North Carolina
Balance of State Continuum of Care

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NC Balance of State CoC Steering Committee
Meeting Minutes
February 7, 2023

Regional Leads Present: Derek Lancour, Amber Story, Laurenn Singletonn, Kristen McAlhaney, Marie Watson, Emily Locklear, James Stroud, LaTasha McNair, Lakitra Claude, Tujuanda Sanders, Brian Fike

At-Large Members Present: Rachelle Dugan, Jeffrey Rawlings, Tiffany Askew, Ellen Blackman, Brooks Ann McKinney, Lisa Phillips, Catherine Kastleman, Angela Harper King, Cassandra Rowe

SC Members Absent: Emily Lowery, Pamela Hinton, Natasha Elliott, Kisha Darden, Glenda Collins

Interested Parties Present: Jana Elliott, Tonya Gray, Melissa McKeown, Bonnie Harper, Mark Kobelinski, Alyce Knaflich, Kecia Robinson, Brenda Marie Forbes, Lori Watts, Shanta Watkins, Ginny McManus, Teena Willis, Harold Rice Jr., Casey McCall, Kim Hemphill, Christina Rary, Monica Frizzell, Michele Welsh, Teresa Robinson, Sindy Connell, Lenize Patton, Baraka Riptoe, Misti Taylor, Charlesy Nance, Amy Steele, Kristine Wiles, Erin Gaskin, Crystal Gwendo

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.

Letter of Support Requests

Supportive Services for Veteran Families (SSVF) renewal applicant agencies have requested Letters of Support from the NC BoS CoC. 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

The Letter of Support requires the agencies to:

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

James Stroud motioned for approval of the Letter of Support for SSVF renewal applicants. Brian Fike seconded the motion. The motion was unanimously approved.

The Ada Jenkins Center has requested a Letter of Support from the NC BoS CoC. The Ada Jenkins Center is a new SSVF applicant and 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.

As a new SSVF applicant, the Center will serve Mecklenburg, *Iredell (NC BoS CoC R04)*, and Lincoln Counties.

Teena Willis asked if the Ada Jenkins Center would be participating in the Region 4 Regional Committee meetings. Allie Card answered that participation in Regional Committees is required under the Letter of Support, and Harold Rice Jr. from the Ada Jenkins Center added that they plan to be fully immersed in the Region 4 work and are familiar with the NC BoS CoC.

Amber Story motioned for approval of the Ada Jenkins Center's letter of support request. Marie Watson seconded the motion. The motion was unanimously approved.

HUD CoC Competitions

Special NOFO Announcement

HUD released awards from the Special NOFO for Unsheltered and Rural Homelessness. HUD granted nearly $315 million for unsheltered and rural homelessness across the United States. The NC BoS CoC was awarded:

- $7,041,152 for Rural Projects
  - o $2,326,947 for PSH
  - o $4,714,205 for RRH
- $14,843,833 for Unsheltered Projects
  - o $3,498,525 for PSH
  - o $7,437,137 for RRH
  - o $3,908,171 for SSO

For a **total award amount of $21,884,985**

The NC Office of Recovery and Resiliency (NCORR) was awarded these funds. NCORR will run a Request For Proposal (RFP) once the awards are available to select Regional Service Providers. Providers across the NC BoS CoC will be able to apply for the funds from NCORR at that time.

Since this is new, the overall program is still in the planning phase, and 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.

Teena Willis asked if the application process would overlap with the annual CoC competition. Brian Alexander answered that at this point CoC staff is projecting the annual CoC competition to begin in summer and last through September, so there will likely be some overlap.

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

HUD has initiated the beginning of the FY2023 CoC Program competition:

- CoC Program 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, the NC BoS CoC will distinguish more clearly between the process for New Project Applications and the process for Renewal Project Applications.

- New CoC Applicant Webinar: Wednesday, February 22nd at 10 AM
  - Register here: https://www.ncceh.org/events/1598/
- Renewal CoC Applicant Webinar: Wednesday, March 1st 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 Program funds. The Intent to Apply form will be posted to the NCCEH website.

The 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.

