



North Carolina Balance of State Continuum of Care

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Coordinated Assessment Exchange Meeting Minutes February 9, 2017

Attendees: Tawanda Bennett, Melissa Eastwood, Brian Fike, Chris Hoover, Lynne James, Kristen Martin, LaTasha McNair, Lenize Patton, Lisa Phillips, Jordyn Roark, Teresa Robinson, Tim Rogers, Susan Pridgen, Michele Knapp, Monica Frizzell, Amy Steel

Staff: Ehren Dohler, Brian Alexander, Jenn Von Egidy

Topics: Planning for how to improve coordinated assessment in 2018; changes to the Coordinated Assessment Council; changes to the Coordinated Assessment Exchange

- Announcements:
 - NCCEH was awarded its SSO-Coordinated Entry grant for 2018. NCCEH will be the grantee and will subgrant to agencies in the Regional Committees. There will be a webinar on Tuesday, February 27th at 11am with more details.
- It is time to make some changes in how we oversee Coordinated Assessment:
 - Every region has a plan in place, now the CoC needs to transition from planning to implementation and improvement.
- What do CA Leads need help with?
 - Lynne James: Some agencies, mostly those that don't receive federal funding, are hard to get involved. They want to come to the table, but they don't usually commit. They don't understand CA very well, and it takes a lot of work to get them up to speed.
 - Monica: We have the same problem. It takes a lot of knowledge and time to train these agencies.
 - Teresa suggested making a standard handbook.
 - Brian Alexander suggested holding a regular CA 101 webinar
 - Another challenge: not all agencies are doing VI-SPDATs. Some agencies say they don't have the staff to do it.
 - Teresa: High volume shelters have troubles tracking all their entries and exits accurately.
- Ehren: The NC BoS CoC currently has two bodies to oversee CA: the CA Exchange and the Coordinated Assessment Council (CAC). What is helpful about the CA Exchange? What isn't helpful?
 - Lynne: it's hard for me to come to many of the CA Exchange calls because of when they're held.
 - Monica: I like the CA Exchange, but I still don't feel like I have a good idea of what other regions are doing. It would be good to have a place to really understand what other regions are doing.
 - Teresa: Could we have some sort of message board or email list just for CA leads to share things and ask questions?
- Ehren: Are there topics we haven't covered enough?

- Lynne: How to achieve 24 hour coverage. It's very difficult.
 - LaTasha: It would be helpful to highlight regions that are doing things particularly well.
- Brian: Would longer in-person meetings be more useful?
 - Teresa: Yes
 - Lynne: It's not either/or. Longer in-person meetings would be useful, but so are the calls.
- Ehren: The CAC reviews Coordinated Assessment Plans, ensures consistency across regions, looks at quarterly reports and sets policy. Is the CAC's feedback useful? Is the policy they set connected to what CA leads are doing?
 - Teresa: A problem is that it's not clear what the outcomes data actually does, on the CoC-level. People on the ground want to know that the data they're submitting has an impact.
 - Monica: What is the CoC doing with the CA outcomes?
 - Ehren: We used outcomes when planning for the SSO grant. Though we aren't using them as much as we could.
 - Brian: We use them to plan what assistance we give to different regions.
 - Lynne: It's not clear what the report ties to in the CoC.
 - Monica: the CAC doesn't necessarily understand the variation between regions, so sometimes their feedback isn't helpful.
 - Lynne: if members had time it would be good if they each took a region and spent more time working with that specific region.
- Ehren: What do you think about having each of the CA leads join the CAC?
 - Teresa: I agree, that would be good.
 - Monica: It would be good, but time is a problem. Could CA leads designate a proxy sometimes?
 - Lynne: what about conflict of interest?
 - Ehren: having CA leads on the CAC would reframe the relationship: rather than being the CAC overseeing CA, the CA leads would be fully responsible for the system. There would be more peer sharing, and CA leads would be responsible for presenting their own data.
- Ehren will bring all this feedback to the CAC, who will come up with a proposal.

