Wake CoC Governance Board Meeting

August 26, 2021

Call to Order

AGENDA

Call to Order	• Roll Call
Community Actions & Updates	• Housing Navigation Unit • Covid-19 Delta Variant
Governance Items	• Consent Agenda • New Meeting Time • Ending Homelessness Academy • Gaps Analysis
Committee & Workgroup Updates	• Nominations Committee • EHV Workgroup • Street Outreach Workgroup • Funding Review Committee
Partnership Updates	• NC ESG RFA • CoC NOFA Updates • HMIS Updates

Roll Call

Allison Strickland	Kelsey Mosley
Ann Oshel	Lamont Taylor
Barkley Sample	Marni Cahill
Chandra Hyacinth	Mary Mosley
David Harris	Melody Battle
Decorba White	Michelle Mozingo
Denis Elliott	Natalie Mabon
Edward Barberio	Nicole Wilson
John Niffenegger	Priscilla Batts
Kathy Johnson	Sharon Bond
Katie Gonzalez	Wendy Clark

Community Actions & Updates

Housing Navigation Unit

Wake County Government
- Lorena McDowell, Housing Department Director
- Vanessa Kopp, Research, Data & Systems Director

Background

The Raleigh/Wake Partnership to End and Prevent Homelessness (Partnership) received funding in FY20 to operate the Housing Navigation Unit on behalf of Wake County (County) and the City of Raleigh (City). Simultaneously, the Partnership also received funding to operate the countywide House Wake! Access Hub, a centralized call center to receive housing inquiries and help triage housing needs.
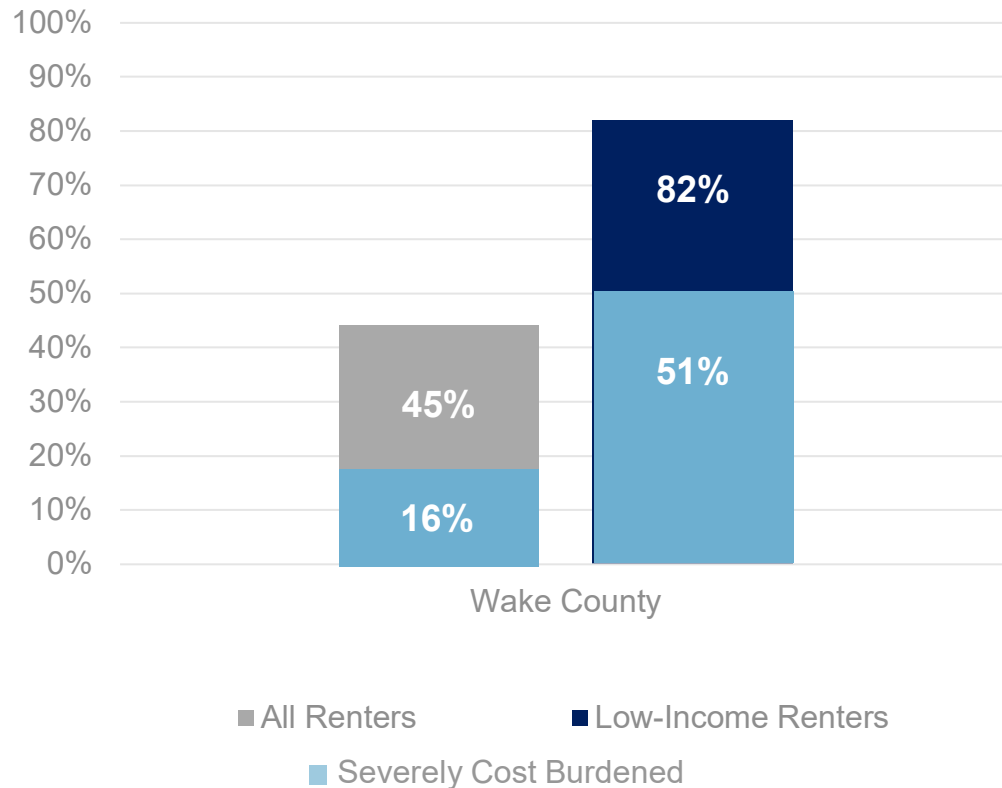
While the Partnership is adequately operating the Access Hub, it has struggled in getting the Housing Navigation Unit effectively up and running. Currently, due to COVID-19 and the impending end of national eviction moratoriums, there are a substantial and growing number of individuals in crisis reaching out to the Access Hub for assistance.

