

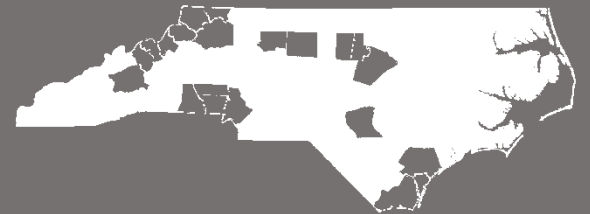
CY2023 NC BoS CoC
ESG Grantees Webinar
December 15, 2022

Agenda

- ESG program overview
- NC BoS CoC Written Standards
- Compliance
- Coordinated entry
- HMIS
- Administration
- Next Steps



ESG Program Overview



HUD sets priorities for the ESG program

- Broaden existing emergency shelter and homelessness prevention activities
- Emphasize rapid re-housing
- Help people quickly regain stability in permanent housing after experiencing a housing crisis and/or homelessness
- For every activity type, ESG funding should be assisting people to access or maintain permanent housing!



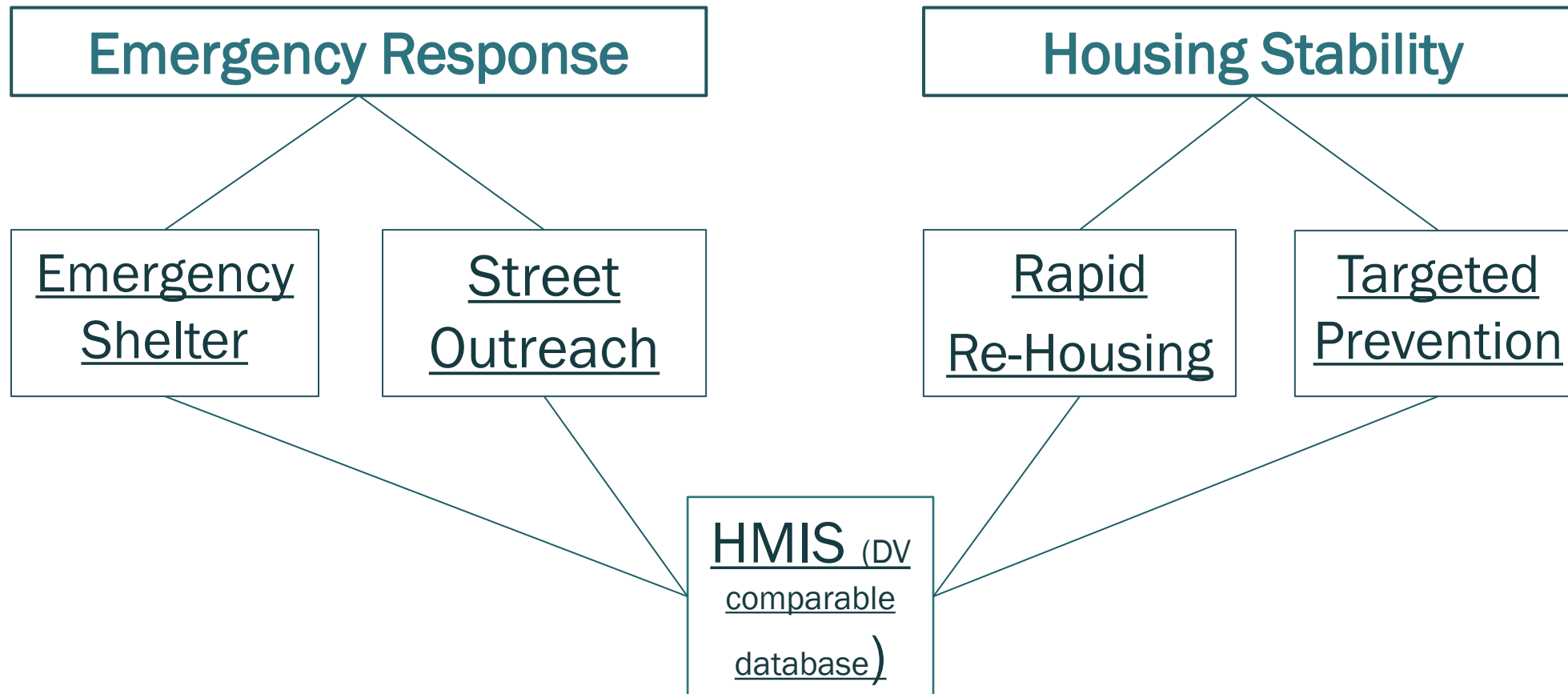
ESG: Emergency Solutions Grants

Purpose:

