



North Carolina Balance of State Continuum of Care

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NC Balance of State CoC Steering Committee Minutes

February 1, 2022

Regional Leads Present: Keri Guidry, Kristen Martin, Arwen March, Kristen McAlhaney, Natasha Elliot, Marie Watson, Pamela Hinton, LaTasha McNair, Tujuanda Sanders, James Stroud, Brian Fike, Cara Moraitis, Denise Riggins

At-Large Members Present: Ellen Blackman, Angela Harper King, Cassandra Rowe, Isaac Sturgill, Tiffany Askew, Rachelle Dugan, Lisa Phillips, Jeff Rawlings

SC Members Absent: Lakitra Claude, Emily Locklear

Interested Parties Present: Derek Lancour, Lori Watts, Amy Modlin, Bonnie Harper, Emily Lowery, Michele Welsh, Teena Willis, Monica Frizzell, Lauren Singleton, Tracy Staley, Howard Anderson, Tammy Chaney, Tonya Freeman, Joey Mosley, Destri Leger, Elle Evans Peterson, Karisa McDaniel, Barbara Vinson, Savannah Dick, Joell Steininger, Jana Elliot, Julie Whittaker, Kendra Martin, Karen Kennedy, Zuriyah Harris, Lynne James, Leila McMichael, Kim Hemphill, Lesly Delgado, Teresa Robinson

NCCEH Staff Present: Brian Alexander, Debra A. Susie, Laurel McNamee, Andrea Carey, Ashley VonHatten, Allie Card, Jeremy Ratcliff, Ryan Fehrman

Approval of Consent Agenda

- The consent agenda was sent out for review prior to the meeting and is posted at: <https://www.ncceh.org/bos/steeringcommittee/>
- The consent agenda was voted on at the beginning of the meeting. Without changes or objection, the consent agenda was approved by common consent.

CoC Dashboard

Andrea Carey provided an introduction to the NC Balance of State CoC data dashboard. This presentation oriented new members to the Steering Committee and reacquainted continuing members of the uses and implications of using a dashboard.

Andrea gave a history of the dashboard, the rollout timeline and how it will be used in the future, key insights to the data and what's possible, and the limitations to its usage.

- Review CoC level data with key outcomes
- Plan to roll out to Regional Committees for use locally in mid-2022
- The dashboard allows to:
 - Filter data by region, county, month, and demographic make-up
 - Show actively enrolled clients, permanent housing exits and move-ins, and enrollments by project type
- The dashboard has several limitations:
 - Only includes information from HMIS-participating agencies
 - Does not include services only projects
 - Includes coordinated entry only on the Systems tab
 - Cannot filter by individual agencies/programs

The dashboard allows the CoC to divide its views in several ways to show the breadth of information for the CoC.

- The NC Balance of State CoC System Summary tab shows the total number of people experiencing homelessness in the full geographic area for all project types included in the dashboard for the time period indicated in the dashboard.
 - The project types included in the systems-level look are street outreach, emergency shelter, transitional housing, rapid rehousing, permanent supportive housing, homelessness prevention, and coordinated entry.
- The dashboard includes several programmatic tabs to look at project level information. These tabs include:
 - Street outreach projects
 - Emergency shelter and transitional housing projects
 - Permanent housing projects which includes both rapid rehousing and permanent supportive housing projects
 - Homelessness prevention projects

Andrea provided definitions for the different labels on the dashboard. These are important items to understand when evaluating data because they are very specific terms that have particular implications.

