

Wake CoC Governance Board Meeting

January 22, 2022



Call to Order

AGENDA

Call to Order

- Roll Call

Governance Items

- Consent Agenda
- HMIS Software
- New DAC Members
- CAS Referrals

Committee & Workgroup Updates

- PIT Workgroup
- Emergency Housing Voucher Workgroup

Partnership Updates

- 2021 Review

Community Actions

- White Flag
 - Public Hearing 2022 Action Plan
-

Roll Call

quorum=11



Allison Strickland	Kelsey Mosley
Ann Oshel	Jackie Jordan/John Niffenegger
Barkley Sample	Marni Cahill
Chandra Hyacinth	Mary Mosley
Decorba White	Melody Battle
Denis Elliott	Michelle Mozingo
Edward Barberio/David Harris	Natalie Mabon
Kathy Johnson	Nicole Wilson
Katie Gonzalez/Stephen Gruver	Priscilla Batts
Wendy Clark	Sharon Bond



Governance Items



Consent Agenda

- Minutes from December 16, 2021



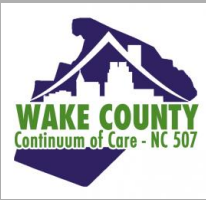
HMIS Software

Data Advisory Committee

- Meets monthly on third Wednesday
- Committee is focused on HMIS transition and HMIS data quality as top priorities
- 2 openings on the DAC Committee to fill
- Scoring and Selection Committee for HMIS Software:
 - Liz Lobaton
 - Thurston Alexander Smith
 - Regina Hardaway
 - Lisa Rowe
 - Kathy Johnson
 - Vanessa Kopp
 - Jackie Sapaugh

Data Advisory Committee

Phase I	Timeline	Date
	RFP Issuance	Tuesday, October 12 th
	Deadline for Clarifications Request	Tuesday, October 19 th
	Clarification Responses Due	Friday, October 22 nd
	Bidder Proposals Due	Friday, November 19 th
	Notification of Demonstration Dates	Friday, December 17 th



Data Advisory Committee

	Timeline	Date
Phase II	Software Demonstrations <ul style="list-style-type: none">• BitFocus• Caseworthy• Eccovia (ClientTrack)• Social Solutions (Apricot) Foothold Technology (AWARDS)• WellSky	January 11-13 th
	DAC Meeting and Software Selection	Wednesday, January 19 th
	DAC Vote	Wednesday January 26 th
	CoC Board Vote	Thursday January 27 th
	Contract Negotiations	January/February 2022
	Data Migration/New System Implementation	February – June 2022

Data Advisory Committee

- HMIS Software Top 3:
 1. Social Solutions (Apricot)
 2. BitFocus
 3. Eccovia (ClientTrack)

The Data Committee requested references from our top two candidates: Social Solutions and BitFocus

Key Information:

- Final Price Quotes: NC-507 Budget is \$200,000
 - **BitFocus: \$212,000**
 - Agreed to adjust according to our budget
 - Did not receive a response from either reference provided
 - **Social Solutions: \$299,000**
 - Suggested cost sharing and would not adjust their pricing. We cannot meet Social Solutions required amount.
 - Received 2 Neutral References for Social Solutions

The DAC Committee recommends BitFocus as our HMIS Software Vendor.



New Data Advisory Committee Members

The Nominations Committee

The Data Advisory Committee has 2 vacant slots

- Reviewed 5 applications from a robust pool of applicants
 - Consideration went into having balance of different representation on the committee from varied types of service providers or partners.
- The Nominations Committee recommends
 - Frank Baldiga, Salvation Army
 - Tina Harvey, Alternative Learning Center and Community Engagement



Nominations Committee

- Planning for future Committees: Racial Equity & Lived Experience
 - Collecting HUD language
 - Collecting examples from other CoCs
 - Plan to fill in Q1 of 2022

The image features a dark green background with a large, lighter green rectangular shape on the left side. This shape has a 3D effect, with a darker green shadow on its right and bottom edges, suggesting it is a page or document. The text "Coordinated Access Committee-- Referrals" is centered within this lighter green area in a white, sans-serif font. The text is arranged in three lines: "Coordinated Access" on the top line, "Committee--" on the middle line, and "Referrals" on the bottom line. The overall design is clean and professional, typical of a presentation slide.

