Wake County CoC Governance Board
Pre-Meeting Packet

May 27, 2021

Contents

Section I. Consent Agenda

Consent agenda items are voted on as a package. Any Board Member may request to move an item off the consent agenda to be more thoroughly considered. Any such items will be discussed as a regular agenda item at the next Board Meeting.

The following will be voted on at the May 27, 2021 CoC Governance Board meeting:

April 22, 2021 Governance Board Minutes

Available in appendix A.

Reconsideration of April 7, 2020 vote on 2020 Anti-Discrimination Policy

Partnership and CoC MOU

The CoC Governance Board voted to approve the MOU between NC-507 and The Raleigh Wake Partnership to End and Prevent Homelessness during the April Board meeting. However, an error was found regarding inconsistencies in the Raleigh Wake Partnership to End and Prevent Homelessness' legal name throughout the document. This was corrected to be consistent with the legal name throughout the entire document.

Section 3. Term, Sect B, sub-section a. The first sentence was re-worded for clarity, but the essence of the meaning is the same.

Available in the appendix B.

Standing Agenda items

CoC Board Chair and Vice chair have requested a period of public comment to be added to the beginning of each meeting. Starting in the June Board meeting, there will be a process for public comments added to the agenda.

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Section II. Board Meeting Supporting Materials

CoC Membership Meeting
May 10, 2021

The Wake CoC Membership participated in a discussion around defining community wide outcomes and performance targets based on weaknesses in the 2019 CoC Collaborative Application. HUD funding is competitive, thus the importance to align goals and improve outcomes in the future to receive more funding. The outcomes discussed are based on System Performance Measures (SPMs) that scored 60% or below the amount of possible points in the 2019 CoC Collaborative Application. The three SPMs are recommended by the CoC Membership to the CoC Governance Board to prioritize. This recommendation will be brought to the CoC Board May 27, 2021 for approval.

SPM	Points scored/ Points Possible	Percent of points awarded
Length of Time Homeless	8/14	57%
Returns to Homelessness	4/8	50%
Job Income and Growth	8/15	53%

CoC Membership Meeting Minutes are available in the Appendix C.

CoC Governance Committee: Membership

The Wake CoC Membership Committee is a small committee of the Governance Board with the following responsibilities:

- Create recruitment activities to engage diverse stakeholders in the CoC.
- Recruit for participation and membership on the CoC committees and CoC Governing Board.
- Develop qualifications deemed necessary for membership in CoC entities in collaboration with the CoC Governing Board.

Per the Governance Charter, the CoC Governance Board Vice -Chair, Denis Elliott, will serve as the Membership Committee Chair. The CoC Governance Board will vote to approve a slate of Membership Committee members at the May 27, 2021 Board meeting. The following people have expressed interest in serving on the Membership committee:

- Kelsey Mosley
- Natalie Mabon
- Rick Miller-Harraway
- Jackie Craig

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Encampments

During the April 22, 2021 Board Meeting, the CoC Governance Board approved a CoC Workgroup to be formed to make recommendations to the CoC Governance Board for response. ABT Associates, Wake CoC's HUD Technical Assistance provider, released a report on April 5, 2021 *City Approaches, Strategies and Costs of Responding to Homeless Encampments.* This report lays out the findings of a study of four cities' responses and associated costs with those approaches.

Read the report here.

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Emergency Housing Vouchers

Raleigh Housing Authority has been allocated 138 emergency housing vouchers (EHVs). These are to assist individuals and families who are experiencing homelessness. Wake CoC's HUD Technical Assistance provider has been working with Raleigh Housing Authority and CoC staff to discuss the steps Wake CoC and Raleigh Housing Authority will need to take to ensure a successful use of these vouchers. HUD provided an official notice on May 5, 2021 that includes a template for a MOU between the Public Housing Authority and the CoC.

The official HUD notice can be found here.

A MOU draft is available in the Appendix D.

Letter of Support: Family Unification Program Vouchers

Through the Foster Youth to Independence (FYI) initiative HUD will provide Housing Choice Vouchers (HCVs) for youth eligible under the Family Unification Program (FUP). The Hope Center at Pullen, Wake County Human Services and the Housing Authority of the County of Wake are seeking a letter of support of their application to apply for FUP vouchers.

The official HUD notice can be found here .

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Section III. Appendix

Minutes: Wake CoC Board Meeting
April 22, 2021

Wake CoC Governance Board Meeting
April 22, 2021

Grounding activity – moment of silence.

Board Members Present: Allison Strickland, Ann Oshel, Barkley Sample, David Harris, Decorba White, Denis Elliott, Edward Barberio, John Niffenegger, Kathy Johnson, Lamont Taylor, Marni Cahill, Nicole Wilson, Priscilla Batts, Sharon Bond, Wendy Clark

Board Members Absent: Chandra Hyacinth, Janine Saunders, Katie Gonzalez, Kelsey Mosley, Mary Mosley , Melody Battle, Michelle Mozingo, Natalie Mabon

Raleigh Wake Partership Staff Present: Kim Crawford, Jasmin Volkel, Jenn Von Egidy, LaToya Turner, Markiesha Thompson

Interested Parties Present: Whitney Patterson, Thuan Huynh, Alice Lutz, David Breen, Lisa Rowe, Danielle Butler, Seaira Green, LaToya Turner, Jennifer Jackson, Carissa Boram, Vanessa Kopp, Paige Felton

Approval of March Minutes

Staff solicited questions or comments. None expressed.

