

DRAFT

MINUTES OF THE GUILFORD COUNTY HOMELESSNESS TASKFORCE

Greensboro, North Carolina
March 6, 2024

The Guilford County Homelessness Taskforce met in a duly noticed meeting on March 6, 2024, at 4:00 p.m. in the Steve Drew Conference Room located in the City of Greensboro's Water Resources Operation Center, 2602 South Elm-Eugene Street, Greensboro, NC.

Guilford County Board of Commissioners

Present: Taskforce Tri-Chair Melvin "Skip" Alston (Commissioner Chairman), presiding; Commissioners J. Carlvena Foster, Kay Cashion, Brandon Gray-Hill

Absent: None.

Greensboro City Council

Present: None.

Absent: Taskforce Tri-Chair Nancy Vaughan (Mayor), Councilwoman Sharon Hightower, Councilman Zack Matheny

High Point City Council

Present: Taskforce Tri-Chair Cyril Jefferson (Mayor); Councilwoman Amanda Cook (via virtual communication)

Absent: Michael Holmes (Mayor Pro-Tem), Councilwoman Monica Peters, and Councilman Chris Williams

Guilford County Continuum of Care (CoC)

Present: Bernita Sims, Guilford County CoC Chair; Dr. Pamela Palmer, Guilford County CoC Vice Chair (via virtual communication) and Cheri Neal, Guilford County CoC Program Manager

Absent: None

Also Present: County Manager Michael Halford; County Attorney Andrea Leslie-Fite; Robin Keller, Clerk to Board; Victor Isler, Assistant County Manager; Debra Mack, Behavioral Health Center Director; Sharon Barlow, Social Services Director; Abby Gostling, Guilford County Program & Fiscal Recovery Manager; David Payne, Senior Budget and Management Analyst; Jonathan Waters, Pandemic Recovery Budget Analyst; Nathaniel "Trey" Davis, City of Greensboro Assistant City Manager for Public Safety; Greg Ferguson, City of High Point Deputy Manager; Meghan Maguire, High Point City Attorney; Nena Wilson, City of High Point Director of Community Development & Housing; Sherea Burnett, Partners Ending Homelessness Executive Director; Shanna Reece, Servant Center

Executive Director; and Latasha Lovette, Community Services Block Grant Director of the Welfare Reform Liaison Project. Participating via virtual communication: Amy Modlin, Trillium's Head of Housing; CSH Consultants Deirdre Bolden and Maya Saxena; additional staff for county and cities, community partners, the public and media. Virtual and in person participation was made available to the public, staff, and media partners.

I. WELCOME AND CALL TO ORDER

Taskforce Tri-Chair Alston called the meeting to order at 4:08 p.m. and welcomed those present.

II. MISSION MOMENT

Guilford County CoC Chair Bernita Sims spoke to hotel stays, which have been going well since last November amidst some slight hiccups. There are some concerns that need to be addressed. She noted that overall things are good with emergency stays.

Taskforce Tri-Chair Cyril Jefferson (Mayor) entered the meeting at 4:12 p.m.

III. ADOPTION OF MINUTES

The taskforce reviewed the minutes of the January 22, 2024 regular meeting.

Motion was made by Commissioner Kay Cashion, and seconded by CoC Chair Bernita Sims, to adopt the January 22, 2024 meeting minutes of the taskforce. There being no concerns, the meeting minutes were approved by unanimous consent.

V. STRATEGIC PLANNING

A. Governance Structure

Assistant County Manager Victor Isler noted that the Corporation for Supportive Housing (CSH) will review the pros and cons list of a good governance structure. He noted that they will do a deep dive into cross-sector conversations and who they will be connecting with to get information about our Continuum of Care (CoC) partners and stakeholders. He spoke to the goals of alignment of strategies and resources that will come forward in the months to come. He recognized that there will be some pain points that we will run into as we progress.

Isler spoke to CSH Consultants and introduced Senior Program Manager Charlesy Nance, Senior Program Manager Maya Saxena (online), Southeast Director Dierdre Bolden (online), and Associate Program Manager Nhaomie Douyon.

DRAFT

Nance introduced the presentation and provided an overview of the afternoon's agenda. She reviewed project goals of strengthening collaboration efforts, utilizing quantitative and qualitative data outcomes, and creating a strategic plan. She spoke to a timeline. We are in a project readiness phase and noted the environmental scan. She spoke to a SWOT analysis.

Nance highlighted proposed governance structure model #4, which aligns the existing governing body with a liaison administrative vehicle for the unhoused taskforce advisory board. She spoke to the board consistency of elected officials, constituents, and those with lived experience. She encouraged feedback.

