



Wake County CoC Membership Meeting

Monday, November 14, 2022



Wake County CoC Membership Meeting

START RECORDING

NC 507 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 your org if appropriate. 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.

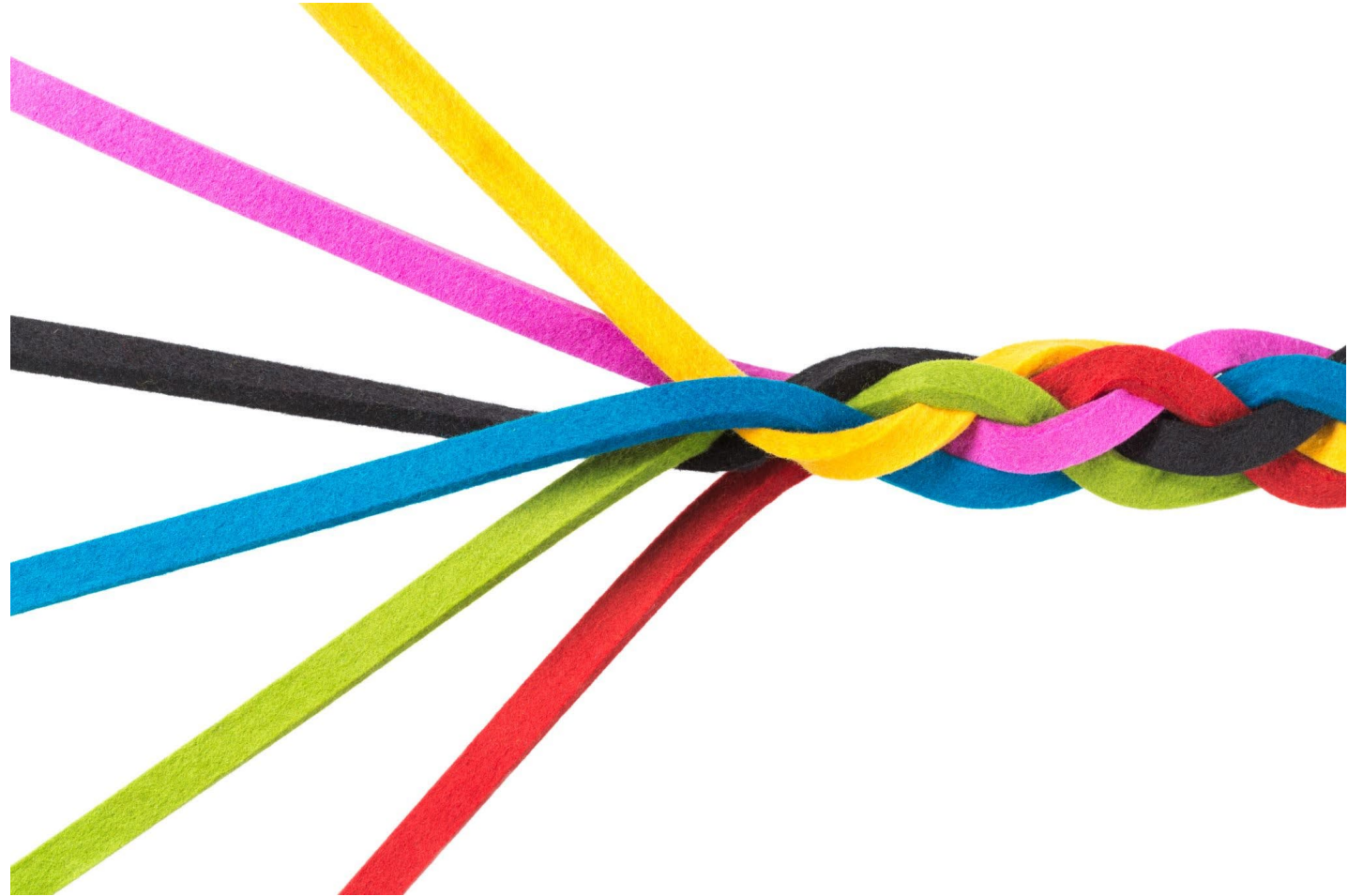
Respect facilitator / Stick to agenda: Most of our meetings are time sensitive. We do recognize that at times a topic or issue may arise that requires further discussion. Allow for that topic to be added at the end of the agenda or allow staff to schedule a meeting to address the issue specifically.

