# Governance Board Meeting



October 27, 2022

# Call to Order

begin recording

# NC 507 CoC Meeting Ground Rules

This is a public discussion, not a debate. The purpose is *not* to win an argument, but to hear many points of view and explore many options and solutions.

**Everyone is encouraged to participate.** You may be asked to share what you think, or we may ask for comments from those who haven't spoken. It is always OK to "pass" when you are asked to share a comment.

No one or two individuals should dominate a discussion. If you have already voiced your ideas, let others have an opportunity. When you speak, be brief and to the point.

When you speak, state your name and where you live. In a public meeting, it is helpful to know who is speaking as well as where they live in the community.

One person speaks at a time. Refrain from side conversations. Pay attention to the person speaking. If you think you will forget an idea that comes to mind, write it down.

Listen to and respect other points of view.

Do your best to understand the pros and cons of every option, not just those you prefer. Be as objective and fair-minded as you can be.

Seek first to understand, not to be understood. Ask questions to seek clarification when you don't understand the meaning of someone's comments. Respect facilitator / Stick to agenda: Most of our meetings are time sensitive. We do recognize that at times a topic or issue may arise that requires further discussion. Allow for that topic to be added at the end of the agenda or allow staff to schedule a meeting to address the issue specifically.

# Roll Call

# quorum = 09

Allison Strickland	
Ann Oshel	John Niffenegger (Jackie Jordan alt)
Barkley Sample	Mary Mosley
Chandra Hyacinth	Michelle Mozingo
Decorba White	Natalie Mabon
Denis Elliott	Nicole Wilson
Edward Barberio (David Harris alt)	Priscilla Batts
Kathy Johnson	Sharon Bond
Katie Gonzalez (Stephen Gruver alt)	Wendy Clark
Kelsey Mosley	

# AGENDA

Roll Call	Decorba White
Minutes (Sept)	Decorba White
<ul> <li>Access Hub</li> </ul>	
• HMIS	NA
By-Name List	INA
<ul> <li>Landlord Engagement Unit</li> </ul>	
Board Terms	Denis Elliott
<ul> <li>NC 507 System Design Clinic + dates</li> </ul>	Decorba White / Kim Crawford
(Replaces Nov Governing Board Meeting)	
<ul> <li>Funding Review Committee - Final</li> </ul>	Rick Miller Haraway
<ul> <li>Coordinated Access System Committee</li> </ul>	David Harris
Data Advisory Committee	Vanessa Kopp
Nominations Committee	Denis Elliott
CoC-HERC	Vance Haywood
EHV Workgroup	Tbd
Street Outreach Workgroup	Tbd
	<ul> <li>Minutes (Sept)</li> <li>Access Hub</li> <li>HMIS</li> <li>By-Name List</li> <li>Landlord Engagement Unit</li> <li>Board Terms</li> <li>NC 507 System Design Clinic + dates (Replaces Nov Governing Board Meeting)</li> <li>Funding Review Committee - Final</li> <li>Coordinated Access System Committee</li> <li>Data Advisory Committee</li> <li>Nominations Committee</li> <li>CoC-HERC</li> <li>EHV Workgroup</li> </ul>

# **Motion to Approve -**

# Minutes / Recordings: September 22, 2022

- posted on the Wake CoC website



## **Motion to Approve -**

# Consent Agenda for October 27, 2022

Consent Agenda data included in the next 7 slides



# Consent Agenda

### Access Hub

	Total Incoming Inquiries Call/Emails	Total Inquires Handled	Average Handle Time	Avg Speed of Answer
Aug	6118	2486	11min 8sec	7min 50sec
Sept	4740	2191	10min 21sec	6min 28sec

<u>1500</u> fewer calls in Sept- but was still the third highest month we've had this year. Able to better route the calls we're getting into 2 different ques; eliminating need for people to keep calling back trying to reach someone.

Over the last 2 months every single week we've increased the number of calls handled (10.19.22-handled 77%)

Approx. 85% of our calls are people needing an update on referral status or general information.

