



#### Homeless Committee Meeting Minutes Tuesday, March 8, 2022 – 1:00 p.m. Cumberland County Department of Social Services 1225 Ramsey Street, Fayetteville, NC

#### COMMITTEE MEMBER ATTENDEES

Courtney Banks-McLaughlin, Council Member, City of Fayetteville

Debbie Brown, Chair, Fayetteville / Cumberland County Continuum of Care on Homelessness

Chris Cauley, Director, Fayetteville Economic & Community Development Department

Dr. Marvin Connelly, Superintendent (and designee Pamela Story, Social Work Coordinator-Homeless Liaison), Cumberland County Schools

Tawana Dawkins, Data & Evaluation Analyst, Cumberland County Community Development Department

Tracy Jackson, Assistant County Manager, County of Cumberland

Sally Shutt, Assistant County Manager (Governmental Affairs), County of Cumberland

Dr. Toni Stewart, Board Commissioner, County of Cumberland

Dee Taylor, Director, Cumberland County Community Development Department

Larry Wright, City Council Member, City of Fayetteville

#### OTHER ATTENDEES

Cindy Crain, OrgCode Consulting, Inc.

Other attendees included staff from both the City and County and various stakeholders in the community.

#### REGRETS

Michael Boose, Board Commissioner, County of Cumberland

Dr. Telly Whitfield, Assistant City Manager, City of Fayetteville

Susan Williams, Board Member, Cumberland County Schools

#### **AGENDA**

- Call to Order
- Approval of the Minutes
- · Homeless Strategic Plan Update
- Homeless Management Information System Overview
- Nonprofit Capacity Building Workshop Discussion
- Other Items of Business
  - Public Forum
  - Reports / Updates
    - o Continuum of Care
    - o Day Resource Center Project
    - o Homeless Shelter Planning
- Next Meeting
- Adjourn

	TOPIC	DISCUSSIOIN / PROPOSED ACTION
1	Call to Order	Commissioner Stewart called the meeting to order at 1:00 p.m.
2	Approval of the Minutes	Councilman Wright motioned to accept the minutes from the February 3, 2022 meeting. Dr. Connelly seconded. The motion was approved unanimously.
3	Homeless Strategic Plan Update	Cindy Crain from OrgCode Consulting, Inc., provided a brief update on the Homeless Strategic Plan.  Ms. Crain addressed the big gaps that exist in the community:  One of the big gaps is the need for an emergency response system for those having a housing crisis. This is where the Day Resource Center and homeless shelter can help address these needs.  As we developed these systems to respond to the immediate basic needs, keep in mind that there are two other elements that important and critical to those services related to housing via access to information, resources, subsidies, and coordination. Another element is income (e.g. earned income, social security, etc.).  The housing and income together are what contributes to resolving the ultimate crisis to housing.  Another big gap is the need for housing. All communities are looking at how do we address a shortfall of affordable housing, decades in the making across the United States. Coordination of services such as the Continuum of Care is regrouping and reestablishing accountability. This helps makes up the foundation.  Within a couple weeks, Ms. Crain is hoping to have a draft of any activities or actions taken towards meeting the
		objectives outlined in the work progress plan.
4	Homeless Management Information System	Dee Taylor presented an overview of the Homeless Management Information System (HMIS). The areas covered include:  • What is HMIS? • History of HMIS • Main benefits of using HMIS • Federal programs using HMIS • Federal and State program funds invested in Fayetteville/Cumberland County • Main HMIS roles • HMIS cost

