

Charlotte-Mecklenburg CoC Governing Board Meeting

November 21, 2024

Location: Veterans Bridge Home

Board Members			
Trish Hobson, Chair	Jessica Lefkowitz, Vice Chair	Adelaide Martin, Secretary	Karen Pelletier
Rebecca Pfeiffer	Temeka Couch	Traletta Banks	Sonia Jenkins
O'Shauna Hunter	Susan Crawford	Kaedon Grinnell	James Lee
Kenny Robinson	Andrew Yavorski	Shaq Clarke	Tchernavia Montgomery
Cherelle Rozie	Glennis Davis	ES Provider: VACANT	

Brittany Marshall-VA Liaison to the CoC Board

Agenda

Time	Item	Facilitator
2:00pm-2:05pm	Welcome & introductions; welcome new Board member: Traletta Banks Motion: Adopt meeting agenda Motion: Approve meeting minutes from 9/26/24 & 10/11/24 2024 Board meetings	Trish Hobson Branden Lewis (facilitate introductions)
2:05pm-2:25pm	Executive Committee Report Out 1) 2025 CoC Board member recruitment 2) 2025 Meeting Calendar Motion: Adopt 2025 CoC Governing Board Meeting Calendar 3) CoC Builds: 10 mins Motion: Approve Roof Above's submission for the HUD CoC Builds NOFO	Trish Hobson Liz Clasen-Kelly
2:25pm-2:30pm	A Home for All Framework Implementation	Jamese Ivy
2:30pm-3:10pm	Committee & Workgroup/Board Seat Report Out 1) Meck HMIS GC: Quarterly SPM Progress Update 2) Membership/Nominating Committee: Towns Seat on CoC Board	Albrea Crowder Erin Nixon Jessica Lefkowitz
3:10pm-3:15pm	Public Comment	Trish Hobson
3:15pm-3:20pm	Collaborative Applicant Staff Updates: 1. Youth Homelessness 100 Day Challenge 2. Funding updates: CoC NOFO, CoC Builds	Branden Lewis Erin Nixon, Rebecca Pfeiffer
3:20pm-3:55pm	2024 CoC Accomplishments: each small group share 1 thing 2024 Outgoing Board member recognition	Small groups: 3 mins each Board members: 2 mins each
3:55pm-4:00pm	Agency Updates Request for November meeting agenda items	Board members
4:00pm	Adjourn	Trish Hobson

- **Next CoC Governing Board meeting:** Monday, January 20, 2025; 2:00pm-4:00pm;

Our Vision: Homelessness is rare, brief and non-recurring in the Charlotte-Mecklenburg Community. Everyone has housing choices and prompt access to a variety of housing resources and supports that meet their needs.

- **Next CoC Full Membership meeting:** Wednesday, February 12, 2025; 2:00pm-3:30pm; Location: Hope Haven
 - Who should attend: All CoC member agencies/individuals, members of the public and CoC Board members

Our Vision: Homelessness is rare, brief and non-recurring in the Charlotte-Mecklenburg Community. Everyone has housing choices and prompt access to a variety of housing resources and supports that meet their needs.

**CoC Governing Board
Meeting Minutes
September 26, 2024**

The meeting of the CoC Governing Board was held on September 26, 2024, via zoom.

Board Members Present: Trish Hobson (Chair), Jessica Lefkowitz (Vice Chair), Adelaide Martin, Karen Pelletier, Rebecca Pfeiffer, O'Shauna Hunter, Kaedon Grinnell, James Lee, Glennis Davis, Shaq Clarke, Tchernavia Montgomery, Andrew Yavorski, Chelle Rozie, Susan Crawford

Board Members Absent: Sonia Jenkins, Kenny Robinson, Temeka Couch, Brittany Marshall

CoC Staff Present: Branden Lewis, Erin Nixon, Terry McLendon (HISS) Emily Tinker (HMIS) Shamika Agbeviade (HMIS) Kim Sanders (HMIS)