Trend we're seeing is people with questions re: prevention due to Telemon no longer assisting with rent/utilities

## **Access Hub**

Jul-Sept 30	Pending/In progress	Approved	Denied	Expired
Emer. Shelter	627	22	55	5
Street Outreach	109	4	22	0
Prevention	549	33	117	15
Tran'l. Housing	52	0	5	0

Sent 454 Referrals (334 Households) in Sept (15% of our handled calls)

Was suggested we break down according to agency number of pending referrals

1381 referrals (915 Households) pending/in progress Jul-Sept 30 \*Report run 10.9.22\*

Most common reason for Denials (199): (54) Client did not show up/call; (17) Client not eligible (9) Client refused; **(101) Other.** (FYI – 114 denials came from Prevention programs)

# Access Hub

Prevention Projects	Approx wait time (per respective program coordinator)		
Wake Prevent	6-7 weeks		
Passage Home SSVF	2-3 weeks		
NC 507 only has two programs currently accepting prevention referrals (however 1 is for veterans only)			

# **HMIS**

#### **September Support Tickets**

HMIS Licenses	Trainings Offered (Individuals & Groups)	Support Tickets Resolved	HMIS Pages Built
187	4	250/231	2

#### **HMIS Update**

- DAC is reviewing HMIS license levels and capabilities for custom reports in Clarity.
- HMIS custom migration is progressing with Custom Assessments.

 The HMIS team continues to offer agency specific Clarity training either inperson or virtual. If interested, please contact <u>HMIS@partnershipwake.org</u> to schedule your training.

# **HMIS**

#### September

Current (Se	Individuals H	omeless (1st number	Households / 2nd nu	mber Individuals)	RRH W/0	O Move-in Date	Exits to Permanent Destination
pt. 30 <sup>th)</sup>	ES	SO	TH	Total	Households	Individuals	
	408	236	66	710	128	295	43 Households

#### Measure 2a and 2b: The Extent to which Persons Who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 6, 12, and 24 months

	Number Returning to Homelessness in Less than 6 Months (0 - 180 d)	Number Returning to Homelessness from 6 to 12 Months (181 - 365 d)	Number Returning to Homelessness from 13 to 24 Months (366 - 730 d)	Number of Returns in 2 Years
Exit was from SO	2	0	0	2
Exit was from ES	4	2	3	9
Exit was from TH	4	0	1	5
Exit was from SH	0	0	0	0
Exit was from PH	0	2	1	3
TOTAL Returns to Homelessness	10	4	5	19

# By Name list

Currently there are 354 people on the By Name list.

- 2 Chronic Families
- 32 Chronic Singles
- 65 Non-Chronic Families
- 197 non-Chronic Singles

By Name List	Month to Date
How many 1st time homeless	124
returning to homelessness	3
How many exited to perm. Housing	57

#### The top 50 on the By Name List:

- 64% Female; 36% Male
- 84% Black, African American; 12% White; 2% Asian/South Pacific; 2% Native American/Indigenous
- 94% Non-Hispanic; 6% Hispanic
- Average Age is 41
- 26 Households with Children; 24 Single or Adult Only Households
- Longest on the list is 899 days; Top 50 Average of days enrolled 619 days
- Average days on By Name List before being housed: 154 days

# **Landlord Engagement Unit**

No info submitted

# Governance Items

## **Governing Board Chair / Vice Chair**

- Board Terms
- NC 507 System Design Clinic

# Strategic System Design Clinic

Clinic Scheduled for:

Wednesday November 30 & December 1st

Location and specific times TBD

# NC 507 CoC System Design Clinc

Provides the opportunity for key CoC to stakeholders to come together to identify local strategies to determine make driven resource allocation and planning decisions to effectively end homelessness. Participants will...

- Understand and discuss aligning current system components with best practices
- Understand and discuss the importance of quality data collection and data-driven decision making to better allocation funds and resources towards effective and efficient interventions to end homelessness (including review of local qualitative and quantitative data)
- Identify priorities and actions

# NC 507 CoC System Design Clinic

#### Day One - CoC System Leadership

- 1. Effective, Efficient, and Equitable Homeless Response System
- Core Elements of the Homeless Response System and Right Sizing
- 3. System Performance and Measurement Standards
  - a. Data and Performance Standards
  - Effectiveness and Efficiency of Strategies Local Data Analysis
  - c. Right Sizing the System and Reallocation
- Role of CoC Governance
- 5. Identifying Priorities

#### Day Two – CoC Governance and Lead Agency

- 1. Recap of Day One
- 2. Collective Impact Model
- 3. Governance Role in System Design
  - a. Core Responsibilities
  - b. Performance Standards and Evaluation
  - c. Policies and Procedures
  - d. Funding Priorities and Reallocation Process
- Change Process Planning
  - a. Resource Allocation
  - b. Communication Plan
- Priorities and Action Steps

