

Wake County CoC Membership Meeting		
MINUTES	Date: 10/11/2021	Time: 2:00 – 3:19PM EST
Meeting Facilitator:	Jennifer Von Egidy, CoC Board Chair	
Note taker:	Markiesha Thompson, RWPEH	

Agenda	
1	<p>Call to order</p> <ul style="list-style-type: none"> Welcome- Role Call Agenda Overview-Will follow this order: Items, Governance and Committee Reports, Call to Order, Community Actions & Updates, Governance & Committee reports, Partnership/ COC Lead Updates, and Entitlements and PHA Updates, Community Updates.
2	<p>Wake County Update</p> <ul style="list-style-type: none"> We have exciting news to share. We are always looking for creative ways to bridge the gap in funding. Counties were getting HARPA funding that is not earmarked for homelessness for housing at all, but we decided to throw our hat in the game and ask for some money. Through H2H the program was able to house over 300 people in Wake County. We recognize that is was because they were very well resources. The temporary shelter programs had funding and partners to fund nurses on site, transportation costs, mental and behavioral help on-site, and prescription assistance. We would like to be able to offer the same thing to the shelters in the community. Vanessa and Lorena McDowell asked for more funding for the shelter providers and service providers that provide wrap around services. The county manager’s office approved 10.5 million dollars to come through the housing department. There will be an RFP for providers to tell the county about their gaps that they need filled. It is economic relief funds that can provide services for gaps. This is not permanent funding. It will be able to fill in the gaps for things like mental health services, provide housing navigators, and rapid exit. The county wants to make sure the funding and the resources are available. They will move forward when they can. October 18th Board of Commissioners meeting is when they will vote to approve the funding. In early November there will be a meeting with all of the department heads to allot the funding. The RFP will ready to go quickly in November so that you all can apply, and aim for the beginning of the year.
3	<p>Committee & Governance Reports</p> <ul style="list-style-type: none"> COC Systems Modeling- CoC presented the Gaps Analysis and after discussion the Governing Board approved the recommendations of the Gaps analysis. The notes and presentation will be on the website this week. NC507 has identified priorities: invest in rapid re-housing, invest in permanent supportive housing, and invest in affordable housing. Those 3 are the main goals. There is a tremendous number of people being entered into the program but not enough being exited out of the system with safe affordable permanent housing. We don’t have enough and we need to secure housing. Investing in PSH is the number one priority. We are going to look at rapid-exit funding. We want to look at repurposing existing

staff where possible to act as housing system-focused case managers. Along with safe affordable housing we need property managers to look at their criteria for their housing. The CoC, and the governing board is not saying shelter is not important. Our number one priority that can create movement in our system is permanent supportive housing. Those interventions serve the need. We don't need a bigger bathtub, we need draino. The way to drain is to get more units. These are the goals for the upcoming year.

- **Street Outreach Recap** – At September's Street Outreach Committee meeting we discussed agencies having access site capabilities when engaging an encampment sites to get the into coordinated entry as easy and quickly as possible. We are going to discuss that further in October. Encampment Policy draft in Progress, Sub-Workgroup formed to review Encampment Policy draft. The GIS encampment racking is being figured out. Next street outreach meeting on October 18th at 10am.

- **Emergency Housing Voucher Update** – The group continues to meet every other Tuesday at 1pm. For the Emergency Housing Vouchers the CoC as determine unsheltered homeless as the ones to receive these referrals. As of right now there are 102 EHV's remaining, 36 have been referred or matched to emergency housing voucher with the Raleigh Housing Authority. Many of the individuals are in the application process. Only 11 EHV's have been issued. No EHV applicants have been housed as of now. Next EHV meeting will be October 19th.

4 Partnership/CoC Lead Updates

- **Funding Review Committee Update** – The CoC competition Review and Ranking Committee finalized and posted the scorecard to review project applications. Scorecard and all CoC Project Applicant materials were posted. There were 3 meetings to look closely what the HUD criteria are and hope we put together good scorecard to rank applications. The committee is reviewing projects October 15th. The Funding Review Committee is reviewing applications and there will be interviews next week through October 19-20th. Committee members can ask clarifying questions and the applicants can give an overview of what they're planning to do. One of the three criteria used to rank is based off of CoC priorities and projected performance, and HUD thresholds. Funding committee will create a recommendation for ranking projects on October 25th, that recommendation will go to CoC Governance board on October 28th. If approved by the Board the rank list will be posted October 29th. If applicants want to appeal they can do that before November 1st. 12 projects have been submitted in total. 8 are up for renewal, 4 for permanent supportive housing, 2 for Rapid rehousing, and 2 for Infrastructure which includes Coordinated entry and HMIS systems. There are 4 new proposals, 1 is a reallocation for supportive housing, 2 for DV rapid rehousing, an expansion grant proposal, and permanent supportive housing, with a total of 12.

