North Carolina
Balance of State Continuum of Care

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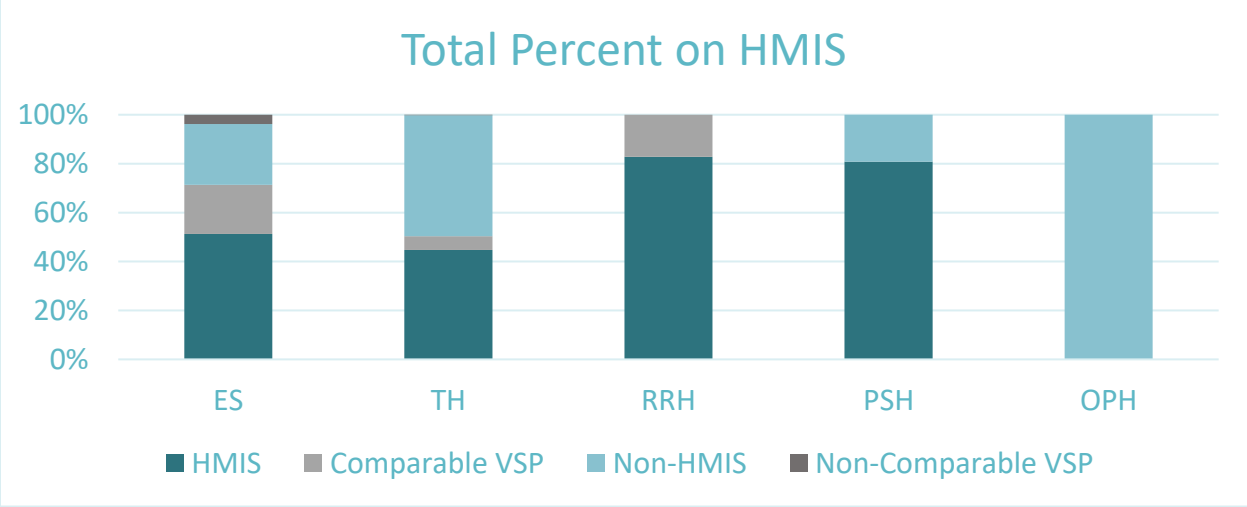
Increasing HMIS Bed Coverage in CY2025

Overview

Data and evaluation drive change. Through evaluation, the NC Balance of State CoC can better understand the quality of its services, adjusting programs as necessary to become more efficient, better able to meet the needs of people presenting for services, and more effective at ending homelessness. However, poor data quality and/or coverage can make evaluating services difficult and paint a limited picture of the scope of the CoC's work and success.

The NC Balance of State CoC has excellent data quality in its Homeless Management Information System, but struggles with comprehensive HMIS program coverage, leaving a significant gap in the picture of homelessness across the Continuum of Care. In the 2024 Housing Inventory Count, 1,276 beds in shelters, transitional housing, rapid rehousing, and permanent supportive housing programs were not using HMIS but could. While our permanent housing programs have high bed coverage in our HMIS (81% in Permanent Supportive Housing and 100% in Rapid Rehousing), the CoC has low bed coverage rates for emergency shelters and transitional housing programs (71% and 50% respectively, excluding victim service providers, which are prohibited from entering data into an HMIS). See chart below.



After reviewing HMIS bed coverage rates for different project types, the Funding and Performance Subcommittee set a goal to achieve the US Department of Housing and Urban Development's HMIS bed coverage benchmark of 85%.

- The NC BoS CoC will recruit at least 5 of the largest emergency shelter, transitional housing, permanent housing projects to join HMIS by December 31, 2025.

This goal was presented to the Steering Committee in November 2024. The remainder of this document lays out the procedures the Funding and Performance Subcommittee believes will help the CoC achieve greater HMIS bed coverage rates.

Engagement and Oversight

NC BoS CoC staff, in partnership with the 13 Regional Lead Alternates (RLA) and other Regional Committee members as needed, will develop and facilitate local plans to engage and recruit new agencies/programs to use HMIS.

CoC staff and RLAs will review the most recent Housing Inventory Count, rank order non-participating projects in order of total number of beds, identify the largest projects in each region to target for HMIS participation.

Staff and RLAs will also consider:

- Agencies already engaged and participating locally in regional meetings and coordinated entry
- Agencies with programs that previously used HMIS

Staff and RLAs will share plans with Regional Committees to gather feedback. Regional Committee members who have good relationships with the programs targeted for engagement and already use HMIS will be asked to provide an initial introduction/attend meetings, as needed.

Staff and RLAs will use resources provided by the CoC for recruitment. Resources include the 2024 Housing Inventory Count, a New Agency Guide, and a Sample Script.

Staff and RLAs will regularly evaluate their progress and update the local plan, as needed. CoC staff will submit progress reports to the Funding and Performance Subcommittee triannually (May 10th, September 10th, and January 10th) using a Smartsheet form at this link. These reports will 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
  - Invited to Regional Committee meetings
  - Ready to join HMIS and needs materials to get started
  - Interested in additional information and need to schedule time with Data Center member 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

NCCEH will provide an orientation session to CoC staff in Fall 2024. CoC staff will engage with their Regional Lead Alternates in January 2025, to provide an overview of goals, essential roles and responsibilities, and next steps. The FPS will review progress using data culled from

regional monthly reports and Data Center information, evaluating progress and adjusting the CoC's engagement plan as necessary.

Resources

The Funding and Performance Subcommittee has identified several resources it believes regions will need to adequately engage and recruit new agencies/programs to join HMIS. To support HMIS recruitment efforts.

- An initial orientation webinar will be held by and for NCCEH staff in Fall 2024.
- 2024 Housing Inventory Count by region, showing all known non-HMIS participating emergency shelter, transitional housing, and permanent supportive housing programs in the region, the number and types of beds, and contact information
- Sample scripts for use by recruiters to guide the conversation with potential agencies/programs
- A New Agency Guide that identifies responsibilities, steps to join HMIS, and answers to potential questions

Timeline

Recruitment planning should begin in January 2024 and engagement should begin in February 2025.

Activity	Timeline
Training for NCCEH staff	Upon Steering Committee Approval of Plan – Fall/Winter 2024
Resources posted to NCCEH website	January 1, 2025
NCCEH engage Regional Lead Alternates & Develop Regional HMIS Recruitment Plan	January 2025
NCCEH & RLAs & others, as needed: Begin outreach & engagement	February 2025
NCCEH & Data Center Reports due to FPS	May 10th; September 10th; January 10th