



Wake County CoC Membership Meeting

Monday, September 22

2:00 – 3:30 pm

Raleigh Housing Authority

Please Sign-in

AGENDA

- Lead Agency Updates
- Board Selection Process
- White Flag Planning
- Coordinated Entry System Redesign



Lead Agency Updates

Welcome New Lead Agency Staff!

- **HMIS:**

- Thurston Alexander-Smith – HMIS Supervisor (9/2)
- Chloe Pearson – HMIS Specialist (9/22)

- **Coordinated Entry:**

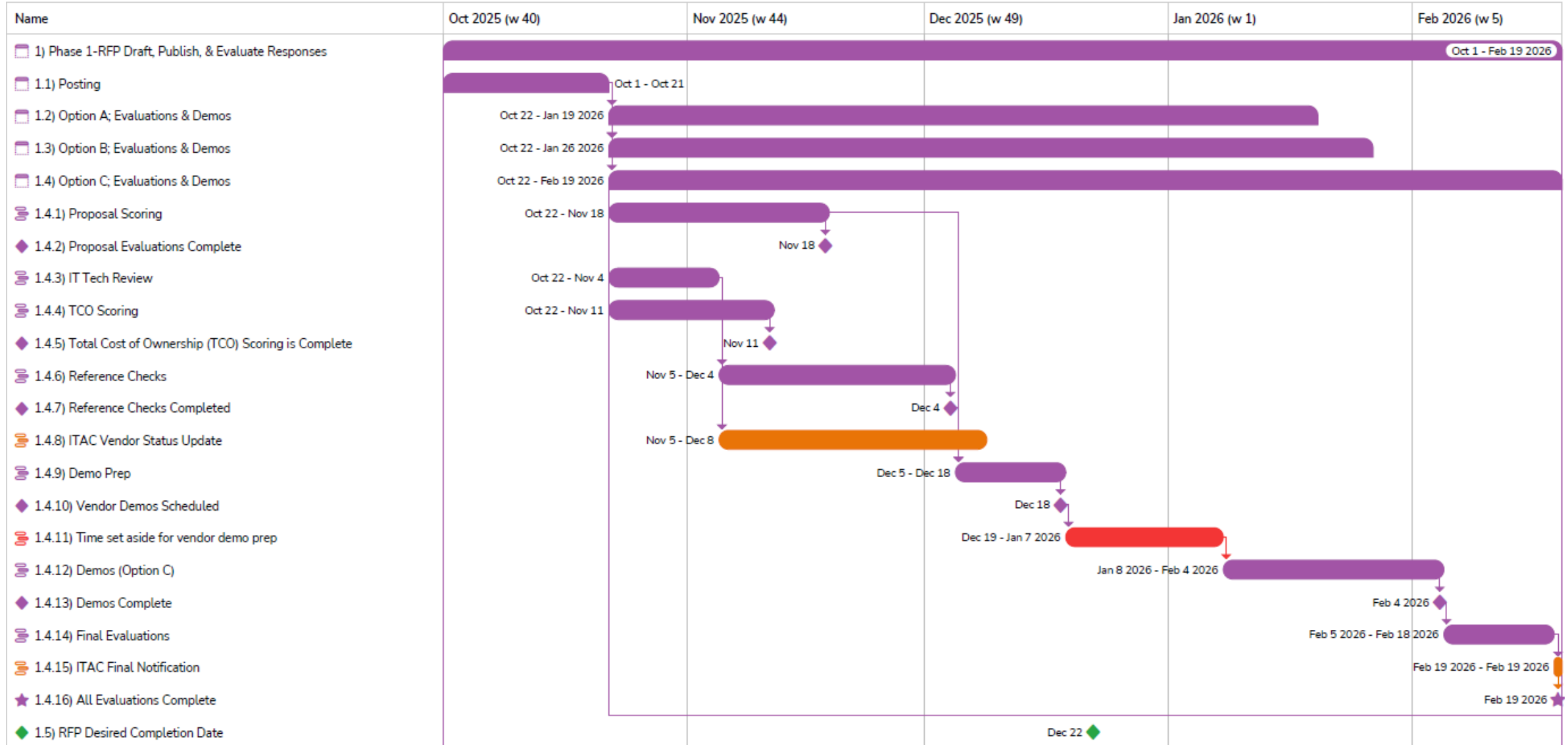
- Katrina Wayne – Coordinated Entry System Manager (9/15)
- Allison Sickels – By Name List Coordinator (9/8)