		HMIS uses
		HMIS data standards
		Mandated reports
		Performance evaluation of CoC Programs
		A look inside of the HMIS system (ServicePoint)
		Councilwoman Banks-McLaughlin asked if every organization uses HMIS. Ms. Taylor confirmed that not every organization (that provides homeless services) uses the HMIS system. The main users are those that receive federal funds. In order to receive assistance from the U.S. Department of Housing and Urban Development, these organizations that receive HUD funds are required to use the HMIS system. Councilwoman Banks-McLaughlin asked how we address those individuals who do not have an identification. Ms. Taylor responded that the agency could take a picture of the individual and upload it in the system. The agency may also be able to assist the individual with connecting to other resources that can help with obtaining an official identification.
		Councilwoman Banks-McLaughlin also asked how often do a user have to get retrained on HMIS? Ms. Taylor responded a user will need to get retrained at least annually. Councilwoman Banks-McLaughlin asked if there is a fee to using HMIS. Ms. Taylor responded that there is no cost to the user or the agency. The cost is covered by the Homeless Initiative Fund that the City and County contributes to annually.
	Nonprofit Capacity Building Workshop	Tracy Jackson stated there have been some recent discussions about providing opportunities for local groups or individuals that are interested in starting a nonprofit. A couple of organizations that provide training were contacted for additional information. The plan is to provide additional information at the next meeting regarding potential workshops in the near future.
		Commissioner Stewart added there are agencies who are not afforded opportunities that other nonprofits have access to because these agencies do not have their 501 status. We want to come together and help these agencies with obtaining their 501 status so they can have access to resources. We need these agencies because they provide assistance to our homeless community. It would help us to help them.
6	Other Items of Business a. Public Forum	Tracy Jackson indicated the Committee knows there is a desire for other persons, outside of the Homeless Advisory Committee, to speak at the Committee meetings. As a Committee, we have businesses to carry out, functions to perform, and reports that have to be made back to different governing bodies. In order to provide an opportunity for a public forum, staff would like to suggest including a public comment section on the agenda for future meetings. We can model this format from other public meetings such as County Commissioners meetings where at the beginning of each meeting, a person can sign up in advance of the meeting or at the meeting at the door. At these meetings, there is a total of fifteen (15) minutes dedicated for that agenda item and three (3) minutes per speaker.
		Councilman Wright stated it is a great idea because we really want the community to be involve and there is a lot of great ideas out there from individuals and small groups that want to do more.

		The Committee agreed to add a public forum section at the beginning of the meeting. The total time for the public forum will be no more than fifteen (15) minutes, allowing for no more than three (3) minutes per speaker. Anyone interested in speaking during a public forum can sign up at the door at the Committee meeting or contact Cumberland County Community Development in advance by calling (910) 323-6112 or by sending an email at cccdinfo@co.cumberland.nc.us. Councilman Wright suggested that anyone interested in signing up at the door should do sign at least fifteen (15) minutes before the actual Committee meeting starts. Commissioner Stewart confirmed once the meeting starts, no one will be able to sign up to speak during the public forum.
7	Reports/Updates	CoC Update
	a. Continuum of Care (CoC)	Debbie Brown shared information on activities conducted by the local Coordinated Entry team (Cumberland HealthNet staff). The CoC's Coordinated Entry System does not have a 24 / 7 hotline. However, we also use the
	b. Day Resource Center	North Carolina's 2-1-1 that provides the additional support in the community.
	Project c. Homeless Shelter Planning	North Carolina 5 2-1-1 that provides the additional support in the community.
	C. Homeless Sherter Chaming	Ms. Brown shared the following data from the Coordinated Entry System for the period between January 1, 2022 – February 28, 2022:
		Completed calls: 1,160
		Persons served: 142 (86 Head of Households)
		Placed on Homeless Prioritization (Bynames List for Housing): 42 (26% of those served)
		Ms. Brown continued to share data from the 2-1-1 system for the period between January 1, 2022 – March 6, 2022, for the Cumberland County area:
		Calls: 24,570
		Total Requests: 46,484
		Top Request Categories: housing and shelter (13,945 or 39.20%); utilities (16,362 or 35.20%); and employment and income (3,207 or 6.90%). Other assistance requested includes food, healthcare & Covid-19, mental health addictions, clothing and household, childcare & parenting, government & legal, transportation assistance, education, disaster, and other.
		Out of the housing & shelter requests, the top requests were rental assistance (8,534 or 61.20%). Of the requests for utilities, the largest requests were for electric (9,120 or 66.90%). Of the requests for employment and income, the largest request was for financial assistance (2,800 or 87.30%).
		The CoC understands the City and County have goals to eradicate homelessness in Cumberland County. However, the CoC is already in the business or providing and coordinating services through our member agencies. What needs to happen is for the three entities (City, County, and the CoC) work together and come to the table and collaborate to work towards ending homelessness. There shouldn't be paralleled train tracks but one