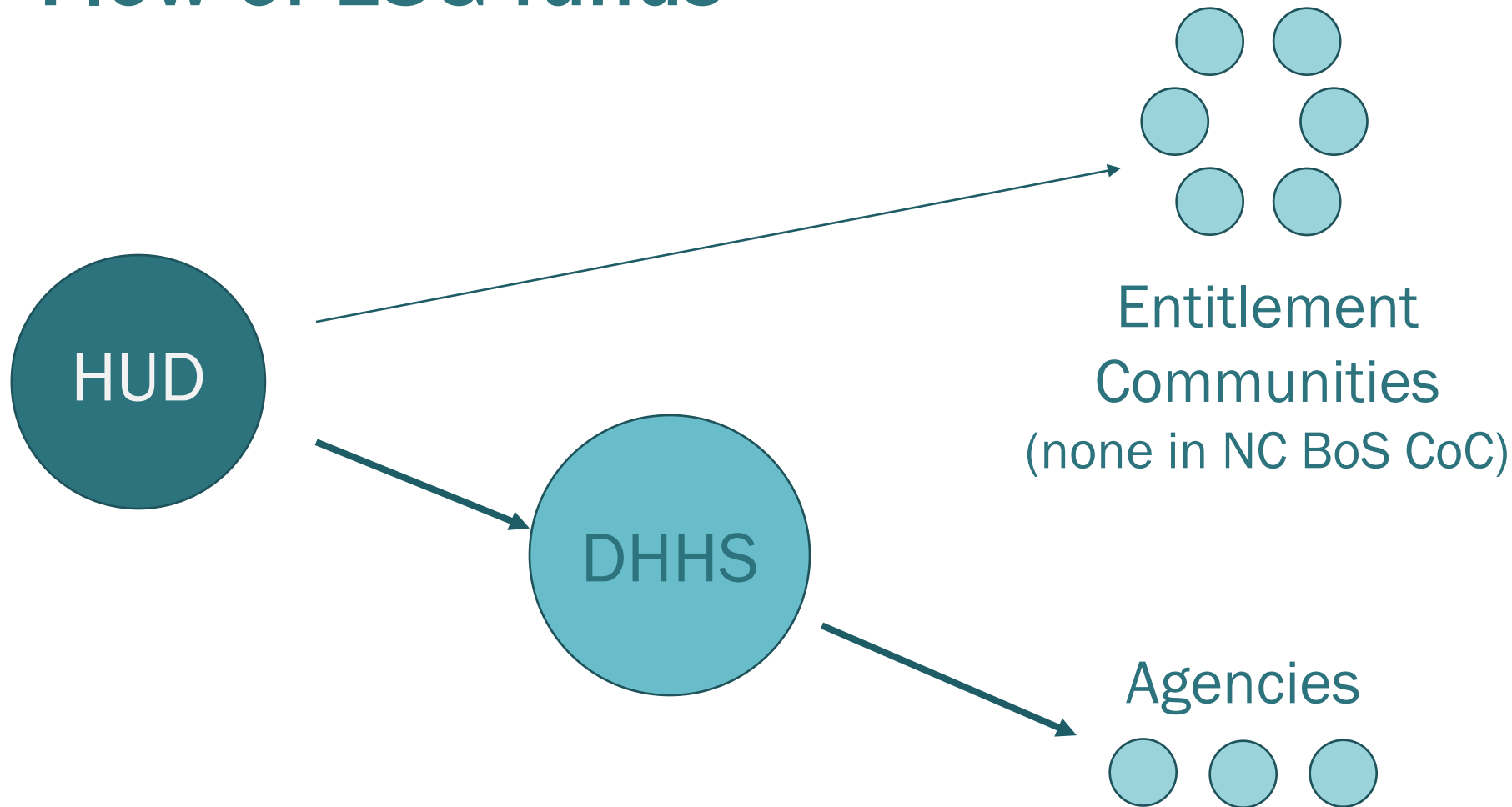
- Provide assistance to rapidly re-house persons who are currently experiencing homelessness.
- Assist in meeting the costs of operating emergency shelters
- Decrease homelessness through the provision of preventive programs and activities



5 eligible components under ESG



Flow of ESG funds



Street outreach

- **Serves unsheltered homeless individuals**
 - Assertive outreach
 - Passive outreach
- **Essential services:**
 - Engagement
 - Case management
 - Emergency physical and mental health services
 - Transportation



Emergency shelter

- Serves people staying in emergency shelters
- Essential services:
 - Case management
 - Childcare, education, employment, and life skills services
 - Legal services
 - Physical health, mental health, and substance abuse services
 - Transportation
- Operations



Rapid Re-Housing

- **Serves literally homeless individuals/families**
 - Emergency shelters (Category 1)
 - Unsheltered people (Category 1)
 - People fleeing DV situations (Category 4)
- **Eligible activities:**
 - Housing location services
 - Financial assistance (up to 24 months)
 - Stabilization services



Homelessness Prevention

- Serves people imminently at-risk of homelessness and below 30% of Area Median Income
 - Stay in current housing
 - Move into other sustainable housing
- Eligible activities:
 - Housing location services
 - Financial assistance (limited)
 - Stabilization services

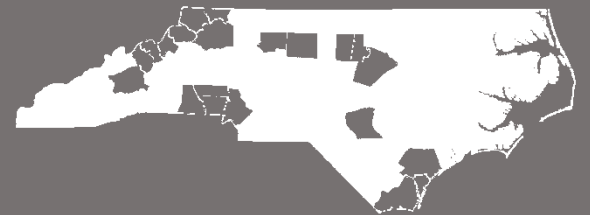


HMIS (DV Comparable Database)

- **Support entry of data for other ESG activities**
 - Available to all agencies
- **Eligible costs:**
 - Computer hardware, software
 - Office space, utilities, and equipment
 - Salaries for HMIS entry
 - Staff travel for training/intake activities
 - Participation fees (none in NC BoS CoC)



NC BoS CoC Written Standards



Written Standards guide program design

- Documents approved by the Steering Committee that demonstrate elements of program design and operation.
- Available on the NCCEH website at <https://www.ncceh.org/bos/> (under “CoC Policies” drop-down menu)
- Governs program design and policy elements for:
 - Street Outreach Program Standards
 - Emergency Shelter Program Standards
 - Transitional Housing Program Standards
 - Homelessness Prevention and Rapid Rehousing Program Standards
 - Permanent Supportive Housing Program Standards
 - Coordinated Entry System Standards



Written Standards allow for consistency in approach and implementation

- Modeled on national best practices to help you succeed.
- Revisited regularly and approved by the NC BoS CoC Steering Committee.
- Promotes client centered programing that is coordinated and strategic in ending homelessness across the CoC.
- Prevents agencies that receive public funding to mistreat people experiencing homelessness
- Ensures that the agencies that can run the most effective programs are the ones utilizing public resources.