The County and the City recognize that launching both the House Wake! Access Hub and the Housing Navigation Unit simultaneously was a big task for the Partnership. Given the current environment of increasing need for both services, the HACR is requesting to transition the central functions of the Current Housing Navigation Unit inhouse. This will allow the Partnership to focus their efforts on the Access Hub.

The Need for Landlord Engagement

Housing Cost Burden: Renter Households

Chart: Wake County
- 82% Low-Income Renters
- 51% Severely Cost Burdened
- 45% All Renters
- 16% Severely Cost Burdened

Legend:
- All Renters
- Low-Income Renters
- Severely Cost Burdened

Current Affordable Housing Deficit: 58,270*

74 days**
Average Length of Time Homeless

45 days**
Median Length of Time Homeless

24%**
Of people experiencing homelessness exit to permanent housing

64%**
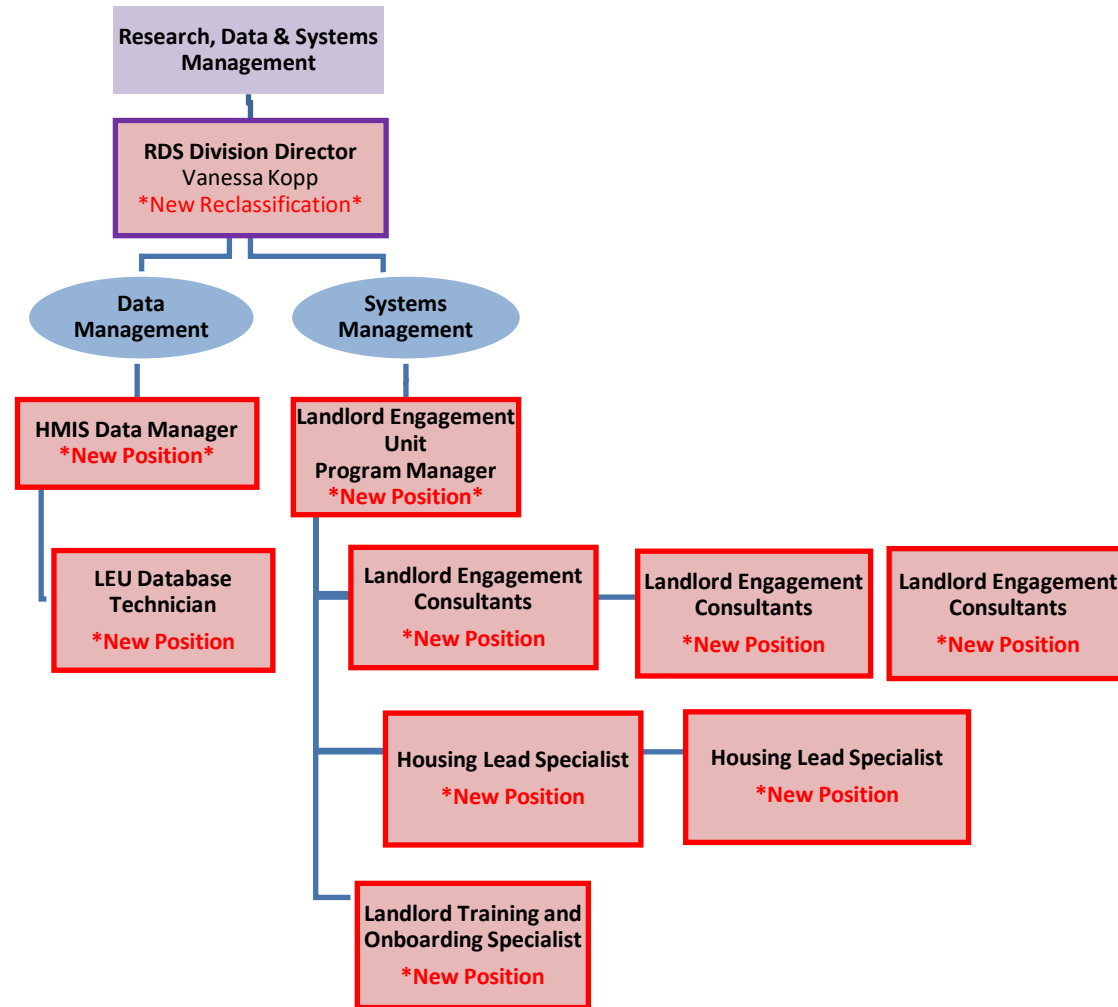Wake County citizens experienced homelessness for the first time in 2020