- **Data Advisory Committee**- The first meeting was on September 29th. The main subject was HMIS transition to request a proposal for other HMIS platforms.

Those proposals will be sent to the Partnership and will be reviewed by the Data Advisory Committee. The next meeting is October 20th.

,Coordinated Access System Committee – The first meeting was September 22nd and the Board Chair position is still vacant. Topics covered were a review of Coordinated Access System, Gaps Analysis, roles and responsibilities laid out in the application. We also talked about the potential for WC School systems to become an access site for families. And we had a conversation on family homeless. Going forward CAS will cover policies and procedures at the same time as point in time count. There is an introductory meeting for Point in Time count for those that are signed up on Wednesday October 13th. Reach out to me or Jenn if you'd like to be a part of the group.

- **Partnership Updates** – Congratulation to the 8 that attended all sessions of the Ending Homelessness Academy. Congratulations to Wendy Clark, Vernon Daldo, Amanda, Paige Felton, Julie Holt, Katie Hurly, William Toress Fuentes, and Erin Yates. For the Academy over 500 different instances of attended trainings. The smallest was 38 and the largest group was 93. We contracted with Org Code to provide some of the training. We have two more trainings available. The one tomorrow is important as we move forward conducting a system checkup. The next session a week from tomorrow is along the same line, how can we be a high functioning CoC? How do we move our CoC into a position where we are also considered high functioning? There will be some heavy lifting and difficult decisions our funding committee will have to make. I recommend that you all pull down the NOFA and look at the questions our CoC is responsible for responding to. This is an opportunity for you to figure out how you can best fit in. The sessions will be recorded, and they will be on the website.

CoC Collaborative Application – Our Funding Review Committee is reviewing the projects. Staff is now turning our attention to answering the questions in the CoC collaborative application. To Kim's point it's not just what the projects are doing, but what the whole CoC is doing if they have CoC funding or not. How much can we apply for? There is something called a pro-rated need based off our Point in Time count thinks that we would need right now. Our annual renewal demand which is quite a bit lower, is how much we're allowed to apply for. We have been stuck at this number for quite some time now and that is due to our performance. This year we have to rank our projects into 2 tiers. This year Tier 1 we can put our entire annual demand in that tier. We also have our bonus projects. There's two different types this year, one is the CoC bonus that can improve our performance, and DV bonus projects. It is a huge amount of funding, bigger than years past. We have applications to look at CoC and DV funding. As we write the Collaborative Application I wanted to let you know what the sections are that we respond to as the CoC. There is a huge section just on our structure and governance. There's several questions about how we coordinate with other systems. There is a section about how our CoC responded to Covid-19. And then our projects review and ranking. There's a section about data collection, so looking at our HMIS implementation. There's also a section that asks about housing and health care. What we need from partners is to let us know who you're collaborating with. Right now I'm working with my intern and staff to pull together a

short survey to find out, do you have collaborations with other system partners? Do you have any MOUs with them and what does that look like? The information helps us fill out that application accurately and we want to track all of the good work. Review of the timeline, project applications are being viewed right now, the Funding Committee will be conducting interviews with the project applicants to help answer any lingering questions, and then make their formal recommendation and that will go to the board October 28th for a vote. We'll start notifying applicants on posting a final list on October 29th. There will be appeals time frame with a quick turn around. November 12th we will be posting the entire collaborative application to the website, and we'll be sending out an email to the whole membership list to let you know it's posted. You'll be able to read through the Collaborative Application. We will be submitting on November 15th and HUD deadline is November 16th.