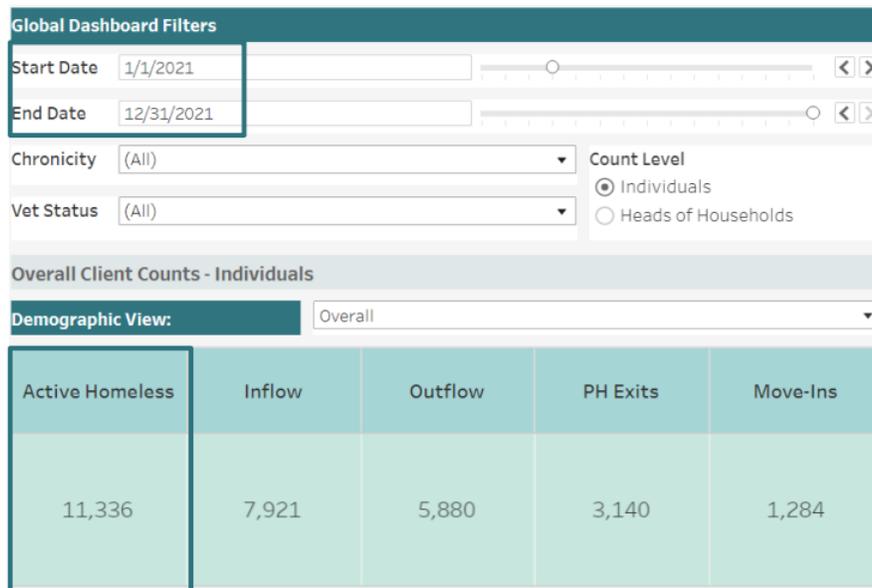
- *Active homeless*: a client/household that had a project enrollment during this time period. This includes the system broadly: street outreach, coordinated entry, emergency shelter, transitional housing, rapid rehousing, permanent supportive housing, and/or homelessness prevention projects.

- *Inflow*: a client/household that had an enrollment as new to the system, return from an inactive status, or return to the system from a housed situation.
- *Outflow*: a client/household that had an enrollment event leaving the system, such as an exit, going into a housed situation, or death.
- *PH exits*: a client/household that was enrolled in a homeless dedicated project and left for a permanent destination (no longer receiving services).
- *Move-ins*: a client/household that began sleeping in a permanent situation but still is receiving services (only recorded for coordinated entry, rapid rehousing, and permanent supportive housing projects).

In subsequent months, staff will remind members of the definitions of these items and encourage members to ask questions.

The dashboard allows the CoC to look at household data during a specified time period. Andrea presented individual and household information for both the last calendar year (January 1-December 31, 2021) and the last month (December 1-31, 2021).

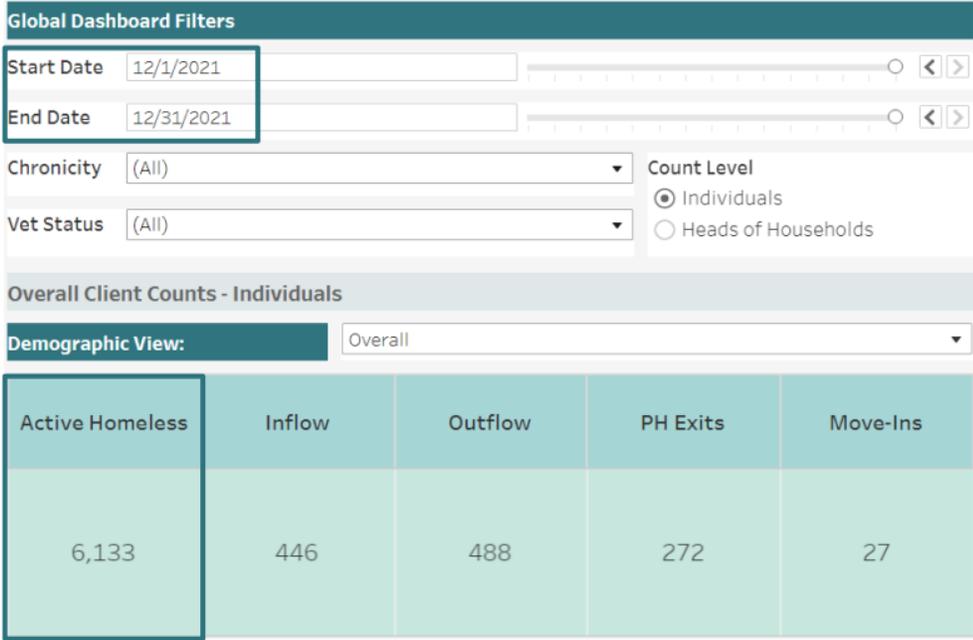
System Summary: Last Calendar Year - Individuals