HMIS Updates

Software RFP

- Estimated post date: October 1st
- CoC staff have been working to vet specifics with County legal department
- Data Advisory Committee will assemble a review and scoring committee. Volunteers needed!
- All documents, vendor demonstrations, cost estimates, etc. will be made available to CoC membership for review

Updated RFP Timeline



HUD Data Standards

- New required element: Sex
 - Refers to client's assigned biological sex at birth
 - All HMIS data is **client self-reported**
 - No assumptions/guesses from staff
 - Client has the right to refuse
- Multiple elements no longer "required" for federal funder reporting
 - Includes Gender, Translation assistance needed
 - Elements will remain in HMIS for collection
- BitFocus Data Standards training on Tuesday, 9/23 at 10:30am
 - Register [here](#)
- Data Standards changes go live 10/01. No system downtime expected.

Important Documentation

Updates to sharing agreements and release of information


- Currently being reviewed by Wake County legal department
- All documents will be posted publicly and available for CoC Membership review
- Some documents will require signature from Executive Director (or designated leadership); be on the lookout to respond promptly!

Order of HMIS Documentation Updates:

- Agency QSOBAA & User Agreement > ROI & Privacy Notice > Policies and Procedures

Coordinated Entry

- Reminder: Updated CE flyer available on CoC Website.
 - Salvation Army is not able to accept walk ins for CE assessment and referrals.
 - Drop In Shelters are trained in CE and can complete the CE enrollment as needed.
 - Removal of ACORNS as Access Site.
- Minimize use of VI-SPDAT
 - Focus on immediate needs and CE enrollment, shelter referrals once confirmed as homeless

If you are experiencing homelessness or at risk of becoming unsheltered, start the Coordinated Entry process.  WAKE COC - NC507

What is Coordinated Entry (CE)?

Coordinated Entry (CE) is a process to assess and refer individuals and families experiencing, or at risk of homelessness to available housing resources within Wake County. Eligibility for specific programs varies by provider and funding.

Need help with transportation? Visit <https://gotriangle.org/fares-passes-for-GoTriangle-Fixed-Route-Fair-assistance-and/or-GoRaleigh.org/discount-fare-options> or call (919) 485-RIDE(7433) for the GoRaleigh Transit Assistance Program.

Access Sites

Oak City Cares

- **Population:** Adult Individuals & Families
- **Location:** 1430 S. Wilmington St., Raleigh, NC 27603
- **Transport:** GoRaleigh Bus #21
- **Hours:** In Person
 - Mon, Tues, Thurs: 9am-3:30pm
 - Wed: 9am-12:30pm
 - Fri: 9am-2:30pm

Haven House Services

- **Population:** Youth/Young Adults ages 18-24
- **Location:** 1008 Bullard Court, Raleigh, NC 27615
- **Transport:** GoRaleigh Bus #2
- **Hours:** In person Tues & Thurs 9:30 am - 1:30 pm or call (919) 980-2015
- *Haven House staff are available at Oak City Cares Wed from 9 am- 1 pm for in-person appointments*

Women's Center of Wake County

- **Population:** Single Women - No Children
- **Location:** 2200 New Bern Ave, Raleigh NC 27610
- **Transport:** GoRaleigh Bus #15
- **Hours:** In person Mon-Fri 8:30 - 11:30 am

WakeMed H.E.A.R.T. (Outreach)

- **Population:** Unsheltered Single Adults w/ Serious Mental Illness
- **Contact:** (919) 436-0057

Veteran Crisis Line: Dial 988 then press 1 OR text 838255
Domestic Violence Call Line: Call 919-828-7740; en español: 844-203-8896
Youth Runaway Safeline: Call OR text 1-800-786-2929

Drop-In Shelters

Drop-in shelters are trained in CE and can provide additional case management.

