

North Carolina Balance of State Continuum of Care

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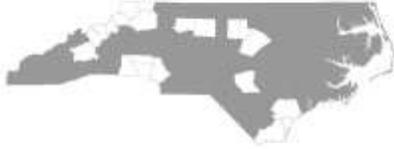
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NC Balance of State CoC Steering Committee Consent Agenda and Updates

October 2018

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Section I. NC BoS CoC Steering Committee Consent Agenda

The following will be voted on at the October 9, 2018 NC BoS CoC Steering Committee meeting:

Approval of Special Steering Committee Meeting August 30, 2018 Minutes

Available here: <https://www.ncceh.org/files/9356/>

Approval of September 11, 2018 Minutes

Available here: <https://www.ncceh.org/files/9346/>

HMIS Advisory Board

During the June 5, 2018 meeting the Steering Committee voted to approve Brian Alexander and Ehren Dohler as the NC BoS CoC representatives on the HMIS Advisory Committee. NC BoS CoC staff requests that Bagé Shade is designated as a representative in Ehren Dohler's place.

*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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Section II. Updates

2018 CoC Consolidated Application and Priority Ranking List Submitted

The NC BoS CoC Steering Committee met August 30, 2018 to review and vote on the ranked list of project applications that was proposed by the Project Review Committee. The Steering Committee voted to approve the ranked list proposed by the Project Review Committee without making any changes. Due to the Hurricane Florence response efforts at the North Carolina Coalition to End Homelessness, the Balance of State CoC was approved for a deadline extension until October 1, 2018. The CoC Consolidated Application and Project Priority Listing was submitted October 1, 2018 and both are posted to the NCCEH website: <https://www.ncceh.org/bos/currentcocapplication/>

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ESG Regional and Project Applications

This year, NCCEH has offered additional technical assistance to the ESG Funding Process Leads (FPL). FPLs have been meeting weekly for status calls to review benchmarks and share the status of their Region's progress on the benchmark for that week. NCCEH has offered to review the Regional Application and the selected Project Applications for grammar, completion, consistency, and program standards. The ESG LPAs submitted their Regional and Project ESG Applications to NCCEH on September 28, unless they were given an extension. The following Regions have been granted an extension:

- Region 6: This Region was unable to provide a Funding Process Lead. To prevent the Region from losing their grant, NC BoS CoC staff became the FPL. Their Regional and Project Applications are due on October 5, 2018.
- Regions 8,10, and 13 have been granted extensions from NC BoS CoC staff to submit their Regional and Project Applications on October 12, 2018. Additionally, the ESG office at NCDHHS has offered to extend their deadline until November 9, 2018.

The ESG office at NCDHHS has set the deadline for the full application package for October 26, 2018 (in office deadline, not postmark).

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HMIS Transition

The HMIS@NCCEH launch date has been pushed back until Fall 2018. Agencies and users can expect the following:





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- All HMIS training, workflows, forms, etc. will be hosted by NCCEH at ncceh.org and users will no longer go to nchmis.org, the website run by MCAH, for forms or training.
- Users will have a new ServicePoint website URL to log into.
- All agreements (agency participation, user, and sharing agreements) will need to be signed again with NCCEH as the HMIS Lead Agency. This will be done electronically with DocuSign.

What to do now:

- **Keep entering data into nchmis.servicept.com until notified to stop and switch to the new HMIS@NCCEH site.**
- Check our launch webpage for updates: ncceh.org/hmis/launch/
- Keep an eye out for Agency Agreements that will have to be signed and returned.
- Make sure you're receiving communications from the NCCEH Data Center. Sign up for our HMIS@NCCEH Communications List [here](#).

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In-person Steering Committee Meeting

Thursday, November 29th 10:00-4:00

This meeting will be at the Mazie Woodruff Center, 4905 Lansing Drive, Winston-Salem, NC 27105.

Registration link : <http://www.ncceh.org/events/1304/>

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BoS User Meeting

Thursday, October 18th 1:00-2:30

At this monthly meeting, NC Balance of State CoC HMIS Users will have the opportunity to ask questions about HMIS, homelessness data, and federal reporting from NCCEH's Data Center staff. Each meeting NCCEH will also include training to help you continue to develop your HMIS expertise. AAs are expected to come; all other staff are highly encouraged.

Register here: <https://www.ncceh.org/events/1262/>

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Child Care Resource & Referral Webinar

Monday, October 22nd 11:00-Noon

Early Education Resources for Children Experiencing Homelessness

Register at: <https://attendee.gotowebinar.com/register/472470435894016259>

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Navigating Services for Homeless Children Webinar

Monday, November 26th 11:00-Noon

Home Visiting, WIC, and Early Intervention

Register at: <https://attendee.gotowebinar.com/register/2670757018655442179>

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Best Practice in Tenancy Support

2-day Case Manager Trainings: Save the Date for either November 12-13th or November 15-16th.

