

HMIS@NCCEH Advisory Board Meeting

Minutes

Monday, January 30, 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

ONE	Chair: Lloyd Schmeidler
	Lloyd called the meeting to order at 1:03 PM and welcomed everyone to the virtual meeting.
	Members present: Lloyd Schmeidler (Chair, Durham, City of Durham CDD), Rachel Waltz (Vice-Chair, Orange, Orange County Hsg Dept.), Brian Alexander (Secretary, NC BoS, NCCEH), Jenny Simmons (NC BoS, NCCEH), Colin Davis (Durham, City of Durham CDD), Andrea Carey (Data Center), Kat Weis (Orange, Orange County Hsg Dept.), Debra Vestal (At large, IFC), Bettie Teasley (At large, NCHFA), Kristen McAlhaney (At large, UCCS), Mike Fliss (At large, UNC-Chapel Hill).
	Members absent: Donna Biederman (At large, Duke U School of Nursing), K'leigh Mayer (At large, NC 2-1-1), Nicole Wilson (At large, Durham VA Medical Center)
	Others present: Adriana Diaz (NCCEH), Dashia Shanks (NCCEH)

APPROVAL OF MINUTES

TWO	Presenter: Brian Alexander	
	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
	Brian presented the minutes of the November 28, 2022, Advisory Board meeting and asked for their approval. Mike moved for their approval, and Rachel seconded the motion. The minutes were approved unanimously.	
	Supporting Material:	
	<ul style="list-style-type: none"> Draft November 28, 2022, minutes emailed and posted to NCCEH.org prior to the meeting. 	

HMIS@NCCEH UPDATE

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 our last meeting:

HMIS staffing updates:

- NCCEH has signed a transition contract with ICA for System Administrator and Helpdesk services. Between January and June, the Data Center will continue to have Jessica Jones and Katie Wiseman working full-time.
 - Andrea's goal is to hire two new full-time Project Assistants by June 1st so there's a month of cross-training before the ICA System Admin contract ends.
 - This transition was mutually agreed upon due to the HMIS@NCCEH implementation's need for deep knowledge of unique CoC aspects and ICA's Special Projects department to move away from embedded work to ad-hoc shorter-term contracts.

Lloyd asked if in terms of hiring new Project Assistants, job descriptions have been developed and if there is a hiring plan?

- Andrea replied that the open positions will be posted in mid-late April, and interviews will be done in May for a June 1st start date. She noted that they can leverage a lot of the current Data Center Project Specialist job description language.

HMIS at a glance:

- Durham: 90 licenses, 81 in use
- NC Balance of State: 251 licenses, 230 in use
- Orange: 28 licenses, 25 in use

Between October-December 2022, the HMIS@NCCEH implementation added 2 new agencies, 2 new projects, and 42 new users. There are 20 new users currently training.

HMIS@NCCEH Implementation updates:

- Configuration Subcommittee
 - On hiatus for February and March while we expect Nicole Purdy to be on parental leave.

Helpdesk Performance for last month:

Metric	Performance Range		Current Performance
	Worst Case	Best Case	
Customer Satisfaction	90%	100%	100%
Average speed of initial reply	8 hours (business)	1 hour (business)	247 min
Average speed of initial reply for new user	16 hours (business)	1 hour (business)	151 min
Median speed of time to resolution	7 days (business)	1 hour (business)	3.3 hours
ZenGuide visits per month	100 (30% users)	320 (~92% users)	256 views (931 during Oct)

- Data Quality Plan
 - Draft being presented to CoCs in January and February for feedback and (hopefully) adoption.
- Point-In-Time and Housing Inventory Counts:
 - Process for Shelter and Permanent Housing HMIS projects :
 - Agencies that participate in HMIS will follow a very similar process to review and submit PIT and HIC data. NCCEH Data Center staff will pull reports, agency staff will review and correct data, and agency admins will submit the finalized reports.
 - ES and TH Projects must submit complete and accurate D007 - 0630a Sheltered PIT Report by February 1st.
 - RRH, PSH, and OPH Projects must submit complete and accurate D006 – 0628 HIC Supplement Report by February 1st.
 - There are 340 NC BoS projects (134 HMIS, 206 non-HMIS), 46 Durham projects, and 21 Orange projects being tracked by the Data Center for the PIT/HIC.

