



# Wake County CoC Governance Board

## Pre-Meeting Packet

February 24, 2022

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## 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 this month's CoC Governance Board meeting:

### January 27, 2021 Governance Board Minutes

Posted here: <https://wakecoc.org/governing-board/>

<b>Wake County CoC Governance Board Meeting</b>		
<b>MINUTES</b>	<b>Date:</b> 1/27/2022	<b>Time:</b> 11:00-12:15 PM EST
<b>Topic:</b>	Governance Items, Committee & Workgroup Updates, Partnership Updates, Community Actions	
<b>Location:</b>	Virtual – Microsoft Teams	
<b>Facilitator:</b>	Marni Cahill, CoC Board Chair	
<b>Board Members Attendance:</b>	Allison Strickland, Ann Oshel, Barkley Sample, Decorba White, Denis Elliot, David Harris, Edward Barberio, Kathy Johnson, Katie Gonzalez, Kelsey Mosley, John Niffenegger, Michelle Mazingo, Priscilla Batts, Nicole Wilson, Stephen Gruver	
<b>Interested Parties Attendance:</b>	Robin Saenz, Scott Ferris, Sylvester McKay, Lamont Taylor, Vanessa Kopp, Alice Lutz, Allison Strickland, Christopher Pearson, Danielle Butler, Darlene McClain, Diane Cilento, Everett McElveen, Frank Baldiga, Larry Jarvis, Karen Lassiter, Katie Cullen, Nichele Wilson, RaShawn Stanley, Renate Bender, Tracy Glover	
<b>Raleigh Wake Partnership to End and Prevent Homelessness:</b>	Jenn Von Egidy, Jasmin Volkel, Allison Sickels, Eric Doll, Kim Crawford, Megan Soros	

<b>Agenda</b>	
1	Welcome, Roll Call, Consent Agenda <ul style="list-style-type: none"> <li>• The consent agenda and all governance items are posted in the <a href="#">Pre-Meeting Packet</a>. The consent agenda passed by unanimous consent.</li> </ul>
2	Governance Items <ul style="list-style-type: none"> <li>○ Minutes from December 16, 2021               <ul style="list-style-type: none"> <li>○ Allison Strickland motioned to approve minutes, Barkley Sample seconded motion; minutes passed by unanimous consent</li> </ul> </li> <li>○ HMIS Software               <ul style="list-style-type: none"> <li>○ Top 3: Social solutions (Apricot), BitFocus, Eccovia (ClientTrack)</li> <li>○ The Data Committee requested references from our top two candidates: Social Solutions and BitFocus</li> <li>○ Key Information:                   <ul style="list-style-type: none"> <li>○ Final Price Quotes: NC-507 Budget is \$200,000</li> <li>○ BitFocus: \$212,000                       <ul style="list-style-type: none"> <li>▪ Agreed to adjust according to our budget</li> <li>▪ Did not receive a response from either reference provided</li> </ul> </li> </ul> </li> </ul> </li> </ul>

- 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
  - Denis motions to accept recommendation, Ann seconded; motion approved.
- New DAC Members
  - The Data advisory committee has 2 vacant spots; reviewed 5 applicants
  - The Nominations Committee Recommends:
    - Frank Baldiga, Salvation Army
    - Tina Harvey, Alternative Learning Center and Community Engagement
  - John Niffenegger motioned to accept recommendations, Barkley seconded motion, motion approved to accept recommendation.
- 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

### 3 Committee & Workgroup Reports

- Coordinated Access Committee
  - Referrals
    - There are over 2000 referrals to shelters, street outreach, transitional housing, and prevention projects – this does not include telamon numbers. Some of these referrals have not been able to be accepted due to waitlist, not being able to locate individuals. Some of these referrals go back to Summer 2021.
    - 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 1<sup>st</sup>
    - 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 is “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 AH
    - Disconnected numbers → referral closed

- Sent to voicemail → leave message explaining referral expired and to call back if still in need
  - Caller answers → explain referral expired, verify Cat1/Cat 2 status, renew the referral or connect to other resources if ineligible
- Governing Board Recommendations Beginning February 1<sup>st</sup>:
  - Prevention referrals will be valid for 30 days and then get renewed or closed out
  - Shelter, Street Outreach, and Transitional Housing referrals will be valid for 60 days and then get renewed or closed out
  - AH will clear out referrals older than 4 months and contact everyone else for either referral renewal or close out
- Marni mentions that the word “valid” may not be the most appropriate terminology as opposed to words such as open or closed. David clarifies that this term is more for business purposes and would not be used when reaching out to individuals
- Marni also mentions concern regarding the 60-day time frame as it may be a long time to hear back
- Ann suggests getting a backup number (such as if they are working with a provider) for individuals in case they are difficult to reach
- Jenn mentions that the AH is working on an online form for their webpage which would be a good place for providers to quickly send an update about hospitalizations or change in contact info
- Barkley motions to accept recommendations, Denis seconded motion. Recommendations approved with taking into consideration questions from board members.
- 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 1<sup>st</sup> at noon
  - 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
  - Alice asks if there are any concern with conducting PIT and White flag and this misconstruing numbers. Jenn clarifies that data from White Flag is included in the sheltered count
- Emergency Housing Voucher Workgroup
  - 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

2 Partnership Updates  
**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 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

3 Community Actions & Updates

- White Flag

White Flag Data collected (data from Nov 13 2021 – Jan 15, 2022)					Nov 2021 - April 20
St. John's MCC	Healing Transitions	Salvation Army	Urban Min	# days declare	
2362	173	96	50	31	
Deduplicated White Flag Clients		587	Total Beds provided		2681
Notes:					
<ul style="list-style-type: none"> <li>○ Public Hearing 2022 Action Plan <ul style="list-style-type: none"> <li>○ Wake County is hosting a Public Hearing 2/7/2022 <ul style="list-style-type: none"> <li>▪ Wake County Justice Center, 300 S. Salisbury St, Raleigh. Room 2700</li> </ul> </li> <li>○ 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.</li> </ul> </li> </ul>					
4 Adjourn					

**CoC Board Materials:** <https://wakecoc.org/governance-board/>  
**Next CoC Governance Board meeting:**  
2/24/2022 11:00-12:15 P.M.