Coordinated Access
Committee--
Referrals

Referrals

- There are over 2000 outstanding referrals to shelter, street outreach, transitional housing, and prevention projects – doesn't include Telamon numbers
- Some of these referrals go back to summer 2021
- Many of those with outstanding referrals have likely found housing even if temporary, however plenty of people are still unsheltered
- Goal 1: revisit the waitlist to identify those Cat 1 & Cat 2 households still in need and close the rest
- Goal 2: revisit the referral process to standardize the process

Recommendation: Procedure

Beginning February 1st

- Referrals will be “valid” for 60 days to accommodate for the long waitlists & ROIs will increase from 30 days to 60
- Callers will be told their referral “valid” for 60 days and will need to re-contact the Access Hub within that window if they haven’t heard from providers for an updated referral (new puts them at bottom of list)
- Access Hub will also reach out to callers approximately 1 week before their referral expires to confirm their status/need
- AH will close out referrals on day 61

Recommendation: Backlog

- All referrals over 4 months old will be automatically closed out by the Access Hub
- All referrals 61-119 days will be contacted by the Access Hub
 - Disconnected numbers → referral closed
 - Sent to voicemail → leave msg explaining referral expired and to call back if still in need
 - Caller answers → explain referral expired, verify Cat 1/Cat 2 status, renew the referral or connect to other resources if ineligible

Governing Board Recommendations

Beginning February 1st

1. Prevention referrals will be valid for 30 days and then get renewed or closed out
2. Shelter, Street Outreach, and Transitional Housing referrals will be valid for 60 days and then get renewed or closed out
3. Access Hub will clear out referrals older than 4 months and contact everyone else for either referral renewal or close out

Committees and Workgroups





PIT Workgroup

Unsheltered Count

- Street Outreach teams supporting most of this work
- Using the HarvestYourData app
 - 3 volunteer/app trainings occurred this week
 - Volunteer cheat sheets emailed out
- Plans to finish “PIT week” at Oak City Cares on Saturday
- PIT wrap-up meeting February 1st at 12 noon



Thank you, Teams!

- ACORNS
- Haven House
- Triangle Family Services
- WakeMed HEART
- Church in the Woods

Sheltered Count & HIC

- HMIS data will be pulled for both Sheltered Count and Housing Inventory Count
- Non-HMIS participating agencies will be contacted by the HMIS team
- Sheltered Count
 - Emergency Shelter, Transitional Housing
- Housing Inventory Count
 - Emergency Shelter, Transitional Housing, Rapid Rehousing, Permanent Supportive Housing

The logo consists of two overlapping dark green rectangular shapes. The top-left shape is a vertical rectangle with the text 'EHV Workgroup' centered in white. The bottom-right shape is a horizontal rectangle that overlaps the bottom-right corner of the first rectangle, creating a layered effect.

EHV Workgroup

EHV Workgroup updates

- Continues to meet every other Tuesday between case conferencing meetings to discuss barriers, potential housing options, and process flow.
- EHV referred clients are being entered into HMIS

Total EHV allotted - 138

EHV available - 64

EHV applicants applied -74

early-stage application process [gathering documentation]- 48

submitted initial welcome paperwork-24

EHV issued – 31 [executed voucher and leasing packet sent out]

EHV housed -8



Partnership Updates



2021 Review



Partnership 2021 Review (Jul1 – Dec31, 2021)

- **ESTABLISHMENT OF HUD COMPLIANT CoC:**

- Governing Board

- Membership Committee

- Data Advisory Committee
on new HMIS Software!

- CAS Committee

- PIT Count

- Policy and Procedures

- Nominations

- Funding Review / Funding Coordination

- NC ESG Funding

- NOFO

- Workgroups

- EHV

- Street Outreach / Encampments

- Gaps Analysis – Report delivered to CoC and community in August 2021

- Supporting 43 CoC member organizations and 7 CoC member individuals
- NC 507 NOFO successfully submitted with an expected increase of 28% in funding
- Admin support to RHA for 138 Emergency Housing Vouchers
- Stand up the Winter Emergency Weather “White Flag” shelter, for the second year in a row.