AGENDA



1.	Community Updates Open Forum	Decorba
2.	CoC Committees / Actions Governing Board Chair / Vice-Chair Report <ul style="list-style-type: none"> • Gov Board Member Term Extension • CoC Membership renewals Cross CoC Monitoring beginning NC 507 System Design Clinic Committee Update <ul style="list-style-type: none"> • CAS • Data Advisory • CoC-HERC • Nominations • Street Outreach • EHV LEU Update HMIS Help Desk Update Access Hub Update BNL	Decorba White RWP RWP David Harris Vanessa Kopp Vance Haywood RWP - Kim Crawford RWP – Tracie Dixon RWP – Tracie Dixon Vanessa Kopp RWP - Eric Doll RWP – Robin Saenz RWP – Tracie Dixon

Community
Updates:
Open Forum



Open Forum

- Celebrations: A recent joy, win, or celebration
- Requests: What do you need, how can someone here help?
- Announcements: Events, programs, new staff?
- Special Topics of Interest

CoC Governance Committees / Actions

Chair / Vice Chair Report

Chair / Vice Chair Report

Governance Action Item

Governing Board Member Terms

- **All** Governing Board Members terms expire Dec 31, 2022
 - MOTION to extend all board member terms for 6 months (expiring June 30, 2023), with half terms extending for an additional 1.5 years.
- Notify CoC if you want to renew or let your term expire
- If you are currently not a Governing Board member or a committee member, and would like to be considered, please notify the CoC by completing application of WakeCoC.org website.
- Nominations Committee will begin meeting bi-weekly following Oct 27th Governing Board Meeting

CoC Membership Terms

- Memberships are renewing, will need to go online to renew. Due by end of year.

Governance Update Items

- CoC Monitoring to begin January 2023. Training and CoC “project Teams” are being formed now.

NC 507 Organizations include:

Passage Home

CASA

Wake County

Alliance

TFS

InterAct

Haven House

Families Together

- CoC System Design Clinic – scheduled for Wednesday Nov 30 and Thursday Dec 1. Gov Board scheduled for both days. Community Leaders November 30th by invitation only.

Committee Reports

CAS Committee

Data Advisory

CoC-HERC

Nominations

Street Outreach

EHV (Emergency Housing Vouchers)

Coordinated Access System Committee

CAS Committee

Focus Area: Back End Services

- Emergency Shelter After Hours Coordination
- Recommend implementation of Community Ques
- Assessment of Byname List
- Recommend Shifting to a New Prioritization Tool

CAS Committee

New Prioritization Tool

- Reviewing Research on Prioritization in other communities
- Greater Focus on gaps at the local level to be incorporated into new process
- New Process to prioritize clients seeking services earlier in their housing crisis
- Seeking feedback from COC Agencies
- Requesting Prioritization be a topic at the NAEH COC System Design Workshops
>being held in soon

CAS Committee

Committee Work To Do List

- Agency Interviews to determine effectiveness of and timelessness of referrals
- Envisioning future Access Hub opportunities
- Structure for handling emergencies and afterhours housing crisis protocols
- Use of New Clarity system to further effectively integrate Coordinated Access thorough community

COMMITTEE MEETS THIRD WEDNESDAYS AT 10:00AM

Data Advisory Committee

Data Advisory Committee

DAC Updates (Meeting 11.9.22)

- Reviewed System Administration 101 with the Governance Board
- Recommended the following:
 - **HIGH Priorities:**
 1. HMIS Audit and Action Plan: Audit of all project, service, and assessment set up for each agency. Complete discussion, plan and timeline for finalizing all settings and workflows.
 1. 12/7- Template for Audit reviewed; sent to Governance Board for approval
 2. 1/1- 2/24- Implementation begins.
 3. 3/1- Complete Audits Reviewed by DAC
 2. HMIS Privacy Policy applicable to Clarity
 1. 12/7- DAC Review; send to Governance Board for Approval
 3. Training: Learning Management Software, User Guides, Short- Structured Video training, live trainings at least once a month
 1. Awaiting additional information
 2. 12/7 Additional discussion and planning at DAC meeting

Data Advisory Committee

Additional Priorities:

- **HIGH Priorities:**

- System Administrator facilitation of community discussion and decision making to establish CE, Referral, and Community Queue Settings
- A written Data Quality Plan that sets expectations for data collection is critical to improved local and federal reporting.
- Unclear expectations regarding response times, protocols for complex requests, and feedback for technical support improvement.
- Reporting Deadlines specific to agency and project responsibilities is a high priority.