track that we all follow. We should facilitate in whatever way and direct our efforts for affordable housing or helping employers find ways to hire individuals with backgrounds.

Ms. Brown also provided 2019-2020 HUD data on local programs in Cumberland County or for the local CoC (NC-511). Inventory for the following types of programs have increased:

Emergency shelter: 27% Transitional housing: 25%

Permanent Supportive Housing: 44%

The CoC Program funding has increased by 1% and the Emergency Solutions Grant has increased by 3% for programs in Cumberland County.

The CoC is looking to increase its efforts for future funding.

Councilman Wright asked when it comes to grants, how does the federal agencies look at grant approval? Will they look more favorably towards communities where a larger number of organizations are signing on? Will it give us more opportunities to receive those grants?

Ms. Brown stated the CoC's Planning and Development Committee is working on seeking grants. The CoC is looking for a grant writer. The CoC have some in-house capabilities. The CoC realize this is a need not just for the CoC but for other agencies that do not have grant writers.

Councilman Wright stated he has seen other communities where the more entities that are working together, they are more likely to receive grants. Collaboration is key.

Ms. Brown stated the CoC is focusing on bringing in more agencies that are not part of the CoC. The CoC would like to continue to work closely with the school system and also pull in the Cape Fear Valley Health System.

#### Day Resource Center

Chris Cauley provided an update on the Day Resource Center. Detailed information was provided at the last Committee meeting. Not much has changed except that the North Carolina Office of Recovery and Resiliency (NCORR) has approved an additional \$1 million for the project. The project costs were more than originally anticipated. In addition to NCORR's funds, the State delegation has secured \$1 million for this effort. Those funds will be going towards equipment and furniture that is not grant eligible. For example, the State funds can be used for dental equipment. It is still a 12-month construction period and so the bid will have to go out quickly.

		Hopefully within the next month, the plan is to go before City Council to appropriate this funding and the City should be able to work on the construction contract.
		Homeless Shelter Dee Taylor provided an update on the status of the County's homeless shelter project. At the last meeting, Ms. Taylor mentioned an Invitation to Bid (ITB) was issued to solicit for an Owner's Representative to assist the County with locating a site to build the shelter. When the ITB was initially posted, the County did not receive any bids. The County has re-issued the ITB in hopes that there will be responses this round.
8	Next Meeting	The next meeting will be 1:00 p.m., Tuesday, April 12, 2022 at the Cumberland County Department of Social Services.
9	Adjournment	Councilwoman Banks-McLaughlin motioned to adjourned. Debbie Brown seconded. Motion was approved unanimously. The meeting adjourned at 2:05 p.m.

Documents Distributed During the Meeting:

- Agenda for March 8, 2022 HAC Meeting
- Minutes from February 3, 2022 HAC Meeting
- HMIS PowerPoint Presentation Slides





# OVERVIEW OF THE HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

City of Fayetteville and Cumberland County Liaison Meeting March 8, 2022

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## MAIN TOPICS

- · What is HMIS?
- History of HMIS
- Benefits of Using HMIS
- Federal / State Programs Using HMIS
- HMIS Roles
- HMIS Cost
- HMIS Uses
- HMIS Data Standards
- Required Reports
- Sample Screens
- Sample Report (APR)

## WHAT IS HMIS

A local information technology system (web-based) developed to be used to collect client-level data and data on the provision of housing and services to homeless individuals and families.

