

Steering Committee Meeting

December 1, 2020

10:30 AM

Welcome

Reminders

Your line is muted.

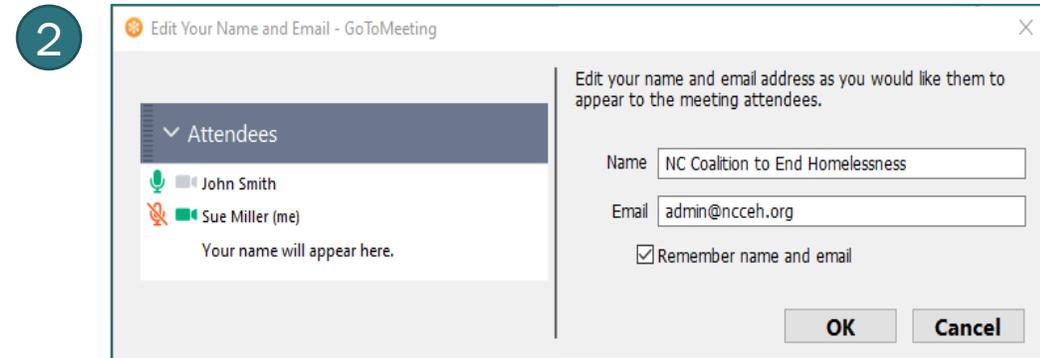
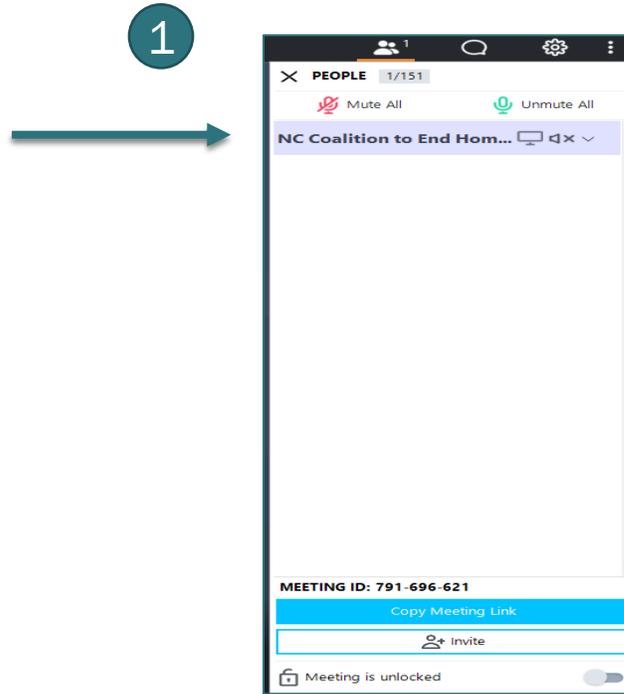
We will unmute the line during Q&A pauses.

The chat box is available to use anytime.

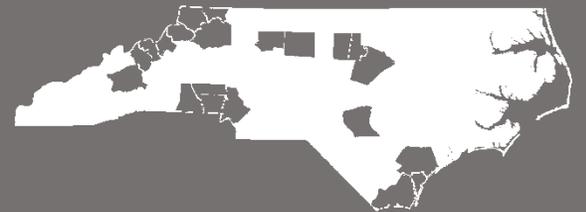


Roll Call

- We will conduct Roll Call for Regional Leads and at-large members to confirm quorum for voting.
- All participants should enter their full names, so we can document their participation in the minutes.



Agenda



Agenda

- Consent Agenda
- HMIS Privacy Policy
- Election of 2021 At-Large Steering Committee Members
- 2021 Point-in-Time and Housing Inventory Counts
- Racial Equity Subcommittee Update
- Back@Home Update
- Meetings & Reminders



Review & approve consent agenda

Consent agenda:

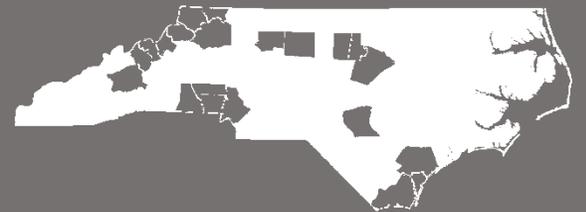
<https://www.ncceh.org/bos/steeringcommittee/>

- The consent agenda was sent to the Steering Committee prior to the meeting as part of a board packet.
- The consent agenda will be voted on as a whole at the beginning of each meeting.
- Steering Committee members may request to remove an item from the consent agenda for additional discussion.

Changes or discussion?



