

# HMIS@NCCEH Advisory Board Meeting Agenda

Monday, January 26, 2025, 1 PM – 3 PM

HMIS@NCCEH Advisory Board Meeting

## WELCOME

<b>ONE</b>	<b>Presenter:</b> Colin Davis	<b>Estimated Time:</b> 5 min
	<p>Collin began the meeting.</p> <p><b>Executive Committee Members Present:</b> Colin Davis (Chair, Durham, City of Durham CDD), Anthony Henderson (Durham, City of Durham CDD), Jenny Simmons (Co-Chair, NC BoS, NCCEH), Andrea Carey (HMIS Lead Agency, NCCEH), Danielle DeCaprio (Orange County CoC), Erin Gaskin (Partners Behavioral Health, NC BoS At-Large),</p> <p><b>At-Large Members Present:</b> Shanise “Kielana” Ham (at large, The REACH Center), Katelin Christiana (at large, Orange County Housing Department), Dr Mike Fliss (at large member, UNC/DHHS Injury and Violence Prevention),</p> <p><b>Others (non-voting members) present:</b> Dr. Latonya Agard (NCCEH Executive Director), 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)</p> <p><b>Absent:</b> Lola Johnson (at large, Urban Ministries), Nicole Wilson (at large, Durham VAMC), Bettie Teasley (at large, NC Housing Finance Agency), Jessica Aldavé (Secretary, Inter-Faith Council for Social Services, Orange CoC)</p> <p><b>To see full membership click here:</b> <a href="https://ncceh.org/hmis-advisory-board-members-07-01-25/">https://ncceh.org/hmis-advisory-board-members-07-01-25/</a></p>	

## APPROVAL OF MINUTES

<b>TWO</b>	<b>Presenters:</b> Colin Davis	<b>Estimated Time:</b> 5 minutes
	<b>Goal:</b> <input checked="" type="checkbox"/> Share Info <input checked="" type="checkbox"/> Obtain Input <input checked="" type="checkbox"/> Make Decisions	<b>Formal Approval Needed?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<p>Mike motioned to approve the November 2025 minutes; Danielle seconded the motion. The motion passed unanimously.</p> <p>NCCEH staff, Jenny Simmons and Andrea Carey, abstained from voting.</p>	

## REPORT OUT ON STRATEGIC GOALS FOR FY2026

<b>THREE</b>	<b>Presenter:</b> Andrea Carey	<b>Estimated Time:</b> 20 minutes
	<b>Goal:</b> <input checked="" type="checkbox"/> Share Info <input checked="" type="checkbox"/> Obtain Input <input checked="" type="checkbox"/> Make Decisions	<b>Formal Approval Needed?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No
	<p><b>2025-2026 HMIS Strategic Goals:</b></p> <ol style="list-style-type: none"> <li>1. Strategic Planning on Finances             <ol style="list-style-type: none"> <li>a. Identify multi-year funding needs for big projects like data warehousing, dashboards</li> </ol> </li> </ol>	

- b. Continued analysis of funding sources for HMIS and sustainability
- c. Prepare non-federal funding plan for implementation

We are working with Orange County to make sure they can maximize flexibility with their own funding source; we may apply for a CoC Grant on behalf of Orange so they can apply for ? HMIS is something that can help support a portfolio for permanent housing.

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

The **Evaluation Subcommittee** needs to be reconvened. Anthony shared that his goal is to complete the evaluation by the end of this month. All assessments have now been collected (Durham needed to resend their survey), and the remaining work involves compiling the results, developing the final evaluation report, and identifying any concerns. Please be on the lookout for an email from Anthony with an invitation to meet.

The **Software Evaluation Workgroup** has been meeting regularly and recently completed a meeting with an additional software vendor. These discussions have been helpful in understanding what solutions are available and what may be possible moving forward. The workgroup is currently reviewing the software checklist and plans to report back with recommendations by April or June.