Agency Policies and Procedures must align with Written Standards

- ALL funded agencies must operate their publicly funded programs in accordance with the NC BoS CoC Written Standards for the program they are implementing.
- If some element of your policies and procedures does not match the Written Standards, you **MUST** alert NCCEH and provide a timeline for when changes will be made.
- Any needed changes must be made by Jan 01, 2023.



Each Written Standards document includes:

- Summary of program type
- Definitions to common terms
- Performance Standards:
 - Example: Emergency Shelter sections
 - Personnel
 - Client Intake Process
 - Emergency Shelter
 - Case Management Services
 - Termination
 - Client and Program Files
 - Evaluation and Planning



Key Elements of Written Standards

- All program standards reflect a client centered, low barrier approach and a Housing First philosophy.
- Housing First dictates that people experiencing homelessness should be able to access the support they need quickly, without preconditions, and the primary goal should be to regain permanent housing.
- A community's limited resources should prioritize those who are most vulnerable for housing.



Key Elements of Written Standards

- **Emergency Shelters:**
 - Cannot administer drug tests to clients
 - Cannot require IDs or background checks to enter shelter
 - Cannot require participation in services for continued shelter stay
 - Client “Rules” should be minimal and focused on safety
 - Primary goal of service should be housing (not recovery, employment, etc.)
- **Rapid Rehousing**
 - Must take clients solely through the Coordinated Entry process
 - Cannot require income from clients to house them
 - Cannot offer a “standard package” of assistance and should operate with a progressive engagement approach



Agency administrators and staff should be familiar with the Written Standards

- The previous examples highlight just a few of the many components detailed in each program standard document.
- All program staff and grant administrators should be familiar with the written standards.



Conditional funding awards

- Consistent with the ESG Funding Priorities document that was approved by the Steering Committee, some applicants were Conditionally Approved for ESG funding for CY'23.
- Conditional awards are typically given when an agency's Policies and Procedures are not fully in line with the NC BoS CoC Written Standards and require participation in TA in the coming year.
- Conditionally funded agencies need to schedule your TA ASAP! All TA should be completed by July 1, so you are prepared for next year's competition. Email bos@ncceh.org to begin scheduling.
- Conditionally funded agencies that do not participate in TA or change P&Ps may lose their funding in the following year.



We're here to help!

- If anything in the Written Standards does not match or align with your policies and procedures, or you have questions, reach out to us! Our team can be reached at bos@ncceh.org
- Emergency Shelter Technical Assistance initiative is planning 3 listening sessions and 2 training cohorts for 2023. If your shelter is conditionally funded to participate, or you are interested in improving your outcomes, ask us about joining a TA cohort!
- General Training and Technical Assistance for Rapid Rehousing programs and Street Outreach programs will be launched in 2023. More details will be forthcoming.



Working toward Racial Equity

- Many of the systems that impact the lives of people experiencing homelessness (banking, housing, criminal justice, policing, etc.) were historically designed to exclude and marginalize Black, Indigenous, or People of Color (BIPOC). The legacy of these policies is still present and impacting the lives of the people we serve.
- Black people are overrepresented in the homeless services system across the USA, including the NC BoS CoC.
- 2022 NC BoS CoC Racial Equity Assessment:
<https://www.ncceh.org/files/12525/>



Engage with humility

Trauma in a person, decontextualized over time, looks like personality.



Trauma in a family decontextualized over time, looks like family traits.



Trauma in people, decontextualized over time, looks like culture.

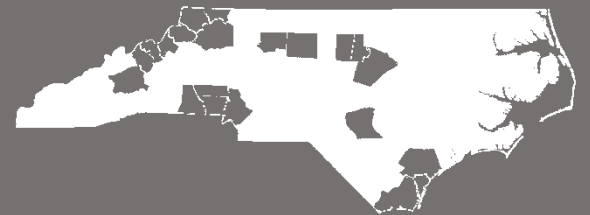


Working toward Racial Equity

- It must be on all of us to, not only include everyone who needs services, but understand and account for the impact of historically racist systems affecting the lives of our clients, staff, and volunteers.
- CY'23 ESG competition included questions about how programs are operating with racial equity.
- These scorecard additions are consistent with the NC Balance of State CoC's Steering Committee decision in January, 2020 to make racial equity, and improving outcomes for BIPOC clients, a priority for the CoC.
- Investing in your agency's understanding of, and investment in, dismantling systemic racism will help your score in future ESG competitions!



Compliance

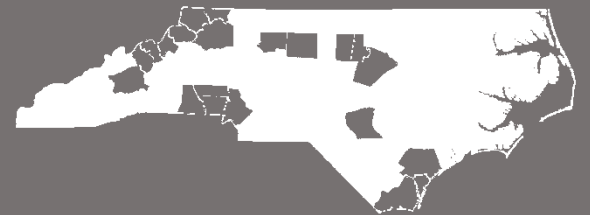


ESG has three levels of narrowing compliance

- HUD Compliance
 - ESG Regulations: <https://www.hudexchange.info/programs/esg/esg-law-regulations-and-notices/#regulations>
- State ESG office Desk Guide:
 - <https://www.ncdhhs.gov/ncdhhsdesk-guide-2021v2docx/open>
- NC BoS CoC Written Standards
 - <http://www.ncceh.org/bos/>



Coordinated Entry



Coordinated Entry

HUD definition of Coordinated Entry (24 CFR 578 – CoC)

- Coordinated entry systems allow CoCs to coordinate program participant intake, assessment, and provision of referrals. The system covers a set geographic area, can be easily accessed by individuals and families experiencing homelessness or at-risk of homelessness seeking housing and services, is well advertised, and includes a comprehensive and standardized assessment tool.
- All CoC and/or ESG-funded agencies are required to participate in Coordinated Entry



Coordinated Entry

Coordinated entry prioritizes individuals and families who need housing the most across communities.

