Wake County CoC Membership Meeting

Monday, December 12, 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 White
2.	**CoC Governance Actions** Chair Report **System Design Clinic** **HMIS Migration Update** **Combined RFP Presentation** **Governance Charter** **Committee Update** • CAS • Data Advisory • CoC-HERC • Nominations • Street Outreach • EHV • PIT Count 2023 Update LEU Update HMIS Help Desk Update Access Hub Update BNL	Decorba White RWP – Kim Crawford RWP + HUD TA _ Eric Doll & Mary Schwartz City of Raleigh / Wake County RWP – Kim Crawford David Harris Vanessa Kopp Vance Haywood RWP - Kim Crawford RWP – Tracie Dixon RWP – Tracie Dixon RWP – Robin Saenz Vanessa Kopp RWP - Eric Doll RWP – Robin Saenz RWP – Tracie Dixon

WAKE COUNTY
Continuum of Care - NC 507

Community Updates: Open Forum
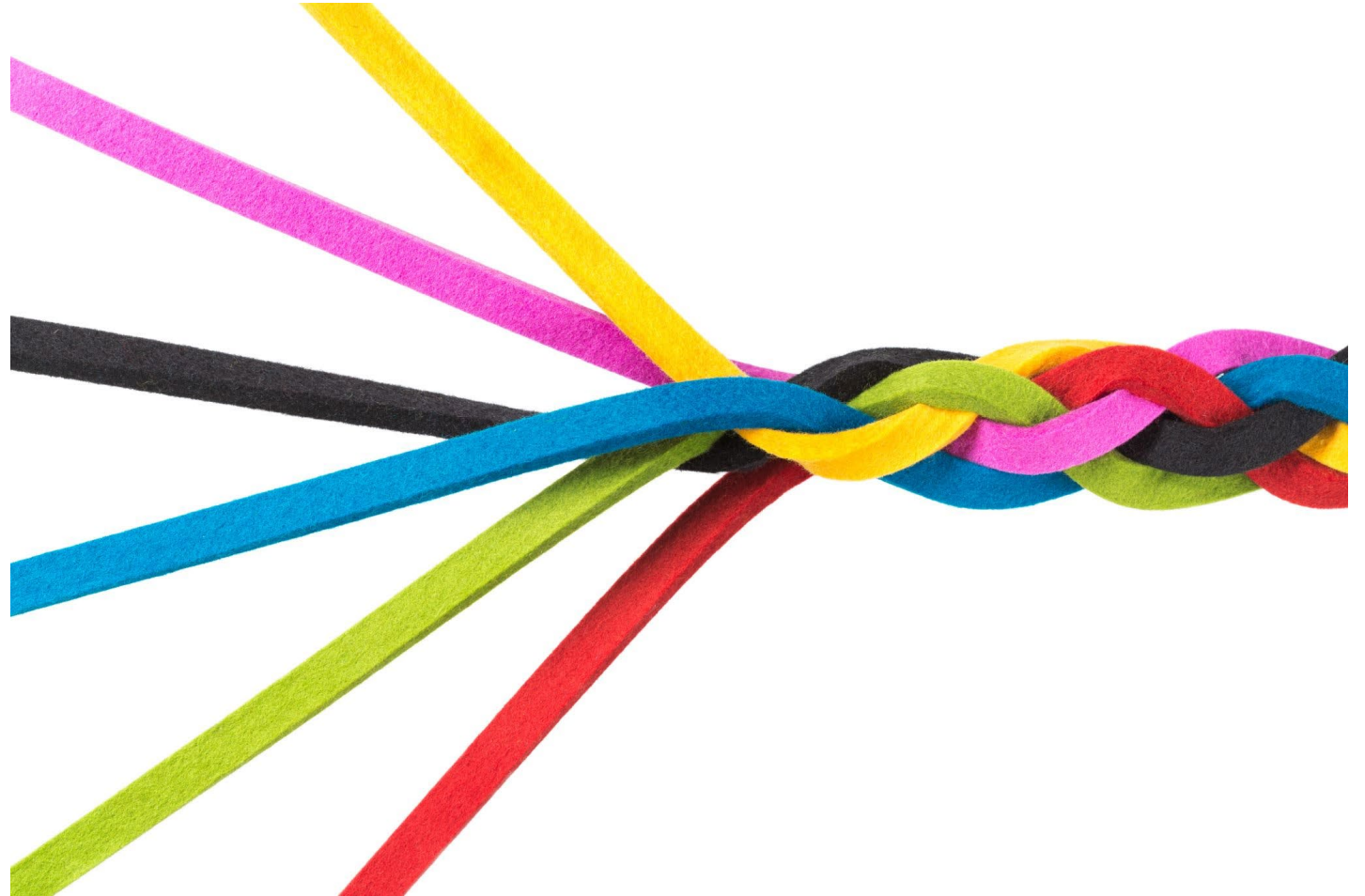
Open Forum

- 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
  - Annual Homeless Memorial 2022

