



North Carolina Balance of State Continuum of Care

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www.ncceh.org/BoS

NC Balance of State CoC Steering Committee Minutes

December 1, 2020

Regional Leads Present: Destri Leger, Teena Willis, Kristen Martin, Gail Henson, Melissa McKeown, LaTonya Penny, Marie Watson, Emily Locklear, James Mercer, LaTasha McNair, Lakitra Claude, Jim Cox, Lenize Patton

At-Large Members Present: Eric Edwards, Ellen Blackman, Deena Fulton, Angela Harper King, Brooks Ann McKinney,

SC Members Absent: Tharesa Lee, Michael Dineen, Anna Gray Watson, Parker Smith, Lisa Phillips

Interested Parties Present: Adam Jahnke, Howard L. Anderson, Chipper Long, Arwen March, Teresa Robinson, Nicole Dewitt, Monica Frizzell, Derek Lancour, Lori Watts, Mark Owen, Peyton Jones, Emily Lowery, Joel Rice, Manuel Hyman, Mary Erwin, Michele Welsh, Nicholas Peak, Peter Peedin, Renee Urban, Sarah Lancaster, Tujanda Sanders, Joell Steininger, Bonnie Harper

NCCEH Staff Present: Brian Alexander, Debra A. Susie, Kevin McNamee, Andrea Carey, Ashley VonHatten

Approval of Consent Agenda

- The consent agenda was sent out for review prior to the meeting and is posted at: <https://www.ncceh.org/bos/steeringcommittee/>
- The consent agenda was voted on as a whole at the beginning of the meeting. Without changes or objection, the consent agenda was approved by common consent.

HMIS Privacy Practices

For context in the discussion of HMIS privacy practices, Andrea Carey outlined a few common terms and the four principles of client respect, consistency and transparency, client choice, and need to know. She provided examples of implied vs. informed consent:

- Implied Consent: When a client presents for services, there is implied consent for record keeping within an agency. This may include creating a file record for the basic administration of the project; disclosing (securely) to funders or federally required reports; and utilizing information to coordinate services (on 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, as in allowing another project to see client info (governed by a Sharing/Visibility Agreement).

When an agency or project uses sub-contractors for basic services, the sub-contractor acts as/on behalf of the original agency. Sub-contractors fall under implied consent as relationship requiring documentation, like a memorandum of understanding – MOU). One example is giving EDA access in HMIS.

The following tools to execute were provided and explained:

- HMIS Privacy Sign--the first alert to clients about 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.
- HMIS@NCCEH Privacy Notice—The full policy with details about data practices, describing 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
- HMIS@NCCEH Release of Information--Three sections extend consent over more data to more partners
 - Section 1—Standard information: Visible across HMIS@NCCEH
 - Section 2—HMIS Data Visibility: Visible across HMIS Visibility Group
 - Section 3—Coordinating Group: Share across Coordinating Group outside of HMIS

HMIS policies and procedures documents were reviewed along with subsequent questions:

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.

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

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

These additional resources were shared:

- 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

The Nominating Committee--comprising Jim Cox, Tharesa Lee, LaTonya Penny, and E. Marie Watson—presented its 2021 slate of five new at-large members for the Steering Committee’s approval, including one additional representative beyond the maximum five under the Statewide Focus category. Subcommittee members shared information about each candidate by way of introduction:

- Pam Atwood, Director of Housing Policy, NC Housing Coalition
- Kelly Ross Benton, President of the Executive Committee, NC Realtors Housing Foundation
- Tiffany Gladney, Policy and Government Affairs Manager, NC Rural Center
- Jeffrey Rawlings, Rapid Re-Housing Counselor and Case Manager, Johnston-Lee-Harnett Community Action
- Isaac Sturgill, Project Director, Housing Unit, Legal Aid of North Carolina

After a motion from Marie Watson to adopt the entire slate as presented, followed by a second from Eric Edwards, the 2021 slate of at-large members was approved by unanimous consent, including six returning at-large members (shaded in yellow below):

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 Barnett 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

Andrea Carey shared an overview of the 2021 PIT/HIC count, starting with the NC BoS CoC’s 2021 goal of *an accurate and comprehensive Point-In-Time and Housing Inventory Count to understand the scope of homelessness and resources available in the CoC.*

- The count will generate data on beds and units to assess the system’s capacity along with the number of people experiencing homelessness.
- The HUD-required activity on one January night every year aims to provide a snapshot count of people experiencing homelessness. This includes people living unsheltered (outdoors on streets, park benches, under bridges, etc.); in tents/encampments and vehicles; and at bus/train stations and abandoned buildings. It also includes those staying in emergency shelter or transitional housing dedicated to people experiencing homelessness.
- The Point-In-Time/Housing Inventory Count will take place on January 27, 2021.

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 NCEH Data Center to finalize data and submit reports	Night of Count: Jan 29 Service Based Counts: Jan 27-Feb 9	NCEH staff can assist agency staff to gather and report data by 2/28/21



The Housing Inventory Chart (HIC) is a snapshot inventory of resources to shelter or house people experiencing homelessness. Detailed information on an agency's beds and units is compared with aggregate data on the number of people served at the project on the night of the count.

NCCEH will share updates, trainings, and other important information here:

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

Racial Equity Subcommittee Update

Kevin McNamee thanked the Steering Committee for attending the racial equity training hosted by C4 Innovations and announced that the subcommittee is meeting with C4 for a final session focused on strategy and implementation to inform 2021 priorities.

Back@Home Update

Ashley VonHatten outlined the 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.

The following training dates were announced:

- 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 and Reminders

The Steering Committee was directed to review the following meetings and reminders for December.

- 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/briannnceh
Audio: (401) 283-4752 Pin: 13939
- 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
- 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 shelter 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/>
- 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>

Next Steering Committee Meeting is Tuesday, January 5, 10:30 AM – 12:00 PM.