In calendar year 2021, the dashboard shows:

- 11,336 people were actively served by the CoC
- 7,921 individuals entered the system in 2021
- 5,880 individuals left the system in 2021 with 3,140 exiting to permanent housing situations
- 1,284 people accessed permanent housing projects and moved into units

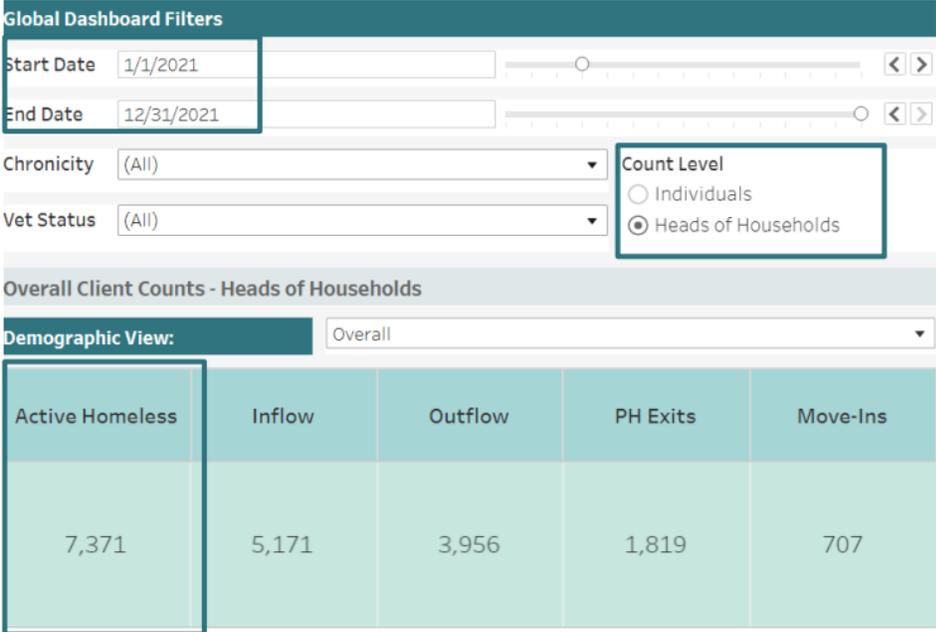
System Summary: Last Month - Individuals



In December 2021, the dashboard shows:

- 6,133 people were actively served by the CoC
- 446 new individuals entered the system
- 488 individuals left the system with 272 exiting to permanent housing situations

