



# North Carolina Balance of State Continuum of Care

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## Regional Committee Veteran Plan

In *Opening Doors: Federal Strategic Plan to Prevent and End Homelessness*, the US Interagency Council on Homelessness (USICH) outlines goals for Continuums of Care that include ending Veteran homelessness by 2015.<sup>1</sup> To assist communities in reaching this objective, the USICH also published *Achieving the Goal of Ending Veteran Homelessness: Criteria and Benchmarks*, which outlines how systems can achieve an effective end to Veteran homelessness. Effectively ending homelessness for Veterans means that communities have designed systems to quickly identify and house homeless Veterans.<sup>2</sup> The North Carolina Balance of State Continuum of Care (BoS CoC) has set a goal to meet the USICH criteria and benchmarks by December 2017.

### Goal

The goal of the regional Veteran system is to meet the federal benchmarks and criteria in each of the 13 Regional Committees by establishing and continuing to maintain an optimized homeless assistance system that effectively and continually prevents and ends Veteran homelessness across the BoS CoC. To accomplish this goal, the BoS CoC and State and VA partners will create a regional Veteran system to quickly identify and house Veterans in all 13 Regional Committees.

### Vision

The BoS CoC Plan to End Veteran Homeless identifies a primary SSVF grantee for each of the 13 regions who will provide outreach to homeless Veteran households, assess them for eligibility, and oversee their connection to housing. These SSVF grantees will act as system navigators for each identified Veteran, no matter the Veteran's VA eligibility status, to ensure data collection and connection to permanent housing as quickly as possible. The permanent housing placement may be provided by SSVF, HUD-VASH, CoC or ESG programs, or other community housing programs. If a Veteran is ineligible for SSVF assistance, the SSVF provider, as navigator, will connect the Veteran to the Regional Committee's coordinated assessment system to access community housing programs.

## Contact Information

Regional Committee: Tarheel Region

Counties Served: Franklin, Granville, Halifax, Vance, Warren, Nash, Edgecomb, Northampton

For the following questions please provide individual name, agency name and contact information.

Primary SSVF Provider: VOA Carolinas, Jonathan Rogers - JRogers@voa.org - (252)985-0230; VOA Carolinas, Tamey Knight - TKnight@voa.org - (252)985-0230.

<sup>1</sup> <https://www.usich.gov/opening-doors>

<sup>2</sup> [https://www.usich.gov/resources/uploads/asset\\_library/Achieving\\_the\\_Goal\\_Ending\\_Veteran\\_Homelessness\\_v3\\_10\\_01\\_15.pdf](https://www.usich.gov/resources/uploads/asset_library/Achieving_the_Goal_Ending_Veteran_Homelessness_v3_10_01_15.pdf)

Primary Authors of the Plan: Jonathan Rogers - JRogers@voa.org, Tamey Knight - TKnight@voa.org, Roberta Sessoms - rbattlesessoms@gmail.com, Kanika Turrentine - kturrentine@infinitepossibilitiesinc.com

Regional Committee Lead: Roberta Sessoms

Regional Committee Point of Contact for the Veteran System: Bertha Byerson - BByerson@voa.org - (252)985-0230; Tamey Knight - TKnight@voa.org - (252)985-0230.

Other Key Partners in Veteran System:

## **Criterion #1: The community has identified all Veterans experiencing homelessness.**

### **Outreach**

The goal of outreach is to immediately identify and engage unsheltered homeless Veterans and offer low-barrier shelter and permanent housing assistance to any homeless Veteran within the CoC.

Outreach within Regional Committees will take two forms: passive and assertive.

### ***Passive Outreach***

With passive outreach, SSVF providers, with the help of regional leadership, will identify key community partners to aid in identifying homeless Veterans. SSVF providers will train these community partners on how to identify Veterans experiencing homelessness and how to make a referral to the primary SSVF agency in the region. Referrals will be made on an ongoing basis. In addition, each region will also be responsible for contacting the identified community partners a minimum of 2 times per month, whether in-person or by phone, to ask for potential referrals. Examples of agencies that should be considered for passive outreach include local service agencies (libraries, clothing closets, feeding programs), Veteran services (National Guards, Veteran Service Officers, VFWs), jails, etc.

