

# North Carolina Balance of State Continuum of Care

**Steering Committee Meeting**  
**February 7, 2023**  
**10:30 AM**



**NCCEH**

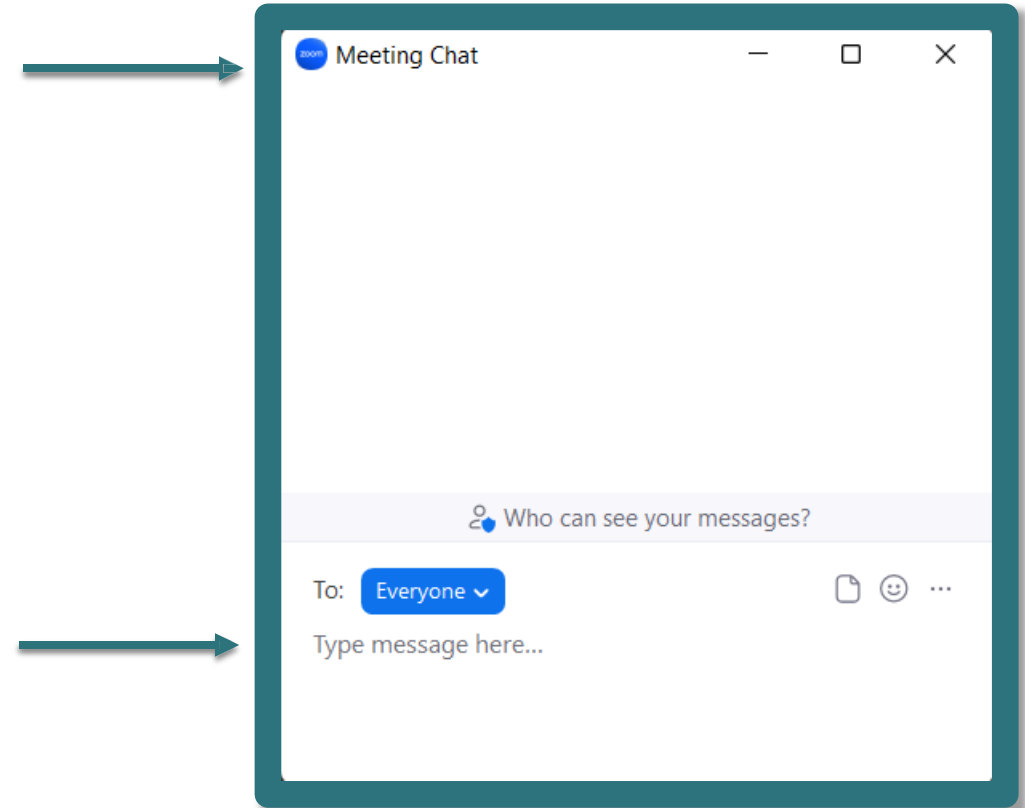
# Welcome

Reminders:

Your line is muted.

We will unmute the line during Q&A pauses.

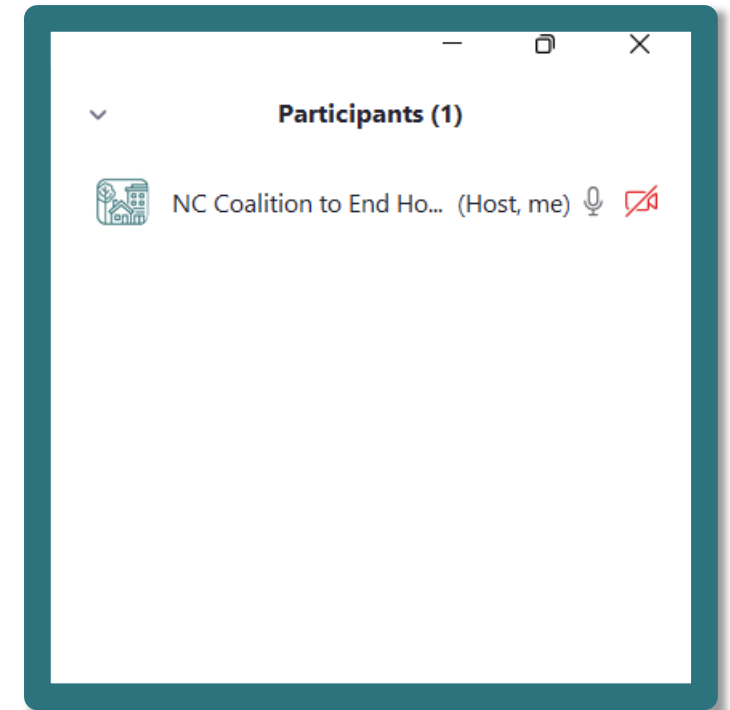
The chat box is available to use anytime.



