

North Carolina Balance of State Continuum of Care

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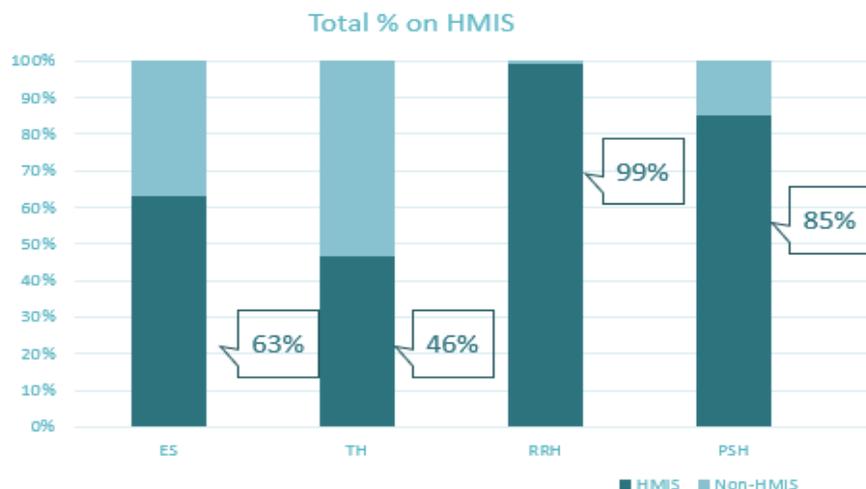
Increasing HMIS Bed Coverage Procedures

Overview

Data and evaluation drive change. Through evaluation, the NC Balance of State CoC can better understand the quality of its services, adjusting programs as necessary to become more efficient, better able to meet the needs of people presenting for services, and more effective at ending homelessness. However, poor data quality and/or coverage can make evaluating services difficult and paint a limited picture of the scope of the CoC's work and success.

The NC Balance of State CoC has excellent data quality in its Homeless Management Information System, but struggles with comprehensive HMIS program coverage, leaving a significant gap in the picture of homelessness across the Continuum of Care. In the 2023 Housing Inventory Count, 2,417 beds in shelters, transitional housing, rapid rehousing, and permanent supportive housing programs were not using HMIS. While our permanent housing programs have high bed coverage in our HMIS (85% in Permanent Supportive Housing and 99% in Rapid Rehousing), the CoC has low bed coverage rates for emergency shelters and transitional housing programs (63% and 46% respectively, excluding victim service providers, which are prohibited from entering data into an HMIS). See chart below.

HMIS Bed Coverage without VSPs



After reviewing HMIS bed coverage rates for different project types, the Funding and Performance Subcommittee set two goals to increase HMIS bed coverage rates for emergency

shelter and transitional housing programs in the NC Balance of State CoC and presented those goals to the Steering Committee in November 2023.

- The NC BoS CoC will increase HMIS emergency shelter bed coverage to 75%.
- The NC BoS CoC will increase HMIS transitional housing bed coverage to 50%.

The remainder of this document lays out the procedures the Funding and Performance Subcommittee believes will help the CoC achieve greater HMIS bed coverage rates for emergency shelter and transitional housing programs.

Engagement and Oversight

Each of the 13 Regional Lead Alternates (RLA) will facilitate a local plan to engage and recruit new agencies/programs to use HMIS. RLAs will form an HMIS recruitment committee of Regional Committee stakeholders that will work together to develop a local plan. These committees should:

- Use resources provided by the CoC to identify potential agencies/programs to recruit. Resources include the 2023 Housing Inventory Count, a Sample Guide, and a Sample Script.
- Prioritize the list of agencies/programs to engage and recruit, focusing on:
 - Large emergency shelter/ transitional housing programs
 - Agencies/programs already participating in local systems such as coordinated entry
 - Agencies/programs that previously used HMIS
- Assign committee members to outreach and engage prioritized agencies/programs
- Train committee and other regional stakeholders who will play a role in recruitment efforts on how to engage agencies/programs
- Engage support from their region's assigned NCCEH staff when needed
- Listen to the needs of non-HMIS participating agencies and offer assistance based on those needs.
- Regularly evaluate progress and update the local plan, as needed
- Report progress to the Funding and Performance Subcommittee monthly, providing the following information using a Smartsheet form at this [link](#) by the 15th of the following month:
 - Agency/program name(s) and dates of engagement
 - Status of individual engagement efforts
 - Called or emailed, awaiting a response
 - Scheduled an initial call or meeting
 - Ready to join HMIS and needs materials to get started
 - Interested in additional information and need to schedule time with Data Center member to speak with agency/program
 - Interested but not ready to make decision. Follow-up needed.
 - Technical assistance needed from the Data Center
 - Not interested in joining HMIS

In partnership with FPS Members, NCCEH staff will provide an orientation session to Regional Lead Alternates in February 2024, to provide an overview of goals, essential roles and responsibilities, and next steps. The FPS will review progress using data culled



from regional monthly reports and Data Center information, evaluating progress and adjusting the CoC’s engagement plan as necessary. NCCEH staff will remain available to regions to attend recruitment meetings virtually as needed.

Resources

The Funding and Performance Subcommittee has identified several resources it believes regions will need to adequately engage and recruit new agencies/programs to join HMIS. To support Regional Committees in their HMIS recruitment efforts, the Funding and Performance Subcommittee will produce several resources to learn and use.

- An initial orientation webinar in February 2024, recording the training allowing regional recruitment committees to share it with members and revisit, as needed
- 2023 Regional Housing Inventory Count, showing all known emergency shelter and transitional housing programs specifically for people experiencing homelessness in the region, the number and types of beds, and contact information
- Sample scripts for use by recruiters to guide the conversation with potential agencies/programs
- A guide that identifies responsibilities, steps to join HMIS, and answers to potential questions recruiters may get asked

Timeline

Recruitment planning and engagement should begin in April 2024.

Activity	Timeline
HMIS Participation Training for Regional Lead Alternates	February 8, 2024, 11 AM – 12 NOON
Resources posted to NCCEH website	February 9, 2024
RLAs form regional HMIS recruitment committees	March 2024
Committees develop regional HMIS recruitment plans	April 1, 2024
Begin outreach and engagement	April 15, 2024
First monthly report due	May 15, 2024
Subsequent monthly reports due	By the 15 th of the following month

