



# North Carolina Balance of State Continuum of Care

---

bos@ncceh.org

919.755.4393

www.ncceh.org/BoS

## **Balance of State Steering Committee Meeting 12.12.17**

### **Regional Leads Present:**

Marilyn Chamberlin, Trina Hill, Melissa McKeown (for Nicole Dewitt), Ellery Blackstock, Donna McCormick, Emily Locklear, Kanika Turrentine, LaTasha McNair, Nicole Boone, Jim Cox, Susan Pridgen

### **Regional Leads Absent:**

Teena Willis, Kevin Hege

### **Interested Parties Present:**

Destri Leger, Richard Gary, Mary Pat Buie, Joel Rice, Resheema Walker, Janice Sauls, Amy Modlin, Melissa Eastwood, Wendy Bryant, Jacqueline Caron, Marlene Harrison, Tammy Gray, Monica Frizzell, Lori Watts, Teresa Robinson

### **NCCEH Staff Present:**

Brian Alexander, Ehren Dohler, Nancy Holochwost, Denise Neunaber

### **Approval of Consent Agenda**

- The Steering Committee restructuring proposal included some changes to the topics that are covered during Steering Committee meetings. The proposal recommended that standard updates and standard voting items that do not require in-depth discussion be put in a “board packet” that is sent to Steering Committee members for review prior to the meeting. The voting items are included in this packet as a “consent agenda.” The consent agenda will be voted on as a whole at the beginning of each meeting. Steering Committee members may request to move an item from the consent agenda to the regular agenda if they feel it requires additional discussion.
- The consent agenda was sent out prior to the meeting and is posted at <http://www.ncceh.org/files/8828/>.
- There being no changes needed, the consent agenda was approved by common consent.

### **Grant Transfers Workgroup Proposal**

- The Grant Transfers Workgroup was formed in October to develop a more robust process for CoC grant transfers. The workgroup’s goals were to increase transparency by opening transfers to all interested agencies, to ensure the CoC identifies the agency that will be the most effective at operating the grants, and to give the CoC the opportunity to sufficiently evaluate agencies. The workgroup was composed of four representatives from across the CoC and was staffed by NCCEH.

- The workgroup developed a framework and supporting documents for the new transfer process, which is outlined in the workgroup’s proposal posted at [www.ncceh.org/files/8827/](http://www.ncceh.org/files/8827/). Destri Leger, one of the workgroup members, described the proposed process to the Steering Committee.
  - A written announcement will be released when transfers are available. The announcement will be shared through email, the NCCEH website, and engagement of potential transfer agencies to ensure it is received as widely as possible.
  - Interested agencies will be asked to submit documentation. The workgroup aimed to ensure the CoC has enough information to choose an appropriate agency, but also wanted to avoid overwhelming potential applicants with a lengthy or burdensome process. Current CoC grant recipients will not be asked for information they’ve already submitted in previous applications. Non-grantees and CoC grantees that have received a different type of grant will be asked for more information.
  - A scorecard will be used to assess the agencies’ submissions. The Project Review Committee will conduct the review and will recommend an agency to the Steering Committee for its approval.
- The new transfer process will fall under the existing significant change policy that was added to the NC BoS CoC governance charter.
- The Steering Committee was asked for any questions or discussion about the workgroup’s proposal; none were raised.
- The workgroup made a motion to recommend the new process as outlined in the proposal. The Steering Committee voted to approve this recommendation. All in favor; none opposed.
- The new transfers procedure will be posted to the NC BoS CoC grantee webpage at [www.ncceh.org/bos/cocgrantees/](http://www.ncceh.org/bos/cocgrantees/).

#### **HMIS Lead Discussion**

- Denise provided background information about the HMIS system in North Carolina.
  - The NC BoS CoC is part of the NC HMIS, which is the statewide HMIS system. All agencies that receive CoC, ESG, SSVF, or PATH funds are required to use HMIS, and some agencies that do not receive these funds also use the system.
  - Currently, NC HMIS is a statewide system in which all 12 CoCs participate. There is a Governance Committee that includes decision makers from all 12 CoCs and provides oversight for the system. The NC BoS CoC has four representatives on the committee: one NCCEH staff member and three regional representatives.
  - The Michigan Coalition Against Homelessness (MCAH) serves as the HMIS lead agency for the state and provides oversight and administration. MCAH was selected as the lead agency in 2014. Prior to that, the North Carolina Housing Coalition was the lead agency.
  - NCCEH is the collaborative applicant and staffs the NC BoS CoC. NCCEH also has several Local System Administrators (LSA) who staff the HMIS, and NCCEH is the recipient for the BoS’ CoC HMIS grant.
  - NCCEH uses the HMIS CoC funds to pay for LSA staff and to pay MCAH on behalf of the NC BoS CoC. MCAH provides training and administration and also purchases software from Mediware/Bowman.



