

<b>Wake County CoC Governance Board Meeting</b>		
<b>MINUTES</b>	<b>Date:</b> 9/23/2021	<b>Time:</b> 11:00 AM-12:15 PM EST
<b>Topics:</b>	Governance Items, Committee & Workgroup Reports, Partnership/CoC Lead Updates	
<b>Location:</b>	Virtual – Microsoft Teams	
<b>Facilitator:</b>	Marni Cahill, CoC Board Chair & Jenn Von Egidy (RWPEH)	
<b>Board Members Attendance:</b>	Marni Cahill, Allison Strickland, Ann Oshel, Barkley Sample, Chandra Hyacinth, David Harris, Denis Elliot, Edward Barberio, John Niffenegger, Kathy Johnson, Kelsey Mosley, Lamont Taylor, Michelle Mazingo, Natalie Mabon, Nicole Wilson, Wendy Clark	
<b>Interested Parties Attendance:</b>	Amanda Renfroe, Amirah Saintyl, Chelsea Mahoney, , Seth Friedman, Thurston Alexander-Smith, Arlene Smith, Shawn Walker, Jasmine Lee, COBY Guest, Seaira Green, Vanessa Kopp, Katie Ward, Scott Ferris, Diane Cilento, Darlene McClain, Ann, Lakeisha George, SMcKay	
<b>Raleigh Wake Partnership to End and Prevent Homelessness:</b>	Kim Crawford, Jasmin Volkel, Jenn Von Egidy, Allison Sickels, Eric Doll, Crystal Folmar, Chloe Pearson	

<b>Agenda</b>																	
1	<p><b><u>Call to Order</u></b> (Jenn Von Egidy)</p> <p><b>1.1 Roll Call</b></p> <p><b>1.2 Agenda Overview</b></p>																
2	<p><b><u>Governance Items</u></b> (Jenn Von Egidy)</p> <p><b>2.1 Consent Agenda</b> - time is given to propose any items or edits regarding the following two topics that need approval from the Board.</p> <p>1. Minutes from August 26, 2021 -No objections, approved</p> <p>2. Toshierra Brown added to CAS Committee -No objections, approved</p> <p><b>2.2 NC ESG Regional Application</b> (Kim Crawford)</p> <p>The CoC lead is preparing to send the application, the goal is tomorrow as the application is due Oct 1. A brief overview of the funding available for application is provided: Fair Share/ Available funding for NC 507 = \$399,175. No more than \$239,505 for emergency response, no less than \$159,670 for housing stabilization. The group is informed that nine organizations completed the Letter of Intent and six organizations submitted Project Applications. It is explained that three independent reviewers, Amanda Mason, Mariann Priester, and Stephie Travis, reviewed the applications to ensure objectivity. Next, application amounts are displayed in green on a table: Total Eligible: \$399,175, Emergency Services (60% maximum): 209, 505, Housing Stability (40% minimum): \$189,670</p> <p>The amount allocation is provided in the table below and it is explained that today the CoC Board is asked to approve these numbers to be submitted for consideration in this year’s application:</p> <table border="1"> <thead> <tr> <th><b>Agency Name</b></th> <th><b>Total</b></th> </tr> </thead> <tbody> <tr> <td>Raleigh Wake Partnership</td> <td>\$50,000</td> </tr> <tr> <td>PLM Families Together</td> <td>\$115,000</td> </tr> <tr> <td>Family Promise</td> <td>\$61,995</td> </tr> <tr> <td>InterAct</td> <td>\$66,830</td> </tr> <tr> <td>Triangle Family Services</td> <td>\$62,850</td> </tr> <tr> <td>Urban Ministries</td> <td>\$42,500</td> </tr> <tr> <td><b>Total Request</b></td> <td><b>\$399,175</b></td> </tr> </tbody> </table>	<b>Agency Name</b>	<b>Total</b>	Raleigh Wake Partnership	\$50,000	PLM Families Together	\$115,000	Family Promise	\$61,995	InterAct	\$66,830	Triangle Family Services	\$62,850	Urban Ministries	\$42,500	<b>Total Request</b>	<b>\$399,175</b>
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Kathy Johnson asks if a scorecard was used. Kim Crawford explains that scorecard was used and was provided to all organizations before the interviews were held on Sept 9 and 10<sup>th</sup>. Kathy asks inquires about specific ranking methods and Crawford explains that they were pass/fail and data quality was also a consideration for RRH and shelter projects.