- Motion to approve March minutes. None opposed, all in favor.
- A motion was made to approve the minutes [Mosley, White]. All in favor, none opposed. The motion passed by unanimous consent.

Open Business

Board Officer Elections

Board Chair: Marni Cahill is approved for Board Chair position
Board Chair Duties

- Preside at Board meetings
- Preside at Membership meetings
- Develop agendas together with Collaborative Applicant
- Speak on behalf of CoC
- Sign CoC written communications

Vice Chair: Denis Elliott is approved for Vice Chair position.

- Fulfill functions of the Chair when Chair is unavailable
- Serve as Chair of the Membership/Nominating Committee of the CoC.

Discussion: Marni Cahill will be facilitating Board meetings in collaboration with the Partnership staff.

Motion: A motion was made to approve Marni Cahill to be Board Chair and Denis Elliot as Vice Chair for the CoC Board [Decorba White and seconded]. All in favor, none opposed. The motion passed by unanimous consent.

MOU Work Group:

Discussion from Whitney Patterson presentation for the MOU work group on deliverables and activities to hold the Partnership accountable as the CoC for the community. The Memorandum of Understanding between the CoC and Raleigh Wake Partnership to End Homelessness. There will be a 5-year agreement with the Collaborative Applicant and HMIS Lead. The Partnership will give 1 year notice if they decided to terminate the agreement and open up to other applicants. The MOU adds language about how to hold the Partnership accountable annually. Want to make sure Partnership is getting feedback for HMIS users and CoC members and stakeholders through an annual survey highlighting exemplary performance and areas of improvement. The idea is after approval, after the NOFA is completed, the MOU template can be discussed.

- Jenn Von Egidy suggested the MOU members vote

Motion: Denis Elliot made a motion to approve MOU. All in favor, none opposed.

Next steps: The MOU will be presented to the Partnership to be executed. Marni Cahill will be signing the MOU.

Committees

The CoC Membership Meetings are proposed to change the format of the membership meeting to prevent meeting fatigue. No longer doing a Monday or Thursday call and proposing a new schedule workflow. CoC Board meetings are proposed to move to the second Monday of each month, with much longer meetings. They will focus on CoC level information. The agenda would include system level data, updates from the Board and CoC, and feedback on CoC priorities. For updates, we propose the Wake CoC website will have a simple form the agencies and community partners can submit their updates. It will be put out monthly, or 3 to 4 times a month.

CoC Staff solicited comments. No comments or questions expressed.

New Business

HMIS Updates

Jasmine Vokel presented on HMIS updates. HMIS staff is Chloe Pearson and Eric Doll. There are two HMIS staff on the team at the Partnership. HMIS is responsible for sending federal reports to HUD, and assisting providers with HMIS, and system performance measures. The HMIS team is currently working on PIT/HIC count. System Performance Measures tracks Length of Time Homeless, Return to Homelessness, and Earned Income growth for stayers, Earned income growth for leavers, and total income growth for leavers. David Elliot poses a question about the impact covid has on the CoC System Performance measures numbers and to be cautious about making changes without knowing the impact. The HMIS team is working to reach deadline to submit HUD information and move on to supporting the NOFA. Dennis suggests that be looked at before decisions are made.

- Decorba White posed a question about how long the numbers have been declining
- Jenn Von Egidy states there are only a few point where the data trend lowers
- Nicole Wilson posed a question about the benchmark for… and if the HMIS data measured for the whole community and if the data quality effects that measure.
- Marni Cahill poses a question about the length of time measurement for unsheltered people
- Jenn Von Egidy states HUD has discussed measuring street outreach in the future, but it is not included at this time.
- Jasmin Volkel states the System Performance Measurements video can be sent out.
- Jasmin Volkel discusses measure 1a: length of time persons homeless, 1b: length of time homeless from self-report data, return to homelessness, and earned income growth for stayers and leavers part of CoC project
- Jenn Von Egidy we want to have discussion about the three system performance measures to get feedback about how to create performance standards. We will elaborate on the three measures at the CoC Membership meeting in May.

CoC Website Updates: CoC staff provided and overview of changes to the CoC website.

- What is Continuum of Care?
- Membership Page
- CoC Governance Board Page
- Funding Pages for NOFA and ESG
- Calendar of Events
- CoC Digest Form
- Data Page
- Governance Documents:
- Governance Charter
- Written Standards
- Policies and Procedures
- Conflict of Interest

- A picture of Board Members was taken to be added to the website and the CoC website is being updated. We are continuing to build out the website for the community, funders, and Board members. The application to become a CoC Board member is on the website. The CoC Governance Board will have its own page as well. The Board meetings and the CoC Digest submission form will be on a web page. There will be a data page on system performance measures.

NOFA Planning:
FY2020 Allocation: 3.7 million to RRH or PSH projects

- CoC Eligible Projects: supportive services only-coordinated entry, HMIS, Rapid Rehousing, Permanent Supportive Housing, Domestic Violence Bonus Projects
- The 2021 NOFA has not been released yet. The Partnership receives a planning grant as the Collaborative Applicant. THE GIW should be coming out imminently. The Partnership needs to call out for new CoC members, that is done at least annually. We will do that in May.
- Establishing annual performance reviews with ABT Associates providing HUD Technical Assistance.
- Conducting the preliminary gaps analysis
- Developing intent to apply process and intent to renew process

Encampments
John Niffenegger brought up the increase in publicity concerning the encampments growing around the county. He proposes the CoC and the Committee creates a response policy for homeless encampments and next steps.
- Wendy Clark says the Raleigh Police Department is looking at how to address encampments as well and suggests discussing strategy or procedures.
- John Niffenegger asks what is best practice moving forward.
- Jasmine Volkel adds there is a monthly street outreach meeting that happens now. It is not a formal committee but might be a good place to start.
- Kathryn Johnson asked the question if there are CDC recommendations outside of the pandemic.
- Whitney Patterson points to the ABT Associate's article "The Cost of Encampments" looked into how much it would be to house versus clearing and relocating encampments.

