

Guilford County CoC Homelessness Data Briefing

November 18, 2024



Homelessness Management Information System Report



General HMIS Data Overview: October 2024

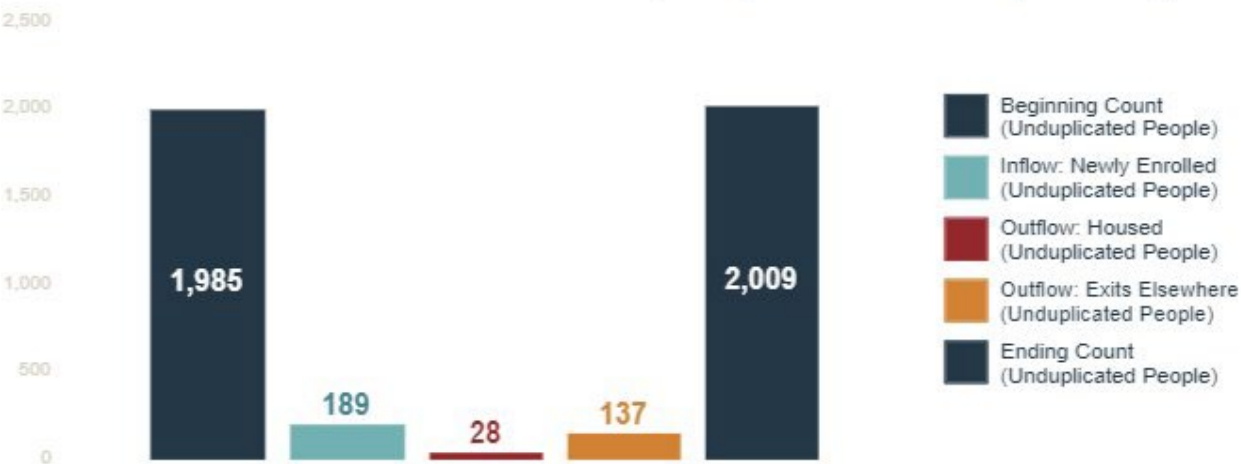
- The number of all clients served **increased by 149**.
- The number of all clients in a shelter or housing program **increased by 29**.
- Length of time for Rapid Rehousing **decreased from 173 days to 47 days** for move-in.*
- Length of time for Permanent Supportive Housing **increased from 767 days to 844 days** for program participation.*
- The number of clients in Emergency Shelter/Safe Haven/Transitional Housing **decreased by 40**.
- **Most represented groups:**
 - Gender: **Female**
 - Race: Black, African American, or African
 - Ethnicity: Non-Hispanic/Latin(a)(o)(x); **The number of households served that identifies as Hispanic/Latin(a)(o)(x) is increasing slowly.**
- There was an **increase** in the utilization of SSVF Homelessness Rapid Rehousing services and a **decrease** in the utilization of SSVF Homelessness Prevention services.
- The CoC's Data Accuracy & Completeness score: **82.2%** (This is the same as September 2024.)