# Roll Call

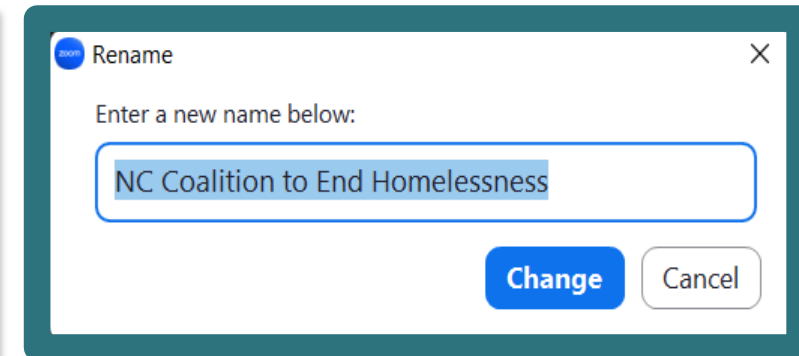
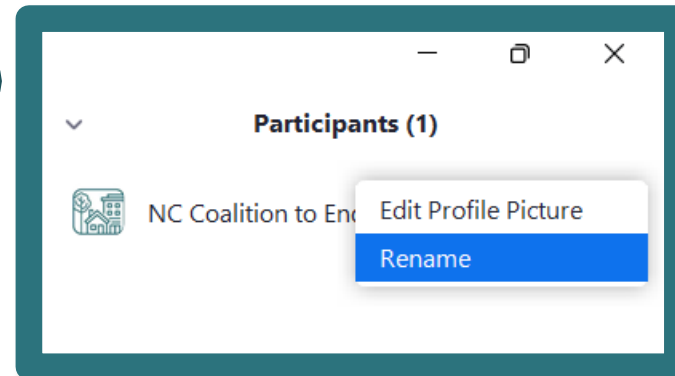
- We will conduct Roll Call for Regional Leads and at-large members to confirm quorum for voting.
- All participants should enter their full names, so we can document their participation in the minutes.

1



*How to change your screen name:*

2

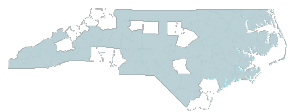




# Agenda

# Agenda

- Consent Agenda
- Letter of Support requests (2)
- HUD CoC Competitions Update
- HMIS@NCCEH Data Quality Plan Review
- Upcoming Meetings & Reminders



# Review & approve consent agenda


Consent agenda:

<https://www.ncceh.org/bos/steeringcommittee/>

- The consent agenda was sent to the Steering Committee prior to the meeting as a part of the Board Packet.
- The consent agenda will be voted on as a whole at the beginning of each meeting.
- Steering Committee members may request to remove an item from the consent agenda for additional discussion.

Changes or discussion?





# Letter of Support Requests

# Supportive Services for Veteran Families (SSVF)

Funded by the US Department of Veterans Affairs, the [SSVF](#) Program's purpose is to fund private non-profit organizations that provide supportive services to very low-income Veteran families who are at risk of or experiencing homelessness

SSVF uses a housing-first approach that emphasizes permanent housing placement as the primary objective, and services provided include:

- Case management
- Supportive services
- Financial assistance

Letter of Support requires the agencies to:

- Participate in Regional Committees
- Take referrals through & fully participate in the coordinated entry system
- Participate in HMIS@NCCEH





# SSVF Letter of Support Requests from Renewal Applicants

Questions?

