

North Carolina Balance of State Continuum of Care

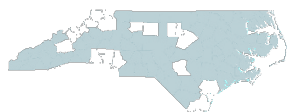
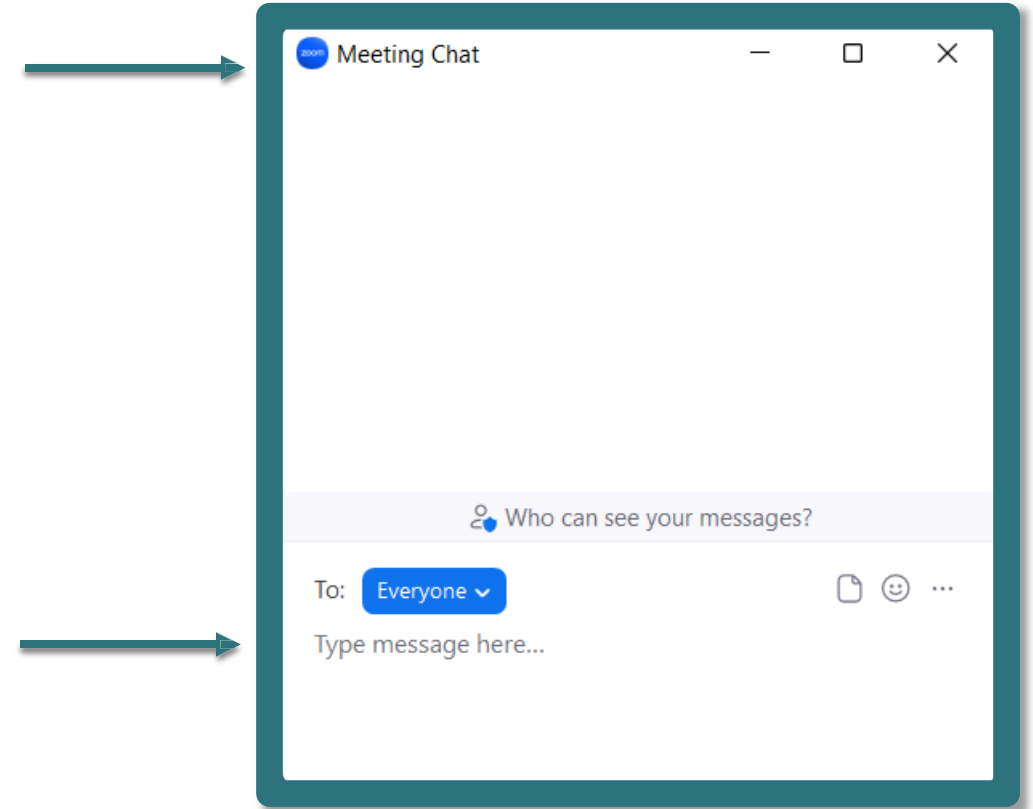
Governance Board Meeting
October 6, 2026
10:30 AM