Landlord Engagement Unit

The Landlord Engagement Unit will:

1. Work closely with landlords to increase the pool of accessible affordable rental units

2. Create and manage an available unit database

3. Coordinate displacement relocation services

LEU Org Chart Expansion

Staff Overview

Landlord Engagement Unit Manager: 1 FTE
- Serve as the program planner:
  - Identify any gaps and inefficiencies in the system
  - Produce landlord identification, recruitment, and retention model,
  - Guide the development, implementation, and maintenance of policies and procedures for landlord relations, services, and products.

Landlord Engagement Consultant: 3 FTE
- Actively recruit and develop relationships with landlords to increase the availability of affordable housing units
- Collaborate with the service providers and partners for resolution of landlord complaints to ensure adequate programmatic responses and improve landlord retention.
- Provide exceptional customer service to ensure relationships with program participants, landlords, partners, and contracting agencies are maintained in accordance with contract obligations and LEU expectations

Housing Lead Specialist: 2 FTE
- Identify and cultivate housing leads for community service providers
- Creating outreach materials relevant to landlords and apartment managers
- Securing units ensure those units are accurately reflected in the database for housing opportunities

Staff Overview

Landlord Training and Onboarding Specialist: 1 FTE

- o Develop and oversee landlord orientation, onboarding and education material to ensure quality and consistency.
- o Build staff and community capacity by offering training and workshops including landlord and tenant rights, fair housing, and tenant responsibilities and forums/ informational events.
- o Partner with the Communications Department to implement a landlord/owner outreach and recruitment effort including overseeing the promotion of housing programs through e-mail, blogs, social media, and the county website in partnership

LEU Database Technician: 1 FTE

- o Identify, customize, and provide technical support for Landlord Engagement Software to meet needs of Landlord Engagement Consultants, LEU Program Manager, and Housing Lead Specialists
- o Monitor data quality in LEU software to ensure accurate and real time information regarding unit vacancies, lease start/expiration, and all details pertaining to each unit
- o Develop and aggregate reports on LEU key performance metrics for program and policy improvement on a weekly, monthly, quarterly, and annual basis

HMIS Data Manager: 1 FTE

- o Manage the activities, projects and staff members in HMIS and other HUD systems through training, technical assistance, and uniform data collection practices.
- o Ensure compliance with all HUD, CoC, ESG, and CDBG reporting, client privacy, and data entry expectations
- o Complete weekly, monthly, and quarterly data exports for program analysis and reporting

FTE Summary

Position Title		FTE Amount
Permanent Positions	HMIS Data Manager	1.00
	LEU Database Technician	1.00
	LEU Program Manager	1.00
TOTAL PERMANENT		**3.00**
Temporary COVID Operations	Landlord Engagement Consultant	3.00
	Housing Lead Specialist	2.00
	Landlord Training and Onboarding Specialist	1.00
TOTAL TEMPORARY		**6.00**

Budget

Landlord Engagement Unit (General Fund)		Recurring	One-Time	FY22 Budget
Permanent Operations	Position Salary + Benefits	$304,000		$304,000
	Operating Cost	$18,300	$15,900	$34,200
TOTAL PERMANENT		**$322,300**	**$15,900**	**$338,200**
Temporary COVID Operations	Position Salary + Benefits	$485,000		$485,000
	Operating Cost	$36,700	$38,100	$74,800
TOTAL TEMPORARY		**$521,700**	**$38,100**	**$559,800**

Landlord Engagement Unit (ESG-CVII)	Recurring	One-Time	FY22 Budget
Risk Mitigation		$135,000	$135,000
Landlord Incentives		$135,000	$135,000
TOTAL CAPITAL BUDGET		**$270,000**	**$270,000**

Timeline

Date	Action
August 9	Present Landlord Engagement Unit (LEU) at County Commissioner Work Session
August 16	County Commissioner Approval
Late August	LEU Staff Positions Posted
Early-Mid September	LEU Staff Positions Close. Begin interview
October 1	LEU Staff Positions Hired. Begin Staff Training
Mid-October/Early November	LEU Program Launch

Question & Answer Session

WAKE COUNTY

COVID-19 Delta Variant

Dr. Brian Klausner, WakeMed

White Flag Workgroup

Who should join?

