



**Guilford County Continuum of Care Membership Meeting**

**Thursday, November 14, 2019**

**9:30am**

**Unitarian Universalist Church of Greensboro**

**(5603 Hilltop Road, Jamestown, NC 27282)**

The Guilford County Continuum of Care membership met on Thursday, November 14, 2019 at 9:30 a.m.

**MEMBERS PRESENT:** **City of Greensboro** (Elizabeth Danley), **City of High Point** (Meredith Green, Alisha Doulen), **Family Service of the Piedmont** (Becky Hunt), **Goodwill** (Jessica Schultz), **Greensboro Police Dept.** (John Thompson, G.V. Meadows), **Greensboro Urban Ministry** (Mark Sumerford), **Guilford County Veterans Services** (Robert Shelly), **Habitat for Humanity** (Ramona Carl), **High Point University** (Dr. Pamela Palmer), **Open Door Ministries** (Steve Key, Beth Waters), **Partners Ending Homelessness** (Debbie Bailey, Bennita Curtain, Rebekah Dobbins, Brian Hahne), **Room at the Inn** (Albert Hodges), **The Servant Center, Inc.** (Shanna Reece), **Tiny Houses Community Development, Inc.** (Scott Jones, Helen Cain, Abby Coutes), **Welfare Reform Liaison Project** (Bernita Sims), **West End Ministries** (Brad Bowers), **YWCA Greensboro** (Breonta Warren, Lindy Garnette).

**VISITORS:** **Bridge the Gap Services** (Tina Ogundiraw), **Family Justice Center** (Heather Magill), **Piedmont Triad Apartment Association/PEH Board Chair** (Jon Lowder), **VA** (Michael Bergondo, Erica Hoskins, Shemika Cole), **Goodwill** (Jessica Schultz),

**Welcome and Introductions** – CoC Chair Dr. Pamela Palmer called the meeting to order at 9:45 a.m. She discussed two changes to the agenda and stated we would complete introductions later in the meeting to allow time in case more members arrived.

**Review and Approve Membership Meeting Minutes** – The unapproved minutes from the October 10, 2019 meeting were emailed before the membership meeting. No corrections were noted. Dr. Palmer asked if any were opposed to approving the minutes. None were opposed; therefore, the minutes for October 10, 2019, were approved.

**2020 Meeting Dates** – Brian Hahne stated that he wanted to set the dates for the 2020 year; He recommended the 2<sup>nd</sup> Thursday of each month for 2020. Dr. Palmer and members discussed continuing to meet monthly as we move forward. Meeting dates for 2020 will be as follows:

January 9	February 13	March 12	April 9
May 14	June 11	July 9	August 13
September 10	October 8	November 12	December 10

**Membership Members**

- **Nominations for CoC Board of Directors** – Thanena Wilson explained that there were two nominations that she would bring back to the meeting in December for a final vote. They are Lisa Cowen-Dudley from DHHS and Beth Waters from Open Door Ministries Arthur Cassell House.

- **Interim Committee Chairs** –Dr. Palmer reminded membership of our current committees that either currently need a chair or will need a chair in the new year: Strategic Planning Committee – Pamela Palmer (interim); and Coordinated Entry – Shanna Reece (through March 2020). She also stated that the HMIS/Data Committee currently had no chair.

**Member Spotlight-** Dr. Palmer announced this is a new item she would like to have at each CoC meeting where an agency is chosen or can email Dr. Palmer or PEH and request to share a 5-7 minute briefing of their agency work. This month’s spotlight is the VA – HUD VASH program. Brian Hahne introduced Michael Bergondo.

- Michael introduced his two of his team members: Shameika Cole and Erica Hoskins. HUD VASH serves homeless veterans through outreach at the IRC and Winston-Salem. They provide daily outreach Monday – Thursday 9 a.m. – 3:30 p.m. and 8-12/1-3 on Fridays. They provide healthcare for homeless veterans and HUD VASH provides case management and VA Supportive Housing via 125 housing vouchers, with 25 in High Point. In order for clients to maintain their voucher, they do have to comply with certain rules and requirements. They do not keep a waiting list, but do refer to SSVF. They have a substance abuse caseworker and RN support. They are based on a Housing First philosophy.