System Summary: Last Calendar Year 2021 - Households

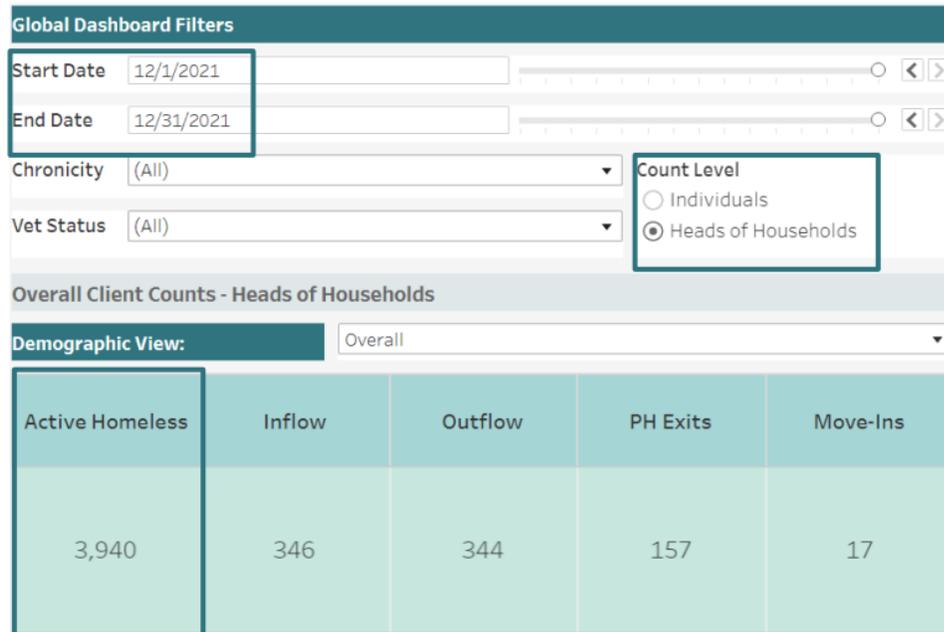


By narrowing the view from individuals to households, the dashboard can better indicate how many units of permanent housing that the CoC would need to end homelessness. In calendar year 2021, the dashboard shows:

- 7,371 households were actively served by the CoC
- 5,171 new households entered the system
- 3,956 households exited the system with only 1,819 of those entering a permanent housing destination

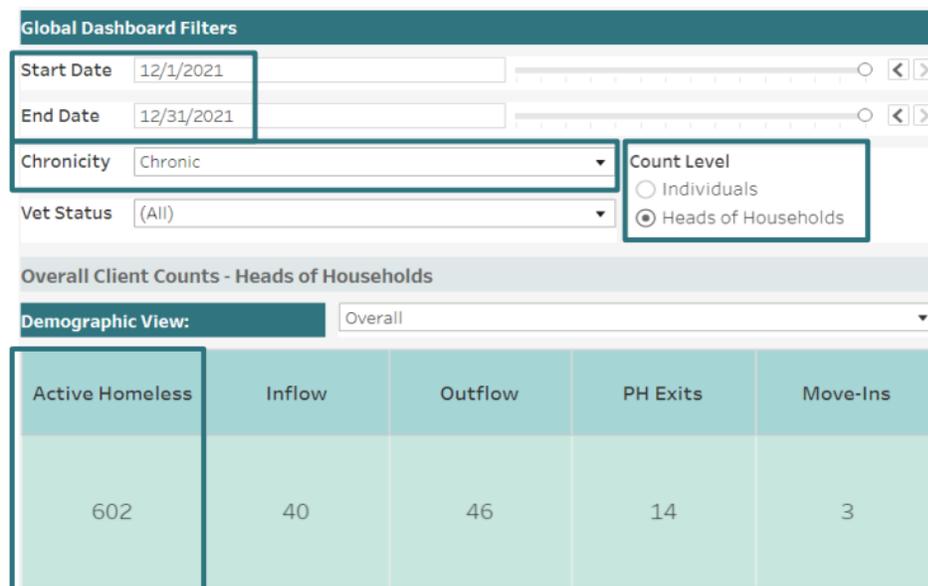
The household view can be narrowed to the last month. Andrea showed the data when looking at December 1-31, 2021.

System Summary: Last Month - Households



The dashboard can also narrow our view to subpopulations like people experiencing chronic homelessness and Veterans experiencing homelessness. Andrea narrowed the view to show members the scope of chronic homelessness in the CoC in December 2021.

System Summary: Chronicity



The dashboard showed the following information in relation to chronic status in December 2021:

- The system served 602 households experiencing chronic homelessness.
- 40 new households experiencing chronic homelessness entered the system.

Since CH households are eligible for PSH, this data gives the CoC an understanding of how many potential units providers would need across the CoC to meet this demand.

- 46 chronic households exited the system in December with only 3 moving into permanent housing through our permanent housing projects.

The dashboard could help the CoC develop strategies to help end homelessness. The data tells us several things:

- The system entered 446 new people in December. This has been trending downward over the last few months from a high in the fall of over 1000 people in September 2021.
- The CoC currently has 603 households experiencing chronic homelessness with 40 new households experiencing chronic homelessness in December.
 - 46 households exited the system in December with less than a third exiting to permanent housing.
 - Move-ins were far lower than exits to PH – does this indicate difficulty finding permanent housing units?
- The CoC needs to think about where to put its efforts:
 - Diversion?
 - Accelerate usage of Emergency Housing Vouchers (EHVs) to move people from PSH?
 - Prioritizing funding for landlord engagement?