Motion?



# Ada Jenkins Center

The [Ada Jenkins Center](#) helps people create lasting solutions for economic stability.

- Existing homeless outreach program
- Executive Team has experience with SSVF
- Agency staff currently serve on Committees with the Mecklenburg CoC

## New SSVF Applicant

- Will serve Mecklenburg, *Iredell (NC BoS CoC R04)*, and Lincoln Counties



# Ada Jenkins Center Letter of Support Request

Questions?

Motion?



NCCEH

The background of the image is a solid blue color with a repeating pattern of white line-art icons representing various types of buildings, houses, and trees. The icons are arranged in a grid-like fashion, creating a textured, urban-themed background. Centered on this background is the text "HUD CoC Competitions Update" in a large, white, sans-serif font. The text is split into two lines: "HUD CoC Competitions" on the top line and "Update" on the bottom line, both in a bold, clean typeface.

# HUD CoC Competitions Update

# Special NOFO Announcement

- HUD grants nearly \$315 million for unsheltered and rural homelessness
- NC BoS CoC Award:
  - \$7,041,152 for Rural Projects
    - \$2,326,947 – PSH
    - \$4,714,205 for RRH
  - \$14,843,833 for Unsheltered Projects
    - \$3,498,525 for PSH
    - \$7,437,137 for RRH
    - \$3,908,171 for SSO
  - \$21,884,985 - **Total Award Amount**

# Special NOFO

- The NC Office of Recovery and Resiliency (NCORR) is the agency that applied for these funds.
- They will be running an RFP once the awards are available to select Regional Service Providers.
- Providers across the BoS will be able to apply for the funds from NCORR at that time.
- Since this is new and we're still in the planning phase of the overall project, it will be a while before more news will be available on the timeline. Be on the lookout for more news in the coming weeks.



# 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 our 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

HUD has initiated the beginning of the FY2023 CoC competition:

- CoC Registration – Due to HUD by March 2, 2023
- Grants Inventory Worksheet (GIW) – usually follows 6 weeks after the CoC registration deadline
- Notice of Funding Opportunity (NOFO) - ? – To Be Announced Later This Year – likely in the summer

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

- In 2023, we will distinguish more clearly between the process for New Project Applications and the process for Renewal Project Applications.
  - New CoC Applicant Webinar: Wednesday, February 22<sup>nd</sup> at 10 AM
    - Register here: <https://www.ncceh.org/events/1598/>
  - Renewal CoC Applicant Webinar: Wednesday, March 1<sup>st</sup> at 10 AM
    - Register here: <https://www.ncceh.org/events/1599/>





# New Projects - Intent to Apply

New Project Application Information will be posted on the NCCEH website after the New Project Application Webinar on February 22, 2023.

The Intent to Apply form is mandatory for all agencies applying for new HUD CoC funds

The Intent to Apply form will be posted to the NCCEH website.

- Any agency wanting to apply for a new CoC project in the FY23 competition is required to submit a form.
  - Asks for preliminary information about the proposed project(s)
- NCCEH staff will review and follow up with each agency to discuss
  - Staff will schedule follow-up calls later in the year once we have more details

Intent to Apply Forms are accepted on a Rolling-basis and are non-binding

Deadline to submit Intent to Apply Form: 2 weeks after NOFO release – summer 2023



# The CoC needs agencies to apply for funds that can run effective programs.

Regional Committee leadership and at-large members can help recruit agencies to apply.

The CoC needs agencies with:

- Capacity to operate HUD CoC programs
- Best practice knowledge
- Willingness to serve the most vulnerable people experiencing homelessness

Eligible activities: Permanent Supportive Housing & Rapid Rehousing

*When talking or sharing information with prospective applicants, ensure they understand what is eligible for funding.*

For more information: <https://www.ncceh.org/bos/prospectivegrantees/>



# Renewal Projects: Intent to Renew - *New This Year!*

Renewal Application Information will be posted on the NCCEH website after the Renewal CoC Application webinar on March 1<sup>st</sup>.