NCCEH

Reminders

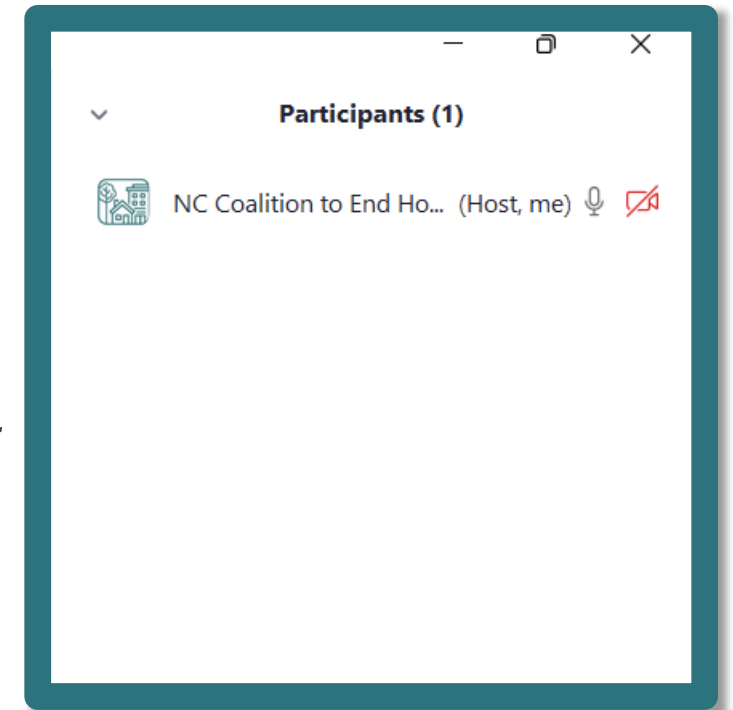
- This meeting is being recorded and will be uploaded for public viewing.
- Please mute your line.
- The chat box is available to use anytime.
- **Board Members are requested to keep their cameras on for the duration of the meeting.**



Roll Call

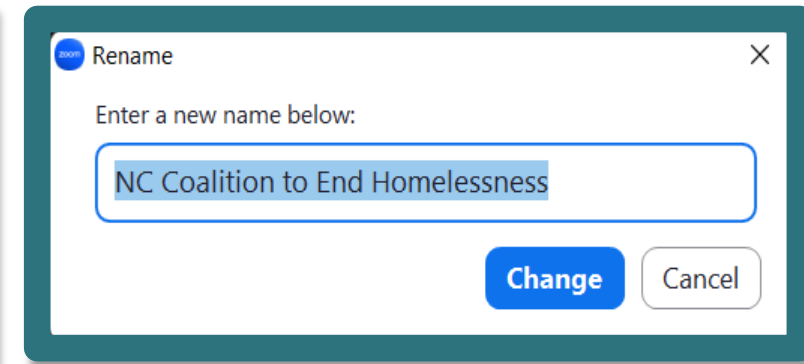
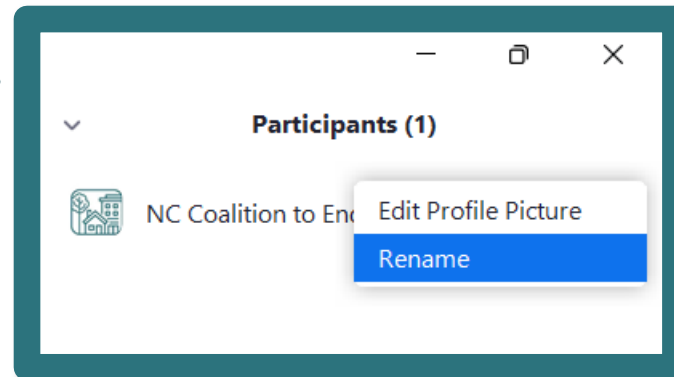
- We will conduct Roll Call for Board Members (Regional Leads and At-Large) to confirm quorum for voting.
- All participants should enter their full names, so we can document their participation in the minutes.

1



How to change your screen name:

2



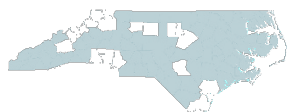


Consent Agenda

Review & Approve Consent Agenda

Consent agenda: <https://ncceh.org/governance-board/>

- The consent agenda was sent to the Governance Board prior to the meeting as a part of the Board Packet.
- The consent agenda will be voted on as a whole at the beginning of each meeting.
- Governance Board members may request to remove an item from the consent agenda for additional discussion.



The background of the entire slide is a repeating pattern of stylized, white-outlined icons on a teal background. The icons represent various types of buildings, including houses, multi-story apartment or office buildings, and industrial structures like factories with smokestacks. There are also stylized trees and clouds interspersed among the buildings. The pattern is dense and covers the entire area.