Data Advisory Committee

DSC Licensing Review

1. Establish Licensing Philosophy
2. Understand Licensing Levels
3. Identify Access Right and Roles
4. Recommend Licensing Structure and Strategy to Governance Board

Resources:

- [Access Role Seat Types](#)
- [Looker Licensing: Standalone or Embedded](#)
- [Rights Glossary for Access Roles](#)

CoC–HERC Committee
(Homeless Emergency
Response Committee)

CoC – HERC (Homeless Emergency Response Committee)

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 Ian Response
 - Activated emergency shelter
 - 100 individuals at primary shelter
 - 6 people at family shelter

CoC – HERC (Homeless Emergency Response Committee)

November 2022

- Meeting every other Thursday at 1pm
- We have a single site for WF Emergency Shelter
 - Should be operational on or before December 1st.
 - Back up sites at Pullen Memorial Baptist and Unitarian Universalist Fellowship of Raleigh.
 - Families with Children will utilize Salvation Army.
- Focus will resume to our community's response plan to inclement weather, natural disasters, or other mass displacement scenarios.
- White Flag Declarations twice a week.
 - White Flag was declared Nov 13, 2022

WHITE FLAG DECLARED: Nov 17, 18, and 19

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 27th Governing Board Meeting

Street Outreach Workgroup

Street Outreach



- Currently 154 active households enrolled in Street Outreach.
 - This includes 60 Chronic homeless and 94 Non-Chronic
 - Also, 11 families, and 143 singles

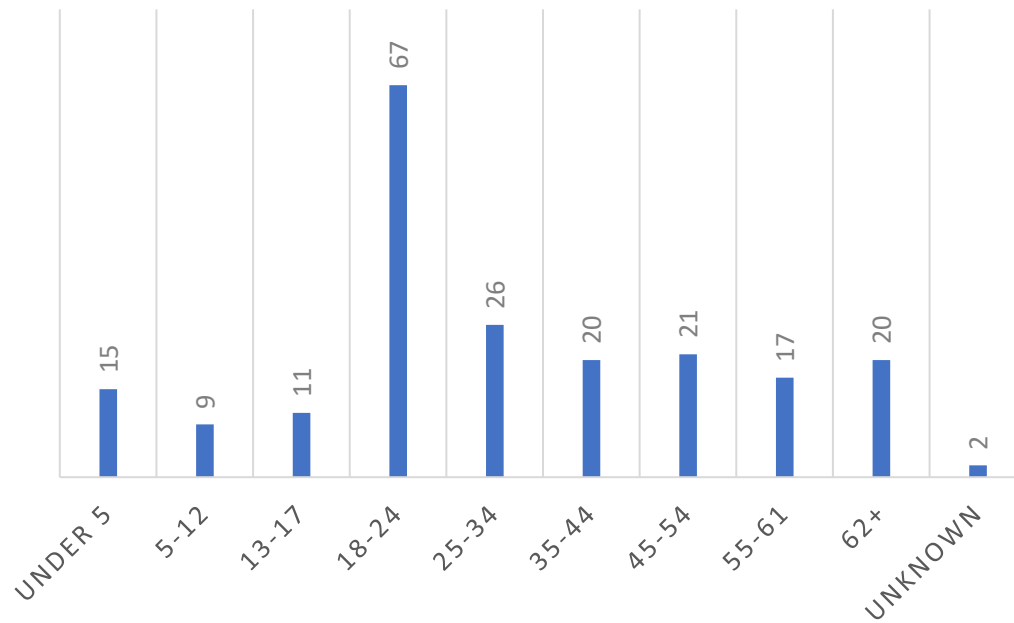
Street Outreach teams are currently engaging with 8 different encampments, as well as working with RDU airport.

Paige with TFS did have a meeting with GoTriangle about the concerns surrounding the busses and unsheltered persons.