HMIS Privacy Practices



Common Terms

Term	Acronym	Definition
Homeless Management Information System	HMIS	A data system that meets HUD's HMIS requirements and is used to measure homelessness and the effectiveness of related service delivery systems. The HMIS is also the primary reporting tool for HUD homeless service grants as well as for other public streams of funding related to homelessness.
HMIS@NCCEH	HMIS	The HMIS implementation for Durham, NC Balance of State, and Orange Continuums of Care. HMIS@NCCEH is operated by the North Carolina Coalition to End Homelessness. https://www.ncceh.org/hmis/about/
Personally Identifying Information	PII	Personally Identifiable Information is a category of sensitive information that is associated with an individual. It should be accessed only on a strict need-to-know basis and handled and stored with care.



Principles of Privacy

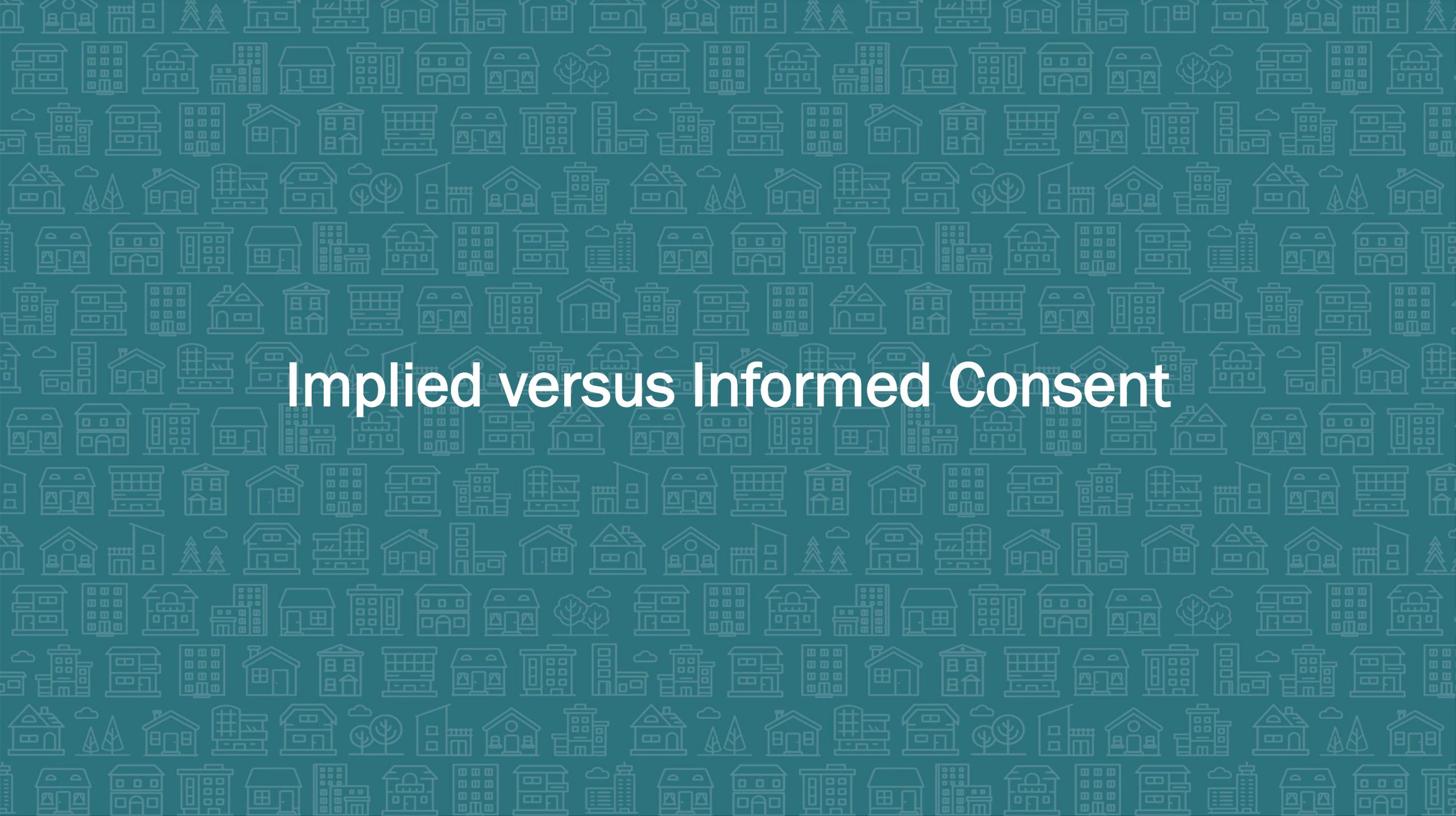
Client Respect

Consistency and Transparency

Client Choice

Need to Know





Implied versus Informed Consent

Example of Consent

When you go to a doctor's office or hospital, data is collected and entered into a database

Do you get to decide if a file is made?