# NC 507 CoC System Design Clinic

#### **Day One Attendees**

#### **Key Stakeholders in your CoC Including:**

- Homeless Provider Leadership High Level Administrators (ES, TH, RRH, PSH)
- CoC Lead Agency Leadership
- Local Funders of Homeless Services (United Way, ESG)
- Local Government
- Mainstream Leadership (PHA, TANF, Mental Health and Substance Abuse Providers)
- HMIS Administrators
- Critical Community Leaders You Need Educators, Faith Community, Corrections
- CoC Governance Committee Decision Making Committee Membership

#### **Day Two Attendees**

- CoC Governance Board
- Lead Agency Leadership

The two-day Clinic is invite only

# NC 507 CoC System Design Clinic

#### **HAVE YOU COMPLETED? HAVE YOU SHARED?**

Lived Expertise – if you are currently or have recently experienced homelessness who receive or received services (or on the streets), click this link.

https://www.surveymonkey.com/r/LivedExpertiseSurveyonHomelessnessinRaleighWakeCo

Community Leader Survey Link: if you are an elected official, government leader, or a CEO / President / Executive Director of a provider organization, click this survey link.

https://www.surveymonkey.com/r/RaleighWakeCoCommunityLeaderSurvey

Service Provider: if you are front-line staff as well as program managers in provider agencies (case workers, outreach workers, CE specialists, prevention staff, including community partners like food kitchens and clothing banks, click this survey link.

https://www.surveymonkey.com/r/RaleighWakeCoHomelessServicesProviderSurvey

# Committee & Workgroup Reports

# Funding Review Committee

# **Funding Review Committee**

#### HUD Special NOFO – submission October 19, 2022 (deadline October 20, 2022)

\* No appeals were received

Organizations Considered for Funding	\$\$ Amount Requested(3 yr total)	\$ Amount Recommended (3 yr total)
Haven House – SSO Street Outreach	\$412,031	\$0.00
Raleigh Wake Partnership – HMIS	\$270,000	\$ 225,936
Raleigh Wake Partnership – SSO CE	\$712,500	\$596,170
Wake County Govt HACR – SSO Other	\$2,669,136	\$2,333,533
Wake County Govt HACR – SSO Street Outreach	\$2,368,278	\$1,981,776

FRC is currently conducting a "debrief" of the HUD NOFO / SNOFO grant process for 2022

# Coordinated Access Committee

# Coordinated Access System Committee

No info submitted

# Data Advisory Committee

# **Data Advisory Committee**

No info submitted

# **Nominations Committee**

## **Nominations Committee**

#### **Governing Board Member Terms**

- All Governing Board Members terms expire Dec 31, 2022
- Notify CoC if you want to renew or let your term expire
  - We NEED some to renew to allow us to stagger terms
- If you are currently not a Governing Board member, but would like to be considered, please notify the CoC.
- Full slate of members will be voted on Jan 2023
- Nominations Committee will begin meeting bi-weekly following Oct 27<sup>th</sup> Governing Board Meeting

We must hear from every board member with your intentions – renewal term: Yes or NO

Email <u>BOTH</u>: <u>CoC@partnershipwake.org</u> and Denis Elliott: <u>Dse1957@yahoo.com</u>
No later than FRIDAY, NOV 4, 3:00pm

Meeting Wednesday

Determine reoccurring meetings for Board Terms

1 HERC Committee member

2 CoC Membership ( 1 org / 1 Indiv)

CoC – HERC
Homeless
Emergency
Response
Committee

## CoC - HERC

#### OCTOBER 2022

- Weekly meetings on Thursdays at 1pm
- General focus currently on winter WF Shelter
  - Two working options that will be finalized this week
    - Option 1 (multi-site operation) in collaboration with faith communities
    - Option 2 (single site operation) facility that has been presented as possible option
- Hurricane lan Response
  - Activated emergency shelter
  - 100 individuals at primary shelter
  - 6 people at family shelter

# Emergency Housing Vouchers Workgroup

# **EHV Workgroup**

Workgroup is continuing to discuss the barriers and difficulties that clients are facing.

Workgroup working to identify a workgroup committee chair.

