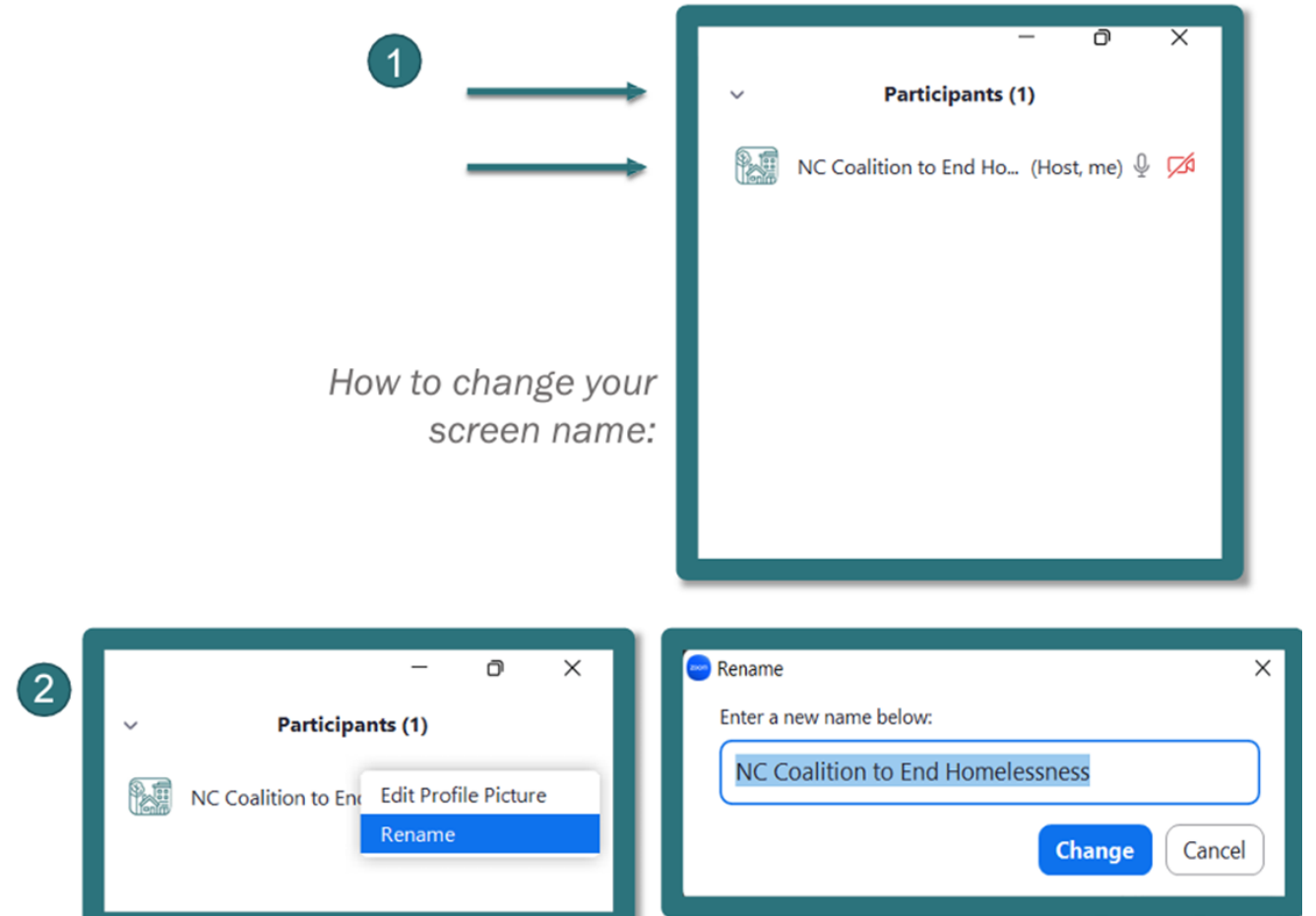


# Coordinated Entry Council Meeting

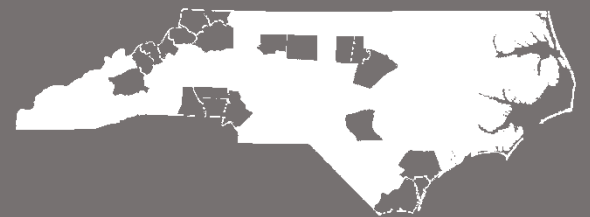
## June 26, 2023

# Roll Call

- We will conduct Roll Call for CE Leads and statewide representatives.
- All participants should enter their full names, so we can document their participation in the minutes.