Guests Present: Stacey Bergeron (HISS -Moore Place), Sheila Crump (CSS-SPC), Adia Robinson (CSS-SPC), Kenya Dawson, Akeem McDuffie (City of Charlotte) James Wright (Public Health- Equity) Eileen Bennett (Alliance Health Care) Chasity Lambert (Public Health, Trauma Justice Partnership, Crisis Intervention Team), Albrea Crowder (Carolina's Care Partnership) Chris McCullough (Alliance Health) Tanya Lawrence, Shawn Parker (New Season MAT Provider)

Welcome- Meeting began with everyone introducing themselves along with affiliation. Motion to adopt the meeting agenda –meeting agenda is adopted. Motion to approve minutes from July COC Governing Board meeting-correction noted it was an error under Home for All (typo- corrected 45,000 to 40,000) Motion to approve minutes (Jessica- O'Shauna second it)

(System Wins)

- **Branden–** (OrgCode Training) August 2024- 2 sessions one specific for Housing Focused Case Management (targeted audience emergency shelter staff, rapid rehousing, and permanent supportive housing frontline staff) * Attendees* – The Salvation Army Center of Hope, Roof Above, Ada Jenkins Center, Mecklenburg County CSS Shelter Plus Care, Supportive housing Communities. **Key Takeaways-**
 - *More collaboration with providers who serve the aging population
 - *Bringing together banking industry and property providers to learn more about different payment types and what is accepted by property providers
 - *Tech prep- how to use certain devices
 - *Flex fund- funds to pay for anything that other funding sources will not pay for
 - *Substance use training about different types of substances, how much they cost, street names, reactions to look out for (HSN is already working on this)
- **Case Management**
 - * Documentation day (day in the office to do notes)
 - * Each client should have a crisis plan- outside of their case plan if something was to happen
 - * Case Conferencing where the clients are included in the meeting discussing their own care
- Second session was Street Outreach (targeted audience -street outreach providers) *Attendees* Hearts of the Invisible, Roof Above, Ada Jenkins Center, and CARES. **Key Takeaways-**
 - *Street Outreach providers should report outcomes frequently (some type of dashboard)
 - * Idea of having “color coding” for each SO team (different color shirts)
 - * Shelters should have pictures of their spaces on website; what the shelters look like to help determine whether they want to utilize that space or not.
 - *Street Medicine team (Home for All is currently working on that)

**CoC Governing Board
Meeting Minutes
September 26, 2024**

* As a system we should report on the state of unsheltered homelessness often
* Reality Check: encampment displacements #'s how many people are misplaced, how we work through it, the number of days it takes people to get housed.
Follow -Up with Cindy on Street Outreach on September 24 (Jessica, Allison, Melia) Housing Focused Case Management October 1, 2024

- **Executive Committee Report Out – Trish-** Several seats are going to be open on the board for 2025. Seats that will be open and will be posting soon are for Legal/systematic advocacy, Permanent Housing Provider, a seat for person with lived experience and emergency shelter provider.
 - * Case management white paper is beginning.
 - * Previously voted to approve Magnolia Detroit consulting, which is led by Amber Joiner Hill. Amber is involved in the COC her county registration was finalized this week and she and Erin talked yesterday about updating the project timeline.
 - * Karen Pelletier through the work of the prevention diversion group brought forward the recommendation that the county and the COC partner to engage with a group called Policy Research Associates to facilitate a system mapping workshop. It will consist of a 1 and a half day exercise to bring together partners from across the homelessness response system to complete a system mapping to identify all the work that is happening and where any gaps are. There was a request to utilize funds. The executive committee has approved \$25,000 out of the COC planning grant since it was less than 10% of the total grant it did not have to be voted on. Community solutions has agreed to support the project by providing food.