Do you get to decide if a file is shared inside the organization?

Do you get to decide if a file is shared outside of the organization (think of other specialists or providers at another hospital?)



Example of Consent

When you go to a doctor's office or hospital, data is collected and entered into a database

Do you get to decide if a file is made?

✓ No

Do you get to decide if a file is shared inside the organization?

✓ No

Do you get to decide if a file is shared outside of the organization (think of other specialists or providers at another hospital?)

✓ Yes



Implied Consent

When a client presents for services, there is implied consent for record keeping within an agency.

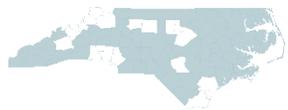
- Create a file record
- Disclose (securely) to Funders, Federally required reports
- Basic administration of project
- Utilize info to coordinate services (need to know basis, outside of HMIS)



Informed Consent

When information is potentially being disclosed outside that original agency, affirmative and informed consent is required.

- Allowing another project to see client info (governed by a Sharing/Visibility Agreement)



What about sub-contractors?

When an agency or project uses sub-contractors for basic services, the sub-contractor acts as/on behalf of the original agency.

- Fall under implied consent
- Requires documented relationship (like a memorandum of understanding – MOU)
- Example is giving EDA access in HMIS





Tools to Execute

HMIS Privacy Sign

Our first alert to clients about our data practices.

Agencies must post the HMIS Privacy Sign at the intake or comparable location, with general reasons for data collection and reference to the privacy policy.

If your office is mobile, like Street Outreach, bring a copy with you for remote intakes.

We collect personal information about people we serve in a computer database called the Homeless Management Information System (HMIS). The information we collect helps us run programs, improve services, and better understand your needs. Some of the information we collect may be required by organizations that fund the operation of this program. We only collect information that is needed or required.

Some of your information may be shared with other organizations to coordinate referrals, housing, or services. Those other organizations also have privacy policies to protect your personal information. You have the right to tell us we should not make your information that is entered into the database visible to other agencies in HMIS.

If you have any questions or would like to see our privacy notice, please ask one of our staff.

HMIS/PRIVACY 1 15 08.18



HMIS@NCCEH Privacy Notice

Our full policy with details about our data practices.

Describes how agencies and HMIS collect, use, and share personal information with other agencies.

- Standard information visible
- Allowable uses (coordination, funders)
- Allowable disclosures (health, public safety, research)
- Otherwise, consent needed to share

PRIVACY NOTICE

THIS NOTICE DESCRIBES HOW YOUR PERSONAL INFORMATION MAY BE USED/DISCLOSED, AND HOW YOU MAY OBTAIN ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This Notice describes the privacy practices of [AGENCY] with respect to our use of the Homeless Management Information System administered by North Carolina Coalition to End Homelessness ("HMIS").

HMIS: We participate in a regional system that allows shelters and other homeless service providers to share information about the people we serve. HMIS keeps information about clients that get help in each participating agency to better assist you.

Through HMIS, we and other agencies can share your name, year of birth, age, gender, veteran status, and partial SSN without your permission (your "Standard Information"), unless you indicate on the HMIS Release Form that you do not want your Standard Information to be visible or tell an agency to close your "Profile/Name." We and the other agencies can collect, use and share any additional information you consent to share when you fill out the HMIS Client Release of Information (ROI). This Notice informs you as to how we and HMIS treat the personal information we collect, use, and share with other agencies.

Personal and Health Information: When you receive services from us, we share your Standard Information on HMIS with other agencies, unless you tell us not to as provided above. If you choose to sign the ROI, we will also share your information, which may include personal health information and information about your race, ethnicity, disabling conditions, previous residence history, employment history, substance abuse, sexual orientation, educational history and more. Your Standard Information and any information you release in your ROI is referred to as your "Personally Identifiable Information." This information will be visible in HMIS and may also be exchanged on paper, verbally or electronically based on uses and disclosures below.

How We May Use and Disclose Your Personally Identifiable Information: We may use and disclose your Personally Identifiable Information only for the following purposes:



HMIS@NCCEH Release of Information

Consent documentation for data sharing

HMIS CLIENT RELEASE OF INFORMATION

Last Name:	First Name:	Middle Initial:
Agency Name:	Date of Birth:	Date of Assessment:

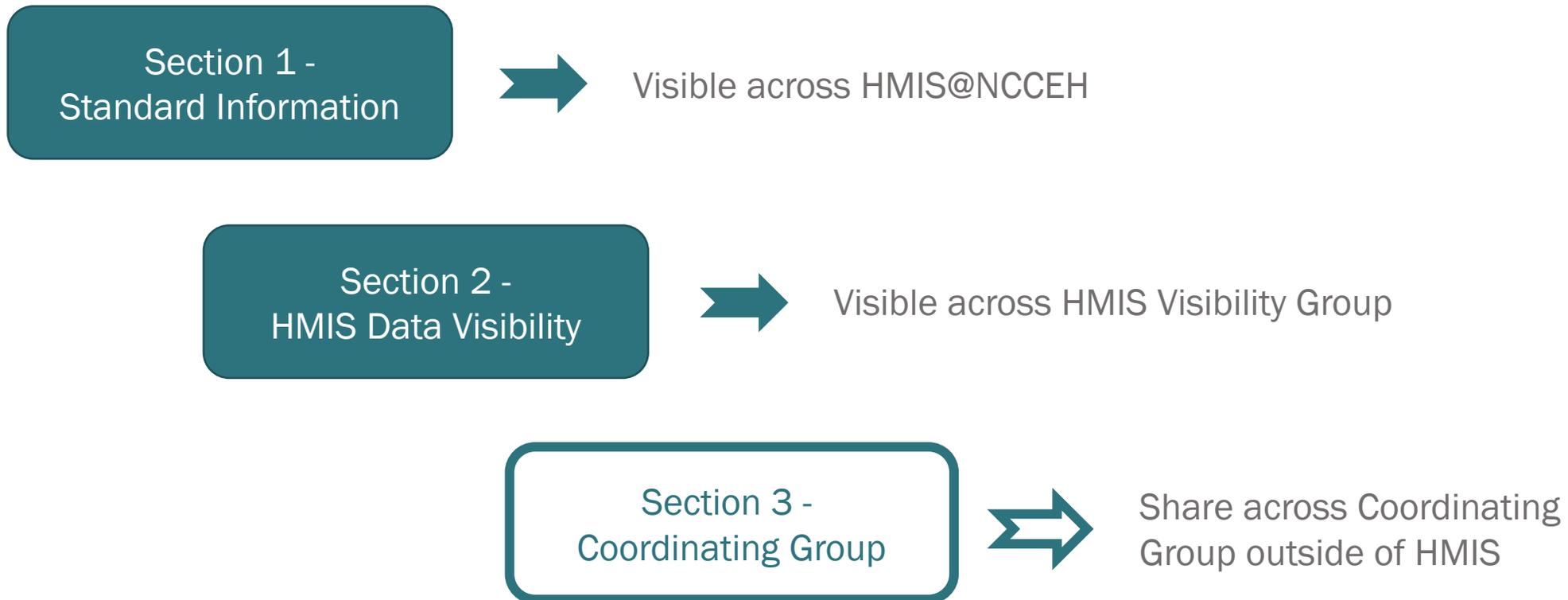
Introduction: Protecting your information is important to us. This document outlines how we use and protect your information. Many North Carolina shelters and helping programs use the Homeless Management Information System managed by North Carolina Coalition to End Homelessness (HMIS) to keep information about people they help. This form defines which client data is entered into HMIS and how those data are shared between agencies. In addition, a coordinating group is a locally created group that meets regularly to identify homeless persons and develop strategies for housing them. A full list of the participating providers in this area can be found at ncceh.org/hmis/clientconsent.

The included agencies will collect personal information directly from you and your household to determine your eligibility for services and connect you with other helping agencies. **Agencies only collect personal information that is considered appropriate for getting you housed.** The collection and use of all personal information is guided by strict standards of confidentiality.



HMIS@NCCEH Release of Information

Three sections extend *consent* over more data to more partners



HMIS@NCCEH Policies and Procedures

Term	Brief Definition
Agency Participation Agreement (APA)	The agreement between NCCEH and HMIS participating agencies that specifies the responsibilities of participating agencies and allows agencies to have HMIS licenses.
HMIS User Agreement & Code of Ethics	The document each HMIS user signs that defines the HMIS standards of conduct.
HMIS@NCCH Policies and Procedures	Details the requirements to administer and manage our HMIS, including steps to protect privacy
Privacy Script	The conversation guide provided to help staff explain privacy rights to clients in order to standardize the privacy presentation.



HMIS@NCCEH Governance

How does an agency adopt these policies?

When agencies join HMIS@NCCEH, they adopt the:

- Agency Participation Agreement (APA)
- Privacy Notice

How do users adopt these policies?

When users join HMIS@NCCEH, they agree to and use the:

- HMIS User Agreement & Code of Ethics
- Release of Information



HMIS@NCCEH Governance

How do these policies, procedures, and tools change?

The HMIS@NCCEH Advisory Board approves the HMIS Operating Policies and Procedures.

