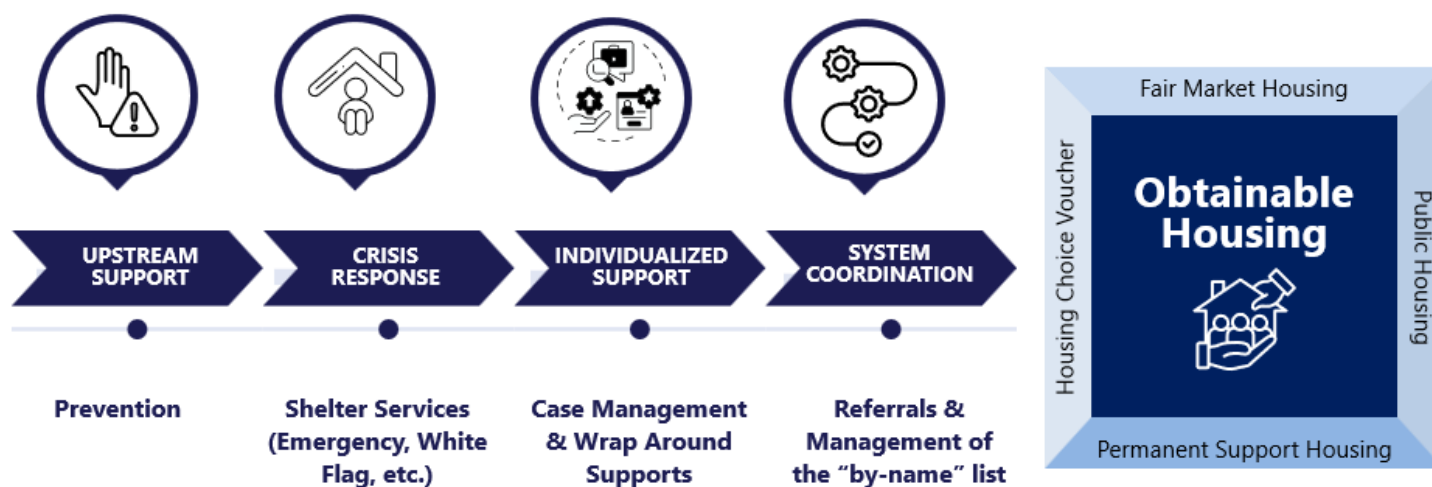


Continuum of Care Program

Continuum of Care Services program consists of seven positions — three new roles (including a CoC Services Director and two Continuum of Care Specialists), three existing Continuum of Care Specialist positions previously funded by ARPA, and the existing CoC Services Program Manager. Responsibility for the Continuum of Care (CoC) program, including its revenues and expenses, is slated to shift from the Health and Human Services Administration to County Administration as an initiative under the supervision of the Assistant County Manager of Successful People.

The Continuum of Care Services program provides administrative, coordination, and oversight of services for the Guilford County Continuum of Care (NC-504). The Guilford County Continuum of Care (NC-504) is a federally mandated planning by the U.S. Department of Housing and Urban Development to coordinate housing and services funding for homeless individual and families. This planning body coordinates the community's policies, strategies and activities towards ending homelessness. With over 60 members and key stakeholders such as hospitals, Guilford County Schools, faith-based entities, non-profits and local government, the CoC provides systems alignment of services and resources to ensure homelessness is brief and nonrecurring. The Guilford County CoC (NC-504) services framework encompasses prevention to pathways of obtainable housing.



As the designated CoC Collaborative Applicant/Lead Agency for the Guilford County Continuum of Care, the Continuum of Care Services program in a collaborative leadership approach provides support in the areas of management, systems development/strategic planning, continuous quality improvement and public relations.

Key duties include:

- Fiscal management by the submission and management of grants and private/public partnerships
- Promote the evaluation of the homeless services delivery system and support ongoing continuous quality improvement and the implementation of a strategic plan
- Provide clerical support to the governing body and its established committees
- Engage homeless service providers and key stakeholders to identify opportunities and address system pain points
- Partner with the Homeless Management Information Systems (HMIS) and Coordinated Entry (CE) Lead Agency to ensure CoC members are supported and promote compliance with federal guidelines and benchmarks

Continuum of Care Program

- Collaborate with local jurisdictions and housing authorities to ensure services and housing opportunities for individuals, families and identified special populations are relevant, accessible and coordinated and promote pathways to obtainable housing, specifically voucher based
- Establish a robust communication plan to support operations, awareness and performance.

Quadrant A – (\$-)	Quadrant B – (\$-)
Quadrant C – (\$-) <ul style="list-style-type: none"> • Continuum of Care Collaborative Applicant/Lead Agency (\$85,430) 	Quadrant D – (\$-)

**Net County Funds – FY26 adopted budget is \$838,328 with outside funding including Federal/State funds of \$177,898 and one-time allocation of APRA Investment Earnings totaling \$575,000.*

Quadrant A: Program has a clear federal/state mandate, the service level is defined, and there is no opportunity for cost control.

Quadrant B: Program has a clear federal/state mandate, the service level may be defined, including through performance standards, and there is an opportunity for cost control.

Quadrant C: Program does not have a federal/state mandate, the program supports compliance with a regulatory standard or contractual obligation, and there is an opportunity for cost control.

