

GOVERNANCE BOARD MEETING MINUTES



Date: 1/25/24

Time: 11:00am

Facilitator: Stephen Gruver

In Attendance

John Niffenegger, David Harris, Nicole Stewart, Richard Averitte, Wendy Clark, Nicole Wilson, Sheryl Cromedy, Stephen Gruver, Kathy Johnson, Kelsey Mosley, Eric Braun

Approval of Minutes

The minutes were unanimously approved from the November meeting.

Conflict of Interest Policy

The proposed Conflict of Interest (COI) policy would be utilized for the Governance Board, Funding Review, and Membership committees. The procedure for getting Conflict of Interest forms signed is as follows: 1) Haven House would get signatures and create a spreadsheet showing the status of signature collection, 2) Members must have an updated Conflict of Interest signature to be considered a voting member, 3) Signatures would be valid from January 1st through December 31st of each year and 4) Responsibility would be assigned to the Collaborative Applicant (CA) and written into their agreement. Enforcement would be managed through a checks and balances system between CA and the Nominations Committee.

It was recommended that a formal enforcement policy be created and included in the charter addendum. This will ensure that it is reviewed and updated yearly. Kelsey Mosley will work with Haven House to incorporate it into their processes. The Conflict of Interest policy will be brought back to the Board at the next meeting for final approval. It was also proposed that Committees create Annual Work Plans and include a COI review as a part of the plan. This proposal will be discussed at a subsequent meeting to get additional guidance from the Board.

Letter of Support – Bridge to Home

Bridge to Home is a service expansion program aimed at helping move as many people as possible to permanent housing. Wake County is working to secure future funding for the program. The Governance Board has drafted a letter of support outlining the importance of the program to our community's efforts to end homelessness. Additionally, the Board agreed that it would be beneficial to attend budget meetings as a show of support both as individual agencies and as a Board.

The letter was unanimously approved by the Board with one minor change – the word “transportation” was used twice and will be substituted with alternate verbiage.

Board Openings

Several applications have been received for the one open position for a System Provider. Most applications received were from Service Providers. Nicole Stewart presented on behalf of the Nominations Committee which recommends Derwin Willoughby for a “Lived Experience” seat. He was encouraged to apply by his Housing Coordinator and is interested in the service aspect of the position. Final approval will be determined by the Membership Committee.

An employee from Green Chair has also submitted an application. The Board had a discussion on the distinction between “System” and “Homeless Service” providers. Homeless Service Providers are involved in the direct day-to-day support of clients who are experiencing homelessness while System Providers give tangential support.

The general consensus of the Board was Green Chair falls within both categories. However, the Board unanimous decided to allow the Nominations Committee to extend the application deadline for two months to allow additional applicants who may fall more directly within the “System” definition. If none are received, the Nominations Committee will move forward with the Green Chair applicant.

The Board discussed the importance of a more diverse Nominations Committee. In addition, with the goal of having a more engaged Membership, the group discussed having the Nominations Committee conduct trainings, host member orientation, and provide avenues for members to give feedback.

Parking Lot: Evaluate stipends for “Lived Experience” members

ICF HMIS Recommendations

Heather Dillashaw, the Wake County COC's HUD Technical Assistance contact, coordinated a workshop last fall to meet with the Committees and specialized sites to gain feedback. Based on discussions, additional oversight is needed by the Board to task the various committees with the “Identified Needs” recommended by ICF (Heather Dillashaw's consulting firm).

Key Accomplishments:

- HMIS policies and procedures were approved in March (reviewed annually)
- Privacy training was completed by Bitfocus (reviewed annually)
- Data Advisory Committee met with agencies to review program types and will be distributing a list
- Video training for HMIS has been completed (reviewed annually)

Identified Needs:

- Coordinated Entry needs to be reconfigured to pull system wide data for the Annual Performance Report (APR)
- Migration of case note files
- Set-up Coordinated Entry (CE) system
- Set-up System Performance Targets (SPTs)

The system reconfiguration is outside of the current scope. Currently, data is pulled from individual sites. Stephen will e-mail the estimated cost to make the updates. Funds needed could be included in the application to HUD and/or requested through HMIS funding or the Emergency Solutions Grant (ESG). ESG distributes unspent funding in March.

The key to system performance targets is managing goals around the targets. The vision would be to create a dashboard to review monthly and year-over-year. This data could help identify where to focus resources. David Harris agreed to schedule a meeting in the spring to share current data from Bridge to Home.

ICF Coordinated Entry Recommendations

The Coordinated Access System Committee has been reconvened and will be chaired by Rebecca Shamberger. The Salvation Army staff is managing the “By Name” list. It has gone through four revisions and is getting close to a working document.

The current Coordinated Entry process relies on vendors to distribute information. An effective triage tool that utilizes a 20-to-30-minute assessment is needed to improve the process. The Oak City Cares Support Services Only (SSO) grant can be used to manage and formalize the process. However, funds may not be used for system oversight, which is a major issue. We are working out if Haven House staff will be able to help with some of the oversight.

The following options need to be evaluated: 1) Does Wake County COC have funds to pay a Coordinated Entry Director? 2) Can the Director be a part of Collaborative Applicant agency? 3) Can a SSO agency be utilized for facilitation to allow for a more system-wide approach and 4) What do other COCs do?

Wake County COC relies on HUD while other successful COCs also utilize additional funding. The Board discussed and recognized the importance of private funding and the need for a Funding Plan. They also recognized the need for a more strategic planning process.

HMIS RFP Update

Meetings have been scheduled with two applicants, neither are local: IC Alliances and Bitfocus. The RFP deadline is end of February.

Action Items

- Kelsey Mosley will work with Haven House to incorporate proposed Conflict Of Interest policy into current processes
- Stephen Gruver will e-mail the Board the cost estimates for updating system configuration for Coordinated Entry
- Board members will e-mail Stephen Gruver with any additional priorities that were not identified during the meeting
- David Harris will schedule a meeting in the spring to share current Bridge to Home data

Next Meeting

February 22nd at 11:00am

In Person at Oak City Cares