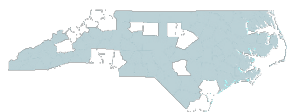
Board Meeting Agenda

Board Meeting Agenda

1. Collaborative Applicant Updates

- Back@Home
- NCCEH
- CoC Program Update
- CoC Program Grant Significant Change Request
- Data Quality Plan
- HMIS Software Evaluation and Improvement Work Group
- 2027 PIT Night
- Performance Evaluation

2. Meeting Adjourn





Collaborative Applicant Updates

Back@Home Closeout & Transition

NC Balance of State CoC Governing Board

October 6, 2026

Three years of service • Grant closeout September 30 • New NCDHHS–CoC service model begins October 1

Back@Home: Three-Year Program Background

- Who: NCDHHS-administered statewide housing response serving communities within the NC Balance of State CoC through a network of homeless-service providers and a centralized Housing Hub.
- What: Three HUD-funded project types—Supportive Services Only (SSO), Rapid Rehousing (RRH), and Permanent Supportive Housing (PSH)—supported housing access, stabilization, rental assistance and services based on project requirements.
- How: Providers delivered participant-facing services; Housing Collaborative supported centralized housing/financial administration; NCDHHS provided program/fiscal oversight; NCCEH/BoS partners and HUD TA supported system coordination.
- Scale: October 1, 2023–September 30, 2026 | 3,352 individuals | 1,681 households | 1,225+ households placed in housing (73%).
- Closeout: Destination rollup includes 846 submitted records—234 SSO, 344 RRH and 268 PSH.

SSO

RRH

PSH

Back@Home Closeout Process

Coordinated household transition and administrative closeout

PREPARATION AND RESPONSIBILITIES

Preparation: July 30 provider briefing, implementation playbook, and toolkit established responsibilities and deadlines.

Workstream 1: HSS providers led individualized household transitions.

Workstream 2: Housing Collaborative led landlord/HAP coordination and data transfer.

Workstream 3: NCDHHS led program closeout, financial review, and monitoring resolution.

PROGRAM END AND FINAL CLOSEOUT

September 30: Back@Home ended. All households required HMIS exits and final transition documentation.

October 1: NCDHHS–CoC implementation began, with successor assistance where applicable.

October 9: Provider Closeout Checklists and supporting documentation due.

December 15 target: Reconcile financials, accept data, resolve monitoring issues, and issue written closeout.

Back@Home Closeout Implementation

Closeout of the current grants – *Key Workstream Function for HSS Providers = Completion of Closeout Destination Spreadsheet*

Closeout Destination Spreadsheet: Purpose and Overview

- Required providers to review every active PSH, RRH, and SSO household and document its anticipated housing destination or transition pathway.
- Identified continuing assistance, successor providers where applicable, and unresolved housing or service needs.
- Required a “What is the Plan?” entry for households without a confirmed destination, including actions, responsible parties, and next steps.
- Due September 21, with updates through September 30. The consolidated workbook informed closeout reporting and identified households needing continued CoC and community coordination.
- ***Reported destinations reflect closeout status, not guaranteed future housing outcomes.***

Back@Home Closeout Process

HSS providers led individualized planning for every active household

HOUSEHOLD REVIEW AND PLANNING

Review: Assess housing stability, current assistance, eligibility documentation, and transition barriers.

Plan: Identify the destination or continuing assistance pathway. Document actions, responsible parties, and timing in “What is the Plan?”

Coordinate: Communicate with households, successor providers, Housing Collaborative, and community partners. Escalate unresolved risks.

DOCUMENTATION AND VERIFICATION

Document: Complete the Closeout Transition Destination Spreadsheet and bring active client files into HUD compliance by September 21. Update records through final activity.

Verify: Complete September 30 HMIS exits and Salesforce records, documenting each household’s outcome or remaining continuity plan.