David Harris asks if any agency had to change their original budget request and Crawford responds that this was necessary - in review they found the amount to be well over 60% for ES and SO requests (closer to 80%), thus adjustments were made. It is also explained that organizations had until the 17<sup>th</sup> to file and submit an appeal, no appeals were submitted, all organizations have until EOB tomorrow to submit all required materials

Allison Strickland announces that she will abstain from voting for this item.

David Harris proposes motion to approve, John Niffenegger seconds this motion and other board members vote in accordance, no objections, this motion is approved, and the applications will be submitted.

Kim Crawford goes on to provide some observations gathered during this application review and explained that Regional Application has Submission Requirements in several areas including: Written Standards, the Coordinated Access System – Coordinated Entry, Evaluation of CAS System, VAWA Policies, Anti-Discrimination, and CoC Policies. She expands on this last criterion and informs we currently have gaps in or written standards, our CoC CAS standards do not meet expectations, CAS committee will have to focus on this during the next year. The state understand our CoC just underwent restructuring and are aware that the CAS Committee will focus on this item during the next year and the committee met for the first time yesterday and were informed of this.

It is also added that all the above policies are available at <https://wakecoc.org/>

David Harris asks if many gaps were found, and Crawford explains that there is a grid that identifies where the gaps are and she will send this out (proposes that it is added to the website as well). She states there may be 4-5 gaps out of 20 and they agree that the committee can resolve this quickly. Also explains that necessary CAS evaluations haven't taken place since before March 2020, an official evaluation must take place and the CAS committee will be working on this important item as well, the state has been notified.

### **2.3 Gaps Analysis – CoC Priorities (Kim Crawford)**

This analysis has been discussed for two months and the full presentation has taken place twice, the recording is available on the website. Some suggested investments based off of the gaps analysis findings include: Ramp up PSH development (Scattered site and congregate), Continue to secure Affordable Housing, Invest in Rapid Rehousing, invest in flexible rapid exit funds coupled with → Re-purposing existing staff where possible to act as housing/system-focused case managers. It is concluded that where we are closest to meeting needs or may be over-resourced include the areas of Emergency Shelter and Transitional Housing.

A table of data is displayed, and Kim Crawford elaborates that HMIS data from 7/2020-7/2021 was analyzed to come to conclusions and make the discussed suggestions. The concept of a system case manager is highlighted, and it is explained that this is a person who works with a household from beginning to end. At this moment, for example, a household first has a shelter case manager who then hands the case off to a RRH case manager and then they are shifted to a new case manager for PSH, for this reason the concept of a system case manager was proposed. Another proposal that is highlighted is to focus on investing in rapid exit funds based on the assumption that many people can solve their homelessness crisis independently or with little intervention, this is a strengths-based approach and data

tells us that our CoC would need approx. \$3,000 per household, at 86 households per month, equaling about 3 million dollars to provide this assistance to the community. It is explained that these funds would be best directed to people who don't require case management - access to funding to resolve their situation can help divert them from a long-term crisis. Next, it is explained that the largest gaps lie with RRH, currently there is an estimated need for more than 1,000 units and the community has 300, all PSH beds are being utilized and the community needs an additional 743. Additionally, we currently have 138 EHV's which indicates the need for another 138 affordable housing units that come without barriers (i.e. landlords that accept vouchers and have relaxed criteria for evictions, credit, and criminal background checks). Kim Crawford also adds that TAA is completing a longitudinal study to determine if we need to wait 10 years to allow someone to apply with a criminal background, this is not in effect yet but is being examined. It is again stated that affordable housing refers to housing without the many common barriers previously mentioned.

Kathy Johnson asks about TH capacity and inventory; how do we look at this inventory knowing that its not a HUD priority?