# Agenda

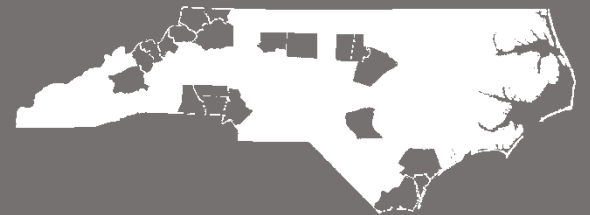


# Agenda

- BoS Leadership Workshop Debrief
- 2023 CE Evaluation Process/Updates
- CE Assessment Pilot Phase
- Veteran Subcommittee Update
- HMIS & Coordinated Entry
- Reminders



# BoS Leadership Workshop Debrief



# BoS Leadership Workshop

- On Thursday, June 15, 2023, BoS Leadership met for an in-person workshop!
- The focus of the workshop was on the BoS year-round unsheltered access.
- The agenda included:
  - An overview of roles and responsibilities
  - Breakout groups to create system mapping for each Region
  - Breakout groups to deep-dive into county-by-county support for connecting persons living unsheltered to services, shelter, coordinated entry, and permanent housing
  - Report-outs from each Region (to learn from our peers!)



# BoS Leadership Workshop

## Regional system mapping

- Each Regional Unsheltered Coordination Workbook includes a list of known Regional Projects broken down by agency, funding, and HMIS participation.
- Regional Leaders used this list to identify the organizations, entities, and volunteer initiatives that provide services and housing to people experiencing unsheltered homelessness in each county.
- Regions also identified any gaps that exist in each county that the Regional Committee will need to address as part of their plan.



# BoS Leadership Workshop

## Outreach Planning

- The Outreach Planning section is broken into two parts.
  - Assertive outreach means outreaching and engaging people experiencing unsheltered homelessness where they gather.
  - Passive outreach happens with other community stakeholders, focusing on outreaching and engaging providers to connect to people experiencing unsheltered homelessness.
  - Regions were asked to identify agencies in each county to do on-going assertive outreach and passive outreach.





# BoS Leadership Workshop

## System Navigation Planning

- System navigation services assist people experiencing unsheltered homelessness with accessing resources from the homeless service and partner systems to obtain permanent housing.
- Regions should ensure that the local system has a plan to continue providing basic and higher-level services to people experiencing unsheltered homelessness identified through outreach efforts.
- Region were asked how they will ensure those living unsheltered do not get lost in the homeless response system.



# BoS Leadership Workshop

## Training & Evaluation Planning

- To prepare collaborative partners to work closely with people experiencing unsheltered homelessness, the region needs to plan how it will provide training and ongoing technical assistance.
- Regions were also tasked with determining a process to gauge the effectiveness of the Unsheltered Access Coordination Plan.



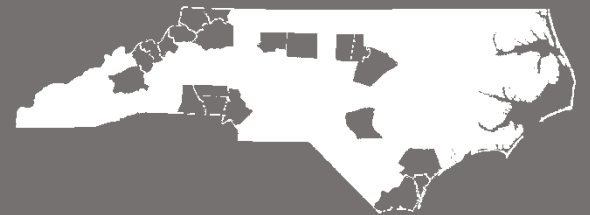
# BoS Leadership Workshop

Next steps:

- Every Region received a digital copy of the workbook
- Please share the completed document with regional partners & schedule time on the next Regional Committee meeting to discuss the plan, gather feedback, answer questions, & build buy-in
- Update the document with feedback from regional stakeholders
- Submit the final Unsheltered Access Coordination Plan to [bos@ncceh.org](mailto:bos@ncceh.org) by July 15th!



# 2023 CE Evaluation Process/Updates



# 2023 CE Evaluation

- In accordance with HUD Coordinated Entry Notice: Section II.B.15, the CoC began its CE evaluation process on April 3, 2023.
- HUD requires CoCs to solicit feedback at least annually from participating projects & from households that participated in CE during that time period.
- Surveys must address the quality & effectiveness of the entire CE experience for both participating projects & households.

