HMIS@NCCEH Advisory Board Meeting Agenda

Monday, May 19, 2025, 1 PM – 3 PM
HMIS@NCCEH Advisory Board Meeting

WELCOME

<table>
<tr><td rowspan="2">ONE</td><td>Presenter: Colin Davis</td><td>Estimated Time: 5 min</td></tr>
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Colin began the meeting at 1:05 PM.

Members Present: Colin Davis (Chair, Durham, City of Durham CDD), Anthony Henderson (Durham, City of Durham CDD), Jenny Simmons (NC BoS, NCCEH), Andrea Carey (HMIS Lead Agency, NCCEH), Jessica Aldavé (Secretary, Inter-Faith Council for Social Services, Orange CoC), Erin Gaskin (Partners Behavioral Health, NC BoS At large), Danielle DeCaprio (Orange County CoC), Katelin Christiana (at large, Orange County Housing Department), Bettie Teasley (at large, NC Housing Finance Agency) Nicole Wilson (at large, Durham VAMC), Dr Mike Fliss (at large member, UNC/DHHS Injury and Violence Prevention), Shanise "Kielana" Ham (at large, The REACH Center), Heather Mountz (at large member, Duke School of Nursing)

Others present: Dashia Shanks (NCCEH Project Specialist), Elliot Rhodes (NCCEH Project Specialist), Teresa Robinson (NCCEH Project Specialist), Mia Phillips (NCCEH Project Specialist), Mira Sanderson (NCCEH)

Absent: Lola Johnson (at large, Urban Ministries)
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APPROVAL OF MINUTES

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<tr><td rowspan="3">TWO</td><td colspan="2">Presenter: Colin Davis</td><td>Estimated Time: 5 minutes</td></tr>
<tr><td colspan="2">Goal: ☒ Share Info ☒ Obtain Input ☒ Make Decisions</td><td>Formal Approval Needed?
☒ Yes ☐ No</td></tr>
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The Advisory Board reviewed the January and March meeting minutes.

Bettie motioned to approve the January minutes, and Jenny seconded the motion. The motion carried unanimously, and the January minutes were approved.

Regarding the March minutes, Anthony noted a correction in Section 5, clarifying that Strategic Goal #5 should state: "The Evaluation Subcommittee will begin meeting in May to determine the process and tool to be used for the Lead HMIS evaluation in July."

Jenny also suggested revising the phrasing "Colin will begin the meeting" to "Colin began the meeting."

Colin then requested a motion to approve the corrected March minutes. Andrea motioned, Anthony seconded, and the motion carried unanimously
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DASHBOARD ACCESS DISCUSSION

THREE	**Presenter:** Andrea Carey	**Estimated Time:** 45 minutes
	Goal: ☒ Share Info ☒ Obtain Input ☐ Make Decisions	**Formal Approval Needed?** ☐ Yes ☒ No

The dashboard tool can be launched to whichever community or audience we believe is most appropriate, and we have the flexibility to do so in deliberate, strategic ways. Andrea emphasized the importance of carefully considering how and to whom the dashboard is rolled out. Potential audiences include the CoC Governance Board, CoC management committees, HMIS users, and potentially the broader public. Andrea also stressed the importance of maintaining transparency at both the local and state levels and posed the question: How can we be responsive to this need? She encouraged the group to consider what role the new dashboards could play in advancing transparency. Andrea highlighted that information shared through the dashboard can be either static or dynamic and noted that public access does not necessarily need to include filtering or customization options.

Andrea then shared her screen to display the Community Snapshot Dashboard for NC-502, NC-503, and NC-513.

Bettie Teasley raised two points. First, she commented on the simplicity of the dashboard and inquired about the inclusion of child-only households. Andrea explained that this is a component still in development, with Elliot Rhodes tracking potential updates. She added that HUD places importance on data involving children, yet there is currently limited insight into child-only households experiencing homelessness. Bettie recommended that even if the number is zero, it would be helpful for the category title to appear to avoid confusion. She also suggested that household composition be shown more clearly, indicating how many individuals make up each household, and asked whether there was an easier way to view sheltered versus unsheltered data. Andrea responded that, unfortunately, there is not. She noted the complexity of unsheltered counts: while all individuals in Street Outreach (SO) are unsheltered, not everyone in Coordinated Entry (CE) or Emergency Shelter (ES) is.