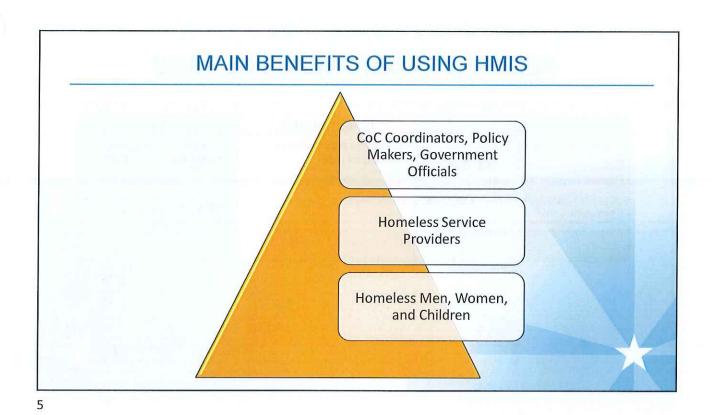


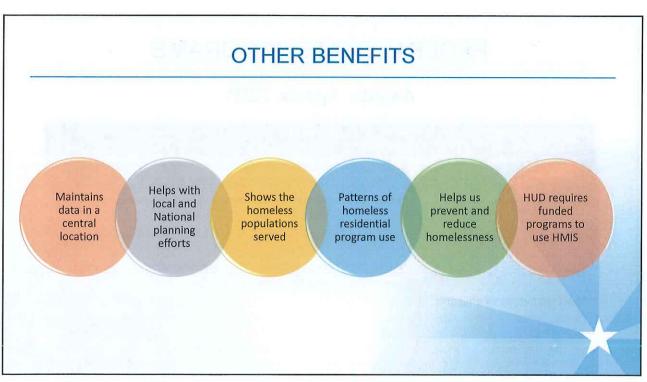
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# **HISTORY OF HMIS**

Period	Event
1980 – Early 1990s	Grassroot organizations pioneered the use of computer-based tracking systems
2001	Congress directs HUD to develop an unduplicated count of homeless; HUD requires all McKinney-Vento funded grantees to implement HMIS
2004	Final HMIS Data and Technical Standards are published.
2007	First National Annual Homeless Assessment Report (AHAR)

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# FEDERAL PROGRAMS USING HMIS

HUD	DHHS - SAMHSA	VA	
Continuum of Care (CoC)	Projects for Assistance in	Supportive Services for	
Emergency Solutions Grant (ESG) – Passed through the State	Transitional from Homelessness (PATH)	Veteran Families (SSVI	
Housing Opportunities for People with AIDs (HOPWA)		HUD-VASH (Housing	
Emergency Housing Voucher (EHV)	9	Choice Voucher)	

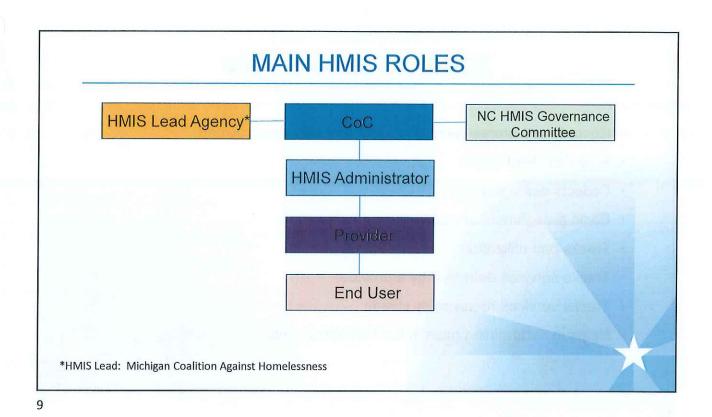
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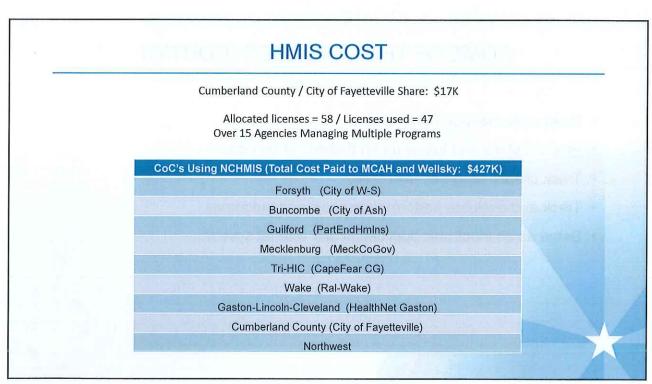
# FEDERAL/STATE PROGRAMS