Update

- **O'Shauna Hunter** Home for All- Rental assistance grant closed on Monday. We had 5 grantees who applied for that funding and so the implementation team's review will go through the month of October. the technical committee reviews as well go through the month of October and then United Way Board, will approve the recommendations from the implementation team and technical committee. And then we'll go through contracting and hope to award and begin implementation in January. Question that came out of the executive committee meeting prior to this one about the reimbursement base and the challenges. Grassroots organization receives that type of funding. Reimbursement base is how United Ways contract is set up with the county. The 3.5 million that's being awarded 500 which comes from the city both of those funding streams are reimbursement base. We asked was there a way to amend our county contract and was told that it wasn't and that's why it's reimbursement base. Property Provider recruitment and retention is being handled through Impact Consultant. They're working on finalizing big policies and procedures and housing prioritization policy.
 - ***Street Medicine Initiative** - Street Medicine Street Psychiatry which falls under the unsheltered pillar Atrium Health Alliance Health have come together to create this pilot. Pilot is intended to embed both a psychiatrist and a nurse part-time in the beginning and street outreach teams like Roof Above, Hearts for the Invisible going out to encampment and meet people where they are and provide services. (Hopefully can start in January) The goal of the test of change at the end was to have a target population that the test of change will focus on.

**CoC Governing Board
Meeting Minutes
September 26, 2024**

The target population that was presented and pushed forward and agreed upon by the team was to consider using the targeting tool that the county is currently using for their Community Solutions Grant. They're using it for mental assistance, but there are ways that can be adapted for this ideally to catch people who are already connected to services. So, people who perhaps are calling into coordinated entry and aren't connected to a case manager and getting them connected. The implementation team has agreed to look at the targeting tool to see if this would be a good bit for that specific target population and move forward with that.

* Critical home repair - released an RP to engage a consultant. This consultant will be responsible for looking at our critical home repair ecosystem and providing us with recommendations on how to make it better. Particularly focused on serving more people reducing the long wait times for households who are looking for critical home repair. That RP was released on Tuesday, and it runs for about a month, around the end of October.

- **Glennis Davis** - survey to send out to faith leaders from different households of faith across Mecklenburg County to complete an assessment to see where their existing support for our unsheltered individuals that are experiencing homelessness and housing security and then also determine what resources if any they make available and to see if there are opportunities for us to better partner with those households of faith in their service as they are like spread wide throughout the community. *** Placed in the COC digest so Davis has help pushing the survey out
- **Mary Ann**- One of the requests that we got, was from NCCH, regarding people with disabilities. The purpose was really to determine the need for additional SOAR workers in our area. HUD mandates us to ask whether a person has any disabling condition, if yes there are follow up questions that are asked about specific disabilities and those include physical, mental, emotional disabilities. Such as impairment from alcohol or drug abuse, PTSD, TBI, development disabilities, and HIV/AIDS. These questions are asked during intake, and if new or emerging disabling conditions are reported to the case manager that information would be updated into HMIS. If someone reports that they do have one of the disabling conditions, they're then asked, is it expected to be of long-term duration? Does it impede your ability to live independently, and could it be improved by the provision of more suitable housing conditions? Information is self-reported clients aren't requested to submit medical records. We see people that report that they have a disabling condition and they become the next in line for a housing resource and the time comes for them to verify their disabling condition and they're not able to do that through any type of medical provider. Also, a significant number of people who have a disabling condition are not reporting because they are not aware of the illness and have no insight due to the lack of access to care. As of August 30, 2024, a total of 3,169 people are experiencing homelessness in our community and 1,657 are people with disabilities. That's approximately 52% of all people experiencing homelessness in our community reporting some type of disability. Findings have shown those who report a disability 51% or 845 people report no income at all. Out of the 1,657 81 of the people are in households with minor children, 744 are single individuals, 47 are unaccompanied youth (18-24), 196 age 55 and up, 33 are veterans, and 447 were experiencing chronic homelessness. August data showed the following on people who reported disabilities.

