Guilford County CoC Homelessness Data Briefing

December 16, 2024

PARTNERS ENDING HOMELESSNESS
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Homelessness Management Information System Report

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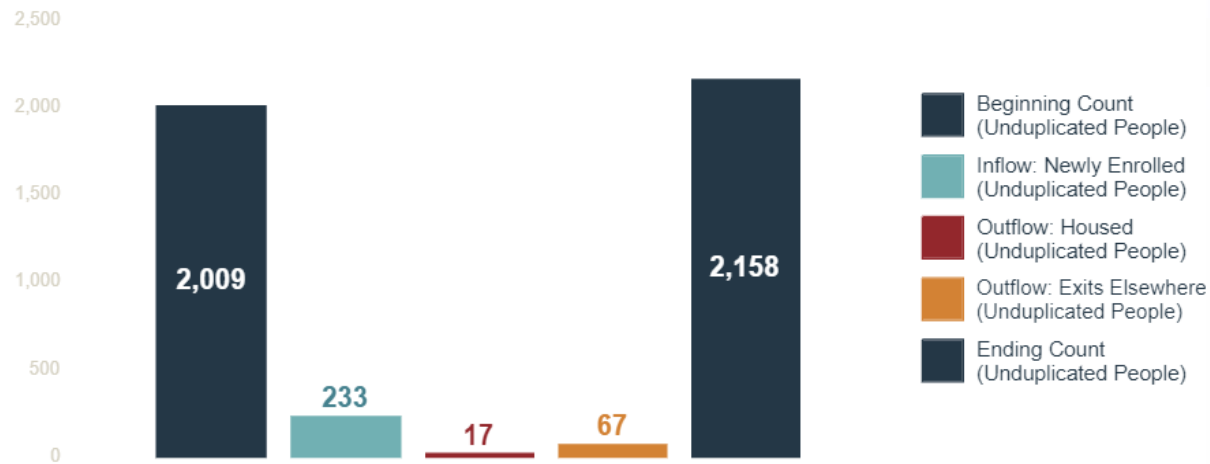
General HMIS Data Overview: November 2024

- The number of all clients served **increased by** 66.

- The number of all clients in a shelter or housing program decreased by 9.

- 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 increased **by 15**.

- **Most represented groups:**
  - Gender: Male
  - 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 October 2024.)

These numbers are directly impacted by whether clients/households are exited in HMIS.
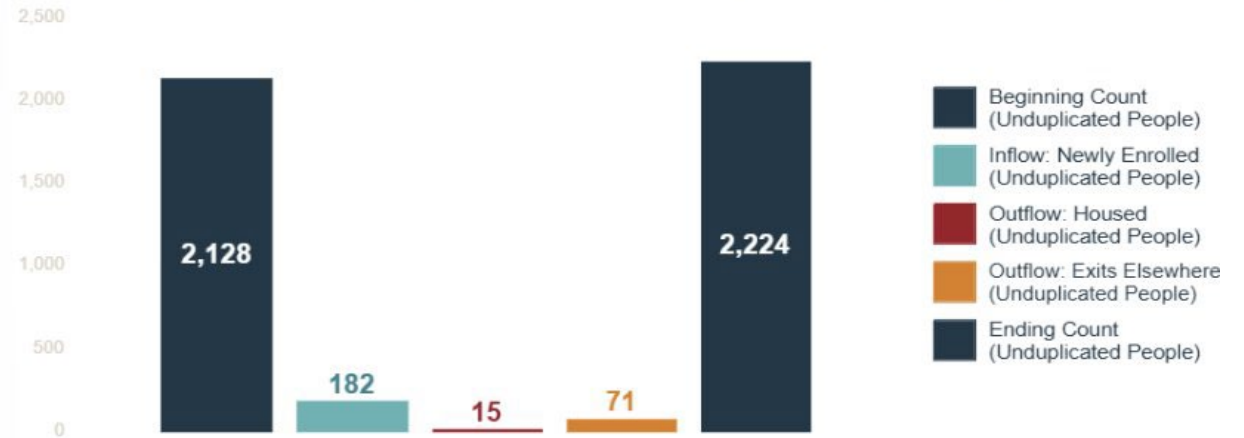
All Clients Served in the System