- Kim Crawford added The Partnership has those reports, have already shared with the City of Raleigh, and will make them available to anyone who wants to see them.
- Marni Cahill suggests the best way is the house them is to house first and part of the response can be homelessness education to get the general public involved to get them working towards a solution
- Ann Oshel brings up that some people in Durham did not want housing and they were creative in engaging them in having the conversations about housing.
- Whitney Patterson suggests the questions is asked why they may not be interested in housing to see what is stopping them and it can get to the root of what is critical for them.
- Jenn Von Egidy suggests this conversation can be had in the Membership meeting in May.
- David Harris suggests the encampments speaks to a gap in the community and a need in the community for more specialization in that area. The Street Outreach meetings have been going in this direction as experts with boots on the ground. It is important to focus on the homeless that are living outdoors.
- A motion was made to create a workgroup to make recommendations to the CoC on encampment response. [Strickland, Johnson]. All in favor, none opposed. The motion passed by unanimous consent.

Next Meeting: CoC Membership Meeting, Monday May 10th, 2021 2-3:30pm.

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Appendix B

MOU: Wake Continuum of Care (NC-507) and Raleigh Wake Partnership to End and Prevent Homelessness
Revised May 21, 2021

Wake Continuum of Care
Collaborative Applicant and HMIS Lead Memorandum of Understanding

1. Introduction

The Wake Continuum of Care (CoC) plans, develops, and implements comprehensive and coordinated strategies across funding sources and systems to address homelessness within Wake County.

The Governing Board is the policy-setting and decision-making body for the CoC, which is responsible to the CoC membership to fulfill its HUD-defined responsibilities. The board is responsible for overseeing the planning, coordination of resources, and evaluation of results for the community. The CoC Governing Board will develop a process to select and approve a Collaborative Applicant for a five-year term with the understanding that a Collaborative Applicant may be selected more frequently if there are performance concerns. The Governing Board, through its Data Advisory Committee, is responsible for guiding the CoC's selection of an HMIS Lead Agency. The Data Advisory Committee will develop a process to select and approve a new HMIS Lead, as applicable, given the CoC's participation in a multi-jurisdiction HMIS.

2. Purpose

This MOU sets forth the terms, conditions, and expectations the Wake County Continuum of Care (CoC) NC 507 has for the Raleigh Wake Partnership to End and Prevent Homelessness (The Partnership) in the performance of its duties and responsibilities as the Collaborative Applicant and HMIS Lead.

3. Terms

a. The parties acknowledge that this MOU authorizes the Collaborative Applicant to enter into Planning Grants with HUD during the term of the MOU. The parties acknowledge this MOU authorizes the HMIS Lead to enter into HMIS grants with HUD during the term of the MOU.

b. This MOU shall commence on the date of April 22, 2021 and shall continue for five (5) years until April 21, 2026 unless this MOU is terminated sooner as permitted under this MOU.

   a. One year prior to the MOU expiration date, the Governing Board must provide written notice to the existing Collaborative Applicant and HMIS Lead if it elects to conduct a competitive process to determine the next Collaborative Applicant and/or HMIS Lead. If the Board fails to provide such written notice, then the term of this MOU will be automatically extended for an additional five (5) year period.

   b. If the Governing Board through its oversight process determines that the Collaborative Applicant and HMIS Lead has not satisfactorily corrected material performance deficiencies under a written corrective action plan within the specified timelines, the Board may terminate this MOU with written notice to the Collaborative Applicant and HMIS Lead.

   c. Should this MOU be terminated before the expiration date by the Governing Board, the Collaborative Applicant and HMIS Lead will be allowed to fulfill its obligations under its existing Planning Grant and HMIS grants. The MOU termination date will coincide with the expiration date of the Planning Grant occurring immediately following the date of notice of termination.

   d. The Collaborative Applicant and HMIS Lead may terminate this MOU for any reason by giving the Board one (1) year prior written notice. In this case, the termination date will coincide with the expiration of the Planning Grant and HMIS grants occurring immediately following the date of the notice plus one year.

   e. Upon termination for any reason, the Collaborative Applicant and HMIS Lead will participate in an expedient and professional transition of knowledge, documents, grants and all other relevant information (even if not identified by name in this document) to the successor entity. This transition will also include a formal training period, term of which will be negotiated by the parties involved, to facilitate the successful transfer of information with the minimal disruption to the CoC.

4. Modifications and Other Provisions

a. Modifications. Either party may request modifications to this MOU. Any changes, modifications, revisions, or amendments to this MOU which are mutually agreed upon by and between the parties to this MOU shall be incorporated by written instrument, and effective when executed and signed by all parties to this MOU.

b. Compliance with Applicable Laws. The parties shall at all times comply with all applicable laws, federal, and state, county, municipal statues, ordinances, and regulations relating to this MOU or which may affect the performance of this MOU.

c. Indemnification. Each party shall be responsible for and indemnify, defend, and hold harmless the other party, from and against any third party claims arising out of or in connection with (a) the negligent acts or omissions of its respective officers, agents, directors, and employees to the extent allowable by law; and (b) its breach or alleged breach of this MOU.

d. Liability. No officer, member, official, or agent of the CoC or the Collaborative Applicant and HMIS Lead shall be personally liable in connection with this MOU.