HOMELESS MEMORIAL 2022

Held at South Wilmington Street Center
Parking Lot

1420 S Wilmington Street Center
Raleigh, NC 27606

December 21, 2022
7:15pm

CoC Governance Committees / Actions

Chair Report

System Design Clinic

Clinic Objectives:

- Identify the goals of an effective homeless response system
- Discuss how to improve system performance across the CoC
- Recognize system flow and bottlenecks within the homeless response system
- Illustrate how to align interventions of the homeless response system
- Discuss the role of the CoC Governance Body in making homelessness rare, brief, and one-time
- Identify local priorities

CoC Goals and Objectives:

FOCUS & FOLLOW THROUGH

- ✓ Reduce inflow (flow into the system)

- ✓ Increase exits to Permanent Housing

- ✓ Decrease average length of time homeless

- ✓ Decrease returns to homelessness

Identified CoC Priorities:

1. Invest in Diversion/Problem Solving across the system

2. Reimagine the Coordinated Entry System to engage in effective diversion and prioritize people for Shelter, RRH and PSH.

3. Scale up and Improve Rapid Rehousing

CONSIDER

- Improve Data Collection and Reporting for Data Driven Decision Making and set Benchmarks
- Create a Funders Collaborative that uses program standards and benchmarks to make funding decisions

Debrief / Action Items:

Finalize Governance Charter (December 31, 2022)

❑ Establish 2023-2024 Governance Board (January 1, 2023)

❑ Governing Vote on Confidence / No Confidence of CoC Lead / HMIS Lead (January 1, 2023)

Full System Level Data Report (March 31, 2023)

Set Benchmarks for Each System Level (April 2023)

❑ Reducing in-flow into homelessness

❑ Increasing exits to permanent housing

❑ Decreasing average length of homelessness

❑ Decreasing returns to homelessness

Set Benchmarks for Each Intervention (April 2023)

❑ Emergency Shelter

❑ Transitional Housing

❑ RRH

❑ PSH

HMIS Migration Update

HMIS Migration Update

Thank you to everyone here for all your hard work entering your HMIS data, learning Clarity, along with all the other responsibilities you carry!

We had a successful transition of all the HUD and other federal partner data. Clarity by BitFocus has been a great improvement over WellSky's ServicePoint in several ways, including:

- User friendly interface
- More accurate reporting
- Live / real time data
- Street Outreach mapping

HMIS Migration Update

In November, we received **219** help desk tickets. **88**% of them were regarding **licensing/basic HMIS assistance** and **12**% of them were questions about the vendor transition.

Currently there are **25** open tickets as of 12/8/22

RWP has visited **15** (face to face) agencies in person to discuss their HMIS experience and help resolve any HMIS issues the agency may have had since the migration began (July 2022)

HMIS Migration Update

Importing data that is not required by HUD or a federal partner has been the focus of our efforts in the past months.

"Custom data" is any data collected at the local level that is not required by HUD or other federal partners (like SSVF, RHY, etc.) Examples include:

- Non-HUD Services (showers, transportation, etc.)
- Any data elements collected at either the client or enrollment level that are not required by HUD or a federal partner
- Notes
- ROIs
- Client photos
- Client Alerts

HMIS Migration Update

We are working to migrate the following custom data:
- Custom Services
- Client Files

During our monthly agency HMIS staff meeting on 12/14, we will be discussing the custom services, and the recommendation from HUD TA on the service mapping process.

City of Raleigh / Wake County Combined Request for Proposals FY 23-25

Agenda

- RFP Overview

- Proposed Timeline

- Current Funding Distribution

- Community Recommendations

- Next Steps

RFP Overview

This RFP is for fiscal year 2023-2024 (July 1, 2023- June 30, 2024) with the possibility to extend an additional year. For the past four years, the RFP has been combined to increase coordination. The goal is to single-fund agencies as much as possible and work together on monitoring and compliance.

Estimated funds available:

- CoR (ESG): $275,000

- Wake County (local): $825,000

- Estimated Total: $1,100,000

RFP Overview – Expected Outcomes

Persons / households experiencing and at-risk of homelessness will:

- Obtain stable housing and remain housed

- Become stably housed in permanent supportive housing and remain housed

- Develop or improve skills needed to maintain independent housing

- Increase income

- Maintain stable employment

RFP Overview – Funding Requirements

- Participation in HMIS

- Participation in Coordinated Entry

- Participation in CoC meetings

Proposed Timeline

- CoC Consultation – CoC Membership Meeting: 12/12/2022

- RFP Posted: 1/3/2023

- RFP Q&A Session - CoC Mem Meeting: 1/09/2023

- RFP Questions Due: 1/13/2023

- RFP Q&As Posted: 1/20/2023

- Proposals Due: 2/3/2023

- Funding Decisions Finalized: Week of 2/20/23

Current Funding Distribution

Emergency Shelter	Street Outreach	Rapid Re-Housing	Homelessness Prevention	HMIS	Total
47%	10%	26%	10%	7%	100%

Community Recommendations

Next Steps

Survey forthcoming!

Governance Charter

NC 507 CoC Charter

Pg 10: The Collaborative Applicant will propose revisions to this governance charter, to ensure compliance with all procedures and policies needed to comply with HUD requirements and with HMIS requirements, including a code of conduct and recusal policy for the NC 507 CoC Governing Board members and any person acting on behalf of the NC 507 CoC Governing Board.

