

HMIS@NCCEH Advisory Board Meeting

Minutes

Monday, May 22, 2023, 1-3 PM
Call-in info (audio): 1 218-382-7174
 PIN: 583 198 445#
 Web: meet.google.com/qaz-bmus-eea

WELCOME AND INTRODUCTION

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| ONE | Vice Chair: Rachel Waltz |
| | Rachel called the meeting to order at 1:06 PM and welcomed everyone to the virtual meeting. |
| | Members present: Rachel Waltz (Vice-Chair, Orange, Orange County Hsg Dept.), Andrea Carey (Data Center), Colin Davis (Durham, City of Durham CDD), Lola Johnson (at large, Urban Ministries of Durham), Mike Fliss (at large, UNC-Chapel Hill), Kristen McAlhaney (at large, UCCS), Jenny Simmons (NC BoS, NCCEH), Kat Weis (Orange, Orange County Hsg Dept.) Bettie Teasley (at large, NCHFA) joined at 2 PM. |
| | Members absent: Lloyd Schmeidler (Chair, Durham, City of Durham CDD), Brian Alexander (Secretary, NC BoS, NCCEH), Nicole Wilson (at large, Durham VA Medical Center), Debra Vestal (at large, IFC) |
| | Others present: Tim Bender (NCCEH Data Specialist), Adriana Diaz (NCCEH Project Assistant), Heather Mountz (proxy for Donna Biederman, at large, Duke University School of Nursing), Dashia Shanks (NCCEH Data Specialist) |

APPROVAL OF MINUTES

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|------------|---|---|
| TWO | Presenter: Adriana Diaz | |
| | Goal: <input checked="" type="checkbox"/> Share Info <input checked="" type="checkbox"/> Obtain Input <input checked="" type="checkbox"/> Make Decisions | Formal Approval Needed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| | Adriana presented the minutes of the March 27, 2023, HMIS Advisory Board meeting. Jenny noted that she was present at the March meeting but was marked absent. Adriana will update the minutes to reflect Jenny's attendance. Mike moved for their approval, and Andrea seconded the motion. The minutes were approved unanimously. However, as the HMIS@NCCEH Advisory Board did not meet quorum for this meeting, a vote to approve the minutes was tabled for the next meeting. | |
| | Supporting Material: <ul style="list-style-type: none"> Draft March 27, 2023, minutes emailed and posted to NCCEH.org prior to the meeting. | |

THREE

Presenter: Andrea Carey

Goal: Share Info Obtain Input Make Decisions **Formal Approval Needed?**
 Yes No

Andrea provided the following updates about the Data Center’s work since the HMIS Advisory Board’s last meeting:

HMIS Staffing Updates:

- NCCEH has signed a transition contract with ICA for System Administration and Helpdesk services. The Data Center has services contracted through ICA for System Admin and Helpdesk support through June 30, 2023. The Data Center has extended one offer for one position which has been accepted with a start date of June 16th (who works in the system already and so the team is allowing a longer transition time). The Data Center hopes to confirm the last reference of its other top choice today and have that position confirmed as filled by tomorrow.
- Subsequently, the Data Center will re-calibrate the remaining position according to the new make-up of the team. The goal will be to post the position by the end of May and hire by July 1st.

HMIS Implementation Updates:

- Configuration Subcommittee: Waiting for final Data Standards-related changes to meet around.
- Configuration Updates: Data Standard updates for FY2024 have been released. The Data Center is waiting for the vendors to give feedback on how these changes will be recorded in software and whether anything is impossible. The Data Center is also waiting on HUD for information about what vendors will be expected to be mapped automatically versus what HMIS@NCCEH users will be expected to re-enter manually. The Data Center expects many reports to break when changes occur October 1, 2023 and will message the community to prepare ahead of time for any report requirements as much as possible.

Helpdesk Performance for last month:

| Metric | Performance Range | | Current Performance |
|--|---------------------|-------------------|---------------------|
| | Worst Case | Best Case | |
| Customer Satisfaction | 90% | 100% | 85% |
| Median speed of initial reply | 8 hours (business) | 1 hour (business) | 79 min |
| Median speed of initial reply for new user | 16 hours (business) | 1 hour (business) | 102 min |
| Median speed of time to resolution | 7 days (business) | 1 hour (business) | 1.9 hrs. |
| ZenGuide visits per month | 100 (30% users) | 320 (~92% users) | 477 views |

Data Quality Plan:

Report revisions have been completed by ICA staff member Zach Ehmann, as part of our existing contracts at no extra cost. Quality Assurance and troubleshooting is underway.