Salvation Army

- **Population:** Families & Women in 3rd Trimester
- **Location:** 1863 Capital Blvd., Raleigh, NC 27604
- **Transport:** GoRaleigh Bus #1
- **Hours:** Open daily, 5PM - 7:30AM
- *First come first served basis*

Second Street Place Shelter

- **Population:** Single Adults
- **Location:** 5010 Second St., Raleigh, NC 27609
- **Transport:** GoRaleigh Bus #2 or #23L
- **Hours:** Open daily, 7PM - 7AM
- *First come first served basis*

Healing Transitions

- **Population:** Women
- **Hours:** 4PM - 7AM
- **Location:** 3304 Glen Royal Road, Raleigh NC 27617
- **Transport:** GoRaleigh Bus #70L
- *First come first served basis*

Access Sites Can:

- Provide friendly and compassionate service
- Assess your needs and complete service referrals for eviction prevention, shelter and other assistance programs

Access Sites Cannot:

- Provide immediate shelter, hotel/housing vouchers, direct financial assistance or transportation
- Guarantee eligibility for community resources

CoC Funding

Source	Status	CoC Amount	Summary & Impact
NC DHHS Emergency Solutions Grant (ESG)*	Awaiting Award	\$433,683	Expected early October; 9 projects (ES, SO, Prev, RRH)
CoC Builds Notice of Funding Opportunity (NOFO)	Did Not Apply	-	Construction, acquisition, and rehabilitation (capital costs) of new permanent supportive housing (PSH).
CoC Program NOFO	Not Yet Released	\$6.1 million	9 permanent housing projects serving ~245 Households; 3 CoC Lead grants.
Youth Homelessness Demonstration Project (YHDP)	Not Yet Released	Community Plan + Project	Focus on reducing the number of youth experiencing homelessness. Federal budget proposes consolidation with YHSI and CoC.

*Wake County and City of Raleigh are also ESG entitlement recipients.

CoC Builds NOFO

Key Takeaways

- Shortened application period
 - On Friday, September 5, 2025, HUD released an updated CoC Builds NOFO that “supersedes and replaces the CoC Builds NOFO published May 16, 2025 in its entirety” with a deadline of September 12, 2025 (7-day turnaround).
- Adjusted evaluation and award process
 - According to the NOFO (pg. 14-15), awards will be made in the order in which submissions are received by HUD — essentially, first come, first served — in which the applicant answers to all the rating criteria.
- Rating factors, expectations and requirements
 - Unclear if awards will be made for those who accurately respond to each criteria, but where the response is “No”, or if they would deprioritize applicants with any response of “No” across the rating factors.

CoC Committee Updates & Key Projects

Annual Review of Membership

(Lead: Nominations Committee)

Requirements & Context

- Per MOU: *“Review and update the Wake CoC Membership annually and collect signed Conflict of Interest policies.”*
- Per Charter: *“Wake CoC shall continually recruit new members to ensure that membership generally reflects the demographics of Wake County and is of sufficient size to effectively carry out its mission. Additionally, existing members shall review and/or update their information annually”*

Proposed Process

- CoC staff start with review of auto-responses/calendar invites to determine – impact on membership and voting, alternate staff to be added to listserv.
- Follow up with individuals/organizations who have not voted or participated in 2025 Membership meetings.
- Annual completion of Conflict-of-Interest policies and reminder of contact update form
- Committee membership review.
 - Reminder – Committee Chairs needed for Data Advisory Committee and Coordinated Entry Committees!
Email erin.flynn@wake.gov

CoC Committee Updates & Key Projects

Annual Point-in-Time (PIT) Count

(Lead: Street Outreach Committee)

Summary Survey for “Known Locations”

- Street Outreach teams canvassed the County between 08/29 – 09/05 to confirm unsheltered locations to guide continued outreach efforts and planning for the PIT Count.