Back@Home Program

SSO TRANSITION PROCESS & OUTCOMES

SSO Transition

Process

- Reviewed active households and service status before grant closeout.
- Connected households to Coordinated Entry, community services, benefits and other housing resources as appropriate.
- Completed required documentation, HMIS/program closeout and destination reporting.
- Escalated unresolved housing-stability concerns for regional/system coordination.

Outcomes / Closeout Status

- 234 SSO records are included in the final closeout destination rollup.
- SSO transition focused on service connection and an identified next-step pathway rather than automatic enrollment in the new grants.
- Portfolio-wide destination data are reported in aggregate; the current dataset does not establish project-type-specific destination outcomes.
- Households with unresolved needs may continue to access the broader CoC/community response based on eligibility and availability.

Back@Home Program

RRH TRANSITION PROCESS & OUTCOMES

RRH Transition

Process

- Providers assessed household income, rent sustainability and post-assistance housing plans.
- Households were connected to self-pay plans, subsidies/vouchers, family/community supports or other resources where available.
- Providers completed participant communication, referrals, documentation and HMIS/program exits.
- Unresolved housing risks were identified for additional resource coordination.

Outcomes / Closeout Status

- 344 RRH records are included in the final closeout destination rollup.
- RRH financial assistance was time-limited; transition planning emphasized sustainable housing after assistance ended.
- Portfolio-wide closeout destinations include self-pay, subsidy/voucher/TCL, family/friends, community resources and unresolved/homeless destinations.
- Destination reporting reflects closeout status—not a forecast of future housing outcomes.

Back@Home Program

PSH TRANSITION PROCESS & OUTCOMES

PSH Transition

Process

- Conducted household-level continuity planning to identify a post-September 30 housing and service pathway.
- Reviewed potential successor grants, subsidies, provider resources, benefits and community options based on eligibility and capacity.
- Prioritized households without a confirmed pathway for case conferencing, resource identification and escalation.
- Used destination reporting as a management tool to document plans, barriers and unresolved risks.

Outcomes / Closeout Status

- 268 PSH records are included in the final closeout destination rollup.
- PSH is the primary continuity focus because many households require ongoing housing assistance and supportive-service connections.
- Two former Back@Home providers did not apply for NCDHHS–CoC PSH funding; households do not automatically transfer to another award.
- Potential resources remain household-specific and depend on eligibility, local availability and program capacity.

Household transition, resource coordination and clear post-closeout roles

PLANNING & COORDINATION

What Has Changed?

What are the key differences between the three-year Back@Home grants ending September 30 and the new grants beginning October 1?

- **THROUGH SEPTEMBER 30**

- Back@Home SNOFO grants and existing subrecipient agreements conclude.
- Current providers complete participant transition and closeout responsibilities.
- The three-year model was supported by multiple funding sources and a centralized statewide infrastructure.
- Closeout destination rollup reporting documents each household's known status at the end of the grant period.

- **BEGINNING OCTOBER 1**

- New HUD NCDHHS–CoC grants and competitively selected provider structure begin.
- Awards operate within defined project type, funding, geography, eligibility and capacity.
- Existing Back@Home households do not automatically transfer into the new awards.
- The new model builds on lessons learned while operating at the scope and capacity of the new awards.

Resource Coordination

What state or other resources, if any, are available to households who do not transition to the new NCDHHS–CoC grants?

- State-level transition support: limited, time-limited financial assistance may be available for certain eligible households where specifically approved; this does not extend expired subrecipient agreements or create ongoing supportive-service obligations.
- Housing pathways: PHAs/Housing Choice Vouchers, other CoC-funded PSH or RRH where eligible and capacity exists, TCL where eligible, and local rental-assistance opportunities.
- CoC-level support: Coordinated Entry, regional case conferencing, system navigation, resource identification and connection to local housing/service providers.
- Benefits and services: SSI/SSDI/SOAR, Medicaid-covered services where applicable, employment supports and mainstream benefits.
- Community-level opportunities: explore provider, faith/community, peer and volunteer supports where appropriate and locally available.
- Potential resources are not guaranteed; access depends on household eligibility, availability, capacity and program requirements.