- MCAH contracts with Mediarware/Bowman on behalf of all the CoCs. The contract period runs from July 1 to June 30.
- There have been ongoing challenges while MCAH has served as the HMIS lead agency.
  - NCCEH has had difficulty meeting its responsibilities as the HMIS grantee and collaborative applicant.
  - NCCEH has ongoing concerns about MCAH's administration and the trainings that they provide to users.
  - MCAH has made decisions about how the software is configured. The software may work better if this configuration were different.
- Representatives from NCCEH, the NC BoS CoC, and other CoCs have brought concerns to Governance Committee. In July 2017, NCCEH requested an RFP for a new lead agency, but the Governance Committee voted not to do this.
- NCCEH's board has been watching this issue closely and has decided to no longer contract with MCAH after the current contract ends on June 30, 2018.
- Staff recommend that the NC BoS CoC designate NCCEH as the HMIS lead. NCCEH currently acts as the LSA for the Durham and Orange CoCs, and they have agreed to this change. If the NC BoS CoC designates NCCEH as the HMIS lead:
  - NCCEH would provide the administration and oversight that MCAH currently provides. NCCEH would contract directly with Mediarware/Bowman for one year.
    - NCCEH has recently contracted with the Institute for Community Alliances to help with the transition. ICA is the HMIS lead in numerous CoCs and has worked with communities making similar changes.
  - NCCEH would move a copy of current HMIS data onto a new server and would configure the software in the way that is the most useful for NC BoS CoC communities.
  - NCCEH would develop new trainings.
  - After making these changes, NCCEH would evaluate whether a different software is needed or whether the changes were sufficient.
- If NCCEH became the HMIS lead agency, users can expect some changes:
  - All training and HMIS materials will be posted to NCCEH website.
  - There will be a new URL to log in to ServicePoint.
  - There will be limited down time during transition.
    - A short down time for data entry (expected 48 hours over a weekend)
    - A possibly longer down time for reports (expected a week)
  - Agencies that serve CoCs that will remain on NC HMIS will need to have their data in two databases. There are some options that may allow these agencies to push data from one system to another, and NCCEH will work with these agencies on solutions.
  - NCCEH will provide updates and clear guidance throughout the transition process.
- Steering Committee participants were asked for questions or discussion; none were raised.
- Staff clarified that the Steering Committee is only being asked to vote on changing the HMIS lead agency from MCAH to NCCEH. The transition steps are expectations provided for context, and the change would not occur until July 1.
- A motion was made to designate NCCEH as the new HMIS lead agency as of July 1, 2018 [McCormick, Pridgen]. All in favor; none opposed.



- NCCEH will be soliciting input from users and agencies about what works and what needs improvement. People can also send input now to [denise@ncceh.org](mailto:denise@ncceh.org) or [bos@ncceh.org](mailto:bos@ncceh.org).

### **ESG Update**

- The state ESG office announced the funding awards for 2018 on November 22. Regional Committees were notified of the funds allocated per program, any conditions for receiving funding, and the reasons for any reduced or rejected funding.
  - If any funds from the initial application were reduced or denied, Regional Committees can submit a plan by December 15 to reallocate these funds. Funds can only be reallocated to agencies that received funding in this year's competition.
  - Programs with special conditions must submit all requested documentation by December 15 in order to receive funds.
- Overall, NC BoS CoC communities received about \$147,000 less in ESG funds in this year's competition than in the previous year's competition. This is surprising because, under Regional Committee restructuring, more communities were eligible to receive funds this year. However, numerous programs received reduced funding or no funding.
  - The state ESG office reported that applications frequently were incomplete, did not answer the questions asked, and were not thoroughly reviewed by the Regional Committee before being submitted.
  - The state ESG office set higher expectations for applications this year. Applications were assessed for completeness and accuracy, meeting threshold requirements, quality of programs, and spending history.
- NC BoS CoC staff are planning ways to help Regional Committees improve their ESG application processes in 2018. Steering Committee participants were asked for feedback about what would help their communities.
  - Lynne noted that the ESG office asked agencies to submit "missing" documents that were included in the original application. Denise asked Lynne to share this info with her. Denise also noted it was sometimes difficult to find or identify materials in the application packets.
  - Susan noted this year's application was difficult because the region was still trying to understand the needs of all its counties.
  - Joel noted there was a short turnaround to review project applications, which is a time-consuming process. If communities were given more time, the applications may be of higher quality.
  - NC BoS CoC staff asked regions to give feedback to them about what an ideal amount of time would be to complete the application so they can advocate with the state ESG office.
  - Any other feedback can be sent to [bos@ncceh.org](mailto:bos@ncceh.org).