5. *Collaborative Applicant Major Deliverables & Activities*

The Governing Board will notify the Collaborative Applicant in writing of any performance deficiencies and will work with the organization to develop corrective action plans with timelines to correct such deficiencies.

The Collaborative Applicant staff will assume responsibilities of the Collaborative Applicant under the CoC Program interim rule and any other CoC or Coordinated Access Rules and Notices including the following major deliverables and activities:

a. Propose revisions to the 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 Wake CoC Governing Board members and any person acting on behalf of the Wake CoC Governing Board.

b. In consultation with recipients of Emergency Solutions Grant (ESG) funds within the CoC's geographic area, establish and operate either a centralized or Coordinated Access system that provides an initial, comprehensive assessment to ensure prioritization and matching of the needs of individuals and families to housing and services.

c. In consultation with recipients of ESG funds within the CoC, draft written standards for the CoC Governing Board approval and providing for CoC assistance.

d. Monitor the performance of CoC and ESG recipients and sub-recipients.

e. Report the outcomes of ESG and CoC projects to HUD and the CoC Governing Board, at least annually.

f. Facilitate on-going coordination among CoC components.

g. Strategize to maximize efficiency in service provision.

h. Coordinate training of staff implementing CoC projects.

i. Identify best practices to implement in the CoC and educate CoC member agencies about best practices.

j. Share information with the CoC Governing Board to facilitate effective leadership of the CoC.

k. Coordinate the implementation of a housing and service system within the CoC's geographic area that meets the needs of homeless individuals and families. At a minimum, such a system encompasses the following:

   - Outreach, engagement, and assessment
   - Shelter, housing, and supportive services
   - Prevention strategies

l. Plan for and conduct, at least annually, a point-in-time count of homeless persons within the CoC geographic area that meets HUD requirements, including a housing inventory of shelters, transitional housing, and permanent housing reserved for homeless persons, in general, and chronically homeless persons and veterans, specifically, as HUD requires.

m. Conduct an annual gaps analysis of the needs of homeless people, as compared to available housing and services within the CoC geographic area.

n. Provide the information required to complete the Consolidated Plan(s) within the CoC geographic area.

o. Consult with State and local government ESG recipients within the CoC geographic area on the plan for allocating ESG funds and reporting on and evaluating the performance of ESG recipients and sub-recipients

p. Develop a proposed plan for the Wake CoC Governing Board regarding public education on homelessness, advocacy at the state or local level related to housing and homelessness, and policy recommendations to state or local governments in the CoC region.

q. Design, operate and follow a collaborative process for the development of a CoC application to HUD.

r. Submit the final application in response to the CoC Notice of Funding Availability (NOFA).
s. On behalf of the Governing Board, holding meetings of the full CoC membership, with published agendas at least semiannually.
t. Staffing CoC committees and workgroups, including preparation of agendas and minutes, meeting materials and communications, maintaining records, and distribution lists.
u. Assisting the CoC, through its committees and workgroups, to develop performance targets and evaluate performance.

In addition to the activities named above from the Charter, this MOU assigns the following responsibilities to the Collaborative Applicant:

CoC Communications. The Collaborative Applicant will carry out necessary activities related to facilitating communication on behalf of the CoC. Components of this work will generally include:

a. Maintain a contact list of all Wake County CoC members.
b. Maintain a dedicated website for the CoC and ensure it is readily accessible to the CoC, Governing Board and Committee Leadership, and the general public.
c. Distribute a CoC-focused newsletter once a month.
d. Develop and distribute an invitation for new members to join the CoC at least annually.
e. Draft and send letters of support for agencies upon request, following a protocol approved by the Governing Board.
f. Draft and send communications on behalf of the CoC at the request of the CoC Board or any of its committees.

Annual Planning. On an annual basis, the Governing Board will work with the Collaborative Applicant to develop strategic goals for the Collaborative Applicant's mandatory activities listed above and include it in an annual work plan.

Accountability. At minimum of annually, the Collaborative Applicant will meet with the Governing Board and submit a report per the template approved by the Governing Board. The Collaborative Applicant will work with the Governing Board to survey constituents throughout the CoC to identify areas of exemplary Collaborative Applicant performance as well as areas that require improvement of the Collaborative Applicant. The Governing Board can request that the Collaborative Applicant receive technical assistance to address any areas requiring improvement.

6. *HMIS Lead Major Deliverables and Activities*
The Governing Board, through consultation with the Data Advisory Committee, will notify the HMIS Lead in writing of any performance deficiencies and will work with the organization to develop corrective action plans with timelines to correct such deficiencies.

The HMIS Lead staff will assume responsibilities of the HMIS Lead under the CoC Program interim rule and any other HMIS Rules and Notices and including the following major deliverables and activities:

The Wake CoC is part of a multi-CoC HMIS implementation in North Carolina which has contracted with the Michigan Coalition Against Homelessness to carry out a significant portion of the HMIS Lead responsibilities. The multi-CoC implementation has a North Carolina HMIS Governance Committee which includes representation from the member CoCs, including Wake County.