### **Use the Appendix A tab to identify key partners who will be contacted for passive outreach efforts.**

Describe how key community partners will be trained to identify Veterans, including who will provide training, how the trainings will be conducted (in-person, community meetings, etc.), the target dates for initial trainings, and the plan for future trainings to refresh current staff and initiate onboarding staff. SSVF staff will conduct an initial in-person training at the Tar Heel Regional Committee meetings. SSVF staff will also conduct quarterly ongoing trainings via webinar, skype, etc. The tentative dates for these trainings will be June 2017, September 2017, and December 2017. If community partners have questions regarding how to identify Veterans SSVF staff will train accordingly at the monthly housing meetings.

Once communities identify Veterans through passive outreach, describe the process for engaging the Veteran, including: who will engage the Veteran, timeframe for first point of contact, how an offer of shelter will be made, housing plan development, and how the Veteran's information will be added to the regional by-name list.

Once a veteran has been identified through passive outreach, they will be connected with the Coordinated Assessment Process. The P/D screening will be completed at point of entry and the VI-

SPDAT will be completed and within 24-48 hours fax/email the form to SSVF staff (Tina Rodgers) at VOA Carolinas (TRodgers@voa.org or faxed to 252-985-0230). The identified veteran will then be added to the Regional by-name list. Each staff member will continue to provide additional resources (Community Partners-i.e. Shelters, VAMC), in an effort to provide the Veterans with the necessary assistance/resources, until their needs have been met. SSVF staff will then continue communicating with the Veteran to determine eligibility for the SSVF Program. If the veteran is deemed eligible, the process will continue and once the Veteran reaches initial case management, the housing plan will be developed. If the Veteran is ineligible for SSVF programs, the representative will reach out to the regional committee to find resources for the Veteran and determine what organization can best assist with the housing plan development which will include the HUD VASH program.

**Assertive Outreach**

Assertive outreach will be the primary responsibility of the SSVF providers in each Regional Committee. Assertive outreach involves visiting and surveying sites where unsheltered homeless people sleep or frequent to identify homeless Veterans and to offer them shelter and housing. Through this approach, providers can continue to engage known Veterans and identify new Veterans who need assistance. SSVF providers will also work with community partners who already conduct outreach to train them in how to identify and refer Veterans.

Use the following chart to list all agencies (SSVF providers, faith-based organizations, shelters, etc.) completing assertive outreach in the region:

<b>Agency</b>	<b>Counties Served</b>	<b>How Often Outreach is Done Per Month</b>
VOA-Carolinas	Vance, Warren, Northampton, Halifax, Edgecombe	minimum of 2 times per month/weekly
United Community Ministries (Bassett Center)	Nash, Edgecombe	Weekly
Union Mission	Halifax, Northampton	Weekly
Cardinal Innovations	Franklin, Vance, Warren, Granville, Halifax	Weekly

If community agencies are doing assertive outreach, describe how they will be trained to identify Veterans, including who will be providing training, how the trainings will be done (in-person, community meetings, etc.) the target dates for these trainings, and how staff turnover will be taken into account for future training.

SSVF staff will conduct an initial in-person training at the Tar Heel Regional Committee meetings being held quarterly. In addition, working closely with the Regional Lead Committee, staff will conduct on-going trainings via webinar, teleconference, skype, etc. The tentative dates for these trainings will be June 2017, September 2017, and December 2017. If community partners have questions regarding how to identify Veterans who may be eligible for the program, SSVF staff will brief them during monthly housing committee meetings. In the event that an SSVF organization is experiencing turnover (As it relates to future trainings), updated contact information will be provided to the Regional Lead, COC

staff, and community partners within the region. The new staff member can request one-on-one training with the SSVF staff.

How will the region obtain information about potential unsheltered sites (law enforcement, librarians, etc.)?

Region 9 will obtain information regarding potential unsheltered sites through weekly and bi-weekly outreach contact with the regions local sheriff's/police department, library's shelters, school social workers, Veterans Stand Downs, hospitals, etc.

Once an unsheltered location is identified, how will the location be tracked by the region and how often will the locations be visited for ongoing engagement?