October 2024

November 2024

Homelessness Inflow and Outflow (Unduplicated Count by Person)

2,009 | 233 | 17 | 67 | 2,158

Legend:
- Beginning Count (Unduplicated People)
- Inflow: Newly Enrolled (Unduplicated People)
- Outflow: Housed (Unduplicated People)
- Outflow: Exits Elsewhere (Unduplicated People)
- Ending Count (Unduplicated People)

Homelessness Inflow and Outflow (Unduplicated Count by Person)

2,128 | 182 | 15 | 71 | 2,224

Legend:
- Beginning Count (Unduplicated People)
- Inflow: Newly Enrolled (Unduplicated People)
- Outflow: Housed (Unduplicated People)
- Outflow: Exits Elsewhere (Unduplicated People)
- Ending Count (Unduplicated People)

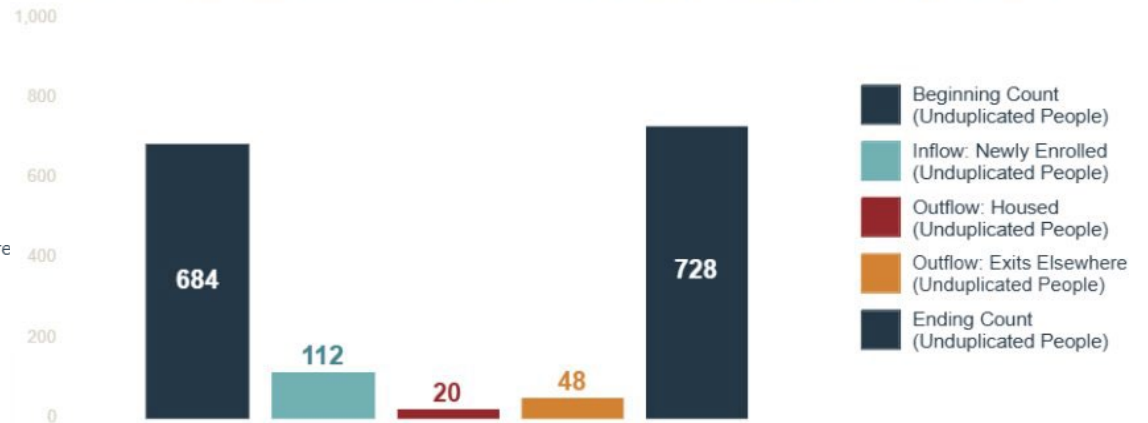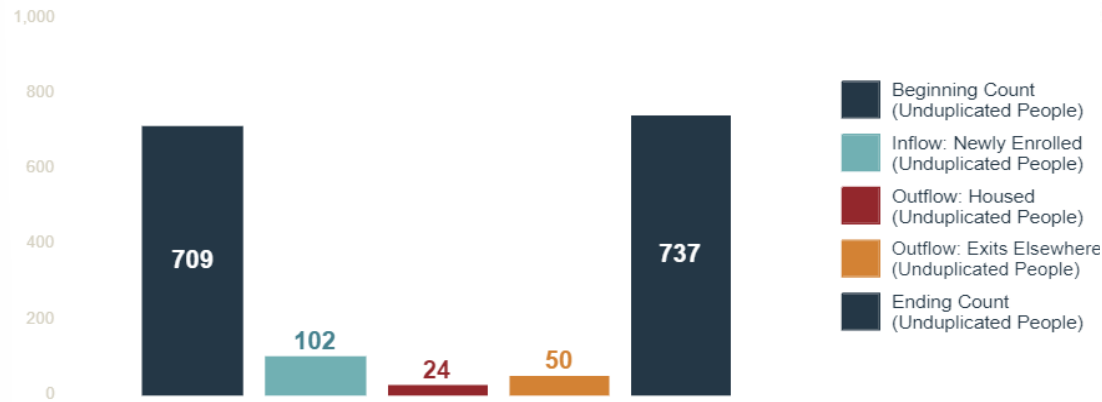# All Clients Served in a Shelter or Housing Program

October 2024

November 2024

Homelessness Inflow and Outflow (Unduplicated Count by Person)