Quadrant D: Program does not have a federal/state mandate, the program may support a Board priority or provided as an enhanced service for county residents, and there is full cost control.

Strategic Plan Alignment

Service Area	Goal	Initiative
Successful People	Goal 1: Ensure our social, physical, and behavioral health services are coordinated, easily accessed, and effective.	Completed - Establish County as CoC Collaborative Applicant & Staffing Support New - Establish County as CoC Lead Agency & onboard staffing support
Strong Community	Goal 2: Work with stakeholders to support a continuum of safe, adequate, and stable housing	Completed - Address systemic issues contributing to chronic homelessness: Provide one-time funding support for CoC Services New – Develop a strategic plan to promote system/resources alignment, service delivery enhancements and a braided funding plan

Continuum of Care Program

Key Metrics

Performance Measures	FY23 Actual	FY24 Actual	FY25 Actual
Crisis navigation clients (households) <i>The number of households the County supported to make connections or referrals</i>	49	147	160
Federal funds awarded from grant applications (federal fiscal year) *Funding is administered a year behind <i>The amount of federal funds distributed by US Department of Housing and Urban Development directly awarded to recipient agencies. The Collaborative Applicant monitors the organizations receiving the funds. Part of these planning grant dollars support positions.</i>	\$2.53M	\$2.76M	\$2.76M
State Funds awarded from grant application (calendar year) <i>The amount of funds distributed by US Department of Housing and Urban Development distributed statewide to each community based on a calculated rate. Funding through NC Emergency Solutions Grant via the NC Department of Health and Human Services.</i>	\$276,106	\$278,141	\$280,886
Grant-Funded Programs monitor & oversight <i>The number of organizations monitored by the Collaborative Applicant that receive grant funding.</i>	20	20	20
Weather Response Activations (Cooling Stations/White Flag) <i>The number of days where an activation occurred for White Flag activation of warming centers during cold weather events when temperatures fall below 32 degrees. The primary goal is to offer overnight winter shelter to protect vulnerable individuals, particularly those experiencing homelessness, from dangerously cold weather.</i>	n/a	23	25

Highlights of Recent Successes

- Created updated monitoring and risk analysis tools for required monitoring of CoC-funded agencies.
 - Provided increase technical assistance to agencies to bolster agency performance.
- Targeted outreach to agencies and organizations serving justice-involved, faith-based, mental health providers, medical service providers, youth, LGBTQ+, and other vulnerable populations.
- Convened Inter-local meetings between the County, City of High Point, and City of Greensboro in addition to other County Departments to develop strategies and coordinate services in the areas of housing, street outreach, shelter, emergency management planning, evictions, and other priority areas.
- Assisted in bringing together a unified winter and summer weather response for the community white flag and cooling station activations.

Continuum of Care Program

Opportunities and Challenges Moving Forward

Opportunities <i>These are factors/dials that can help achieve goals</i>	Challenges <i>These are factors/dials that can prevent the achievement of goals</i>
Continued outreach, collaboration, and coordination with agencies not previously engaged with the Continuum of Care.	Federal, State, and local policy and/or funding changes related to homelessness and housing assistance that would limit services and eligibility.
Improved accuracy and use of data to assess target populations and services. Data can be used to inform and project service needs and impacts of decisions and effectiveness of service delivery.	Gaps between services offered in the county and the needs of individuals who need or use those services – for example, types of shelter beds vs. the served population (family, individual, etc.).
Increased service and case management capacity including more warm handoffs to support clients with referrals and other emergent needs.	Role clarity as a new service line.

Continuum of Care Program

Budget Summary

	FY2024 Actuals	FY2025 Adopted	FY2025 Amended	FY2026 Adopted	vs. FY2025 Adopt (%)
Revenues	\$91,996	\$150,857	\$150,857	\$752,898	399%
Federal/State Funds	91,996	150,857	150,857	177,898	18%
Transfers from Other Funds	-	-	-	575,000	100%
Expenses	\$215,519	\$232,262	\$235,762	\$838,328	261%
Personnel	152,187	144,104	144,104	713,120	395%
Operating	63,332	88,158	91,658	125,208	37%
County Funds	\$123,523	\$81,405	\$84,905	\$85,430	5%

# of Full-Time Equivalent Positions (FTEs)	FY2024 Amended	FY2025 Adopted	FY2025 Amended	FY2026 Recommended	vs. FY2025 Adopt
General Fund	1	1	1	7	6
Community Development Fund (ARPA)	3	3	3	-	(3)

Fiscal Year 2026 Budget Overview

- Personnel expenses increased (\$569,016) associated with the six new positions. The three existing CoC Specialist will start at the beginning of the fiscal year. The three newly created positions will have a staggered start date throughout the year. The department will be supported by a one-time transfer from ARPA investment earnings that total \$575,000.
- Operating expenses increased (\$33,550) associated with the equipment and training for the new positions.
- The planning grant from HUD will increase to \$177,898 from \$150,857 or an 18 percent increase.
- The Board of Commissioners added \$417,912 to support eviction mediation. The tenant eviction mediation and counseling program or TEAM clinic includes a triage system of housing counseling and resource navigation that will guide tenants through options to address rental arrears, address cost burdens, and connect with existing resources in the community. This funding amount should provide sufficient funding to continue the program through June 2026.

Continuum of Care Program

Organization Chart

