



North Carolina Balance of State Continuum of Care

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Coordinated Entry Council Meeting March 20, 2023

Attendees

Coordinated Entry Regional Leadership: Gretta Worley (Region 1); Rachelle Dugan (Region 2); Michele Knapp (Region 4); Teresa Robinson (Region 5); Maxcine Barnes (Region 6); Jeff Rawlings (Region 7); Trishonda Roberson (Region 9); Michele Welsh (Regions 11 & 13); Lynne James (Region 12)

Statewide Representatives: Fredrika Murrill

NCCEH staff and other participants: Bonnie Harper; Sindy Connell; Allie Card; Laurel McNamee; Ashley Von Hatten

FY20 SSO-CE Grant Report

Ashley Von Hatten reported on the FY20 SSO-CE grant (12/1/2021 – 11/30/2022). Accomplishments included NCCEH and subrecipients spending down 100% of the grant, BoS and agency-level goals added to FY20 grant agreements, expanded street outreach coverage, and participation in HUD's CE Equity Initiative. The FY20 Annual Performance Report (APR) showed an increase from 2248 persons served in FY19 to 6806 in FY20, with an overall low error rate. The APR reflected an increase utilization of CE Access Events and CE Referral Events.

Special NOFO Discussion

Allie Card provided an update of NC BoS CoC's Special NOFO awards, with approximately \$7 million awarded for rural projects and approximately \$14 million for unsheltered projects. NC Office of Recovery and Resiliency (NCORR) applied for the Special NOFO funds and will publish an RFP when the awards are available.

Allie facilitated a discussion around the work of connecting unsheltered households to Emergency Housing Vouchers, to provide feedback to Special NOFO workgroups.

Challenges of connecting person living unsheltered to EHV's included:

- Barriers with Smartsheet and deadlines
- Barriers with transportation
- Lack of case management and housing navigation
- Shortage of affordable housing
- Barriers with background checks
- Housing search falling onto the client and/or Front Door provider
- Struggle to understand lease

Useful process and/or services of connecting persons living unsheltered to EHVs included:

- Consistent and ongoing case management
- Weekly meetings with providers and partners
- Discussion at case conferencing to connect clients with open resources
- Intensive case management
- Dedicated staff person for housing navigation
- Active list of available housing
- Specific resources and funding for unsheltered teams and/or Street Outreach staff

Core Team Update

Ashley gave an overview of the Core Team and their work to date. NC BoS was selected in 2021 to take part in HUD's Coordinated Entry Equity Initiative. The initiative's goal is to support communities in improving housing outcomes and the human experience for Black, Brown, Indigenous and all people of color. From October 2021 – October 2022 NC BoS met bi-weekly with HUD coaches and completed the following:

- Developed an inclusive Core Team with a diverse range of local stakeholders to ensure the process is rooted in equity-based decision making.
- Developed an overall results statement: All Black/African Americans experiencing homelessness in North Carolina Balance of State are swiftly assessed and connected to safe, stable, and suitable permanent housing and housing resources.
- Developed a targeted goal statement: By December 2023, North Carolina Balance of State aims to proportionally increase the high scores of Black/African Americans assessed through a revised assessment to 43%.

HUD CE Equity Initiative ended October 2022, but the Core Team is still working towards the end goals of creating an equitable assessment tool. The Core Team did not want to re-create or update the current assessment tool, did not want to re-traumatize people who are being assessed, and wanted to only ask questions that held value for HUD-funded permanent housing.

Core Team next steps include (with the CEC and Racial Equity Subcommittee simultaneously voting on the final assessment):

- Revision with Stakeholders (January – March 2023)
- Pilot Phase (April – June 2023)
- Analysis and Revision with Community Phase (July – August 2023)
- Training Phase (September – October 2023)
- Launch Phase (November 2023 – January 2024)

2023 CE Evaluation Materials and Process

Ashley provided an overview of the 2022 CE Evaluation, which showed the CoC could make improvements to low-barrier emergency shelters, the assessment tool, warm hand offs from Front Door providers to Permanent Housing providers, funding to support households at imminent risk of homelessness, and increases in affordable housing.



Noting the work of the Core Team and the required update to the 2024 CE Evaluation materials and process, the CEC determined to use the same evaluation process and materials from 2022 in 2023. NCCEH staff will review the materials and ensure the language is accessible to all clients, as requested by the CEC. The dates proposed for the 2023 CE Evaluation for Permanent Housing surveys are April 3, 2023 through May 26, 2023. The dates proposed for Shelter and/or Street Outreach surveys are May 15, 2023 through May 26, 2023. Maxcine Barnes made a motion to approve the 2023 CE Evaluation distribution, collection, survey content, and timeframe with a second by Lynne James.

Unsheltered PIT

Ashley provided an update on Unsheltered PIT data, as of March 9, 2023. 1329 persons have been identified as living unsheltered on the night of 1/25/2023, with five regions confirming their final numbers. Unsheltered Access Coordinators and CE Leadership are asked to be responsive to emails, confirm data in their region, confirm all available data in entered, and resolve any data conflicts.

Unsheltered Access Coordinator terms are May through April and regions should be having active conversations around identifying the most appropriate person for this role. The goal of UACs is to ensure all people living unsheltered are connected to services, build trusting relationships, collect contact information for follow-up, assess and refer to the by-name list, and refer to emergency shelter when possible.

The next CEC meeting will be on April 17, 2023, at 10 am.