- Reviews and updates annually and as needed
- Has representation from each CoC in the implementation
- Ensures consistent foundation across all participating CoCs





Additional Resources

Additional Resources

HMIS@NCCEH Privacy Documents

<https://www.ncceh.org/hmis/admin/>

More details and tips on Privacy

<https://www.ncceh.org/hmis/privacy/>

Keep NC Safe Guide

<https://www.ncceh.org/files/8468>

HMIS Requirements Proposed Rule

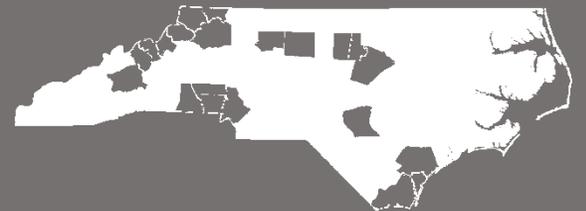
<https://www.federalregister.gov/documents/2011/12/09/2011-31634/homeless-management-information-systems-requirements#h-26>

OnGuardOnline.Gov

<https://www.consumer.ftc.gov/topics/online-security>



Election of 2021 At-Large Steering Committee Members



Appreciation for the good work of the Nominations Subcommittee

- Jim Cox
- Tharesa Lee
- LaTonya Penny
- E. Marie Watson



Pam Atwood, Director of Housing Policy, NC Housing Coalition

- Policy analyst with the Southern California Association of Non-Profit Housing, advocating for policies to reduce financing and land use barriers to the development and preservation of affordable housing.
- Worked with Global Green USA to assist local governments and public agencies across the country to develop and implement sustainable design and construction policies and criteria.
- A project coordinator/LEED AP with a boutique real estate development firm in Los Angeles and as a real estate broker in Maine, New Hampshire, and North Carolina.
- B.A. from the University of California, Los Angeles (UCLA) where she studied Public Policy and Psychology.

Key organizational contribution: Mission is to generate affordable housing



Kelly Ross Benton, President of the Executive Committee, NC Realtors Housing Foundation

- NC REALTORS® Housing Foundation, a charitable foundation, provides housing opportunities through education and community-based initiatives including disaster relief.
- Served on the National Association of REALTORS® Housing Opportunity Committee, created in 2002 with the vision of positioning, educating and assisting REALTORS® to create housing opportunities for all.
- Past President of Union County Association of Realtors; Realtor of the Year in 2001
- Board of Directors for Safer Communities Ministry, a non-profit organization with proven recidivism relief rates through prisoner care, education, and ministry along with addiction recovery efforts.
- Graduate of the NC REALTORS® Leadership Academy and currently in the National Association of REALTORS® Leadership Academy.

Key organizational contribution: Commitment to generate rental assistance



Tiffany Gladney, Policy and Government Affairs Manager, NC Rural Center

- Served as the Director of Advocacy and Government Affairs for March of Dimes-North and South Carolina
- Instrumental in passage of SB 98, legislation aimed at screening newborns for critical congenital heart defects as well as advocated for legislation leading to improved birth outcomes, funding for tobacco cessation, and preconception health initiatives.
- Communication Specialist at Saint Augustine's University
- Graduated from North Carolina State University with a BA in Communication Media followed by a job as social media consultant on the *The Carmichael Show*

Key organizational contribution: Focus on policy advocacy for rural communities



Jeffrey Rawlings,

Johnston-Lee-Harnett Community Action

- Serves as the Coordinated Entry Lead for Region 7
- Serves on Racial Equity Subcommittee for NC BoS CoC
- Rapid Re-Housing Counselor and Case Manager at the Harnett County Office of JLHCA.
- First chairperson of S3 Housing Connect, a consortium of city and county officials and employees, the Sanford Housing Authority, five local shelters, local nonprofits, civic groups, and churches. The goal is to generate a more coordinated and comprehensive response to homelessness.
- Over 20 years in the IT support field.
- NC State University and Phillips College with a degree in Computer Science

Key organizational contribution: Expertise from lived experience



Isaac Sturgill , Project Director, Housing Unit, Legal Aid of North Carolina

- Staff attorney for over eight years with Legal Aid of North Carolina, providing civil litigation with a focus on landlord/tenant law and foreclosure prevention
- Served as a clerk at the U.S. District Court for the Western District of North Carolina
- Served as an intern for the Institute for Indian Estate Planning and Probate at the Seattle School of Law, where he drafted estate planning documents for tribal members
- Served as an intern at Legal Services of Southern Piedmont
- Graduated from the Charlotte School of Law in 2012 after attending Western Carolina University