** These numbers are directly impacted by whether clients/households are exited in HMIS.*

All Clients Served in the System

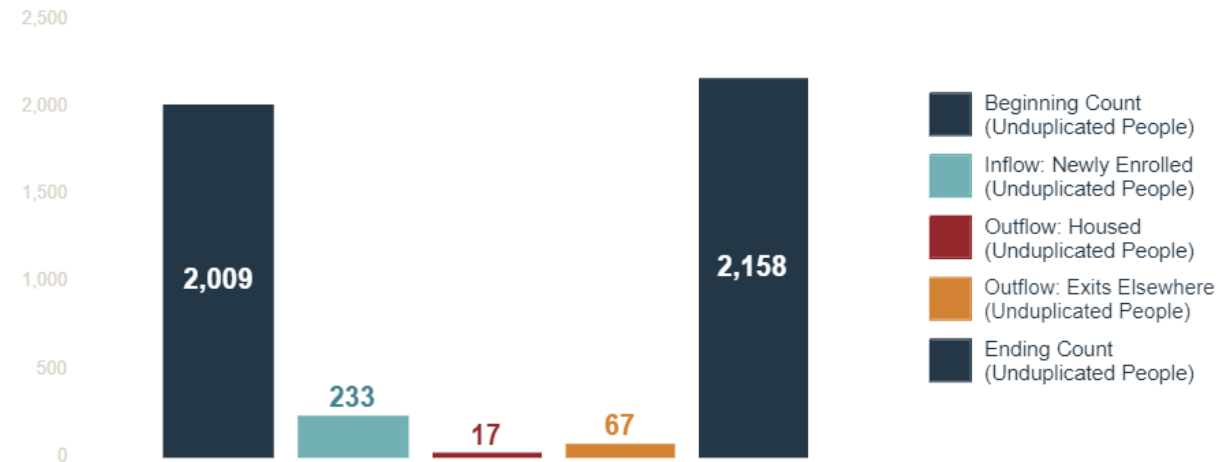
September 2024

Homelessness Inflow and Outflow (Unduplicated Count by Person)



October 2024

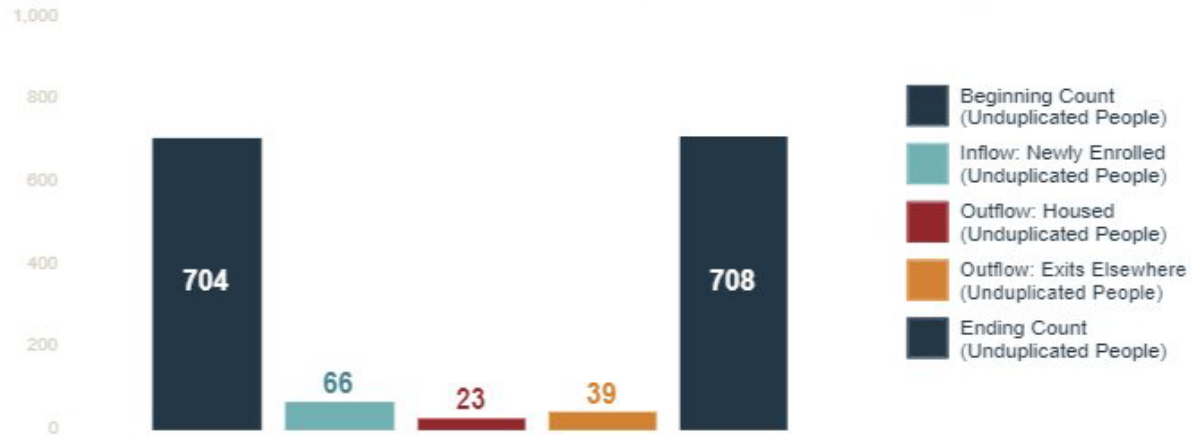
Homelessness Inflow and Outflow (Unduplicated Count by Person)



