HMIS@NCCEH Advisory Board Meeting Agenda

Monday, November 24, 2025, 1 PM – 3 PM
HMIS@NCCEH Advisory Board Meeting

WELCOME

Presenter: Colin Davis	**Estimated Time:** 5 min

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<tr><td rowspan="1">ONE</td><td>

Collin will begin the meeting at 1:05 PM.

Executive Committee Members Present: Colin Davis (Chair, Durham, City of Durham CDD), Jenny Simmons (NC BoS, NCCEH), Andrea Carey (HMIS Lead Agency, NCCEH), Danielle DeCaprio (Orange County CoC), Erin Gaskin (Partners Behavioral Health, NC BoS At-Large), Jessica Aldavé (Secretary, Inter-Faith Council for Social Services, Orange CoC), Jessica Aldavé (Secretary, Inter-Faith Council for Social Services, Orange CoC)

At-Large Members Present: Lola Johnson (at large, Urban Ministries), Nicole Wilson (at large, Durham VAMC), Dr Mike Fliss (at large member, UNC/DHHS Injury and Violence Prevention),

Others (non-voting members) present: Elliot Rhodes (NCCEH Project Specialist), Teresa Robinson (NCCEH Project Specialist), Mia Phillips (NCCEH Project Specialist), Rachelle Dugan (NCCEH Project Specialist), Dashia Shanks (NCCEH Project Specialist Mira Sanderson (NCCEH)

Absent: Bettie Teasley (at large, NC Housing Finance Agency), Shanise "Kielana" Ham (at large, The REACH Center), Anthony Henderson (Durham, City of Durham CDD)**,** Katelin Christiana (at large, Orange County Housing Department),

To see full membership click here: https://ncceh.org/hmis-advisory-board-members-07-01-25/

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GOVERNANCE CHARTER LANGUAGE FOR HMIS LEAD DISCUSSION

Presenters: Andrea Carey, Heather Dillashaw	**Estimated Time:** 30 minutes
Goal: ☒ Share Info ☒ Obtain Input ☒ Make Decisions	**Formal Approval Needed?** ☒ Yes ☐ No

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HUD TA has recommended that language be added to the BoS Charter and the HMIS Advisory Board Charter on how to select an HMIS Lead Agency.

Heather began by explaining that we currently do not have MOUs in place between all three CoCs, which would be required if any of us were audited. NCCEH is currently the Lead Agency for all three CoCs. Because of this, Jenny has a conflict of interest: anyone from NCCEH should not have voting power.

Heather explained that the BoS Charter outlines the process for establishing MOUs between the CoCs and the HMIS Lead Agency so that roles and responsibilities are clearly defined. She emphasized the importance of being prepared and having a clear, documented process. Orange County is beginning its charter work, and BoS is currently drafting its MOU. Each CoC will tailor its documents to its own needs.

Heather noted that, at this time, there is no clear accountability pathway for either Orange or BoS when it comes to oversight of HMIS data or HMIS Lead responsibilities—aside from Data Center staff. She explained that each CoC must identify who is responsible for ensuring data protection and verifying that the HMIS Lead is fulfilling its obligations.

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She clarified that while this committee has tried to serve in that oversight role, it cannot; each CoC must establish its own oversight structure. Jenny added that this reflects the broader need for CoC oversight. Andrea noted that the CoC has selected a representative to the Advisory Board and created an Evaluation Subcommittee that is intended to provide monitoring; however, the work is too far removed to effectively guide the local monitoring process. Heather explained that CoCs may delegate oversight responsibilities to the Lead Agency, but this delegation must be documented clearly.

Heather outlined that two evaluations are required: one to monitor the HMIS vendor and one to monitor the HMIS Lead. The HMIS Lead cannot monitor itself. Each CoC is responsible, by regulation, for ensuring the HMIS Lead is meeting its obligations. If monitoring is delegated, that must be spelled out in the governance documents.

Draft language is being developed and is expected to return to this group in February 2026.

Danielle asked whether the most recent evaluation we completed is invalid. Andrea requested clarification on delegation of authority. Heather confirmed that what we did is acceptable, but each HMIS governance document must specify which group has been delegated that authority. She emphasized the need for clear accountability pathways and an ongoing mechanism—written into each CoC's governance charter—for reevaluating the monitoring process.

Regarding conflict of interest, Andrea asked whether the conflict exists because Jenny is part of the CA. Heather clarified that the conflict is due to NCCEH being the designated HMIS Lead Organization, not because Jenny is part of the Collaborative Applicant.

Andrea asked how the group should proceed. Colin asked whether the most pressing issue is the conflict of interest involving Jenny and Andrea. He suggested that both recuse themselves for now while the governance documents are updated and clarified.

Jenny responded that, until the group sees the Governance Committee's recommended changes, Colin's suggestion is reasonable. Andrea agreed, and Danielle also expressed agreement.

