



North Carolina Balance of State Continuum of Care

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NC Balance of State CoC Funding and Performance Subcommittee Meeting Minutes 11.19.2020

Members Present: Melissa McKeown, Talaika Williams, Amy Modlin

NCCEH Staff Present: Brian Alexander, Andrea Carey

Minutes:

- Brian welcomed members and introduced the agenda for the meeting.
- Andrea gave an update on progress for a dashboard to use for monthly Steering Committee meetings.
 - The NCCEH Data Center has requested an upgrade to system reporting from WellSky to allow a custom field for NC County of Service. WellSky has not begun the work, but the good news is that another version of the HUD CSV export is now available so we will have the most up-to-date version and will not need to update for at least a year once complete
 - The delay in WellSky's work means that we will not have a dashboard in January. We will keep the subcommittee updated as we know more.
- Brian began conversation on maximizing HMIS bed coverage and reaching the goals that the NC BoS CoC Steering Committee approved at its November meeting.
 - Brian reminded members the goals that the FPS recommended and the Steering Committee approved:
 - The NC BoS CoC will increase HMIS emergency shelter bed coverage to 75% by December 31, 2021.
 - The NC BoS CoC will increase HMIS transitional housing bed coverage to 45% by December 31, 2021.
 - Staff structured the conversation today through a series of decisions points to consider in developing a process to meet the goals.
 - Members answered the question: how do we roll out this plan? Centralized or decentralized?
 - Melissa answered that she felt it needed to be a mixture of both. Other members agreed.
 - Centralized oversight and support, clearing the way for communication and updates with someone at the CoC-level checking boxes for status in each region.
 - Communication, support, and evaluation will be handled by the FPS.

- De-centralized engagement and outreach where regions use direct contact/relationship building, escalating to the subcommittee when support is needed.
- Members answered the questions: who should handle the outreach and engagement? who will evaluate the process and data?
 - Melissa felt elected leadership needed to be involved. Other members agreed.
 - Talaika felt that assigning responsibility to Regional Lead Alternates might give this position a specific task other than filling in when the Regional Lead was not available. Members felt it would give Alternates a change to build their leadership.
 - The Regional Lead Alternate would serve in the role of facilitator of the process in much the same way as the PIT/HIC Lead or Funding Process Lead where they facilitate and oversee the plan for the region but other Regional Committee members would play an essential role in the outreach, engagement, and recruitment.
- Members answered the question: what resources do the people doing outreach and engagement need?
 - Members identified a need for an orientation training, scripts for outreach, list of agencies/programs for outreach, and a guide that identified responsibilities, steps to join HMIS, and responses to some common questions that might be asked (if I'm not funded, why should I do this? The agency has low staff capacity. How do we meet HMIS requirements? How long does it take to onboard? How long does it take to enter data? Do I need to enter all my back data to be in the system?)
 - Members also felt like regions would need to address fears of using a new database and provide context and examples.
 - Potentially we could survey non-funded, HMIS participating agencies to ask them questions about why they use the system, what things they wished they had known ahead of time, and why others should join? We could ask some of these agencies if they would be a referral if potential agencies wanted to talk with a peer agency.
- Members answered the questions: where do focus our attention? Where do we pull in NCCEH Data Center/NC BoS CoC staff to help?
 - Members suggested prioritizing agencies that used to use HMIS but no longer do; CE and Regional Committee participating agencies; large emergency shelters
 - NCCEH staff should be available when regional partners have questions, need technical support, and to hold the FPS accountable.
- Members answered the questions: when do we want to begin rollout of the plan? when do we want to evaluate our progress?
 - Members said we would start outreach as soon as possible to give regions time to meet the goal. Staff said they could be ready in January to do the orientation training.
 - Staff said there are several ways to roll out the information:

- Incorporate new Regional Lead Alternate role at the new Steering Committee member orientation webinar in December.
 - Present the full plan at the January 2021 Steering Committee meeting
 - Present the full plan and specifics of roles at an orientation training to Regional Lead Alternates in January 2021.
- Staff will draft a simple document outlining the plan and procedure with a process map. Staff will email this information prior to the next meeting for review. The FPS will finalize the plan in December for rollout in January.
- The meeting was adjourned. Next month's meeting will be changed to Friday, December 11th at 12 PM.