Kim Crawford explains that this data represents the CoC currently and when making recommendations for funders we may not recommend this area knowing that it is indeed not a HUD priority.

The System Priorities for NC 507 CoC are then displayed: Invest in Rapid Re-Housing, Investigate and Invest in flexible rapid exit funding, ramp up PSH development (scattered site and congregate), continue to secure Affordable Housing, re-purpose existing staff where possible to act as housing/system-focused case managers. It is again concluded that where we are closest to meeting needs or may be over-resourced include the areas of Emergency Shelter and Transitional Housing.

Kim Crawford further explains these suggestions by drawing an analogy and states that our system is like a bathtub with a small clogged drain while the faucet continues to add more water, explains that in this analogy the community that we serve is the water and the tub is overflowing. In this analogy, these priorities are Drain-o because what ends homelessness is housing, shelters are a temporary solution but not housing and while the shelters are overflowing, more shelters, or a bigger tub, does not solve the issue of a clogged drain, therefore these investments are proposed – to solve the root of the problem.

David Harris draws attention to the fifth bullet point regarding repurposing existing staff where possible to act as system-focused case managers and opines that it is important to understand that some system-focused case management is already happening, and we should first study how case management is currently being delivered to then make informed recommendations at how we could improve that based on findings.

Kim Crawford agrees that this suggestion is not definitive, agrees that due diligence is necessary and explains that the priority is here to ensure that this observation will happen to then make informed decisions on how to build on that especially leaning on service providers that are already experts in this field.

Marni Cahill agrees that this could be a huge game changer in breaking down barriers for clients and greatly improving workflows among the system. She then proposes a vote for these system priorities, the board approves with none in opposition. Priorities are passed as written.

- 3 **Committee & Workgroup Reports** (Margaret Cahill)  
**3.1 Coordinated Access System Committee** (Jasmin Volkel)  
Members of the committee are: Amanda Renfroe, Arlene Smith, David Harris, Erin Yates, Mary Mosley, Michelle Mozingo, Natalie Mabon, Nicole Wilson, Priscilla Batts, Samantha Weintraub, Tosharia Brown

Jasmin Volkel states that the committee had first introductory meeting yesterday, and goes on to explain the focus and responsibilities of the CAS Committee including: Ensuring fair and equitable distribution of services and resources, regularly reviewing and overseeing the prioritization process, ensuring consumers, providers, and key stakeholders are involved with the prioritization process, ensuring homelessness service providers receive ongoing training and learning opportunities, recommend changes/modifications to the CAS written standards and the policies and procedures, ensuring feedback loops are created for consumers and homelessness system providers, feedback should be presented to the COC Governance Board, and provide oversight of the COC's CAS Lead to ensure compliance with Hud reporting, standards, and expectations.

Meetings are led by the committee but open to the public, so anyone that would like to join can always join. The link to the webpage of the committee is shared where the public may access meeting materials and the link to join: <https://wakecoc.org/coordinated-assessment-system-cas-committee/>

### **3.2 Data Advisory Committee (Jasmin Volkel)**

Members of the committee are: Corey Miller, Emily Downing, Jackie Sapaugh, Kathy Johnson, Liz Lobaton, Thurston Alexander-Smith\*, Vanessa Kopp (\*will recuse during transition discussion)

Jasmin Volkel goes on to explain the focus and responsibilities of the Data Advisory Committee including: Ensuring data quality is high and in alignment with CoC priorities, to be reviewed at least quarterly, ensuring CoC Victim Service Providers are providing comparable database reports, all Victim Service Provider data should be presented along with HMIS data when possible, ensuring HMIS vendor is sufficient and meeting reporting needs and declines, direct the HMIS Lead on identifying options for vendor changes. Recommends to the CoC Governance Board any potential vendor changes, recommend changes/modifications to the CoC Governance Board for a formal vote, ensuring HMIS Lead is sufficient in meeting reporting needs and deadlines, ensuring the HMIS Lead is providing sufficient support and training to HMIS users, organizations, and the CoC, recommends training when insufficiencies are identified, and establishing a feedback loop from users on effectiveness of HMIS Lead, Vendor, and data reporting.