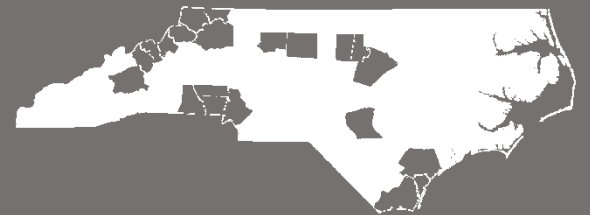


# 2023 CE Evaluation

- The CoC CE Council voted on 03/20/23, setting a timeline for survey distribution for CoC stakeholders & CE participants.
  - Timeframe for PSH April 3, 2023, through May 26, 2023.
  - Timeframe for Shelter and/or Street Outreach May 15, 2023, through May 26, 2023.
  - All clients housed by a rapid rehousing program in the CoC must receive the survey within 30 days (before or after) they are housed.
- NCCEH staff reviewed 125 shelter and/or street Outreach surveys, 37 permanent housing surveys, and 38 provider surveys, which is a 34% increase in survey participation from the 2022 CE Evaluation.



# CE Assessment Pilot Phase



# CE Assessment Pilot

Pilot Training





# CE Assessment Pilot

- Both the client and the assessor are asked to complete feedback surveys regarding the new assessment tool
- As of June 22, 2023, 73 assessments had been entered into HMIS!
  - Goal of 100 assessment by end of June 2023



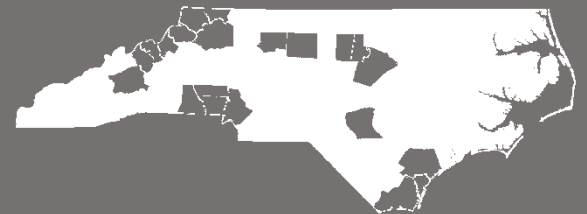
# CE Assessment Pilot

## Next Steps

- ✓ Revision with Stakeholders (January – March 2023)
- Pilot Phase (April – June 2023)
- Analysis and Revision with Community Phase (July – August 2023)
  - Points and weighting will be applied after analysis of the data is complete
- Training Phase (September – October 2023)
- Launch Phase (November 2023 – January 2024)



# NC BoS Veteran Subcommittee Update



# Veteran Subcommittee

- Re-launched in February 2023 to work toward a Framework to End Veteran Homelessness across the NC BoS CoC.
- Designs and implements a system to address Veteran homelessness in the CoC.
- Subcommittee membership includes SSVF grantees, VA Medical Center staff, HUD-VASH staff, other Veteran service agencies, and Veterans with lived experience of homelessness.



# NC BoS CoC Framework to End Veteran Homelessness

## Goal

Every Veteran experiencing homelessness in the NC BoS CoC is quickly connected to permanent housing and appropriate services to maintain housing.

Created by the NC BoS Veteran Subcommittee, the Framework will outline key system components that will be implemented on a regional and service provider level to reach the stated goal above.