### **Steering Committee Expansion**

- The Steering Committee Expansion and Improvement Proposal included the addition of "at-large" members to the Steering Committee, who include people from state government, people from public and private sectors, and people with lived experience of homelessness. The Steering



Committee Workgroup has recruited ten at-large members representing all of these groups:

- Barry Shipp, Urban Ministry Center of Charlotte
  - Derrick Burnell, Union County Community Shelter
  - Jessa Johnson, Supportive Housing Policy Director with the NC Department of Health and Human Services
  - Angela Harper King, Supportive Housing Specialist/Community Development Specialist with the NC Department of Health and Human Services
  - Lisa Phillips, State Coordinator for the NCDPI Homeless Education Program
  - Paul Kimball, NC Housing Finance Agency
  - Dana Mangum, NC Coalition Against Domestic Violence
  - Donna Fayko, Rowan County DSS and NC Association of County Directors of Social Services
  - Christina Miller, Vidant Health
  - Parker Smith, Pisgah Legal Services
- The Steering Committee was asked for any questions or discussion about the proposed at-large members; none were raised.
  - A motion was made to approve the ten at-large members to serve on the Steering Committee, starting January 1, 2018 [Hill, Boone]. All in favor; none opposed.
  - NCCEH is holding a Steering Committee orientation webinar on December 15 from 2:00 to 3:30. The webinar is for all new Steering Committee leadership. Register for the webinar at [www.ncceh.org/events/1210/](http://www.ncceh.org/events/1210/).
  - The new Funding and Performance Subcommittee will convene in 2018. This subcommittee is responsible for setting funding priorities, developing goals, and developing performance measures. Anyone interested in the participating in the subcommittee should email [bos@ncceh.org](mailto:bos@ncceh.org).

#### **Point-in-Time Count and Housing Inventory Count**

- The 2018 Point-in-Time Count and Housing Inventory Count will be held the night of Wednesday, January 31. **This is a change from the previously announced date of January 24.** The date has been changed in accordance with recently received HUD guidance regarding the AHAR. Staff originally thought the AHAR uses the fourth Wednesday (January 24), but were recently told it uses the last Wednesday (January 31). In order for reporting to match, the PIT/HIC will be moved to January 31.
- The PIT Count is a count of people experiencing homelessness (in emergency shelter, transitional housing, and unsheltered situations). The Housing Inventory Count is an inventory of programs that provide shelter or housing to homeless people (emergency shelter, transitional housing, rapid re-housing, and permanent supportive housing).
- Regional Committees should begin planning their PIT and HIC as soon as possible. They should:
  - Create a PIT/HIC committee
  - Choose a PIT/HIC lead(s) and send contact info to [bos@ncceh.org](mailto:bos@ncceh.org)
    - Regions 3, 5, and 11 still need to submit contact info for their leads
  - Involve all relevant stakeholders in planning, including homeless programs, Veteran providers, youth providers, and homeless/formerly homeless people



- NCCEH is currently creating the data collection forms using HUD guidance. All Regional Committees must use these forms to collect PIT/HIC data. The forms will be posted at [www.ncceh.org/pitforms](http://www.ncceh.org/pitforms) by December 15.
- NCCEH will provide two types of training:
  - Webinar for regional PIT/HIC leads and members of PIT/HIC committees on Thursday, January 4, from 2:00 to 3:30. Register at [www.ncceh.org/events/1218](http://www.ncceh.org/events/1218). Every Regional Committee must have at least one person attend this webinar.
  - Pre-recorded trainings on how to use each form. These trainings will be posted at [www.ncceh.org/pitforms](http://www.ncceh.org/pitforms) with the forms by the end of December.
- Regional Committees should provide local training for provider agencies and volunteers. This training should be mandatory for everyone participating in the count. It should be held close to the PIT/HIC date and held in-person with a call-in option. The training should cover how to fill out the forms, how to submit data, and the local process for the unsheltered count.