Meetings are led by the committee but open to the public, so anyone that would like to join can always join. The link to the webpage of the committee is shared where the public may access meeting materials and the link to join: <https://wakecoc.org/data-advisory-committee/>

### **3.3 Funding Review Committee (Jenn Von Egidy)**

The committee has been meeting and creating the rubric, will be utilizing the HUD Rating & Ranking Tool. The committee is adapting question goals to reflect CoC averages and priorities. The Applicant Worksheet has been posted on the COC NOFA website. This will be a piece of the funding review packages used when reviewing applications and conducting interviews with application to gain a full picture while rating and ranking. The committee will decide if they will go with the ranking list or if adjustments need to be made based on CoC Priorities. The scorecard will be posted online at the beginning of next week and the entire timeline is reviewed and displayed to inform all in attendance:

NOFA Posted August 18

Oct 4: Project Application deadline

Oct 5: FRC meets; scoring materials sent

Oct 6-15: Project Application reviews

Oct 18-20: Scorer interviews

Oct 28: Board votes, notification to applicants, appeals process

Nov 1: Appeals deadline

Nov 12: Collaborative app posted to website; constant contact

Nov 15: NC-507 Submission

Nov 16: HUD's Deadline

**3.4 Street Outreach Workgroup** (Eric Doll)

The Encampment Policy draft is being finalized by Partnership staff after receiving feedback from workgroup and other experts in the field and this will be sent out to the workgroup imminently. In the last meeting, the Street Outreach agencies expressed interest in expanding mobile access site capabilities. GIS mapping for encampments to organize work continues to be a whether it be through HMIS or a third party software.

**3.5 Emergency Housing Voucher Committee** (Allison Sickels)

The workgroup continues to meet bi-weekly in between weeks of case conferencing to discuss progress and workflow. Updates on the numbers today are provided: Total EHV allotted: 138. Available: 109. Applicants identified: 43. Applicants applied: 29. EHV issued: 5 (executed voucher and leasing packet sent out) EHV housed: 0

4 **Partnership/CoC Lead Updates** (Margaret Cahill)

**4.1 Ending Homelessness Academy** (Jenn Von Egidy)

The Academy is going to wrap up shortly, there are two remaining workshops intended for COC system leads, funders, and Board members. A description of both are provided:

1. Conducting a System Check Up: A Session for Community Leaders, Agency Executives and Funders - Tuesday, October 12, 2:00 P.M. After outlining why a system check-up is so important, the session examines how shared principles govern the system, the roadmap to ending homelessness, a holistic view of system components, regular monitoring, when a deeper dive is needed for system performance, how to invest in change and spend on impact, and how to apply an equity lens in this part of the work. Register: <https://partnershipwake.org/ending-homelessness-academy/>
2. How to be a high-functioning CoC - Tuesday, October 22, 2:00 P.M. For anyone that is a staff person or board member of a Continuum of Care, this training is designed to help you focus all that you do on being a high-functioning system of care, with remarkable attention to proven practices, and funding decisions that reinforce the desired changes you wish to see in your community. Register: <https://partnershipwake.org/ending-homelessness-academy/>

The group is reminded that pre-registration is necessary and advised to sign up as soon possible if interested in attending. Full Academy details and registration are always available on Partnership website.

Kim Crawford adds that while the community is coming to the end of the NC ESG RFA and in the middle of the CoC Collaborative application she highlights the importance of the second training titled "How to be a High Functioning COC" and further purports that this training may be valuable for all to attend especially when considering funding requirements. Whether receiving funding from that source or not this does affect the entire CoC; how high our CoC scores determines if we can be considered for CoC dollars, se further highlights the importance to recognize and understand they we are all members of the CoC and have a role to play when it comes to impacting performance.

**4.2 CoC NOFA Update** (Jenn Von Egidy)

How much can we apply for? Jenn Von Egidy presents some numbers and explains each section: Pro Rata Need (HUD defines what we should need) - \$4,816,620, Annual Renewal Demand (this is based off of the application we are allowed to renew each year) - \$3,362,405, Tier 1 - \$3,362,405, CoC Bonus - \$240,831, DV Bonus - \$722,493, Total bonus - \$963,324.

