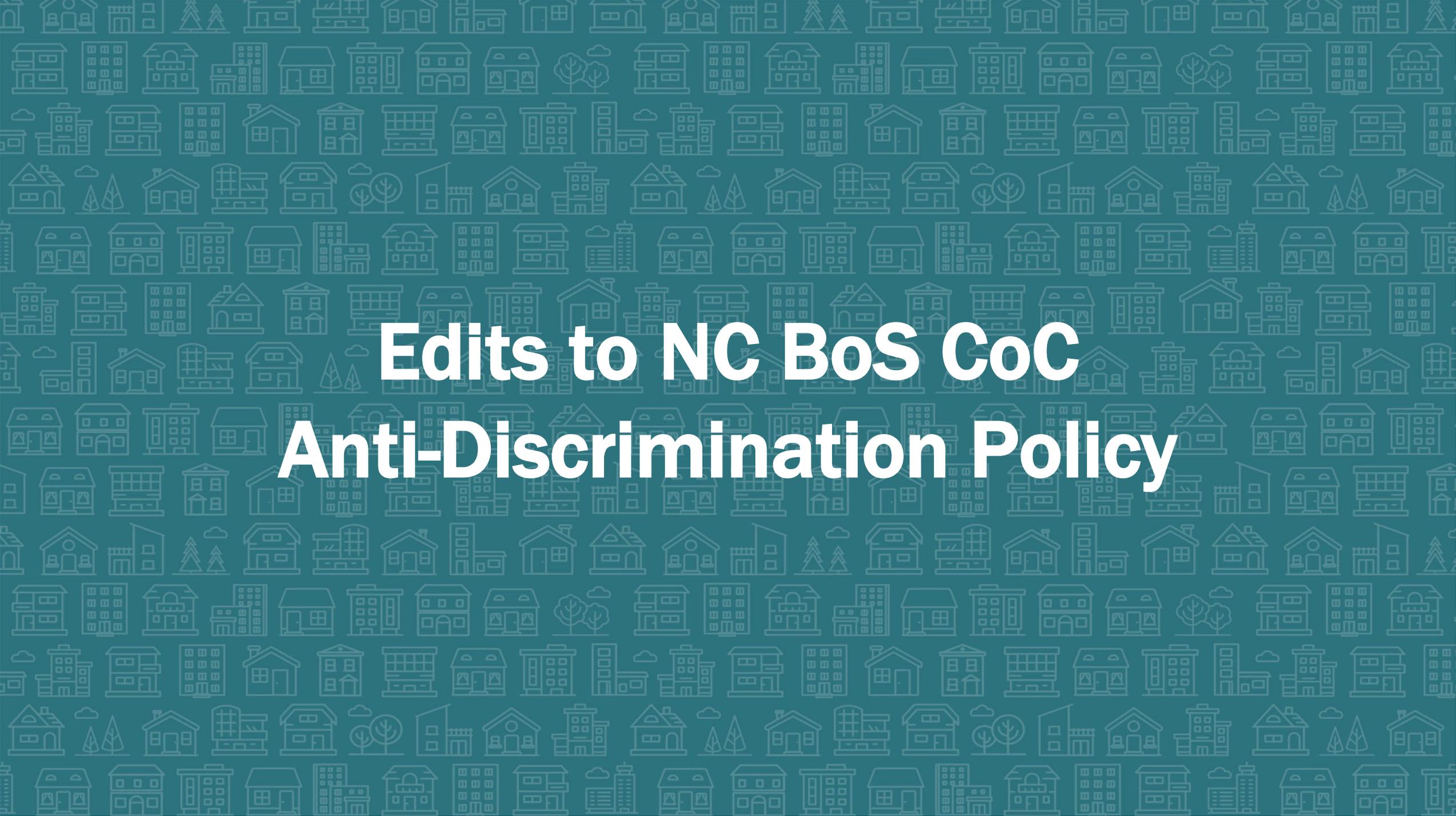
Current Program Timeline

Month	Topic
October 2023	<ul style="list-style-type: none"> Finalization of additional funding agreements Contracting with Service Providers
October – November 2023	<ul style="list-style-type: none"> Service Provider Startup, Training, and Technical Assistance Ongoing NCORR System of Record Development and HMIS integration
December 2023	Enrollment of B@H households begins
September 30, 2026	Program period of performance ends



Questions?

For additional information, please contact housing.stability@ncdps.gov.



