



Charlotte-Mecklenburg Continuum of Care (CoC):101

MECKLENBURG COUNTY COMMUNITY SUPPORT SERVICES

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Who/What is HUD?

The United States Department of Housing and Urban Development (HUD) is one of the executive departments of the U.S. federal government.

It administers federal housing and urban development laws and aims to provide housing and community development assistance.

To achieve these goals, HUD runs or participates in programs intended to:

- Support underserved communities;
- Ensure access to and increase safe and affordable rental housing;
- Promote ownership; and
- Advance sustainable communities.





HUD's Homeless Assistance Priorities

- End homelessness for all people
- Use a Housing First approach
- Reduce Unsheltered Homelessness
- Improve System Performance
- Partnering with Housing, Health and Service Agencies
- Racial Equity
- Improving assistance to LGBTQ+ individuals
- Persons with Lived Experience
- Increase affordable housing supply

What is the homeless response system?

- HUD designates a geographic area to end and prevent homelessness; this geographic area is called a Continuum of Care (CoC).
- Our CoC, also referred to as NC-505 by HUD, is the Charlotte-Mecklenburg CoC.

- Our geographic area is composed of all of Mecklenburg County



What is the Continuum of Care (CoC) Program?

Administered by The **U.S. Department of Housing and Urban Development (HUD)**'s
Office of Special Needs Assistance Programs (SNAPs)

Definition a CoC:

- A regional or local planning body that manages the CoC-funded housing and services provided to the homeless community in their area
- “A community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximize self-sufficiency. It includes action steps to end homelessness and prevent a return to homelessness.”

Purpose of a CoC:

- Develop a long-term strategic plan and manage a year-round planning efforts
- Prepare applications for competitive grants
- Promote a more structured and strategic approach to housing and services for people experiencing homelessness
- Improve administrative efficiency and enhance response coordination and effectiveness

CoC's Across the Country

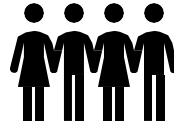
- CoC planning efforts may be organized at a number of geographic levels:

- Single city
- City and surrounding county
- State
- Region



- Each CoC has a Lead Agency, which is typically:

- A Homeless Coalition; or
- A Government Agency; or
- A Non-Profit Organization



There are more than 400 CoC's across the country.

What are System Performance Measures?

A critical aspect of the [McKinney-Vento Homeless Assistance Act](#) is a focus on viewing the local homeless response as a coordinated system of homeless assistance options as opposed to homeless assistance programs and funding sources that operate independently in a community. To facilitate this perspective the Act now requires communities to measure their performance as a coordinated system, in addition to analyzing performance by specific projects or project types. HUD will use the system-level performance information as a competitive element in its annual CoC Program Competition and to gauge the state of the homeless response system nationally.

1	Decrease	# of individuals experiencing homelessness
2	Increase	% of individuals who access or remain in permanent housing
3	Increase	% who increase income from employment
4	Increase	% who increase income from other sources
5	Increase	% who obtain non-cash benefits
6	Decrease	Length of time homeless
7	Decrease	# of returns to homelessness

How is the
Charlotte-Mecklenburg
CoC structured?

Charlotte-Mecklenburg

Continuum of Care (NC-505)

The **mission** of the Charlotte/Mecklenburg CoC is to end homelessness and alleviate its negative impacts by:

- engaging the community to address underlying causes,
- providing prompt and straight-forward access to a coordinated continuum of shelter and affordable housing options and supports that meets the needs of diverse homeless individuals and families, and
- expanding, sustaining, and developing new affordable housing options and supports to meet the changing circumstances of individuals and families who are at-risk of homelessness, currently homeless, or recently homeless in our community.

*The **Vision**:* Homelessness is rare, brief and non-recurring in the Charlotte-Mecklenburg community. Racial disparities are eliminated, and everyone has housing choices and prompt access to the housing resources and supports that meet their needs.

Charlotte-Mecklenburg CoC Responsibilities

Identify the gaps in the system for persons experiencing homelessness and to focus resources and/or implement policies to address these gaps in Charlotte-Mecklenburg

Streamline and improve the assessment, prioritization, housing matching, and placement system for homeless and at-risk households through a coordinated community-informed process;

Review and monitor project and system performance to improve effectiveness and inform strategic decision making for the CoC;

Fulfill annual HUD reporting requirements on behalf of Charlotte-Mecklenburg;

Work together to maximize federal funding to meet the needs of those who are homeless and at-risk in Charlotte-Mecklenburg;

Ensure that policies are housing first, fair, equitable, and free of bias.