October 2024:
- Beginning Count (Unduplicated People): 709
- Inflow: Newly Enrolled (Unduplicated People): 102
- Outflow: Housed (Unduplicated People): 24
- Outflow: Exits Elsewhere (Unduplicated People): 50
- Ending Count (Unduplicated People): 737

November 2024:
- Beginning Count (Unduplicated People): 684
- Inflow: Newly Enrolled (Unduplicated People): 112
- Outflow: Housed (Unduplicated People): 20
- Outflow: Exits Elsewhere (Unduplicated People): 48
- Ending Count (Unduplicated People): 728

Length of Time Metrics

Project Type	Length of Time (October 2024)	Household Count - with move-in dates (October 2024)	Length of Time (November 2024)	Household Count - with move-in dates (November 2024)
RRH (Rapid Rehousing)	**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)	**115 days** (from project start to housing – APRQ22c; 14 persons move in)	**76** (Note: 4 Move-in iNovember ; 0 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) **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	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) **786 days** (median length of project participation for stayers – APRQ22b)	**105** (Note: 0 Move-ins in September; 1 persons exited without exit interview or destination

Clients Enrolled in Emergency Shelter, Safe Haven, Transitional Housing

	October 2024 # of Clients # of Clients by HH Type	November 2024 # of Clients # of Clients by HH Type
Emergency Shelter	250 Clients Served 181 in Adult Only Households 54 in Adult & Children Households 14 in Child Only Households 1 Unknown Household	265 Clients Served 183 in Adult Only Households 74 in Adult & Children Households 9 in Child Only Households 0 Unknown Household
Winter Emergency Shelters*	0 Clients Served 0 in Adult Only Households 0 in Adult & Children Households 0 Unknown Household	27 Clients Served 27 in Adult Only Households 0 in Adult & Children Households 0 Unknown Household
Transitional Housing & Safe Haven	92 Clients Served 83 in Adult Only Households 2 in Adult & Children Households 6 in Child Only Households 1 Unknown household	89 Clients Served 81 in Adult Only Households 2 in Adult & Children Households 5 in Child Only Households 1 Unknown household
Total Clients Served	**342**	**381**

Emergency Shelter Demographics

	October 2024	November 2024
Gender Reported		
Male	109	147
Female	135	112
Data Not Collected	6	5
Transgender	0	0
Non-Binary	0	0
Race Reported		
White	46	44
Black, African-American, or African	167	190
Asian or Asian American	2	3
American Indian, Alaska Native, or Indigenous	1	2
Native Hawaiian or Pacific Islander	0	1
Multiple Races	11	9
Data Not Collected	15	12
Client Doesn't Know	0	0
Ethnicity Reported		
Hispanic/Latin(a)(o)(x)	18	4

Winter Emergency Shelter Demographics

Note: The IRC will continue to enter data for their Doorway Project case management clients in HMIS. All other Winter Emergency Shelter clients have been exited by each agency.

	October 2024	November 2024
Gender Reported		
Male	0	18
Female	0	9
Transgender	0	0
Data not collected	0	0
Race Reported		
White	0	8
Black, African-American, or African	0	18
American Indian, Alaska Native, or Indigenous	0	1
Multiple Races	0	0
Data Not Collected	0	0
Ethnicity Reported		
Hispanic/Latin(a)(o)(x)	0	0

Transitional Housing & Safe Haven Demographics

	October 2024	November 2024
Gender Reported		
Male	79	79
Female	11	9
Transgender	1	0
Not Collected	1	1
Race Reported		
White	24	22
Black, African-American, or African	58	57
Asian	2	2
American Indian, Alaska Native, or Indigenous	0	1
Multiple Races	6	4
Data Not Collected	1	1
Ethnicity Reported		
Hispanic/Latin(a)(o)(x)	1	2

Supportive Services for Veteran Families (SSVF) Data

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

Clients Being Served	October 2024	November 2024
SSVF Rapid Rehousing	76	76
SSVF Homelessness Prevention	80	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%
November 2024	**82.2%**