- Open for Public Comment for 30 days, closing July 22, 2022
  - Has been open for public comment as of July 11, 2022. No comments received since July 2022.
- Presented the NC 507 Membership Aug 8, 2022.
  - Requested to post with track changes. Track changes completed on Aug 9th 2022.

NC 507 CoC Charter Revision Timeline

June 17 and 24, 2022: Meetings with CoC Coordinator, COC Chair, Vice Chair, and 2 Executive Committee members to discuss if there is a need to revise, and if yes, begin soliciting suggestions for revisions

June 28, 2022: Public Comment to Charter added to website. Included two options for submission: email to staff or submission via web to allow for anonymity.

July 1, 2022: Collaborative Consultation with HUD TA, topics discussed: CoC Charter Revisions process, CoC monitoring by Collaborative Applicant

July 11, 2022: Collaborative Consultation with HUD TA, topics discussed: CoC Charter Revisions process, CoC monitoring by Collaborative Applicant, CoC strategic planning specific to unsheltered

July 11, 2022: CoC Member Mtg. Informed membership of public comment – including anonymous option.

July 22, 2022: Public Comment Period for Charter closed. Public Comment period never closed as requested on Aug 8, no comments have been received.

NC 507 CoC Charter - Considerations

Revisions / Changes:

- Grammar & Clarity – committees, member types, HUD requirements
- Consistent language throughout, ie: NC 507 CoC
- Executive Committee if it does not have 50% + 1 of its seats filled, the NC 507 Governing Board will fulfill the role
- Organizations may only have 1 seated Committee chair at a time – limits undue influence on the Executive Committee
- Governing Board Chair, at their discretion can declare a "closed session."
- Added CoC-HERC Committee
- Operating Year: Jan 1-Dec 31
- Review of Member and Gov BoD Mtg / requests for topics / presentations, etc. on agenda
- Grievance Policy
- CoC Membership Meeting to move to quarterly. Ever other meeting with be face to face.

- Lived Expertise Committee disbanded with requirement that EACH COMMITTEE MUST INCLUDE 1-2 PEOPLE WITH LIVED EXPERTISE.

Committee Reports

CAS Committee
Data Advisory
CoC-HERC
Nominations
Street Outreach
EHV (Emergency Housing Vouchers)

Coordinated Access System Committee

CAS Committee

No Committee Report

Data Advisory Committee

DAC

- System Administration 101
  - **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. Audit Template in Development. Will review 1/4/23
       2. 2/1- 3/31- Implementation begins.
       3. 4/5- Complete Audits Reviewed by DAC
    2. HMIS Privacy Policy applicable to Clarity
       1. Still Under Review. Edits needed. Will complete final review at 1/4/23 meeting
    3. Training: Learning Management Software, User Guides, Short- Structured Video training, live trainings at least once a month
       1. Learning Management Software is purchased. User trainings under development.

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.

DAC 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)

- White Flag is up and fully operational – **6** declared days in November / **1** in September

- Four Sites:

Pullen Memorial Baptist Church - <mark>Male Shelter</mark>
1801 Hillsborough St
Raleigh, NC 27605

Unitarian Universalist of Raleigh - <mark>Male Shelter</mark>
3313 Wade Avenue
Raleigh, North Carolina 27607

Open Table UMC - <mark>Female Shelter</mark>
824 N Bloodworth
St. Raleigh, NC 27604

Salvation Army - <mark>Families w/Children</mark>
1863 Capital Blvd,
Raleigh, NC
919-834-6733

** _Declaration Updates_:
- Declarations are generally made on Mondays and Thursdays
- Declarations with typically be sent out via CoC Digest around 11am.
- Shelter operations will be **5p-8a** unless otherwise noted.

Shelter Communications Center: 919.834.2611 - *open 1p-8a during shelter operational days*

CoC – HERC (Homeless Emergency Response Committee)

November

Q5a. Report Validations Table	
Program Applicability: All Projects	
Total number of persons served	141
Number of adults (age 18 or over)	127
Number of children (under age 18)	10
Number of persons with unknown age	4
Number of leavers	141
Number of adult leavers	127
Number of adult and head of household leavers	131
Number of stayers	0
Number of adult stayers	0
Number of veterans	9
Number of chronically homeless persons	29
Number of youth under age 25	4
Number of parenting youth under age 25 with children	0
Number of adult heads of household	126
Number of child and unknown-age heads of household	4
Heads of households and adult stayers in the project 365 days or more	0

YTD 2022 (9/1 to 11/30)

Q5a. Report Validations Table	
Program Applicability: All Projects	
Total number of persons served	222
Number of adults (age 18 or over)	206
Number of children (under age 18)	11
Number of persons with unknown age	5
Number of leavers	222
Number of adult leavers	206
Number of adult and head of household leavers	211
Number of stayers	0
Number of adult stayers	0
Number of veterans	14
Number of chronically homeless persons	43
Number of youth under age 25	5
Number of parenting youth under age 25 with children	0
Number of adult heads of household	205
Number of child and unknown-age heads of household	5
Heads of households and adult stayers in the project 365 days or more	0

Nominations Committee

Nominations Committee

Governing Board Member Terms

- **All** Governing Board Members terms expire Dec 31, 2022.
  - To date we have at least 6 open seats for the Board
- 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 that can be found WakeCoC.org website. (https://wakecoc.org/governance/)

- Nominations Committee will review renewal requests and new applicants.