The Raleigh Wake Partnership to End and Prevent Homelessness serves as the local System Administrator for the HMIS in the Wake County CoC and currently represents the CoC on the NC HMIS Governance Committee.

The HMIS Lead and the local System Administrator:

a. Ensure that projects are meeting national data quality objectives
b. Ensure that the CoC has an HMIS data privacy plan, security plan, and data quality plan
c. Document compliance project rules and record requirements
d. Ensure that the HMIS is administered in compliance with HUD requirements
e. Ensure consistent participation by CoC and ESG recipients in HMIS
f. Ensure that the CoC has a successful and operational HMIS
g. Coordinate efforts to encourage non-HUD funded projects to participate

Annual Planning: On an annual basis, the Data Advisory Committee will work with the HMIS Lead to develop strategic goals for the HMIS Lead's mandatory activities listed above and include it in an annual work plan.

Accountability: At minimum of annually, the HMIS Lead will meet with the Governing Board and Data Advisory Committee and submit a report per the template approved by the Data Advisory Committee. The HMIS Lead will work with the Data Advisory Committee to survey HMIS users to identify areas of exemplary HMIS Lead performance as well as areas that require improvement of the HMIS Lead. The Governing Board can request that the HMIS Lead receive technical assistance to address any areas requiring improvement.

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Appendix C

Minutes: Wake CoC Membership Meeting
May 10, 2021

Wake County CoC Membership Meeting		
<u>MINUTES</u>	**Date:** May 10, 2021	**Time:** 2:00 – 3:30 PM EST
Topic:	Defining System and Program Outcomes Targets	
Location:	https://abtassociates.webex.com/abtassociates/j.php?MTID=m12ca14e3f8529c88a404ad95e478ce73	
Facilitator:	Marni Cahil, CoC Board Chair	
Note taker:	Crystal Folmar, RWPEH	

	Agenda
1	Welcome and today's topics • Are you a CoC Member? Marni Cahill presents themselves as the Board Chair of Wake County's CoC and explains the purpose, role, and duties of a CoC • Whitney Patterson is introduced and presents today's meeting topic as Defining Outcomes and Targets. Its explained that this is necessary as a HUD requirement and that these outcomes are scored in the CoC Program NOFA, continuing to explain it also aid to identify areas in need of improvement and develop strategies to do so, and finally it's useful when rating and ranking priorities for projects that request funding
2	System Performance Map • A system Performance Map is displayed and explained by Whitney and Jasmin

	- It is first clarified that two groups are not included in the data for the map: those that were unsheltered during the entire year and DV victims (which are excluded from the database). - Some key findings to the data presented on the map: Only 6% went from being unsheltered to a RRH project and 2% from being unsheltered to a PSH project. The vast majority of people are served through ES first. For those that are in ES projects, 83% were not connected with neither a RRH nor PSH program. Lastly, 1,890 households remained in homelessness, demonstrating a lack of necessary housing resources in the system. - In summary, our system does not appear to have the necessary resources for people to exit homelessness or to prioritize housing as a human right - It is explained that this data comes from HMIS, highlighting the importance to enter accurate information into the database.
3	Wake County is Under-Resourced Compared to Comparable Sized CoCs - Whitney goes on to explain that Wake County's CoC is under-resourced in comparison with many other comparable CoCs. A chart is displayed with PIT counts for nearly 30 CoCs across the US with PIT counts similar to those in Wake County (974) in 2020 and a large difference in financial resources is observed. - The median 2020 GIW of these CoCs is about 6million and Wake County received 3.3 million. - A comparison is drawn between Wake County's CoC and Fairfield County's CoC in Connecticut, a suburb of NYC. Both counties have similar population sizes, 2020 1-bedroom FMRs, cost of living, but Fairfield received 13.2 million for their 2020 CoC Award in contrast with Wake County's 3.3million award - It is explained that the amount of money awarded to each CoC is based on outcomes reported each year, there are also bonus programs offered in each NOFA and Wake County's application last year for the bonus was not funded. - Some data differences highlighted: Between 2012 and 2020, Fairfield's funding grew by 62% and Wake County's grew by 27%. In 2012, Wake's PIT count was 1,116 and Fairfield's was 902; in 2020 Wake's PIT Count is 974 and Fairfield's 697. Fairfield placed great emphasis on ending chronic homelessness and say a significant decrease in their numbers of chronic homelessness while Wake experienced a 6% increase. - It is noted that these two counties are not perfect comparisons as Wake County also experienced overall population growth of 23% during this time.
2	Defining Outcomes and Targets - Jasmin begins to lead a dialogue on what the CoC should focus on to improve outcomes in the future. It is explained that the community's scores from the most recent year, 2019 were assessed along with historical date to identify which areas Wake has historically scored lower (compared to the national average), which CoC-funded projects have disparities in performance. Jasmin elaborates that this is the beginning of a conversation about system and project performance and the focus is housing projects considering the upcoming NOFA. Other system components (outreach, shelter, CA, etc. will be incorporated in the near future) - It is stressed that HUD funding is competitive, thus the importance to align goals and improve outcomes in the future in order to receive more funding. The three outcomes focused on today and the score they received most recently by HUD are: Length of Time Homeless (8/14, 57%), Returns to Homelessness (4/8, 50%), and Job income and growth (8/15, 53%). - <u>Length of Time People Experience Homelessness:</u> A graphic is shown displaying data from 2018, 2019, and 2020, it is explained that the data was captured in the LSA and includes the number of households or individuals that spent at least one day in shelter during those years. This number is 3,714 in 2018, 3,589 in 2019, and 2,696 in 2020.