Key organizational contribution: Lead on eviction diversion during COVID

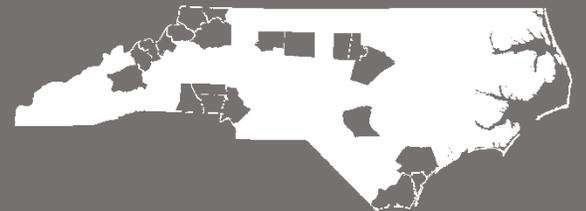


2021 At-Large Members (Min. 7–Max. 13)

People with Lived Experience (Min. 1 w/goal of 2 in 2021)	NC State Government – works with a program that serves people experiencing homelessness (Min. 3 – Max. 6)	Other with Statewide Focus (Min. 3 – Max. 5)
Eric Edwards, Transylvania Association for Disabled Citizens	Department of Health and Human Services Angela Harper King, Community Mental Health	Health care sector Brooks Ann McKinney, Cone Health
Jeffrey Rawlings, Johnston Lee Harnett Community Action	Department of Public Safety	Business sector Kelly Ross Benton, NC Realtors
	Department of Commerce	Public housing agency Pam Atwood, NC Housing Coalition
	Department of Military and Veteran Affairs	Youth services or advocacy sector
	Department of Public Instruction Lisa Phillips, Education of Homeless Children and Youth	Domestic violence services or advocacy sector Cassie Rowe, NC Coalition Against Domestic Violence Tiffany Gladney, NC Rural Center
	NC Housing Finance Agency Ellen Blackman, NC Housing Finance Agency	Legal Services Isaac Sturgill, Legal Aid NC

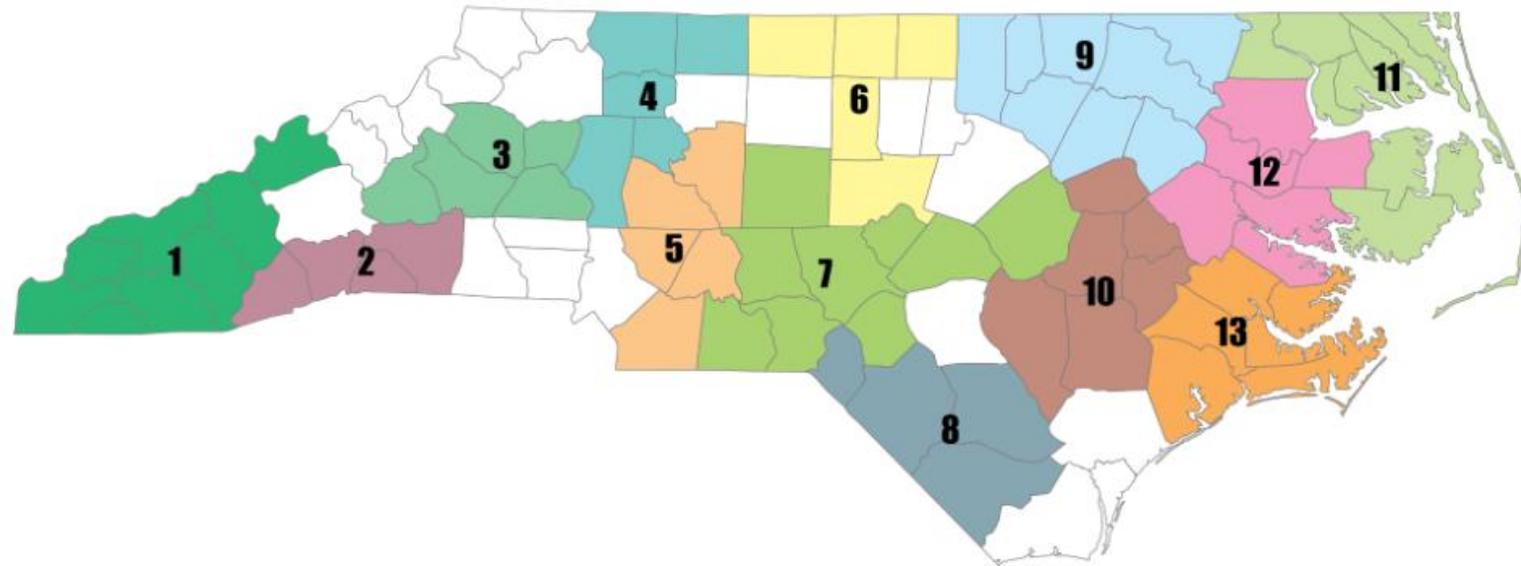


2021 Point-in-Time and Housing Inventory Counts



Our goal for 2021

The NC Balance of State CoC will complete an accurate and comprehensive Point-In-Time and Housing Inventory Count to understand the scope of homelessness and resources available in the CoC.