CoC Membership Terms

- Memberships (both org and indiv) are renewing, will need to go online to renew. Due by end of year.

Street Outreach Workgroup

Street Outreach
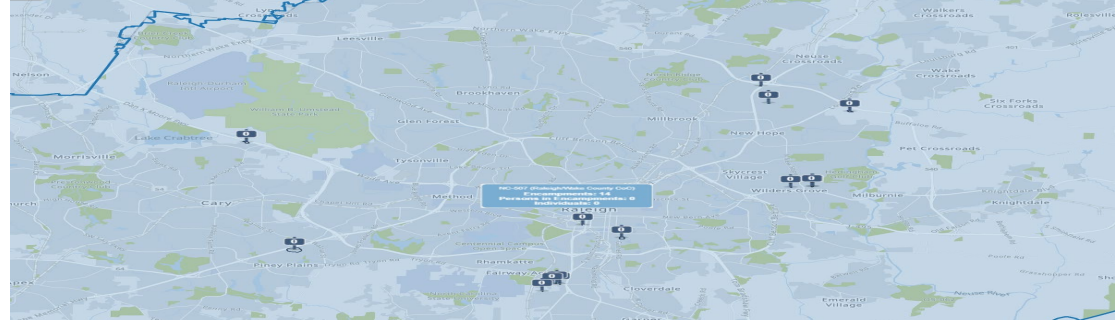
- In November there were 206 active households enrolled in Street Outreach.
  - This includes 48 Chronic homeless and 158 Non-Chronic
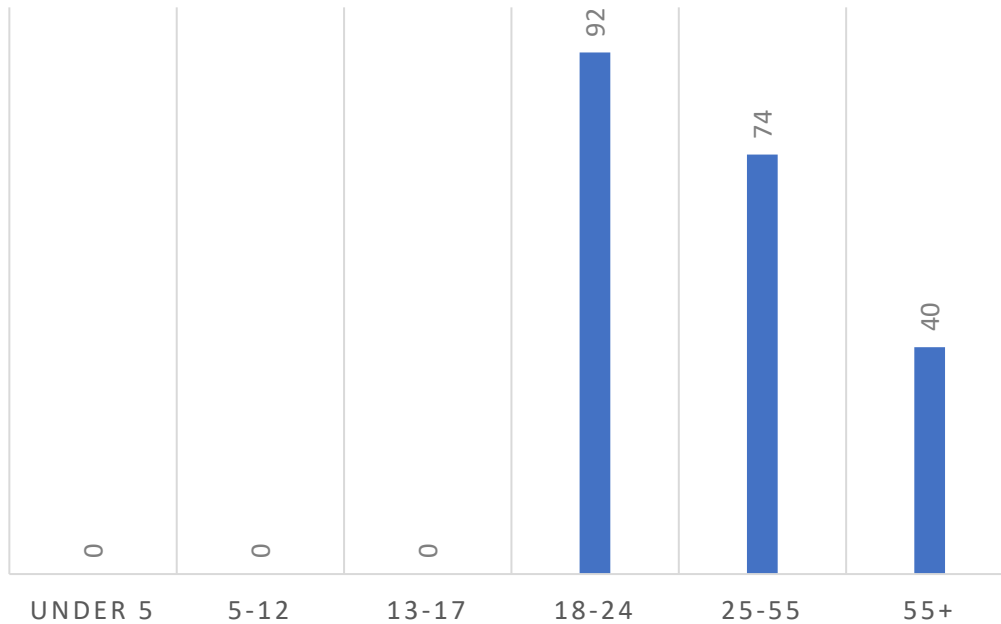 - Also, 50 families, and 156 singles

Currently the Street Outreach teams are engaged with 12 encampments across the county.

