HMIS@NCCEH Advisory Board Meeting
Minutes

Monday, March 27, 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

<table>
<tr><td rowspan="5">ONE</td><td>Chair: Lloyd Schmeidler</td></tr>
<tr><td>Lloyd called the meeting to order at 1:02 PM and welcomed everyone to the virtual meeting.</td></tr>
<tr><td>Members present: Lloyd Schmeidler (Chair, Durham, City of Durham CDD), Brian Alexander (Secretary, NC BoS, NCCEH), Colin Davis (Durham, City of Durham CDD), Andrea Carey (Data Center), Debra Vestal (at large, IFC), Lola Johnson (at large, Urban Ministries of Durham), Heather Mountz (Proxy for Donna Biederman, At large, Duke U School of Nursing), Kristen McAlhaney (At large, UCCS), Jenny Simmons (NC BoS, NCCEH)</td></tr>
<tr><td>Members absent: Rachel Waltz (Vice-Chair, Orange, Orange County Hsg Dept.), Kat Weis (Orange, Orange County Hsg Dept.), K'leigh Mayer (At large, NC 2-1-1), Mike Fliss (At large, UNC-Chapel Hill), Bettie Teasley (At large, NCHFA)</td></tr>
<tr><td>Others present: Adriana Diaz (NCCEH)</td></tr>
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APPROVAL OF MINUTES

<table>
<tr><td rowspan="4">TWO</td><td colspan="2">Presenter: Brian Alexander</td></tr>
<tr><td>Goal: ☒ Share Info   ☒Obtain Input   ☒ Make Decisions</td><td>Formal Approval Needed?
☒ Yes   ☐ No</td></tr>
<tr><td colspan="2">Brian presented the minutes of the January 30, 2023, Advisory Board meeting. As the HMIS@NCCEH Advisory Board did not meet quorum for this meeting, a vote to approve the minutes was tabled for the next meeting.</td></tr>
<tr><td colspan="2">Supporting Material:
• Draft January 30, 2023, minutes emailed and posted to NCCEH.org prior to the meeting.</td></tr>
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MEMBER INTRODUCTIONS

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<tr><td rowspan="3">THREE</td><td colspan="2">Presenter: Lloyd Schmeidler</td></tr>
<tr><td>Goal: ☒ Share Info   ☒Obtain Input   ☒ Make Decisions</td><td>Formal Approval Needed?
☒ Yes   ☐ No</td></tr>
<tr><td colspan="2">HMIS@NCCEH Advisory Board Members provided introductions of themselves, sharing their name, agency, job title, how HMIS@NCCEH relates to their work, and their earliest memory of teamwork.</td></tr>
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	Supporting Material:
	• HMIS@NCCEH Advisory Board Member Roster

HMIS@NCCEH UPDATE

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. We have services contracted through ICA for System Admin and Helpdesk support through June 2023. We are posting the job descriptions for two new staff to fill those roles this week and hope to finalize hiring by early/mid-May.

HMIS at a glance:
• Durham: 90 licenses, 80 in use
• NC Balance of State: 251 licenses, 248 in use
• Orange: 28 licenses, 24 in use

Between February-March, our implementation added 1 new Agency, 5 new projects, and 26 new users. There are 14 new users currently training.

HMIS@NCCEH Implementation updates:
• Configuration Subcommittee
    o On hiatus for February and March while Nicole Purdy is on parental leave.
    o ShelterPoint data entry modified to match the new LMS Training modules, prevent Enter Data As errors, and better prepare users for potential corrections that use ClientPoint.
    o An answer is forced for Current Living Situation for all the required fields, according to HUD's Data Standards. Users now see an asterisk for End Date, Information Date, and Living Situation Verified by.

Helpdesk Performance for last month:

Metric	Performance Range		Current Performance
	Worst Case	**Best Case**	
Customer Satisfaction	90%	100%	90.7%
Average speed of initial reply	8 hours (business)	1 hour (business)	132 min
Average speed of initial reply for new user	16 hours (business)	1 hour (business)	69 min
Median speed of time to resolution	7 days (business)	1 hour (business)	2.6 hrs
ZenGuide visits per month	100 (30% users)	320 (~92% users)	492 views (519 during Feb)

FOUR

- Data Quality Plan
  - Passed by all three CoCs. More details in the goals update section.

- Point-In-Time and Housing Inventory Counts:
  - Process for Sheltered and Permanent Housing HMIS projects:
    - Agencies that participate in HMIS followed 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.
      For *ES and TH Projec*ts must: Submit complete and accurate D007 - 0630a Sheltered PIT Report by February 1st. 75% of projects complete; 25% need final review and aggregation by Data Center.
    - For *RRH, PSH, and OPH Projects* must: Submit complete and accurate D006 - 0628 HIC Supplement Report by February 1st. 90% of projects are complete; just 10% need final review and aggregation by Data Center.
  - There are 340 NC BoS CoC projects (134 HMIS, 206 non-HMIS), 46 Durham projects, and 21 Orange projects being tracked by the Data Center for the PIT/HIC.
  - Additionally, the process was fairly well received by agencies and their users. Most appreciated the training support and the chance to correct data before submitting to Data Center review.

Research and Data in use:
- Vaccine Linkage with NC DHHS:
  - Continues monthly, however, we are expecting dramatically less reliable data in May once the official national emergency ends.

