



# North Carolina Coalition

securing resources ■ encouraging public dialogue ■ advocating for public policy change

## to End Homelessness

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**Date:** December 7, 2017

**To:** North Carolina Balance of State Steering Committee Members

**From:** Denise Neunaber, Executive Director

**RE:** NC HMIS

After careful thought and consideration, the NCCEH board and staff have determined that after our current contract expires on June 30, 2018, we will not enter into a new contract with the Michigan Coalition Against Homelessness (MCAH), the current NC HMIS Lead Agency for the NC Balance of State CoC.

We have previously shared our concerns regarding MCAH's performance and how it impacts NCCEH's ability to fulfill our obligations as a HUD HMIS grantee and the Collaborative Applicant for the NC Balance of State CoC. In August, the NC HMIS Governance Committee voted on our request to issue an RFP to explore other options for an HMIS Lead Agency. While it was a split vote, the Governance Committee did not approve finding a new HMIS Lead. Considering the NC HMIS Governance Committee's decision to continue to contract with MCAH with no plans to issue an RFP to explore other options, we are notifying the CoCs that we serve (Balance of State, Durham, Orange and Wake) that NCCEH will not contract with MCAH on your behalf and will not provide Local System Administrator support under the MCAH model for NC HMIS.

We are requesting that the NC Balance of State CoC designate NCCEH as the CoC's HMIS Lead Agency.

Our decision to no longer contract with MCAH effectively breaks up the statewide network and creates two regional networks in North Carolina. We are contracting with the Institute for Community Alliances, an experienced HMIS Lead Agency who has overseen similar network splits, to provide support to our staff during this time of transition.

NCCEH will contract directly with Mediarware and move data from NC HMIS on to a new site. NCCEH will provide this service for the CoCs that choose to leave the NC HMIS network. Each CoC will make their own decision as to what course of action is best-- staying on the NC HMIS platform, or moving to a new one and continuing to work with NCCEH.

Our first priority will be for NCCEH to take control of the system oversight and contract directly with Mediarware for their ServicePoint software, removing MCAH as a middleman and gaining options in how we use the software. This will also allow us to ensure that agencies will retain access to their data and the ability to continue to enter data in HMIS.

We are committed to evaluating the software alongside other software options and will begin the process of doing so shortly after the transition. Remaining with the current software ServicePoint as we transition NCCEH to the HMIS Lead Agency will provide us with time and ability to determine which issues are due to MCAH's administration of the software and which are inherent with the software itself. We will continue to use ServicePoint as we evaluate other software options.

In the future, we hope to have statewide data through other options, such as data warehousing, but will be focusing on the communities we serve and making sure we have a firm foundation before focusing on this longer-term goal.