While ranking projects we must use two tiers to determine what will get funding. Tier 1 is considered the “safe” tier knowing that we can at least get annual renewal demand, this funding can be obtained but it is important to consider that after the pandemic we won’t be eligible for that renewal amount. Tier 2 is a less safe tier because it based off our collaborative application which is based on how well our entire system is working together. The higher we score on that application, the more likely we are to receive funding for tier 2. Bonus funding is only available to us if we reallocate 20% of our ARD. DV bonus is only for projects that serve victims of DV, an application will be submitted for DV bonus funding. Just because a project is labeled as a bonus project doesn’t mean it can’t be ranked as a tier 1 project. The committee will determine how we can strategically apply to ultimately receive as much funding as possible. Our CoC has been receiving the same ARD and the only way we can get more money is by getting bonus projects funding – this will boost the ARD for future years and allow us to become a high-performing CoC.

Jen Von Egidy goes on to elaborate the Sections in the Collaborative Application:

CoC Structure and governance: Inclusive structure, coordination, addressing COVID-19, Project Review and Ranking. Data Collection: HMIS Implementation, PIT count, System Performance. Housing and Healthcare bonus points, DV Bonus application.

Lastly, questions are proposed: What do we need from partners? We need to know more about how partners are collaborating across the system Who are you collaborating with? Do you have MOUs or formal agreement? -HUD is looking for formal agreements. To best answer these questions a survey will go out to CoC Distribution list imminently.

#### **4.3 HMIS Updates (Jasmin Volkel)**

It is explained to the group that she will outline some concerns that are the focus of the data advisory committee which plans to meet next week. HMIS Needs are identified with the following information: Our CoC uses HMIS software called ServicePoint through our vendor WellSky, responsibilities include ensuring HMIS complies with all HUD reporting requirements, can produce all required federal/state reports by HUD’s deadline, can de-duplicate reports for accurate reporting, and has built-in privacy and security controls. Some HMIS Concerns are identified including: This software is managed by our statewide HMIS Lead Agency, Michigan Coalition Against Homelessness (MCAH). Responsibilities include: Ensuring the HMIS meets the needs of the CoC that utilizes it, HMIS governance committee clearly represents the needs of the CoC, Ensure the HMIS vendor is meeting all federal reporting guidelines per contract requirements, Holding vendor accountable if/when vendor is unable to fulfill their contractual responsibilities, ensuring the CoC receives accurate/timely budgets, creation of high quality HMIS trainings.

In conclusion it is stated that to-date WellSky and MCAH have not met their contractual or financial obligations for our CoC. This conversation is ongoing in the committee, all are welcome to join, and the Data Advisory Committee recommends that NC 507 becomes our own HMIS Lead to ensure community needs are always met and find new a software vendor via RFP.

#### **HMIS Sharing Agreements –**

This topic is proposed again as many agencies have expressed a desire to join the community. Current sharing agreements (QSOBAAs) are outdated as new agencies want to join our CoC & HMIS. New sharing QSOBAA are needed as new partners join the HMIS database. The HMIS Team will send out new agreements via DocuSign week of September 27th and will include these new agencies: Wake County Public Schools, ACORNS, Under One Roof, St. John's MCC. These documents are shared as a “round-robin”, once one organization signed it will be forwarded to next, and so on and so forth.