- 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)
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  - Master Consortium Agreement has been signed and submitted. Tim and Andrea at the Data Center have sent data exports for privacy-preserving record linkage. We hope to get feedback this week or next. The front door for requests is technically open but cannot be implemented as Data Partners get the infrastructure set up. CDC support ends June 30, 2023. A small sub-committee is brainstorming funding ideas, which will be more feasible once we do our first linkage output/case study! More timeline details to come soon!

- Statewide Data Reporting:
  - Technical representatives from NC HMIS Governance Committee, Wake CoC, and Charlotte/Mecklenburg CoC met to finalize HUD TA for statewide data warehousing collaboration. That request has been submitted, and HUD says we should hear back within two weeks.
  - For now, monthly meetings are in the books and held for data related topics. Next up, how to better coordinate HMIS Verification of Homeless History and Chronic Homeless Status. Other CoCs believe they need to modify their Privacy Notice to proceed, and NCCEH will help support!

HMIS@NCCEH GOALS UPDATE

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<tr><td rowspan="11" style="text-align:center">FIVE</td><td colspan="2">Presenter: Lloyd Schmeidler</td></tr>
<tr><td>Goal: ☒ Share Info ☒ Obtain Input ☐ Make Decisions</td><td>Formal Approval Needed?
☐ Yes ☒ No</td></tr>
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Advisory Board members shared the following updates on the FY2022-2023 HMIS@NCCEH Strategic Goals:

Goal 1: Data Quality Plan
- A framework for an implementation-wide Data Quality Plan has been passed by CoC's with slight modifications.
- Data Standards include all project types and monitoring/reporting will occur 3 times a year.

Data for submission	Submission Deadline
• October 22 – May 23	• June 30, 2023*
• October 22 – September 23	• October 30, 2023
• October 23 – January 24	• March 1, 2024
• October 23 – May 24	• June 30, 2024

An annual review time period should be established. NC Balance of State CoC wants to re-review the initial beta launch after CoC NOFO season ends in October-ish.

Review of changes for this plan versus previous practices can be viewed here.
- 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)
- 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, and/or agency staff to monitor data quality according to our standards.
  - Since Data Quality Plans must be approved by the CoCs, then 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.

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	Goal 2: HMIS Implementation Evaluation and Improvement
	- In the process of scheduling a follow-up meeting for the Evaluation Subcommittee in April. - When the Evaluation Subcommittee last met, the group decided to scale back and focus on what is HUD required. - Planning to wrap up the HMIS Lead Monitoring Tool sheet at the next subcommittee meeting. FY22-23 Goal 3: End-User and Community Improvements - Implementing Learning Management Software: - 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, PATH-funded programs, and VA-Funded programs are complete. HOPWA trainings were unfortunately unable to be included in this year's launch – Data Center staff will continue individualized training for that program. - Data Center cannot proceed with 4th bullet point of goals due to a 'full' reporting universe in BusinessObjects. The timeline on the fix is TBD. - Ongoing Education and Training: - ZenGuide Knowledge Base has 72 articles published and views at approximately 95% of users when de-duplicated. Our staff are also linking articles in 28% of tickets to help familiarize users with this resource. - The all-CoC System Updates meeting is every 2nd Tuesday at 10:30 AM. This month's training will review PIT/HIC report progress and review Agency Admins for new user process. In 2022, attendance was good: - At the March System Updates meeting, polls on the PIT/HIC process had 80-90% satisfaction with Data Center support. Plus, some great constructive feedback! - 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 training was on how to structure ongoing data quality monitoring for agencies, and April's will be on the tricky elements Current Living Situation and Date of Engagement.
	Supporting Materials: [2022-2023 HMIS@NCCEH Strategic Goals](#)

HMIS@NCCEH ADVISORY BOARD MEMBERSHIP REVIEW

SIX	**Presenter:** Lloyd Schmeidler
	Goal: ☒ Share Info ☒ Obtain Input ☐ Make Decisions **Formal Approval Needed?** ☐ Yes ☒ No
	Lloyd provided an overview of HMIS@NCCEH Governance Charter's membership policy. The Durham, Orange, and NC Balance of State CoCs are on track to appoint its two designated representatives for FY2023-24. Members discussed the appointment of non-designated members. The Advisory Board decided that NC2-1-1 is not relevant to the current work of HMIS@NCCEH and will not have a representative from the agency. Andrea Carey suggested inviting NC DHHS Data Office

Director Hayley Young to join. Members agreed to continue having people from the UNC and Duke Hospital systems as non-designated members.

Consensus was made on continuing membership for the following organizations:
- Department of Health and Human Services
- Duke University School of Durham
- Durham VA Medical Center
- UNC Chapel Hill
- NC Housing Finance Agency

Brian suggested inviting an employee of the NC Office of Resiliency and Recovery (NCORR) in replacement of NC 2-1-1 due to the partnership between NCORR and the NC BoS CoC due to the Special NOFO awards.

Andrea suggested adding people with lived expertise to the Advisory Board.

The Executive Committee is in charge of reaching out to current non-designed members to inquire about continuing membership. Chair Lloyd will do that on behalf of the Executive Committee.

There being no other business, the meeting adjourned at 2:30 P.M.

Respectfully submitted,
Brian Alexander, Secretary with staff support from Adriana Diaz

Next Executive Committee Meeting: Monday, April 24, 2023, from 1-2 PM

Next Full HMIS Advisory Board Meeting: Rescheduled from last Monday of the month to third Monday due to Memorial Day Holiday - Monday, May 22, 2023, from 1-3 PM