Access Hub Updates – The Access Hub took over 2300 calls last month and are really busy. The average handle time is about 16 minutes. The key thing to notice is the Access Hub was brought up last year for a primary access site for the coordinated entry system. What we see is we're fielding a lot of calls that are not for category 1, 2 or 4. We made a total of 672 appropriate referrals to emergency shelter, our hotel motel program. We refer to street outreach only when they want us to. And 28 referrals for transitional housing. The biggest bulk of our calls are people that are in a desperate situation or crisis situation and are not homeless. Some of them may be homeless and are calling back to check on their referrals. A lot of people calling to get information because they can't get through to the House Wake Eviction prevention program. Because the programs are all in Wake County... We are trying to do everything we can to help them out. We also get a lot of calls from people looking for apartments as if we are apartment finder. A lot of people call under the assumption that we have a direct line to somewhere, or have a list of landlords, or a list of housing that accepts vouchers. When Wake County gets their HNU up and running we will be able to field calls to over to them. We are working on.... There is 5 people in the Access Hub now and they know resources better than anybody, and it may be time to start looking at what the Access Hub can do for the CoC. We want to see if we can answer more calls and handle them more quickly. We want to make sure we are answering their questions the right way... We are looking at doing outbound calls to help put the system. The Access Hub is looking at ways to be more effective and efficient. They are doing some really good diversion with no money. Whatever else we can do perhaps in an expansion capacity is where we want to help out.

HMIS Updates – Sharing agreements. Two QSOBAA Sharing Agreements have been sent out via DocuSign. There's the One-way Sharing QSOBAA and Two – Way Sharing QSOBAA. We are waiting on signatures for those and both need to be signed. Check your spam and junk folder sometimes they end up there. If you are having any issues please contact the HMIS team and we can walk you through it. HMIS Support Data we have 6 licenses added, 5 deleted, 28 support tickets resolved, and 2 HMIS pages built. We have resolved 98 HMIS report related issues from log-in issues, data issues, etc. We have built 2 HMIS pages in September. We are creeping back up when it comes to data quality, especially social security numbers. If there are any data quality questions, please contact HMIS we have access to those social security numbers. Another thing we wanted to bring to your attention are the outstanding

referrals for emergency shelter and street outreach. 214 of those referrals are still outstanding. We encourage you to clear those out so it still looks in our system as if that is a need. The HMIS team is here if you need help with troubleshooting and closing those referrals. For the housing projects, for the month of September 6 housing move-in dates were added to households. That is a key piece for the housing projects. Add the housing move-in date so we can capture that data.

Wake County Government - The landlord engagement unit is planning to launch early November, we are just about rounding out interviews. We have confirmed several staff and are excited about it. We are working on visual work flows for the service providers so you'll understand how to make a referral, what to expect. We are completing our policies and procedures and have identified a software that will be the marrying of both the service provider and the landlord side of things. We will accept referrals through HMIS. I'll have more information once we've gotten the software up to speed and staff is ready. You'll see a brief slow down on a referral acceptance with Wake Prevents as case loads are reaching capacity, but we are in the process of expanding that team by hiring 2 additional social workers. With Eviction prevention we've spent a total of 25 million combined with the city and the county funding. Last week we approved 77 applications and we have a total of 2,510 applications approved today and provided services. That's about a 56% approval rate. We are going through a denied list to let people know the guidance has change and folks may be able to be eligible. SWSC is still at 142 bed capacity and last month we housed 22 people. No updates from RAP team.

City of Raleigh Government – There are two new updates to share. The City used some of our American Rescue plan funds to purchase a 113 room Extended Stay hotel on Brooklyn Avenue. I don't know more details other than the future vision of the hotel will be mixed occupancy including permanent supportive housing, which has been identified as a need. As soon as there is more information on that I will keep you posted. The City is also getting 5.2 million in HOME ARP funds. HUD requires the completion of a HOME ARP Allocation Plan, prior to spending, which involves consultation with the CoC. More details are forthcoming.

Rick – Is there any projection when that will start being available for people to move in? Will there be reservations to it?

John Niffenegger - The next step is there will likely be a RFP or NOFA issued to solicit a non-profit to serve as the property manager for it. I don't have any timeline or anything to share at this point. I believe there will be minor reservations.

Kim- If I understand already its 90% full. Most of the residents are long term tenants, and there are no plans to displace them, correct?

John Niffenegger - There are no plans on displacing any of the residents there. Whether or not there will be plans to help them secure other housing, I don't know.

Natalie Mabon – One question came up was whether or not there was a plan for wrap and services and to look at wrap around services being a part of that project.

John Niffenegger - I haven't heard any details yet about the long term plans. I will definitely keep you all posted.