The Street Outreach Workgroup is discussing the upcoming PIT count and how to ensure that we can identify everyone.
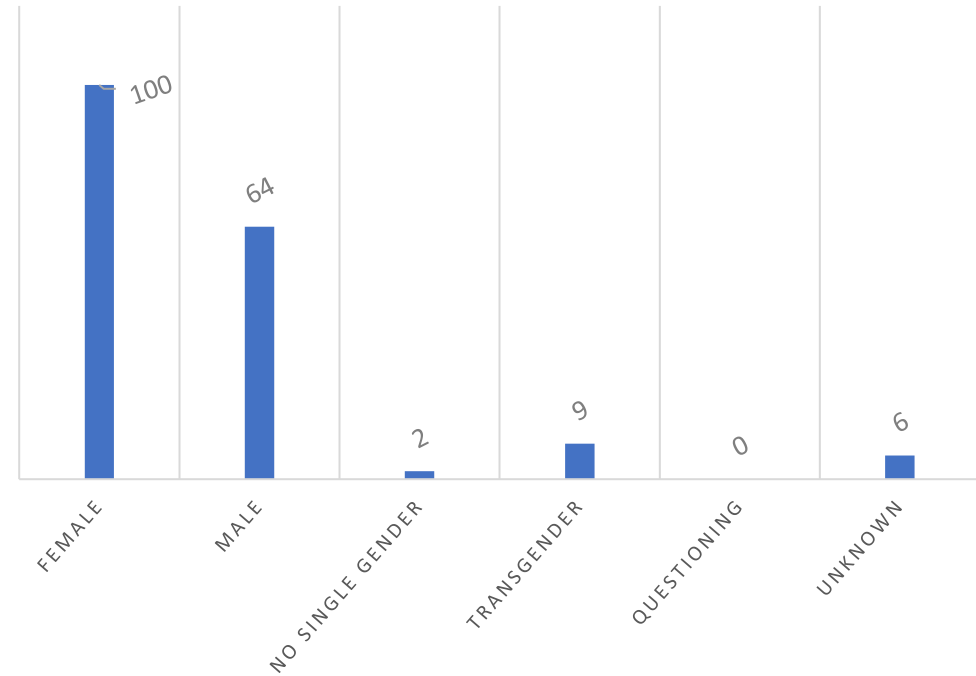
Workgroup is waiting to identify a new chairperson
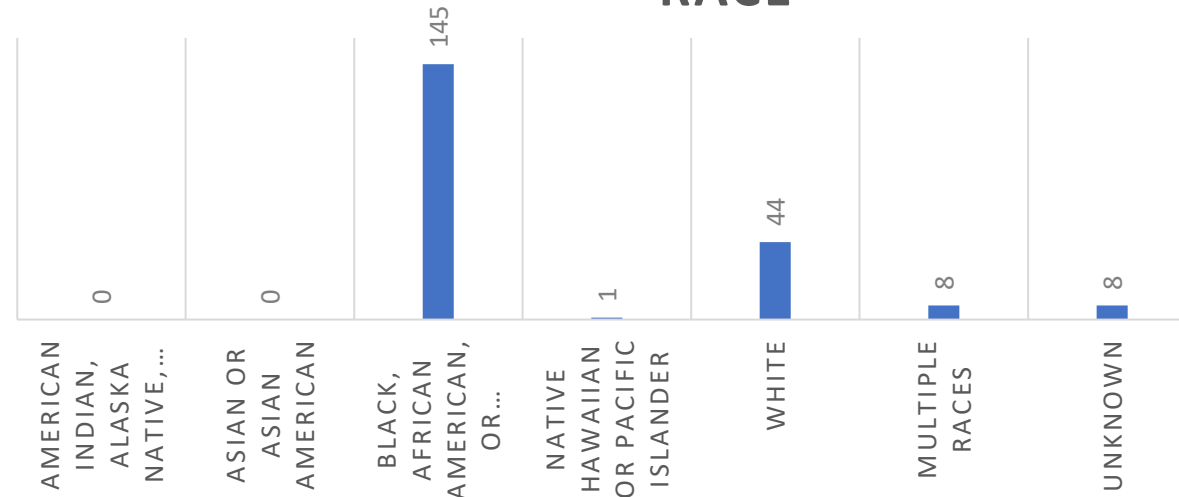
November Street Outreach Demographics
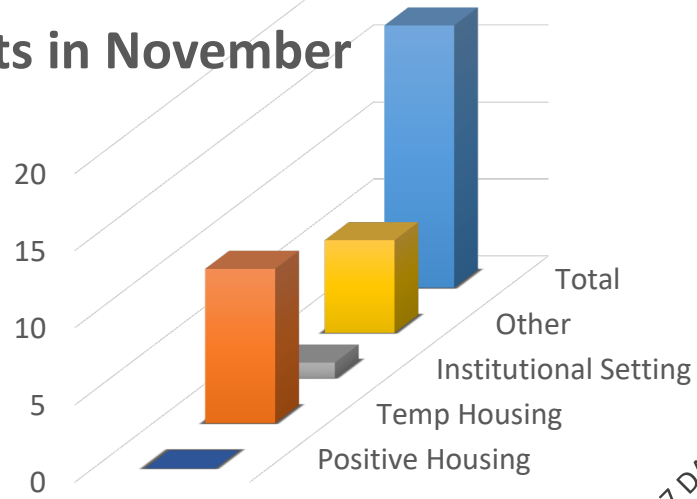
AGE RANGE

Age Range	Count
UNDER 5	0
5-12	0
13-17	0
18-24	92
25-55	74
55+	40

GENDER

Gender	Count
FEMALE	100
MALE	64
NO SINGLE GENDER	2
TRANSGENDER	9
QUESTIONING	0
UNKNOWN	6

November Street Outreach Demographics Cont.