All Clients Served in a Shelter or Housing Program

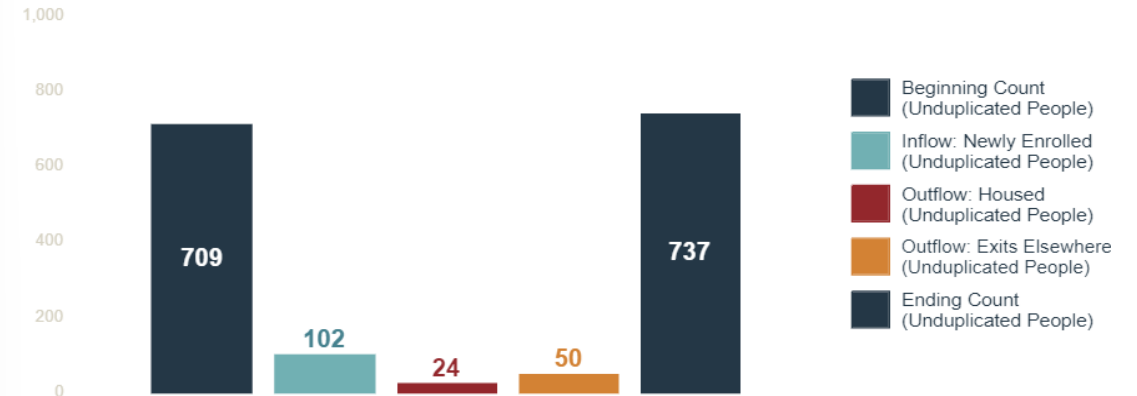
September 2024

Homelessness Inflow and Outflow (Unduplicated Count by Person)



October 2024

Homelessness Inflow and Outflow (Unduplicated Count by Person)



Length of Time Metrics

Project Type	Length of Time (September 2024)	Household Count - with move-in dates (September 2024)	Length of Time (October 2024)	Household Count - with move-in dates (October 2024)
RRH (Rapid Rehousing)	173 days (from project start to housing – APRQ22c; 2 persons move in)	62 (Note: 4 Move-in in September; 2 persons exited without Move-in date 8a)	47 days (from project start to housing – APRQ22c; 13 persons move in)	62 (Note: 13 Move-in in October; 2 persons exited without Move-in date 8a)
PSH (Permanent Supportive Housing)	N/A (LOT Prior to Housing from project start – APRQ22c) 76.1% of persons housed were homeless 731 days or more before being housed (from start of homelessness – APRQ22e) 767 days (median length of project participation for stayers – APRQ22b)	110 (Note: 0 Move-ins in August; 1 persons exited without exit interview or destination)	N/A (LOT Prior to Housing from project start – APRQ22c) 76.1% of persons housed were homeless 731 days or more before being housed (from start of homelessness – APRQ22e) 844 days (median length of project participation for stayers – APRQ22b)	109 (Note: 0 Move-ins in September; 2 persons exited without exit interview or destination)

Clients Enrolled in Emergency Shelter, Safe Haven, Transitional Housing

September 2024

October 2024

	# of Clients # of Clients by HH Type	# of Clients # of Clients by HH Type
Emergency Shelter	224 Clients Served 158 in Adult Only Households 58 in Adult & Children Households 8 in Child Only Households 4 Unknown Household	250 Clients Served 181 in Adult Only Households 54 in Adult & Children Households 14 in Child Only Households 1 Unknown Household
Winter Emergency Shelters*	72 Clients Served 70 in Adult Only Households 0 in Adult & Children Households 2 Unknown Household	0 Clients Served 0 in Adult Only Households 0 in Adult & Children Households 0 Unknown Household
Transitional Housing & Safe Haven	86 Clients Served 78 in Adult Only Households 2 in Adult & Children Households 5 in Child Only Households 1 Unknown household	92 Clients Served 83 in Adult Only Households 2 in Adult & Children Households 6 in Child Only Households 1 Unknown household
Total Clients Served	382	342

Emergency Shelter Demographics

	September 2024	October 2024
Gender Reported		
Male	136	109
Female	86	135
Data Not Collected	2	6
Transgender	0	0
Non-Binary	0	0
Race Reported		
White	36	46
Black, African-American, or African	163	167
Asian or Asian American	0	2
American Indian, Alaska Native, or Indigenous	2	1
Native Hawaiian or Pacific Islander	0	0
Multiple Races	12	11
Data Not Collected	4	15
Client Doesn't Know	0	0
Ethnicity Reported		
Hispanic/Latin(a)(o)(x)	7	8