APPROVAL OF MINUTES

THREE	**Presenter:** Colin Davis	**Estimated Time:** 5 minutes
	Goal: ☒ Share Info ☒ Obtain Input ☒ Make Decisions	**Formal Approval Needed?** ☒ Yes ☐ No
	Danielle motioned to approve the July 2025 minutes. Mike seconded the motion, and the motion passed unanimously. Jenny noted that the following changes were needed for the September 2025 minutes: In the HMIS@NCCEH portion, under the Statewide HMIS Collaboration section of the Data Center Updates, the final sentence should reference "Balance of State" instead of "Board of State." Additionally, the attached document outlining strategic plan goals should be titled "2025–26 Goals" rather than "2024–25." Mira incorporated these revisions into the September minutes. Andrea motioned to approve the September 2025 minutes as revised. Lola Johnson seconded the motion, and the motion passed unanimously.	
	Supporting Materials: ● Minutes are attached to an email reminder sent prior to the meeting.	

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

FOUR

HMIS@NCCEH governance is shared by all CoCs

HMIS Lead Agency
• NCCEH Data Center
→
Advisory Board
• Continuum of Care Reps and Stakeholders
→
Continuums of Care

Participating Agencies

Decisions that need Approval by All 3 CoCs
1. HMIS Operating Policies and Procedures
   • Including Privacy and Security Plan
2. Data Quality Plan
   • Including collection requirements and data quality benchmarks

NCCEH

Updates Proposed for 2025

HMIS User Agreement:
• New section for Community Sharing Norms

User Commitments to Community Sharing Norms

- I will only enter, update, or correct data in HMIS for the Agency and Projects I am responsible for. I will alert the Data Center and other agencies to identify any other information I believe is inaccurate.
- I agree not to create, edit, or delete entries or data for other agencies even if I can see it in the HMIS. I will follow the correct procedure as outlined in the operating policies and procedures for any data conflicts.
- I will work with my regional partners by assuming their best intentions

Mike asked a question regarding system administration practices. Andrea responded that entries are not edited, created, or deleted at the System Administrator level unless it is an absolute last resort. The primary goal is to maintain an accurate HMIS, but there are rare circumstances—such as when people disappear from the system—where such actions are necessary. Andrea noted that the language in the document may not be specific enough and suggested clarifying that it refers to local resource sharing.

Mike suggested in the chat: "I am responsible for' may be clear enough. Or: 'I am responsible for … given my user role and agency affiliation."

Andrea said she preferred the phrasing "given my user role and agency affiliation" as a replacement for the original wording. Colin noted strong support from the group for that revision.

Privacy Notice
- Consolidate and clarify components in HMIS Privacy Notice for participating agencies, including when to contact the Data Center when facing requests to disclose HMIS data
  - Red text below highlights some of the updated clarifying language

HMIS: We participate in a regional system that allows shelters and other homeless service providers to share information about the people at risk of or experiencing homelessness. HMIS keeps information about clients that get help from each participating agency to better assist you and other people at risk of or experiencing homelessness. Information you provide this agency will be entered into the HMIS.

Other Uses and Disclosures: We may use or disclose your Personally Identifying Information for other reasons, even without your permission. Subject to applicable federal or state law, additional uses and disclosures may be approved by the HMIS Lead Agency upon request. We are permitted to disclose your Personally Identifying Information without your permission for the following purposes:

- *Law enforcement:* Subject to certain restrictions, we may disclose your Personally Identifying Information under certain circumstances. If law enforcement agencies request your information, we will immediately forward such requests to our HMIS Lead Agency (NCCEH Data Center) before taking any action. This includes requests from immigration authorities, police departments, or any law enforcement entities. Only information required by a valid legal order (such as a signed court order) will be released by the HMIS Lead Agency.

Mike then added: "I've got a wonky HIPAA/permission thing on this. Basically, 'without your subsequent permission' or 'without contacting you again for permission.'" Andrea explained that there are lines at the bottom of the policies stating that consent retroactively applies. Andrea shared the proposed document with the group.

Nicole Wilson raised concerns about privacy and requested clarification on what information would be shared. Mike added that it may help to clarify the benefits to clients of sharing data when that is not obvious. He also suggested emphasizing the work NCCEH and its partners do to protect client data. He noted that privacy and security requirements represent minimum legal standards, not necessarily ethical standards or moral principles. He recommended considering a list of who data is primarily shared with and why—for example, other shelters in the system working to provide consistent, informed care, or select researchers working to understand and prevent homelessness.

Operating Policies and Procedures
- Define Personally Identifying Information, Privacy, and Security more explicitly
- Update links to new NCCEH website
- Confirm updates to Privacy Notice
- Updates to the Privacy and Security Plan
  - Update notification requirement for suspected breaches to 1 business day (down from 5)
  - Specify steps for when data conflicts between agencies (contact other agency, escalate to Data Center as needed)
  - Allow Street Outreach to use a Verbal Release of Information before date of engagement
- Clarification for Disaster Recovery Plan (agencies must identify timeline to contact CoC and HMIS Leads)

NCCEH

Mike motioned to approve the documents as modified. Danielle seconded the motion.

Andrea and Jenny recused and abstained from the vote.

The motion passed unanimously. Andrea will distribute the approved documents to each CoC.

