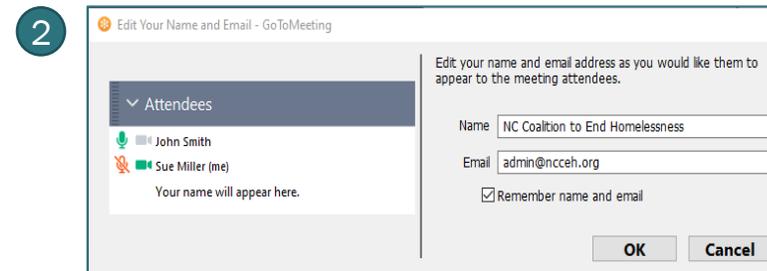


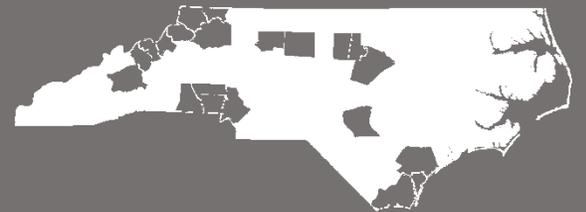
Coordinated Entry Council Meeting  
March 20, 2023

# Roll Call

- We will conduct Roll Call for CE Leads and statewide representatives.
- All participants should enter their full names, so we can document their participation in the minutes.



# Agenda

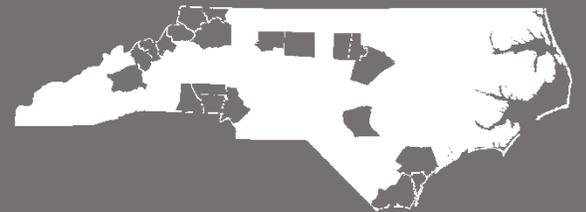


# Agenda

- FY20 SSO-CE Grant Report
- Special NOFO Discussion
- Core Team Update
- 2023 CE Evaluation Materials and Process
- Unsheltered PIT Update



# FY20 SSO-Coordinated Entry Grant Report



# NCCEH receives a CoC grant to support Coordinated Entry

- Operating year is December 1, 2021 – November 30, 2022
- NCCEH sub-granted funds to the following agencies:
  - HERE in Jackson County
  - Thrive
  - Greater Hickory Cooperative Ministries (through August 2022)
  - Diakonos
  - Community Link
  - Family Abuse Services (through June 2022)
  - Johnston-Lee-Harnett Community Action
  - REACH Center
  - Hope Station
  - Pitt County Planning
  - Trillium



# FY20 Report

- Accomplishments:
  - NCCEH and subrecipients spent 100% (!! ) of FY20 SSO-CE grant and met the CoC spending threshold.
  - NC BoS CoC included CoC-wide goals and regional-level goals into each subgrantee's grant agreement.
  - Expanded street outreach coverage with an intentional focus on providing CE access to households living unsheltered.
  - Started collecting more thorough CE data by transitioning CE data to HMIS in all local referral zones.
  - NC BoS CoC was chosen to participate in HUD's CE Equity Initiative and created a draft assessment to replace the VI-SPDAT.



# CE CSV APR

- Annual Performance Report is a comprehensive report that looks at all the participants served by a project during the reporting period.
- The APR can also be used as a helpful tool for agencies to track data quality, ensure accurate reporting, and create project summaries.
  - NCCEH to create reporting groups for each Region to view CE data at the Regional level.
- NC BoS CoC CE APR is reflective of the grant year 12/01/2021 through 11/30/2022 and solely reflects CE data (and excludes VSP data).