* Monthly inflow is a total of 44%;

**CoC Governing Board
Meeting Minutes
September 26, 2024**

* 41% of people that are newly homeless meaning they haven't touched our system in 2 years or never 49% have no income.

*41% of people that were returning to homelessness 43% have no income.

Around 50% of our total outflow are people with disabilities 40% were housed 59% reported income. This data is important because it shows that people with income are getting housed at higher rates than people that do not have income despite having a disability. Income is important to ensure that people do not enter homelessness and that they are able to exit homelessness and stay housed when they eventually do exit the program.

Some of our permanent supportive housing programs, and rapid rehousing programs require income. Frontline staff stated it is difficult to get clients approved for units if they do not have any income despite having a voucher, landlords refuse to take no income clients. People are not getting access to programs because they don't have an income, and are remaining homeless longer, even though they have a voucher. Income helps people with disabilities achieve independence and stability.

*Proven intervention – SOAR: SSI/SSDI Outreach, Access, and recovery program.

In 2023 they had around 3,000 applications approved. Those people were connected to a regular income source and receive income monthly. There's retroactive back pay, so people that get a larger reimbursement of back pay will possibly exit homelessness more quickly.

- **Sheila Crump**- Currently there are 12 case workers that complete SOAR in our community.

*4 accept community referrals. Community referrals is anyone in the community that is not attached to an organization.

* 2 accept justice involved community referrals

*6 accept internal referrals

Agencies completing applications right now are Criminal Justice Services, Community Support Service, Department of Community Resource, Alliance Health, Promise Resource Network, and Veteran Services.

*667 SOAR assisted SSI/SSDI claims were submitted. 518 SOAR assisted SSI/SSDI claims were approved. Data is reported in a system called Oats, approval rate is 77% this information was from 2011 to present.

*Caseload are supposed to be around 24 per year. Currently Sheila has 32 clients she is assisting with a disability claim. Sheila referrals comes from internal Community Support Services and from the community such as hospitals, and individuals.

***Trish** asked do you have to be homeless to receive SOAR services?

* **Sheila** – Yes or at risk of experiencing homelessness.

Mary Ann –845 people right now in Charlotte Mecklenburg that have a disability that don't have access to any income. Sheila has shared with us that typically one SOAR worker can help 24 people a year. We are saying that we need more SOAR workers. They can be trained for free, but that is people completing SOAR cases on top of other duties as assigned which is not their key job and we don't have COC funding or ESC funding that we can dedicate to get more SOAR workers. Mecklenburg County has invested in multiple SOAR workers, but more and more we're seeing nonprofits choose to not reinvest those funds. The presentation is to highlight that we need flexible funding, private funding, philanthropic funding that allows us to hire more SOAR workers where that is their only job so that we can ensure we can get people better access to income.

**CoC Governing Board
Meeting Minutes
September 26, 2024**

- **Public Comment** – Eileen Hume signed up but is not on the zoom call.
- **Staff Updates-**
 - ***Erin** – Discussion in July’s meeting was the vote would be in today’s meeting to approve the COC writing standards. Most board members were able to attend one of the sessions, we took the comments and then open those back up for public comment one last time and settled on the draft.
 - One of the follow up items Rebecca shared the information from the City of Charlotte contract on lead-based paint.
 - Also, more feedback on street outreach and what is the expected time for response. *** This would be after Hearts for the Invisible receives referrals through the City of Charlotte, apps, or other portals. Then they triage and review them and then refer them out to an agency. Jessica and Brianna (Hearts for the Invisible) realistic response time would be 5 business days(originally was 3 but has been updated to 5).
 - Emergency Shelter- what's the timeline expectation for a client who enters the shelter to be connected to a case manager. Roof Above and Salvation Army confirmed that their practices is to connect the clients with case managers at entry. Safe Alliance has not responded yet with their time frame.
 - Jessica** asked -Do we have anything in the written standards about, emergency response for severe weather events? **Erin** responded its in the MOU. **Jessica** we should put on the agenda just to kind of triage that moving forward to have some systems in play from the shelter systems, day services, and street outreach. **Erin** – note for next update emergency response. Written standards are used by the COC, ESG and then the county aligns their housing funding to the written standards and that's what's used to monitor agencies who received funding.
- **Motion to approve written standards-** Jessica approved James second Motion carries and the written standards are approved.
- **Funding-** In the middle of the COC, NOFF funding competition, all the agencies who are either renewal or new applicants have submitted their materials and the ranking committee is working on those and will meet on Monday to review and rank those applications. There will need to be another special virtual board meeting to approve those rankings next Friday afternoon.