The Regional Lead will work closely with SSVF provider to maintain an accurate list of unsheltered sites which have been discovered through annual point-in-time count and other outreach efforts. We will create a log that identifies the location, the nature of the outreach (ie. brochures/materials, visits, cards), and who completed the outreach. The Regional/all representatives are to document when unsheltered locations are found so the region will remain current on any new locations found. A member of the regional committee can volunteer to visit new locations within five business days of the log being updated.

Once a Veteran is identified through assertive outreach, describe the process for engaging the Veteran, including: who will engage the Veteran, timeframe for first point of contact, how an offer of shelter will be made, housing plan development, and how the Veteran's information will be added to the regional by-name list.

Once a veteran is identified the provider will make an immediate offer to connect the Veteran to shelter within 24-48 hours. This includes identifying family or friends who can provide temporary shelter until permanent shelter is obtained. The SSVF provider will begin screening the Veteran to determine eligibility for SSVF services. Necessary forms (Referral from Community form and VI-SPDAT), will have been completed. After completing the assessment, and the Veteran is deemed eligible for the program, the Veteran's name will then be added to the regional by-name list once the necessary consent (ROI) is received. SSVF providers will complete the intake and begin the process of initial case management for determining a housing stability plan for the Veteran. If the Veteran does not meet the requirements for the SSVF program, the representative will reach out to the regional committee to find other community resources based on the Veteran's needs i.e., HUD VASH, Housing Authority, etc.

How will transportation be provided for unsheltered Veterans once identified?

Transportation funds are available only through local school system/McKenly Veto programs other transportation resources include KARTS, CTTA, C-CAN, Tri County Industries, Raemac, and local churches. Veterans who are eligible for the SSVF program can be provided with bus tickets and transported via company van.

## **In-Reach**

The primary SSVF provider will coordinate in-reach efforts to identify homeless Veterans in shelter and transitional housing programs that do not participate in coordinated assessment or the HMIS system. SSVF providers will train agency staff at non-participating agencies on how to identify Veterans and how to make a referral to the primary SSVF agency in the region.

**Use the Appendix B tab to identify key agencies that provide shelter, transitional housing, or other services that do not currently participate in HMIS or coordinated assessment and will be contacted for in-reach efforts.**

Describe how agencies that provide shelter and transitional housing and do not participate in HMIS or coordinated assessment will be engaged in the Veteran system, including: who will engage the agencies and a projected timeline.

Agencies that do not participate in HMIS or Coordinated Assessment will be engaged in the Veteran system through monthly housing or regional community meetings. On-line trainings will also be available. SSVF/Regional staff will engage these agencies. SSVF provider will also conduct face-to face meetings to provide information and engage those agencies not participating in the coordinated assessment.

Describe how engaged community agencies will be trained to identify Veterans, including: who will be providing training, how the trainings will be done (in-person, community meetings, etc.), the target dates for these trainings, and how staff turnover will be taken into account for future training. These agencies will be trained in-person or via teleconference at the monthly and quarterly housing meetings. SSVF providers or Regional staff will conduct the trainings. Refresher trainings will be conducted on a as needed basis to account for staff turnover or the on-boarding of new partners, staff, and providers.

Once the community has identified Veterans through in-reach efforts, describe the process for engaging the Veteran, including: who will engage the Veteran, timeframe for first point of contact, how an offer of shelter will be made, housing plan development, and how the Veteran's information will be added to the regional by-name list.

The agencies that identify the veteran through in-reach will contact the SSVF Provider. The representative from the agencies in our region will assess the veteran, provide veteran with a list of resources and community agencies that can assist the veteran based off of their individual needs. Initial contact with a Veteran will be made within 24-48 hours. Based on the assessment interview, the person will determine the type of housing the veteran needs, and link the veterana to communitiy resources. After completing the assessment, and the Veteran is deemed eligible for the program, Veteran's nname will then be added to the regional by-name list once the necessary consent (ROI) is received. SSVF providers will complete the intake and begin the process of initial case management for determining a housing stability plan for the Veteran. If the Veteran does not meet the requirements for the SSVF program, the representative will reach out to the regional committee to find other community resources based on the Veteran's needs.