RACE

AMERICAN INDIAN, ALASKA NATIVE,...	ASIAN OR ASIAN AMERICAN	BLACK, AFRICAN AMERICAN, OR...	NATIVE HAWAIIAN OR PACIFIC ISLANDER	WHITE	MULTIPLE RACES	UNKNOWN
0	0	145	1	44	8	8

Exits in November

Length of Stay

7 DAYS OR LESS	8-14 DAYS	15-21 DAYS	22-30 DAYS	31-60 DAYS	61-90 DAYS	91-180 DAYS	181-365 DAYS	366-730 DAYS	731-1095 DAYS	1096-1460 DAYS	1461-1825 DAYS	MORE THAN 1825...
0	0	1	18	33	45	54	30	22	2	1	0	0
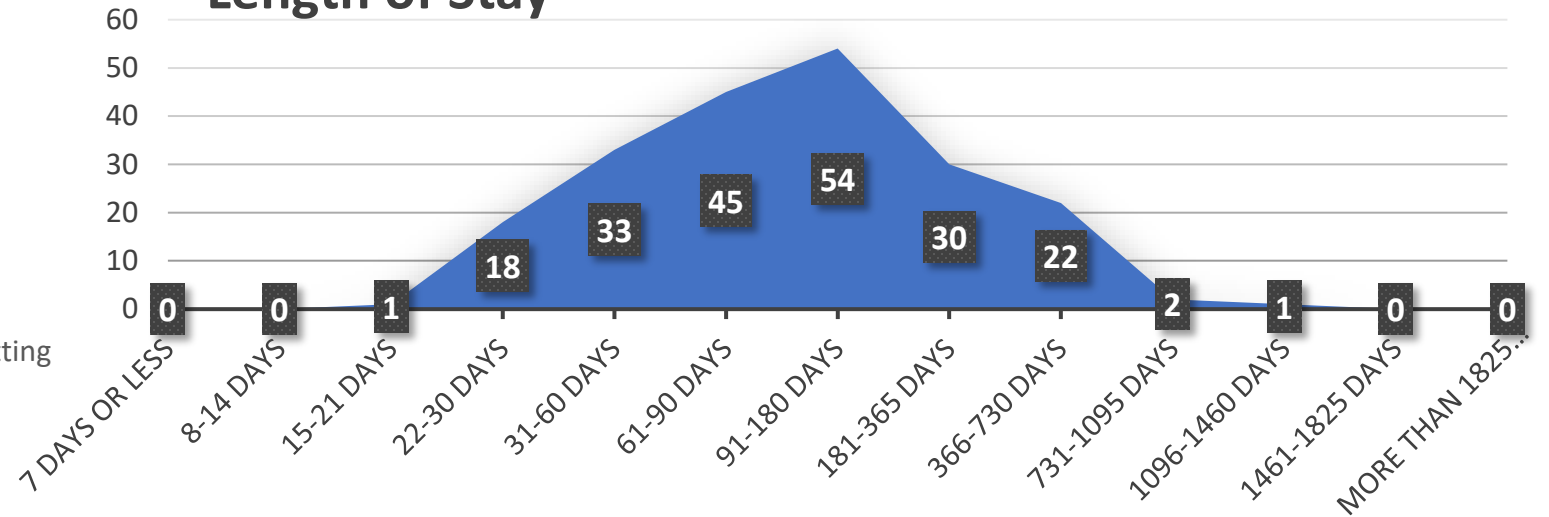
Emergency Housing Vouchers Workgroup

EHV November Workgroup

Provided EHV	138
Identified/Names Submitted to RHA	198
Housed	90
Ported to another County	2
Withdrawn	120
Remaining to be Submitted	-5

Currently Searching for Housing	23
Pending/Waiting on Inspection	7

Currently there are 10 people waiting on the appointment with RHA.