Public Policy Support for Housing First

Debra gave a presentation on the Housing PLUS Bill recently introduced by Representative Barr to Congress.

- Objective is to eliminate the Housing First requirement for federal homeless and housing funding.
- Draws from former USICH Executive Director, Robert Marbut's report called Expanding the Toolbox from October 2020: www.usich.gov/news/usich-unveils-new-strategic-plan/
 - Robert Marbut served as USICH ED for one year as a controversial appointee.
 - USICH released the report two weeks prior to the 2020 election.
 - As a private consultant for local municipalities, Marbut's plans called for large-scale shelters that provided onsite treatment facilities.
 - Marbut advocated for local ordinances that made the symptoms of homelessness illegal including bans on:
 - Lying down in public
 - Bathing or sleeping in public spaces
 - Expanding police authority to handle things such as panhandling

Debra described a recent meeting with Congressman Patrick McHenry's staff.

- Rep. McHenry is the ranking member of the pivotal House Financial Services Committee.
- Bonnie Harper with Partners Behavioral Health and Ryan Fehrman, Executive Director of NCCEH, shared their experience with Congressional staff, expressing how important Housing First approaches are to ending homelessness.
- Bonnie included in her conversation an invite for Rep. McHenry to come to her region to draw support.

Fact-checking: 'Housing First is not working because it doesn't address the root causes of homelessness, i.e 80% of those homeless have mental health/behavioral health/addiction issues. It's just a give-away voucher program with no requirements or treatment program.'

- When individuals were provided access to stable, affordable housing, with services under their control, 79% remained stably housed at the end of 6 months, compared to 27% in the control group.
- Another long-term study found that participants in the Housing First model obtained housing earlier (and remained stably housed after 24 months) than participants in programs where housing and services were contingent on sobriety and progress in treatment.

Fact-checking: 'The one-size-fits-all approach marginalizes faith-based providers with emphasis on dignity, instilling a sense of self-worth, community support, recognition of potential AND a roof.'

- Housing First provides access to services through localized CoC strategies (allowing that one size does not fit all).
- Housing First recognizes that stable housing is a pre-requisite for effective psychiatric and substance abuse treatment and for improving quality of life. Once stably housed, individuals are better able to take advantage of wrap-around services to help support housing stability, employment, and recovery.

Fact-checking: 'Under Housing First, I was gifted with a subsidized apartment with no expectations that I would quit using drugs or do anything more with my life. In my experience and as an addiction counselor, very few people will CHOOSE to work on themselves but repeat the cycle. A house alone will not fix the homeless crisis.'

- Participants reduced alcohol use and likelihood of intoxication, despite no requirement to abstain from or reduce drinking to remain housed.
- Studies show that Housing First reduces hospital visits, admissions, and duration of hospital stays among homeless individuals.
- Overall public system spending is reduced by nearly as much as is spent on housing.

Fact-checking: 'Homelessness is not about having shelter but about underlying causes like addiction, mental illness, etc.'

- Per Nan Roman, Executive Director of the National Alliance to End Homelessness: "Homeless programs, including those funded by the federal government, are housing more people than ever. But they can't keep up with the number of people who are becoming homeless because rents are rising faster than incomes."

Fact-checking: 'Let's instead model the successes we have witnessed with homeless Veterans.'

- The Department of Veterans Affairs (VA) programs that reduced Veteran homelessness, including unsheltered homelessness, by more than half specifically attribute this success to Housing First.

Multiple members of the Steering Committee expressed their commitment to Housing First using their positive experience to address the issues: Teena Willis addressed how drug use is often used to bias and prejudice people experiencing homelessness. Members stressed that understanding the definition of Housing First which includes services along with housing is important for people to understand

Arwen March made a motion to draft and send a letter to the NC Congressional delegation from the NC BoS CoC that fact-checks the claims of the Housing PLUS Act proposal and offers direct experience on the efficacy of the Housing First model in North Carolina communities. Lisa Phillips seconded the motion. The motion passed unanimously.