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:
  - i. Develop plans to advise State actors if federal funding is transferred to the state through block-grants. For example, if the State ESG office was to implement all federal funds.
  - ii. Contract for Data Warehousing with other CoCs

**Participation Update**

Dashia shared that overall participation increased in 2025 compared to 2024, with the year finishing strong at 58 total participants.

	<p><b>Monitoring Report</b></p> <p>The monitoring report showed a 93% total submission rate and a 69% complete submission rate. Many projects submitted materials on Thursday and Friday, and the standard review timeline is two business days.</p> <p><b>HelpDesk Metrics</b></p> <p>Customer satisfaction increased significantly from December, rising from 87.1% to 96.6%. There was also a substantial increase in monthly ZenGuide visits.</p> <p><b>Statewide HMIS Collaboration</b></p> <p>The Request for Proposals (RFP) has been released. Vendors have submitted questions, and the application deadline is later this month. Staff anticipate having applications to review and bring forward for decision-making. Proposals will be evaluated using a scorecard referenced in the application, and results will be shared with the Advisory Board.</p> <p><b>Discussion</b></p> <p>Mike asked whether ESG or another government entity would respond to the RFP. Andrea clarified that the HMIS Collaborative did not want a government entity to host the data warehouse. ESG is welcome to fund and leverage the data, but not to host the warehouse.</p> <p><b>Supporting Materials:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Final 2025-2026 Strategic Goals &amp; Strategies</a></li> <li>• <a href="#">Data Center Updates January 2026</a></li> </ul>
--	---

**DATA CENTER UPDATES**

<b>FOUR</b>	<b>Presenter:</b> Andrea Carey	<b>Estimated Time:</b> 30 minutes	
	<b>Goal:</b> <input checked="" type="checkbox"/> Share Info <input checked="" type="checkbox"/> Obtain Input <input checked="" type="checkbox"/> Make Decisions	<b>Formal Approval Needed?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
	<p><b>HMIS Training Updates</b></p> <p>The average time for individuals to complete training is now under 30 days, reflecting renewed efforts to increase consistency, standardize responses, and reinforce timely completion expectations. If participants are not finishing within 30 days, staff are following up to ensure training is completed promptly. There are currently 30 individuals in training, and staff are working to move them into the live system as soon as possible.</p> <p><b>Policy and Procedure Updates</b></p> <p>Durham has approved the updated policies and procedures, resulting in new HMIS@NCCEH policies and procedures, as well as minor updates to the User Agreement and Privacy Notice. Website links are currently being updated, and revisions to the training materials will be made to align with the new policies and procedures.</p> <p><b>Discussion</b></p> <p>Anthony noted that while Durham ultimately approved the policies, several thoughtful questions were raised and suggested creating a one-pager to address law enforcement requests.</p> <p>Andrea clarified that requests for HMIS data from law enforcement should be routed to the Data Center and may only be released with a legal warrant, specifically in immigration-related cases.</p>		

	<p><b>PIT Data Discussion</b></p> <p>Andrea (as HMIS Lead representative) asked whether members would be interested in a discussion of PIT results and trend interpretation. Durham, Orange, and Balance of State members agreed they would welcome multiple Continuums of Care reviewing the data together.</p>
	<p><b>Supporting Materials:</b></p> <ul style="list-style-type: none"><li>• <a href="#">HMIS@NCCEH_Privacy_Notice_v11.25.pdf</a></li><li>• <a href="#">Data Center Updates January 2026</a></li></ul>

Andrea (as HMIS Lead representative) shared ICF’s recommendation as HUD TA for Orange and BOS CoCs to submit a request for HUD Technical Assistance around HMIS Governance. She recommended submitting a request focused on support for the HMIS@NCCEH Advisory Board Governance Charter on behalf of all three CoCs. The members agreed with this recommendation.

The meeting was adjourned at 2:41 PM.

**Next HMIS Advisory Board Meeting:** Scheduled for March 30, 2026, from 1-3 PM.