



# North Carolina Balance of State Continuum of Care

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## NC Balance of State CoC Funding and Performance Subcommittee Meeting Minutes 9.28.23

**Members Present:** Bonnie Harper, Lynne James, Melanie York, Melissa Hewitt, Melissa McKeown, Sarah Lancaster

**NCCEH Staff Present:** Andrea Carey, Brian Alexander, Jenny Simmons

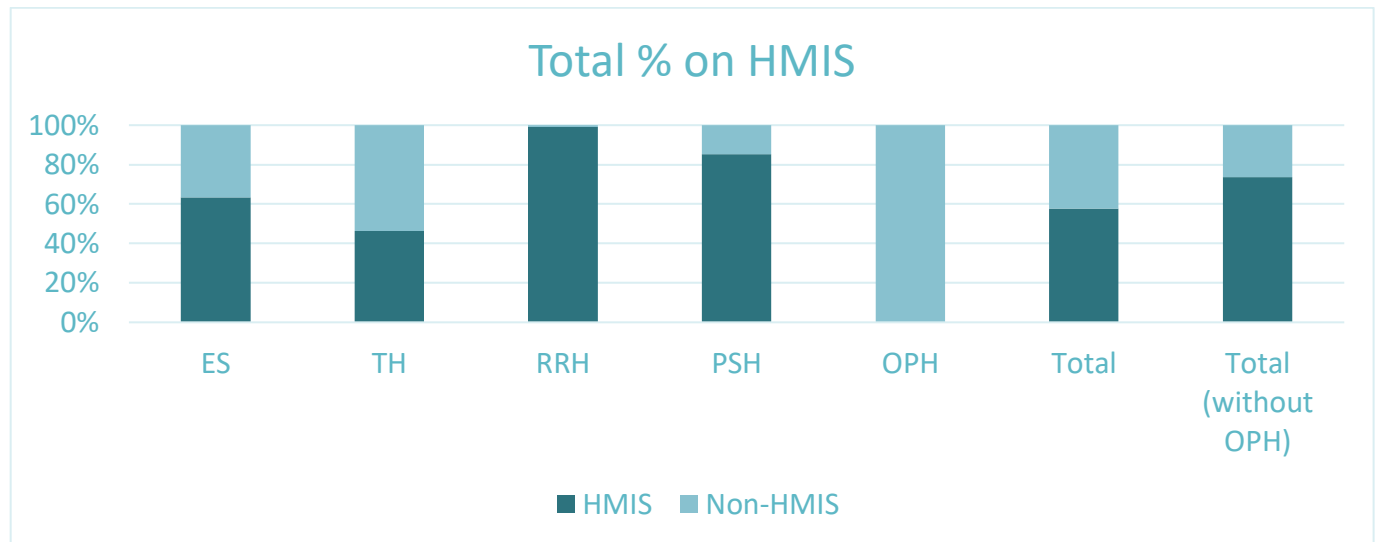
### Minutes:

- **Welcome**

- Brian welcomed members of the subcommittee and highlighted the meeting agenda to focus on the HMIS recruitment process and System Performance Measures