Kick-Off/Surveying Event

- The Committee is evaluating the need for and logistics of PIT Count event to ensure coverage and surveying engagement.
- Lessons learned from outreach pop-up and engagement events.
- Tentatively: Thursday, 01/22 and Friday, 01/23
 - single night/early morning outreach + day centers + engagement event + shelter census

Board Selection Process

Overview

- Per the Wake CoC Charter, the Nominations Committee run the Wake CoC Governing Board selection process.
- The Governing Board shall consist of at least 15, but no more than 23 members.
 - There are 10 seats available, three (3) that are currently vacant and seven (7) with a term expiring in December 2025.
 - This includes one new seat for “Community Member” as approved by the CoC Membership through the 2025 CoC Charter Review process.

CoC Board Selection Process & Timeline

- **August 12:** Nominations Committee to approve the selection process.
- **September 4 (Board) & 22 (Membership):** Present the selection process to Wake CoC Board and Membership.
- **September 23 - October 24:** Application period for Governing Board opens via www.wakenc507.org
- **October 24 – November 7:** Nominations Committee reviews applications:
 - **Before November 7:** Nominations Committee conduct any interviews.
 - *Nominations Committee reserves the right to hold interviews.
 - **November 7:** Nominations Committee finalizes Governing Board slate.
- **November 24:** Nominees presented to the Wake CoC Membership to vote on Governing Board slate.
- **November 25 – December 5:** Membership voting period (7 business days).
- **December 9:** Voting results shared with Nominations Committee and announced via CoC.

Vacant and Expiring Seats

Seats Vacant or Expiring in 2025 (10)

Category	Incumbent (Organization)	Term End
Housing Authority of Wake County	Vacant	N/A
Lived Experience	Derwin Willoughby	2025
Population-specific lived experience	Onia Royster (Triangle Family Services)	2025
Non-Raleigh Wake County locale	Vacant (previously Rebekah Shamberger, Town of Apex)	N/A
Non-Raleigh Wake County locale	Quentin Miles (Town of Zebulon)	2025
Philanthropic	Nicole Stewart (AJ Fletcher Foundation)	2025
Healthcare Provider	Ann Oshel (Alliance Health)	2025
Business Representative	Chad Essick (Poyner Spruill LLP)	2025
Veterans or Domestic Violence	Nicole Wilson (Durham VA Health Care System)	2025
Community Member	Vacant – new seat	N/A

Next Steps

Additional Details:

- In 2024, the Nominations Committee determined who would serve a 1 or 2-year term among their proposed slate of candidates to help the Board establish 2-year staggered terms, per the CoC Charter. This year and going forward, all nominees will serve 2-year terms.
- The Executive Committee (Chair, Vice Chair, Treasurer, and Secretary) officer seats will be elected by the Governing Board during their first meeting of 2026.

Application Period

- The online application form opens **tomorrow, September 23, 2025, and closes October 24, 2025.** The application will be available on the Wake CoC website.
- If you have any questions, please email erin.flynn@wake.gov

White Flag Planning

White Flag Planning

- **Status**

- The Bryant Center will serve as White Flag Operator, contract drafting underway
- Confirmed baseline shelter capacity to inform site needs
- Working to confirm site partners and staffing needs for baseline and contingency capacity

- **Committee Recommendations**

- Keep current White Flag alert threshold (35 degrees and lower) – evaluate inflow/utilization to expand the threshold
 - Budget impact of opening ~10+ more days than average
 - Based on concern for increased inflow and newly homeless
- Establish threshold for activating additional shelter sites
 - Maintain daily census check
 - HERC regular review of utilization and alert threshold