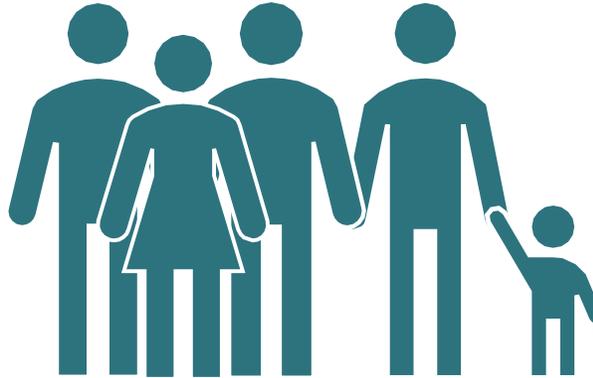
What we're counting:

January 27, 2021



Beds and Units

How much capacity does our system have?



People

How many people are experiencing homelessness?



Point-in-Time Count (PIT)

Snapshot count of people experiencing homelessness (HUD Definition)

Unsheltered Count

People staying in places not meant for human habitation

Outdoors (streets, park benches, under bridges, etc.)

Tents/Encampments

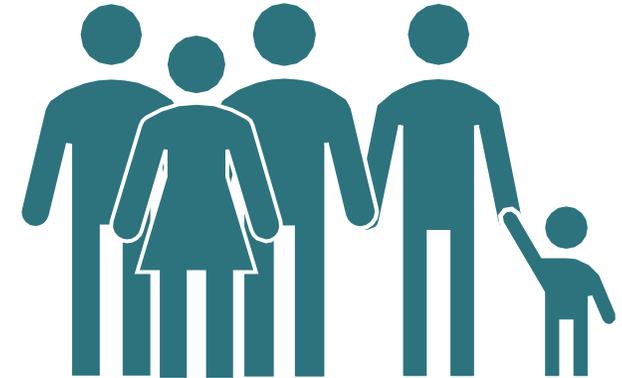
Vehicles

Bus or train stations

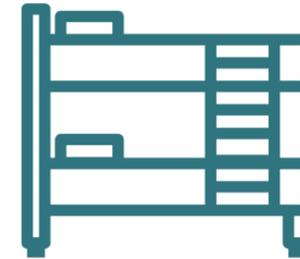
Abandoned buildings

Sheltered Count

People staying in **emergency shelter** or **transitional housing** dedicated to people experiencing homelessness



Data Collection for Point-in-Time Count

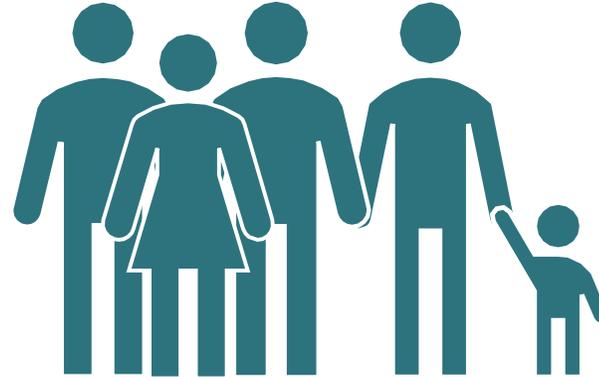


Unsheltered	Sheltered Count		
	HMIS ES + TH	Non-HMIS ES + TH	
By Name List in HMIS + Counting Us App	HMIS Reports	Counting Us App	Aggregate Reports*
Night of Count: Jan 27 Verification of Count: Jan 27-Feb 9	Work with NCCEH Data Center to finalize data and submit reports	Night of Count: Jan 27 Service Based Counts: Jan 27-Feb 9	NCCEH staff can assist agency staff to gather and report data by 2/28/21



Housing Inventory Count (HIC)

Snapshot inventory of resources to shelter or house experiencing homelessness



Beds + Units

Project Type

Bed + Unit Inventory

Beds & Units

Location/service area

Beds + Units dedicated to subpopulations

People in Beds + Units

Aggregate data on the number of people served in the project on the night of the count.



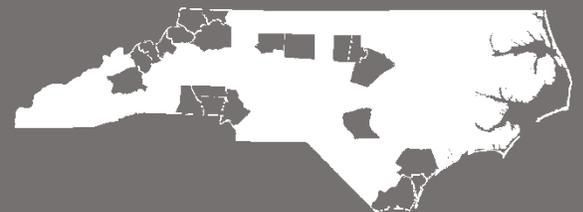
Stay Connected

<https://www.ncceh.org/datacenter/pointintimehowto/>

This page on the NCCEH website is the go-to place to find regular updates, trainings, and other important information.



Racial Equity Subcommittee Update



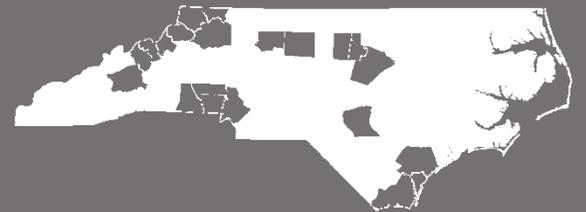
C4 Innovations – Racial Equity Training

Thank you to the Steering Committee for joining the Racial Equity Subcommittee in attending the racial equity training hosted by C4 Innovations!