Awards: Approx. \$2M\*

FEDERAL / STATE PROGRAM	APPROX. AMOUNT	SERVICES
CoC Programs (8)	\$740K	Provide permanent housing, transitional housing, coordinated entry, and planning.
ESG Program (3)	\$131K	Support shelter operations, shelter services, homeless prevention, and rapid rehousing.
PATH (1)	\$427K	Connect individuals to permanent housing and mental health services.
HOPWA (1)	\$725K	Provide housing and supportive services to persons living with HIV/AIDS.

<sup>\*</sup>Does not Include VA programs





## SOME OF THE HMIS USES

- · Records and stores client level data and services provided.
- · Provides client intake
- · Collects demographics
- · Basic assessment of needs
- · Tracks bed utilization
- · Tracks services delivered by a provider
- · Tracks services received by clients
- Helps in determining gaps in the homeless services in a community.

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# SOME OF THE HMIS USES (CONT'D)

- · Enter case management notes.
- · Prepare plans and follow-up on delivery of services.
- · Track clients' progress over time.
- Track and evaluate performance goals and outcomes.
- Serve as an electronic application and referral system.

# **HUD'S HMIS DATA STANDARDS**

Universal Data Elements (UDE's)	Program Specific Data Elements	Project Descriptor Elements
Name	Income and Sources	Organization Information
Social Security Number	Non-Cash Benefits	Project Information
Date of Birth	Health Insurance	Continuum of Care Information
Race	Physical Disability	Funding Sources
Ethnicity	Developmental Disability	Bed and Unit Inventory Information
Gender	Chronic Health Condition	
Veteran Status	HIV/AIDS	Federal Partner Program Elements
Disabling Condition	Mental Health Disorder	COC
Project Start Date	Substance Use Disorder	HOPWA
Project Exit Date	Domestic Violence	PATH
Destination	Current Living Situation	
Relationship to Head of Household		RHY
Client Location	Date of Engagement	VA
Housing Move-In Date	Bed-Night Date	
Prior Living Situation	Coordinated Entry Assessment	
	Coordinated Entry Event	

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## **REQUIRED REPORTS & INFORMATION**

## Federal (HUD – Continuum of Care Program) Reports

- Point-in-Time Homeless Count (Annual);
- · Housing Inventory Chart (Annual);
- System Performance Measures Report (Annual);
- · Longitudinal Systems Analysis (Annual); and
- Annual Performance Reports (Submitted by each federal and state funded agencies (Annual); and
- · HUD-CoC Grant Application HMIS related questions.

## State (Emergency Solutions Grant Program) Reports

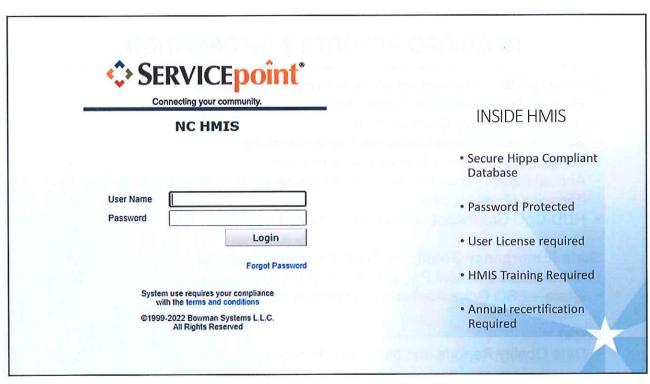
- · Consolidated Annual Performance and Evaluation Reports (Qtr. / Annual); and
- State ESG Grant Application HMIS related questions