# Framework Core Components

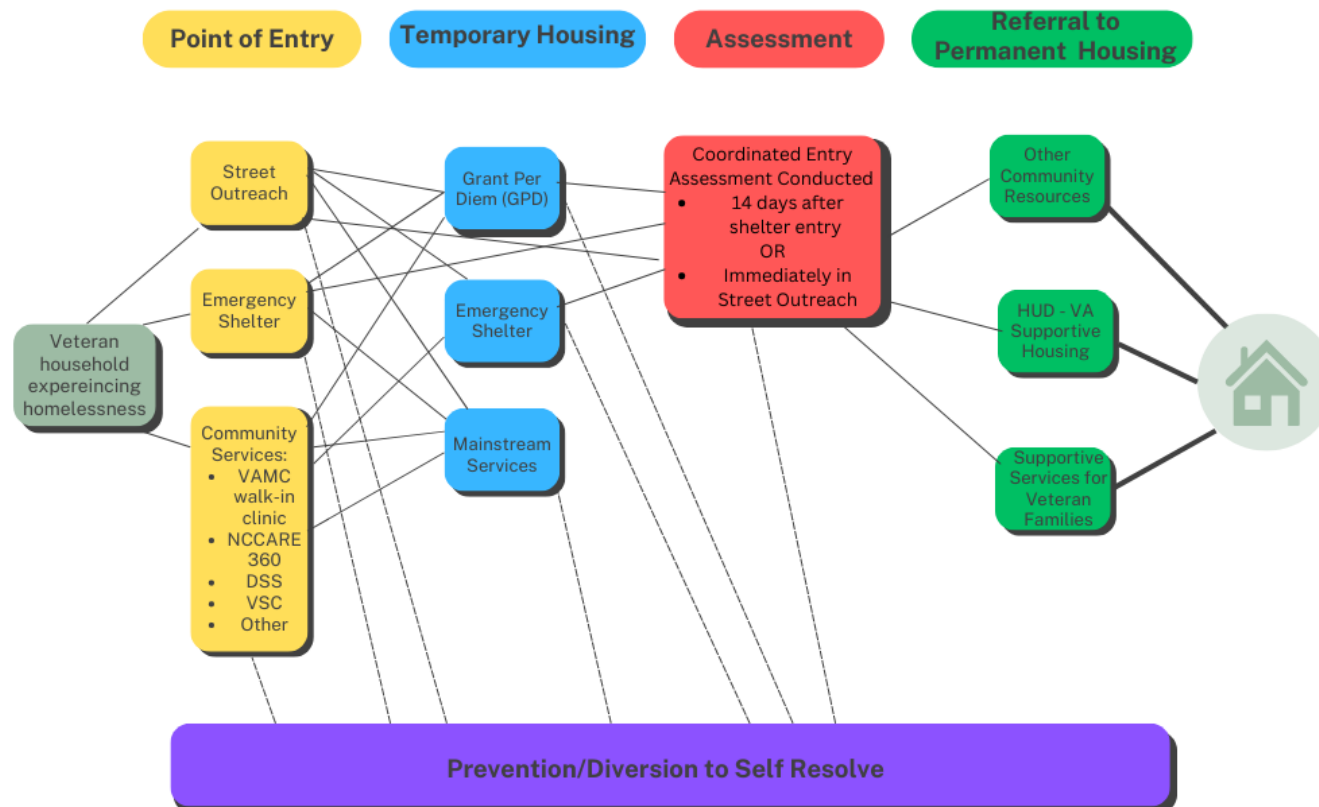
1. System Flow
2. Centering Equity
3. Coordinated Entry Integration
4. Provider Coordination: Roles & Expectations
5. Addressing System Gaps
6. Key Performance Indicators & Data Analysis



# Core Component: System Flow

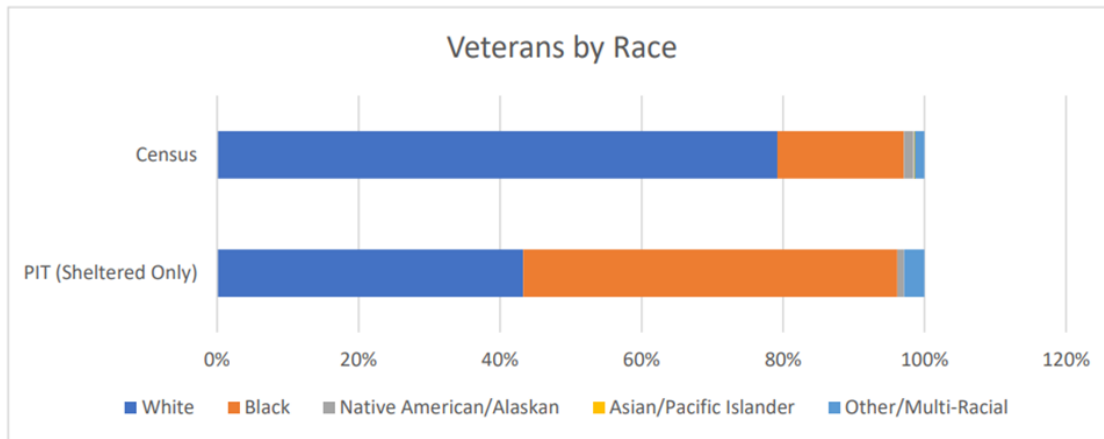
*Ensuring Veterans facing homelessness across the NC BoS CoC have a clear and accessible path toward permanent housing.*

## NC BoS CoC Veteran System Flow



# Core Component: 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.*



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.