### **Coordinated Assessment Update**

- The Coordinated Assessment Council (CAC) has recommended a change to question 2 in the Prevention and Diversion Screen. They felt the domestic violence question did not cover all situations that might apply. The new wording will read “Are you currently residing with, or trying to leave, an intimate partner, family member, caregiver, or other person in your home who threatens you or makes you fearful?”
- Steering Committee participants were asked for any questions or discussion about the proposed change; none were raised.
- A motion was made to approve the proposed change to question 2 [Cox, McKeown]. All in favor; none opposed.
- The new Prevention and Diversion screen will be posted at [www.ncceh.org/bos/coordinatedassessment](http://www.ncceh.org/bos/coordinatedassessment) and should be used immediately.
- The Coordinated Assessment Exchange call scheduled for December 19 has been canceled.

### **Letters of Support**

- Many funding sources require letters of support from the CoC. NCCEH staff want to ensure that if the NC BoS CoC provides letters of support, the letters reflect the CoC’s priorities and are not only a formality.
- SSVF applicants need letters of support by January 12. These letters must contain particular information about the agencies’ participation and contributions to coordinated assessment.
- As a condition of receiving letters of support, NCCEH staff asked SSVF applicants to re-commit to the activities they pledged to do in the Veterans plan:
  - Fully implementing all aspects of the NC BoS CoC Plan to End Veteran Homelessness and each Regional Committee’s Veteran plan
  - Ensuring Veterans in every county they serve have access to SSVF and/or other services
  - Maintaining a region-wide by-name list in HMIS
  - Setting up a regular meeting to review the by-name list and do case conferencing
  - Attending regular coordinated assessment case conferencing meetings
  - Taking all referrals through coordinated assessment



- Attending at least 75% of regular Regional Committee meetings in every region the agency serves
- The Steering Committee reviewed a list of the SSVF providers in each Regional Committee.
- NCCEH staff proposed voting on providing letters to all applicants but noted that Steering Committee participants could raise concerns and vote on agencies individually, if needed.
  - Susan asked how SSVF providers will be held accountable to their commitments.
    - Ehren suggested that the Steering Committee should hold SSVF providers accountable to their commitments in the Veterans plan and in the letters of support. He noted that the Steering Committee could deny letters in subsequent competitions to any providers that do not meet these commitments, but that the Steering Committee should also follow up on any issues earlier than that.
- A motion was made to approve providing letters of support to SSVF applicants in the NC BoS CoC [Blackstock, McNair]. All in favor; none opposed.

### **Veterans Plan Update**

- Due to time constraints, this agenda item has been moved to the January 2018 Steering Committee meeting.

### **January 2018 Steering Committee Meeting**

- The January Steering Committee meeting has been rescheduled from Tuesday, January 2, to Tuesday, January 9.
- After Regional Committees hold their elections, please submit contact information for new leadership at <https://goo.gl/forms/l7u4kQ5asEjopTBu2>.

### **Upcoming Meetings & Reminders**

- Read the Grant Transfer Proposal: [www.ncceh.org/files/8827/](http://www.ncceh.org/files/8827/)
- The December Coordinated Assessment Exchange call is cancelled.
- Email [bos@ncceh.org](mailto:bos@ncceh.org) if you are interested in joining the Funding and Performance Subcommittee.
- Regional Committees should hold elections for leadership positions by January. After elections, please submit leadership contact info using this form: <https://goo.gl/forms/l7u4kQ5asEjopTBu2>
- Download and start using the updated Prevention and Diversion Screen Tool, available here: [www.ncceh.org/bos/coordinatedassessment/](http://www.ncceh.org/bos/coordinatedassessment/)
- Attend the new Steering Committee member orientation on Friday, December 15, from 2:00 p.m. to 3:30 p.m. Register here: [www.ncceh.org/events/1210/](http://www.ncceh.org/events/1210/)
- PIT/HIC forms will be posted at [www.ncceh.org/pitforms/](http://www.ncceh.org/pitforms/) by the end of December.
- The PIT/HIC webinar for PIT Leads will be held on Thursday, January 4. Register at: [www.ncceh.org/events/1218](http://www.ncceh.org/events/1218)

**Next Meeting:** Tuesday, January 9, at 10:30.