The Intent to Renew form is mandatory for all agencies with HUD CoC funded projects and will be posted on the NCCEH website.

Any agency with a HUD CoC project funded in the FY22 CoC competition is required to submit an Intent to Renew form.

- Asks for information about the renewal project(s):
  - Do you intend to renew for the full award amount?
  - Do you intend to renew for less than the full award amount?
  - Do you NOT intend to renew?
- If you do intend to renew, do you also intend to apply for an Expansion of the project?

NC BoS Staff will review and follow up with agencies as needed.

Deadline to submit Intent to Renew Form: Tuesday, April 25<sup>th</sup> by 6 PM



# Renewal Projects - *New This Year!*

## Pre-Competition Scoring and Standards Review

NC BoS has designed a Pre-Competition Scoring and Standards Review for Renewal Projects

- To make the HUD Continuum of Care Competition less hectic for renewal project agencies, the project review committee and the CoC.
- To assist agencies to enhance their program's performance standards outside of the time-restricted competition.
- To better serve people experiencing homelessness across our 79 counties.

Renewal Projects will submit their Policies and Procedures, Sample Lease, the Annual Performance Report for 2022, and a Renewal Project Page Number Detail Form by April 27th at 6 PM for NC BoS Staff to review.

Again, there will be a Renewal Project Webinar on Wednesday, March 1st at 10:00 AM and this Renewal Application process will be posted on the website after the webinar.



# Renewal Projects: Certification – *New This Year!*

Renewal Projects meeting all Standards will receive a 3-Year Certification and will not have to submit documents again for review until 2026, unless they make changes in their Policies & Procedures.

Renewal Projects not meeting at least one Standard will have the opportunity to receive technical assistance from CoC staff, revise, and resubmit their Policies and Procedures for review. If Standards are achieved, they will receive Certification approval for 2024. Unless they make changes in their Policies & Procedures, they will not have to submit documents for review again until 2027.

The selection of items to be pre-scored will be recommended by the Scorecard Committee to the Steering Committee for approval at the April 4th Steering Committee meeting.



# Regional Committees need to choose a Scorecard Committee representative.

Scorecard Committee recommends both new & renewal applicant scorecards for the CoC competition

- Regional Committees should choose & submit their representatives by February 28<sup>th</sup>
- The Scorecard Committee will meet over three consecutive weeks:
  - Tuesday, March 14<sup>th</sup> at 10:30 AM
  - Tuesday, March 21<sup>st</sup> at 10:30 AM
  - Tuesday, March 28<sup>th</sup> at 10:30 AM
- Scorecard Committee can include:
  - Any one person in the Regional Committee
  - At-large members with an interest to join activities
  - Agency members with New or Renewal Project Applications

Submit Scorecard Committee Representative Information here:

<https://app.smartsheet.com/b/form/8dad8f52cee34c1683d50a4edc0e5a07>





# HMIS@NCCEH Data Quality Plan Review

# HMIS@NCCEH Data Quality Plan Draft

v.3.2023



**NC COALITION** to  
**HOMELESSNESS** end



# Why a Data Quality Plan?

## System Improvement

HMIS@NCCEH is an implementation driven by a desire to improve services for clients. Our HMIS data is only as good as the data maintained.

## Funding and Resources

Data contributes to larger portions of CoC and ESG funding competitions and other private sources. We must demonstrate the value of our system for our clients.

## HUD Requirement

The [2004 Data and Technical Standards](#) that established HMIS require that “PPI (protected personal information) collected ... should be accurate, complete, and timely.”



