



North Carolina Balance of State Continuum of Care

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www.ncceh.org/BoS

NC Balance of State CoC Steering Committee Meeting Minutes

March 7, 2023

Regional Leads Present: Kenett Melgar, Emily Lowery, Amber Story, Pamela Hinton, Kristen McAlhaney, Marie Watson, James Stroud, LaTasha McNair, Kisha Darden, Tujuanda Sanders, Brian Fike

At-Large Members Present: Rachelle Dugan, Jeffrey Rawlings, Ellen Blackman, Brooks Ann McKinney, Cassandra Rowe, Angela Harper King, Beth Branagan, Catherine Kastleman

SC Members Absent: Natasha Elliott, Emily Locklear, Tiffany Askew

Interested Parties Present: Leila McMichael, Bonnie Harper, Hannah Larios, Amy Modlin, Brenda Marie Forbes, Teresa Robinson, Kecia Robinson, Kim Hemphill, Melissa McKeown, Kerry Bashaw, Talaika Williams, Lori Watts, Teena Willis, Erin Gaskin, Sindy Connell, Beth Lingerfeldt, Laurenn Singleton, Lori Beullah, Tonya Freeman, Christina Rary, Michele Welsh, Crystal Gwendo, Sarah Lancaster, Bre Griffin

NCCEH Staff Present: Brian Alexander, Laurel McNamee, Adriana Diaz, Debra Susie, Ashley VonHatten, Jenny Simmons, Allie Card, Andrea Carey

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 at the beginning of the meeting. Without changes or objection, the consent agenda was approved by common consent.

HMIS@NCCEH Data Quality Plan Review

CoC staff reviewed the proposed HMIS@NCCEH Data Quality Plan changes that were introduced to the Steering Committee last month.

Plan Proposal

- Designed to better support agencies
 - Regular review/correction of data throughout the year (not all at once in Fall)

- Allows agencies to review data before CoC committees see it
- Increase data literacy for agency staff
- Designed to align with best practices
 - [Mahoning County, OH](#) agencies submit 6+ reports monthly since 2016
 - [COHHIO Balance of State in OH](#) agencies run monthly reports
 - [Greater Richmond CoC \(VA\)](#) agencies allowed 2% error rates except for SSN
 - [Minnesota](#) (all CoCs) agencies submit quarterly with ranked % errors from .99% to 5.99% for more elements
- Designed to increase confidence in data
 - Pull a report any quarter and know that your agency/region has review data for quality client experiences!

Monitoring and Reporting

- Method
 - HMIS Participating Agencies run and submit Data Quality Monitoring Reports for HMIS Lead and CoC review.
 - Encouragements (competition in funding, public acknowledgment)
 - Enforcements (Agency Participation Agreements, Performance Improvement Plans)
- Data Center Support would include:
 - Live Training Set-by-step guides
 - 1:1 review of reports upon request
- Frequency
 - Quarterly for year-to-date data (Federal Fiscal year)
 - Example (Delayed by a month to allow for communication/training. Would be a BETA test to primarily make sure everyone understood the process):

Month Quarter ends	Submission Deadline
October 22 – March 23	May 15, 2023*
October 22 – June 23	July 15, 2023
October 22 – September 23	October 16, 2023
October 23 – December 23	January 15, 2024

Steering Committee members were asked for comments and questions.

Jeffrey Rawlings expressed concern about running reports quarterly. He stated that getting complete data is difficult and running reports four times a year would stretch the staff at his agency thin. Jeffrey suggested running reports two times a year to start, given the agency knows there will be data quality issues and does not have dedicated data entry person. He also noted that the worst timing for submitting reports is at the end of calendar year and end of the fiscal year.

Andrea asked if it would be helpful for the agency to review data earlier. Jeffrey responded the agency begins reviewing its data a few months in advance, but the issue is when the Annual Assessment is due, a large portion of clients have usually disappeared and therefore the agency can't get complete data.

Brian suggested increasing the time for review before the reports are due to the Data Center; instead of 15 maybe 30 to 45 days to review.

Tonya Freeman commented that Social Security Numbers (SSN) seem to be the most difficult data to obtain. She asked why SSNs are a required data element, noting that quantifying data is retrieved by SSN anyway.

Brian answered that SSN is a required data element in the HUD Data Standards. The CoC must ask and collect a full SSN. He did note he had recently heard that HUD may be considering changing the collection to the last 4 digits.