Role of CoC and Regional Partners

What role does NCDHHS anticipate the CoC and regional partners will have in assisting households affected by the transition?

- Collaborative Applicant / CoC: continue system-level coordination, regional case conferencing, Coordinated Entry navigation, identification of CoC/community resources and escalation of system barriers.
- Regional partners: bring forward local housing, shelter, behavioral-health, benefits, PHA and community resources; support connections appropriate to each household's needs.
- Current/former providers: complete required closeout responsibilities and provide accurate household-level transition information needed for continuity planning.
- NCDHHS: provide program/closeout information, participate in case conferencing as appropriate, and address State-level policy, funding or program questions.
- Shared objective: use known transition data to focus resources and reduce the risk of households returning to homelessness.

Expectations of the Regions

What specifically is NCDHHS asking regional partners and the CoC system to provide?

- Prioritize households with no confirmed post-closeout housing or service pathway for regional case conferencing.
- Identify concrete local options—housing vacancies, subsidies, shelter/diversion resources, behavioral-health supports, benefits, employment and community resources.
- Support housing navigation and referrals through existing CoC/regional structures; avoid creating a parallel process.
- Clarify the responsible organization and next action for each escalated household and document barriers that cannot be resolved locally.
- Escalate State-level policy/funding issues to NCDHHS and HUD/TA questions through the appropriate technical-assistance channel.
- This is a request for coordinated system problem-solving—not an automatic transfer of case-management responsibility to the CoC or regions.

Coordination Going Forward

Who should the CoC and regional partners contact at NCDHHS regarding questions or issues involving households affected by the transition?

- Household-specific planning: begin with the household's provider and the applicable regional/CoC coordination process.
- NCDHHS program contact: Jacqueline Clark-Lucas, Back@Home/Olmstead Office, for State-level program, policy, funding or transition questions.
- NCDHHS can provide: clarification of Back@Home closeout requirements; available program-level transition information; participation in case conferencing as appropriate; and escalation of State-level issues.
- CoC/regions should continue using household-level transition information to identify unresolved barriers and the resources needed to address them.
- Protect participant privacy: share only the minimum household information necessary through appropriate channels.

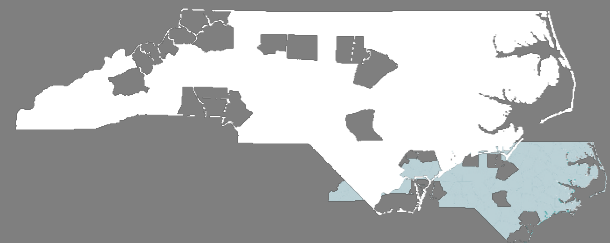
Final Call to Action

- Back@Home closes after three years of service to 3,352 individuals and 1,681 households, with more than 1,225 households placed in housing.
- The October 1 NCDHHS–CoC grants are distinct awards with defined scope and capacity; households do not automatically transfer.
- Use the closeout data to identify households without a confirmed pathway—especially PSH households requiring continued housing and service coordination.
- Continue regional case conferencing and bring forward available CoC, PHA, behavioral-health, benefits, community and other housing resources.
- Escalate barriers that cannot be resolved locally so the appropriate system partner can respond.
- Shared goal: maintain housing stability wherever possible and connect households to the most appropriate available resources.