Mike proposed the concept of including a metric like "ever unsheltered" to help track those experiences more clearly. Andrea then brought the group back to the original question—how much public access should be granted and to whom. Mike commented that when sharing screenshots, labels are not always intuitive; for instance, "502" is used without clarifying it refers to Durham. He recommended tailoring the level of detail to the audience's familiarity with the data—using broader labels for general audiences and more technical language for internal users. He also suggested a soft launch to a smaller group for initial feedback before a full public release.

Anthony reminded Andrea of Bettie's earlier comment about displaying "0" for child households and added his concern about the limited representation of child households when comparing across the three CoCs. While Durham reports no child-only households and few children in households, McKinney-Vento shows a higher number. He stressed the importance of including a disclaimer to provide context and prevent misinterpretation that could impact coordinated efforts.

Andrea agreed and noted that household types can be confusing. She emphasized the need to avoid presenting contradictory data and suggested that the dashboard could also support racial equity (RE) analysis.

Bettie appreciated the recognizable categories and recommended adding a "remainder" category for households that do not fit into the three primary types. She also noted that the crutch icon might be misleading, as chronic homelessness is not synonymous with chronic illness.

Kielana requested to view the different programs and expressed confusion about why Durham's dashboard only displayed CE data. Andrea clarified that a filter for CE had been applied during the demonstration.

Andrea concluded the discussion by stating that while there is a wealth of information available, it is critical to focus on simplifying the metrics and being intentional about when and how filters are used. She cautioned against sharing the dashboard too widely or too quickly without careful consideration.

Anthony added that many points raised during the discussion sound like they should be addressed through disclaimers. He proposed developing a plan for preparing these disclaimers in advance of a soft release, to help audiences interpret the data appropriately.

Elliot noted the importance of contextualizing the information and referred back to an earlier point about project types. He mentioned the Cicero bill and raised the idea of using narrative framing to guide how the dashboard might promote housing-first policies or serve as a counterpoint to carceral approaches.

Jenny suggested that the CoC's Funding and Performance or Performance Measurement Committees' population could be a good initial audience for a soft launch, given their higher data literacy. Andrea followed up by asking whether existing performance data committees in the other CoCs would also be appropriate for an internal first-round review. Colin agreed and said he would likely share the dashboard with both of Durham's funding subcommittees, as each brings a different lens. Danielle concurred and confirmed that their Performance Measurement Committee would also be a good fit.

In summary, the Advisory Board agreed that the dashboard should focus on simple, meaningful metrics to highlight the value of the homeless response system. They emphasized the importance of careful framing, clear disclaimers, and intentional rollout, while continuing to explore the dashboard's full potential at the advisory level.

Supporting Materials:
https://public.tableau.com/app/profile/gaither.stephens3473/viz/00065-NCCEH_NC-502-CSD/Dashboard
https://public.tableau.com/app/profile/gaither.stephens3473/viz/00065-NCCEH_NC-503-CSD/Dashboard
https://public.tableau.com/app/profile/gaither.stephens3473/viz/00065-NCCEH_NC-513-CSD/Dashboard

STRATEGIC GOALS UPDATES

	Presenter: Colin Davis/Andrea Carey	**Estimated Time:** 5 minutes
FOUR	**Goal:** ☒ Share Info ☒ Obtain Input ☐ Make Decisions	**Formal Approval Needed?** ☐ Yes ☒ No

	Colin and Andrea led the discussion of each strategic goal
	
	Goal #1: Strategic Planning on Finances
	   - No updates were provided.
	
	Goal #2: HMIS Implementation Evaluation and Improvement
	   - Use data to evaluate the HMIS Lead and the implementation per HUD guidance and the HMIS@NCCEH Governance Charter and policies and procedures
	
	Anthony shared that the committee met on May 22 and outlined a plan to hold three additional meetings. This extended timeline is necessary because we are three separate CoCs, each evaluating our respective agencies. We want to ensure we are aligned and starting from the same foundation. Each CoC has been tasked with reviewing its Governance Charter, MOUs, and contracts with the Lead Agency. This includes identifying and addressing any necessary updates or clarifications. Additionally, we aim to develop a tool that will effectively evaluate each CoC based on both individual and collective efforts. We are also reviewing the current Performance Evaluation (PE) tool to determine if any updates or additions are needed for this year's assessment. Formal evaluations are scheduled to begin in July.
	
	Anthony also emphasized to the Advisory Board that the previous evaluation was the first of its kind. He noted that HUD encourages us not to treat the evaluation as a one-time annual activity, but rather to approach it as part of an ongoing monitoring process.
	