The Racial Equity Subcommittee is meeting with C4 for a final session focused on strategy and implementation. This session will inform the strategic priorities for 2021. More information will be presented in January



Back@Home Update



Back@Home Referral Process

- New assessment and intake system in Smartsheet for Back@Home
 - Connect program applicants from NC 2-1-1 or CoC CE to Back@Home Rehousing Agencies
 - Provide a live view into the program to track progress towards our goals with quick feedback on problems that need to be solved
 - Provide easy avenues of communication between partners to ensure households have a smooth experience of the process
 - Provide NC 2-1-1 with internal workflow management tools to assist staff
 - Provide Rehousing Agencies with tools to create multiple view client lists and track internal workflows and client progress
 - Provide quick reporting on program metrics without a delay of combining data from two HMIS and 3 Victim Service Provider Comparable Databases.

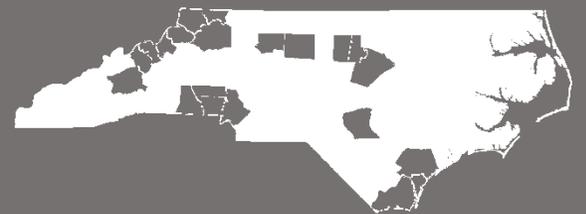


Back@Home Referral Process Training

- NC 2-1-1
 - NC 2-1-1 Call Navigators trained November 20, 2020
 - NC 2-1-1 Data Specialists trained November 23, 2020
 - NC 2-1-1 referring households to Back@Home December 1, 2020
- Rehousing Agencies
 - Training scheduled for December 1, 2020
- CoC CE Representatives
 - Training scheduled for December 4, 2020



Upcoming Meetings & Reminders



Upcoming Meetings & Reminders

- New ESG Grantee Orientation webinar, *Thursday, December 3, 11 A.M. - 12:30 P.M.*
 - Register here: <https://www.ncceh.org/events/1467/>
- COVID-19 Local Leadership Response Sharing Call, *Every other Wednesday afternoon at 1:00 P.M. December meetings: December 9th and 23rd*
 - Presentation: <https://www.gotomeet.me/NCEndHomelessness>
 - Audio: (646) 749-3112 Access Code: 975-793-733
- Funding and Performance Subcommittee Meeting, *Friday, December 11, 12:00 – 1:00 P.M.*
 - Presentation: uberconference.com/brianncceh
 - Audio: (401) 283-4752 Pin: 13939



Upcoming Meetings & Reminders

- Racial Equity Subcommittee Meeting, Cancelled. Meetings will resume in January on the third Wednesday of the month.
 - Presentation: <https://global.gotomeeting.com/join/791696621>
 - Audio: (646) 749-3112 Access Code: 791-696-621
- BoS HMIS User Meeting, Thursday, January 21, 2021, 1:00 - 2:30 P.M.
 - Register here: <https://www.ncceh.org/events/1464/>
- NC BoS CoC Steering Committee's New Member Orientation, Thursday, December 17, 2:30 – 4:00 P.M.
 - Presentation: <https://global.gotomeeting.com/join/791696621>
 - Audio: (646) 749-3112 Access Code: 791-696-621



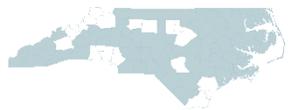
Upcoming Meetings & Reminders

- Coordinated Entry Council Meeting, Monday, December 14, 10:00 – 11:30 A.M.
 - Presentation: <https://www.gotomeet.me/NCEndHomelessness>
 - Audio: (646) 749-3112 Access Code: 975-793-733
- 2021 PIT App Training (NC BoS CoC non-HMIS participating projects), Wednesday, January 6, 2021, 11:30 a.m. - 12:30 p.m.
 - Register here: <https://www.ncceh.org/events/1468/>
- 2021 Victim Service Providers PIT App Training (NC BoS CoC VSP projects), Thursday, January 7, 2021, 11:30 A.M. - 12:30 P.M.
 - Register here: <https://www.ncceh.org/events/1469/>



Upcoming Meetings & Reminders

- CoC Competition Update, awaiting information from HUD regarding plans for the FY20 CoC competition. New agencies interested in applying for new FY20 CoC Program funds should complete an Intent to Apply form.
 - CoC Funding Priorities: <https://www.ncceh.org/files/10673/>
 - CoC Intent to Apply form: <http://bit.ly/2TrvcKu>



Adjournment

Next Steering Committee Meeting:

- Tuesday, January 5, 10:30 AM – 12:00 PM

Keep in touch

bos@ncceh.org

919.755.4393