## **Criterion #2: The community provides shelter immediately to any Veteran experiencing unsheltered homelessness who wants it.**

### **Offer of Shelter**

When an unsheltered Veteran is identified during outreach, SSVF providers will make an immediate referral to the coordinated assessment system. If the region's coordinated assessment system identifies an unknown Veteran, the provider completing the screen will make an offer of shelter and refer the Veteran to the primary SSVF provider in the region. For Veterans ineligible for VA programs, the SSVF

provider will work with providers in the region's coordinated assessment system to ensure that shelter placement has been offered and the Veteran's information has been entered into HMIS.

**Use Appendix C tab to identify shelter in the region that will be utilized to serve unsheltered Veterans.**

For Veterans who decline an offer of shelter, the SSVF provider, acting as navigator, will routinely offer shelter in conjunction with the regional coordinated assessment system while also working to secure a permanent housing placement.

For regions that do not have shelter, an offer of emergency housing in a hotel or motel will be made.

Describe how unsheltered Veterans will be offered and connected to shelter once identified in outreach, including: how shelter bed(s) will be secured, how Veterans will be transported to shelter, etc. Once an unsheltered veteran is identified through outreach services, the regional representative will refer the veteran to the local shelter. The Veteran will be briefed on the shelter's requirements (i.e. number of beds, weekly cost, hours of operation, and other requirements). Veteran's will also be linked with local transit systems, agencies, and other community resources that provide transportation services. In the event that a shelter can not make accommodations for the Veteran, a representative will provide the veteran with resources that provide emergency housing, free hotel/motel stay. Again, the outreach personnel will attempt to contact the local shelters for availability to secure a bed. If transportation is necessary, the outreach personnel will contact agencies that can provide transportation for Veterans or seek agencies that can provide bus passes.

If an unsheltered Veteran is identified in the region's coordinated assessment process through the Prevention and Diversion screen or the VI-SPDAT, describe how CoC agencies will make an offer of shelter and how Veterans will be connected to the primary SSVF provider to be added to the region's by-name list.

The agency conducting the Prevention and Diversion Screen or the VI-SPDAT will contact the local shelters for availability and secure a bed for the Veteran. The agency will then complete and submit a community referral via email or fax. The SSVF representative will then add the unsheltered Veteran's name to the Regional by-name list.

Describe how Veterans who decline an offer of shelter will be routinely offered shelter and how these offers will be tracked for the region.

A database that will be shared with regional committee members only will be created to track the Veteran's who decline offer of shelter. Additionally, information gained from the PIT count will be utilized to track these Veterans to ensure they are being offered shelter routinely.

Does your region utilize emergency housing, such as hotel/motel vouchers, if no shelter beds are available?  Yes  No

If so, please describe the process for accessing this emergency housing:

Please describe any known barriers for accessing emergency housing:

Limited shelters, felonies, sex-offenders, Veterans with pets, and Identification.

Does your region need assistance with emergency housing and shelter?  Yes  No

If yes, please provide the name, email and phone number of the person to contact: Roberta Sessoms, rbattlessessoms@gmail.com, (252)985-0078.

### **Criterion #3: The community only provides service-intensive transitional housing in limited instances.**

#### **Transitional Housing**

Though the BoS CoC does not have Grant Per Diem programs, service-intensive transitional housing programs funded through private sources are available to Veterans. Both the primary SSVF provider and the local agencies that serve as access points for the Regional Committee's coordinated assessment system will ensure Veterans are offered a choice of permanent housing assistance (e.g., SSVF) either prior to entering the transitional housing program or once identified in the transitional housing program.

Literally homeless Veterans referred to Grant Per Diem programs outside of the BoS CoC who originated from the BoS CoC will be welcomed back to their home counties, if they choose to return. SSVF providers are responsible for following up with Veterans while in Grant Per Diem programs and to develop housing plans for their return. For Veterans that entered Grant Per Diem programs without literal homeless status, SSVF providers will not accept referrals from Grant Per Diem programs until the program attempts a discharge into housing using the Veteran's support resources.

For each system, please describe how Veterans will be offered permanent housing and how that offer will be tracked prior to transitional housing referral.