Edits to NC BoS CoC Anti-Discrimination Policy

The NC BoS CoC Anti-Discrimination Policy guides program implementation and is updated yearly

Built to mirror HUD's Equal Access Rule, the Anti-Discrimination policy prohibits overt acts of discrimination that prevent people from accessing services.

Required for all agencies in the CoC. Mandatory training annually.

The policy has strong protections for:

- LGB and Transgender people seeking services
- Families (Family Separation policy)
- People of all faiths (Faith-based services policy)
- People with grievances against their provider

Discrimination on the basis of race and ethnicity is prohibited, but protections don't go beyond overt acts of discrimination (which are hard to prove anyway)



Minor changes to wording have been made to the existing document

Edits were made to wording for transparency, accuracy, and consistency.

Minor language changes include changing “client” to “participant” and updating the “Racial Equity Assessment” to its current title the “Racial Equity Analysis”

Draft policy with proposed edits is available on the NCCEH website at <https://www.ncceh.org/bos/steeringcommittee/>



Referencing the Client Bill of Rights



Additions were made in the Anti-Discrimination Policy to reference the recently passed NC BoS CoC Client Bill of Rights (CBoR).



The CBoR was passed by the Steering Committee in April 2023.



References to the CBoR were added to the policy and procedures table of the Anti-Discrimination Policy, and the Grievances section



Does the Steering Committee approve the proposed edits to the Anti-Discrimination Policy for 2023?

Questions?

Motion to approve?



Next Steps

Anti-Discrimination Policy Webinar is Thursday!