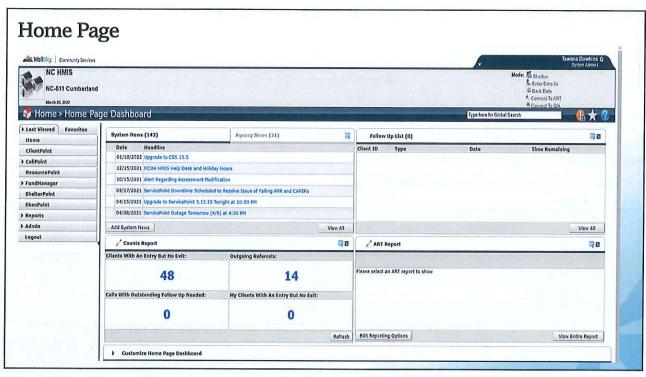
#### Local

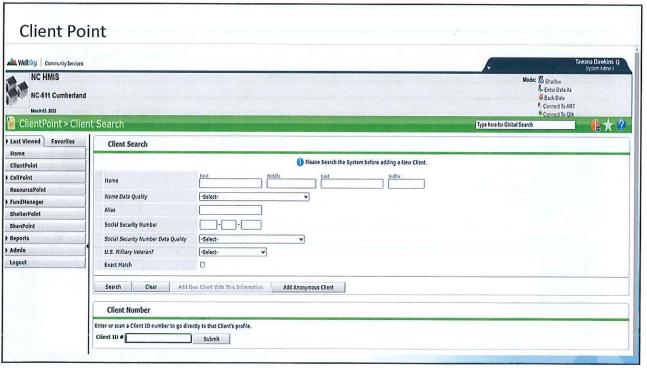
Data Quality Reports and other reports required by the CoC

### PERFORMANCE EVALUATION OF COC PROGRAMS

- Bed coverage
  - · Total number of beds reported in HIC
  - Total number of beds dedicated for DV
  - Total number of beds in HMIS
- CoC's System Performance
  - First-time Homeless
  - · Length-of-Time Homeless
  - Successful Permanent Housing Placement and Retention
  - · Returns to Homelessness
  - · Job and Income Growth