- Divert people away from the system who have other safe options for housing
- Quickly move people from homelessness to permanent housing
- Save time, effort, and frustration on the part of service providers through targeting and engagement efforts
- Focus on efforts of ending homelessness as a community
- Reduce the length of time homeless
- Increase the likelihood of housing stability
- Provide a picture of current system gaps
- Be good stewards of limited resources



Coordinated Entry Core Elements

Access: CES is easily accessed by individuals and families seeking housing or services.

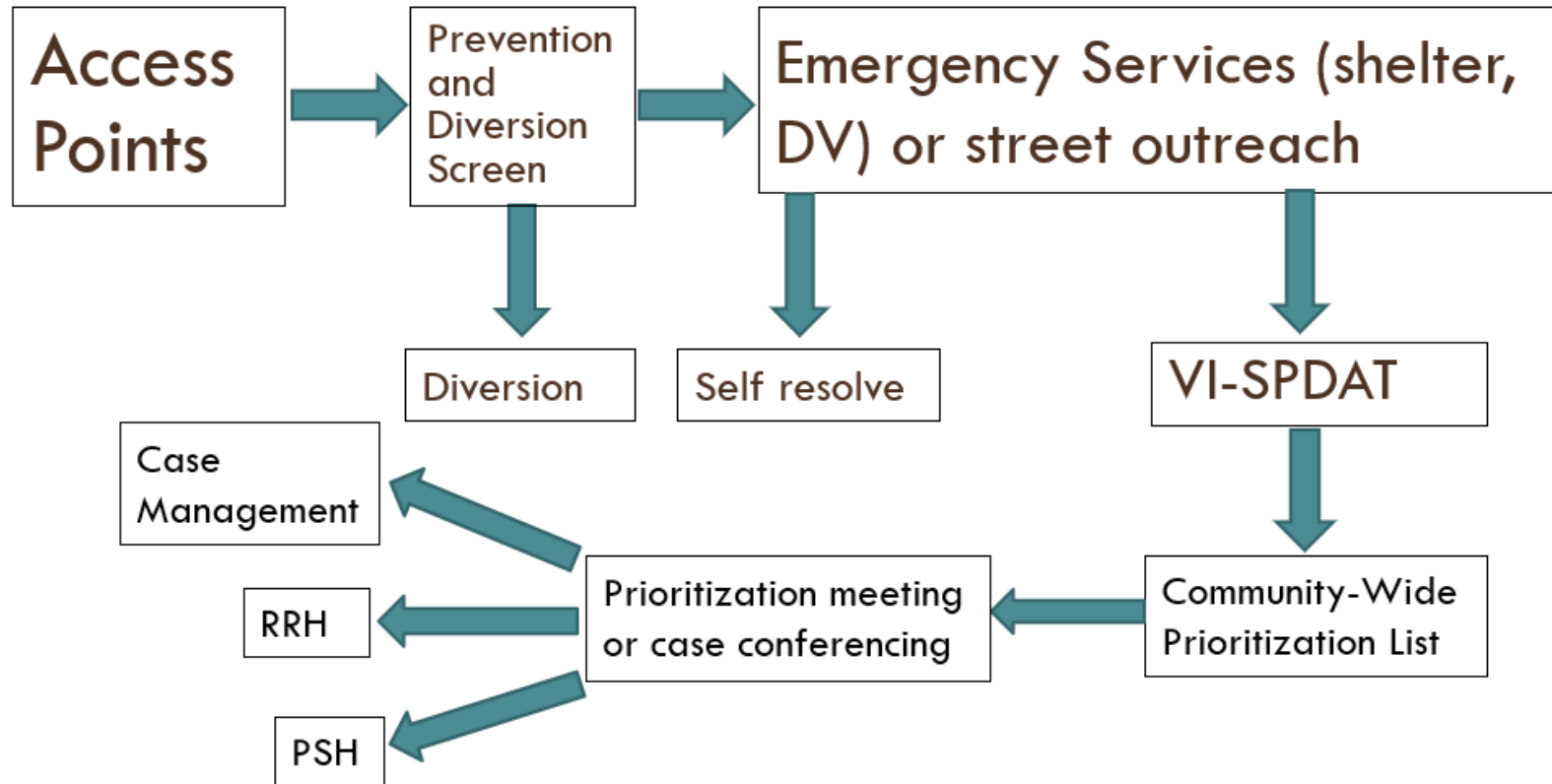
Assessment: CES includes a comprehensive and standardized assessment tool (VI-SPDAT).

Prioritization: CoC uses the coordinated entry process to prioritize homeless persons within the CoC's geographic area and is based on a specific and definable set of criteria.

Referral: CoC- and ESG-program recipients use the coordinated entry process as the only referral source from which to consider filling vacancies.



NC BoS CoC Coordinated Entry System



Access points

- “Front Doors” to the homelessness response system
- Administer [Prevention and Diversion Screen](#), then make appropriate referral (with warm handoff), as needed
- Ideally, no one gets a shelter bed or receives diversion assistance without having a Prevention & Diversion screen completed first
 - *unless their safety is in jeopardy



Shelters as access points

- Shelters can be the access points for the CE system.
- They must do the P&D screen on everyone who comes in their doors and make referrals appropriately, regardless of whether someone is eligible for their program.