CoC Collaborative Applicant

- Currently Mecklenburg County Community Support Services
 - Coordinates citywide applications for homeless housing and service funding (*“Collaborative Applicant”*)
 - Provides support to CoC & ESG funded agencies
 - Researches & responds to HUD policies
 - Establishes local priorities and adopts as CoC policy
 - Monitor agency performance & spending
-

Homeless Management Information System (HMIS)

- Respond to federal reports on behalf of the Charlotte-Mecklenburg Continuum of Care
 - Housing Inventory Count & Point in Time Count
 - System Performance Measures
 - Longitudinal Systems Analysis (*formerly Annual Homeless Assessment Report*)
 - Consolidated Annual Performance and Evaluation Report
- Monitor and improve data quality within Charlotte-Mecklenburg HMIS Data warehouse

Homeless Management Information System (HMIS)

- Participation in the HMIS is a requirement for all recipients and subrecipients of CoC and ESG funds other than organizations categorized as victim service providers. Programs that serve survivors of domestic violence, human trafficking, dating violence and/or stalking are required to use a comparable database.
- The purpose of the HMIS is to record and store client-level information about the numbers, characteristics and needs of persons who use homeless, housing and supportive services. The HMIS facilitates data collection to improve service delivery throughout NC-505.
- Participation in HMIS provides these benefits:
 1. Improves coordination of services for people participating in the programs
 2. Facilitates evaluation of system performance and program performance over time
 3. Facilitates exploration of disparities in outcomes among groups of consumers
- Our HMIS vendor---Bitfocus



CoC Governing Board

Composition & Leadership

- **Officers:** Chair, Vice-Chair, Secretary
- **4 Ex-Officio Members:** The Mecklenburg County Community Support Services Director or senior level designee • The City of Charlotte Director of Housing and Neighborhood Services or senior level designee • INLIVIAN Chief Executive Officer or senior level designee • A senior level administrator from the Veterans Administration
- **2 Members will be appointed by their organization:** The United Way of Greater Charlotte Director or senior level designee • Charlotte-Mecklenburg Schools Superintendent or senior level designee
- **Thirteen seats (13) will be filled by representatives (nominated through the Membership / Nominating Committee of the CoC), and then approved by a vote of the full CoC Membership.** The thirteen seats will represent these stakeholders: • Persons with lived experience of homelessness (2) • Emergency Solutions Grant recipients /Shelter providers (1) • Permanent housing providers (1) • Philanthropic partner working to eliminate homelessness (1) • Faith-based organizations active in ending homelessness (1) • Workforce development providers (1) • Prevention/ street outreach/ diversion providers (1) • Landlord and/or affordable housing developer (1) • Legal expertise and systemic advocacy (1) • One representative from the towns within Mecklenburg County (Huntersville, Cornelius, Davidson, Pineville, Matthews, Mint Hill) who is knowledgeable about homelessness within the towns (1) • Population-specific: including but not limited to: formerly incarcerated persons, persons with substance use issues, persons with HIV/AIDS, homeless youth, LGBTQ persons, victims of Domestic Violence, Latino/Hispanic community, etc. (2) • Healthcare (physical, mental health and/or substance use) (1)

CoC Governing Board

Responsibilities

In order to make homelessness rare, brief and non-recurring, the Board responsibilities include:

- Providing overall direction and leadership of the CoC process
- Making formal decisions for the CoC, with input from committees, membership, The Collaborative Applicant and others with expertise
- Aligning and coordinating CoC, North Carolina Department of Health and Human Services Emergency Solutions Grants and other homeless assistance and mainstream resources
- Advocating for additional resources, as required
- Ensuring the availability of data for planning
- Establishing priorities for and making recommendations to HUD about allocation of CoC resources
- Establishing system and program outcomes for evaluation purposes
- Monitoring and evaluating system-wide and individual program performance toward established goals
- Establishing committees and workgroups, and receiving their reports
- Selecting the Collaborative Applicant, HMIS software, and HMIS Lead Agency
- Entering into all contracts and Memoranda of Understanding (MOU) on behalf of the CoC and monitoring performance under these contracts and MOUs, and
- Communicating effectively with the CoC Membership and other key constituencies involved in eradicating homelessness.