- 1 Representative from each Shelter Program
- 1 Representative from each Street Outreach Program
- 1 Representative from City of Raleigh Government
- 1 Representative from Wake County Government

Meeting will be scheduled week of September 6

- Email kcrawford@partnershipwake.org for meeting invitation

CDBG NOFA Released

John Niffenegger, City of Raleigh

City of Raleigh CDBG-CV3 NOFA

- [NOFA](#) issued on August 18; proposals due on September 10
- Up to $2.6 million in CDBG-CV funds are available for programs/projects that help the City prevent, prepare for, and respond to the coronavirus
- These funds can be used on the following two (2) eligible CDBG activities:
  - Public Facilities and Improvements
  - Public Services
    - Must serve low/mod income (not to exceed 80% AMI) Raleigh residents
    - Must meet a CDBG national objective
- Email questions to Nick Dula: Nicholas.Dula@raleighnc.gov

Governance Items

Consent Agenda

- Minutes from July 22, 2021
- New Meeting Time 4th Thursdays 11:00-12:15

Ending Homeless Academy Trainings

Conducting a System Check Up: A Session for Community Leaders, Agency Executives and Funders

After outlining why a system check-up is so important, the session examines how shared principles govern the system, the roadmap to ending homelessness, a holistic view of system components, regular monitoring, when a deeper dive is needed for system performance, how to invest in change and spend on impact, and how to apply an equity lens in this part of the work.

How to be a High Functioning CoC

For anyone that is a staff person or board member of a Continuum of Care, this training is designed to help you focus all that you do on being a high-functioning system of care, with remarkable attention to proven practices, and funding decisions that reinforce the desired changes you wish to see in your community.

Gaps Analysis

Whitney Patterson, Abt Associates

Wake County Homelessness System Gaps Analysis

8/26/2021

Gaps Analysis Process

Goal:

- **Identify optimal combination of housing and services to make homelessness rare, brief, and non-recurring**

- **Identify what the gaps are in the current system compared to the optimal system**

Process:

- **Time-Limited Workgroup formed to provide guidance on gaps analysis/system modeling**

- **HMIS and victim service provider data were compiled to determine how many people in a one year period experience homelessness**

- **Focus groups of service providers and people with lived experience were held to get input on system improvements and what needs would lead to various housing and service combinations**