	<p>Kathy Johnson makes a request as a board member: Is it possible for all board members to receive a packet that includes all meeting materials and supporting documentation that needs to be voted on instead of links to following?</p> <p>Jenn Von Egidy agrees that his is reasonable, and the request will be met.</p> <p>Vanessa Kopp makes a suggestion circling back to the topic of system level case management: she states that she has ideas about a qualitative research design that is more rigorous than a program evaluation, further she has colleagues at NC State that would be interested in joining this effort and an IRB to do the research can take time. For this reason, she suggestions prioritizing this item sooner rather than later to ensure adequate time.</p> <p>Natalie Mabon adds that she plans to attend the Local Re-entry Council meeting later today and she would like to share information with them on how to become part of the CoC. She inquires what information could be shared with those members to encourage tat they join.</p> <p>Marni Cahill shares that the link to join from the website and the overview information published online is a great starting point.</p> <p>Jenn Von Egidy agrees and suggests that joining a member meeting can be helpful as well to give context on current activities.</p> <p>Marni purports that to keep all informed, any questions, issues, or concerns may be brought up at the Board meeting and stresses the importance to request time in advance to bring these topics to the meeting to ensure ongoing organization. Time may be requested by contacting herself, Jenn, Jasmin, or Kim.</p>
5	<p><b><u>Adjourn</u></b>  <b>5.1 Tabled Items - None</b>  <b>5.2 Next CoC Board Meeting</b> – Oct 28, 2021 11:00 AM -12:15 P.M.</p>

<p><b>CoC Board Materials:</b> <a href="https://wakecoc.org/governance-board/">https://wakecoc.org/governance-board/</a></p>
<p><b>Next CoC Governance Board meeting:</b>  Oct 28, 2021 11:00 AM -12:15 P.M.  *Nov and Dec meetings have been moved to 3<sup>rd</sup> Thursday to avoid holidays*</p>

<p><b>Meeting Chat Messages</b></p> <p>[10:56 AM]  10:56 AM Meeting started</p> <p>[11:00 AM] Thurston Alexander-Smith</p> <p>Morning yall</p> <p>[11:00 AM] Jasmin Volkel</p> <p>GM</p> <p>[11:02 AM] Thurston Alexander-Smith</p> <p>Will this meeting always be this link?</p> <p>[11:02 AM] Jasmin Volkel</p>
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yes

[11:03 AM] Thurston Alexander-Smith



[11:12 AM] Michelle Mozingo \_ Staff - CounselStudentSrv

Arlene said she is unable to sign on.

[11:22 AM] Marni Cahill (Guest)

Hi All - sorry for the delay. I was having technical difficulties.

[11:22 AM] Michelle Mozingo \_ Staff - CounselStudentSrv

No worries! Happy to have you here!

[11:22 AM] Jenn Von Egidy

Welcome Marni!

[11:23 AM] Barkley Sample

Likewise. I had trouble getting into Teams. I've been on ~10 minutes.

[11:24 AM] Jenn Von Egidy

thanks, Barkley. Welcome :)

[11:25 AM] Kathy Johnson

I have a request at some point in the meeting. It can wait until the end...

[11:29 AM] Marni Cahill (Guest)

Kathy, we'll have some time during community updates.

[11:30 AM] Kathy Johnson

thanks

[11:36 AM] Natalie Mabon

The water represents our customers

[11:39 AM] Scott Ferris (Guest)

Sorry to join late, I have two other Teams windows and two GoTo Meeting windows open.

[11:45 AM] Jasmin Volkel

<https://wakecoc.org/coordinated-assessment-system-cas-committee/>

[11:48 AM] ARLENE M SMITH

I am sorry, did I miss hearing my name called?

[11:49 AM] ARLENE M SMITH

Yes, thank you!!

[11:49 AM] Jasmin Volkel

<https://wakecoc.org/data-advisory-committee/>

Data Advisory Committee - Wake Continuum of Care - NC 507

[12:01 PM] Marni Cahill (Guest)

Quick reminder - accurate data leads to the ability for us to improve our performance which means more money for our system to help unclog the drain!!

[12:01 PM] Jasmin Volkel

Great reminder!

[12:02 PM] 742 637 55# (Guest)

Apologies for having to leave early.

[12:03 PM] Jasmin Volkel

Thanks for joining us today!

[12:04 PM] Barkley Sample

Hi, Jenn! I have an internal team meeting noon I need to attend. Jumping off. Thank you

[12:15 PM] Vanessa Kopp

Can I make a suggestion as a non-board member?

[12:15 PM] Natalie Mabon

agreed

[12:17 PM] Natalie Mabon

I have a question