EHV November Demographics

Gender

- Male
- Female
- Transgender
- Unknown

Pie chart: 68%, 30%, 1%

Race

Bar chart:
- Black, African American, African: ~50
- White: ~20
- Native American: ~2
- Unknown: ~10
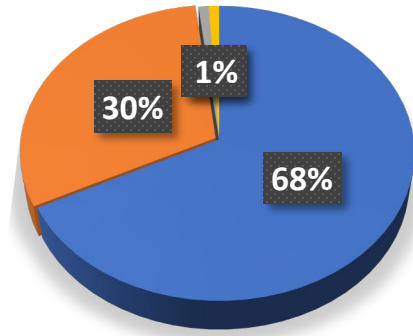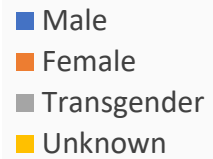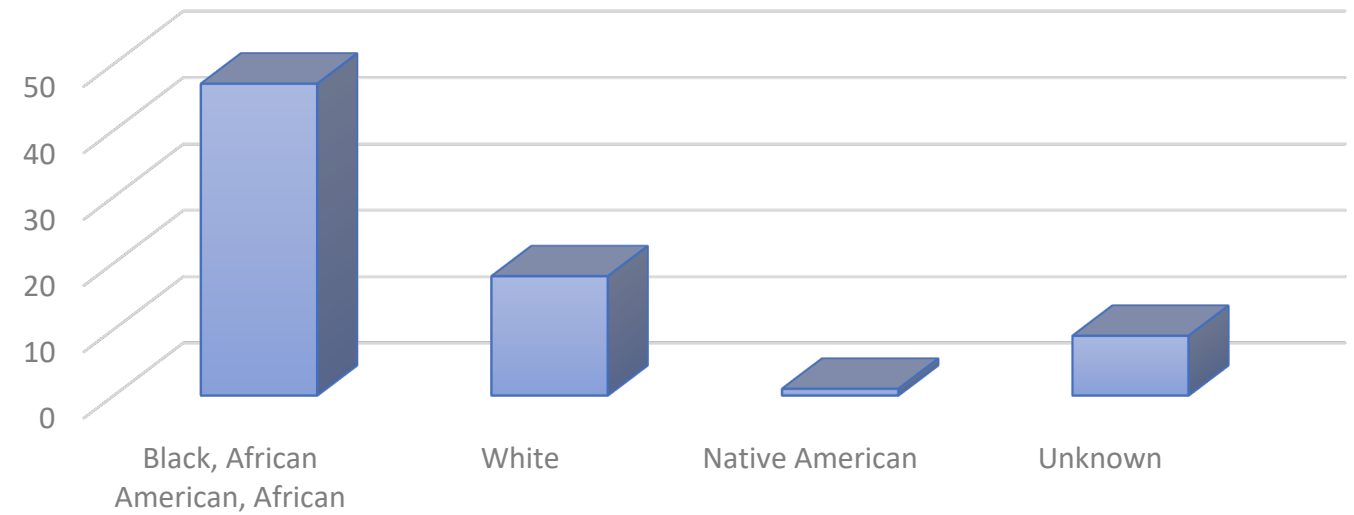
2023 PIT Count

PIT COUNT

⭐ January 25, 2023 (Wednesday) ⭐

A. Committee approving fliers/training dates- Available on Partnership and CoC Website by this week. Will also be sent to CoC membership and partner agencies. Flier/link will also include instructions on how to sign up to volunteer, training dates, shifts available to survey, etc...

B. Different opportunities to volunteer include:

  Hosting backpack drive
  McDonald gift card collection (10 dollar increments)
  General surveyor
  Team Lead

All the volunteer roles/responsibilities will be available online

C. Street Outreach- TFS has the most updated encampment sites. Working with Raleigh Police, Downtown Raleigh Alliance and other community outreach workers to update as needed.

D. Using the data collection app as last year. Survey questions have been developed and was available to PIT committee. Questions also to be sent to Data Advisory Committee for input.

LEU Update

LEU Updates

- No update

Partnership Program Updates

HMIS

November Support Tickets

HMIS Licenses	Trainings Offered (Individuals & Groups) total	Support Tickets / Resolved	HMIS Pages Built
200	2	219/200	1

HMIS Update

- VI-SPDAT & Custom services is the next migration datapoint.

- HMIS has started working on the LSA federal report – **Due January 11, 2023**

- 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

	Individuals Homeless					RRH W/O Move-in Date		Exits to Permanent Destination
Nov 30th								827 (HH enrolled in HMIS)
	ES	SO	TH	Total		Households	Individuals	
	326	**177**	**51**	**554**		**137**	**327**	**83 HH**

	Individuals Homeless (1st number Households / 2nd number Individuals)					RRH W/O Move-in Date		Exits to Permanent Destination
October 31st	ES	SO	TH	Total		Households	Individuals	
	294	180	48	522		132	317	118 Households

	Individuals Homeless (1st number Households / 2nd number Individuals)					RRH W/O Move-in Date		Exits to Permanent Destination
September 30th	ES	SO	TH	Total		Households	Individuals	
	408	236	66	710		128	295	43 Households

Access Hub

Volume

	Total Incoming Inquiries Call/Emails	Total Inquires Handled Calls/Emails/Voicemail Ball Backs	Avg Handle Time	Avg Speed of Answer
Nov	3526 (Calls)+163(Emails/Online Forms)= 3689	1869 (Calls)+ 163(Emails)+484 (Voicemail Call Backs)= 2516	10min 6sec	6min 6sec

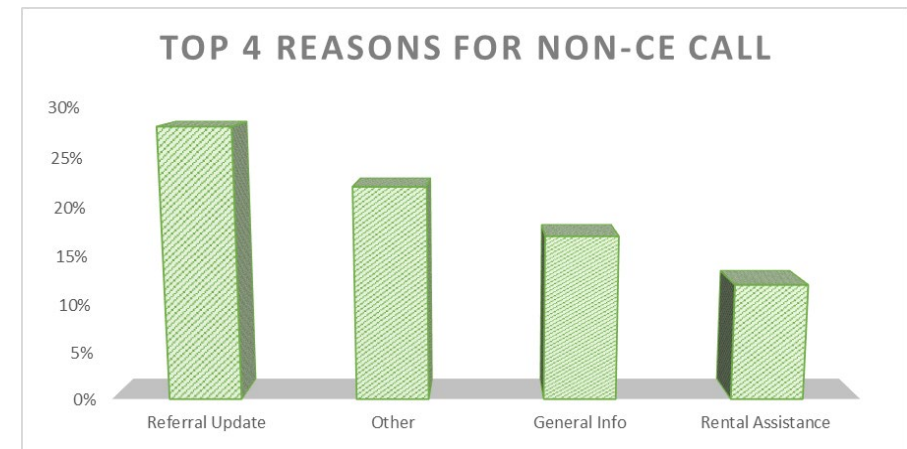3rd straight month in a row of decreased volume and increase handled