Isler spoke to the governance structure and noted that we do not want to duplicate existing services and want to consider utilizing existing systems perhaps through a memorandum of understanding (MOU) and a lead position. He noted that we are looking to a CoC lead that would serve as a more permanent administrative lead for the CoC to be a liaison to the community for the upstream work as it relates to housing needs such as affordable housing. The hands-on staff position is important to make this more dynamic and strategic to support the volunteer role of the Chair and Vice-chair.

Taskforce Tri-Chair Alston questioned the position support role.

Isler spoke to the use of private and federal dollars to handle the upstream work of affordable housing. He confirmed that the CoC must determine the entity to be the lead as it relates to Housing and Urban Development (HUD) funding.

Taskforce Tri-Chair Jefferson questioned the gap.

Sims spoke to the CoC structure with a CoC lead, collaborative applicant, and a coordinated entity. She spoke to role definitions and how we move in this space. The position could rest in a variety of iterations – county, municipality or nonprofit. The lead is an organization that can be determined who manages policy and make different pieces work.

Taskforce Tri-Chair Jefferson questioned the county fulfilling the lead role.

Isler confirmed the challenges created for county staff to serve as the lead.

Clerk to the Board Keller spoke to a similar position such as Guilford Metro 911 where there is a subject-matter expert with several entities funding the hub.

Motion by Commissioner Kay Cashion, seconded by Taskforce Tri-Chair Cyril Jefferson, to have staff to prepare a collaborative proposal between Guilford County, Greensboro, and High Point to form a Continuum of Care (CoC) paid Director position funded by the partner agencies and prepare a MOU to determine structure and funding.

The motion carried unanimously.

DRAFT

Taskforce Tri-Chair Jefferson encouraged an update by the next taskforce meeting.

Isler confirmed recommendations by next meeting in April.

Commissioner Cashion spoke to the volume of work done by the CoC. She thanked the committee for bringing this forward as a significant win towards CoC progress.

B. Sector Conversations and Recommendations

Nance continued the presentation and introduced Maya Saxena who spoke to multi-sector conversations and interactions.

Saxena spoke to building innovative interventions and creative solutions for stable housing opportunities. She spoke to a Keeping Families Together Model, a Flexible Housing Pool, Reentry Housing, and Leveraging Medicaid.

Nance spoke to data infrastructure and CSH team members assigned to various sectors. She noted that they are working to identify outreach partners and sought assistance from the taskforce for guidance. She noted the latter team will reconvene in April. She noted that focus groups will begin in April and by May the plan is to have the full SWOT assessment.

Nance introduced an exercise to use color-coded cards to leverage points of contacts associated with various sectors. She encouraged participants to share contacts in various sectors in health, child welfare, education, immigration, justice/reentry, Veterans Services, and Continuum of Care to name a few.

C. Funding Survey Update

Bolden reviewed the process of a funding survey to conduct an analysis of locally funded services across the support system. She spoke to identifying needs and opportunities, discern support overlap and data tracking. She shared the survey will identify the service jurisdiction, sources of funding (i.e., from federal, state, county, and city sources), direct or referral provisioned, how many served, and the program's annual funding amount.

Bolden highlighted community-based service domains to address residential needs within the system of care, locations of services being rendered, and annual allocations. She spoke to domains that encompassed primary healthcare, behavioral/mental health services, housing types and homeless services, services for youth and families, senior and elder care services, and basic needs.

Bolden concluded her presentation by highlighting a sample funding survey output graph.

Taskforce Tri-Chair Jefferson noted his interest in this survey, expressed interest in seeing if the funding is diversified, and questioned a comparative analysis of other jurisdictional efforts.

DRAFT

Nance noted that this survey will help us capture so much more to help find alignment and build out our priorities. She spoke to a dashboard mapping example of where services are being offered to show intention. She confirmed no comparative analysis at this time. This emphasized establishing a base of creating the taskforce initially and then viewing the allocation streams.

Taskforce Tri-Chair Jefferson questioned if we could also see a comparative analysis.

Nance noted that we are not currently slated for that in our current scope, but we are working in other jurisdictions in North Carolina.

D. Environmental Scan, Resource Mapping and Dashboarding

Nhaomie Douyon spoke to CoC resource mapping and understanding the dashboard resources. She noted that throughout the SWOT we do reference some national trends. She shared the goal of the County resources dashboard. She noted when they first came into Guilford County it was challenging to determine where the resources were.