	Goal #3: End-User and Community Improvements
	   - Updates were provided in the Data Center Updates section.	

	Supporting Materials: None.	

DATA CENTER UPDATES

	Presenter: Andrea Carey and Dashia Shanks	**Estimated Time:** 15 minutes
FIVE	**Goal:** ☒ Share Info ☒ Obtain Input ☐ Make Decisions	**Formal Approval Needed?** ☐ Yes ☒ No

	HMIS At a Glance
	   - **Durham:** 104 licenses, 96 in use
	   - **Balance of State:** 291 licenses, 269 in use
	   - **Orange:** 26 licenses, 23 in use
	   - **New Users in Training:** 28 active, avg time in training 45 days
	
	HMIS Implementation Updates	

Monthly Helpdesk Metrics:

Metric	Performance Range		March Performance	April Performance
	Worst Case	Best Case		
Customer Satisfaction	90%	100%	98.0%	94.7%
Average speed of initial reply	8 hours (business)	1 hour (business)	9.6 hrs	19 hrs
Average speed of initial reply for new user	16 hours (business)	1 hour (business)	7.65 hrs	20 hrs
Median speed of time to resolution	7 days (business)	1 hour (business)	-	-
ZenGuide visits per month	100 (30% users)	320 (~92% users)	-	-

- Report dashboard changes to ZenDesk have temporarily disabled our median resolution and ZenGuide visit metrics

Statewide HMIS Collaboration:

Background and Context:
- Statewide organizations have wanted better information for understanding the entire population experiencing homelessness in NC. This has never been developed from de-duplicated HMIS data (since 2015).
    o There are 4 separate implementations due to significant differences in Privacy Practices, Policies for research and evaluation, and Governance
- January of 2023, Charlotte/Mecklenburg initiated monthly meeting of HMIS delegates to discuss statewide collaboration
    o January 2024, HUD TA was assigned to support a process to develop a Statewide Data Warehouse
    o January 2025, first draft of Request for Information (RFI) released to CoCs
    o March 2025, we have a final Request for Information (RFI)
    o RFI submissions due by end of May
- Questions for the Advisory Board to consider as we get closer to contracting

Fiscal Entity	Fiscal Entity
Oversight Committee	Question: Will the CoCs vote to give this board authority to make decisions or will each decision go back to the CoCs?
Oversight Committee	Question: Composition of Oversight Committee
Participation agreement	Will there be a participation agreement for the implementations and/or CoCs? If so, what will it entail?
Warehouse Access	Question: Does there need to be a trusted 3rd party entity that manages the warehouse (a specific staff person and/or entity)? Concept: rather than a superuser from one or more implementations, there is a person/entity outside of that structure who holds the admin responsibilities/roles.

Federal Reporting
- System Performance Measures
    o All CoCs submitted FY24 before the deadline
    o Last minute calculation changes by WellSky to Street Outreach performance occurred the week before the deadline
- Point in Time and Housing Inventory Count:

o Deadline is June 13th and HDX is open!
o Durham and Orange have had successful uploads to test (working on BoS's first upload)
o CoC Leads are asked to contribute to the Methodology and Notes sections of both PIT and HIC

Other Local Reporting
WNC YHP
- Elliot & Andrea are in ongoing meetings with Partners for Impact about WNC Youth Homelessness Partnership. This partnership includes NCCEH Regions 1, 2, 3 and the Gaston-Lincoln-Cleveland CoC. Partners for Impact is requesting data on youth homelessness in the three NCCEH regions.

YHSI Data Cohort & Workgroup
- Central Pines was awarded a YHSI grant for Durham, Orange, Wake and Chatham counties, and is holding monthly Data Workgroup sessions for local project staff alongside monthly Data Cohort sessions facilitated by YHSI TA, which are trainings for national YHSI grantees. The Data Workgroup sessions are intended for information sharing and updates from local partners. Elliot and Dashia are attending.

United Way of Chatham
- United Way of Chatham is working on a data dashboard to inform local housing work between HMIS participating agencies, local schools, and Chatham DSS, Housing Department and Housing Authority. Elliot and Andrea are meeting with United Way to discuss development of custom HMIS report to streamline data entry for HMIS participating agencies.