2022 Point-in-Time/Housing Inventory Count

Andrea Carey gave a presentation on the NC BoS CoC's data-collection process for the 2022 Point-in-Time and Housing Inventory Counts which were January 26th.

Point-in-Time and Housing Inventory Counts

One Night Count each year on the last Wednesday of January:

- January 26th this year!

Data Collected:



People



Beds + Units

Type:

-  Unsheltered
-  Sheltered (ES + TH)
-  Permanent Housing (RRH + PSH + OPH)



Andrea gave an overview of what type of data that was collected from PIT/HIC night on January 26th, 2022.

Combining Data & Reporting

NCCEH Staff will combine data and submit to HUD.

Type	For Point in Time Count (PIT)	For Housing Inventory Count (HIC)	Method
Unsheltered	✓		CE Verification
Sheltered (ES +TH)	✓	✓	HMIS & Counting Us App
Permanent Housing (RRH + PSH)		✓	HMIS & Counting Us App
Other Permanent Housing (OPH like PHA vouchers)		✓	External reports

Unsheltered Count: Regions will use their by-name list to count people living unsheltered in this year's PIT count. Instead of a one-day canvassing for people living unsheltered, the CoC wants to identify people living unsheltered throughout the year, connecting them to the region's services and housing resources through the coordinated entry system. During the PIT count, regions will pull their by-name list and verify where people were staying on the night of the PIT count. Unsheltered Access Coordinators will play a crucial role in connecting people living unsheltered to the region's coordinated entry system throughout the year.

Role: Unsheltered Access Coordinator

- Elected position for each region to support CE
- Facilitates data collection and entry so folks experiencing unsheltered homelessness can access resources
 - Coordinates referrals to CE
- Leads collection, entry, and verification of data for people living unsheltered on the PIT night
 - Organizes volunteers for verification surveys night-of or immediately after PIT night

Timelines & Deadlines: Unsheltered Count

PIT Night January 26

Data Collection (if possible/planned for)

Data Entry into HMIS with Current Living Situation

Post-PIT Night January 27- February 2

Confirm location of Unsheltered Clients

Complete missing CE Intake info (if possible)

Data Entry into HMIS with Current Living Situation

Sheltered and Permanent Housing Count: The CoC will handle sheltered and permanent housing counts similarly to previous years. Program staff will work with CoC staff to submit and verify information. Non-HMIS participating agencies will use the Counting Us App to submit PIT information with a follow-up interview to collect the Housing Inventory Count. HMIS participating agencies will use HMIS reports to verify and submit information.

ES, TH, RRH, PSH Program staff

- Confirm point of contact with NCCEH when they reach out this fall
- Ensure information is ready and available for clients served 1/26/2022
 - HMIS
 - Counting Us App if not HMIS participating; first training [Dec 8th](#)!
- Respond to NCCEH with program, funding, bed/unit and capacity information in January/February

Timelines & Deadlines: Non-HMIS participating ES, TH, RRH, PSH Count

PIT Night January 26

Survey clients with Counting Us App

Post-PIT Night January 27- February 16

Notify NCCEH assigned staff complete

Complete HIC interview with NCCEH staff

Final Review of PIT and HIC February

Respond to NCCEH staff questions

Timelines & Deadlines: HMIS participating ES, TH, RRH, PSH Count

PIT Night January 26

Data Collection

Data Entry

Post-PIT Night January 27- February 2

Reports run by NCCEH

Review reports and correct

Notify NCCEH assigned staff complete

Final Review of PIT and HIC February

Respond to NCCEH staff questions

Timelines & Deadlines: OPH Count

PIT Night January 26

Regular data entry into systems

Post-PIT Night January 27- February 16

Send program info and reports to NCCEH

Final Review of PIT and HIC February

Respond to NCCEH staff questions

Andrea concluded by providing updates on future work for PIT/HIC projects. Regular updates, trainings, and other important information are housed here:

<https://www.ncceh.org/datacenter/pointintimehowto/>.