Total EHV allotted - 138

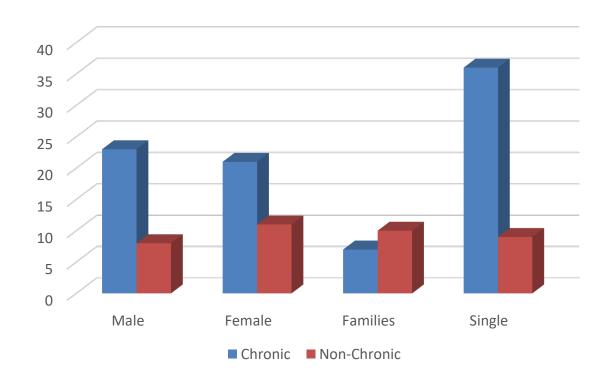
Housed – 39

Ported to another County – 2

Withdrawn – 37

Remaining to be submitted - 39

# EHV Workgroup

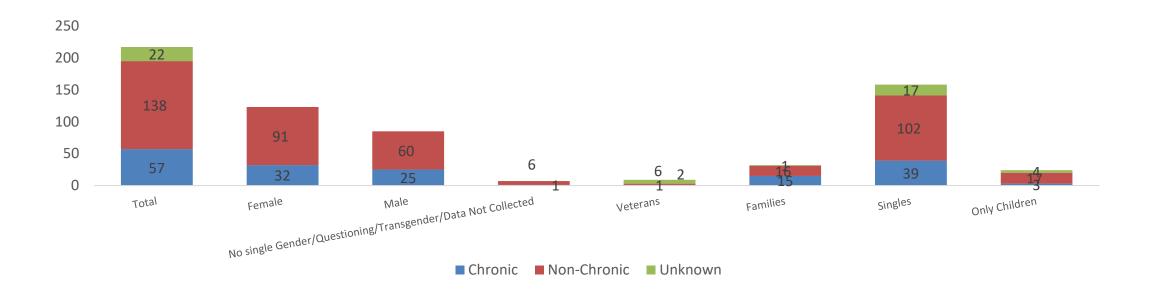


# Street Outreach Workgroup

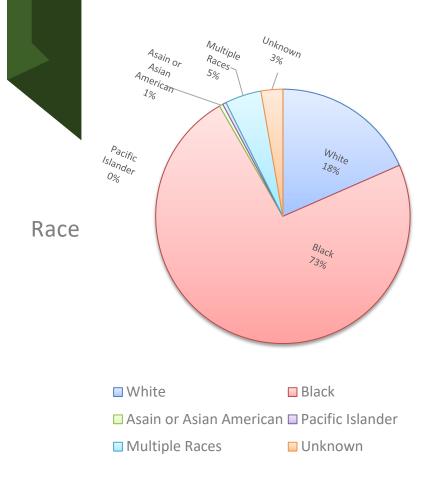
# Street Outreach Workgroup

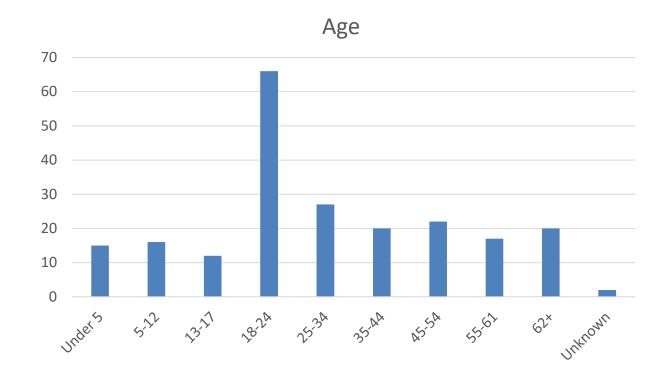
- Street Outreach Workgroup discussed several community concerns that have been submitted.

  Including an encampment on Cabarrus St, and unsheltered persons using the buses to find shelter.
- ❖ There are currently about <u>217</u> unsheltered individuals enrolled in Street Outreach.



# Street Outreach Workgroup Cont.





# Questions

# Adjourn



Next Meeting: November 30 and December 1st, 2022 Decorba White, Chair dwhite@healing-tranisistions.org

Denis Elliott, Vice-Chair dse1957@yahoo.com

NC 507 CoC CoC@partnershipwake.org