Winter Emergency Shelter Demographics

	September 2024	October 2024
Gender Reported		
Male	48	0
Female	18	0
Transgender	1	0
Data not collected	2	0
Race Reported		
White	14	0
Black, African-American, or African	46	0
American Indian, Alaska Native, or Indigenous	2	0
Multiple Races	4	0
Data Not Collected	1	0
Ethnicity Reported		
Hispanic/Latin(a)(o)(x)	0	0

Transitional Housing & Safe Haven Demographics

	September 2024	October 2024
Gender Reported		
Male	77	79
Female	7	11
Transgender	1	1
Not Collected	1	1
Race Reported		
White	22	24
Black, African-American, or African	55	58
Asian	2	2
American Indian, Alaska Native, or Indigenous	1	0
Multiple Races	4	6
Data Not Collected	1	1
Ethnicity Reported		
Hispanic/Latin(a)(o)(x)	1	1

Supportive Services for Veteran Families (SSVF) Data

(United Way of Forsyth County, Salvation Army of Greensboro)

Clients Being Served	September 2024	October 2024
SSVF Rapid Rehousing	64	76
SSVF Homelessness Prevention	82	80

HMIS Data Accuracy & Completeness

Month	CoC Overall Score
February 2024	77.9%
March 2024	77.3%
April 2024	80.2%
May 2024	83.2%
June 2024	81.7%
July 2024	83.9 %
August 2024	83.2%
September 2024	82.2%
October 2024	82.2%



HMIS Center Stage

**West End Ministries
The Servant Center
Partners Ending Homelessness**

HMIS Lead Report

- **CoC HMIS Trainings provided: 10**
- **HMIS Office Hours provided: 27**
- **Agency 1:1 HMIS Sessions:** Ongoing sessions provided to update social security numbers, provide one-on-one training, and assist staff that is new to HMIS. We are currently working to ensure that all social security numbers are entered by 12/31/2024.
- **HUD/CoC Reports submitted: 0** – We are in the reporting and data updating phase of the **Longitudinal Systems Analysis (LSA)**, which is due in January 2025.
- **Agencies Contacted re: HMIS errors: 13** - All agencies are contacted regarding their individual data completeness and accuracy scores each month.

HMIS Data Issues

- Completing the selection and any follow-up questions for universal data elements – specifically, insurance and income.
- Reviewing and addressing errors in HMIS. – *This will be discussed in greater detail during the upcoming MCAH training session.*
- There are also some issues with annual and interim assessments. – *This will be discussed in greater detail during a 2025 MCAH training session.*
- Exiting clients to the correct destinations determines some of our annual metrics.
- Timely record entry (within 6 days for data completeness/within 3 days per NC-504 HMIS Policies & Procedures)