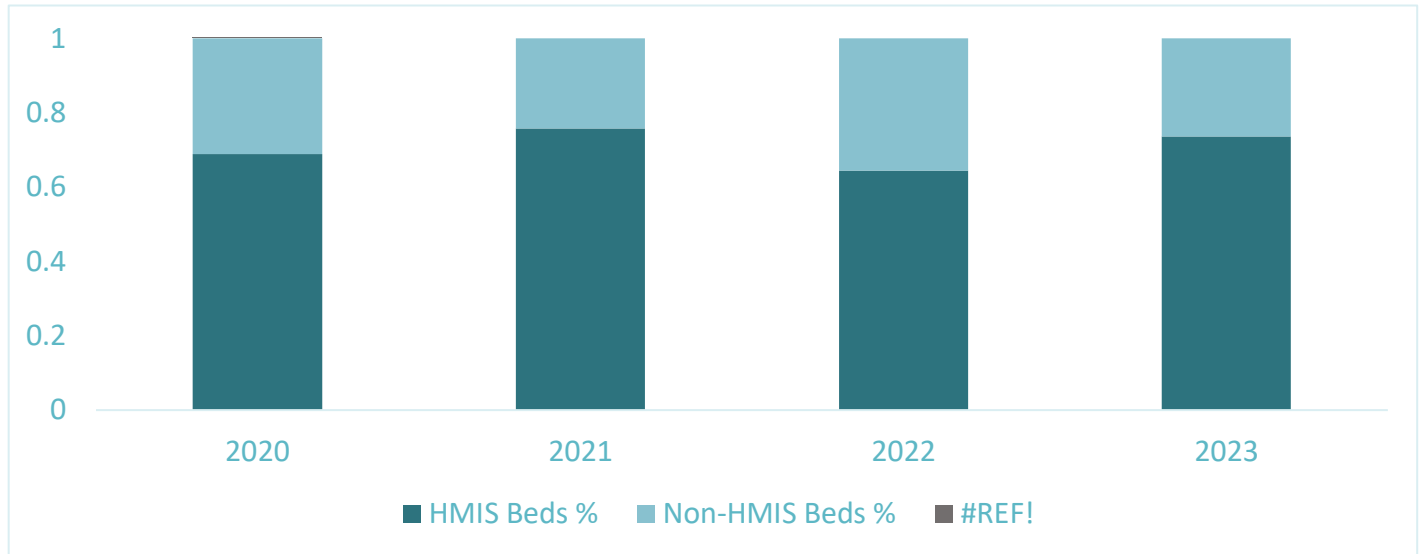
- **Increasing HMIS Participation**

- HUD sets a benchmark of 85% for a CoC's HMIS bed coverage based on the Housing Inventory Count. This is information that we as a CoC must submit each year to HUD in our CoC Application. CoCs get points on the application for achieving 85% bed coverage in HMIS.



- This slide shows our HMIS bed coverage based on the 2023 Housing Inventory Count broken down by project type. This chart removes victim service providers since they cannot use HMIS. In the chart, the darker blueish/green represents beds in HMIS; and the lighter blue represents beds not in HMIS but could be. For Emergency Shelters, we had 63% of the beds in the Housing Inventory Count in HMIS; for transitional housing, we had 46% of the beds in HMIS; for Rapid Rehousing we had 99% of the beds in HMIS; for PSH we had 85% of the beds in HMIS; in the Other Permanent Housing category, there were no beds in HMIS. The total beds in HMIS across all projects was 58% and if you take other permanent housing beds out of the mix, the total was 74%. Overall, we're below HUD's 85% benchmark. We are above 85% for RRH and we're at 85% for PSH. There is much

room for improvement with ES and TH projects in our CoC.



- This chart shows our HMIS Bed Coverage changes since 2020 across the CoC. Again, the darker blueish/green represents beds in HMIS, the light blue represents beds not in HMIS but could be. Starting with the baseline in 2020 59% of the beds from all project types were in HMIS. There was a 7% increase in 2021 to 67%, an 11% decrease in 2022 to 58%; and a 9% increase in 2023 to 64%. This means that our CoC has not achieved the 85% benchmark set by HUD in any of these years.
- The Funding and Performance Subcommittee has traditionally set HMIS bed coverage goals for ES beds and TH beds each year.
  - Goal 1 is that our CoC will increase HMIS emergency shelter bed coverage to \_\_\_ % by December 31, 2024. This goal over the past few years has been 75%, so not the 85% HUD benchmark, but something FPS has felt was more attainable at 75%. What do you all think should be the goal for 2024?
  - Goal 2 is that our CoC will increase HMIS transitional housing bed coverage to \_\_\_% by December 31, 2024. This goal has been 45% over the past few years and we achieved 45% in 2023. What do you all think should be the goal for 2024?
  - Members asked to come back to the goals once staff described the process the CoC would undertake to increase HMIS bed coverage.
- **Roles and Responsibilities:** The primary local responsibilities will be held by each region's Regional Lead Alternate. They will be responsible for developing and facilitating local, regional plans to engage and recruit non-HMIS participating programs to use HMIS. As Funding and Performance Subcommittee members, you will be assigned regional lead alternates to provide resources and support. As NCCEH staff, we will provide support in one-on-one meetings that are arranged by the Regional Lead Alternates with non-HMIS agencies encouraging them to participate in HMIS.
  - Regional Lead Alternates will develop and facilitate local plans to engage and recruit agencies not currently participating in HMIS to actually use HMIS. They will do this by forming regional subcommittees to develop and carry out an action plan. Those plans will prioritize agencies or programs to recruit for HMIS, primarily focusing on the largest emergency shelters and transitional housing programs, first, meaning ones that have a large number of beds. They also should prioritize agencies participating in coordinated entry as they are most likely to see the benefit of participating in HMIS; and then finally they should