Charlotte-Mecklenburg CoC Governing Documents

The **Governance Charter** outlines how to effectively operate and manage the CoC. The governance charter shall be reviewed annually by the CoC membership and by the CoC Board and amended as necessary to carry out the CoC duties.

Approved 5/10/2023

The **Written Standards** synthesizes federal regulations and local priorities for CoC and ESG- funded projects.

Approved 7/27/2023

[Please visit our website](#) to view and learn more about the CoC Governing Documents.



CoC Committees

Coordinated Entry (CE) Oversight Committee (CEOC)

MeckHMIS Governance Committee

Membership/Nominating Committee (MNC)- *ad hoc*

Ranking Committee (RC)-*ad hoc*

Equity and Inclusion Committee (EIC)

Lived Experience Committee (LEC)

Youth Action Board (YAB)

CoC Workgroups

Training Workgroup

- Meets in conjunction with the HSN Education and Training Subcommittee.
-

Homeless Veterans Workgroup (Housing our Heroes)

Homeless Families & Youth Workgroup

Unsheltered Homelessness Workgroup

Housing & Healthcare Workgroup

CoC Membership

- Organization and unaffiliated individuals residing or working within Mecklenburg County may be members of the CoC.
- The CoC will actively recruit for a broad and inclusive membership including but not limited to persons with lived experience of homelessness, nonprofit homeless assistance providers, victim service providers, faith-based organizations working to reduce homelessness, local governments, businesses, funders, advocates, mental health and substance use agencies, public housing agencies, social service providers, healthcare providers, universities, affordable housing developers, landlords and criminal justice providers.
- To become a member, complete the application form that can be found on the CoC website.