HMIS Center Stage

West End Ministries
The Servant Center
Salvation Army of Greensboro

HMIS Lead Report

- **CoC HMIS Trainings provided:** 11

- **HMIS Office Hours provided:** 30

- **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

Issue	Solutions
Errors re: insurance and income	Complete the selection and any follow-up questions (including drop-down selections)
Duplicate client entries	Search by name and/or by social security number before creating a new profile
Overlap in services (LSA)	Double-check dates for program entry and exit before entering them into HMIS
Timely data entry	Data entered more than 6 days after the fact will cause an error. Our CoC's requirement is that data be entered within 3 days.
Continued errors	Work the monthly error report to correct any existing errors so that they do not continue populating on subsequent reports
Issues with interim & annual assessments	Training from MCAH is forthcoming in 2025.
Client Exit metrics	Conduct an exit interview and note the appropriate exit destination in HMIS.

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

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Guilford County Housing By-Name List Data

Coordinated Entry Data from the By-Name List	10/31/2024	11/21/2024	12/12/2024
Veterans By-Name List	**62**	**65**	
(Overall) LGBTQIA2S+ Households	26	24	23
Permanent Supportive Housing			
In Process ("matched with program")	30	27	24
Waitlist	**115**	**129**	**131**
Families	26	29	28
Families with minor children	16 (8 with household)	18 (5 with household)	18 (5 with household)
Families with a household member over 60 years old	18*	2	1
Transition Aged Youth-Led Families (18-24 years old)	1	1	1
Individuals	89	100	103
Individuals 60+ years old	18	20	20
Transition Aged Youth Individuals (18-24 years old)	4	4	4
Rapid Rehousing			
In Process ("matched with program")	6	4	2
Waitlist	**206**	**228**	**228**
Families	88	91	82
Families with minor children	69 (51 with household)	73 (53 with household)	68 (47 with household)
Families with a household member over 60 years old	6	7	6
Transition Aged Youth-Led Families (18-24 years old)	7	7	7
Individuals	118	137	146
Individuals 60+ years old	19	23	23
Transition Aged Youth Individuals (18-24 years old)	4	3	4

Coordinated Entry November Data

- **Coordinated Entry Calls received:** 735
- **Coordinated Entry Qualifying Calls** (referral made to access point)**:** 222
- **Prevention & Diversion Calls** (households provided with resources)**:** 192
- **Shelter Referral Calls:** 148
- **Coordinated Entry Referral Forms** (from partner agencies)**:** 2
- **Total Number of VI-SPDAT's completed:** 75
- **By-Name List Households assigned to PEH:** 60.85%
- **Coordinated Entry Trainings provided:** 0
- **VI-SPDAT Trainings provided:** 0
- **Engagement/Outreach Events & Meetings:** 3
- **Coordinated Entry Access Points Hosted:** 14

City	Total Assessments Completed	PEH Assessments Completed	Assessments Completed by other Agencies
Greensboro	47	33	14
High Point	28	12	16

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:**
  - **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 <u>required</u> 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*.
  - **Reminder**: The CoC is in the process of modifying the Coordinated Entry Committee to include members of the Coordinated Assessment Workgroup. **The first meeting of this combined committee is scheduled for 12/19/2024 at 3:30PM via Zoom.**

Collaborative Conversations & Community Brainstorming

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November 2024 Guilford County CoC Data Briefing: 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 <u>not</u> 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**

During the discussion portion of the briefing, the following concerns were raised:

- The demand is much greater than the supply of available housing. Some of this may be because people are remaining in programs (like Rapid Rehousing, VASH) longer than they once did. Attendees would like there to be additional conversations regarding how to address how long people can remain with certain programs.
- Medical providers are struggling to maintain contact with patients that are homeless. A question was raised about establishing better rapport with doctor's offices and the Department of Health and Human Services to try to maintain contact information for shared/mutual clients.

NOTE: On 12/12/2024, USICH hosted a webinar on how health systems and hospitals can solve homelessness.

What do we need for the people that we are serving?