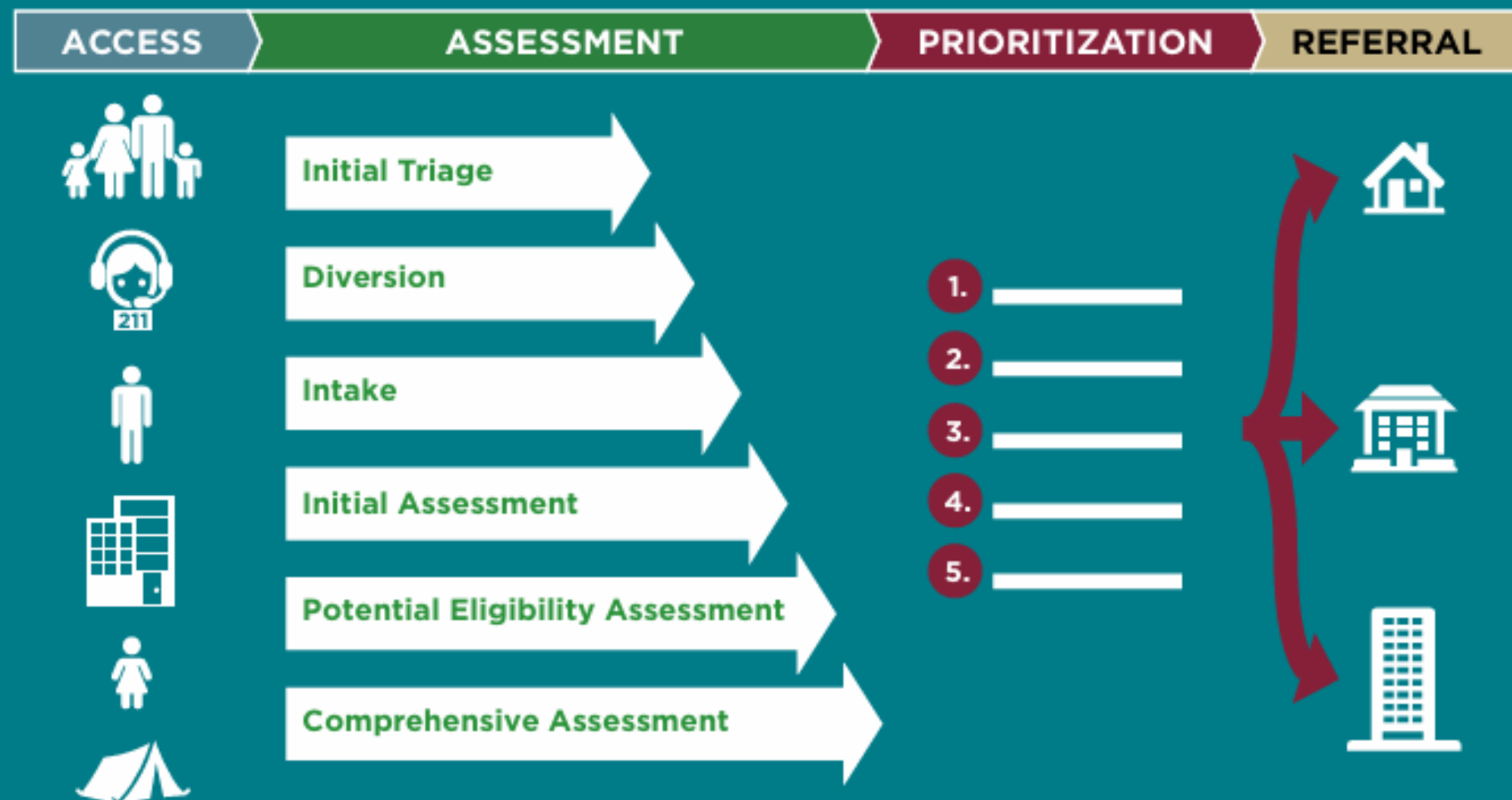
HMIS Reminders

- **Reminder:** Complete the annual recertification trainings listed on the HMIS Learning Center website: <https://hmislearningcenter.org/required-courses-checklist/>
 - Documentation of completed HMIS trainings should be maintained by the Agency Administrator. Training records will be requested annually.
- **Response Times**
 - Password-related: 24 hours
 - Project page or account set-up: 48 hours
 - *Note: Follow-up questions may be asked via email.*
 - *When asked to create a new account, our LSA will also provide the new user with a Coordinated Entry Confidentiality Agreement. The signed agreement should be emailed to bynamelist@partnersendinghomelessness.org.*
 - Reports or data requests: 72 hours

Coordinated Entry Report



Coordinated Entry Core Elements



Coordinated Entry in Guilford County

- **Access:** Coordinated Entry is accessible via
 - phone (Access Line): (336) 553-2716
 - Email: coordinatedentry@partnersendinghomelessness.org
 - access points: weekly schedule is posted on social media and available via phone
 - social media
 - community engagement/outreach events
 - Alternate access opportunities exist for veterans, domestic violence survivors/those fleeing domestic violence, and unaccompanied/transition aged youth.
 - No Wrong Door Approach (Coordinated Entry Client Referral Form)
- **Assessment:** Coordinated Entry Assessments are completed at Coordinated Entry Access Points and at partner agencies throughout the county.
- **Prioritization:** Once a household is assessed and referred to the By-Name List, their homelessness timeline is used to determine program eligibility and their total assessment score is used to prioritize the household.
- **Referral(s):** (1) To the Guilford County Housing By-Name List and (2) to a housing provider when they have a program opening. The highest scoring eligible household will be matched with a program with a program opening. The agency that completed the initial assessment will complete the corresponding housing program referral.