*Agenda items for November Meeting

Jessica -street outreach referral process has shifted.

Tonya Lawrence (Catholic Charities of Charlotte) Currently hiring for a few positions; outreach specialists, case coordinator, Housing navigator and healthcare navigator.

James Lee tenure on the board is ending- he shared how thankful he was being a board member.

Bonia Jenkins concern with some families who have reached out to me and my staff concerning the Salvation Army. The conditions, the lack of staff, its full families on the floor and they don't even have a case worker so they don't know what the process or anything is. Pictures of horrible living conditions there. When we say there's an opening at the shelter do you want to go, and our families literally say no this is why. The other week a family stayed one night and then they literally put them out because by error they admitted them in and they had a 15 year old son.

**CoC Governing Board
Meeting Minutes
September 26, 2024**

The family was not allowed to stay there so they just put the family out on the streets. They didn't try to find other accommodations or anything. As of today, we have 3,510 homeless children identified which we are 700 students over than where we were last year at this point.

Kenny Robinson - shifted housing focus to children who have a parent or caregiver whose barrier to housing is their background.

Meeting Adjourned

**CoC Governing Board
Meeting Minutes
October 11, 2024**

The meeting of the CoC Governing Board was held on October 11, 2024, via zoom.

Board Members Present: Trish Hobson (Chair), Jessica Lefkowitz (Vice Chair), Adelaide Martin, Karen Pelletier, Rebecca Pfeiffer, O'Shauna Hunter, Kaedon Grinnell, James Lee, Glennis Davis, Shaq Clarke, Tchernavia Montgomery, Andrew Yavorski, Cherelle Rozie, Susan Crawford

Board Members Absent: Sonia Jenkins, Kenny Robinson, Temeka Couch, Brittany Marshall

CoC Staff Present: Branden Lewis, Erin Nixon, Shamika Agbeviade (HMIS)

Guests Present: Tawanna Denmark, Joyce Brooks

Welcome- Meeting began with everyone introducing themselves along with affiliation. Motion to adopt the meeting agenda –meeting agenda is adopted.

CoC Funding Recommendations

Andrew Yavorski shared funding recommendations from the ranking committee and reviewed the scoring process.

Motion: Approve proposed funding recommendations (motion carries)

Motion: Approve submission of NC-505 Collaborative Application by 10/30/24 (motion carries)

Meeting adjourned

2025 Charlotte-Mecklenburg Continuum of Care Meeting Calendar

CoC Governing Board

Date	Time
Thursday, January 30, 2025*	2pm-4pm
Thursday, March 27, 2025	2pm-4pm
Thursday, May 22, 2025	2pm-4pm
Thursday, July 24, 2025	2pm-4pm
Thursday, September 25, 2025	2pm-4pm
Thursday, November 20, 2025**	2pm-4pm

*Adjusted to 5th Thursday due to Point in Time Count

** Adjusted to 3rd Thursday due to holiday

CoC Full membership

Date	Time
Wednesday, February 12, 2025	2pm-3:30pm
Wednesday, May 14, 2025	2pm-3:30pm
Wednesday, August 13, 2025	2pm-3:30pm
Wednesday, November 12, 2025	2pm-3:30pm