Douyon shared that homelessness should be rare, brief, and non-recurring. The dashboard is a visualization of community service offerings and whether the CoC can capture all of this. She noted that through the process they will be expanding the services map and the Homeless Management Information System (HMIS). She noted that while not all the providers will use HMIS, such as youth programs or domestic violence programs, establishing reoccurring data collection from those agencies is vital to collecting data that can be reported to HUD.

Douyon emphasized understanding the Guilford County homelessness system. Strengthening partnerships and understanding HMIS and quality data on a consistent basis since you are reporting to HUD. The goal is to get the best reports by doing the least amount of work.

Douyon highlighted the dashboard to indicate Guilford County and relevant townships. She reviewed the interactive dashboard and navigated to tools to view resource breakdowns. She showcased in real time the filtering levels on an interactive map that displays program offerings, and jurisdictional service concentrations.

Taskforce Tri-Chair Jefferson questioned access point significance.

Douyon confirmed that access points in this jurisdiction equates to physical locations. She navigated to all the dashboard tabs to showcase its data capabilities. The goal is to have more access points to show how people are accessing services to help organize the system and assist with service duplication efforts.

Douyon demonstrated that an access point is how you get into HMIS to get on the “By Name List”. One access point is the Detention Center. Currently in Guilford County the access points are stationary and the homeless must go to those places. In other communities, access points are brought into communities for registration. She noted that of providers especially with Medicaid expansion we want to be capturing their data to improve funding in our community.

DRAFT

Sims noted that this dashboard will be a great resource in determining the need to know who is doing what and how we leverage these services. The CoC could be utilizing these services.

Douyon confirmed that all funders are required to report.

Nance encouraged thinking about eliminating barriers and solidifying access points.

Isler noted this is a good example of the value of a CoC lead who can at the direction of the chair who is charged with creating a level of uniformity. This person can have those crucial conversations and close those gaps in data interpretation and collaborative efforts.

Isler spoke to considering what maintenance looks like. Understand gaps and expectations and create resource directories for information sharing.

Taskforce Tri-Chair Alston questioned the tools provided by CSH to implement and maintain.

Nance noted that as we build the work streams, these dashboard tools can help opportunities for funding and should be a shared tool. She shared how to use the maps to align recommendations moving forward. She confirmed that the dashboard is for the taskforce and work groups. That is the reason for building cross-sectional partnerships.

Sims emphasized that this is a countywide system for all stakeholders to be informed. Accurate data helps us to make those decisions regarding resources. We can determine the need and funding to make it happen.

Nance spoke to program sustainability after Douyon creates the dashboard.

Taskforce Tri-Chair Alston questioned when the product would be created.

Commissioner Cashion echoed who will house the system and keep the dashboard updated.

Nance spoke to Douyon updating the system. CSH will manage for two (2) years until the dashboard is handed off to Guilford County. She noted that the stakeholders have two (2) years to decide where it will reside once it is turned over. She emphasized accurate data input for access points.

Douyon spoke to an internal system versus an external system interface. She noted that currently the software is not public, but it can be set up to feed into the system.

Neal spoke to a similar process with GIS mapping in real time model. This created a CoC point-in-time count.

Burnett spoke to rotating access points. She noted that some of the issues they are having now is lack of funding for those access points.

Cook spoke to future thoughts regarding bias for the SWOT analysis. She questioned how we address bias or misidentification in this program.

Nance highlighted examples of placing access points in areas participating in ending homelessness.

Neal highlighted Greensboro and High Point library collaborations with the University of North Carolina at Greensboro (UNCG).

E. Revisiting Our Pain Points

Taking the prerogative of the chair, this section was not addressed due to time constraints.

V. CoC UPDATES

A. CoC Administrative Update

Sims introduced CoC members and partners present. There was discussion regarding moving forward with the Board of Directors and addressing the lead position with recommendations to Guilford County. She noted that they will be having a meeting soon to bring updates on Technical Assistance and our Coordinated Entry. She spoke to upcoming funding space. She requested Commissioner Alston to bring greetings on April 11th at the Greensboro Coliseum Terrace at 9:00 a.m. with an 8:30 a.m. breakfast. The goal is to move towards fiscal year end on June 30th with a new lead.

Neal explained the role of the Collaborative Applicant. She noted that we qualify for up to \$3.1 million in HUD funding and we received \$2.7 million, which is an increase for the second year in a row, as Guilford County is the collaborative applicant. She noted making progress and improvements. She congratulated all the CoC members for their hard work, assistance and improving performance measures.