Point-In-Time and Housing Inventory Counts:

The Data Center expects to publish 2023 PIT and HIC information by County by June 5th.

Research and Data In Use:

- **Vaccine Linkage with NC DHHS:** Continues monthly, however, we are expecting dramatically less reliable data now that the official national emergency has ended. Andrea asked what the HMIS Advisory Board would like to see in a final report after the last linkage for the month of June.
 - Mike commented in the chat: “What do you want to do next? Hearing it from their side - legal turnover, other databases that are related that are linkable and in the infectious disease area. The same team that did this past linkage could do that. Get them to think forward so AB doesn’t have to play catch up.”
 - Andrea noted we will be working with Hayley Young on the project (NC DHHS Data Office Director). Mike offered to be in touch if that's useful.
 - Kat commented in the chat: “Mpox presentation at HUD Friday had details on recommendations to CoCs. Planning for summer activities, safer sex, vaccinations/protections.”
- **CODI NC Community and Clinical Data Initiative: Project for Social Determinants of Health Network Linkage:** Andrea gave an overview of the CODI NC partners fulfilling various functions within the following implementation roles:
 - Seven Data Owners: Duke University (including Hospital), University of North Carolina (UNC) Health, YMCA of the Triangle, Parks and Recreation Department of Chapel Hill, Parks and Recreation Department of Durham, Durham Health Department, and North Carolina Coalition to End Homelessness (NCCEH)
 - One Data Partner: The Collaborative Studies Coordinating Center (CSCC) at UNC School of Public Health
 - One Linkage Agent: National Association of Community Health Centers (NACHC)
 - One Data Coordinating Center (DCC) and Key Escrow: Duke Clinical Research Institute (DCRI)

Data Linkages have been tested between community data partners, and as a result, the confidence level threshold is being increased from .85 to .90! This means that CSCC and DCRI were able to analyze the identifying information and test the assumptions on the linkage threshold that can be made with real data. The initial scoping Data Use Agreement has been signed by NCCEH, and we await the first results of how the data network actually overlaps.

Additionally, a workgroup of partners is finalizing a pitch deck and budget for financial sustainability. There will likely be a period of time between the CDC grant ending in June and getting new funding, but the Data Center remains hopeful about the local and national interest. Finally, on the governance side, our very own Brian Alexander has been identified as the first Chair of the committee!

- **Statewide Data Reporting:** Technical representatives from NC HMIS Governance Committee, Wake CoC, and Charlotte/Mecklenburg CoC met to finalize HUD TA for statewide data warehousing collaboration. The Data Center heard from HUD that its request has been accepted but next steps for final scoping are still pending. For now, a monthly meeting has been scheduled for data related conversations.

This month, the group continued its discussion of how to better coordinate HMIS Verification of Homeless History and Chronic Homeless Status. NC HMIS confirmed that they will require explicit client level consent in order to share homeless history reports. The Data Center is looking into proposals for how to include in our Privacy and ROI infrastructure.

- Rachel commented in the chat: “Could we identify what some of those barriers for collaboration were at the state level? What can we do to address

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| | <p>those barriers?”</p> <ul style="list-style-type: none"> ○ Andrea noted that HMIS@NCCEH does not require explicit client level consent - considered allowable under coordination of services. |
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HMIS@NCCEH FY2023-2024 BUDGET REVIEW