#### **Regional Coordinated Assessment System:**

Homeless veterans will be offered permanent housing through the access points outlined in the Tar Heel regional coordinated assessment plan. Permanent housing is a priority for housing. Transitional housing is only offered in (2) of the (8) counties within the region

#### **Veteran Service System (SSVF Providers and VA Medical Centers):**

The primary SSVF provider will connect Veteran's to permanent housing through all SSVF providers, as well as, VA Medical Centers, HUD VASH programs, Supportive Housing, etc. These agencies offer permanent housing based on the Veteran's needs. VOA Carolinas has a consolidated list of landlords that work with veterans on obtaining permanent housing. VOA Carolinas refer Veterans to the VA Medical Center HUD-VASH program who may benefit from the HUD-VASH program.

If a Veteran is referred to a Grant Per Diem program outside of the BoS CoC and wishes to return to the BoS CoC for housing, please describe how SSVF providers will follow-up with the Veteran to create housing plans for their return to the region.

If a Veteran in a Grant Per Diem Program outside the BOS Coc intends to return to housing within the region, the grant Per Diem program can make a referral to the primary SSVF provider on the Veteran's behalf. In some cases, the Veteran may have to re-enter the region in order to be eligible for SSVF services. This would apply to Veteran's in the Grant Per Diem program who are residing outside the service areas for the region's SSVF providers.

**Criterion #4: The community has capacity to assist Veterans to swiftly move into permanent housing.**

**System Navigation**

As communities identify homeless Veterans through outreach or in-reach activities, the primary SSVF provider will be notified. The primary SSVF provider will either meet with the Veteran or identify another SSVF provider who covers the region to contact the Veteran. Upon contact, the assigned SSVF provider will connect the Veteran to the local VAMC to determine Veteran eligibility for SSVF and HUD-VASH and add them to the Regional Committee’s by-name list.

If the VAMC identifies the Veteran as eligible for VA-funded services, the primary SSVF provider will ensure a connection to either an SSVF or HUD-VASH program in the region to assist with permanent housing placement. If the Veteran is ineligible for VA benefits or does not want to participate in a VA program, the SSVF provider will connect the Veteran to the Regional Committee’s coordinated assessment system for assessment and prioritization for CoC and other community housing programs.

Please use the following chart to list the staff from the VA Medical Centers (VAMC) who serve the region:

VAMC	Counties Served	Contact Name	Contact Information (email and phone)	Primary or Secondary staff
Durham	Vance, Granville, Warren, Northampton, Edgecombe, Halifax	Bob Williamsom	bob.williamson@va.gov	<input checked="" type="checkbox"/> Primary <input type="checkbox"/> Secondary
Durham	Vance, Granville, Warren, Northampton, Edgecombe, Halifax	Jessica Herbin	jessino.herbin@va.gov	<input type="checkbox"/> Primary <input checked="" type="checkbox"/> Secondary
				<input type="checkbox"/> Primary <input type="checkbox"/> Secondary
				<input type="checkbox"/> Primary <input type="checkbox"/> Secondary

Please use the following chart to list the SSVF providers in the region:

Agency	Counties Served	Point of Contact	Contact Information (email and phone)	Primary SSVF Provider
VOA Carolinas	Edgecombe, Franklin, Granville, Halifax, Nash, Northampton, Vance, Warren	Bertha Byerson	(252) 985-0230, bbyerson@voa.org	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes <input type="checkbox"/> No
				<input type="checkbox"/> Yes

				<input type="checkbox"/> No
				<input type="checkbox"/> Yes
				<input type="checkbox"/> No

Describe how the primary SSVF provider will follow up with referrals as Veterans are identified in the region, including: the timeframe for follow-up and how Veterans will be added to the regional by-name list.

VOA Carolinas will make contact with the veteran within 24-48hrs of receiveing referral to conduct telephone screening...

If other SSVF provider(s) cover the region, describe how the primary SSVF provider will coordinate referrals and ensure that programs contact Veterans.

No other SSVF providers other than VOA Carolinas serve the Tar Heel region.

Describe how SSVF providers will coordinate with VA Medical Centers to assess Veterans for VA eligibility, including: transportation, timeframe, and determination of eligibility.

VOA will contact Veterans Benefits Administration Homeless Outreach Coordinator, Margaret Johnson at the Durham VA Medical Center after completin intake with homeless veteran to assess their benefits.