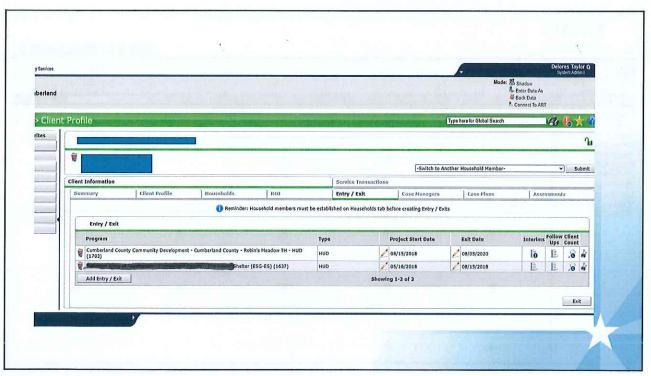


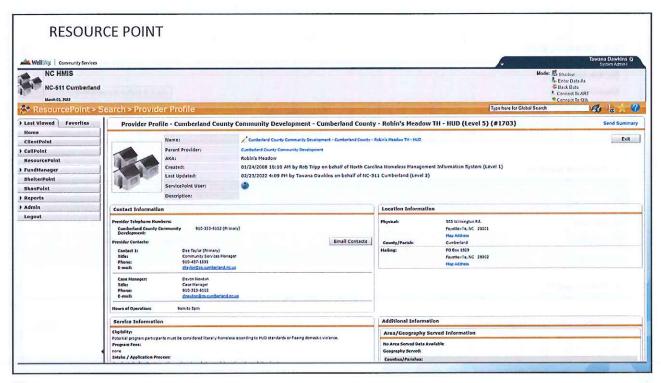


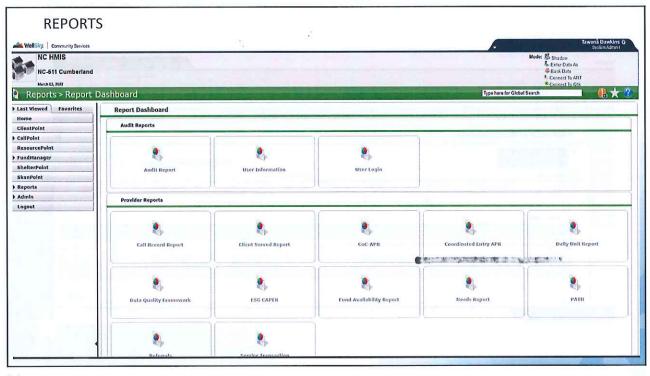
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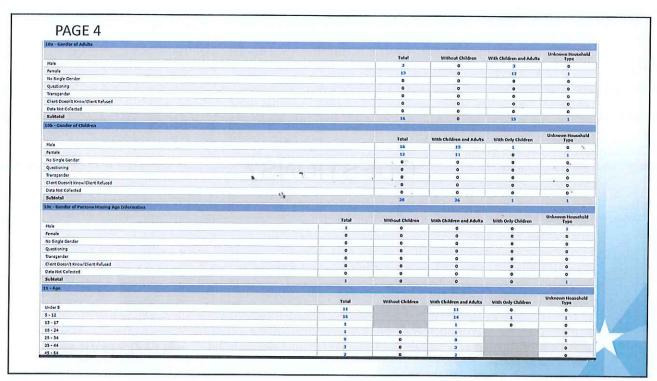


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9. Number of Adult Stayers											16
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PAGE 3					
76 - Point-in-Time Count of Persons on the Last Wadnesday					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
lanuary	45	0	41	1	3
April		0	0	0	0
3/4	0	0	0	0	0
October	0	0	0	0	0
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85 - Point-in-Time Count of Households on the Last Wednesday					Unknown Household
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April	0	0	0	0	0
My	0	0	0	0	0
October	•	0	0	0	0
9a - Humber of Persons Contacted					
		All Persons Contacted	First Contact - NOT staying on the Streets, ES, or SH	First contact - WAS staying on Streets, ES, or SH	First contact - Worker unable to determine
Once		0	.0	0	0
2-5 Times		0	0	0	0
6-9 Times		0	0	0	0
10+ Times		0	0	0	0
Total Persons Contacted		0	0	0	•
96 - Humber of Persons Engaged		100			
		All Persons Contacted	First Contact - NOT staying on the Streets, ES, or SH	First contact - WAS staying on Streets, ES, or SH	First contact - Worker unable to determine
Once			0	0	0
2-5 Times		0	0	0	0
6-9 Times		0	0	0	0
10+ Times			0	0	0
Total Persons Engaged			0	0	0
Rate of Engagement		0%	0%	0%	0%



# **REFERENCES**

HUD EXCHANGE: www.hudexchange.info/programs/hmis/

HUD EXCHANGE - CoC Program: www.hudexchange.info/programs/coc/

NC Emergency Solutions Grant: <a href="https://www.ncdhhs.gov/divisions/aging-and-adult-services/nc-emergency-solutions-grant">www.ncdhhs.gov/divisions/aging-and-adult-services/nc-emergency-solutions-grant</a>

VA Homeless Programs: www.va.gov/homeless/for homeless veterans.asp

The 2021 Annual Homeless Assessment Report (AHAR) to Congress: <a href="https://www.huduser.gov/portal/sites/default/files/pdf/2021-AHAR-Part-1.pdf">https://www.huduser.gov/portal/sites/default/files/pdf/2021-AHAR-Part-1.pdf</a>