prioritize agencies that used to use HMIS but need some encouragement to return. The Regional Lead Alternates will train their subcommittee members and other stakeholders that make sense for engagement on how to recruit agencies. The Regional Lead Alternates should assign subcommittee members or the other stakeholders that have relationships with those agencies to outreach and engage the prioritized agencies. Recruitment committees will evaluate the progress they make and update their local plan as needed and they will report information on their progress to FPS monthly via a Smartsheet report.

- The monthly report should include:
  - 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 staff 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
- FPS members along with NCCEH staff will provide assistance and resources to support Regional Lead Alternates in their work to increase HMIS bed coverage.
  - As FPS members, you will work with your assigned Regional Lead Alternate. You will provide them with resources for recruitment and you will review their monthly progress and recommend plans be adjusted as needed.
- NCCEH staff are assigned to Regional Committees and will provide support by joining recruitment meetings or calls that Regional Leads or their subcommittee members set up to offer support.
- **FPS Member Regional Assignments/NCCEH staff Regional Assignments:**
  - Region 1: Gretta Worley/Laurel Benfield
  - Region 2: Sarah Lancaster/Jenny Simmons
  - Region 3: Bonnie Harper/Ashley Von Hatten
  - Region 4: Lori Watts/Debra Susie
  - Region 5: Melissa McKeown/Jenny Simmons
  - Region 6: Melanie York/Allie Card
  - Region 7: Natasha Elliott/Laurel Benfield
  - Region 8: Jenny Simmons/Jenny Simmons
  - Region 9: Trishonda Roberson/Allie Card
  - Region 10: Melissa Hewitt/Ashley Von Hatten
  - Region 11: Talaika Williams/Debra Susie
  - Region 12: Lynne James/Ashley Von Hatten
  - Region 13: Amy Modlin/Allie Card
- **Resources:** We will hold an orientation webinar for Regional Lead Alternates on February 8<sup>th</sup>, 2024 from 11 AM until 12 PM. We'll review the goals we just set and the process they will take to recruit agencies to join HMIS. We'll review their essential roles

and responsibilities as well as FPS members and NCCEH staff responsibilities. We'll send them their regional 2023 Housing Inventory Count spreadsheets, highlighting projects not currently participating in HMIS. We'll provide sample scripts and guides. An email will be sent out that has the latest versions of the sample scripts and guides. We ask that you all review those and return them to Jenny ([jenny.simmons@ncceh.org](mailto:jenny.simmons@ncceh.org)) with any feedback by October 12th.

- **Timeline:**
  - Review HMIS Recruitment Plan, sample scripts, and guide
    - Feedback due to Jenny October 12th by 5PM
  - Finalize recommendation of HMIS Recruitment Plan
    - October 26th at FPS meeting
  - Propose recommendation of HMIS Recruitment Plan to Steering Committee
    - November/December 2023
  - HMIS Participation Training for Regional Lead Alternates
    - February 8, 2024 from 11 AM – 12 NOON
  - Resources posted to NCCEH website
    - February 9, 2024
  - Form regional recruitment committees
    - March 2024
  - Develop regional recruitment plan
    - April 1, 2024
  - Begin outreach and engagement
    - April 15, 2024
  - First monthly report due
    - May 15, 2024
  - Subsequent monthly reports due
    - 15th of the following month
- **Next Steps:**
  - Review and provide feedback of resources to Jenny by October 12th by 5 PM
    - HMIS Participation Plan discussed today
    - Review Scripts
    - Review Guide

### **System Performance Measures**

Andrea Carey introduced the seven System Performance Measures with the FPS. Due to the remaining time in our meeting, staff will provide the full scope of SPMs at the next meeting in October 2023.

### **FPS Meeting Schedule**

- **Next FPS meeting: October 26, 2023 at 11 AM**
  - Finalize HMIS Recruitment Plan
  - Finalize Resources
    - Sample Script
    - Guide
  - Make a recommendation of the plan to the Steering Committee in November/December 2023
  - Review FY22 System Performance Measures
- **PROPOSAL: CY2024 – move FPS meetings to the 3<sup>rd</sup> Thursday of the month at 11 AM.**