# CE CSV APR

- Total number of persons served 6806 (FY19 2448)
- Data quality has an overall low error rate (4% - 5%); however, SSN had an error rate of 17% (likely due to Back@Home and United Way 2-1-1 data privacy restrictions)
- Out of total number of persons served (6806) 4633 were assessed and/or assessment was recorded in HMIS
- 90% (!! ) of households that were assessed were placed on the by-name list for prioritization
- Increased utilization of CE Access Event and CE Referral Event
  - 68% of recorded CE Referral Events (1135) were successful

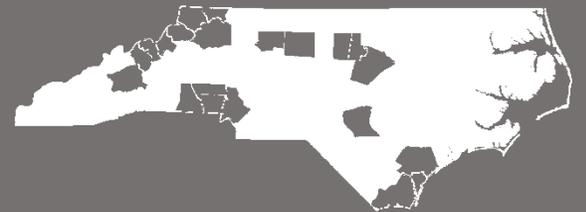


# Plans for FY21

- NC BoS CoC CE goals and agencies goals (2 – 3 goals created by each funded agency) added to SSO-CE grant agreements
- NC BoS CoC CE goals
  - 95% of households have a corresponding Coordinated Entry Assessment data element completed in HMIS for each assessment (e.g. crisis needs assessment, prevention and diversion assessment, VI-SPDAT) completed with the household.
  - Increase the number of Coordinated Entry Event data elements recorded in HMIS.
- Examples of agency goals
  - Increase exits to PH
  - Increase outreach to an additional 60 households per quarter
  - Engage additional community partners in the CE process



# Special NOFO



# Special NOFO

HUD grants nearly \$315 million for unsheltered and rural homelessness

- NC BoS CoC Award:
  - \$7,041,152 for Rural Projects
    - \$2,326,947 for PSH
    - \$4,714,205 for RRH
  - \$14,843,833 for Unsheltered Projects
    - \$3,498,525 for PSH
    - \$7,437,137 for RRH
    - \$3,908,171 for SSO
  - **\$21,884,985 - Total Award Amount**



# Special NOFO

- The NC Office of Recovery and Resiliency (NCORR) is the agency that applied for these funds.
- They will be running an RFP once the awards are available to select Regional Service Providers.
- Providers across the BoS will be able to apply for the funds from NCORR at that time.



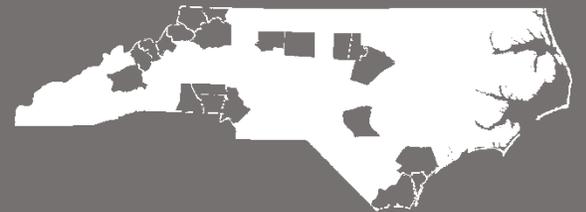
# Special NOFO

## Feedback for Unsheltered Projects

- Households living Unsheltered were a BoS priority for EHV's
  - What were the challenges of connecting persons living unsheltered to EHV's?
  - What processes did your region use to help connect persons living unsheltered to EHV's?
  - What services were useful in helping connect persons living unsheltered to EHV's?
  - What process would make it easier to connect persons living unsheltered to EHV's?



# Core Team



# Core Team

- 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.



# Core Team

- From October 2021 - October 2022 NC BoS met bi-weekly with HUD Coaches
  - 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%.



# Core Team

- HUD CE Equity Initiative ended October 2022, but the work DID NOT
- NC BoS has been working towards the end goal of creating an equitable assessment tool (to replace our current coordinated entry assessment tool VI-SPDAT)
- After 15 months of work and dedication, our Core Team has a draft assessment!
  - We did not want to re-create or update our current assessment tool
  - We did not want to re-traumatize people who were being assessed
  - We wanted to only ask questions that held value for HUD-funded permanent housing



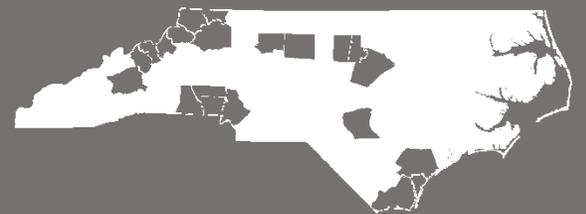
# Core Team

## Timeline

- 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



# 2022 CE Evaluation

It provides a basic snapshot of how CE is working in the CoC but also poses additional questions the CoC could integrate into future evaluations. This evaluation shows that the CoC has implemented the basic aspects of coordinated entry throughout its geographic area:

- Access points attempt to help people find shelter and emergency services, including domestic violence shelter and services.
- People experiencing homelessness are assessed for permanent housing using the same screening tool, the VI-SPDAT.
- Permanent housing programs take the majority of their referrals from the CE system.