| FOUR | Presenter: Rachel Waltz | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|---|---------------------------|----------------------------------|------------------------|---------------------------|---------------|---------------------------|---------------------------------------|---------------|---------------------------|---------------------------------------|---------------|----------|-----------|----------|------------|-------|-------|--------|------|--------|---------------|-----------|-----------|-----------|------------|-------|-------|----------|------|----------|---------------|----------|-----------|------|-----------|------|------|--------|------|--------|--------------|-----------|-----------|----------|------------|--|--|----------|------|
| | Goal: <input checked="" type="checkbox"/> Share Info <input checked="" type="checkbox"/> Obtain Input <input checked="" type="checkbox"/> Make Decisions | Formal Approval Needed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <p>The HMIS@NCCEH Advisory Board Executive Committee works with NCCEH staff to develop HMIS@NCCEH implementation annual budget and votes to approve the budget to present to the full Advisory Board. The full Advisory Board reviews and formally approves the annual budget.</p> <p>Rachel gave overview of proposed budget for FY2023-2024</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th>Share of NCCEH Data Center Costs</th> <th>Share of WellSky Costs</th> <th>Share of Opt- in expenses</th> <th>Totals*</th> <th>% of Beds per FY22 HIC</th> <th>% of Licenses</th> <th>Research Fees</th> <th>ESG Award for HMIS@ NCCEH</th> <th>Subtotal Applied to Data Center Costs</th> </tr> </thead> <tbody> <tr> <td>NC-502 Durham</td> <td>\$81,312</td> <td>\$ 34,821</td> <td>\$ 3,623</td> <td>\$ 119,755</td> <td>12.4%</td> <td>24.4%</td> <td>\$ 620</td> <td>\$ -</td> <td>\$ 620</td> </tr> <tr> <td>NC-503 NC BoS</td> <td>\$550,165</td> <td>\$ 97,042</td> <td>\$ 20,988</td> <td>\$ 668,195</td> <td>83.9%</td> <td>68.0%</td> <td>\$ 4,195</td> <td>\$ -</td> <td>\$ 4,195</td> </tr> <tr> <td>NC-513 Orange</td> <td>\$24,262</td> <td>\$ 10,846</td> <td>\$ -</td> <td>\$ 35,108</td> <td>3.7%</td> <td>7.6%</td> <td>\$ 185</td> <td>\$ -</td> <td>\$ 185</td> </tr> <tr> <td>TOTAL</td> <td>\$655,738</td> <td>\$142,708</td> <td>\$24,611</td> <td>\$ 823,058</td> <td></td> <td></td> <td>\$ 5,000</td> <td>\$ -</td> <td>\$ 5,000</td> </tr> </tbody> </table> <p>July 2023 to June 2024 [Budget Proposal]</p> <p>Supplemental Funding</p> | | | Share of NCCEH Data Center Costs | Share of WellSky Costs | Share of Opt- in expenses | Totals* | % of Beds per FY22 HIC | % of Licenses | Research Fees | ESG Award for HMIS@ NCCEH | Subtotal Applied to Data Center Costs | NC-502 Durham | \$81,312 | \$ 34,821 | \$ 3,623 | \$ 119,755 | 12.4% | 24.4% | \$ 620 | \$ - | \$ 620 | NC-503 NC BoS | \$550,165 | \$ 97,042 | \$ 20,988 | \$ 668,195 | 83.9% | 68.0% | \$ 4,195 | \$ - | \$ 4,195 | NC-513 Orange | \$24,262 | \$ 10,846 | \$ - | \$ 35,108 | 3.7% | 7.6% | \$ 185 | \$ - | \$ 185 | TOTAL | \$655,738 | \$142,708 | \$24,611 | \$ 823,058 | | | \$ 5,000 | \$ - |
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| NC-502 Durham | \$81,312 | \$ 34,821 | \$ 3,623 | \$ 119,755 | 12.4% | 24.4% | \$ 620 | \$ - | \$ 620 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NC-503 NC BoS | \$550,165 | \$ 97,042 | \$ 20,988 | \$ 668,195 | 83.9% | 68.0% | \$ 4,195 | \$ - | \$ 4,195 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NC-513 Orange | \$24,262 | \$ 10,846 | \$ - | \$ 35,108 | 3.7% | 7.6% | \$ 185 | \$ - | \$ 185 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TOTAL | \$655,738 | \$142,708 | \$24,611 | \$ 823,058 | | | \$ 5,000 | \$ - | \$ 5,000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Andrea noted one of the biggest changes was ending its contract with ICA and making the two Data Center positions staffed by ICA in-house positions. Research fees include CODI NC and Lundquist research projects. The Data Center is finalizing details of the Data Use Agreement with Lundquist. Andrea acknowledged that the research and implementation of data is a priority for the HMIS Advisory Board.</p> <p>Rachel entertained a motion to approve the FY2023-2024 HMIS@NCCEH budget. Mike motioned to approve the FY2023-2024 budget. Colin seconded the motion. The motion to approve the HMIS@NCCEH FY2023-2024 budget was passed unanimously. However, as the HMIS@NCCEH Advisory Board did not meet quorum for this meeting, a vote to approve the minutes was tabled for the next meeting.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