Optimal System Design

System Projection Results
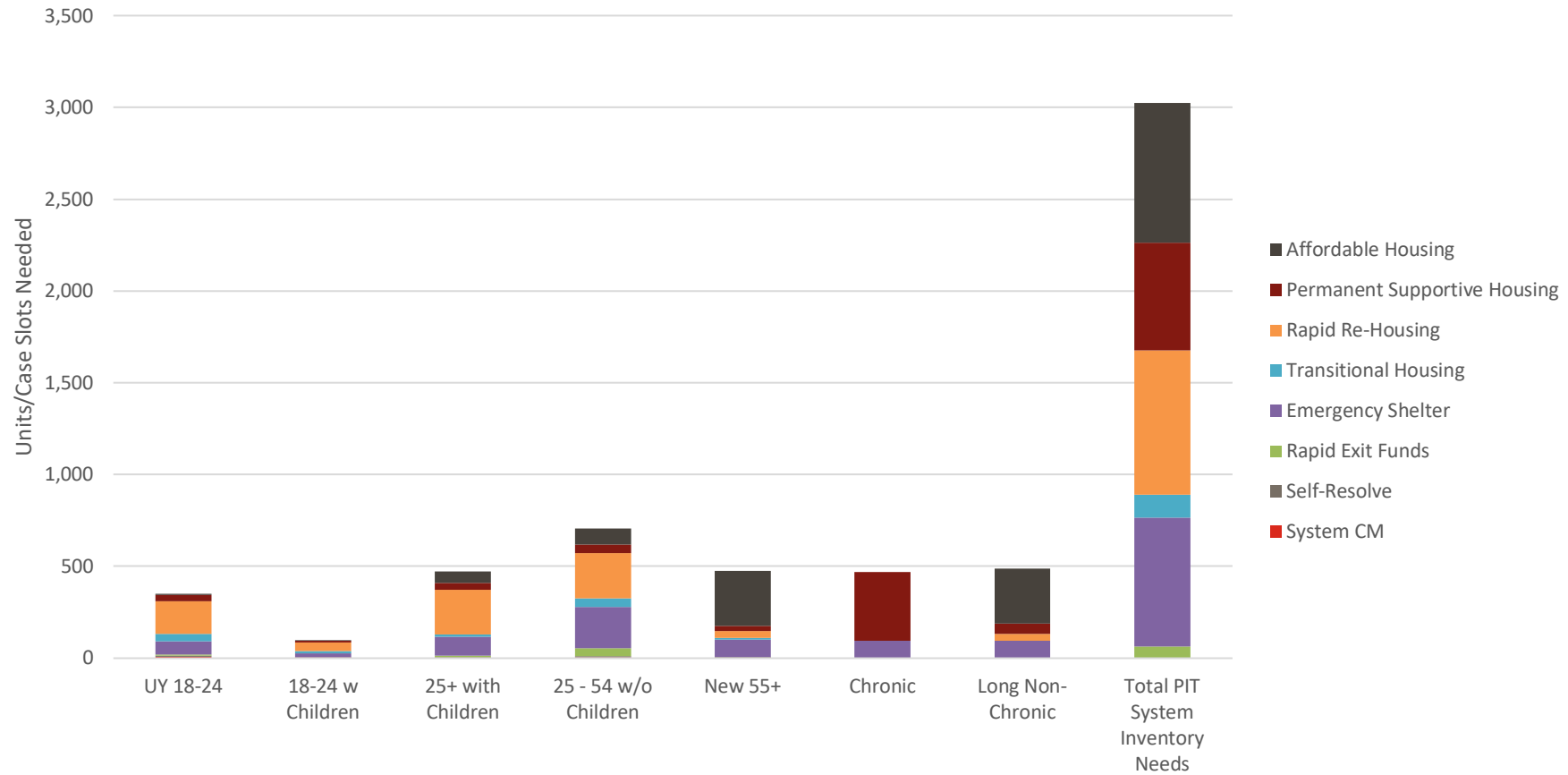
Gaps

Project Type	Total PIT System Inventory Needs	Current Capacity	Difference
System Case Manager	61 case managers	0	61
Rapid Exit Funds	$183,000/month	$0	$183,000/month
Emergency Shelter	703 shelter beds	600	103
Transitional Housing	125 transitional housing beds	240	-115
Rapid Re-Housing	788 rapid re-housing spots	300	488
Permanent Supportive Housing	586 permanent supportive housing beds	0 new beds	586
Affordable Housing	762 affordable housing beds	138 new units	624

Next Steps

- Full CoC membership meeting to present full system data and report (including victim service provider data)

- CoC prioritizes which housing/services to fund via new/additional sources

- Continue adapting service models and budgets of existing and new housing and services to meet needs

Committee & Workgroup Reports

Nominations Committee

- Released applications for Data Advisory Committee and Coordinated Access System Committee

- Applications due Friday, 8/27/2021

- Vote for slate of members will be held electronically in mid-September

Applications due Friday, 8/27/2021

Coordinated Access System Committee

The Coordinated Access System committee provides macro-level oversight of the Coordinated Access System. The committee troubleshoots issues and makes recommendations to the CoC Governing Board and the full CoC membership on any macro-level changes for system improvement, such as significant changes to policy and prioritization of people experiencing homelessness.

Data Advisory Committee

The DAC ensures that the Wake County CoC maintains a transparent process when evaluating and monitoring HMIS policies, procedures, and data quality. This includes but is not limited to data accuracy and data completeness. Additionally responsible for ensuring HMIS vendor is sufficient and meeting reporting needs and deadlines. Directs the HMIS Lead on identifying options for vendor changes. Recommends to the CoC Governance Board any potential vendor changes.

Emergency Housing Voucher Workgroup

- Continues to meet bi-weekly on Tuesdays at 1 pm
- Stats (as of 8.24.21):
  - Priority 1: unsheltered homeless
  - Total EHV allotted - 138
  - # EHV available - 128
  - # EHV applicants identified - 30 (3 Haven House SO, 5 Oak City Cares SO, 12 Triangle Family Services SO, 10 Wake Med SO)
  - # EHV applicants applied - 10
  - # EHV housed - 0
- HUD NOFO: CoCs should prioritize unsheltered homeless population for permanent housing

Street Outreach Workgroup

- Sub-Committee workgroup creating an Encampment Policy draft to present to the workgroup. The Encampment Policy will include:
  - Encampment removal/relocation process
  - Encampment engagement
  - Policy performance measures
- Wake County is working on a GIS mapping software to organize street outreach work across the CoC
- Street Outreach teams continue to meet monthly on 3rd Tuesdays at 10 am.

