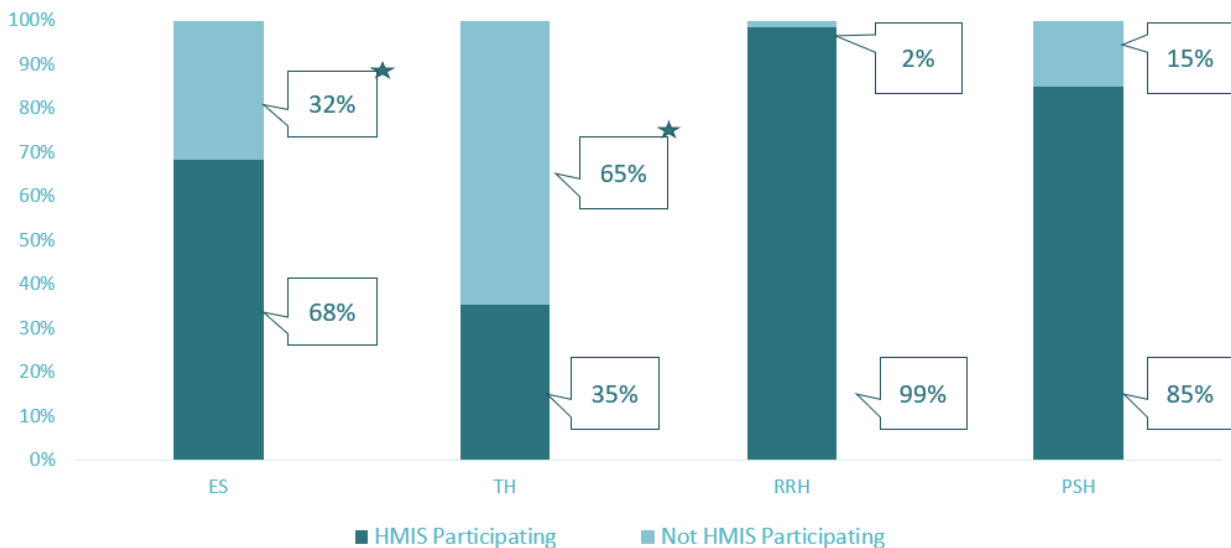## Increasing HMIS Bed Coverage Procedures

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 but struggles with comprehensive HMIS program coverage, leaving a significant gap in the picture of homelessness. Currently, 1,034 beds in shelters, transitional housing, rapid rehousing, and permanent supportive housing programs not using the system in the CoC. While our permanent housing programs have high bed coverage in our HMIS, the CoC has low bed coverage rates for emergency shelters and transitional housing programs (68% and 35% respectively, excluding victim service providers, which are prohibited from entering data into an HMIS). See chart below.

HMIS coverage by Project type (non-VSP)

ES: HMIS Participating 68%, Not HMIS Participating 32% (★)
TH: HMIS Participating 35%, Not HMIS Participating 65% (★)
RRH: HMIS Participating 99%, Not HMIS Participating 2%
PSH: HMIS Participating 85%, Not HMIS Participating 15%

■ HMIS Participating   ■ Not HMIS Participating

After reviewing several data sets and HMIS bed coverage rates for different activity types, the Funding and Performance Subcommittee recommended two goals to increase HMIS bed coverage rates for emergency shelter and transitional housing programs in the NC Balance of State CoC to the Steering Committee. The Steering Committee approved the following goals at its November 2020 meeting:

- 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 45%.

After committing to these goals, the Steering Committee tasked the Funding and Performance Subcommittee to operationalize the plan for how the CoC would meet these goals. The remainder of this document lays out the procedures the subcommittee believes will help the CoC achieve greater HMIS bed coverage rates for emergency shelter and transitional housing programs.

Engagement and Oversight

Regional Lead Alternates (RLA) will facilitate the local plan to engage and recruit new agencies/programs to use HMIS. RLAs will form a recruitment committee of Regional Committee stakeholders that will work together to develop a local plan. Committees should:
- Use resources provided by the CoC to identify potential agencies/programs to recruit
- 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 the Funding and Performance Subcommittee and/or NCCEH staff when needed
- Regularly evaluate progress and update 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

The Funding and Performance Subcommittee will provide oversight and support to local efforts to increase HMIS bed coverage. Members and NCCEH staff will provide recruitment materials to facilitate local conversations with agencies/programs and provide an orientation session in January 2022 to provide an overview of goals, essential roles and responsibilities, and next steps. The subcommittee 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. Subcommittee and Data Center 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 January 2022, recording the live training that regional recruitment committees can share with members and revisit as needed
- 2021 Regional Housing Inventory Count, showing all known emergency shelter and transitional housing programs 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

The subcommittee will work with staff to survey current HMIS-participating agencies, which do not need to use the system because of funding requirements. Staff will use their answers to inform resources. As part of the survey, staff will ask if the agency would be willing to serve as a referral for potential agencies with which to speak. These agencies can serve as peer-to-peer support for potential agencies/programs.

Timeline
Recruitment planning and engagement should begin in March 2022.

Activity	Timeline
Orientation Training	January 25, 2022
Resources posted to NCCEH website	January 28, 2022 (no later than)
Form regional recruitment subcommittee	February 28, 2022
Develop regional recruitment plan	March 15, 2022
Begin outreach and engagement	March 15, 2022
First monthly report due	April 15, 2022
Subsequent monthly reports due	15th of the following month