2024 CoC Full Membership Meeting Schedule

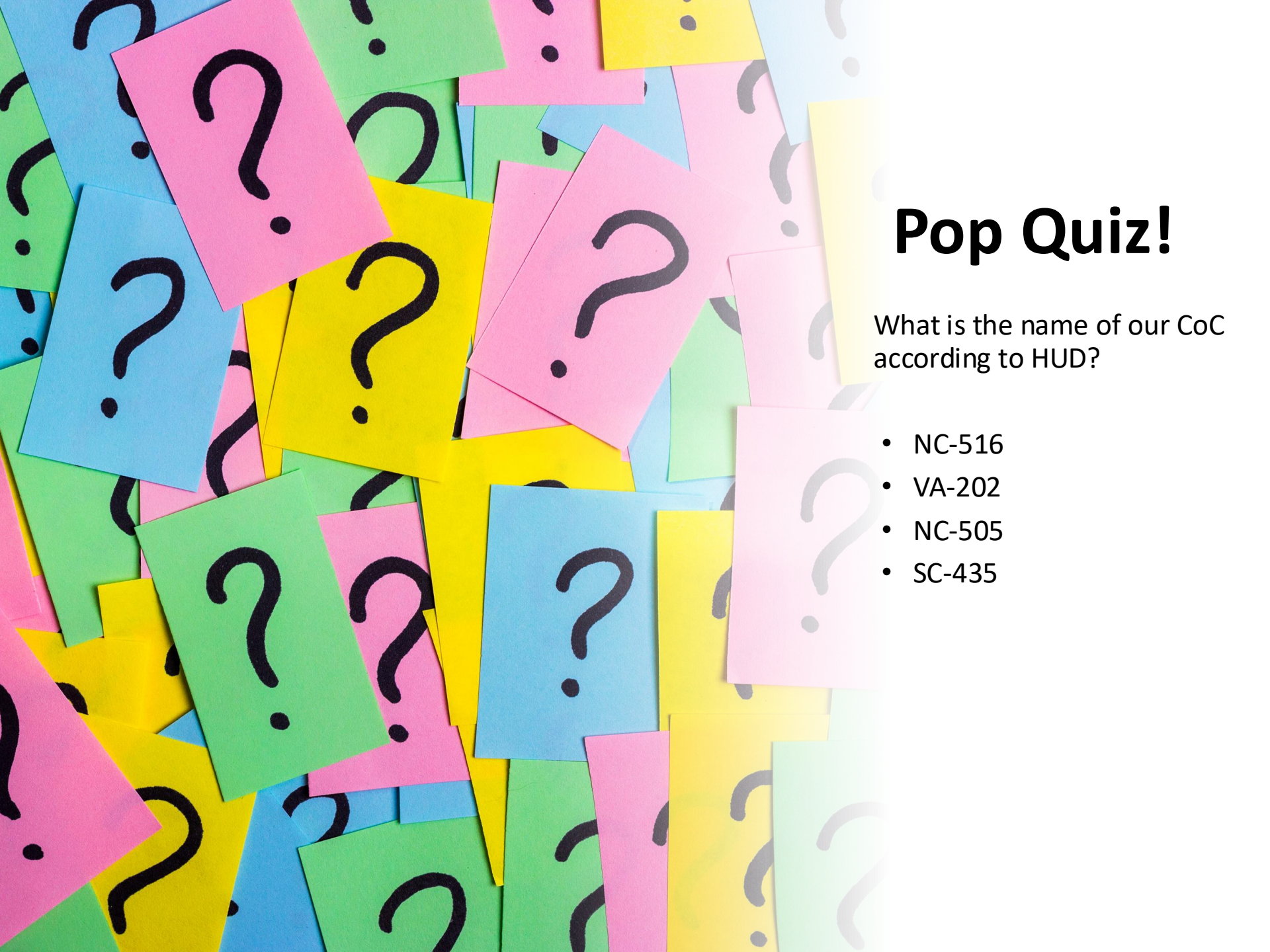
2:00pm to 3:30pm



Location: Hope Haven Conference
Center

3815 North Tryon St.

CoC Governing Board Meetings are open to the public and are currently held on the 4th Thursday of every other month at 2:00pm. Location varies.

The background of the slide is a collage of numerous colorful sticky notes in shades of pink, blue, yellow, and green. Each sticky note has a large, bold black question mark printed on it. The notes are scattered and overlapping, creating a sense of mystery and inquiry.

Pop Quiz!

What is the name of our CoC according to HUD?

- NC-516
- VA-202
- NC-505
- SC-435

How do we serve clients?



Chronic Homelessness Definition

Individual with a disability who is experiencing literal homelessness and:

- Has a primary nighttime residence that is a public or private place not meant for human habitation, a safe haven, or an emergency shelter; **AND**
- Has been literally homeless (as defined in previous slide) continuously for at least 12 months; **OR**
- Has had at least 4 separate occasions of the above in the past 3 years where the combined length of the occasions total at least 12 months.

This information must be documented.

HUD's Definition of Homelessness

Category 1 – Literal Homelessness

Individuals and families who live in a place not meant for human habitation (including the streets or in their car), emergency shelter, transitional housing, and/or hotels paid for by a government or charitable organization.

Category 2 – Imminent Risk of Homelessness

Individuals or families who will lose their primary nighttime residence within 14 days and have no other resources or support networks to obtain other permanent housing.

Category 3 – Homeless Under Other Statutes

Unaccompanied youth under 25 years of age, or families with children and youth, who do not meet any of the other categories but are homeless under other federal statutes, have not had a lease, and have moved two or more times in the past 60 days and can be expected to remain unstable due to special needs or barriers.

Category 4 – Fleeing Domestic Violence

Is experiencing trauma or lack of safety related to, or fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking or other dangerous traumatic or life-threatening conditions related to the violence against the individual or a family member in the individual's or family's current housing situation, including where the health and safety of children are jeopardized; has no other residence, and lacks the resources or support networks to obtain other permanent housing

How do we serve clients?

Permanent housing combined with services is the key to ending homelessness! All CoC and ESG funded agencies are required to follow the Housing First model.

This means that we move people into permanent housing as quickly as possible and then we provide them with services (like case management, health care, substance use counseling, income coaching, and more) to help them remain housed and improve their quality of life.





Coordinated Entry

Why Coordinated Entry?

HUD Definition: “**Coordinated entry is a process** that ensures that all people experiencing a housing crisis in a defined geographic area have **fair and equal access**, and are quickly identified, assessed for, referred, and connected to housing and homeless assistance based on their needs and strengths, no matter where or when they present for services. It uses **standardized tools and practices**, incorporates a system-wide **Housing First approach, participant choice**, and **coordinates housing and homeless assistance** such that housing and homeless assistance is prioritized for those with the most severe service needs.”