Supporting Materials: Attached to an email sent prior to the meeting.

VOTE TO ADOPT STRATEGIC GOALS FOR FY2026

FIVE	**Presenter:** Colin Davis/Andrea Carey/Anthony Henderson	**Estimated Time:** 15 minutes
	Goal: ☒ Share Info ☒ Obtain Input ☒ Make Decisions	**Formal Approval Needed?** ☒ Yes ☐ No

1. Strategic Planning on Finances
   a. Identify multi-year funding needs for big projects like data warehousing, dashboards
   b. Continued analysis of funding sources for HMIS and sustainability
   c. Prepare non-federal funding plan for implementation
2. HMIS Implementation Evaluation and Improvement
   a. Set plan for future HMIS Lead monitoring
   b. Notify the HMIS Lead and provide checklist of required materials and expected deadlines
   c. Use data to evaluate the HMIS Lead and the implementation per HUD guidance and the HMIS@NCCEH Governance Charter and policies and procedures
   d. HMIS Lead evaluate HMIS Software Vendor
3. End-User and Community Improvements
   a. Increase homeless system representation of folks with lived experience around HMIS implementation, data analysis, and training
   b. Improve timely responses to HMIS Helpdesk and project configurations in HMIS
      i. Meet goals for timely HMIS Helpdesk responses
      ii. Establish a goal for timely project configuration
   c. Improving training on HMIS Reporting
      i. Create new Custom Reports for community evaluation:
         1. Returns to homelessness (Regardless of project type)
         2. CE evaluation like diversion, shelter referrals, permanent housing referrals, and move-on services
   d. Continue to increase attendance and engagement with System Updates meetings and Monthly Trainings
   e. Continue to increase Engagement with other NC Implementations: ~~Collect Point-In-Time and Housing Inventory Count data from all 12 NC CoCs~~
      i. Develop plan to advise State actors if federal funding is transferred to the state through block-grants. For example if State ESG office was to implement all federal funds.
      ii. Contract for Data Warehousing with other CoCs

Jenny asked whether target dates could be added for clarification under item 1c regarding current HMIS agreements, grantee agreements, and award timelines. Andrea responded that the BoS grant from the 2024 competition ends in June 2025, and the Durham grant ends in December 2025. The overall deadline is July 1, 2026, when federal funding concludes.

Jenny proposed adding the following language: "Prepare non-federal funding plan for implementation, as FY2025 CoC Program awards are unclear and current FY2024 CoC Program grant agreements for Durham end December 31, 2025, and the BoS grant agreement ends June 30, 2026."

Lola motioned to approve the addition. Mike seconded the motion. Andrea and Jenny recused themselves. The motion passed unanimously.

Supporting Materials:
- Final Draft 2025-2026 Strategic Goals & Strategies
- https://ncceh.org/wp-content/uploads/2025/11/Draft-2025-26-HMIS@NCCEH-Goals-Comparison-1.pdf

COC - VA INTEGRATION UPDATE

SIX	**Presenter:** Andrea Carey	**Estimated Time:** 40 minutes
	Goal: ☒ Share Info ☒ Obtain Input ☒ Make Decisions	**Formal Approval Needed?** ☐ Yes ☒ No
	The VA Homeless Programs Office is conducting the Data Integration Project to enhance data sharing between the VA, HUD, and local CoCs in support of ending Veteran homelessness. Each CoC was asked to complete a brief survey with their HMIS Lead to assess readiness, capacity, and potential barriers.	

Purpose: Feedback will inform how VA and HUD deliver technical assistance, allocate resources, and develop strategies for secure and efficient data sharing to better serve Veterans experiencing homelessness.

Andrea reviewed the Veteran BNL Template (October 2025 v0.5) with the group. Nicole noted that updates are currently being developed in collaboration with the HPO, and an updated version is expected to be released at the end of January 2026.

Mike asked two questions:

1. What is the timeline for including veterans who were *ever* homeless within the current seven-year data window?

2. How will data linkages to deaths be handled for individuals who have passed away?

He suggested starting with a conservative scope—such as veterans currently experiencing homelessness—and expanding the historical view only if the use case supports it.

Andrea responded that the list reflects activity within a rolling 90-day window. It includes not only unhoused veterans but also veterans who are currently housed. The 90-day window will remain ongoing. She added that there are no formal deduplication protocols at this time, and the process is currently being handled manually.

Nicole invited additional questions, emphasizing that the HPO hosts a monthly call and is available to provide support. She also shared that one CoC has already adopted this template and has seen an increase in visibility of veterans as a result.

Jenny noted that, given the FY25 NOFO, a conservative approach to VA integration may be appropriate.

Nicole explained that the BNL is submitted monthly, and if a report could be generated to support it, receiving updated information weekly—or even biweekly—would be ideal. She stressed that the purpose is to ensure appropriate care, and outdated information makes that difficult.

The group agreed to continue the current process until a decision is made about expanding access. At present, Nicole is receiving manually compiled veteran-specific information.

Next HMIS Advisory Board Meeting: Scheduled for January 26, 2026, from 1-3 PM.