Transporation is provided...(see page 3-question 4)

Describe how SSVF providers will assess eligibility for SSVF services, including: timeframe and how eligibility will be tracked.

Volunteers of America will conduct a phone screen to determine eligibility for SSVF Services within 24-48 hours of receivng initial referral. For veterans who are at risk of homelessness an additonl homeless prevention screen will be completed to deteramie eligibility through meeting threshold score. Eligible veterans will be placed on a by name tracking list.

If eligible for SSVF and/or other VA housing programs, describe the process that will be used to connect Veterans to permanent housing within 90 days.

Case managers will connect veterans to property manager and landlords. Veterans without transportation will be provided with transporation via Volunteers of America Carolinas company van to search for housing.

If ineligible for SSVF and/or other VA housing programs or the Veteran refuses VA-funded programs, describe how the SSVF provider will connect Veterans to the region's coordinated assessment process.

VOA Carolinas will connect the veteran to the Tar Heel Regional Committee's coordinated assessment access points for assessment and prioritization for CoC and other community housing programs.

Once a Veteran enters the region's coordinated assessment system, describe how the Veteran will be tracked by regional leadership and SSVF providers to ensure housing placement.

Once the homeless veteran enters the CA system, VOA Carolinas will track the placement of the veteran through contact with the housing provider and the by-name list, as needed. This information will be provided at the Regional committee meeting, as applicable.

Describe the process by which the region will track housing plans on regional by-name lists.

The housing plans will be tracked by VOA Carolinas and shared during the regional CoC meetings.

Please use the following chart to list the region’s coordinated assessment access points:

Agency	Counties Served	Role in the Coordinated Assessment Process
UCM (Community Shelter/Bassett Center)	Nash/Edgecombe	<input checked="" type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT
Union Mission	Halifax	<input checked="" type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT
VCDSS	Vance	<input checked="" type="checkbox"/> Prevention and Diversion <input type="checkbox"/> VI-SPDAT
Safe Space, Inc	Franklin, Granville, Vance, Warren	<input checked="" type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT
Cardinal Innovations	Franklin, Granville, Vance, Warren, Halifax	<input checked="" type="checkbox"/> Prevention and Diversion <input type="checkbox"/> VI-SPDAT
Daymark	Franklin, Granville, Vance, Warren, Halifax	<input checked="" type="checkbox"/> Prevention and Diversion <input type="checkbox"/> VI-SPDAT
Infinite Possibilities, Inc.	Franklin, Granville, Vance, Warren,	<input type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT
Hannah's Place	Halifax	<input checked="" type="checkbox"/> Prevention and Diversion <input checked="" type="checkbox"/> VI-SPDAT
		<input type="checkbox"/> Prevention and Diversion <input type="checkbox"/> VI-SPDAT

Does the region currently have housing programs, including public housing authorities, with preferences for Veterans?  Yes  No

If so, please describe the each program and preferences.  
N/A

### Regional By-Name List

To track the BoS CoC’s progress in meeting the goal of ending Veteran homelessness, key data will need to be tracked for each of the 13 regional Veteran systems. Each region should maintain a by-name list. This list will identify all homeless<sup>3</sup> Veterans within each region and will be updated at least monthly using the USICH template.

BoS CoC staff and SSVF providers will work jointly to maintain a current by-name list for each region. BoS CoC staff will pull regular reports from agencies that use HMIS to identify Veterans, place them on the list, and ensure that the primary SSVF provider for the region makes contact. SSVF providers will make bi-weekly contact with agencies not currently using HMIS to check if any Veteran currently accesses services in their programs.

Who will oversee the by-name list for the region?  
Volunteers of America Carolinas

What is the process the region will use to get consent from Veterans to be added to the by-name list?

<sup>3</sup> [https://www.hudexchange.info/resources/documents/HEARTH\\_HomelessDefinition\\_FinalRule.pdf](https://www.hudexchange.info/resources/documents/HEARTH_HomelessDefinition_FinalRule.pdf)

Veterans sign a release of information with the SSVF provider to be added to the by-name list. In addition a sharing plan is signed by the veteran providing additional consent to work with other mainstream agencies assisting the veteran, etc.