VI-SPDAT

- Shared assessment tool that screens for someone's vulnerability to mortality and appropriate fit for housing programs
 - Only administered to literally homeless households (one per household)
 - For newly homeless: administered 14 days after entering shelter
 - For unsheltered homeless, should be administered immediately
- VI-SPDAT, with training, available here:
 - <http://www.ncceh.org/bos/coordinatedassessment/>



By-Name List

- Once VI-SPDAT completed, the household will be pulled to the by-name list and entered in the CE project.
- List prioritized based on VI-SPDAT score and other regionally agreed-upon factors:
 - Factors could include: DV, being unsheltered, emergency room visits, Veterans, etc.
 - Factors that cannot be included: Income (or lack of), gender, race, disability, substance abuse history, criminal history



Case Conferencing

- Case conferencing is a regular meeting where all providers come together to:
 - Refer and select households
 - Troubleshoot and get advice
 - Seek other housing options (than CoC- or ESG-funded housing programs)
 - Handle exceptions



Lowering Barriers

- CE does not work if programs have too many barriers to entry!
- Programs should lower their eligibility criteria to the bare minimum in order to have a system that best serves people experiencing homelessness.

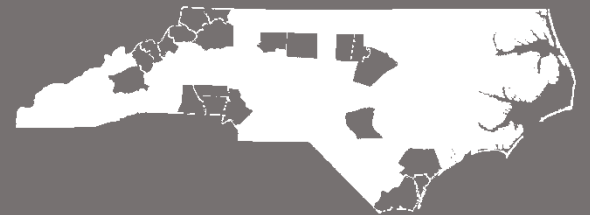


Resources

- All forms and trainings on each form, as well as the NC BoS CoC Coordinated Entry Written Standards, are available at:
 - <http://www.ncceh.org/bos/coordinatedentry/>



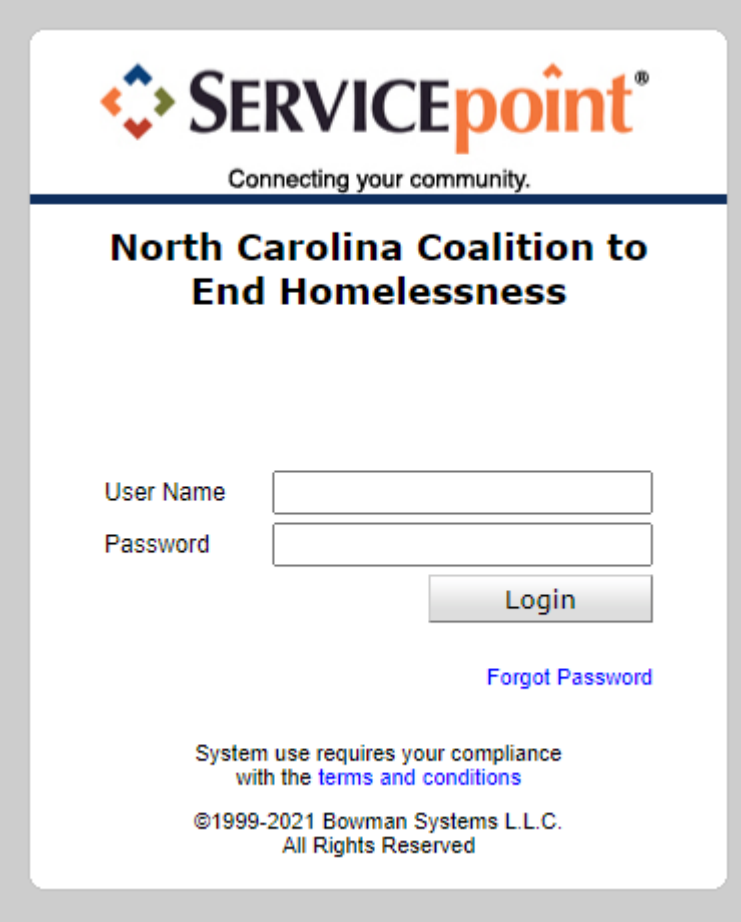
HMIS Introduction



What is HMIS?

Homeless Management Information System (HMIS) is database required by HUD and other funders to track who we serve, how we serve them, and the impact of our services!

Our HMIS software is called ServicePoint.



The screenshot shows the ServicePoint login interface. At the top is the ServicePoint logo with the tagline "Connecting your community." Below this is the title "North Carolina Coalition to End Homelessness". The login section includes a "User Name" label and a text input field, a "Password" label and a text input field, and a "Login" button. A "Forgot Password" link is located below the login button. At the bottom, there is a disclaimer: "System use requires your compliance with the terms and conditions" and a copyright notice: "©1999-2021 Bowman Systems L.L.C. All Rights Reserved".

SERVICEpoint®
Connecting your community.

**North Carolina Coalition to
End Homelessness**

User Name

Password

Login

[Forgot Password](#)

System use requires your compliance
with the [terms and conditions](#)

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HMIS data will help end homelessness