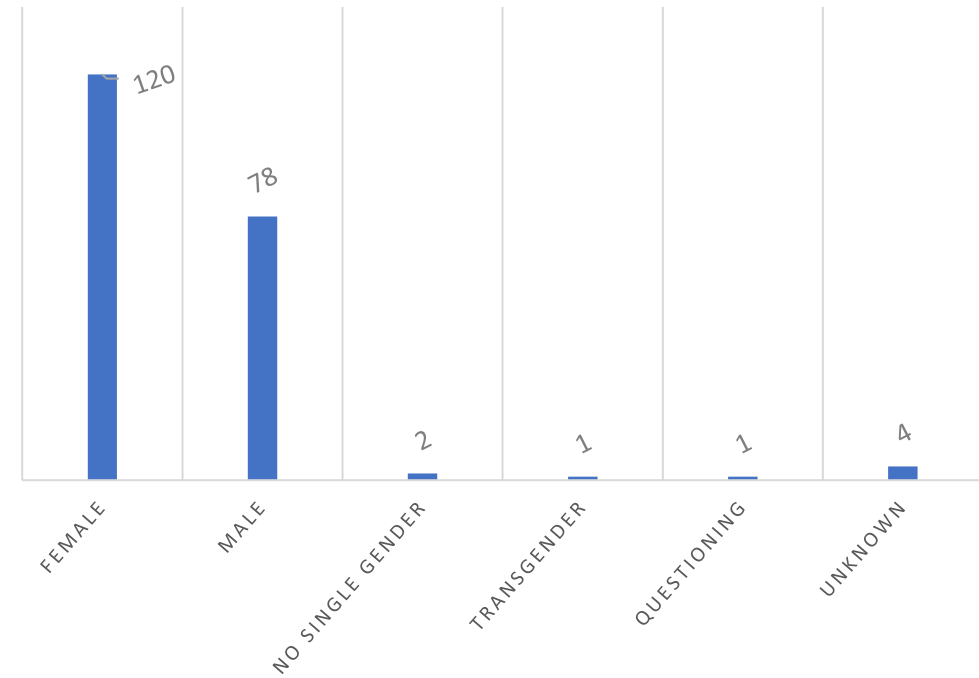
Workgroup is waiting to identify a new chairperson