Melissa McKeown expressed concerns about the street outreach data requirement, commenting that 90% of required data elements after date of engagement feels unrealistic. Andrea responded that maybe an adjustment to the standards is needed and noted that only clients with a Date of Engagement (willing to do a full intake) are included in data quality for Street Outreach clients.

Brian suggested changing the frequency of report pulls to 3 times a year.

Lori Watts agreed with that compromise. She commented that smaller agencies have some staffing issues with data that larger agencies don't and perhaps the 3 times a year away from fiscal years and calendar year deadlines would help too. Longer timeframes to submit after period is up helps too, longer than 15 days but 30-45 days would help those with staff capacity issues as well as other competing deadlines.

Jeffrey suggested assigning April and October as due dates for report submissions and first doing a "soft" report submission where a review is required but submission isn't.

Tonya chatted that it's not so much about running the reports and making the corrections. She wrote that her agency attempts to run reports weekly to get in front of the corrections, but the struggle seems to be, "1) Obtaining the data required (we operate SO project, clients just won't provide some data) 2) When we attempt to make the corrections, we are having trouble with getting them to save and erase the errors. This could be user error, but we often spend so much time figuring out what we need to do to make the report pull correctly."

Andrea responded that In terms of making corrections, the changes in the Data Quality Plan looks to better identify where supports are available and creates supports for agencies.

Leanne Greer commented in the chat that, “Many peers are over believing help is helpful due to do the lack of real help for the families before they become unsheltered. It’s like they have to wait to be needing vouchers and emergency shelter because the data has to be specific to help, yet they have already cycled through not having help to prevent becoming unsheltered, so when we are asking to trust us again to give all their details to enter into HMIS so they can get on BNL, they have already been traumatized from the first or second attempt to ask for help that landed them in a tent, so I know we have to be able to have more successes before our community and this population feels safe and trusting. Our data would be better if we aren’t all working so hard to get them to trust to get on the BNL. this is what I am experiencing daily. My families here are so scared of being "entered" and when they are its years before they are housed. Sorry, this is the voice of my peers and someone who cycled through for years and never got housed watching this happen daily.”

Brian commented that the proposed submission guidelines in the Data Quality Plan is meant to be a collaboration to improve data quality for our projects/agencies/CoC. It is not meant to be punitive. It's meant to help our CoC better collect data and provide the Data Center and CoC staff an opportunity to provide the ongoing TA necessary to staff entering data to learn how to do this efficiently and correctly.

Andrea suggested a soft launch without any punitive action for now, where regions can come back to the Data Center for guidance.

Jeffrey Rawlings motioned to implement a revised 2023 HMIS@NCCEH Data Quality Plan, which will soft launch with the following parameters and re-reviewed in approximately 6 months:

1. Submit a data quality report (to be announced but based on D003) three times per year
2. Agencies will be encouraged to review and correct data before submitting.
3. Training and additional details will be available in the April Newsletter (4/3) at the April System Updates meeting (4/11)

Amber Story seconded the motion. The motion was unanimously approved.

FY2023 CoC Program Competition Update

Update on FY2022 HUD CoC program awards

HUD has not yet made its FY2022 HUD CoC competition awards announcement. We expect an announcement at any time. CoC staff will send out information regarding the FY2022 awards via the NC BoS CoC email distribution list as soon as it is available and will summarize awards at the next Steering Committee meeting following the announcement.

FY2023 HUD CoC Competition

CoC staff have begun to prepare for this year's competition.

- For new projects:
 - New CoC Program Project Applicant Webinar recording, and slides posted at: <https://www.ncceh.org/bos/currentcocapplication/>
 - [Intent to Apply Form](#)
 - Due 2 weeks after release of the Notice of Funding Opportunity (NOFO)
- For renewal projects:
 - Renewal CoC Program Project Applicant Webinar recording, and slides posted at: <https://www.ncceh.org/bos/currentcocapplication/>
 - [Intent to Renew](#)
 - Due by Tuesday, April 25th by 6 PM

Scorecard Committee

Scorecard Committee work begins to recommend both new and renewal applicant scorecards for FY2023. The Scorecard Committee will meet over three consecutive weeks:

- Tuesday, March 14th at 10:30 AM
- Tuesday, March 21st at 10:30 AM
- Tuesday, March 28th at 10:30 AM

Scorecard Committee recommendations for the FY2023 New and Renewal Scorecards will be presented to the Steering Committee on April 4th.

Lived Expertise Advisory Council (LEAC) Client Bill of Rights.