COORDINATED ENTRY ACCESS POINTS

Experiencing literal homelessness? Literal homelessness includes:

- People who are living in a place not meant for human habitation (outside, in a car, or in a tent)
- People who are living in a building with no running water or working electricity.
- People who are living in a shelter.
- People who are living in a hotel/motel paid for by charitable organizations or government programs.

You're not alone and help is available!

Visit our Coordinated Entry Access Points to:

- 📄 Complete a housing assessment
- 🔧 Access essential supplies
- 📄 Check your By-Name List status



CONTACT US

- 📞 (336) 553-2716
- ✉ coordinatedentry@partnersendinghomelessness.org

Guilford County Housing By-Name List Data

Coordinated Entry Data from the By-Name List	9/30/2024	10/31/2024	11/14/2024
Veterans By-Name List	58	62	68
(Overall) LGBTQIA2S+ Households	16	26	23
Permanent Supportive Housing			
<i>In Process ("matched with program")</i>	25	30	28
Waitlist	108	115	125
Family	20	26	26
Families with minor children	13 (8 with household)	16 (8 with household)	16 (6 with household)
Families with HH member over 60	10*	18*	20
Youth/Family	1	1	1
Individual	108	89	99
Individuals 60+ years old	10	18	20
Youth/Individual	2	4	4
Rapid Rehousing			
<i>In Process ("matched with program")</i>	9	6	6
Waitlist	166	206	219
Family	80	88	93
Families with minor children	65 (48 with household)	69 (51 with household)	73 (55 with household)
Families with HH member over 60	6	6	6
Youth/Family	4	7	7
Individual	86	118	126
Individuals 60+ years old	20	19	18
Youth/Individual	0	4	3

Coordinated Entry October Data

- **Coordinated Entry Calls received: 773**
- **Coordinated Entry Qualifying Calls** (referral made to access point): 464
- **Prevention & Diversion Calls** (households provided with resources): 155
- **Shelter Referral Calls: 147**
- **Coordinated Entry Referral Forms** (from partner agencies): 4
- **Total Number of VI-SPDAT's completed: 105**
- **By-Name List Households assigned to PEH: 67.3%**
- **Coordinated Entry Trainings provided: 1 – Cone Health**
- **VI-SPDAT Trainings provided: 1 – Cone Health**
- **Engagement/Outreach Events & Meetings: 6**
- **Coordinated Entry Access Points Hosted: 14**

City	Calls
Greensboro	395
High Point	48
Outside Service Area	21

City	Total Assessments Completed	PEH Assessments Completed	Assessments Completed by other Agencies
Greensboro	71	47	24
High Point	34	13	21

Coordinated Entry Issues

- Completing information about gender identity (Nonbinary, Transgender). – *This will be discussed in greater detail during the upcoming Family Service of the Piedmont training session.*
- Homelessness Timelines
- HMIS Release of Information (initial, expired)
- 45-day activity requirement – *This includes checking in with Coordinated Entry or engaging with any CoC partner agencies that are part of the Coordinated Assessment Workgroup.*