Street Outreach Demographics

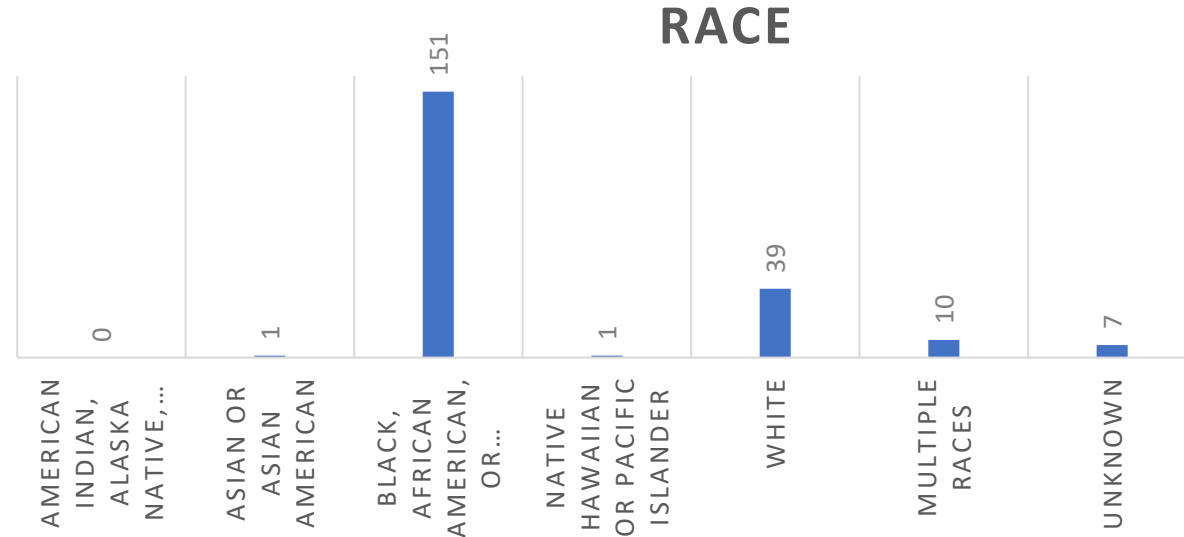
AGE RANGE



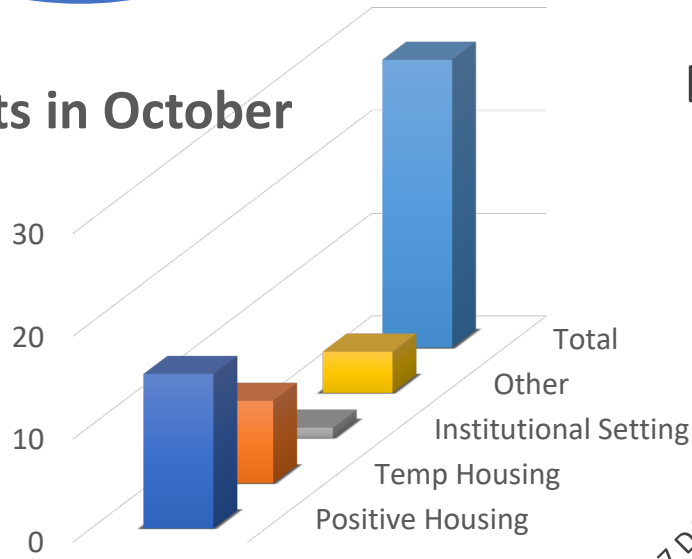
GENDER



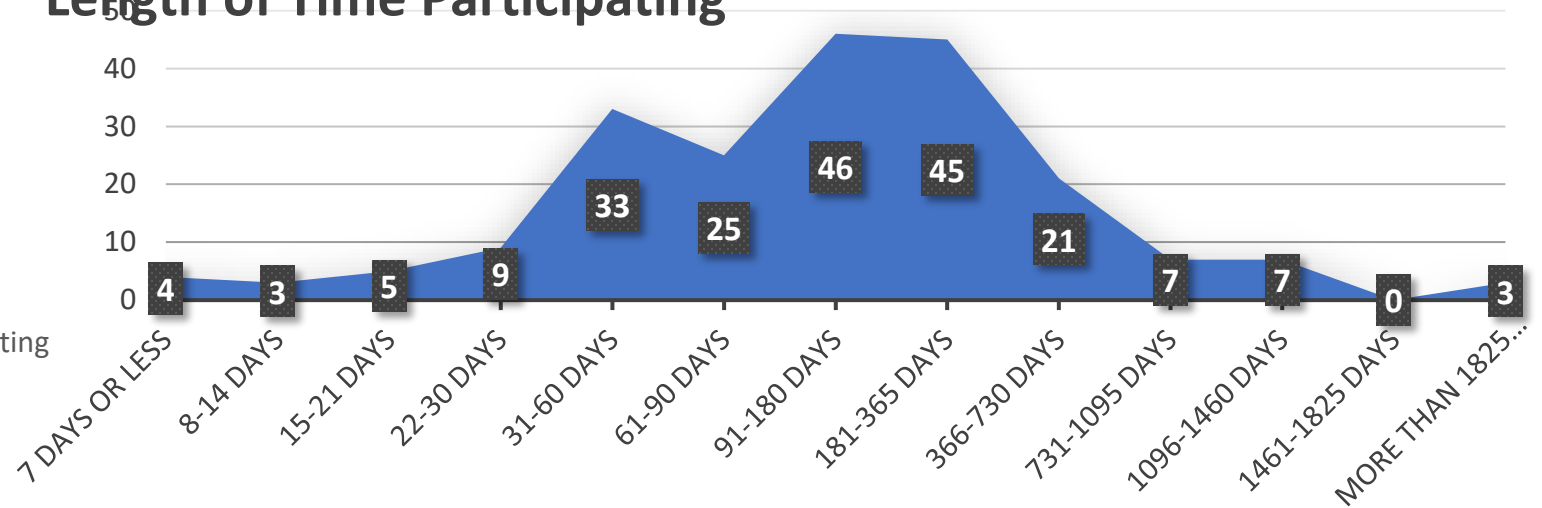
Street Outreach Demographics Cont.



Exits in October



Length of Time Participating



Emergency Housing Vouchers Workgroup

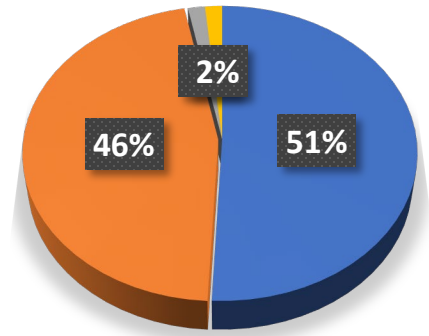
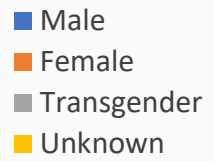
EHV Workgroup