B. Medically Fragile and the Unhoused

Reece introduced her presentation and spoke to a project they are working on adding medical respite beds to the community by May 2025. She shared that they plan to purchase Holden Heights Nursing home off Gate City Boulevard and Holden Road. They will be moving the twenty-one (21) veterans at Servant House to Holden Heights. They will be able to add two (2) additional beds for medical respite. She spoke to the definition of medical respite, or recuperative care. She spoke to ten-year trends. She explained transitional housing for veterans and alignment with national standards. She noted service resources, Medicaid expansion, and program sustainability.

Reece noted the nationwide number of older adults experiencing homelessness is increasing substantially. She noted that from 2013 to 2023 those sixty (60) and older went from 144 to 654 and those with chronic health and disability have increased as well.

Reece shared that the Servant Center has been around since 1993 and has offered transitional housing for veterans experiencing homelessness. They will be working to make sure the

DRAFT

programs continue to align with national standards and are one of the largest providers of homeless services in the county, having served 189 people through rapid rehousing.

Reece noted that they will be providing a lot of the same services at the new location, including individualized case management and care coordination for medical needs, individualized case management and care coordination for social needs, and medication support.

Reece noted that their goal is to serve fifty (50) or more people each year, with 80% exiting to permanent housing. She noted that the services will be sustained under the 1115 Waiver including medical respite. She noted that the application to expand the waiver is scheduled to occur in October of 2024.

Reece thanked the City and County for their support.

Neal shared her excitement of the program expansion and spoke to looking forward to this project.

Sims spoke to value-added building space and commended staff.

C. Welfare Reform Liaison Project, Inc.: Emergency Shelter Supports

Lovette commended staff and noted that this initiative is benefitting all our communities. She spoke to \$250,000 in emergency hotel assistance from Guilford County, the City of Greensboro, and the City of High Point to assist unhoused families. She noted that they have since expended all the funds provided. She noted each agency and how their funds were utilized. She explained referrals, services provided, rental/utility assistance, and case management services. She noted that they work with nineteen (19) to twenty (20) organizations and receive daily referrals, noting many of which seek rental and utilities assistance. She noted that there are no County or Greensboro funds for rental and utilities assistance.

Taskforce Tri-Chair Alston questioned remaining funding.

Sims confirmed they still have hotel funding available.

Lovette noted that they do require case management; however, we are providing a lot of technical assistance along with available resources. Discussion ensued regarding the process of allocating funds for emergency housing recipients, referrals protocols, and wait lists.

Douyon emphasized this data could be entered to tracking referral processes in HMIS.

Lovette confirmed utilization for her agency but noted staffing challenges.

D. Intergovernmental Partner Update

Sims noted that the CoC meets monthly to discuss and review policies. She shared that part of those discussions include what we do in our communities and how they are in alignment. She

DRAFT

spoke to the success of aligning white flag standards across the county. She spoke to community practices and working cross-jurisdictionally. She highlighted standards and consistency to address issues. She spoke to the Pallet shelters, emergency hotel assistance plans, and managing processes and procedures.

Taskforce Tri-Chair Alston noted consistent ordinances.

Isler introduced the intergovernmental partners and spoke to policy review, crisis diversion, and providing recommendations. He noted that he along with the municipal partners meet frequently to address these policy issues. He shared that next on the list is crisis diversion and working to create collaborative efforts. We will take the recommendation of a lead function and take that to the respective agencies to prepare a solution.

Taskforce Tri-Chair Alston requested recommendations to prepare and have ready by next month.

Isler confirmed developing a concept to present at April's meeting.

VI. OTHER BUSINESS

Taskforce Tri-Chair Jefferson provided an update from the City of High Point and announced Councilwoman Amanda Cook as the new liaison for the taskforce who will be replacing Councilwoman Monica Peters. He added that High Point is working on a housing study to get a clear understanding of inventory and where demand falls to help better inform housing funding and resources. He provided an update on site and environmental assessments for a potential shelter.

Isler suggested working with the Clerk's office on the next meeting date.

The Taskforce recommended the next meeting date: Wednesday, April 17th at 4:00 p.m. to be hosted by Guilford County.

VII. ADJOURN

There being no further business, Taskforce Tri-Chair Alston opened the floor to entertain a motion.

Moved by Taskforce Tri-Chair Cyril Jefferson, seconded by Commissioner Kay Cashion, to adjourn the Homelessness Taskforce meeting.

The meeting adjourned by unanimous consent at 5:57 p.m.

DRAFT

Commissioner Melvin “Skip” Alston
Taskforce Tri-Chair

Mayor Nancy Vaughan
Taskforce Tri-Chair

Mayor Cyril Jefferson
Taskforce Tri-Chair

Robin Keller
Guilford County Clerk to Board