	• <u>People who Obtained Housing and then Experienced Homelessness Again:</u> Two graphics are observed that show the percent of households that returned to the homeless system within six months of exiting to a permanent destination. The first includes information for those households that exited in the first 6 months of the Current Report Period. In this case, an overall return rate of 11% is observed. The second graphic includes information for those households that exited in the 12 months prior to the current report period. In this case, an overall return rate of 16% is observed. In both instances, much higher rates of return are observed among single adults in comparison to Adult & Child or Child only households. It is reminded that all data is collected from HMIS, for this reason it is important to include accurate data for every person served with correct move-in dates. • <u>People in CoC-</u>funded Housing's Experience with Increasing and Sustaining Income: It is explained that this outcome is measure 4: Employment and Income growth for Homeless Persons in CoC Program-funded projects and six tables are displayed to understand Wake County's current score on this metric comparing the differences observed from 2019 to 2020. The first table shows data regarding the change in earned income for adult system stayers during the reporting period and -1% change is observed when measuring the percentage of adults who increased earned income. The second table shows information regarding the changes in non-employment income for adult system stayers during the reporting period and a -4% change is observed for those who increased non-employment income. The third table shows a -5% change in the percentage of adult system-stayers who increased total income. The fourth table begins to show data for adult system leavers and observes a -6% change in adults who left the system and increased earned income. The fifth table displays a -5% change of adult system leavers who increased non-employment cash income. Lastly, the sixth table displays a -10% change of adult system leavers who increased total income. --Break-Out Groups are identified and meeting participants each join one to participate--
3	Wake Data Focus: Break-out Groups • <u>Length of Time Homeless:</u> No specific targets set, a discussion takes place regarding the importance of data quality and offering ongoing HMIS training to organizations to ensure accurate data input as well as clear understanding of specific terms/definition to ensure uniform reporting across the COC (i.e. What's the definition of a temporary destination vs. a permanent destination? What is the definition of a positive outcome?). Also identified as a key to reducing length of time homeless is the importance of having open conversations among organizations about policies and processes to identify which projects or households are experiencing success and why or why not. Additionally, the limited amount of affordable housing in the area is identified as a barrier and it was suggested that the CoC must dedicate more resources to RRH for singles since they are the largest group not obtaining housing and currently most of these resources are dedicated to assist families. • <u>Returns to Homelessness:</u> A goal of a 5% reduction is determined to be reasonable, and the importance of targeting those households that exited ES or SO into PH and returned is identified. It is noted that RRH returns are much higher than the average and this intervention must be prioritized for those with high needs. It was suggested that support could be expanded for those households that self-exit in the form of providing assistance to those who wish to self-resolve that includes a follow up process with after care supports. Targeted prevention is another intervention discussed since it is observed that people seeking prevention funds that have previously experienced homelessness are more likely to experience homelessness again, targeted prevention

		funding for this population could be useful. The group also discusses the importance of addressing co-morbidities and supporting the household to access employment and income benefits, making sure they are connected to main-stream resources as well as SOAR case workers.
		• Increasing and Sustaining Income: A goal is set for 80% and both short-term and long-term solutions are discussed. Short-term solutions identified include immediately connecting clients to benefits and other resources that can increase their income, i.e. most clients should be applying for SNAP as soon as they enter a program. Long-term solutions include connections to SOAR, SSDI/SSI, employment and work-force development opportunities. Finally, the need to coordinate on a system-wide level is stressed; if one provider has a connection to a job force development resource, efforts should be made to make this resource available CoC-wide to all people experiencing homelessness.
4		Wrap up & Next Steps • Thanks to everyone for their participation in today's conversation, moving forward this information will be included in a cohesive document that will be presented to the governance board so strategies may be implemented in order to achieve outlined goals. Again, today's conversation topics were prioritized due to the upcoming NOFA, within the CoC committees these goals will be discussed, and action steps identified.
6		Meetings & Announcements: • CoC Digest: En lieu of the space provided on the previous 2pm CoC check-in calls to make announcements, please submit your event, announcement, or job posting in this form as Jenn will send updates to all CoC members as a digest: https://wakecoc.org/wake-coc-digest-submittal/ • CoC Governance Board Meetings are open to the public and held the 4th Thursday of each month 5:30-6:45 pm. The link to join these virtual meetings can be found on the Partnership Calendar at: https://partnershipwake.org/calendar/ • The next CoC Membership meeting will take place Monday, June 14, 2021 5:30 – 6:45pm • Gratitude to: Marni for facilitating the meeting, Whitney and Twan for additional facilitation, Jasmin for data analysis and explanation, all members who attended and participated

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Meeting Chat Messages (main session):

from Whitney Patterson to everyone: 2:01 PM

Welcome, everyone! We'll just give people a few more minutes to join. In the meantime, please feel free to put any questions you have about the system map in the chat :)

from Whitney Patterson to everyone: 2:03 PM

https://wakecoc.org

from Rick Miller-Haraway to everyone: 2:12 PM

You said that unsheltered people for the entire year are not shown in the stats. Are we tracking the unsheltered people served at Oak City Cares?

from Jasmin Volkel to everyone: 2:13 PM

Yes - that information is in HMIS but doesn't pull into this system map generated by HUD

from Rick Miller-Haraway to everyone: 2:16 PM

Why are we getting so much less than the median award?

from Rick Miller-Haraway to everyone: 2:17 PM

Are we able to ask for more than we are asking for?