Registration information coming soon. [Back to top](#)

September HMIS User Meeting Recording

Recording Link: <https://recordings.join.me/pgiAav4j3UmCn95d3B6wwg>

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Collaborating with Local Homeless Liaisons Webinar Recording

Recording Link: <https://recordings.join.me/rejTqnKKOkKVlmZh7Rsew>

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Section III. Meeting Minutes and Supporting Materials

PRC Minutes

September 7, 2018

Available here:

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ESG Funding Process Lead Status Calls

September 7, 2018

Available here: <https://www.ncceh.org/files/9457/>

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September 21, 2018

Available here: <https://www.ncceh.org/files/9459/>

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September 28, 2018

Available here: <https://www.ncceh.org/files/9462/>

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Veteran Subcommittee

August 17, 2018

Attendance: Ashley Langmead, Joey Williams, Charlotte Stewart, Curry Cromer, Joell Steininger, Elicia Thompson, Lucas Vrbsky, Kristie Reisig

NCCEH staff attending: Ehren Dohler

- Regional reports:
 - Curry reported that he is working with shelters in his area to do a better a more hands-on referral to SSVF. It seems shelters were giving Vets the number to call but not actively referring them.
 - Ashley reported that they had a Vets meet at the Salisbury VA with HUD-VASH, SSVF, and CE and will have that meeting regularly.
- CE participation





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- The VA no requires all VAMCs to actively participate in CE, including going to regular meetings.
- Ehren sent out a list of CE contacts and meeting dates and times (if they are known). The VAMCs on the call had some connection to these meetings but not consistently.
 - Lucas is going to meetings in Region 4 and 5.
 - Staff from the Asheville/Buncombe VAMC are going to meetings in Region 2
- By-name list data
 - June-August By-Name List: 233 Vets
 - March-June BNL: 216 Vets
 - Vets on BNL March - August: 63
 - Vets on BNL December-June: 98
 - Vets that moved into PH, June-August: 37
 - Vets that moved into PH, March-June: 25
 - Vets that moved into PH, December-March:18
 - 4 Vets identified as long-term or chronic
 - VI-SPDAT scores range from 1-8

Next meeting: Friday, October 19, 10am

Coordinated Assessment Council

August 14, 2018

Attendance: Crystal Sweatt, Kristen Martin, Linda Brinson, Lynne James, Melissa Eastwood, Monica Kearney, Teresa Robinson, Deena Fulton, Monica Frizzell, Linda Walling, Michele Knapp

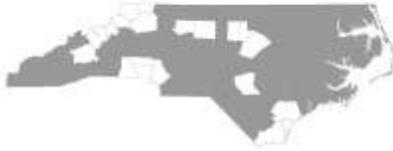
CA Outcomes

The CAC discussed how to improve CA outcomes reports.

Prevention and Diversion Screens

- The CAC discussed problems with the P&D screen data:
 - It is not done consistently and gathering data from it is very difficult and time consuming.
 - Shelters often don't use the P&D screen at all or don't use it to try to divert people because they assume once someone is at their door they can't be diverted.
 - Lynne: Can we tap into other systems already doing this? We have two crisis lines in Pitt that are collecting data.





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- Deena: We do track who is in shelter and the assistance they're getting. But we don't have a good way of tracking people who might be cycling between mainstream shelters and DV shelters.
- What data do we need from the P&D screen that we're not getting?
 - Shelter availability and barriers to entry
 - Appropriate screening and referral to DV shelter
 - Diversion and self-resolution
 - Ehren: possibly a needs assessment or service usage assessment could help with this problem, but that would add questions and could be cumbersome.
 - Linda Walling: P&D data is not very accurate – isn't de-duplicated so the number of people seeking assistance is different than the de-duplicated number of individuals looking for help.
 - Kristen Martin: 211 is doing diversion and shelter work but not in HMIS. We haven't solved it yet, we're still working on it. And no funding for diversion.
 - Linda W.: some don't do it because they don't have staff. Some don't have the skills to do diversion.
 - Monica K: Possibly we can re-name the screen to something that's more representative to what it can do.
- VI-SPDATs:
 - Problems with VI-SPDAT data:
 - No way to track how many people need VI-SPDATs who aren't getting them
 - No way to track VI-SPDAT fidelity/consistency
 - No way to track good outcomes (self-resolution) vs. bad outcomes (terminated from shelter)
 - Linda W: We don't know who is getting PH without being on the wait list. It's still hard to close side-doors.
 - Monica F: For us it's not the side doors, it's a problem of people who don't do VI-SPDATs.
 - Crystal: VI-SDPATs don't always track severity of needs and case managers know more.
 - Monica F: There may be a disconnect between income needs vs. service needs.
 - Ehren: The VI-SPDAT doesn't always track severity very well.
 - Monica F: VI-SPDAT doesn't track chronic homelessness well.
- The CAC discussed re-doing CA outcomes reports
 - The admissions/wait list section is confusing. It doesn't easily track housing interventions or flow through the system
 - For now, keep collecting what you can
 - Need new approach to P&D
 - Will use HMIS soon to track flow through CE