Questions & Discussion

- **What additional resources, partnerships or coordination mechanisms can the Balance of State CoC bring forward for households without a confirmed transition pathway?**

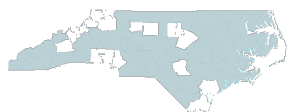
NCCEH



NCCEH Updates

Limited Financial Review

- The Greensboro Field Office completed a Limited Financial Review of NCCEH beginning on 07/13/26 and ending on 08/12/26.
- The purpose of the Limited Financial Review was to assess the organization's internal controls (in accordance with 2 CFR Part 200) in order to mitigate fraud risk and ensure sound fraud prevention strategies are in effect. This was a limited review and test of select internal control mechanisms. The review was conducted through a review of source documentation and interviews with staff. Prior to the 07/13/26 virtual site visit, NCCEH received a Financial Review Checklist to assist with preparing and gathering documents.



NCCEH Updates

Limited Financial Review

- The Limited Financial Review focused on Voucher # 501-00994156 for Grant # NC0280L4F022412 (Durham HMIS Grant) for the Budget Period 01/01/26-12/31/26 due to a large sum draw.
- NCCEH received the Limited Financial Review Checklist (final report) on 08/13/26.
- NCCEH received one Finding as a result of the review.

Ref #	Finding(s)		
1.	Finding	Condition	All costs were allowable but not fully allocable to the City of Durham's HMIS grant, number NC0280L4F022412.
		Criteria	2 CFR 200.302(b)(3), 2 CFR 200.303(a), 2 CFR 200.403(b)
		Cause	NCCEH drew down the entirety of grant number NC0280L4F022412 with a single voucher, commingling costs associated with Durham and BoS HMIS program expenses. Grantee lacked clear, written policies and procedures to track and segregate Durham project costs from statewide HMIS costs throughout the budget period.
		Effect	NCCEH drew a lump sum of \$58,878 for the month of January that included costs for both Durham and BoS HMIS programs. Of this amount, only \$17,597.10 of the voucher is partially supported and allocable to the City's grant while \$41,280.90 is unsupported and should have been charged to the BoS grant, number NC0035L4F032417.
		Corrective Action	To address this deficiency, you are requested to take the following action(s) within 30 days: 1. NCCEH must complete and actively participate in direct technical assistance (TA) regarding federal cost allocation and financial grant management. 2. NCCEH must submit proof of TA completion once finished and provide the Field Office with a confirmation email from the TA provider. 3. NCCEH must submit newly revised financial policy and procedures developed during the TA that outline how HMIS costs will be isolated, tracked, and allocated on a monthly basis moving forward to prevent future commingling of funds. 4. NCCEH must provide a proportional cost breakdown of what should have been charged to Durham's HMIS grant versus what was charged to BoS during the first six months of the budget period of 1/1/2026 – 12/31/2026. Document must show how total HMIS expenses were split between the two grants. 5. City of Durham's HMIS costs incurred under grant number NC0280L4F022412 through the remainder of the period of performance, which ends 12/31/2026, cannot be charged to BoS FY25 HMIS grant, number NC0035L4F032518.
	Response Record	Status	Open
		Closure Date	N/A until closed
		Finding Response	N/A until response/closure

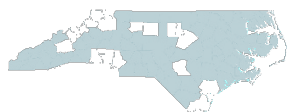


NCCEH Updates

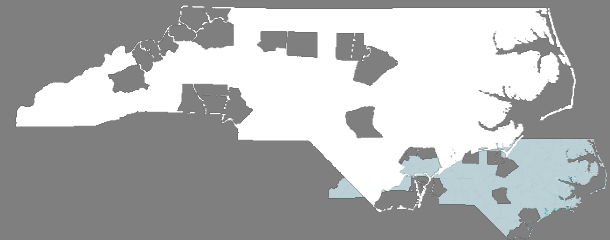


Limited Financial Review

- NCCEH had the HUD TA Kick-Off meeting to resolve this Finding on 09/30/26.
- NCCEH had already begun revising internal controls and approval processes before the review.
- The Finding ***did not*** result in reduced or rescinded funding for the NC BoS CoC.
- NCCEH takes this Finding seriously and is committed to transparency as we work toward a quick, efficient, and ethical resolution.
- If you have questions or concerns, please send them to Dr. Agard at latonya.agard@ncceh.org.