from Decorba White to everyone: 2:18 PM

I think we have to earn it through outcomes

from Rick Miller-Haraway to everyone: 2:20 PM

Isn't it hard to earn it thru outcomes when you don't have the funding to get better outcomes.

from MARNI CAHILL to everyone: 2:21 PM

Exactly! That's why we all have to work together to achieve outcomes. That's the way to get more funding.

from Jenn to everyone: 2:25 PM

Federal goals could really drive our local strategic plans

from Decorba White to everyone: 2:26 PM

Correct Marni

from natalie mabon to everyone: 2:26 PM

In the past has the strategic plans focused on Federal goals or more specifically our community needs?

from Rick Miller-Haraway to everyone: 2:26 PM

So are you saying that the way to earn more funding is to put the vast majority of our resources to chronic homelessness? If so, how do we help those who are in episodic homelessness with decreased resources going to those services?

from Frank Baldiga to everyone: 2:27 PM

Is the PIT count that important? It's a very imprecise measurement of homelessness. Depends on alot of factors including how well we find the unsheltered in the community

from Peter Morris to everyone: 2:27 PM

faIRFILED GREW BY 4% SINCE 2010 WHILE WAKE CO GREW BY 24%

from Whitney Patterson to everyone: 2:29 PM

@Frank, PIT count is one snapshot, but most of the questions in the NOFA that Jasmin is discussing right now look at System Performanc Measures, which looks at the full year's data rather than just the PIT count snapshot

from Whitney Patterson to everyone: 2:31 PM

Meant to say, the look at chronic homelessness that I showed is a bit of an over-simplification. Chronic homelessness is just one area of what you are scored on. But, it is an example of how a very targeted approach is directly tied to your scores

from Meredith Yuckman to everyone: 2:32 PM

What about street outreach and RRH beds? We got 0 points in both of those areas.

from Whitney Patterson to everyone: 2:32 PM

Yep, so the RRH question asked if you had more RRH beds in 2019 than 2018. You got 0 points because your RRH beds didn't increase

from Rick Miller-Haraway to everyone: 2:33 PM

Do we know how much $ Fairfield requested and what percentage of their request they received? Is it possible and better to request much higher levels of our traditional funding

from Whitney Patterson to everyone: 2:33 PM

The NOFA dictates how much money you're allowed to apply for (usually as a percentage of your current allocation)

from Decorba White to everyone: 2:33 PM

All outcomes matter.

from Rick Miller-Haraway to everyone: 2:33 PM

That certainly makes it harder to increase your funding regardless of your outcomes.

from Whitney Patterson to everyone: 2:35 PM

It is for sure a challenge and not necessarily the most equitable way to allocate funds

from Decorba White to everyone: 2:35 PM

It makes sense

from lisa to everyone: 2:36 PM

Are funding sources paying for support with improving income? If not, it seems hard to score high on that or have an expectation about increased income?

from Whitney Patterson to everyone: 2:37 PM

For encouragement--in Houston, we started in a very similar situation but as a result of using the resources we did have more effectively, Houston has more than doubled their CoC allocation in 10 years and has been consistently getting all of the bonus funds they can apply for

from Beth Bordeaux she/her to everyone: 2:37 PM

I wonder if the data were stronger in data quality, would that show our outcomes more accurately - if we actually are doing slightly better than it looks like? I'm thinking of low hanging fruit.

from Engine 9 A-Shift to everyone: 2:37 PM

Could this presentation be shared to the group for future referance? We would love to use this as a referance here at the Town of Cary. -Travis Hansen

from Engine 9 A-Shift to everyone: 2:39 PM

Okay, thank you. Is there PowerPoint for quick reference?

from Decorba White to everyone: 2:41 PM

So it is basically counterproductive to do an HMIS on someone in a SUD treatment program who is not homeless?

from Kim Crawford to everyone: 2:41 PM

recording and presentation will be posted.

from Whitney Patterson to everyone: 2:41 PM

SSI/SSDI

from Rick Miller-Haraway to everyone: 2:45 PM

Are you joining length of time homeless group

from Whitney Patterson to everyone: 2:46 PM

If anyone has trouble joining, you can ask here in the chat

from Rick Miller-Haraway to everyone: 2:46 PM

It doesn't show the breakout groups in the participants in the browser

from Rick Miller-Haraway to everyone: 2:48 PM

Next time, please be prepared to include all in the breakout rooms

from Whitney Patterson to everyone: 2:51 PM

Feel free to type here which breakout group you want to join and we can try to move you over :)

from Kayla Thompson to everyone: 3:01 PM

As a reminder if you would like for me to place you manually into a breakout session, please let me know and I would be happy to do so.

from Mark Swallow to everyone: 3:04 PM

please manually assign me

from Mark Swallow to everyone: 3:05 PM

no

from Whitney Patterson to everyone: 3:25 PM

good follow up to that point: looking at your rates of "exit to unknown" and improving that data if needed

from Rick Miller-Haraway to everyone: 3:31 PM

Great comments Kim. It is good to have a CoC governing board in place and that we are looking together as a CoC at outcomes and how we can improve

Appendix D

MOU: Draft Memorandum of Understanding Wake CoC and Raleigh Housing Authority
Drafted May 21, 2021

Memorandum of Understanding

This Memorandum of Understanding (MOU) has been created and entered into on June 26, 2021.