Prospective Grantees

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, 2023. 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. The 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 CoC Ssaff will review and follow up with agencies as needed. Deadline to submit Intent to Renew Form: Tuesday, April 25, 2023 by 6 PM

Renewal Projects: Pre-Competition Scoring and Standards Review – New This Year!

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

- To make the HUD Continuum of Care Program 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 applicants will submit their policies and procedures, a sample lease, a CY22 Annual Performance Report, and a Renewal Project Page Number Detail Form by April 27, 2023 at 6 PM for CoC staff to review. Again, there will be a Renewal Project Webinar on Wednesday, March 1, 2023 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 applicants meeting all programmatic and Housing First 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 applicants not meeting at least one of these Standards 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.

Scorecard Committee

Regional Committees need to choose a Scorecard Committee representative. The Scorecard Committee recommends both new & renewal applicant scorecards for the CoC Program competition. Regional Committees should choose & submit their representatives by February 28, 2023. 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 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

Staff reviewed the importance of a Data Quality Plan:

- System Improvement
  - o 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."

Data quality refers to the reliability and validity of client-level data collected in HMIS. The Data Quality Standards include:

Completeness	Timeliness	Accuracy	Consistency
The degree to which all required data is known and documented. Client Record- the completeness of a person's HMIS record for a given project enrollment Bed Coverage- the completeness of HMIS participation by bed units, with the total number of enrollments divided by the total number of homeless beds.	The length of time that elapses between the participant data collection and HMIS data entry stages.	The degree to which data reflects the best representation of the client's real-world situation and the programs that provide housing and services.	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.

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.

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

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 information.
- 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

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

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 provider 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

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

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)

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

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

Steering Committee members were invited to discuss the draft Data Quality Plan and make 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?

Steering Committee members decided to hold off on a vote until next month to give members time to share the draft Data Quality Plan with their regions and get more feedback.

Upcoming meetings & reminders

- **Weekly HMIS PIT/HIC Office Hours**, Wednesday, February 1, 10:00 – 11:00 A.M.
  - View recording at: https://www.ncceh.org/hmis/news/
- **Weekly HMIS PIT/HIC Office Hours**, Wednesday, February 8, 10:00 – 11:00 A.M.
  - View recording at: https://www.ncceh.org/hmis/news/
- **Lived Expertise Advisory Council Meeting**, Friday, February 10, 12:00 – 1:00 P.M.
  - Presentation: https://zoom.us/j/5799039481?pwd=UFkwNCtLdUszeG94Y2prS0ttRkVmdz09
- **HMIS System Updates**, Tuesday, February 14, 10:30 – 11:30 A.M.
  - Register at: https://www.ncceh.org/events/1585/
- **Monthly HMIS Training: Advanced Corrections using History**, Wednesday, February 15, 10:00 – 11:00 A.M.
  - Register at: https://www.ncceh.org/events/1588/
- **Racial Equity Subcommittee Meeting,** Wednesday, February 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, February 15, 1:00 – 2:00 P.M.

- o Presentation: https://us06web.zoom.us/u/kbKWyZnZ6
- **Coordinated Entry Council Meeting**, Monday, February 20, 10:00 – 11:30 A.M.
  - o Presentation: https://www.gotomeet.me/NCEndHomelessness
    Access Code: 975-793-733
- **Lead Safe Housing Rule Webinar For Shelters**, Tuesday, February 21, 10:30 A.M. – 11:30 A.M.
  - o Register here: https://www.ncceh.org/events/1600/
- **New HUD CoC Project Application Webinar**, Wednesday, February 22, 10:00 – 11:30 A.M.
  - o Register here: https://www.ncceh.org/events/1598/
- **Funding and Performance Subcommittee**, Thursday, February 23, 11:00 A.M. – 12:00 P.M.
  - o Presentation: https://meet.google.com/dep-rjxz-kze
    Or dial: (US) +1 442-272-1109 PIN: 883 218 555#
- **Lead Safe Housing Rule Webinar For Housing Programs,** Tuesday, February 28, 10:30 A.M. – 11:30 A.M.
  - o Register here: https://www.ncceh.org/events/1601/

Next Steering Committee meeting
Tuesday, March 7, 2023, at 10:30 AM