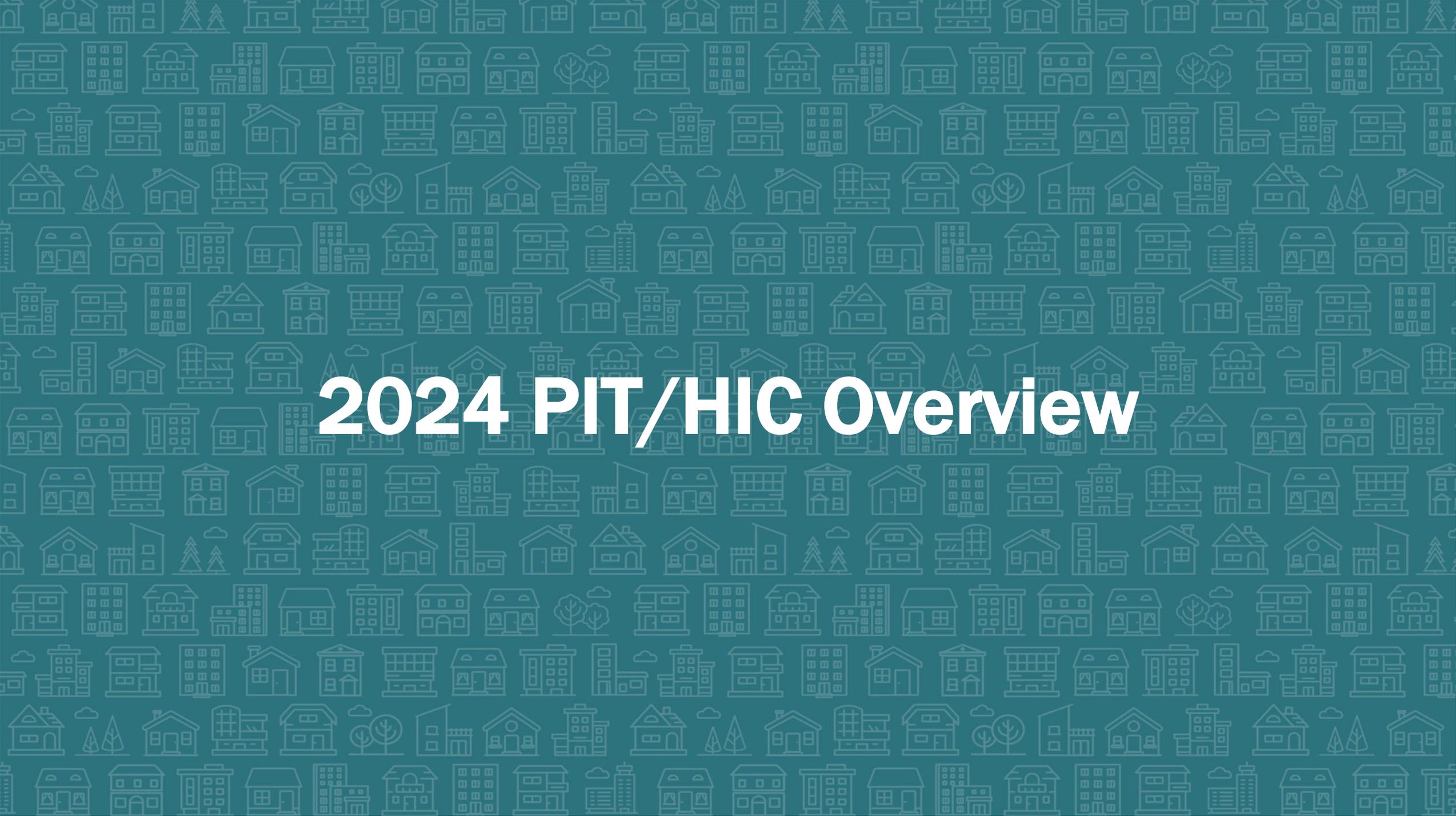
Thursday, October 5, 2023

2:00pm – 3:30pm

Registration is required and participation is mandatory for all agencies receiving ESG or CoC funding:

Registration at: <https://www.ncceh.org/events/1624/>





2024 PIT/HIC Overview

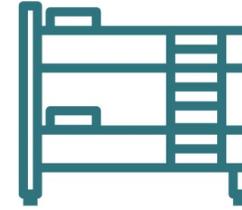
Combining Data & Reporting

NCCEH Staff will combine data and create reports.

Data Collected	Type	Contributes to Point in Time Count (PIT)	Contributes to Housing Inventory Count (HIC)
People	Unsheltered	P	
	Sheltered (ES +TH)	P	P
	Permanent Housing (RRH + PSH +OPH)		P
Beds + Units	Sheltered (ES +TH)		P
	Permanent Housing (RRH + PSH +OPH)		P



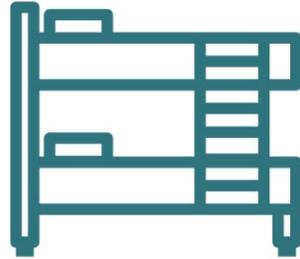
Data Collection for Point-in-Time Count



Unsheltered	Sheltered Count	
HMIS CE	HMIS ES + TH	Non-HMIS ES + TH
HMIS	HMIS Reports	Counting Us App
<p>Count PIT Night: Jan 31</p> <p>Service-Based Count: Feb 1 – Feb 6</p>	<p>HMIS Data Entry/Corrections: Feb 1 – Feb 6</p> <p>Submit HMIS Reports: Feb 6</p>	<p>Count PIT Night: Jan 31</p> <p>Service-Based Counts: Feb 1 – Feb 6</p>



Data Collection for Housing Inventory Count



Sheltered Projects		Permanent Housing Projects	
HMIS ES + TH	Non-HMIS ES + TH	HMIS RRH + PSH + OPH	Non-HMIS RRH + PSH + OPH
HMIS Reports: Run, review, and submit corrected reports (Due Feb 6)	People Count: Counting Us Survey App (Due Feb 21)	HMIS Reports: Run, review, and submit corrected reports (Due Feb 6)	People Count: Counting Us Survey App (Due Feb 21)
	Bed + Unit survey with NCCEH staff (Due Feb 21)		Bed + Unit survey with NCCEH staff (Due Feb 21)



PIT/HIC Timeline

Planning October - December

Project Planning
Training
Finalize all Tools

Action January 31– February 6

Data Collection
Reporting to NCCEH

Submission February – April

Confirm/Clean Data
Resolve all Errors
Enter into HDX

Wrap-Up April – May

Updates to HMIS
Analysis



Roles in NC Balance of State CoC

Unsheltered Access Coordinators

Elected position(s) for each region

Facilitates data collection and entry so folks experiencing unsheltered homelessness can access resources

Organizes volunteers for verification surveys night-of or immediately after PIT night

Leads collection, entry, and verification of data for PIT night (1/31/2024)



Roles for NC Balance of State CoC

ES, TH, RRH, PSH, OPH Agency staff

Confirm point of contact with NCCEH when they reach out this fall

Ensure information is ready and available for clients served 1/31/2024

Counting Us App ([Jan 4th](#) and [Jan 11th](#) trainings)

Respond to NCCEH with program, funding, bed/unit and capacity information in January/February



Roles for NC Balance of State CoC

NCCEH Staff

Assigned agencies to support the Counts

Unsheltered

Sheltered

Permanent Housing

Designing and delivering training for different counts

Unsheltered Access training and materials can help communities prep:

<https://www.ncceh.org/bos/coordinatedentry/>





NC Head Start Overview



NORTH CAROLINA

Head Start

STATE COLLABORATION OFFICE

Homeless Regulations from the
Office of Head Start

What is Head Start?