Research and Data in use:

- Vaccine Linkage with DHHS:
 - Continues monthly.
- NC CODI Community and Clinical Data Initiative: Project for Social Drivers of Health Network Linkage
 - A reminder 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 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)
 - Master Consortium Agreement has been signed and submitted. Now Tim and Andrea at the Data Center are working to submit accurate data exports for privacy-preserving record linkage.

Bettie asked Andrea if NCCEH anticipates ever breaking up the data by county. Andrea answered that while that is not manageable for the NC Balance of State CoC, they could think about how to identify counties through the data and work towards creating tools that can be shared

Mike noted this progress was exciting as in 2018 when he first approached NCCEH for county-level data it was not possible to get.

- Lundquist Research Project update
 - The group discussed approving the use of HMIS@NCCEH data for the Lundquist Research project.

Mike noted that approving use of HMIS@NCCEH data for Lundquist may provide an opportunity to present to the Advisory Board in the future, and maybe identify a need among the homeless

population since it's a pretty tightly honed question they want to answer which has pros and cons.

Brian voiced his concern that it is a very specific population they are looking for within HMIS@NCCEH data; he asked if there was a way for HMIS@NCCEH to send Lundquist data that is relevant to their research but is not inclusive of every person in HMIS since there is a lot of PII information to send when a majority of the population won't apply to the research project.

Mike responded that HMIS@NCCEH would probably need to include as much data as possible, noting how many trans folks are in the system that may be missed and other people who may be missed. Brian added that Rachel mentioned in the last meeting that the term birthing parent should be used.

Brian motioned to approve use of data for Lundquist, subject to a future specification of the most restrictive subset that enables the team to meet their research goals. Rachel seconded the motion. The motion was approved unanimously.

- Statewide Data Reporting:
 - The Chair of the NC HMIS Governance Committee has approached Ryan and Andrea for discussing statewide cross-implementation options. We are scheduling that in the next 4 weeks. We look forward to seeing how NC HMIS and Wake CoC are considering the possibilities.
 - Item for a vote: should we embark on a HUD TA Request with other HMIS implementations for data warehousing?
 - Early conversations have consisted of trying to come to consensus that all CoC's want to do this and explore options and costs.

There will be four implementations across North Carolina starting in July as Mecklenburg/Charlotte CoC will leave NC HMIS as of July 1, 2023, and will be using Bitfocus.

Andrea summarized that the question needing an answer today is whether or not to approve moving forward with a HUD TA request to get assistance with facilitating conversations with all implementations about the potential options/infrastructure of a data warehousing model.

Colin asked how data warehousing would help HMIS@NCCEH. Andrea answered that it would be a single place for aggregate questions statewide. Brian added that a data warehousing model could eventually get to the point of community/CoC collaboration. However, the group meeting about data warehousing is at the very basic levels asking if the 4 HMIS implementations can share data into a central data warehouse so that there is aggregate data to understand homelessness in NC. HUD TA might also be able to provide some of these interim options where the ideas come from a third party rather than from NCCEH.

Rachel noted that level of visibility would be very useful for stakeholders who are focused on "our people" versus folks coming from neighboring counties.

Colin commented that it is important that this type of data warehouse can also help speed up documentation of homelessness for people who move between jurisdictions and could help on the macro and the micro level. He noted that people may not want the micro level now, but the group[should try to plan/think/build it so it could be turned on at a later date if it is wanted/needed.

Brian motioned to approve HMIS@NCCEH to engage with HUD TA on data warehousing with the other NC implementations. Mike seconded the motion. The motion was unanimously approved.