Raleigh Housing Authority

900 Haynes Street

Raleigh, NC 27604

Wake County Continuum of Care (NC-507)
112 Cox Avenue
Raleigh, NC 27605

I. Introduction and Goals (the following elements, listed in a. – c., are required elements of theMOU):

   a. PHA and CoC's commitment to administering the EHVs in accordance with all program requirements.

   b. PHA goals and standards of success in administering the program.

   c. Identification of staff position at the PHA and CoC who will serve as the lead EHVliaisons.
   Lead HCV Liaison:

   Laura McCann, Special Assistant
   Responsibilities of the PHA EHV liaison [**Optional**].

   CoC and title of CoC staff position]

   Responsibilities of the CoC EHV liaison [**Optional**].

II. Define the populations eligible for EHV assistance to be referred by CoC.
Wake County CoC uses the Coordinated Access System By-Name List. The By-Name List report pulls in clients who are actively enrolled in a Street Outreach, Emergency Shelter, or Transitional Housing projects in HMIS. Clients are sorted and prioritized on the By Name List based on cumulative length of time homeless (largest to smallest). The clients with the longest length of time homeless are considered for Emergency Housing

Vouchers if they are not able to be matched to other existing permanent housing projects, either due to lack of vacancy or lack of eligibility criteria, such as chronicity status.

All clients on the By-Name List meet the HUD category I definition of homelessness:

I. An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

> (i) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;

> (ii) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, State, or local government programs for low-income individuals); or

> (iii) An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

Wake County CoC will conduct a gaps analysis to assess if Emergency Housing Vouchers should target a sub-population not currently getting quickly housed through the By-Name List process.

III. Services to be provided to eligible EHV families

1. List the services to be provided to assist individuals and families have success in theprogram and who will provide them.

[**The following services are listed for example purposes. **]

1. Partnering service providers will support individuals and families in completing applications and obtaining necessary supporting documentation to support referrals andapplications for assistance; while aiding households in addressing barriers (assisting individuals and families with online navigation, award letter retrievals, paystubs, ID cards.) Background checks partnership with Raleigh Police Department? Full criminal Background records.

2. Partnering service providers will support PHAs in ensuring appointment notifications to eligible individuals and families and will assist eligible households in getting to meetingswith the PHA. Briefings are virtual as of right now, can also be recorded. Paperwork can be sent to service providers ahead of time to streamline the process. Service providers trainings of the documents in case of questions.

3. CoC will verify our Release of Information process to ensure we can collect all documentation needed for the application process.

4. PHAs will establish windows of time for EHV applicants to complete intake interviewsfor EHV.

5. Partnering service providers will provide housing search assistance for eligibleindividuals and families (transportation assistance)

6. Partnering service providers will provide counseling on compliance with rental lease requirements. Guidance once a family/individual enters unit. Introduce families/individuals to unfamiliar appliances and proper usage if applicable. Assist the family/individual with any rent negotiation and/or reasonable accommodation requests.

7. Hardship waiver language

8. Partnering service providers will assess individuals and families who may require referrals for assistance on security deposits, utility hook-up fees, and utility deposits.

9. Partnering service providers will assess and refer individuals and families to benefits andsupportive services, where applicable.

IV. PHA Roles and Responsibilities

[**The following responsibilities are listed for example purposes. **]

1. Coordinate and consult with the CoC in developing the services and assistance to beoffered under the EHV services fee.

2. Accept direct referrals for eligible individuals and families through the CoC CoordinatedEntry System.

3. Commit a sufficient number of staff and necessary resources to ensure that the application, certification, and voucher issuance processes are completed in a timelymanner.

4. Commit a sufficient number of staff and resources to ensure that inspections of units are completed in a timely manner.

5. Designate a staff to serve as the lead EHV liaison.

6. Comply with the provisions of this MOU.

V. CoC Roles and Responsibilities

[**The following responsibilities are listed for example purposes. **]

1. Designate and maintain a lead EHV liaison to communicate with the PHA.

2. Refer eligible individuals and families to PHA using the community's coordinated entrysystem.

3. Support eligible individuals and households in completing and applying for supportive documentation to accompany admissions application to the PHA (i.e. self-certifications,birth

certificate, social security card, etc.).

4. Attend EHV participant briefings when needed.

5. Assess all households referred for EHV for mainstream benefits and supportive servicesavailable to support eligible individuals and families through their transition.

6. Identify and provide supportive services to EHV families. (While EHV participants arenot required to participate in services, the CoC should assure that services are available and accessible.)

7. Comply with the provisions of this MOU.

VI. Third Party Entity Roles Responsibilities

[**The following responsibilities are listed for example purposes. **]

1. Describe how the State, local, philanthropic, faith-based organizations, Victim ServiceProviders or CoC recipients it designates will fulfill each of the following responsibilities:

   a. Outline resource and/or service being provided in support of the community's EHV Program. Commit a sufficient number of staff and necessary resources toensure that the application, certification and voucher issuance processes are completed in a timely manner.

   b. Comply with the provisions of this MOU.VII.

Program Evaluation

The PHA, and CoC or designated CoC recipient agree to cooperate with HUD, provide requesteddata to HUD or HUD-approved contractor delegated the responsibility of program evaluation protocols established by HUD or HUD-approved contractor, including possible random assignment procedures.

CoC and PHA agree to share and review data together to make needed changes.

[Signed and dated by the official representatives of the PHA, CoC, CoC Contractor organization(if applicable), and third-party entities (if applicable.]

Signed by

_____   _____

Executive Director, PHA   Date

_____   _____

CoC Governance Board Chair   Date