Began in 1965 as a “War on Poverty Initiative

Federal Program

Families must fall within certain income guidelines to qualify

Offers comprehensive services for children and families

Located in LEA’s, Community Action Agencies, Faith-Based, Tribal, Migrant & more

Serves Birth to five-year-old children & Pregnant women

Categorically Eligible

More than 1 million children ages birth to 6 experience homelessness in the U.S. **These children are automatically eligible for Head Start and Early Head Start programs.** Homelessness is a circumstance families may experience when they are faced with such challenges as extreme poverty and lack of affordable housing. It can also occur when a family's current living situation becomes unsafe or unstable.

[Children and Families Experiencing Homelessness](#)
[| ECLKC \(hhs.gov\)](#)

Determining Eligibility 1302.12

(2) For Head Start, a child must:

(i) Be at least three years old or, turn three years old by the date used to determine eligibility for public school in the community in which the Head Start program is located; and,

(ii) Be no older than the age required to attend school.

(3) For Migrant or Seasonal Head Start, a child must be younger than compulsory school age by the date used to determine public school eligibility for the community in which the program is located.

Determining Eligibility Cont.

- (c) *Eligibility requirements.* (1) A pregnant woman or a child is eligible if:
 - (i) The family's [income](#) is equal to or below the poverty line; or,
 - (ii) The family is eligible for or, in the absence of child care, would be potentially eligible for public assistance; including TANF child-only payments, or,
 - (iii) The child is homeless, as defined in part [1305](#); or,
 - (iv) The child is in [foster care](#).
- (2) If the family does not meet a criterion under paragraph (c)(1) of this section, a program may enroll a child who would benefit from services, provided that these participants only make up to 10 percent of a program's enrollment in accordance with paragraph (d) of this section.



Foster Care Defined

Foster care means 24-hour substitute care for children placed away from their parents or guardians and for whom the state agency has placement and care responsibility. This includes, but is not limited to, placements in foster family homes, foster homes of relatives, group homes, emergency shelters, residential facilities, child-care institutions, and pre-adoptive homes. A child is in foster care in accordance with this definition regardless of whether the foster care facility is licensed and payments are made by the state or local agency for the care of the child, whether adoption subsidy payments are being made prior to the finalization of an adoption, or whether there is federal matching of any payments that are made.



Homeless Children Defined

- ***Homeless children*** means the same as ***homeless children and youths*** in Section 725(2) of the McKinney-Vento Homeless Assistance Act at 42 U.S.C. 11434a (2).

Contact Information

Macy Jones

macy.jones@dpi.nc.gov

Upcoming meetings & reminders

(Log-in and recording information can be found on agenda)

- **NC BoS CoC Anti-Discrimination Policy Training**, *Thursday, October 5, 2 – 3:30 P.M.*
- **HMIS System Updates**, *Tuesday, October 10, 10:30 – 11:30 A.M.*
- **NC BoS CoC Emergency Shelter Innovation Series – Shared Housing**, *Wednesday, October 11, 1 – 2:30 P.M.*
- **Lived Expertise Advisory Council**, *Friday, October 13, 12 – 1 P.M.*
- **Coordinated Entry Council**, *Monday, October 16, 10 – 11:30 A.M.*
- **NC BoS CoC Racial Equity Dialogue**, *Tuesday, October 17, 11:30 A.M. – 1:00 P.M.*
- **Racial Equity Subcommittee**, *Wednesday, October 18, 11:30 A.M. – 12:30 P.M.*
- **Local Leadership Response Call**, *Wednesday, October 18, 1 – 2 P.M.*
- **Funding & Performance Subcommittee**, *Thursday, October 26, 11 A.M. – 12 P.M.*



Next Meeting

Tuesday, November 7
10:30 AM – 12 PM

Reach out to us: (919) 755-4393

bos@ncceh.org