# 2022 CE Evaluation

The 2022 evaluation showed the CoC could make improvements to its CE system:

- Emergency shelters should continue to lower barriers and become more housing-focused.
- The VI-SPDAT does not score clients accurately and has been shown to cause racial disparities. The CoC will form a workgroup to develop a new CE assessment and prioritization schedule that more accurately reflects the needs of households and supports diversity, equity, and inclusion.



# 2022 CE Evaluation

The 2022 evaluation showed the CoC could make improvements to its CE system:

- Front door providers need more support from Permanent Housing (PH) programs to provide a warm transfer when a household has been identified and referred for a PH slot and/or voucher.
- With the ending of ESG-CV Homelessness Prevention funds, communities are struggling with how to support households experiencing Category 2 Imminent Risk of Homelessness.
- People experiencing homelessness in the CoC are not offered permanent housing options quickly. The CoC should continue to try to reduce the length of time people experience homelessness and have discussions on how to increase affordable housing.



# 2022 CE Evaluation

The CoC identified three areas of the evaluation process that need improvement: **response rates, survey content, and response biases.**

- Response rates
  - The CoC should try to improve response rates to all the surveys, focusing on getting responses in every region so it can draw more granular conclusions. Due to the continued effects of the pandemic and the decrease of in-person services, the CoC expected lower participation rates in 2022. However, the CoC should consider adding CE evaluation participation to its annual CoC and/or ESG scoring process.



# 2022 CE Evaluation

- Survey content
  - The provider surveys should allow for a wider range of responses. Most questions on the survey were written for agencies that provide permanent housing, but many agencies participate in CE and only provide services. The survey should include questions that pertain more directly to agencies that do not provide permanent housing.
- Response Bias
  - Client surveys seemed more positive than expected and very few grievances were filed. Although it is probably true that most clients who receive services in the CoC are happy with those services, clients may have also felt pressure to answer positively for fear of losing services. Surveys should have been confidential and anonymous, but the CoC should ensure all clients understand that their surveys will not be seen by their service provider and will not affect their housing or services in any way.



# 2023 CE Evaluation

## Response rates

- *How do we increase response rates for all client surveys?*
- *How do we engage more providers for a wider range of responses?*
  - Make all surveys available online
  - CE leadership can discuss the surveys during case conferencing
  - NCCEH can email BoS HUD-funded agencies
  - NCCEH can email/discuss at HMIS Users meeting

## Survey content

- *What updates do we want to make to provider and client surveys?*
- *How do we align the provider survey and client surveys?*
- *How do we update the provider survey to include more questions for agencies that are not permanent housing providers?*
  - Include CE access points

## Response Bias

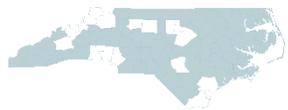
- *How do we ensure the surveys are confidential and anonymous?*
  - Email surveys to NCCEH
  - Collection boxes



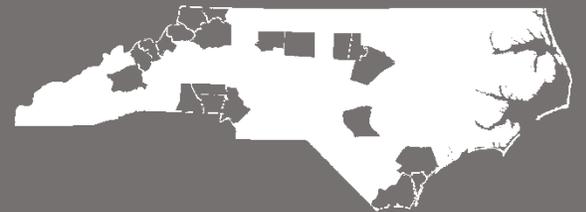
# 2023 CE Evaluation

- Permanent Supportive Housing (PSH): PSH clients who have entered a PSH program in the last year will be offered the opportunity to complete the coordinated entry evaluation survey that asks about their experience of the coordinated entry system.
  - **Proposed timeframe for PSH survey is April 3, 2023, through May 26, 2023.**
- Shelters and/or Street Outreach: All people completing the VI-SPDAT will be offered the opportunity to complete the coordinated entry evaluation survey that asks about their experience of the coordinated entry system.
  - **Proposed timeframe for Shelter and/or Street Outreach is May 15, 2023, through May 26, 2023.**
- Rapid Rehousing: All clients housed by a rapid rehousing program in the CoC must receive this survey within 30 days (before or after) they are housed.

Motion to approved proposed updates to distribution, collection, survey content, and timeframe?