Provided EHV	138
Identified/Names Submitted to RHA	166
Housed	46
Ported to another County	2
Withdrawn	53
Remaining to be Submitted	9
Currently Searching for Housing	29
Pending/Waiting on Inspection	7

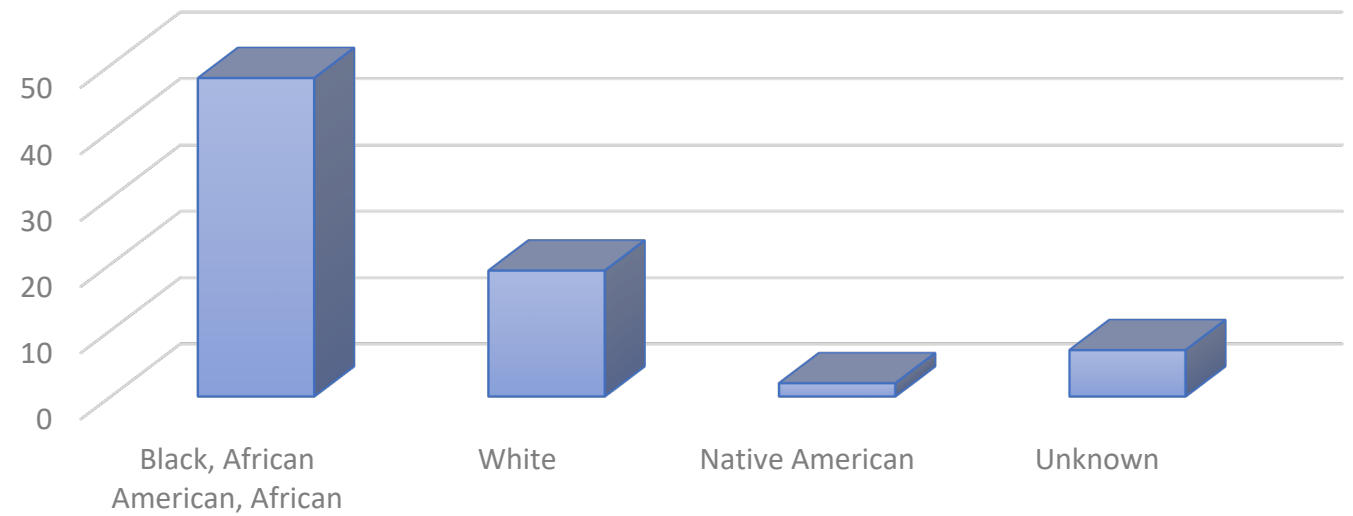
Remainder are waiting on orientation from RHA

EHV Demographics

Gender



Race



LEU Update

LEU Updates

- Celebrated 1 year as a Division!
- LEU Dashboard
- Sign ups:
 - LEU Newsletter
 - Hot Unit Sheet Sign Up
 - LEU Orientation for Service Providers- Quarterly



Partnership Program Updates

HMIS

October Support Tickets

HMIS Licenses	Trainings Offered (Individuals & Groups)	Support Tickets Resolved	HMIS Pages Built
194	3	169/158	3

HMIS Update

- Custom services is the next migration datapoint.
- HMIS has started working on the LSA federal report
- Please send all HMIS helpdesk requests to HMIS@partnershipwake.org
- The HMIS team continues to offer agency specific Clarity training either in-person or virtual. If interested, please contact HMIS@partnershipwake.org to schedule your training.