The only way to access housing
in our CoC

What is Coordinated Entry: A Simpler Definition

- Part of the process to access homeless resources and services
- Centralized intake for homeless services system
- Provides screening, diversion and referrals for homeless individuals and families
- Connection to **available** resources
- Not always a housing or shelter solution for all

How to access Coordinated Entry:

Persons experiencing homelessness or at imminent risk call the CE phone line, **704-284-9665**, instead of calling 211 first.

(211 is still a great resource for non-homelessness resources)

Mecklenburg County Coordinated Entry Location & Access

In Person:

- Roof Above, Day Services Center
- Roof Above, North Tryon Shelter
- Salvation Army Center of Hope
- Safe Alliance (safety shelter)
- Valerie C. Woodard, Community Resource Center

CE Hotline—704-284-9665:

- Started off as a COVID-related need
- Continues as a best practice
- Web-based access (pending)

Other Community Partners with CE-trained Staff:

- Shelters: Salvation Army Center of Hope, Roof Above Shelter
- The Relatives
- Street Outreach-Roof Above, HFTIC, Ada Jenkins Center, CARES
- Mecklenburg County Criminal Justice System
- Veteran Services Office
- Project Outpour
- Time Out Youth

Functions and Benefits of Coordinated Entry

- Serves an initial point of entry to access homeless resources and shelter
- Possibly identify other housing interventions as available/eligible
- Series of questions to better understand the client's situation
- Strength-based
- Solution-focused
- Client-centered
- Trauma-informed
- Plan of action
- Warm hand-off, if possible
- Systems navigation-Prevention, Diversion, other Meaningful Connections
- Identify what brings them in/reason for calling
- Hear their story
- ROI – provides permission to enter data in HMIS & share with local homeless services providers
- Safety—Diversion—Prevention--Housing
- Capture:
 - Demographics
 - HUD sub-assessments (disability, income, health insurance, non-cash benefits)
 - Strengths/Challenges/Resources: Educational & Vocational history, Legal/Credit concerns; Credentials, Natural Supports.
 - Supplemental Questions
 - VI-SPDAT

Bottom Line

- No Coordinated Entry Assessment, no vulnerability score, not on our Community By-Name List so are **not considered for available housing resources**.
- If you are a shelter or Street Outreach provider and have a new client, always check for their CE score first. If they do not have one, connect with CE if you are not trained to do CEs

Coordinated Entry System



1 Housing Crisis

Individual/ family accesses the [Coordinated Entry System \(CES\)](#) at one of the entry points.



2 Triage

Crisis Assessment: What does this person need to resolve their housing crisis or avoid entering the homeless system.



3 Diversion/Prevention

Can they be safely diverted/prevented from entering the homeless system of care? If not, client enters shelter/street.

Yes?

Housing crisis addressed!

No?



4 Housing Needs Assessment

Individuals are assessed using the community prioritization tools and housing needs assessment.



Documents Needed for Referral to RRH & PSH

- Documentation of Literal Homelessness
- Completed VI-SPDAT (RRH & PSH) and supp tool
- If Chronically Homeless, documentation of Chronic Homelessness (PSH)
- Verification of Disability (PSH)
- Photo I.D., Social Security Card, and/or Birth Certificate (RRH & PSH)
- Proof of Income (RRH & PSH)
- PSH Packet (PSH) or RRH Packet (RRH)
- Additional documentation may be required for some projects

**Please note that referral does not guarantee eligibility or receipt of services.*



5 Referrals

Clients are referred to emergency shelter, transitional housing, and other community resources based on client need and resource availability.



6 Prioritization

Literally homeless clients are added to the community by-name list and are prioritized for match to PSH/RRH based on local housing eligibility and prioritization policy.



7 Match

Eligible individuals/families are matched to open PSH/RRH referrals based on vulnerability and fit with program eligibility.



Housing Success!

Taking Referrals from CE

How it works:

- 1) If you operate a housing program, you send your eligibility criteria to Megan Coffey
- 2) When you have a slot available in your program, email Megan & the CE match team will send you the next most vulnerable client that meets your eligibility criteria
- 3) All CoC & ESG-funded programs must take referrals from CE; ANY program in the community (TH, HP, RRH, OPH, PSH) is welcomed & encouraged to take referrals

Benefits:

- 1) Reduces our overall community BNL
- 2) Ensures fair & transparent access to resources

Permanent Supportive Housing (PSH)

- A housing intervention for singles or heads of households with a disability that combines rental assistance paired with supportive services.
- PSH is permanent and designed to serve the most vulnerable in a community.
- To be eligible for PSH an individual or family must be chronically homeless.