The LEAC presented its drafted Client Bill of Rights to the Steering Committee to consider for a vote. The purpose of the NC BoS CoC Lived Expertise Advisory Council (LEAC) is to improve the provision of services to people experiencing homelessness, and the policies that govern these services, across the NC Balance of State CoC through insights and expertise that come from people experiencing homelessness firsthand.

The LEAC identified no currently established baseline governing the way that a person experiencing homelessness should be treated when presenting for services in the NC BoS CoC. Consistent with the purpose of the LEAC, the Client Bill of Rights seeks to:

- Elevate the standard of treatment of people experiencing homelessness
- Empower persons experiencing homelessness to advocate

The Client Bill of Rights (CBoR) lays out a framework for how people experiencing homelessness should be treated. The CBoR would be a new CoC policy with a grievance process that connects to the CoC Code of Conduct policy. The CBoR would be a client-facing policy detailing basic expectations of their rights in the following categories:

- Respect and Dignity
- Services Free of Discrimination
- Safety
- Privacy
- Inclusion and Participation in Decisions about Their Welfare
- Transparency in Agency Policies that Affect the Services They Receive

The CBoR provides a process for people experiencing homelessness to file a grievance. If a person seeking services in the CoC believes a service provider has violated any of the stated rights, they may file a grievance:

- The client must first utilize the agency's established grievance process.
- If an agency-level grievance process cannot address the complaint, the client may file a grievance with the CoC.
- NCCEH staff will review each grievance and notify the Steering Committee.
- Consistent with the Code of Conduct policy, the Steering Committee will form an ad-hoc work group to review the grievance to take action

The CBoR applies to all agencies within the CoC's geographic area. All agencies within the 79 county geographic area of the NC BoS CoC are accountable under this policy. If a grievance for a rights violation is filed against an agency that does not participate in the CoC or receive public funding, the Steering Committee ad hoc workgroup may still choose to take action to resolve the grievance. Such actions could include but are not limited to:

- Directly contacting that agency's leadership
- Working with Regional Committees to put pressure on an agency
- Contacting the press

The CBoR sets expectations for how to treat people the CoC serves. This policy would increase accountability in all homeless service agencies across the CoC and the power that individuals experiencing homelessness have in their own welfare.

If approved, the LEAC will schedule and host a CoC-wide training for agencies to introduce the CBoR and work to support implementation.

Marie Watson asked what was meant by "contacting the press."

Laurel answered that is there as an example to let Steering Committee members know they have the power to address a concern with an agency that isn't really participating or funded and may need to be more creative than typical channels of communication.

Amber Story asked if she could present this to her region for feedback before taking a vote.

Steering Committee members will take back the drafted CBoR to their regions for review and circle back at the next meeting.

Upcoming meetings & reminders

- **Renewal HUD CoC Project Application Webinar, Wednesday, March 1, 10:00 – 12:00 A.M.**
 - Watch recording: <https://youtu.be/AbV09gyKQeU>
- **HMIS System Updates, Tuesday, March 14, 10:30 – 11:30 A.M.**
 - Register at: <https://www.ncceh.org/events/1602/>
- **Monthly HMIS Training: Data Quality Reports, Wednesday, March 15, 10:00 – 11:00 A.M.**
 - Register at: <https://www.ncceh.org/events/1589/>
- **Racial Equity Subcommittee Meeting, Wednesday, March 15, 11:30 A.M. – 12:30 P.M.**
 - Presentation: <https://global.gotomeeting.com/join/791696621> United States: +1 (646) 749-3112 Access Code: 791-696-621
- **Local Leadership Response Sharing Call, Wednesday, March 15, 1:00 – 2:00 P.M.**
 - Presentation: <https://us06web.zoom.us/j/kbKWYznZ6> Meeting ID: 837 9246 1651 Dial by your location: +1 646 931 3860 US
- **Coordinated Entry Council Meeting, Monday, March 20, 10:00 – 11:30 A.M.**
 - Presentation: <https://www.gotomeet.me/NCEndHomelessness> United States: +1 (646) 749-3112 Access Code: 975-793-733 Page 4 of 22
- **Funding and Performance Subcommittee, Thursday, March 23, 11:00 A.M. – 12:00 P.M.**
 - Presentation: <https://meet.google.com/dep-rjxz-kze> Or dial: (US) +1 442-272-1109 PIN: 883 218 555#

Next Steering Committee meeting

Tuesday, April 4, 2023 at 10:30 AM