Coordinated Assessment Workgroup Updates

- **The holiday schedule for the Coordinated Assessment Workgroup is as follows:**
 - **11/28/2024: No meeting** - Updates & match requests submitted by 11/22/2024.
 - **12/26/2024: No meeting** - Updates & match requests submitted by 12/20/2024.
 - **1/2/2025: No meeting** - Updates & match requests submitted by 12/30/2024.
- **Coordinated Assessment Workgroup Meetings**
 - Unless otherwise noted, meetings are held weekly on Thursdays at 3:00PM via Zoom.
 - Confidentiality Agreements are required for these meetings. **All agreements for current attendees must be submitted electronically by 12/1/2024. Going forward agreements must be submitted annually by 7/1/2024.** *Please be sure that your name on Zoom matches the name on your confidentiality agreement.*

Coordinated Entry Snapshot: 1st Quarter

July 1, 2024 – September 30, 2024



Partners Ending Homelessness

- **Coordinated Entry Calls received: 2,187**
- **Coordinated Entry Qualifying Calls (referral made to access point): 549**
- **Prevention & Diversion Calls (households provided with resources): 503**
- **Shelter Referral Calls: 325**
- **Coordinated Entry Referral Forms (from partner agencies): 4**
- **Total Number of VI-SPDAT's completed: 232**
- **By-Name List Households assigned to PEH: 67.9% (as of 9/30/2024)**
- **Coordinated Entry Trainings provided: 5**
- **VI-SPDAT Trainings provided: 5**
- **Engagement/Outreach Events & Meetings: 21**
- **Coordinated Entry Access Points Hosted: 39**

City	Calls
Greensboro	459
High Point	68
NC Corrections	1
Declined	21

City	Total Assessments Completed	PEH Assessments Completed	Assessments Completed by other Agencies
Greensboro	165	123	42
High Point	66	23	43
Jamestown	1	1	0

Family Service of the Piedmont

Emergency Shelter: 65 heads of household residents served – 113 total served (adults + children)

- unduplicated between Greensboro & High Point
- 1,432 Shelter Nights
- 86% shelter residents for stayed 10 days or longer did not return to a violent living environment
- 48% of shelter residents accessed benefits to help defray the cost of housing, such as public benefits, assistance with furnishings or transportation
- 89% of shelter residents felt services received reduced the impact of their crisis

Rapid Rehousing: 3 households served during the quarter – 3 adults/5 children (*Note: One household terminated RRH assistance in August and another household was added in September.*)

Crisis Line Calls Received: 1,358 calls received

National Trend: Domestic violence continues to be a leading cause for homelessness for families.

Example: To assist families who are experiencing or who are at risk of experiencing homelessness, communities have implemented the following:

- Idaho, Ohio - early rental assistance
- Georgia - Motel to Home program
- homelessness prevention funds
- eviction prevention funds

The Servant Center

Rapid Rehousing

- Households served: 10 veterans
- Households housed: 4 veterans housed

National Trend: On 11/11/2024, it was announced that veteran homelessness has dropped to a record low since 2009. In January of this year, officials counted 32,882 homeless veterans, a significant drop from recent years and a 55.6% decrease from 2010. The number of unsheltered homeless veterans also decreased from 15,507 in 2023 to 13,851.

Youth Focus

Rapid Rehousing

- Households served: 2 youth households
- Households housed: 1 youth household

National Trend: Youth homelessness is rising, and it disproportionately impacts youth of color, youth who identify as LGBTQI+, youth with disabilities, English learners, youth who are pregnant or parenting, and youth exiting the foster-care and juvenile justice systems. (Note: We know that youth homelessness is a major indicator of adult homelessness. The likelihood is greater among people who identify as Black or African-American.)

Example: **Virginia Commonwealth University and the U.S. Interagency Council on Homelessness (USICH)** have announced the creation of the National Youth Homelessness Partnership to elevate the voice of youth with lived and learned expertise of homelessness in federal and national efforts to prevent and end homelessness and enhance collaboration toward a shared purpose. The partnership brings together federal agencies, national homelessness organizations, and a newly formed advisory group of young people who have experienced homelessness. The participating federal agencies either fund or administer services, technical assistance, and/or programs that impact youth, their risk of homelessness, and their ability to achieve and maintain housing stability. The National Youth Advisory Group was formed this summer by Virginia Commonwealth University (VCU) and will inform the national partnership's work to prevent and end youth homelessness.