**Collaborative Applicant UPDATE – Brian Hahne**

- Brian reported on the HUD Findings and Concerns from the PEH HUD Monitoring Visit
  1. Finding 1 - need for improved operating and financial procedures. Michael Johnson, our monitoring Community Planning Department (CPD) representative from HUD sent PEH some example templates on November 7, 2019. These will need to be utilized to update our current manuals, be reviewed by Michael Johnson, then reviewed and approved by PEH Board of Directors as well.
  2. Finding 2 - a homeless individual needs to serve on the PEH board. That has been corrected. On September 23 our PEH Board voted on a formerly homeless individual or a person with lived experience to join our Board.
  3. Finding 3 - PEH needs to be identified as HMIS lead in the Governance Charter. On October 23, 2019, the CoC Board accepted the change, recommended it go to membership for final approval. We will address at this meeting today.
  4. Finding 4 - PEH’s APR needs to reconcile with the data reported for the 17-18 HIMS grant. This occurred when PEH absorbed the grant from Open Door Ministries. Open Door Ministries had submitted the APR and did not include the match amount for ESG funds for HMIS. This correction has been made. An Annual Performance Report (APR) was resubmitted on October 24, 2019. It was accepted on October 29, 2019.
  5. Finding 5 - PEH’s financial management system must meet HUD requirements. This item is partially complete. We created new budget items that identify our HUD funds to track their expenditures. Regarding the PII (Protecting Identifiable Information), we are in the process of adding this to our PEH personnel manual of policies and procedures. We already have this in place in our Homeless Management Information System (HMIS) policies and procedures manual for client information.

Concern 1 - Coordinated Entry Lead. The Guilford Continuum of Care (CoC) is working hard to identify a lead.

Concern 2 - PEH receives match from other CoC recipients and needs confirmation that HUD CoC funds were not utilized by the agencies for payment of their license fees. PEH is in the process of

confirming that all match dollars are not CoC funds. We have requested signed letters from each agency verifying that they did not utilize CoC HUD funded dollars for their license fees.

Steve Key asked about a time line on corrections. Brian stated we are in communication with Micheal Johnson and send him updates as we can. He stated that when they are completed and PEH receives our final letter, we will share that update as well.

Brian then addressed the item change fro the HMIS Governance Charter. It had stated that MCAH was the lead, but HUD stated that PEH is the lead and that we contract with MCAH so it needed to be updated. Shanna Reece made a motion to approve and Scott 2<sup>nd</sup> the motion. It was approved.

**PEH /CoC Quality Improvement Plan** – Dr. Palmer shared her review of PEH’s past reviews and concerns that were identified in past reviews. She stated although there were concerns and areas for improvement that no action plan was presented in the past. She stated there was a letter sent to PEH which Brian responded to and then no other communication regarding the review or improvements. Dr. Palmer stated that no Quality Improvement Plan was presented based upon the past reviews.

She created a table that consists of an action plan moving forward. She is working with Brian to add dates to it and then will present to the membership and CoC Board for final approval. Nena, from the City of High Point, shared that although PEH seemed to be evaluated yearly on their participation in the City Consolidated Plans, that those only occur every five years. She just wanted to clarify that those were not yearly.

Albert (Room at the Inn) thanked Dr. Palmer for her proactive and positive approach to this process. Jon Lowder (PEH Board Chair) also stated that these items would be on each Board meetings agenda and that the PEH Board welcomes improvements.

Dr. Palmer stated the next time she presents her QIP it will have dates.

Brian reported on the October 16<sup>th</sup> PEH Funder Breakfast- He stated that PEH private funders were present. It was at High Point University. At this event, Brian walked them through the last three years of PEH and gave an overview of where we are heading. He stated it was like an annual meeting. He also briefly reviewed PEH’s HUD Monitoring visit.

**Point In Time Count** – Debbie Bailey, from PEH, provided an update on our Point In Time count work. An adhoc committee has been formed from the CoC Board and they will have monthly meetings until January in preparation for the PIT. The PIT this year will be on January 29, 2020. At their meetings, they will review surveys, in search of a less technical survey. They also hope to go to camps on the night of in order to obtain more accurate data. Debbie reminded members that the PIT is a snapshot of homelessness and that it is hard to capture everyone, but that PATH team members go out to the camps and that she and others go to the IRC to capture data on PIT nights as well. She also reminded everyone that HUD’s definition of homelessness is often different than what individuals define it as. Debbie also stated that some other CoCs have begun to designate their own days for annual homeless counts in each county.

- There was discussion about the recent high numbers of homelessness reported in Greensboro. Agency representatives desire a round table discussion on where the 900 plus unsheltered clients camps are located so we can get them on by name lists and get them housed. Our goal is to work together as a CoC to end homelessness.
- Greensboro Homeless Memorial Walk – Wednesday, December 18, 2019 at 6:00 p.m. They may have a meal. The walk will be from the IRC to City Hall. More details to come.
- High Point Homeless Memorial – Thursday, December 19, 2019 at First Baptist Church in High Point. More details to come.

