

HMIS@NCCEH Advisory Board Meeting Minutes

Monday, July 27, 2026, 1 PM – 3 PM
HMIS@NCCEH Advisory Board Meeting

Executive Committee Members Present: Colin Davis (Chair, Durham, City of Durham CDD), Andrea Carey (HMIS Lead Agency, NCCEH), Audrey Dooley (Thrive, NC BoS CoC), Jessica Aldavé (Secretary, Inter-Faith Council for Social Services, Orange CoC)

At-Large Members Present: Katelin Christiana (at large, Orange County Housing Department), Dr Mike Fliss (at large member, UNC/DHHS Injury and Violence Prevention), Nicole Wilson (at large, Durham VAMC), Priscilla Ward (at large, Place of Grace), Erin Gaskin (Partners Behavioral Health, NC BoS CoC), Bettie Teasley (at large, NC Housing Finance Agency)

Others (non-voting members) present: Dr. Latonya Agard (NCCEH Executive Director), Dashia Shanks (NCCEH Project Specialist), Teresa Robinson (NCCEH Project Specialist), Elliot Rhodes (NCCEH Project Specialist), Mia Phillips (NCCEH Project Specialist), Mira Sanderson (NCCEH Project Coordinator)

Absent: Anthony Henderson (Durham, City of Durham CDD), Shanise “Kielana” Ham (at large, The REACH Center), Lola Johnson (at large, Urban Ministries), Danielle DeCaprio (Orange County CoC),

Full Membership

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Colin called the meeting to order at 1:08 PM.

APPROVAL OF MINUTES

Anthony Henderson designated Colin Davis as his voting proxy for the minutes since Anthony is unable to attend the meeting.

Audrey Dooley motioned to approve the minutes as is. Mike Fliss seconded the motion. Colin Davis and Andrea Carey abstained.

DATA QUALITY PLAN – ANDREA CAREY & DASHIA SHANKS

The Advisory Board approved the updated Data Quality Plan at the May meeting. Full approval from all three CoCs is still pending. Durham HSAC and Orange’s CoC Data Committee were unable to reach quorum at their most recent meetings, and the BoS Funding and Performance Subcommittee will not resume meeting until September.

DATA STANDARD UPDATES – ANDREA CAREY

Andrea provided an update on HMIS data standards and noted that HUD is not making changes to the data standards this year. No additional changes to data collection practices have been made by the CoCs at this time, although several items remain pending through the Data Quality Plan.

DUKE RESEARCH DATA REQUESTS – ELLIOT PATTERSON & ANDREA CAREY

The Advisory Board discussed Duke University's Department of Economics request to use approximately seven years of Durham HMIS data to evaluate the HEART Crisis Intervention Team. The research will examine outcomes associated with crisis interventions involving clinical and social work support compared to traditional law enforcement responses, including potential impacts on housing stability. The data will be provided through a standard HUD CSV export and governed by a Data Use Agreement outlining requirements for approved use, data security, and retention. The existing HMIS privacy framework allows for research and evaluation as an approved use.

Board members emphasized the importance of receiving research findings so that the CoCs and Advisory Board can apply relevant findings to future work. Staff will explore including a provision in the DUA for researchers to share findings with the Advisory Board and provide preliminary updates when appropriate. The research is expected to take approximately six to nine months and will involve a one-time data transfer.

Audrey Dooley made the motion to approve the data sharing request, and Mike Dolan Fliss seconded. The motion passed with no opposition. Andrea abstained.

HMIS LEAD EVALUATION COMMITTEE – ANDREA CAREY

Andrea reviewed the findings from the 2025 HMIS Lead Evaluation Committee and NCCEH's response. Areas identified for improvement included formalizing HUD grant drawdown reporting, strengthening documentation of maintenance agreements, improving corrective action processes, strengthening monitoring of agencies and end users, enhancing vendor monitoring, and developing a multi-year HMIS strategic plan.

NCCEH will incorporate HUD grant drawdown information into regular Data Team updates. Maintenance agreements will be reviewed and standardized, with invoices to CoC lead organizations issued every six months. NCCEH is also working toward having updated agreements completed by March each year so they can be finalized before the beginning of the HMIS fiscal year.

The Data Team will continue working with the HMIS Advisory Board and CoC leads to strengthening corrective action plans and improve agency adherence to HMIS requirements and data standards. Staff also identified a need for greater CoC and Advisory Board support in communicating expectations to participating agencies.

HMIS SOFTWARE EVALUATION WORKGROUP – ANDREA CAREY

Andrea provided an update on the software evaluation working group, which included representatives from each CoC. The group reviewed the HMIS vendor using HUD's vendor evaluation tool and provided feedback to WellSky. The group is also considering whether identified issues can be addressed through system improvements or whether a future request for proposals for new HMIS software may be appropriate.

The evaluation process also highlighted opportunities to help agencies better understand and use existing HMIS functionality. The Data Team will continue providing training and exploring ways to demonstrate underutilized features, including case plans, case notes, and case goals.

The evaluation committee also recommended development of a multi-year HMIS strategic plan. The Software Evaluation Committee proposed that each CoC identify its individual needs and priorities and bring them to the collaborative group to develop a shared strategic framework.

STRATEGIC GOALS UPDATE – ANDREA CAREY, RACHELLE DUGAN & MIA PHILLIPS

The Data Team provided updates on HMIS training, system maintenance, help desk performance, technical assistance, statewide collaboration, vendor engagement, grant drawdowns, and data quality. Rachelle Dugan reported that 21 users were currently in training, with the average training period reduced to approximately 17–18 days. Over the past year, 296 users enrolled in HMIS training, with 185 successfully completing training and receiving a new or upgraded HMIS license. Mia reported that approximately 107 duplicate client profiles had been merged, 48 new HMIS projects had been created across the Balance of State and Durham CoCs, and inactive-user notifications continued to be sent to agencies.

Andrea reported that help desk performance remained strong, with average initial response and median resolution times under one business day and new-user tickets receiving an initial response within approximately three to four hours. The HMIS knowledge base also received more than 800 views per month over the previous three months. Andrea also provided updates on restarting HUD Technical Assistance, which may include a work group focused on Governance Charter revisions, as well as ongoing statewide HMIS collaboration and the HMIS software RFP process. Demonstrations had been completed for Green River and CaseWorthy, with next steps pending the evaluation results.

Andrea also discussed the June 25 meeting with WellSky representatives, which identified opportunities to improve workflows, reporting, notifications, and household management functionality. NCCEH will continue exploring ways to better utilize existing HMIS features and incorporate information about these tools into system updates and agency orientations. Andrea reported that the Durham HMIS grant and Balance of State HMIS grant were fully drawn down for their respective grant periods.

The Data Team reported continued improvement in participation in the HMIS Data Quality Plan, with recent submission periods reaching approximately 90% participation and more than 80% of submissions being completed on time. Staff attributed the improvements in part to proactive outreach and advanced reminders to agencies. Andrea also noted that participation in System Updates meetings increased from an average of approximately 51 participants in 2025 to 57 participants in 2026.

THE MEETING ADJOURNED AT 2:20 PM.

Next HMIS Advisory Board Meeting: Scheduled for September 28, 2026, from 1-3 PM.