All voicemails being called back within 72 hours

Access Hub

Nov Outgoing referrals:	
Emer. Shelter	377
Street Outreach	46
Prevention	179
Transitional Housing	23

24.8% of calls/emails result in referral

75.2% of calls/emails are Non-Coordinated Entry Events

TOP 4 REASONS FOR NON-CE CALL

Access Hub

2022 Total/Handled Calls
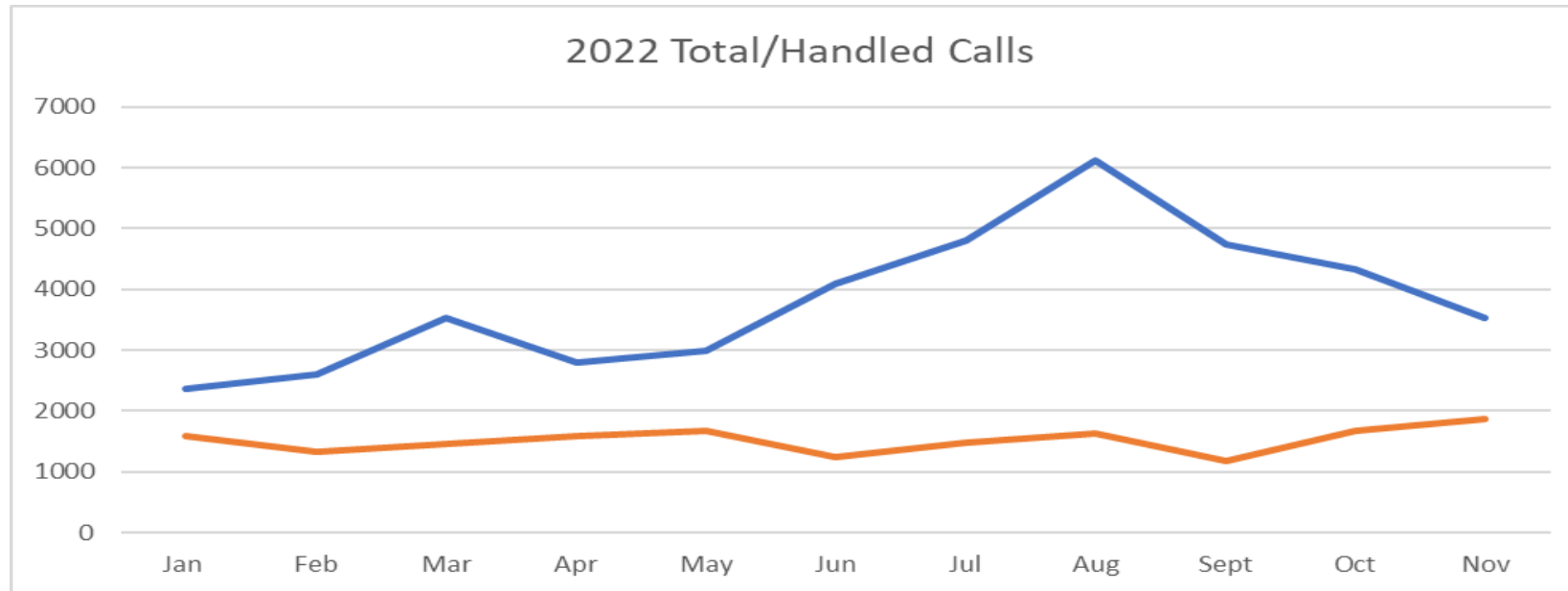
Jan 2022-Nov 2022*

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

Any issues, contact Robin Saenz at: rsaenz@partnershipwake.org

November By-Name List

Currently there are 453 people on the By Name list.

- 8 Chronic Families
- 92 Chronic Singles
- 95 Non-Chronic Families
- 258 non-Chronic Singles

By Name List	Month to Date
How many 1st time homeless	27
Return to homelessness	42
Exited to Permanent Housing	88

Demographics of the By Name List

- 33% Female; 66% Male
- 65% Black, African American; 26% White; >1% Asian/South Pacific; 2% Native American/Indigenous, 5% Multi-racial, 3% Unknown
- Average Age is 44
- 102 Households with Children; 345 Single or Adult Only Households
- Longest on the list is 704 days; Top 50 Average of days enrolled 130 days

WAKE COUNTY
Care - NC 507

Questions
Comments

Adjourn

Next Meeting:

Monday, January 9, 2023

(virtual)

2:00-3:30 P.M

(Face to Face: April 10, 2023)

Decorba White, CoC Governing Board Chair
dwhite@healing-transitions.org

CoC Coordination or for more info:
CoC@partnershipwake.org