The CAC discussed evaluating the CE system:





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- We have to evaluate the CE system annually.
- We have to survey both consumers and providers that participate in CE.
- Consumer survey would potentially go to two groups:
 - 1) People currently homeless
 - 2) People in permanent housing who went through CE
- Teresa: For the survey on people who are currently homeless, who would be administering survey?
Ehren: Just the people administering the VI-SPDAT.
- Linda: There's already problems with paperwork – make sure it's not too hard.
- Teresa: We're doing something similar – we're following up with people after set amount of time. Survey is 5 or 6 questions. My concern is asking shelters to do this survey.
- Lynne James: I have a concern about objectivity – at the time of the VI-SPDAT – it might be too early.
- Monica F: While they're homeless they might be too worried about being homeless to answer good questions.
- Linda W: They don't know what the process is so have a hard time answering.
- Kristen: We have 12-14 VI-SPDATs every two weeks. Wait list is just growing.
- Lynne: Depends what the questions are. If it's focused on the front end, then maybe that makes sense.

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September 11, 2018

CAC members attending:

Deena Fulton, Kristen Martin, Melissa Eastwood, Teresa Robinson, Lynne James, Frederika Murrill, Juleah Berliner, Tawanda Bennett, Monica Frizzell,

NCCEH staff attending: Brian Alexander, Ehren Dohler

CE Evaluation:

- Must complete before January 2019.
- Must survey both providers and consumers.

The CAC discussed the plan to evaluate the NC BoS CoC's Coordinated Entry System:

Target Group 1: Service providers





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- Method: online survey
- Coverage goal: 100% of participating provider agencies receive survey. 60% of agencies respond to survey.
- CAC role: help develop survey, distribute survey.
- Brian asked: will survey be anonymous?
 - Ehren responded that identifying yourself will be optional on the survey.
 - Brian suggested that we at least require which Regional Committee the respondent is from
 - Monica – not all providers will know which RC they're in.
 - Brian – we can explain in the drop-down menu with counties included

Target Group 2: Consumers/clients

- Ehren suggested the survey should be done on currently homeless people and on those currently in permanent housing programs.
- The CAC discussed the strategy to survey currently homeless folks:
- Ehren suggested the survey would happen right after the VI-SPDAT for two weeks
 - Teresa suggested that case managers administering the survey may not get honest answers.
 - Lynne - Could the survey be simple enough that people could self-administer it? It would be handed to them, but they could ask questions. Have a sealed place they could put it in.
 - Tawanda – have a script on top to explain that this is anonymous and won't affect their housing or services.
- The group agreed that a self-administered survey would be better, with the option to have the case manager help. The survey would still be administered right after the VI-SPDAT.
- Ehren asked, how could we get more in-depth answers?
 - Juleah suggested we add an option at the end – would you be interested in a more in-depth interview? If so the case manager would administer that interview.

The CAC discussed the potential survey tools:

Consumer survey:

Ehren asked: What is the important information we want to collect? Should it be about consumer experience or is it more important to track a person's path through CE?

- Monica: I think this is helpful to understand what happened at access points.
- Kristen: I'm not sure every question is helpful – what do we do if an agency is not friendly and courteous?
 - Brian: But maybe this offers an opportunity to have a conversation locally?





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- Lynne: Having such a long survey could retraumatize people by making people rehash their experience.
- Brian: If we want a good rate of return, we want to pick out the key questions.
- What aspects of the system would be most important to hear about?
 - Teresa: Shelters know at intake what happened before that. I would like to know what happens in shelter – case management etc.
 - Monica: Try to focus on a few things. Pick a different focus each year.
 - Lynne: The goal is housing so maybe the focus should be on whether people have the opportunity to get housing. Do they feel like you have a real option?

Provider survey:

P&D screen section:

- Monica: We want to know why place aren't using the screen or why it's not useful to them.
- Teresa: Shelters in Region 5 – the timing is off for when P&D happens or staff is not available.
- Offer list of options for what isn't working.

VI-SPDAT section:

- Teresa: Need to figure out how to keep turnover staff aware of VI-SDPAT and CE.
- Monica: Collect data on case conferencing. Do you attend? If so why, if not, why?

Timing:

The CAC agreed to do the evaluation during the month of October, with all surveys due by October 31.

- Currently homeless consumers would be surveyed the two weeks before October 31
- Housed consumers would be surveyed during the month of October
- Providers will be surveyed during October.

The next CAC meeting is Tuesday, October 9 at 2pm.

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