Rapid Rehousing (RRH)

- A temporary housing intervention designed to provide rental assistance and case management to help singles and families that don't need intensive and ongoing support.
- To be eligible for RRH an individual or family must be literally homeless (sleeping on the streets or in an emergency shelter).



Diversion

- An intervention designed to immediately address the needs of someone who has just lost their housing & become homeless or is at imminent risk of homelessness.
- Diversion is a client-driven approach; its goal is to help the person or household find safe alternative housing immediately, rather than entering shelter or experiencing unsheltered homelessness.
- It is intended to ensure that the homelessness experience is as brief as possible, to prevent unsheltered homelessness, and to avert stays in shelter.
- It is **NOT** eviction (homeless) prevention.



Prevention

- Housing relocation and stabilization services and short-and or medium-term rental assistance as necessary to prevent the individual or family from becoming homeless if:
 1. Annual income of the individual or family is below 30 percent of median family income.
 2. Assistance is necessary to help program participants regain stability in their current permanent housing or move into other permanent housing and achieve stability in that housing.
- Eligible costs include utilities, rental application fees, security deposits, last month's rent, utility deposits and payments, moving costs, housing search and placement, housing stability case management, landlord-tenant mediation, tenant legal services and credit repair.
- ESG funded.



Emergency Shelter (ES)

- Essential Services such as case management, childcare, education services, employment assistance and job training, outpatient health services, legal services, life skills training, mental health services, substance abuse treatment services, transportation and services for special populations.
- Shelter Operations including maintenance, rent, minor repair, security, fuel, equipment, insurance, utilities and furnishings.
- ESG-funded.



Street Outreach (SO)

- Street Outreach provides services to individuals and families experiencing unsheltered homelessness, connecting them with emergency shelter, housing, and/or critical services, and providing them with urgent, non-facility-based care. Unsheltered homelessness is defined as having a primary night-time residence that is a public or private place not designed for, or ordinarily used as a regular sleeping accommodation for human beings, including, but not limited to: a car, park, abandoned building, bus or train station, airport, or camping ground. An encampment is defined as a set-up of an abode or place of residence of one or more persons on public or private property including an accumulation of personal belongings that is present even when the individual may not be.
- This work is not office-based. Staff are out in the community and attempt to engage individuals and families experiencing unsheltered homelessness in the field at the area where they usually sleep with the goal of connecting them with emergency shelter, housing and other essential supports.
- ESG funded.





Pop Quiz!

Which of the following housing interventions is designed to immediately address the needs of someone who has just lost their housing & become homeless or is at imminent risk of homelessness?

- Prevention
- Rapid Rehousing
- Diversion
- Permanent Supportive Housing

RESEARCH

[Local, regional and national research on housing instability and homelessness](#)

The research below includes local, regional and national reports on housing and homelessness. The Charlotte-Mecklenburg Housing Instability & Homelessness Report Series is a local series completed by the UNC Charlotte Urban Institute and funded by Mecklenburg County Community Support Services. The Housing Advisory Board's Research & Evaluation Committee reviews and recommends all reports included within the regional and national report sections. New reports are added as they are released.

NEW REPORT RELEASED

Charlotte-Mecklenburg
**STATE OF HOUSING
INSTABILITY &
HOMELESSNESS**

2023



Housing Data Snapshot

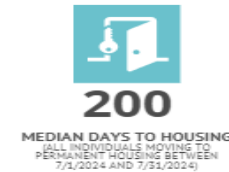


BY THE NUMBERS

This snapshot provides information on progress in the work to end and prevent homelessness in Charlotte-Mecklenburg. Three sections are included that illustrate housing needs and successes. In addition to data, each section provides an overview and detailed explanations to describe what the numbers mean and why it matters.