NC BOS CoC HART Assessment Evaluation

Top 20% Counts by Race and Ethnicity

	Asian	Black	Indigenous	M.E.N.A	Multi-Racial	NA	White	Grand Total
80%	6	896	36	2	36	62	1,086	2,124
Top 20%	2	199	11	1	8	29	315	565
Grand Total	8	1,095	47	3	44	91	1,401	2,689

Top 20% Percentages by Total by Race & Ethnicity

	Asian	Black	Indigenous	M.E.N.A	Multi-Racial	NA	White	Grand Total
80%	0.28%	42.18%	1.69%	0.09%	1.69%	2.92%	51.13%	100.00%
Top 20%	0.35%	35.22%	1.95%	0.18%	1.42%	5.13%	55.75%	100.00%

Total responses by Race & Ethnicity

Asian	8
Black	1,087
Black, Hispanic/Latina/e/o	8
Hispanic/Latina/e/o	62
Indigenous	44
Indigenous, Hispanic/Latina/e/o	3
M.E.N.A	3
Multi-Racial	44
NA	29
White	1,380
White, Hispanic/Latina/e/o	21

- Updated HART assessment evaluation with up to date responses (as of April 14, 2025):

Annual Goal: End-User and Community Improvements

NCCEH Website Update:
- Infographics supporting education and advocacy are now posted to our Public Policy Advocacy website: https://ncceh.org/public-policy-advocacy/

Improved Data Entry
- Contract for transition to new whole-household County location has stalled. The latest demo of the script to move NC County of Service to the new County/Parrish location is not copying most of the counties due to visibility constraints. NCCEH has asked for revisions to reduce manual data corrections on Providers.
  - Custom HMIS HUD CSV exports are delayed due to this as well

Data Quality Plan Approved:
Under the approved plan, the Data Quality Report(s) would be submitted quarterly for the year-to-date. This will also help users to solely focus on those federal reports rather than trying to work on both reports in the same month.

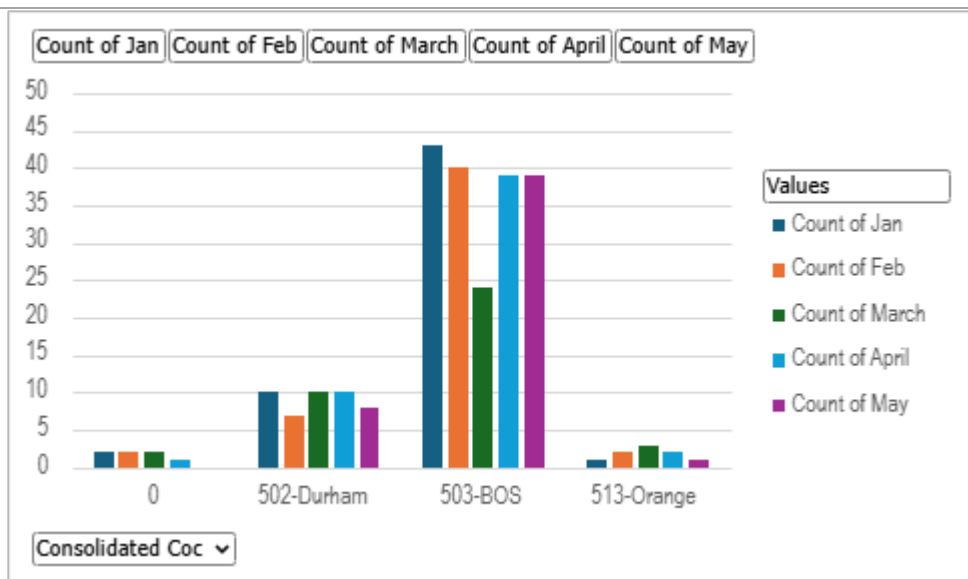| Month Quarter ends	Submission Deadline
June	July 31, 2025
September	October 31, 2025
December	January 31, 2026
March	April 30, 2026

D. Monthly System Updates Attendance Report:

The Data Center is routinely reporting on the System Updates Attendance. We have pulled the Calendar Year to Date-month report on user system updates attendance.