HMIS@NCCEH GOALS REVIEW AND DISCUSSION

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| FIVE | Presenter: Rachel Waltz | |
| | Goal: <input checked="" type="checkbox"/> Share Info <input checked="" type="checkbox"/> Obtain Input <input type="checkbox"/> Make Decisions | Formal Approval Needed? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| | <p>Advisory Board members shared the following updates on the FY2022-2023 HMIS@NCCEH Strategic Goals:</p> <p>Goal 1 - Data Quality</p> <p>Andrea reported the following updates:</p> <ul style="list-style-type: none"> • A framework for an implementation-wide Data Quality Plan has been passed by CoC’s with slight modifications. Data Standards include all project types and monitoring/reporting will occur 3 times a year. | |
| | Data for submission | Submission Deadline |

| | |
|----------------------------------|------------------|
| October 22 – May 23 | June 30, 2023* |
| October 22 – September 23 | October 30, 2023 |
| October 23 – January 24 | March 1, 2024 |
| October 23 – May 24 | June 30, 2024 |

- An annual review time period should be established. NC Balance of State CoC wants to re-review the initial beta launch after CoC NOFO season ends in October-ish.
- ICA finished the requested changes to the Data Quality report and final Quality Assurance reviews internally and with the help of users. The report includes reference to our data standards/thresholds and practical support for improving data quality, especially completeness. Resources to help agencies include:
 - Introduction of the process in the May [System Updates meeting](#)
 - Full HMIS [training](#) on the report May 18th
 - ZenGuide articles for the [Process](#) and the [Report](#)
 - [Data Quality Plan Office Hours](#) planned for June 21st

Andrea asked if any members had seen or heard about any effects and/or feedback of the Data Quality Plan launch from their CoC.

Kat responded that Orange County is really lucky to have support from the Data Center to learn the Data Quality Plan and implement it. Jenny from the NC BoS CoC hasn't heard anything. Andrea noted she will try to get feedback at the July Steering Committee meeting. Lola from the Durham CoC commented in the chat: "We will see! Question for future as we see changes."

Rachel asked if we want to change the goals for FY2023-2024. She asked, "Where do we want to be this time next year in terms of data quality?"

Andrea asked about collecting information from the Data Quality Plan that CoC Leads need to direct performance improvement plans and performance scoring. Rachel responded that it seemed to be a benefit in developing goals at the CoC-level as well as the implementation-level.

Jenny noted that the NC BoS CoC is doing hold harmless approach for this year's competition to see how the Data Quality Plan implementation plays out and use that information to inform the FY2024 scorecard.

Andrea asked if the HMIS Advisory Board would want to have a strategic goal concerning the Data Quality Plan implementation. Rachel commented that it would be helpful to have continued updates and a strategic goal to monitor DQ plan implementation. Lola said that being at the agency-level, it is helpful to get information about the DQ plan for Durham CoC and specific metrics are good.

Goal 2 - HMIS Implementation Evaluation and Improvement

Colin reported that the Evaluation Subcommittee met on May 1. The group is in the process of completing a draft evaluation plan and needs to create a timeline.

Andrea asked if the evaluation could take place before or after September. Colin responded yes, and the subcommittee will be collaborating with the HMIS Advisory Board to decide a timeline; the subcommittee is hoping to do the evaluation before end of 2023.

Rachel invited members to reach out to her, Colin, or Adriana if interested in joining the

Evaluation Subcommittee. You can find Advisory Board member's contact information here: <https://www.ncceh.org/files/12878/>.

Goal 3 - End-User and Community Improvements

Andrea reported the following updates:

- **Implementing Learning Management Software:** The NCCEH Data Center launched a full suite of HMIS Trainings with the New Year **on January 3rd!** These trainings replaced the current set of New User Trainings on the NCCEH website and live in the Learning Management System website that everyone used for Annual Privacy Trainings in September.

The Emergency Shelter (ES) ShelterPoint, Emergency Shelter (ES), Transitional Housing (TH) and Homelessness Prevention ClientPoint, Permanent Housing (RRH/PSH), Street Outreach, PATH-funded programs, and VA-Funded programs are complete. HOPWA trainings were unfortunately unable to be included in this year's launch – Data Center staff will continue individualized training for that program.

The Data Center cannot proceed with the 4th bullet point of Goals due to a 'full' reporting universe in BusinessObjects. The timeline on the fix is TBD.

ICA alerted the Data Center that they were breaking the LMS contract in May 2023. They will pay for us to migrate the content to our very own website (not icatraining.org) on June 1st. The Data Center and ICA are clarifying the impact on the LMS contract in terms of specific support we can count on this week.