Mia Philips – Does that mean individuals will be housed to or is it for families with children under 18?

John Niffenegger – I don't know the answer to that at this point.

Natalie Mabon- Is there a way to be involved in those conversations or in the development of those comprehensive plans?

John Neffenegger – I'll put my email in the chat so you all can send me questions.

Arlene with Wake Med Heart – Has there been any discussion about the criteria for anyone going into that hotel?

John Niffenegger – Yall are asking great questions but unfortunately I don't know the answer to that as well. The City is aware there is a gap for permanent supportive housing units. I think the plan is to target the lower income and harder to house. But as more information comes up I'll be happy to share with the group and you all can email me any questions.

Wake County Housing Authority – The HUD-VASH is broken out between project based and not project based. HUD – VASH has 23 available, 40 issued, and 219 housed. HUD-VASH Project based has 10 available, 2 have issued and 8 housed. And The vouchers have 48 awarded, 6 available, 1 is issued and they're working on 2 more this week, and they have 42 housed.

City of Raleigh Housing Authority – The total number that Housing Authority has is 3921. Of them we have 100 available, we have 250 families currently searching for housing. That doesn't include the families that are searching for our special programs which are coordinated entry, which has 50 vouchers they can submit. We have 28 of those families searching for housing. 9 of them have submitted a packet or have already been housed for this fiscal year. Olmstead has 15 for the fiscal year They have 4 housed and 20 still looking for housing. We have 5 submitted and 1 in process. Circle of support is another group that have 5 in the process of being housed. There is 20 searching for housing. VAWA has 5 for the fiscal year and 5 searching for housing. EHV vouchers has 25 submitted and has 114 available, 11 are searching for housing now. There is 1 that turned in paperwork and they have begun the process.

5 Community Actions and Updates

Community Actions & Updates – Calendar – We have a couple community events outside of our regular committee meetings coming up. We do have a White flag meeting October 13th at 1:30pm and the link is on the CoC website. There is an in person meeting about unsheltered families. Our homeless service providers and requested this and we are meeting at Green Chair Project on October 20th at 3pm. That is also on the Wake CoC calendar as well. Oak Street Health Fall Fair, it is for seniors and anyone on Medicare. There are 4 tables available to those who want to vendor. You have to bring your own table and chair and covering. We are asking the vendors to bring something to raffle for a giveaway. There will be food and a DJ. We look forward to helping the community and our seniors and doing everything we can with them. Just email me and we would love to have you vendor for the fair.

Marni – Does anybody have any updates, and questions, or anything to be brought up in the future?

Mia – Thank you for representing the Access Hub Kim. If you guys could let us know of any changes or updates to your access sites so that we are making the proper referrals to providers. Send the information to Jasmine.

Marni – closing out meeting.

Eric Doll speaking. Where we are with HMIS software. It lacks reliable referral assist component, having to make multiple reports, data errors, having to wait and see if errors were fixed, not user friendly, direct training opportunities lacking, retiring old reports are where they may or may not work. Poor fiscal management GC dollars. Often inclusive of costs that were previously vetoed, no leadership on resolving HMIS issues, no attempts to find better software for our CoC.

6 Adjourn

- Tabled Items - Null
- Next Meeting is Monday October 11, 2021 2:00-3:30PM

3:19PM—MEETING ADJOURNS

MEETING CHAT MESSAGES

2:05 PM

[Rick Miller-Haraway](#), **he, him, his to Everyone**

Congrats and thanks Lorena and Vanessa for taking the lead for getting our homeless service community access to these funds.

2:06 PM

[Jennifer Von Egidy](#) to Everyone

Amazing work!

2:06 PM

[Nicole George](#) to Everyone

This is so very exciting!!!! Thankful for you Lorena and Vanessa for being such great advocates.

2:08 PM

[Stephen Gruver](#) to Everyone

Great work! That is huge and can help so many families/individuals in our county.

[Allison Sickels](#) to Everyone

asickels@partnershipwake.org

2:20 PM

[LaKeesha Brown](#) to Everyone

Can anyone attend the Emergency Housing Meetings?

2:22 PM

[Allison Sickels](#) to Everyone

Hey Lakeesha, feel free to email me. Yes community members are welcome to attend for updates.

3:08 PM

[John Niffenegger](#) to Everyone

John Niffenegger - john.niffenegger@raleighnc.gov