# What is Data Quality?

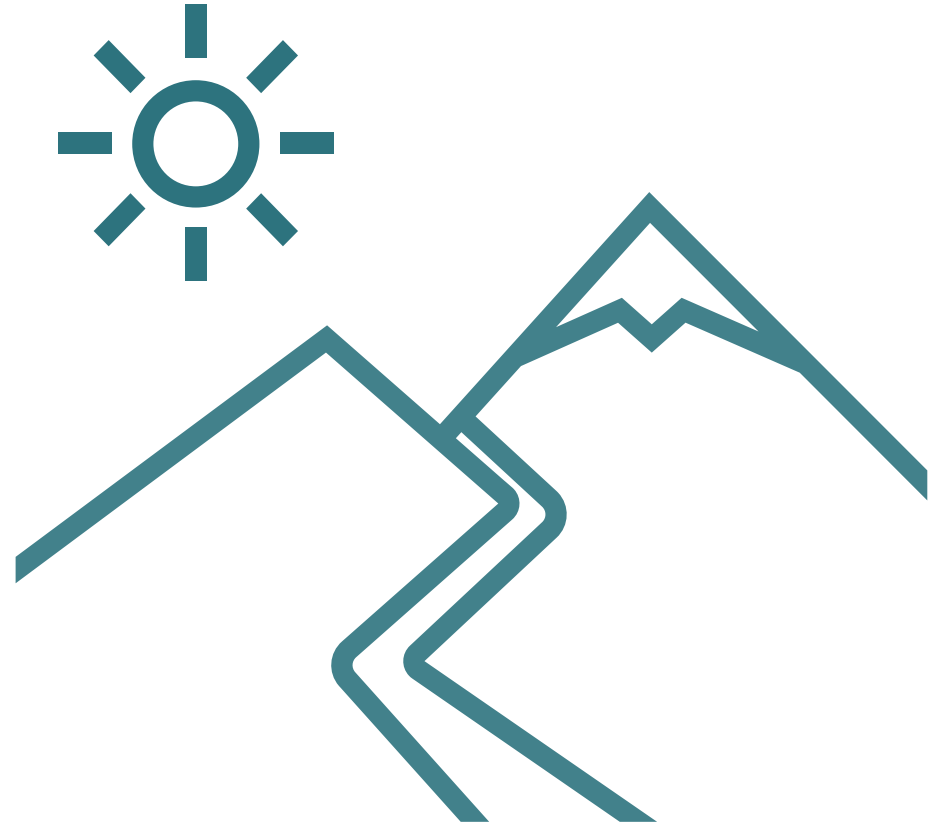
Data quality refers to the reliability and validity of client-level data collected in HMIS.

Completeness	Timeliness	Accuracy	Consistency
<p>The degree to which all required data is known and documented.</p> <p>Client Record- the completeness of a person's HMIS record for a given project enrollment</p> <p>Bed Coverage- the completeness of HMIS participation by bed units, with the total number of enrollments divided by the total number of homeless beds.</p>	<p>The length of time that elapses between the participant data collection and HMIS data entry stages.</p>	<p>The degree to which data reflects the best representation of the client's real-world situation and the programs that provide housing and services.</p>	<p>The degree to which all data is collected, entered, stored, and reflective of the use of HMIS as a standard operating procedure. Representative of how well data quality standards have been operationalized across data collection and entry.</p>



# Data Quality is a journey, not a destination

- Ralph Waldo Emerson (kind of)



# Data Quality Standards

Completeness looks at what is known (July 2021)

- Client doesn't know, client refused, and data not collected responses do not contribute to completeness (even if accurate)
- Data expected to be 85-95% complete, depending on element and project type



# Data Quality Standards

## Timeliness for all Project Types (July 2021)

- As adopted for Street Outreach, Emergency Shelter, Transitional Housing, Rapid Rehousing, Permanent Supportive Housing, Homelessness Prevention in July 2021
- Recommend expansion to all project types (including coordinated entry)

Client Event	Timeliness Standard
Entry	100% within 6 days
Exit	100% within 6 days

# Data Quality Standards

## Consistency for all HMIS Users

- New User Training: Users must pass training, sign a User Agreement, and sign in within 30 days of receiving login info
- New Agency Orientation: Agencies must attend orientation with Data Center to review and confirm policies, procedures, and data quality requirements
- Monthly Activity (new): End users must log into HMIS at least once every 30 days





# Monitoring and Reporting

# Monitoring and Reporting

## Expectations for all

Under this plan, Agencies would pull their own reports and be responsible for reviewing and correcting data ahead of submission.