- 195 CoC staff HMIS licensed.
- 30 Organizations currently utilizing HMIS with 206 currently active projects. This is 25% increase in organization participating in HMIS, and 61% increase in the # of active projects from pre pandemic levels.
- Over 14,000 calls received in the Access Hub, calls that otherwise would have been handled by our homeless service providers, pulling them away from the work they do best
- Over 1475 households referred to partner organizations (deduplicated #)
- 4 Ending Homelessness Academy Trainings for over 200 individuals.
- Facilitation and support of monthly, weekly, and bi-weekly meetings for CoC Member and BoDs, case conferencing, activity specific (street outreach, PSH, etc) meetings, access site mtgs, etc.



Partnership 2021 Review (Jul1 – Dec31, 2021)

Partnership Program Stats: HMIS				
HMIS Licenses: add / delete / total	Help Desk Support ticket Requests / Support Tickets Resolved	Trainings: Indiv / Group	Pages Built	Report Requests
61 / 35 /195	1260 requested / 1219 resolved	Trainings: 107 group / 83 indiv	8	16
Ticket Service Levels: Avg time to Resolution	3 days, 22 hours			

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Partnership CoC Lead Stats			
Meetings Facilitated	TA / Training	Reporting / Assessments	Communications
12 different committees / 7 occur monthly	4) Housing Focused Shelters - pts 1 and 2 VI-SPDAT Conducting a CoC System Check-up High Functioning CoC	Gaps Analysis	avg 5 CoC Digests / mo

Note / Special Projects: NOFO submission includes a proposed 28% increase in funding

Access Hub Updates

- Call Volume – Dec 2021

Total Incoming	Total Live + Voice mails	Average Handle Time	Avg Speed of Answer
1821	1349 + 354 = 1703 (93.5%)	12 min 9 sec	2 min 9 sec

- Referrals (all Access Sites)

Dec 2021 – CAS Referrals	
Total	950
Emergency Shelter incl Hotel/Motel Vouchers	610
Street Outreach	41
Prevention	266
Transitional Housing	33

Dec 2021 – Non-CAS Activity	
Total	738
Info/referral follow up	377
Rental Assistance	217
Housing Search	144



HMIS Support & Data

December Support Tickets:

HMIS Licenses Added	HMIS Licenses Deleted	Support Tickets Resolved	HMIS Pages Built
9	15	197	0

December Coc Data:

Outstanding Referrals all Projects
474 (2138 outstanding 31 days – 120 +)

Households Housed
11

Data Quality-Dec. 2021	Shelter / Hotel	SO	RRH	PREV
% Relationship to HoH Error	7%	1%	5%	17%
% SSN Error	25%	6%	12%	55%
% of Data Not Collected for Destination @ exit	0%	0%	13%	11%
% exited to Perm Housing	25%	63%	57%	66%



Community Actions & Updates



White Flag



NC 507 Severe Weather “White Flag”

White Flag Data collected (data from Nov 13 2021 – Jan 15, 2022)					Nov 2021 - April 2022
St. John's MCC	Healing Transitions	Salvation Army	Urban Min	# days declared	
2362	173	96	50	31	
Deduplicated White Flag Clients	587	Total Beds provided	2681		

Notes:



Public Hearing 2022 Action Plan

Housing and Community Development Needs in Wake

- Wake County is hosting a Public Hearing 2/7/2022
 - Wake County Justice Center, 300 S. Salisbury St, Raleigh. Room 2700
- The goal of the 2022 Action Plan is to increase and preserve affordable housing, address policy barriers to housing affordability, and support vulnerable populations and communities through activities that address priority populations.
- The link to sign up to speak or join the livestream is on the calendar at <https://wakecoc.org/calendar/>



Adjourn

Next Meeting:

Thursday

February 24, 2022

11:00 A.M.-12:15 P.M.

Marni Cahill, LCSW Private Practice
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Kim Crawford, Executive Director
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Jenn Von Egidy, Chief Strategy Officer
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