# Core Component: 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. Four elements are essential to the coordinated entry system.*

For full integration, regional CE systems should incorporate the following Veteran-specific practices:

- Regularly hold case conferencing meetings inclusive of Veteran-specific conversations and resources.
- Run and provide Veteran by-name list data at every meeting.
- Swiftly connect Veterans deemed ineligible for Veteran-specific resources to civilian resources.



# Core Component: 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.



# Core Component: 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*



# Core Component: 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

- 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

- 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

- 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

- 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

- 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.



# Framework Timeline

May

Subcommittee Meeting to continue Framework Draft

June

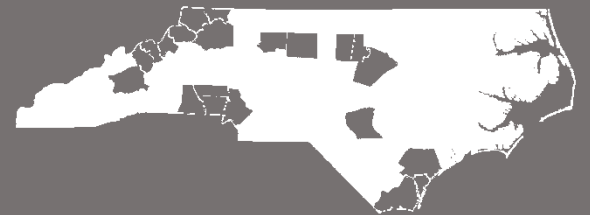
Subcommittee Meeting to finalize Framework Draft; Present to the CEC

July

Present Framework to the NC BoS Steering Committee for Approval



# HMIS & Coordinated Entry



# HMIS Data Quality Plan



Is your CE Lead hat on? (It's a DQ Party)

CE Projects were included in the DQ Plan passed by the NC BoS CoC Steering Committee back in March!

- [More info on the Data Quality Monitoring and Reporting Plan ZenGuide article](#)
  - Please submit the A020 DQ Monitoring Report for your CE Projects (in addition to your regular agency report).
  - *June 30<sup>th</sup>* deadline is for submitting your report with the right prompts



# HMIS Data Quality Plan

[Use the A020 Data Quality Monitoring Report ZenGuide article for help](#)

- For the best visibility, run your projects individually:
  - **Select Reporting Group:** *leave as -(all values)-*
  - **Select Provider(s):** *select a specific HMIS project*
  - **Select CoC Code(s):** *leave as -None Selected-*
  - **Enter Start Date:** *leave as Federal Fiscal Year start date*
  - **Select Program Type Code(s):** *leave as - (all values)-*
  - **EDA Provider:** *set as the same HMIS project as listed in Select Provider prompt*
  - **Enter End Date (PLUS 1 Day):** *leave as end of last month*
  - **Enter effective date:** *leave as end of last month*



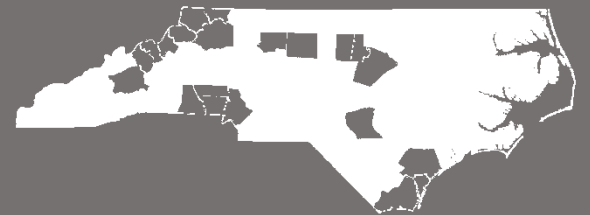


# HMIS Sharing Agreement

- Please complete the following survey about what you think should be shared for HMIS data coordination by July 14th
- Things to keep in mind, in general:
  - What is shared, can be edited
  - What is edited can be tracked (we can run an audit report to see who did what to client data)
  - Right now, CE projects see just about everything, but Front Door and Permanent Housing Projects don't see any partner data
- <https://forms.gle/yu1US65i4WQSE55R8>



# Reminders



# Reminders

- July CEC meeting is cancelled
- The Regional Prioritization form (for the ESG competition) will be sent out on July 13 and is due back by COB July 27
- Regional UAC Workbooks are due back to BoS staff by July 14
- August CEC meeting scheduled for August 21, 2023



## Coordinated Entry questions

Ashley Von Hatten  
Ashley@ncceh.org

NCEndHomelessness 

@NCHomelessness 

nc\_end\_homelessness 

## Coordinated Entry HMIS questions

Andrea Carey  
Andrea@ncceh.org

## Contact NC Balance of State CoC Staff

bos@ncceh.org  
919.755.4393

## Contact NCCEH Data Center Help Desk

hmis@ncceh.org  
919.410.6997