HUD CE Equity Initiative

Ashely VonHatten gave a presentation on the CE Equity Initiative. The NC BoS CoC will join other CoC's from across the country in an HUD TA initiative to focus on improving racial disparities in access and prioritization for the CoC's coordinated entry system. The initiative's goal rest on three key phases:

- Building the team and foundational work
- Analyzing data and identifying the project

- Implementing and testing

The CE Equity Initiative Core Team, made up of CoC staff and NC Balance of State CoC stakeholders, will work towards several key milestones through 12 months of work.

Months 1-3:

- Communities are meeting with their coaching team to solidify the Core Team.
- Communities have a clear understanding of how to apply/implement the lessons learned from the Foundational Workshops to their initiative activities.
- Pulse check (qualitative baseline data) collected.

Months 4-6:

- Goal setting and identifying key metrics for their improvement/focus area.
- Local Core Teams have a plan to test their improvement idea and measure outcomes (including timeline for implementation).
- Identify others who need to be at the table and get them there.
- Begin testing improvement ideas and tracking progress/outcomes.

Months 7-9:

- Communities are participating on monthly Knowledge Bite calls and Community Cohort Calls.
- Communities continue testing CE system change ideas and tracking progress.
- Analyze outcomes; pivot if needed.

Months 10-12:

- Communities continue testing CE system change ideas and tracking progress.
- Community stakeholders are informed of progress/outcomes.
- Communities are discussing a plan for continuing moving forward post-initiative.
- Community teams have a plan to share their initiative outcomes with broader community/stakeholders and have a path forward for ongoing CE system improvements.
- Ensure structure is in place to continue pulling data.

Ashley provided an update on the current status of the CE Equity Initiative:

- Building the team and digging into foundational work
- Creating Core Team that is representative of BIPOC and people with lived experience
- Chart out who is currently on the Core Team, what perspectives/experiences they bring to the team, and identification of who is missing

Currently the Core Team has the following representation:

- People with lived experience
- Black/African American
- People who identify as LGBTQ
- Housing/service providers
- Coordinated entry team decision makers
- CoC Lead
- Data Lead

The CoC still needs representation from other groups to ensure diverse perspectives:

- Additional people with lived experience (particularly people not professionally connected to our system and people that have experienced the CoC's CE system)
- Asian, Latin(o)(a)(x), Pacific Islanders, and Indigenous populations
- People living with disabilities
- People with criminal justice system experience
- Victim service providers/experts
- Veterans
- Youth

Ashley asked members to identify people that might be willing to play a part in this initiative that fall into missing categories. Members can reach out directly to Ashley or send feedback and question to bos@nceh.org.

Upcoming Meetings and Reminders

The Steering Committee was directed to review the following meetings and reminders for February 2022.

- **Racial Equity Subcommittee Meeting**, *Wednesday, February 16, 2022, 11:30 A.M. – 12:30 P.M.*
Presentation: <https://global.gotomeeting.com/join/791696621>
Audio: (646) 749-3112 Access Code: 791-696-621
- **NC Local Leadership Response Sharing Call**, *Wednesday, February 16, 2022, 1:00 - 2:00 P.M.*
Presentation: <https://zoom.us/j/5799039481?pwd=UFkwNCtLdUszeG94Y2prS0ttRkVmdz09>
- **NC BoS CoC HMIS User Meeting**, *Thursday, February 17, 2022, 1:00 - 2:30 P.M.*
Presentation: <https://zoom.us/j/5799039481?pwd=UFkwNCtLdUszeG94Y2prS0ttRkVmdz09>

Coordinated Entry Council Meeting, *Monday, February 21, 10:00 – 11:30 A.M.*

Presentation: <https://global.gotomeeting.com/join/791696621>

Audio: (646) 749-3112 Access Code: 791-696-621

- **Funding and Performance Subcommittee Meeting, Thursday, February 24, 2022, 11:00 A.M. - 12:00 P.M.**
Presentation: uberconference.com/brianncceh
Audio: (401) 283-4752 Pin: 13939

Next Steering Committee Meeting: Tuesday, March 1, 10:30 A.M. – 12:00 P.M.