HMIS data influences policy

The 2021 Annual Homeless
Assessment Report (AHAR)
to Congress

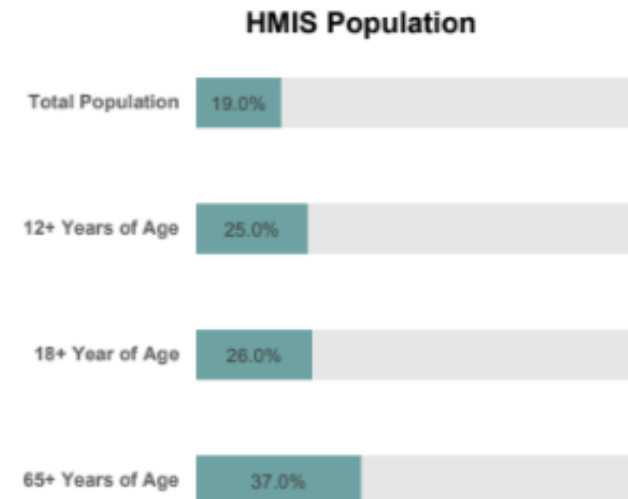


PART 1: POINT-IN-TIME ESTIMATES OF
SHELTERED HOMELESSNESS
FEBRUARY 2022

HMIS data helps communities

Percent Vaccinated with at Least One Dose

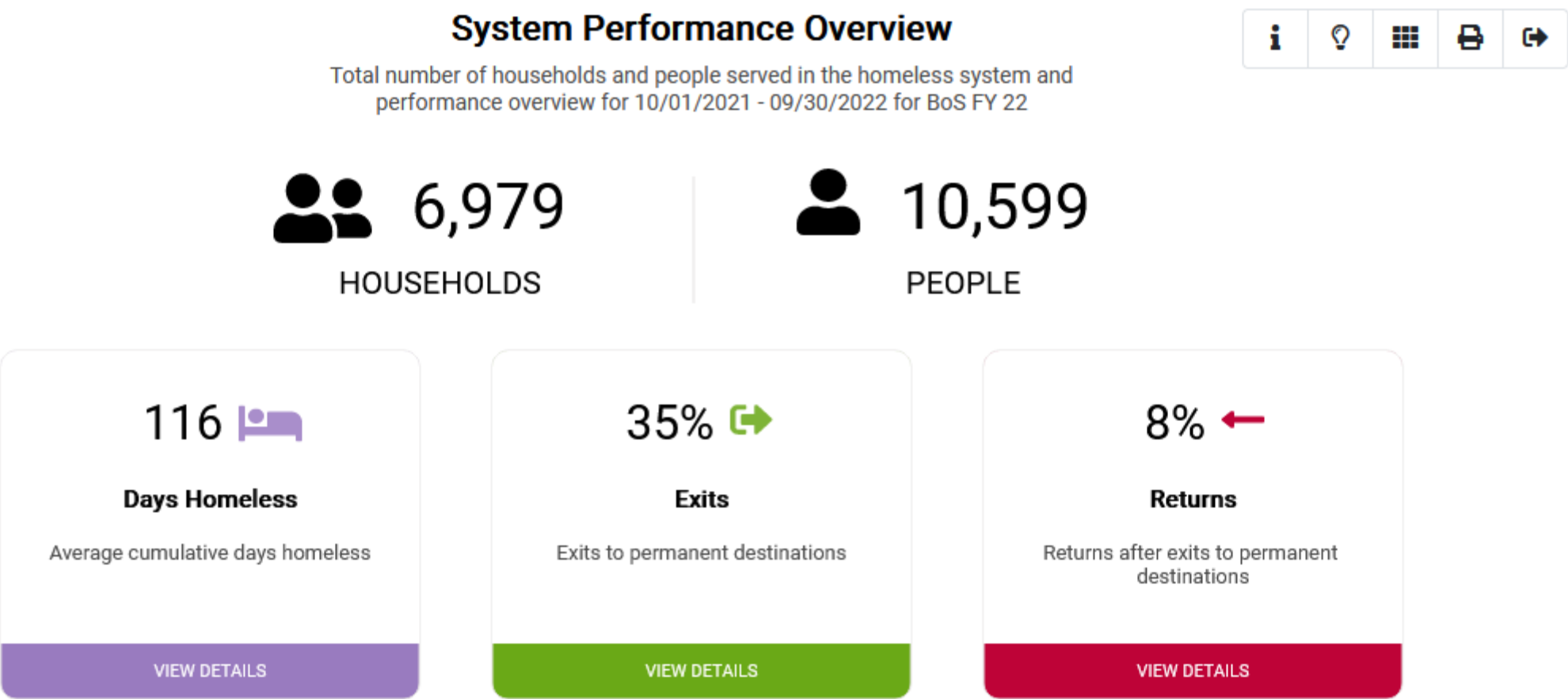
Below are comparisons of different age segments between the HMIS population and the state.



Note: Data includes NC provider and federal pharmacy administrations. It does not include administrations from federal entities. The vaccination rate to be slightly underrepresented as people experiencing homelessness may have been vaccinated through other channels.