Collaborative Conversations & Community Brainstorming



What are other communities doing to end homelessness?

Community Solutions has recently shared the National Academy of Public Administration's (NAPA) report examining the role of the government in homeless response. The report noted that one size does not fit all as it pertains to ending homelessness. The commonality amongst those communities that have been successful in addressing homelessness included the completion of five core tasks:

1. **Identifying shared goals and strategies**
2. **Establishing organizational networks** (healthcare, housing, employment)
3. **Integrating services, eliminating redundancies, and simplifying the delivery process**
 - *Note: The report emphasizes that there is no standard model, but integration should occur horizontally and vertically. **Horizontal** integration reduces administrative barriers by consolidating how and where services are received (employment, housing, health care). **Vertical** integration describes the extent to which local actors effectively engage with state/national entities.*
4. **High-Quality Data**
5. **Sustainable governing and funding structures**

Collaborative Conversations & Community Brainstorming

- What do our local trends tell us?
- What could we do differently to assist these communities?
- Who is missing from this conversation?

Example: **Chattanooga, Tennessee** has achieved a quality data milestone for all single adults after the community improved its system by strengthening their data infrastructure to better serve their clients. The steps taken included:

- Redesigning assessment & data collection tool
- Outreach
- Adopting a client-centered approach
- Cross-sector collaboration with health care systems
- Prioritizing the long-term goal: Homelessness is rare, brief, and nonrecurring across all populations

Questions?

- **Homeless Management Information System (HMIS)**
 - HMIS Lead Agency: Partners Ending Homelessness
 - HMIS Local System Administrator: Valaria Brown – hmis@partnersendinghomelessness.org
 - HMIS/Data Committee Chair: Bernita Sims, Welfare Reform Liaison Project
- **Coordinated Entry System**
 - Coordinated Entry Lead Agency: Partners Ending Homelessness
 - Coordinated Entry Access: coordinatedentry@partnersendinghomelessness.org OR (336) 553-2716
 - Guilford County Housing By-Name List referrals: Ciara Smith - bynamelist@partnersendinghomelessness.org
 - Coordinated Entry Committee Chair: Laura Baker, Tiny House Community Development
- **Partners Ending Homelessness**
 - sherea@partnersendinghomelessness.org or info@partnersendinghomelessness.org
 - (336) 553-2715 ext. 1001

Key Dates

- Our schedule for **November 2024** is as follows:
 - 11/25/2024 at 2:00PM - HMIS Office Hours
 - 11/27/2024 at 3:00PM – Coordinated Entry Committee Meeting re: Annual Evaluation
 - 11/28/2024: NO Coordinated Assessment Workgroup Meeting
- Our schedule for **December 2024** is as follows:
 - 12/9/2024 at 2:00PM - HMIS Office Hours
 - 12/10/2024 (all day) - MCAH In-Person HMIS Training, HMIS Agency Administrator Roundtable
 - 12/16/2024 - CoC Data Briefing
 - 12/20/2024 at 9:30AM – HMIS/Data Committee Meeting
 - 12/26/2024: NO Coordinated Assessment Workgroup Meeting
- Our schedule for **January 2025** is as follows:
 - 1/2/2025: NO Coordinated Assessment Workgroup Meeting
 - 1/6/2025 at 2:00PM – HMIS Training
 - 1/7/2025 at 1:00PM – CoC Quarterly VI-SPDAT Training
 - 1/13/2025 at 2:00PM – CoC Data Briefing
 - 1/17/2025 at 9:30AM – HMIS/Data Committee meeting
 - 1/27/2025 at 2:00PM – HMIS Office Hours
 - 1/29/2025 – 2/5/2025: Guilford County Point-In-Time (PIT) Count.