HMIS@NCCEH GOALS UPDATE

FOUR	Presenter: Lloyd Schmeidler	
	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
	Advisory Board members shared the following updates on the FY2022-2023 HMIS@NCCEH Strategic Goals:	
	<p>Goal 1: Data Quality Plan A framework for an implementation-wide Data Quality Plan is ready for CoC input and approval.</p> <ul style="list-style-type: none"> • A draft incorporating the Data Quality Benchmarks set last year explains what data quality is, how we measure it, and begins to outline the responsibilities of participating agencies (as well as HMIS Lead Agency, CoCs, and the Advisory Board) <ul style="list-style-type: none"> ○ Major changes: <ul style="list-style-type: none"> ▪ Formal document (new) ▪ HMIS implementation-wide scope (new) ▪ Data quality standards (updates) • Missing/Incomplete pieces that require collaboration include a Monitoring Plan, setting Enforceable Agreements and Encouragements, and outlining a Data Quality Improvement Plan template. • Adaptation of Minnesota’s Data Quality Report still needs to have updated benchmarks. However, the Data Center recommends we move forward with the report as the best option we have currently that accounts for completeness, accuracy, and workflow incongruencies. We are currently calling this our Quarterly Data Quality Report. This versatile report would be able to be run by System Administrators, CoC Leads, or agency staff to monitor data quality according to our standards. <ul style="list-style-type: none"> ○ Since Data Quality Plans must be approved by the CoCs, the Data Center will convene with CoCs to determine if and the degree to which there would be further specification of the Data Quality Plan for each CoC. ○ We hope to get feedback in January/February from CoCs on the monitoring plan. <p>Lloyd asked what the process for getting the Data Quality Plan changes approved was. Andrea answered that she has been going to CoC-designated bodies to ask for feedback, then all three CoC boards will approve the Data Quality Plan. For the NC BoS CoC, the drafted Data Quality plan will be presented to the Steering Committee on February 7th for feedback and a possible vote.</p> <p>Goal 2: HMIS Implementation Evaluation and Improvement</p> <ul style="list-style-type: none"> • In the process of scheduling a follow-up meeting for the Evaluation Subcommittee in late February. • When the Evaluation Subcommittee last met, the group decided to scale back and focus on what is HUD required. • Colin shared the HMIS Lead Monitoring Tool that the Evaluation Subcommittee filled out to assign what will be monitored and how it will be monitored with the Advisory Board. • Planning to wrap up the HMIS Lead Monitoring Tool sheet at next subcommittee meeting. <p>FY22-23 Goal 3: End-User and Community Improvements</p> <ul style="list-style-type: none"> • Implementing Learning Management Software: <ul style="list-style-type: none"> ○ 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 Homeless Prevention ClientPoint, Permanent Housing (RRH/PSH), Street 	

Outreach, and PATH funded programs are complete. VA-funded programs are being finalized this week! HOPWA courses were unfortunately not able to be included in the launch.

- Ongoing Education and Training:
 - ZenGuide Knowledge Base has 60 articles published and views at approximately 75% of users. Highest viewed sections are related to LSA/SPM corrections and updating SSNs. Already 493 views this month!
 - The all-CoC System Updates meeting is every 2nd Tuesday at 10:30 AM. This month's meetings will include a review of PIT/HIC report progress and training Agency Admins for the new user process. In 2022, attendance was good:

	Durham CoC	BOS CoC	Orange CoC
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Total Users attended	19	92	6
% of Licenses	23%	40%	24%
% of AAs	70%	114%	120%

- 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 meeting is on data corrections utilizing the History Bar in HMIS, and March's meeting will be a review on how to structure ongoing data quality monitoring for agencies. Additional Office Hours support for the PIT/HIC corrections season is/was offered Jan 25th, Feb 1st, and Feb 8th.

Supporting Materials:

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

HMIS@NCCEH ADVISORY BOARD MEMBERSHIP REVIEW

FIVE	Presenter: Lloyd Schmeidler	
	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>Lloyd provided an overview of HMIS@NCCEH Governance Charter's attendance policy: Section 4. D. Advisory Board members are required to attend all meetings. If a designated member is absent from more than one meeting in a quarter, that member's CoC Executive Committee or its equivalent shall be notified. Non-designated members who have two unexcused absences from two consecutive meetings will be asked to resign from the Advisory Board, unless a majority of the Advisory Board members determine there are extenuating circumstances. If the member does not resign within 30 days after being requested to do so by the Advisory Board, a majority of the Advisory Board may vote to remove the member. A majority of the Advisory Board is one half plus one of the members present at the meeting when the vote is taking place.</p> <p>Lloyd asked Advisory Board members if it is appropriate for him to email the two members who missed five of the six meetings of 2022 to check in. Brian agreed he should check in first to see if they want to continue as a member and fully commit to the responsibilities of the HMIS@NCCEH Advisory Board.</p> <p>The Durham CoC is in the process of trying to find successor for former member Valeria Brown. Valeria's replacement would finish her term and then be given the opportunity to start a new term. A successor has not yet been identified.</p>	

There being no other business, the meeting adjourned at 2:54 P.M.

Respectfully submitted,

Brian Alexander, Secretary with staff support from Adriana Diaz

Next Executive Committee Meeting: Monday, February 27, 2023, from 1-2 PM

Next Full HMIS Advisory Board Meeting: Monday, March 27, 2023, from 1-3 PM