**Coordinated Entry Lead** - Shanna presented that the committee had received 2 letters of interest. The committee met with both. After the meeting, Family Service of the Piedmont decided not to submit. PEH submitted an application, but there were concerns about the match, budget, and specific areas of the application. After the committee shared their review of the application with the CoC Board, the CoC Board

decided to have Sarah Roethlinger, Shanna Reece and Dr. Palmer work with PEH to improve their application. They met with PEH and asked them to resubmit their application on the November 19, 2019. It will then go back to the committee for review and will go to the Board for their final approval. Shanna asked if the membership supported this process. Scott Jones (Tiny Houses) made the 1<sup>st</sup> motion. Ramona Carl made the 2<sup>nd</sup> motion. This process was approved.

## CoC Committee Reports

- **Housing Resource Committee** – Ramona Carl – The surveys to service providers and landlords ended in September. They are holding their first Lunch and Learn in January. They have 2-3 topics for discussion.
- **Governance Committee** – Recommended to membership to add the youth advocacy committee, with the following description added to the Governance Charter: Youth Advocacy Committee: This committee will work within the CoC with the goal of reducing and ultimately ending youth homelessness in accordance with HUD's Strategic Plan. Performance metrics will mirror those for the overall population of those experiencing homelessness: length of homelessness, number experiencing homelessness, number experiencing unsheltered homelessness, returns to homelessness, etc. Committee membership will be comprised of those with interest and experience in issues relating to housing and other services to youth, particularly unaccompanied youth. The initial goal for the committee will be to set goals and action steps that will generate a more accurate count of homeless youth in Guilford County in order to more accurately assess the need for services. Going forward, the committee will annually set goals and action steps to be reviewed by the CoC Board and ultimately approved by the CoC membership. Nena stated that Sarah Roethlinger is to chair this committee. Shanna made a motion to approve. Ramona provided 2<sup>nd</sup> motion.

There was discussion regarding the HUD definition of homelessness versus the school system's definition. Lindy stated that often parents hide the fact they are experiencing homelessness so they don't have children taken away; Debbie stated the teens often hide in plain site because they know how to blend in – The PITC committee is going to work towards obtaining more accurate numbers for youth.

- Advocacy and Public Relations Committee – Gattis Long
- Membership Committee – Bernita Sims
- Nominating Committee – Thanena Wilson
- Strategic Planning Committee – Pamela Palmer (Interim) Dr. Palmer stated that PEH is assisting with bringing Nancy Hunter, NPH Consulting LLC, on board as a consultant to present and assist the strategic planning committee. Nancy is presenting to the CoC Board at their next meeting. Dr. Palmer invited those interested to join the Strategic Planning Committee as they move forward to help define the mission, scope, and direction of our CoC.
- HMIS/Data Committee – (Vacant) Debbie Bailey did state that she is working on system performance measures
- System Performance and Evaluation Committee – Thanena Wilson (Interim)
- Coordinated Entry – Shanna Reece (Interim) – will be posting minutes regularly.
- Appeals Committee – as Needed

- Executive Committee – Pamela Palmer
- Youth Committee (proposed) – Sarah Roethlinger

**Old Business and/or New Business** – Heather Magill from Family Justice Center introduced herself and then we all continued with the introductions since we had chosen to complete them later since some were arriving late. Heather stated she felt like there is a disconnection between Human Services and Housing. She would like to get more involved going forward.

Tina Ogundiran from Bridging the Gap addressed the meeting requesting assistance to house the families that have lost their housing due to the Medicaid Scam program. She stated there were 225 plus families/children that needed housing and that the IRC, GHC and the YWCA have been assisting as they can. Dr. Palmer offered some time on the table for a discussion/brain storming session to assist in this manner. These are families that need case management (due to SAB and mental/physical health issues). There was discussion about prioritizing the families and needs, as well as setting deadlines. They discussed that some have trouble with eligibility due to past evictions, and that some have caused some damage at local hotels, thus making continued hotel stays not possible. Shanna offered referral for clients with disabilities for SOAR in order to assist with filling out forms. Tina also stated that many families cannot afford childcare. Lindy stated the efforts should be coordinated so that it isn't piecemeal process. A small group decided to meet after the meeting to discuss these issues further.

Mark Sumerford stated that from December through March they will have a women's emergency shelter site with 65-70 beds. The referrals for this shelter will be through Weaver House. Men will be accepted in person at their emergency shelter.

10:57 AM                      Adjourn

**Next Membership Meeting 12/12/19 and CoC Board Meeting 1/15/20 – See Website ([guilfordcoc.org](http://guilfordcoc.org))**

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Dr. Pamela Palmer, CoC Chair

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Bernita Sims, CoC Secretary