# Unsheltered CE Access



# Data Review

- 2022 Unsheltered PIT total = 777
- 2023 Unsheltered PIT data as of 3/09/2023 = 1329
- NCCEH will continue to troubleshoot, run BNL and/or Unsheltered Aggregate Total by County report, & DQ reports

Region	Unsheltered Count as of 3/09/2023
1	72*
2	169*
3	111
4	103
5	239
6	28
7	319
8	50*
9	26
10	21*
11	38
12	22*
13	131



# Current Living Situation: Start Date, End Date & Information Date

- All 3 of these dates should be the same as they directly relate to the clients Current Living Situation
- This is a snapshot of where the client is sleeping that night.
- Refer to the [Recording Current Living Situations](#) ZenGuide for more information

Current Living Situation	
Start Date*	01 / 25 / 2023    G
End Date	01 / 25 / 2023    G
Information Date	01 / 25 / 2023    G
Current Living Situation	Place not meant for habitation (HUD)
If "Other", Specify	<input type="text"/> G
Living situation verified by	<input type="text"/> <input type="button" value="Lookup"/> <input type="button" value="Clear"/> G
Location details	<input type="text"/> G



# Data Conflicts and Resolution

Data Checks will be coming from NCCEH to UAC's & CE Leadership

- Confirm number of folks listed as unsheltered on PIT night
- CLS entered for non-PIT dates but a few days after
- Missing county information
- Missing client/demographic information
- Conflicting client/demographic information



# Data Conflicts and Resolution

- Priority 1 (Color = red)
  - Verify NC County
  - Verify Current Living Situation date
  - Missing Relationship to Head of Household
  - Missing DOB or DOB Data Quality
- Priority 2 (Color = yellow)
  - Missing race
  - Missing gender
  - Missing ethnicity
  - Missing veteran status
  - Older than 80 years old

Client ID	ProjectName	Entry Date	County	Region	CLS	DQ Flag Type
1032752	NC Balance of State - Coordinated Entry Project	07/08/2022	Henderson	Region 2	01/25/2023	missing Date of Birth or DOB_quality
1026226	Street Outreach Project	11/20/2021	Caldwell	Region 3	01/25/2023	verify veteran status
1022976	Access Point Project	11/30/2021	Iredell	Region 4	01/25/2023	verify veteran status
1022976	NC Balance of State - Coordinated Entry Project	11/30/2021	Cabarrus	Region 5	01/25/2023	verify veteran status
1028074	Street Outreach Project	12/11/2021	Alamance	Region 6	01/25/2023	missing Date of Birth or DOB_quality
1022976	Access Point Project	11/30/2021	Moore	Region 7	01/25/2023	verify veteran status
1028065	NC Balance of State - Coordinated Entry Project	11/30/2021	Northampton	Region 9	01/25/2023	missing Date of Birth or DOB_quality
1028074	Street Outreach Project	12/11/2021	Franklin	Region 9	01/25/2023	missing Date of Birth or DOB_quality
1028065	Access Point Project	11/30/2021	Lee	Region 7	01/25/2023	verify veteran status



# Unsheltered Access Coordinators

Reminder: The goal is to ensure all people living unsheltered connect to services!

- Build trusting relationships
  - Collect contact info for follow-up
  - Assess and refer to By Name List (BNL)
  - Refer to emergency shelter, when possible
- 
- Prepare the region for the Unsheltered Point In Time Count.
  - Elected term is May – April

\*NCCEH will continue to facilitate monthly UAC meetings



# Finalizing and Confirming Data

- Please be responsive to emails and requests!!
- Confirmed number of unsheltered folks for your counties/region is correct
- Confirmed all available data is entered for folks
- Resolved all data conflicts from local or NCCEH review
- Everything looks correct and is pulling on reports correctly!



# Questions and Updates

- Next CEC meeting:
  - April 17, 2023



## Coordinated Entry questions

Ashley Von Hatten  
Ashley@ncceh.org

NCEndHomelessness 

@NCHomelessness 

nc\_end\_homelessness 

## CE HMIS questions

Nicole Purdy  
Nicole@ncceh.org

## Contact NC Balance of State CoC Staff

bos@ncceh.org  
919.755.4393

## Contact NCCEH Data Center Help Desk

hmis@ncceh.org  
919.410.6997



NCCEH