-The Cloudburst Group

During the recent **Advancing Homelessness Solutions** webinar, attendees were advised of the following:
- Be mindful of how changes in federal leadership can impact funding and resources.
- Be prepared to partner with agencies working to address food insecurity, poverty, etc. to advocate for funding, legislation, and programs.
- Recall the positive impact that COVID funding had on homelessness and housing funding and programming.
- Consider how targeted voucher programs assist with getting specific communities housed.
- Pay attention to action being taken by local elected officials (https://housingnothandcuffs.org/emergent-threats-homelessness-criminalization/)

Record Rise in Homelessness Follows Expiration of Pandemic Relief and Eviction Protections
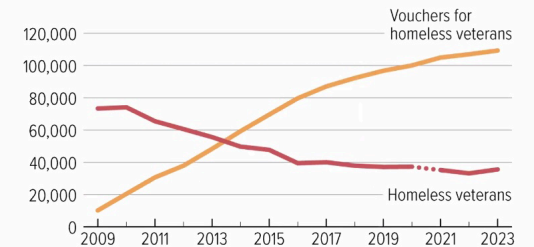Percent change in people experiencing homelessness since 2015

Note: Dashed line indicates missing unsheltered homelessness data in 2021 due to pandemic-related data collection issues. Pandemic relief measures include the CDC eviction moratorium, Emergency Rental Assistance, Economic Impact Payments, and the expanded Child Tax Credit and Unemployment Insurance.
Source: HUD Point-in-Time count data from January of each year
CENTER ON BUDGET AND POLICY PRIORITIES | CBPP.ORG

The Homelessness Response System is Helping More People Sleep Inside, But Can't Keep Up with Demand

- **More People Served in Shelters.** Between 2022 and 2023, there was a **14 percent** increase in the number of people staying in shelters on the night of the Point-in-Time Count (PIT Count).
- **Permanent Housing Supply Expanded.** The homelessness response system added **36,737** Permanent Support Housing (PSH), Rapid Re-Housing (RRH) and Other Permanent Housing (OPH) units between 2022 and 2023.
- **More People Exiting to Permanent Housing.** The number of people who exited temporary housing, PSH, OPH or RRH to permanent, independent housing increased from **302,006 people in 2022 to 317,994 people in 2023**. Still, too many people are entering into homelessness for the system to keep up, too many people are living in doubled up housing due to financial necessity, and exits to permanent housing have not returned to pre-pandemic numbers.
- **Unsheltered Homelessness Grew Slower than Sheltered Homelessness.** Between 2022 and 2023, unsheltered homelessness increased by 9.7 percent but was outpaced by a **13.7 percent** increase in sheltered homelessness. The number of people accessing services is increasing faster than the number of people being forced to live outside.
- **Fewer Returns to Homelessness.** Fewer returns to homelessness in 2023 compared to 2019 suggest that frontline workers are connecting people with safe, stable housing and higher incomes.

https://nlihc.org/explore-issues/housing-programs/housing-first

Homelessness Among Veterans Fell As Targeted Voucher Program Expanded

Note: Voucher figures are for Department of Housing and Urban Development - Veterans Affairs Supportive Housing (HUD-VASH) vouchers available to be leased in January of each year. Dashed line indicates missing unsheltered homelessness data in 2021 due to pandemic-related data collection issues.
Source: HUD Point-in-Time counts and HUD-VASH vouchers data
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What do we need for the people that we are serving?

-The Cloudburst Group

Growing Subpopulations in Guilford County:

- College students experiencing homelessness - *This is becoming more widely discussed nationally. It is likely that we are noticing such an increase locally due to the number of colleges and universities in Guilford County.*
- Youth experiencing homelessness with their families. The McKinney Vento data is being tracked by Guilford County Schools. As of 11/27/2024, 1,582 students in transition had been identified.
- Hispanic/Latin(o)(a)(e)(x) community members - *This trend is already being noted nationally with many sources indicating that – when added together – communities of color (specifically Black/African American communities and Hispanic/Latin(o)(a)(e)(x) communities are more than 50% of the homeless population.*
- Immigrants and refugees

Questions to consider:

- What are we missing from the Recipe for Solving Homelessness?
- What shared goals do we have for this community?
- What are we doing well?
- What could we do better?

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 **December 2024** is as follows:
  - 12/19/2024 at 2:00PM – Coordinated Entry Committee Meeting [consolidated]
  - 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 featuring SPARC's "The Hidden Homeless" Presentation
  - 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.