Funding Review Workgroup

- Met August 17: Approved CoC use of the HUD approved rating and ranking tool

- August 31: Will customize rating criteria, develop applicant questionnaire, and review Threshold criteria

- September 12: Create interview questions and Appeals Policy

- October 5: Receives Applications and scoring materials

- October 18-20: Conducts interviews

- October 25: Ranking meeting

Partnership Updates

NC ESG RFA FY2021-2022

NC ESG RFA

Timeline	
September 3	Project Applications Due
September 9, 10	Review Committee to Phone Interview Applicants (30 minutes for renewal and 60 minutes for new)
September 13	Review Decisions Finalized and provided to Partnership for distribution to Applicants CoC Approves NC ESG Projects, Written Standards, and CAS (CoC Membership Meeting)
September 14	Applicants are Notified of Review Committee Decision
September 17	Final Date for Denied Applicants to Submit Appeal
September 24	NC-507 Approved NC ESG Applications Uploaded in Smartsheet, with required documents emailed to NCESG@dhhs.nc.gov

Questions: kcrawford@partnershipwake.org

CoC Program Competition

Eligible CoC Components

- Permanent Supportive Housing

- Rapid Re-Housing

- Infrastructure:
  - HMIS
  - SSO-CE
 - Planning (no application needed)

- CoC Bonus

- DV Bonus

CoC Competition Review and Ranking

- The Funding Review Committee will decide on the scorecard to review project applications with and make a recommendation for ranking.

- HUD requires CoCs to split eligible funds into two tiers

- CoC's must rank and tier projects based on:
  - Performance
  - CoC Priorities
  - HUD Thresholds

Renewal Projects

Permanent Supportive Housing	$3,125,992
Rapid Rehousing	$306,004
HMIS	$76,682
SSO_ Coordinated Entry	$68,066
TOTAL ANNUAL RENEWL DEMAND	$3,576,744
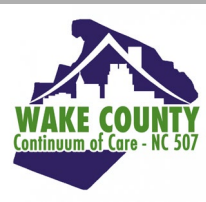
Call for new applicants

Our CoC needs agencies to apply for funds

- Should be able to run effective, high-performing programs

- Have financial capacity to operate reimbursement-based programs

- Housing First

- Agree to adhere to CoC Written Standards, CAS Policies and Procedures, and HMIS Data Quality Standards

- Attendance of the Anti-Discrimination/ VAWA ET Training: contact jvonegidy@partnershipwake.org

Intent to Apply Form has been posted!

https://wakecoc.org/

Mandatory for each program applying for CoC Competition Funds

- Asks for preliminary information about the project
- Deadline: September 1, 9:00 A.M.
- An applicant info session: September 1, Noon

NOFA posted August 18

September 1	Intent to Apply due 9:00 A.M.
September 1	CoC Competition Info Session
October 4	Project Application Deadline Noon
October 5	FRC meets; scoring materials sent
October 6-15	Project Application reviews
October 18, 19, 20	Scorer Interviews
October 28	Board Votes
October 28	Notification to Applicants; Appeals Process
November 1	Appeals Deadline
November 12	Collaborative App Posted to website; Constant Contact
November 15	NC-507 Submission
November 16	HUD's Deadline

HMIS Updates

HMIS: Software

- Our current HMIS software does not meet CoC needs

  - Lack of reliable referral system

  - Lack of reliable/timely reporting

  - Lack of live data reporting

  - Lack of basic user friendliness

HMIS: Software

- HMIS Team has been exploring various softwares
  - HUD HMIS TA was requested and approved this week
  - Data Advisory Committee will help guide the HMIS transfer
  - Selected vendors will be asked to provide software demos at upcoming HMIS monthly meetings
  - Selection process will be finalized by December

HMIS: Sharing Agreements

- Current sharing agreements (QSOBAAs) are outdated as new agencies want to join our CoC & HMIS

- New sharing QSOBAA needed as new partners join the HMIS database.

- HMIS Team will send out new agreements via DocuSign once all the new agencies/projects are identified

  - HMIS will send the agreements to Executive Directors unless a different signer is identified

Adjourn

Next Meeting:

Thursday

September 23, 2021

11:00 A.M.-12:15 P.M.

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