# Monitoring and Reporting

## HMIS Participating Organizations

Maintain high levels of Data Quality, meeting minimum benchmarks

Submit data for data quality monitoring

Be responsive to HMIS Lead Agency and CoC to questions and requests for HMIS data quality

Inform HMIS Lead Agency when changes occur

## Continuums of Care

Identify the CoC entity that will review providers performance

Work collaboratively with HMIS Lead to develop Data Quality Improvement Plans, when necessary

Determine consequences should organizations fail to fulfill Data Quality Improvement Plan



# Monitoring and Reporting

## HMIS Lead Agency

Provide oversight for monitoring

Provide resources, training, and tools for organizations to monitor their own data

Be responsive to organization's questions and concerns for HMIS

Work collaboratively with CoC to develop Data Quality Improvement Plans, when necessary

Implement consequences should organizations fail to fulfill Data Quality Improvement Plan

## HMIS@NCCEH Advisory Board

Ensure implementation has enforceable agreements

Ensure the HMIS Lead has resources to monitor

Ensure Data Quality Plan is reviewed annually by CoCs



# 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)



# Monitoring and Reporting

Which report to use and submit?

Report Options	Dashboard APR or CAPER	ICA Developed Report (D003 LSA Client Clean Up)
Breaks out results by project	No	Yes
Breaks out results by organization	No	Yes
Measures Completeness	Yes	Yes
Measures Accuracy and Consistency	Minimal	Yes
Measures Timeliness	Yes	Yes
Has Client-level detail for easy corrections	Minimal	Yes



# Monitoring and Reporting

## Frequency

Quarterly for year-to-date data (Federal Fiscal year)

Example:

Month Quarter ends	Submission Deadline
March	April 17, 2023
July	July 15, 2023
September	October 16, 2023
December	January 15, 2024



# Discussion

## Decision points on:

- Data Quality Standards shared across implementation, for all project types
  - Should back-end items that the Data Center manages also be included? (Such as bed and unit inventory, project address)
- Roles and expectations
- Data Quality Monitoring Method of submitting a report for each project
  - New robust report (modified from D003 LSA Client Clean)
- Data Quality Monitoring Frequency (quarterly)
  - Calendar Year or Federal Fiscal year?

**What are your other comments or questions?**

# Upcoming meetings & reminders

*(Log-in information can be found on agenda)*

- **Weekly HMIS PIT/HIC Office Hours**, *Wednesday, February 8, 10:00 – 11:00 A.M.*
- **Lived Expertise Advisory Council Meeting**, *Friday, February 10, 12:00 – 1:00 P.M.*
- **HMIS System Updates**, *Tuesday, February 14, 10:30 – 11:30 A.M.*
- **Monthly HMIS Training: Advanced Corrections using History**, *Wednesday, February 15, 10:00 – 11:00 A.M.*
- **Racial Equity Subcommittee Meeting**, *Wednesday, February 15, 11:30 A.M. – 12:30 P.M.*
- **Local Leadership Response Sharing Call**, *Wednesday, February 15, 1:00 – 2:00 P.M.*
- **Coordinated Entry Council Meeting**, *Monday, February 20, 10:00 – 11:30 A.M.*
- **Lead Safe Housing Rule Webinar For Shelters**, *Tuesday, February 21, 10:30 A.M. – 11:30 A.M.*
- **New HUD CoC Project Application Webinar**, *Wednesday, February 22, 10:00 – 11:30 A.M.*
- **Funding and Performance Subcommittee**, *Thursday, February 23, 11:00 A.M. – 12:00 P.M.*
- **Lead Safe Housing Rule Webinar For Housing Programs**, *Tuesday, February 28, 10:30 A.M. – 11:30 A.M.*



# Next Meeting

Tuesday, March 7, 2023 at 10:30 A.M.

Reach out to us:

(919) 755-4393

[bos@ncceh.org](mailto:bos@ncceh.org)