2025 so far has shown a bit of a decrease in participation compared with 2024 attendance with an increase in May's attendance:
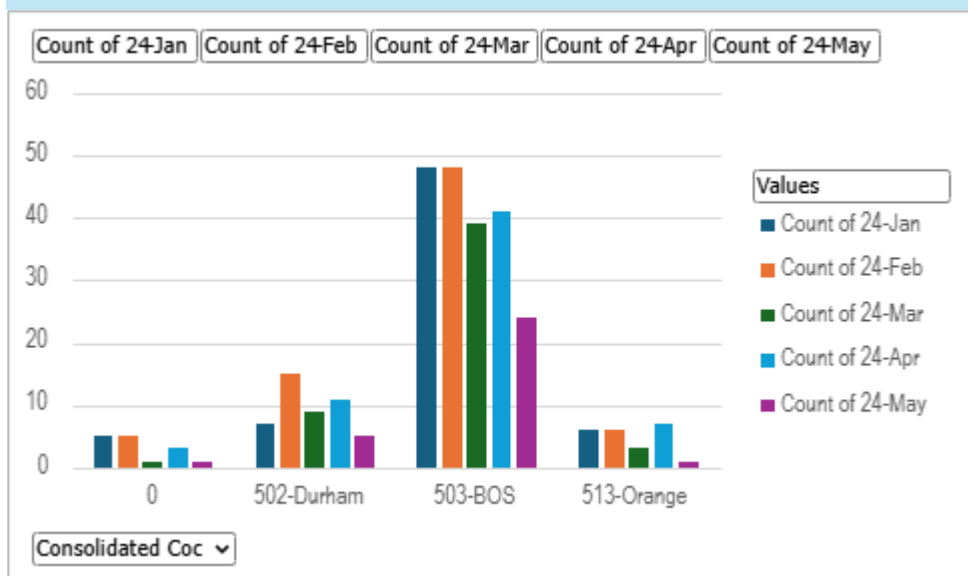
2025 Attendance – May:

Row Labels	Count of Jan	Count of Feb	Count of March	Count of April	Count of M
0	2	2	2	1	
502-Durham	10	7	10	10	8
503-BOS	43	40	24	39	39
513-Orange	1	2	3	2	1
Grand Total	56	51	39	52	48

2024 Attendance – May:

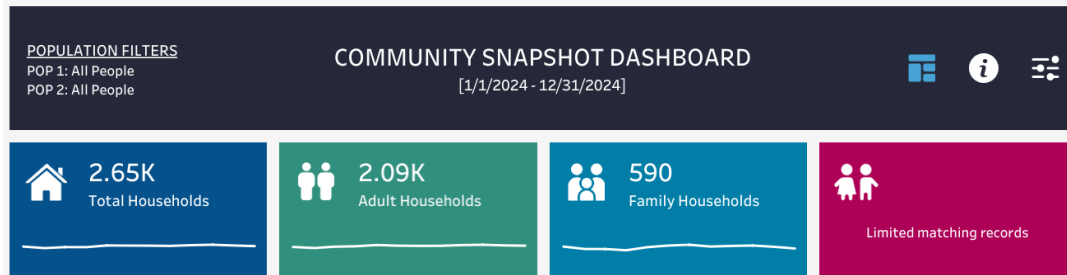| Row Labels	Count of 24-Jan	Count of 24-Feb	Count of 24-Mar	Count of 24-Apr	Count of 2
0	5	5	1	3	1
502-Durham	7	15	9	11	5
503-BOS	48	48	39	41	24
513-Orange	6	6	3	7	1
Grand Total	66	74	52	62	31

Dashboard for Strategic Planning and Performance

The Community Analysis Dashboards are up and running for CY24!
- Community Analysis Dashboard for NC-502
- Community Analysis Dashboard for NC-503
- Community Analysis Dashboard for NC-513

The customized Snapshot Dashboard with Gaither Stephens are up and running for CY24!
- Community Snapshot Dashboard for NC-502
- Community Snapshot Dashboard for NC-503
- Community Snapshot Dashboard for NC-513

Edit made to better identify when 0 Child Only Households exist:

POPULATION FILTERS
POP 1: All People
POP 2: All People

COMMUNITY SNAPSHOT DASHBOARD
[1/1/2024 - 12/31/2024]

| 2.65K Total Households | 2.09K Adult Households | 590 Family Households | Limited matching records |

Supporting Materials:
https://ncceh.zendesk.com/hc/en-us/articles/16466754325139-Data-Quality-Plan-Monitoring-and-Reporting-Process
https://ncceh.org/Documents/Data%20Center/Advisory%20Board/FINAL%20NC%20Data%20Warehouse%20RFI%20ICF%20revisions%20042125.pdf

The meeting was adjourned at 2:25 PM.

Next HMIS Advisory Board Meeting: Scheduled for July 28, 2025, from 1 – 3 PM