HMIS

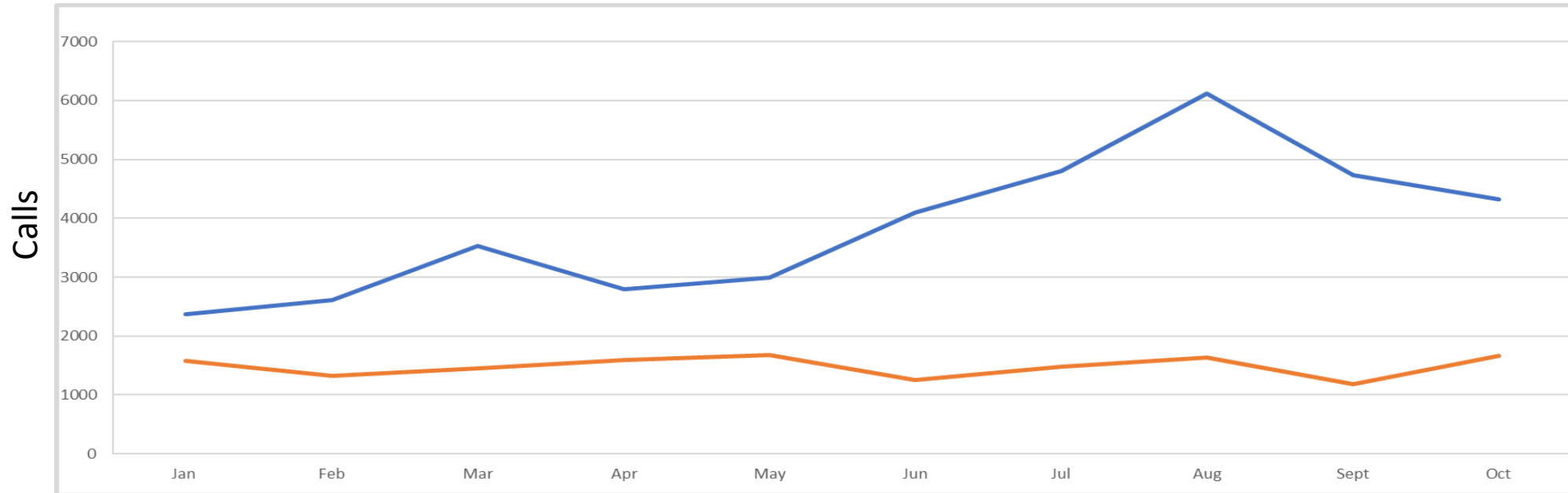
October

Current (Oct . 31 st)	Individuals Homeless (1st number Households / 2nd number Individuals)				RRH W/O Move-in Date		Exits to Permanent Destination
	ES	SO	TH	Total	Households	Individuals	
	294	180	48	522	132	317	118 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	1	0	0	1
Exit was from ES	1	0	1	2
Exit was from TH	0	0	0	0
Exit was from SH	0	0	0	0
Exit was from PH	0	0	1	1
TOTAL Returns to Homelessness	2	0	2	4

Access Hub



Jan 2022-Oct 2022

— Total Incoming Calls
— Handled Queue Calls

*Graph does not reflect outgoing calls; EX: voicemail call backs, 30/60 day referral reassessments

Any issues, call Robin Saenz rsaenz@partnershipwake.org

Access Hub

Volume

	Total Incoming Inquiries Call/Emails	Total Inquires Handled	Average Handle Time	Avg Speed of Answer
Oct	4479	2308	8min 13sec	5min 8sec

Continuing to see drop in volume/increase in handled inquires(to include calls from OCC)

Per Governing Board request:

- Effective 11.1.2022 Number/Type of outbound calls to be tracked
- Effective 11.1.2022 Type of NON CE calls beginning to be tracked and will be included in report

Access Hub

Jul-Oct 31 (Households)	Pending/In progress	Approved	Denied
Emer. Shelter	442	198	206
Street Outreach	135	6	32
Prevention	495	117	279
Transitional Housing	52	2	21

Most common denial reasons: Client not showing up/filling out paperwork (153); Other (272)

30-day Prevention call backs: Most are reporting that they still need services

By-Name List

Currently there are 251 people on the By Name list.

Demographics of the By Name List

- 3 Chronic Families
- 45 Chronic Singles
- 54 Non-Chronic Families
- 188 non-Chronic Singles

- 54% Female; 42% Male
- 50% Black, African American; 27% White; >1% Asian/South Pacific; 1% Native American/Indigenous, 5% Multi-racial, 14% Unknown
- Average Age is 41
- 66 Households with Children; 235 Single or Adult Only Households
- Longest on the list is 790 days; Top 50 Average of days enrolled 121 days

By Name List	Month to Date
How many 1st time homeless	223
returning to homelessness	0
How many exited to perm. Housing	37

By Name List

This month we are exploring effective way to prioritize the By-Name List, and exploring options to ensure that **EVERYONE** is included on the list.

Thank you so much for the time that was taken to help with cleaning up the data in HMIS to ensure that our By-Name List is accurate and up to date.

Questions Comments

Adjourn



Next Meeting:

Monday, December 11, 2022

2:00-3:30 P.M.

Decorba White, CoC Governing Board Chair
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Denis Elliott, CoC Governing Board Vice Chair
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