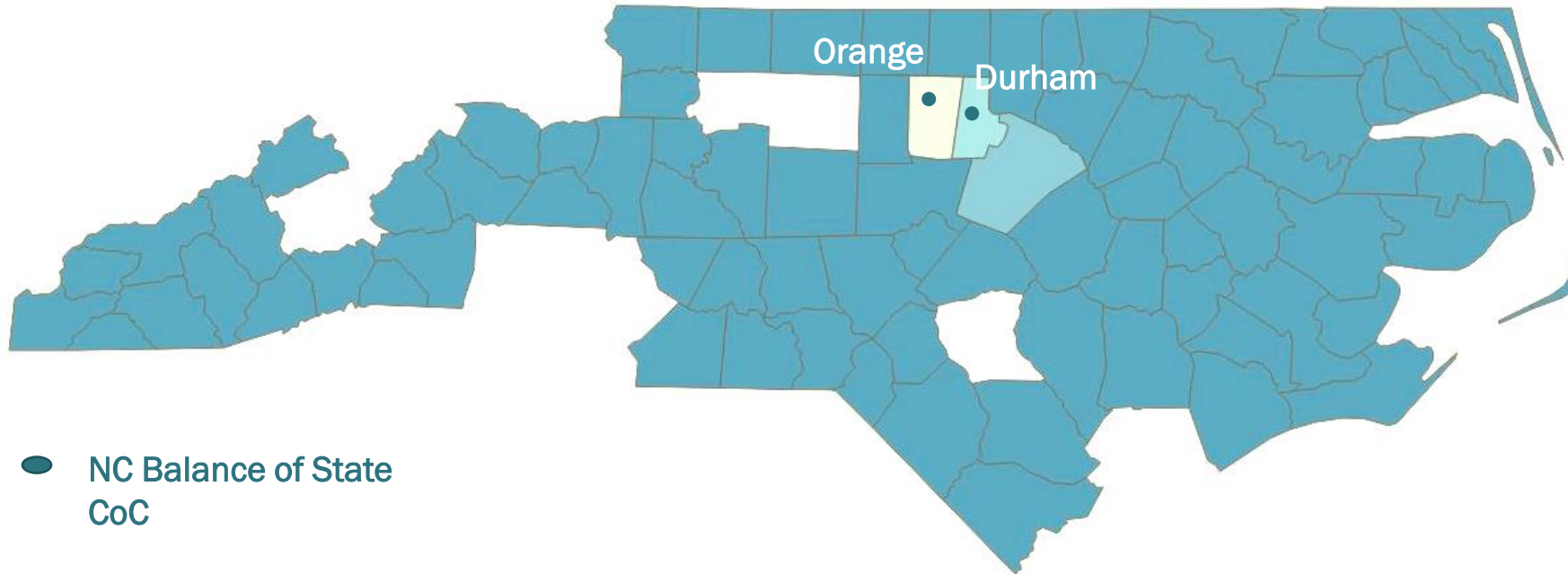
HMIS provides CoC performance data



NCCEH's Data Center is HMIS Lead for 3 CoCs

Our HMIS@NCCEH database includes 81 counties

The Data Center's Helpdesk supports you all!



HMIS Roles



Agency Administrators

- At least 1 required for each agency
- Act as the FIRST point of contact
- Ensure compliance with established policies and procedures
- Attend trainings and meetings related to HMIS
- Maintain data quality standards (run monthly reports)



Case Managers

- Record client engagement
- Follow policies and procedures
- Attend trainings for HMIS to stay updated





Data Essentials



HMIS client record = Electronic client file



HMIS



Client Record



Accuracy, Completeness, Timeliness

Agencies are responsible for high Data Quality

- Enter accurate information, as completely and as quickly as possible
- [HMIS@NCCEH Benchmarks are listed by project type](#)
- The Data Center will regularly check and ask for corrections

Sometimes, information may be missing

- Clients have the right to not know or refuse answers
- Agencies must ask the required questions and attempt to explain

Plan to ensure data is collected and entered quickly

- Within 6 days



Reporting with the ESG CAPER

Grantees must submit an annual CAPER to State ESG Office

- Unique link to [Sage](#) will be sent to each grantee

Report includes:

- Demographics and outcomes
- Clients are de-identified
- Data Quality review

Monitor your data year-round for an easy submission!

- All users should run this at least once every month to review/correct
- Follow our guide for [How to Run and How to Read the ESG-CAPER](#)



Data security depends on all of us



Protect sensitive data



Practice good password management



Never leave your computer unattended



Keep software up to date



Install anti-malware protection

Go to ncceh.org/hmis/privacy for a desk guide and more details



How to get access



Request HMIS Licenses

- Go to ncceh.org/hmis to submit a License Request Form

NCCEH Data Center Forms

Data Center New Agency Form

If your agency wants to join HMIS for the Durham, NC Balance of State, or Orange CoCs, please complete this form with basic information. Use this form if your agency is new to HMIS!

Data Center New HMIS License Request Form

If your agency wants to add staff to your HMIS projects, use this form to give us the basic information we need to guide them through training. Agency Administrators and Executive/Program Directors should submit on your agency's behalf.



The Training Process

HMIS Training is completed through three steps.

1. First, watch the online training videos through the Learning Management System.
2. Then, pass the quizzes listed (if applicable) after the training.
3. Last, you will enter a fake client into the HMIS Training Site to show off your new skills!

All HMIS Users must also sign a User Agreement (via email).

*LMS is new and being launched January 3rd!

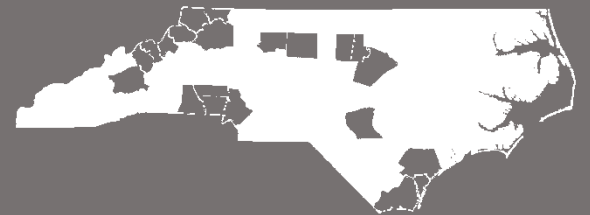


Data Center Tools: NCCEH.ORG/HMIS

Data Center	News & Events	About Us
HMIS	About Us	→ Forms & Helpdesk
Point-in-Time Count	Administrative Documents	→ Find important documents
Data, Research, & Publications	Training & Knowledge	→ Know where to find Guides
	Privacy	
	Client Consent	
	News Archive	→ Catch up with Recent News
	Federal Partner Resources	
	Comparable Databases	
	Advisory Board	



Administration



ESG is a reimbursement-based grant

- Agencies must expend their dollars for services and activities first and then ask for reimbursement.
 - Must use ESG forms with required documentation
 - Programs must submit reimbursement monthly
- ESG office will hold mandatory webinars on the reimbursement process!
 - Be on the lookout soon for dates!



ESG requires documentation in client files

- All activities have documentation requirements. Forms can be found at:
 - [ESG Required Forms](#)
 - ES and SO Client File Checklist
 - HP and RRH Client File Checklist
- ESG office will do desk reviews and on-site monitoring of grantees in 2023.



Grantees need to spend their dollars!

- Don't risk being put on a corrective action plan with the ESG office due to underspending!
 - The ESG office expects that grantees to spend according to this chart:

Date Expenses Incurred	Percentage of Budget
03/31/23	25%
06/30/23	50%
09/30/23	75%
12/31/23	100%



Grantees will need to provide CAPER reports throughout the year

Quarter	Due Dates
Quarter 1: <i>January 1 – March 31, 2023</i>	April 30, 2023
Quarter 2: <i>April 1 – June 30, 2023</i>	July 31, 2023
Quarter 3: <i>July 1 – September 30, 2023</i>	October 31, 2023
Quarter 4: <i>October 1 – December 31, 2023</i>	January 31, 2024

Refer to your contract for actual dates and requirements!