<p>ONE NUMBER</p> <p>The total number of actively homeless individuals in the community</p>	<p>MOVEMENT INFLOW & OUTFLOW</p> <p>A closer look at the number of individuals who move into and out of homelessness</p>	<p>COORDINATED ENTRY</p> <p>Quarterly data on individuals and households seeking housing assistance</p>
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ONE NUMBER



RESEARCH

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Local, regional and national research on housing instability and homelessness

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NEW REPORT RELEASED



Homelessness Among the Incarcerated Population in Charlotte-Mecklenburg
Integrated Data Report
Released 05 May 2023

Acknowledgements

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Background
This Integrated Data Report is produced by the Charlotte Urban Institute with funding from Mecklenburg County Community Support Services. This report supports Charlotte-Mecklenburg's [Strategy for Housing, Employment, and Economic Development](#) through its cross-sector and intentional use of data to reveal populations in most need of support with housing.

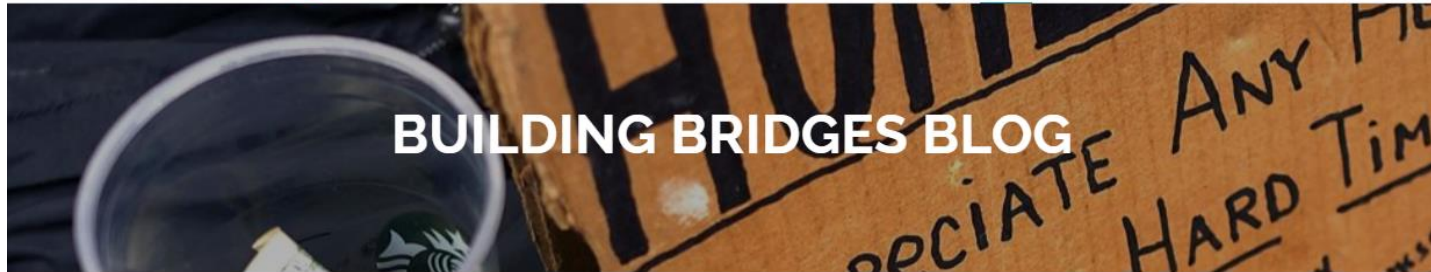
HOMELESSNESS AMONG THE INCARCERATED POPULATION INTEGRATED DATA REPORT

BUILDING BRIDGES BLOG

www.mecklenburghousingdata.org



DATA RESEARCH BLOG COC HMIS GET HELP



RESEARCH AND NEWS ROUNDUP: AUGUST 2024

[BLOG FRONTPAGE ARTICLE](#)

The Research and News Roundup is a monthly blog series that features a curated list of recent news and research related to housing instability, homelessness, and affordable housing. Together, these topics provide insights about the full housing continuum and provide community stakeholders with information about emergent research, promising practices, and innovative solutions related to housing and homelessness. This month's Research and News Roundup highlights four recently released tenant protections toolkits, a guide to creating a coordinated public funding strategy for affordable housing, and key findings related to intimate partner violence and homelessness from the California Statewide Study of People Experiencing Homelessness (CASPEH).

[Read more >](#)

CoC Website

www.charmeckcoc.org



[DATA](#) [RESEARCH](#) [BLOG](#) [COC](#) [HMIS](#) [GET HELP](#)

CHARLOTTE-MECKLENBURG CONTINUUM OF CARE

[Who We Are](#) | [What We Do](#) | [How We Work](#) | [News and Events](#) | [Get Involved](#) | [CoC Documents](#) | [CoC Notice of Funding Opportunity \(NOFO\)](#)



Continuum of Care Program Annual Competition Process

Each year, HUD publishes a **Notice of Funding Opportunity (NOFO)**, a funding competition to award CoC Program funds.

Funds:

- PSH
- RRH
- HMIS
- Joint TH-RRH
- Coordinated Entry
- Planning Grant



Emergency Solutions Grant (ESG)

Annual Competition Process

Each year, NC DHHS publishes a **Request for Applications (RFA)** for ESG Program funds.

NC ESG funds are intended to be used as part of a crisis response system using a low barrier, housing focused approach to ensure that homelessness is rare, brief, and one time. Activities can include:

- RRH
- HP
- ES
- SO



Be Sure to Subscribe!

Charlotte-Mecklenburg CoC Mailing List—CoC
Weekly Digest sent Friday mornings!

- www.charmeckcoc.org

Building Bridges Blog--

- www.mecklenburghousingdata.org

CoC Contacts

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For general CoC inquiries,
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Q & A

