



Coordinated Entry System (CES) Committee Meeting

Wednesday, August 27

11am – 12n

Microsoft Teams

AGENDA

- Committee Governance
- CE Matching Update
- Follow Up from CE System Redesign Discussion (July Membership)



Committee Governance

- CES Committee Chair, Rebekah Shamberger has resigned from the CoC Board and CES Committee after taking on her next role with the NC Housing Finance Agency.
- Typically, CoC Chairs have been identified via self-identified interest and capacity in the leadership role.
- With the addition of CoC staff, there are less logistics to manage!
 - We take on calendar appts, member communications and meeting prep!
 - Chair focus on: agenda setting and work plan advancement, facilitating discussion, etc.

CE Matching & Case Conferencing Updates

Review of August Matches:

- **RRH Matches-**
 - Families Together: 10
- **PSH Matches-**
 - New Bern Crossing: 16/40
 - Wake CoC: 11
 - Women Center: 2
 - Triangle Family Services: 1

Updates:

New Bern Crossing leasing team to visit Singles Case Conference and answer FAQs about the property and lease up.

Shelter & System Updates

- Drop In Shelter Capacity
 - As of 08/25, incremental reduction in Drop In Shelter beds at Healing Transitions Women's Center from ~73 to 15 by mid-September. CE bed capacity of 25 remains the same.
 - As of 08/13 men's overflow at Healing Transitions suspended.
- Look out for email confirming status of entry and referral process for Emergency and Drop In Shelters.
 - Please share with frontline staff to ensure proper communications!
 - Goal: provide referrals and warm handoff on the spot to improve client experience and reduce unnecessary travel!

Feedback on CE Matching & Case Conf. Updates

N/A

Agency & Partner Updates

Notes & Feedback

- ESG Office Notification of unclaimed RUSH funding, \$450k. Opening to everyone!
 - CoC to send out email communication to share!
 - Creative ways to identify need regionally?
- **Highlights/Celebrations**
 - Wake County Veteran set aside RAHP are fully matched!
 - Women's Center PSH leasing up 4 people today and 1 person next week!

CE Strategy Session @ July Membership

- Asked for feedback, questions, etc. across three focus areas:
 - Housing Match Prioritization
 - Virtual Access Hub
 - Access Sites
- Reviewed CES CMTE Recommendation:
 - Set target allocations for non-specified resources like Wake PSH, RHA HCVP, TFS RRH, etc.
 - General breakdown →

Housing Match

Prompt:

- Right now, PSH & RRH
Prioritization is very similar
(chronic status).
- Do you think matching
prioritization should change?
- What items should definitely be
included in our prioritization tool?

Category	Feedback
Population/Status	<ul style="list-style-type: none">• Veterans (with children)• Disability Status – “confusing”• Young adults – “may not have ‘years’ but also have less support and resources”• Single adults –<ul style="list-style-type: none">• “ensure not overlooked”,• breakout by 18 – 24, 25+ and 50+• 55+ and 62+• Family with minors
Prioritization Criteria	<ul style="list-style-type: none">• Stick to specific "requirements" for each (i.e. PSH = mental/physical disability• disability is confusing, may not qualify for PSH with certain disabilities
Assessment & Prioritization Tool	<ul style="list-style-type: none">• New tool for needs to replace VI-SPDAT
Other	<ul style="list-style-type: none">• Remove how someone pays for a hotel as a barrier to funds or rehousing• Individuals with varying citizenship and immigration status• Accessible housing for disabled community - wheelchair, deaf, blind, etc.• Are they receiving M/H services

Housing Match Prioritization



- Rough cut analysis on recent BNL May – July 2025.
- Older Adults:
 - 30% of all singles (25+) are 55+
 - 39% of chronic single adults (25+) are 55+
- Chronically Homeless:
 - Average of 22% chronic across subpopulations, but 25% amongst single adult HHs/HHs with no minor children emphasizes need for more
 - Significant data quality impacts – active status, chronic status (12% unknown/missing chronic status)

<i>recent 90-day BNL</i>	Chronic	Not Chronic	Unconfirmed	Total
Single Adults (25+)	372 (25%)	950 (64%)	160 (11%)	1482 (72%)
<i>Older Adults (55+)</i> <i>Subset of Total Single Adults above</i>	<i>146 (39% of single adults)</i>	<i>252 (26%)</i>	<i>56 (35%)</i>	<i>454 (30% of single adults)</i>
Young Adults (18-24)	18 (12%)	114 (77%)	17 (11%)	149 (7%)
Families	37 (11%)	249 (76%)	43 (13%)	329 (16%)
Veterans	30 (33%)	44 (48%)	18 (20%)	92 (4%)
<i>Total across pops.</i>	457 (22%)	1,357 (66%)	238 (12%)	2052

Rough cut by Location:

- 401 (18%) engaged by street outreach, assumed unsheltered
- 726 (32%) sheltered
- 487 (21%) day services/shelter
- 622 (28%) SSO, CE, RRH, Safe Haven

Virtual Access Hub

Prompt:

- What roles do you see the Access Hub Solving for?
 - Potential barriers to solve for?
 - What went right with previous call center?
 - What were opportunities to improve previous call center?

Category	Feedback
Barriers	<ul style="list-style-type: none"> • Resource availability • Timeline/Available hours
Logistics, Recommendations & Opportunities	<ul style="list-style-type: none"> • Young adult specific access – verification of homelessness • Client understanding of process (young/elderly) • Language access • Longer hours can help improve services/request to increase hours • Ability to speak with staff • Prepared to support people new to system and/or community • Specialized in customer services • Updates: ensures notes are current from providers
Support for Call Center Model	<ul style="list-style-type: none"> • Call center produces more access especially for employed • Access for people of all levels of education • Access for those without transportation • Very reliable service in past • Great collaboration
Other	<ul style="list-style-type: none"> • <i>Single men w/ children – has to do with shelter entry?</i>

Access Sites

Prompt:

- What are the minimum requirements you expect from our CE Access Sites?

Category	Feedback
Customer Service & Accessibility	<ul style="list-style-type: none"> • Treated respectfully and with kindness • Language access (x3) • Accessible for people w/o transportation • Responsive, respectful, resourceful • If not in the right place, warm handoff/connect further • Basic script to explain process and how to follow-up • Extend access/CE hours to include evenings and weekend times • <i>Rapid response within 24 hours, Minimum 48 hours for in-person evaluation</i>
Services, Resources, & Partnerships	<ul style="list-style-type: none"> • Medicaid welcome rooms and use Medicaid Housing Specialists • Urgent needs addressed promptly • Utilize an access point site that allows service providers to have "pop up" hours without have to be at their permanent site • Knowledge of all programs available • Understanding process once referral is created • Demographics captured, contact #'s email, length of time homeless
Challenges & Recommendations	<ul style="list-style-type: none"> • Lack of consistency in response time through CE. Need to inform guests why they are denied RRH or eviction prevention funding • Create an internal system review of CE process + partner service delivery (survey staff, survey recipients, send anonymous)

CE Committee Discussion Notes

- Need for RRH and other TBRA options, including shallow subsidy
- Recommendation to look at breakdown of ages by location type in BNL – i.e. # of people aged 62+ who are unsheltered
- Flag to engage NC-506 New Hanover/Wilmington on their approach to prioritizing aging population
- Eviction prevention/general rental assistance needs to be redirected from access sites/call line
- How do we envision office hours/pop ups at access sites or day centers? Is that for access hub staff only or other street outreach referrals, etc.?

Adjourn



Next Meeting:

September 24th at 11am
via Teams

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

With new CoC staff on board!!