Wrap Up

- Helpful hints to get started:
 - Contact NCCEH Data Center for HMIS access
 - Reread your application and budget
 - Familiarize yourself with ESG contract requirements
 - Read NC BoS CoC written standards for your activity
 - Form a plan to make changes to your policies and procedures to align with Written Standards, if needed.
 - Attend ESG reimbursement webinar
 - Train all program and admin staff
 - Have a plan of action and start early
 - Ask questions



When you have questions, we can help!

ESG Office

- Contract issues
- Reimbursements
- Budget amendments
- Corrective actions/appeals
- Allowable expenses

NC BoS CoC staff

- Program design
- Written Standards
- Direct client issues
- CE issues
- Regulations
- HMIS (Data Center)
- CAPER (Data Center)

Before reaching out, refer to the [ESG Desk Guide](#). It's full of good information that can probably answer most questions!

Additional Requirements of ESG Grantees

14. Additional Requirements

14.1 Is the CoC Lead Agency or Selection Committee imposing any additional requirements beyond the ESG contract requirements on one or more of the project applicants? **Yes**

14.2 If yes, explain the additional requirements and how the CoC will ensure compliance.

To be good partners, agencies awarded ESG funding should comply with the following requirements:

- * Fully participate in the Regional Committee(s) for their service area (at least 75% attendance; participate in local and CoC-level subcommittees and workgroups)
- * Run quarterly CAPERs for each funded activity and share key information with Regional Committee stakeholders
- * Seek approval from Regional Committee(s) prior to budget amendments of higher than 10% of approved budget or change in activity type. Notify CoC staff by email at bos@ncceh.org.
- * Allow the NC ESG Office to share monitoring results and corrective action plans with the CoC

The CoC will work with Regional Committee leadership to ensure that ESG grantees fulfill their roles. Staff can use Regional Committee meeting minutes to confirm grantees share information appropriately. NCCEH staff, in their monthly meetings with the NC ESG Office, will discuss monitoring findings and budget amendments.



Wrap Up

- Keep in touch
 - bos@ncceh.org
 - (919) 755-4393
- ESG office contact info

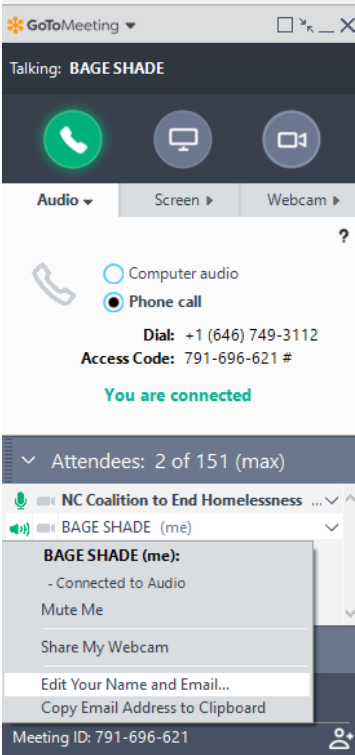
Lisa Worth	Chris Battle	Alissa Pritchett
ESG Homeless Programs Coordinator Division of Aging and Adult Services North Carolina Department of Health and Human Services 919-855-4993 office Lisa.Worth@dhhs.nc.gov	ESG Homeless Programs Coordinator Division of Aging and Adult Services North Carolina Department of Health and Human Services 919-855-4984 office Chris.Battle@dhhs.nc.gov	ESG Homeless Programs Coordinator Division of Aging and Adult Services North Carolina Department of Health and Human Services 919-855-4991 office alissa.pritchett@dhhs.nc.gov



Roll Call

- All participants should enter their full names to be counted towards attendance.

1



GoToMeeting

Talking: BAGE SHADE

Audio | Screen | Webcam

Computer audio
Phone call

Dial: +1 (646) 749-3112
Access Code: 791-696-621 #

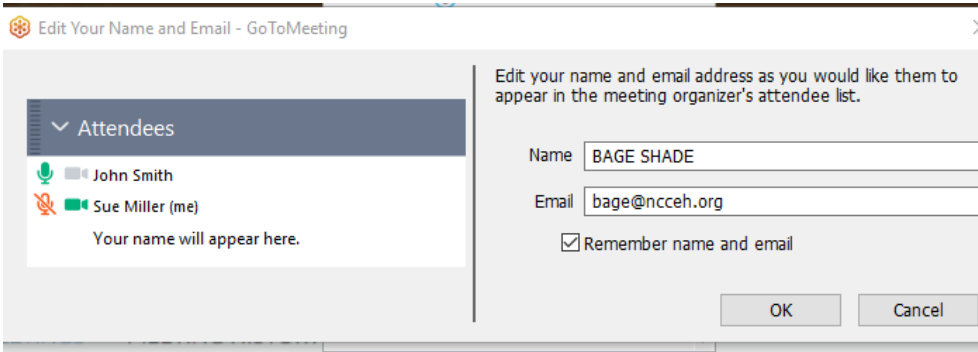
You are connected

Attendees: 2 of 151 (max)

NC Coalition to End Homelessness
BAGE SHADE (me)
- Connected to Audio
Mute Me
Share My Webcam
Edit Your Name and Email...
Copy Email Address to Clipboard

Meeting ID: 791-696-621

2



Edit Your Name and Email - GoToMeeting

Edit your name and email address as you would like them to appear in the meeting organizer's attendee list.

Attendees

John Smith
Sue Miller (me)

Your name will appear here.

Name: BAGE SHADE
Email: bage@ncceh.org

☒ Remember name and email

OK Cancel