## Section II. Board Meeting Supporting Materials

### CoC Governance Board Meeting Materials

The agenda, Premeeting packet, slides, and minutes are all posted online! <https://wakecoc.org/governing-board/>

## Section III. General Updates

### Data Advisory Committee

**February 16, 2021**

**Date:** 2/16/2022  
**Location:** Teams meeting

**Attendees:**

Allison Sickels, Eric Doll, Jackie Sapaugh, Jasmin Volkel, Jenn Von Egidy, Kathy Johnson, Liz Lobaton, Thurston Alexander-Smith, Vanessa Kopp, Emily Downing, Tina Harvey

**Topics:**

Welcome new members, Tina and Frank  
HMIS Migration Update  
Federal Reporting Calendar  
Point-in-Time Count  
Longitudinal System Analysis  
System Performance Measures

**Welcome  
HMIS Migration Update**

DAC welcomed new members Tina Harvey and Frank Baldiga. The Bitfocus legal team is reviewing the contract now. Goal is to have a signed contract in next couple of weeks. MCAH, current HMIS lead, submitted a “severance report” request from WellSky. This report will contain Wake data. Once received, the Partnership HMIS team will begin the quality assurance process with the guidance of HUD HMIS TA, WellSky, Bitfocus, and the DAC.

**Federal Reporting**

DAC reviewed the federal reporting calendar. This will be a standing agenda item.

**Point-in-Time Count**

The unsheltered PIT count occurred on Jan 26 with additional counting occurring at encampments or service sites through Jan 29. Conversation around the role of the DAC with PIT and other federal reporting. DAC reviewed some of the preliminary data. Set to review the final PIT data prior to submission in April/May. Deadline TBA.

**Longitudinal System Analysis**

Looks at CoC’s annual data and how people experience the homelessness system. Latest data covers October 2020 to September 2021. The LSA report was submitted on February 18th by the HUD deadline.

**System Performance Measures**

HMIS team is working on those corrections now to meet HUD deadline of February 28th.

**Meeting Change**

DAC meetings will move from 3rd to 1st Wednesday of the month, next meeting March 16th at 10 am.

**Next meeting Wed. March 16th, 10AM**

## PIT Workgroup

The count is taking place January 26, 2022. Outreach teams will visit several sites in 2 shifts: PM of January 26, 2022, and AM of January 27, 2022. A Site based count will take place at Oak City Cares and is dependent on the weather.

## EHV Workgroup

### February 8, 2022

EHV Workgroup Meeting Materials are available here: <https://wakecoc.org/emergency-housing-vouchers-workgroup/>

Date	2.08.22
Attendees	Decorba White, Priscilla Batts, Elliot, Laura McCann, Tracey Glover, Cecile Williams, Seaira Green, Kris Oak, Barkley Sample, Shaquetta Shambley, Kennard France, Frank Baldiga, Karen Lassiter, Mike Kelly, Samantha Weintraub, Alex Herring
Topic	Notes
Stats	
	Total EHV allotted - 138
	# EHV available - 63
	# EHV applicants applied - 81
	# Early stage application process [gathering documentation]- 32
	# EHV issued - 43 [executed voucher and leasing packet sent out]
	# of RFTA returned-
	# EHV housed - 9
	6 withdrawn from application process
	<b>Information on the 75 applicants</b>
Head of Household Gender	
31	Male
41	Female
1	Non-binary
2	Transgender
household type	



59	Singles
16	Families
Chronic Status	
36	Chronic
39	Non-Chronic
Primary race listed for head of household in HMIS	
50	Black or African American (Non-Hispanic/Latino)
1	Multiple Races
1	Black or African American (Hispanic/Latino)
19	White (Non-Hispanic/Latino)
1	White (Hispanic/Latino)
1	American Indian, Alaska Native, or indigenous (Hispanic/Latino)
1	American Indian, Alaska Native, or indigenous (Non-Hispanic/Latino)
1	Native Hawaiian or Pacific Islander (Hispanic/Latino)
Age of head of household	
11	Between (18-24)
39	age 25-54
25	55+
income/disability noted	
30	income listed in HMIS
37	disability noted in HMIS
1	Veteran
Process flow/identified barriers	
Reminder	Please submit the Raleigh Housing Authority Application <b>and</b> the Emergency Housing Voucher referral together. This is vital in avoiding voucher execution delays
Check-in	
Fund request changes	<u>RHA proposing:</u> to allow individuals to use all \$3,500 towards whatever rental readiness category they need. This would change the cap for individual categories that was established at the start

	and offer each family more flexibility. RHA & BNL coordinator will revise the request form to allow for this. If there are extenuating circumstances that would prohibit a family from leasing with \$3,500 of assistance, then we could extend the total amount allowed to \$5,000. This would be offered on a case-by-case basis and need justification.
Review of those with executed voucher	
Review of those in app process	
Applicant consideration	new considerations:554714, 524159, 326954
Next Steps	
	revise existing request forms to allow for this change
	revise EHV process manual to reflect new changes
	Sharing recommendation at next CoC board meeting: Feb 24 2022

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