Soliciting Feedback from Users: After a user completes their New User Training course, the Data Center sends them an anonymous [Training Feedback Survey](#). Since the new process was implemented in January, three users have completed the survey with Good to Great ratings for the trainings.

- **Ongoing Education and Training:** ZenGuide Knowledge Base has 84 articles published and views at approximately 95% of users when de-duplicated. Data Center staff are also linking articles in 19% of tickets (in 2023) to help familiarize users with this resource. In particular, the guides on different HMIS reports are the most popular in the last month. Andrea noted that it could be good to add ZenGuide development as an action step for Goal 3.

Rachel agreed it would be good to include as an action step for Goal 3. The Advisory Board agreed to add the development of training materials via ZenGuide and examining engagement of those resources as an action step for Goal 3 - End User and Community Improvements.

The all-CoC System Updates meeting is every 2nd Tuesday at 10:30 AM. Next month's meeting will be a review of 2023 PIT/HIC results and the DQ monitoring process. There is also at least one monthly training for any HMIS user to attend to continue their HMIS skill development on the 3rd Wednesday at 10 AM. This month's topic is on the Data Quality Monitoring report ahead of the first DQ Plan deadline in June.

Ad hoc training requirements are conducted with consultation of CoC Leads.

Rachel asked if any lessons were learned from the NC BoS CoC side when it comes to goal setting when rolling out a dashboard. Andrea answered that the NC BoS CoC hasn't fully rolled out its dashboard yet. She noted that it has been difficult to put capacity to thoughtfully roll out a big project like this. Jenny added that what she's seen so far on the dashboard has been very exciting.

Rachel asked if members wanted to see any other goals and/or action steps added for FY2023-2024. Jenny noted that obtaining statewide data is an important goal, along with working with other CoCs in NC. Mike agreed and suggested action steps such as continuing clarification/documentation of challenges, dynamics, progress. Mike also suggested collaboration with NC HMIS and statewide collaborations as ideas for statewide data action steps.

Andrea outlined suggested ideas for goals:

- Work with the NC ESG Office to share the statewide CAPER and highlight findings/trends on annual basis
- Collect Point-In-Time and Housing Inventory Count data from all 12 NC CoCs
- Mike volunteered to do work to collect this data.
- Produce PIT and HIC infographics and communicate statewide data to stakeholders (by CoC, Region, and congressional district)
- Enter into an agreement with other HMIS implementations to provide data to create a statewide dataset that can be used to evaluate NC homeless systems

Rachel added it would be good to identify challenges/barriers to these goals. Andrea noted that these are things the Data Center has been thinking about. Staff are drafting infographics for congressional districts and the 2023 PIT. Andrea shared that at the last meeting between the group of HMIS admins from different CoCs, the CoCs agreed to share total numbers for the sheltered and unsheltered 2023 PIT.

NCCEH staff will work on wordsmithing goals for the next HMIS Advisory Board meeting so members can review and consider formally adopting the FY2023-2024 goals.

Supporting Materials:

- [2022-2023 HMIS@NCCEH Strategic Goals](#)

HMIS@NCCEH ADVISORY BOARD MEMBERSHIP

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|--|---|---|
| SIX | Presenter: Rachel Waltz | |
| | Goal: <input checked="" type="checkbox"/> Share Info <input checked="" type="checkbox"/> Obtain Input <input type="checkbox"/> Make Decisions | Formal Approval Needed? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| | The Durham, Orange, and NC Balance of State CoCs are on track to appoint its two designated representatives for FY2023-24. | |
| | The NC BoS CoC is still working to identify a representative to replace Kristen McAlhane. Rachel provided a review of the Executive Committee membership decisions from its last meeting. For FY2023-2024, Lloyd will continue as Chair, Rachel will continue as Vice Chair and Brian will continue as Secretary. | |
| | The HMIS Advisory Board agreed to nominate Mike Fliss, Lola Johnson, Heather Mountz, and David Beveridge to 2-year terms on the Advisory Board beginning on July 1, 2023. | |
| Andrea motioned to approve the proposed slate of FY2023-2024 officers. Kat seconded the motion. The motion to approve the FY2023-2024 HMIS@NCCEH Advisory Board officers was unanimously approved. | | |

There being no other business, the meeting adjourned at 2:41 P.M.

Respectfully submitted,

Brian Alexander, Secretary with staff support from Adriana Diaz

Next Executive Committee Meeting: Monday, June 26, 2023, from 1-2 PM

Next Full HMIS Advisory Board Meeting: Monday, July 31, 2023, from 1-3 PM