2025-2026 Shelter Capacity Needs

2025-2026 Proposed System Capacity											
	Year Round		White Flag					Totals			
Site	SSP	HT	SSP	Site A	Site B	Site C	Site D	Total YR	Total WF	Net Gain from YR	TOTAL BEDS
Men	68	0	0	90	0	50	90	68	230	162	298
Women	30	15	0	0	90	0	0	45	90	60	135
	98	15	0	90	90	50	90	113	320	222	433

- Options to balance demand and minimize alert night site changes by:
 - Keeping 2nd Street year-round posture
 - Activating 2 sites for full season and scaling additional capacity
- Maximizing budget by:
 - Volunteer support for cleaning and meals where possible
 - Detailing additional staff for intake support

Coordinated Entry System Redesign

Overview

- CE feedback during July Membership meeting across three focus areas:
 - Housing Match Prioritization
 - Virtual Access Hub
 - Access Sites

Housing Match

Summary of Feedback	Action Items
<ul style="list-style-type: none">• Clarify prioritization criteria especially around:<ul style="list-style-type: none">• disability status and age groups.• vulnerable populations like veterans with children, young adults, and families with minors.• Replace VI-SPDAT with a more effective, needs-based assessment tool tailored to diverse housing pathways.• Remove barriers and clarify eligibility for available programs.• Focus on accessibility and inclusivity, considering physical disabilities, mental health service engagement, and immigration status.	<ul style="list-style-type: none">• Phase out VI-SPDAT• Develop program quick reference guide• Update prioritization criteria

Virtual Access Hub

Summary of Feedback	Action Items
<ul style="list-style-type: none">• Support for Virtual Option:<ul style="list-style-type: none">• young adults, elderly, non-English speakers• those without transportation• employed individuals.• Recommendations:<ul style="list-style-type: none">• Extend service hours and ensure clients can speak directly with staff for better support and understanding.• Staff should be prepared to assist newcomers to the system/community and be trained in specialized customer service.• Ensure provider notes are up to date, maintain collaboration, and address unique shelter entry needs (e.g., single men with children).	<ul style="list-style-type: none">• Develop call center design proposal, including: triage, diversion and referral process, HMIS workflow and visibility, communications approach

Access Sites

Summary of Feedback	Action Items
<ul style="list-style-type: none"> • Customer Service & Accessibility: Language access is essential, clear process for those not in person, respond rapidly. <ul style="list-style-type: none"> • Use Medicaid welcome rooms and housing specialists; allow flexible “pop-up” service hours for providers. • Service Delivery & Resources: Address urgent needs promptly and ensure staff are knowledgeable about all available programs. <ul style="list-style-type: none"> • Improve consistency in response times and clearly communicate referral process, including any reasons for service denials. • Continuous Improvement: Implement internal reviews of CE and partner services using anonymous surveys for staff and clients. 	<ul style="list-style-type: none"> • Develop comprehensive CE system performance and evaluation criteria • Develop job aids to support client and staff

Summary

1. Crisis (Shelter) Referral part of CE (Virtual Hub)
2. Housing referral
3. Manuals, policies, procedures

- **Next Steps:**

- CES Committee to advance work plan with adjustments based on CoC staff capacity:
 - Phase out of VI-SPDAT
 - Virtual access hub proposal
 - Communications and job aides
- Engage available TA for support as needed, especially lessons from peer CoCs

Adjourn



Next Meeting:

- **Date:** Monday, October 27 at 2:00pm
- **Location:** Raleigh Housing Authority – Community Room
 - 971 Harp Street, Raleigh, NC 27601 (Across from 900 Haynes Street entrance)
- **Tentative Agenda:**
 - To be Announced.

If you have not done so already, please sign-in!

CoC Coordination or for more info: Info@wakenc507.org