Please list all agencies that will have access to the list to add Veterans and/or update information and describe how MOUs will be established with these agencies.

No other agencies at this time have access to this list other than VOA Carolinas serving the Tar Heel Region.

Please describe the process for reviewing the list to ensure information remains current, including: how often, who will review, and in what format (in-person meeting, phone call, etc.)

VOA Carolinas oversees the by-name list and reviews it on a weekly basis. Designated staff at VOA conduct the reviews in-person and via phone calls.

Describe how the by-name list will be stored for the region, including technology used and how Regional Committees and other partners will be updated.

The list will be stored by VOA. Currently a spreadsheet is used to collect all of the information. A dropbox will be used in the future so that the Regional Committee and other partners will have access.

Is region currently being served by NC Serves?  Yes  No

If so, how will NC Serves information be incorporated into the by-name list?

## **Criterion #5: The community has resources, plans, and system capacity in place should any Veteran become homeless or be at risk of homelessness in the future.**

### **Advertisement**

Please explain the strategies that will be used to educate agencies and other community systems about the regional Veteran process. (Please attach any materials the Regional Committee uses in these efforts, like flyers, slides, posters, handouts, etc.)

Informational fliers and brochures are available through VOA. The regional committee will conduct presentations to introduce the regional Veteran process to local community partners.

Please explain the strategies the Regional Committee uses to educate Veteran households who are risk of homelessness or experiencing homelessness about the regional Veteran process. (Please attach any materials the Regional Committee uses in these efforts, like flyers, slides, posters, handouts, etc.)

Steps are being taken to collaborate with United Way 211 to provide information for public access to educate Veteran and other households.

### **Local Oversight**

The regional Veteran process provides community-wide accountability for housing Veterans experiencing homelessness as quickly as possible. It is recommended that each Regional Committee have a Veteran subcommittee to oversee the system, report out to the Regional Committee, address system grievances, educate and provide outreach to non-participating agencies, and assist in maintaining the by-name list.

Please describe how the Regional Committee will be updated about progress towards ending Veteran homelessness, including: who will provide the update, how often, and in what venue(s) (Regional Committee meetings, email, etc.).

The regional veteran assessment lead agency, VOA Carolinas- point of contact Jonathan Rogers and Tamey Knight will be tasked with reporting about progress towards ending veteran homelessness during the regional CoC meetings. The point of contact with work alongside Regional leadership and other identified committee members.

Will the Regional Committee have a Veterans subcommittee to oversee the region's plan?  Yes  No

How will system gaps be identified and addressed?

During the regional CoC meetings, gaps and issues will be identified and addressed. The meeting will allow for case conferencing, etc.

How will system issues be identified and addressed?

During the regional CoC meetings, gaps and issues will be identified and addressed. The meeting will allow for case conferencing, etc.

## Grievances

### Agency Grievance Policy

*Please complete the following policy with details from your Regional Committee:*

If a provider declines a client referral, that provider should work with the community to refer the client to the next appropriate housing provider and/or emergency shelter to ensure that the household has a safe place to sleep that night.

Providers are expected to submit a written reason for the denial to Tar Heel Regional Committee Lead. Providers may decline 3 out of 10 referrals in a month without a meeting. However, if a program declines more referrals than this, they will need to meet with the Regional Lead to discuss the issue(s) that result in referrals being declined.

For all other grievances, providers must email a detailed grievance to Regional Lead within 5 days of the adverse action/decision. The grievance committee will schedule a hearing within 10 business days of receiving the grievance and render a decision within 5 days following the hearing. If grievances cannot be resolved at the local level, an appeal will be submitted to the BoS CoC Veteran Subcommittee.

### Individual Grievance Policy

*Please complete the following policy with details from your Regional Committee:*

If a household does not agree with a referral or the assessment process, the coordinated assessment site will attempt to make another appropriate referral based on the household's needs and the housing resources available.

If the household remains unsatisfied, they may file a grievance with SSVF Team Lead, Program Director, or Director of Veteran Services, either verbally or in writing, within 3 days of the attempted referral.

Program Director will respond within 3 business days. If the household does not agree with this local decision, an appeal will be submitted to the BoS CoC Veteran Subcommittee.