CoC Program Update



FY2026 CoC Program Competition

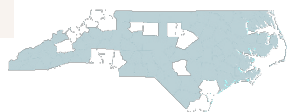
On September 16, the US Court of Appeals granted HUD an emergency Stay pending appeal in their ongoing court case with the National Alliance to End Homelessness. Following the Stay, HUD reopened the FY2026 CoC Program Competition on September 18, with a new deadline of September 30.

All applicants that were approved on the FY2026 Priority Listing at the August Governance Board meeting (21 Renewal projects and 10 New projects) submitted their finalized project application to HUD by the deadline. NCCEH also met the deadline with the CoC's Priority Listing and Collaborative Application, which are available on our [Funding Opportunities](#) webpage for your review.

Total Request: \$18,095,681

Project Types:

- 1 HMIS
- 1 SSO-Coordinated Entry
- 7 Rapid Rehousing
- 12 Permanent Supportive Housing
- 7 Transitional Housing
- 3 Supportive Services Only



FY2026 CoC Program Competition

The deadline for HUD to make awards for the FY2026 CoC Program Competition by December 1 is still in effect, but the court case is not over.

Per NAEH:

“On 9/21, the Alliance and our co-plaintiffs **filed an emergency motion with the First Circuit Court of Appeals**. Effectively, we asked the court to let us present our many other arguments why the NOFO is unlawful as quickly as possible. Specifically, we requested that the appeals court cancel the *existing* district court ruling and send the case back to the district court to rule on our other claims. This emergency **motion was granted**, and the case is now back with the district court. We have asked for an expedited ruling and for relief prior to the announcement of awards (December 1).”

NCCEH will keep all Members & Stakeholders updated as we learn more.

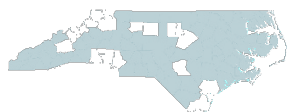


Opportunity for Public Comment

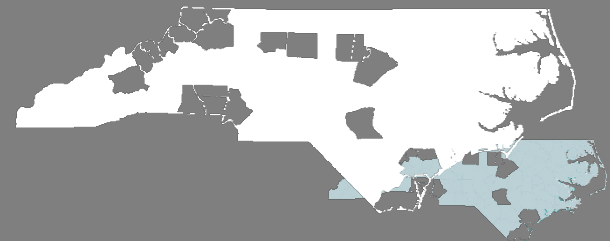
As previously shared, HUD has published a [Federal Register notice to solicit public comment](#) on their ‘Research Justifying Additional Incentives for Certain Activities to Reduce Homelessness.’ As determined by the court during the ongoing case with NAEH, HUD is only permitted to provide bonuses and incentives for strategies proven effective at reducing homelessness *other than permanent housing* when there is supporting evidence and an opportunity for public comment. This opportunity for public comment is specifically related to their new incentive for Transitional Housing and Supportive Services Only projects.

The comment period is open until October 13. We encourage you to review and submit a comment. NAEH has released guidance to inform your comment, and NCCEH is here to help if you have any questions or are seeking information to include in your response.

[Commenting on HUD’s Proposed Notice on Incentives](#)



CoC Program Grant Significant Change Request



Welcome to Vaya Partners

On Oct. 1, Vaya Health and Partners Health Management merged to form Vaya Partners, serving 225,000 individuals across 47 counties.



Why did Vaya and Partners Merge?

Vaya Health and Partners Health Management are now Vaya Partners, bringing together our experience, resources, and reach to better serve members, families, and communities across North Carolina.

The merger is the result of a shared belief that we are stronger, more sustainable and better positioned to serve members and communities together. While our name has changed, our commitment to the people and communities we serve remains at the center of everything we do. Together, we're building a stronger organization focused on making it easier for members to access the care, services, and resources they need.



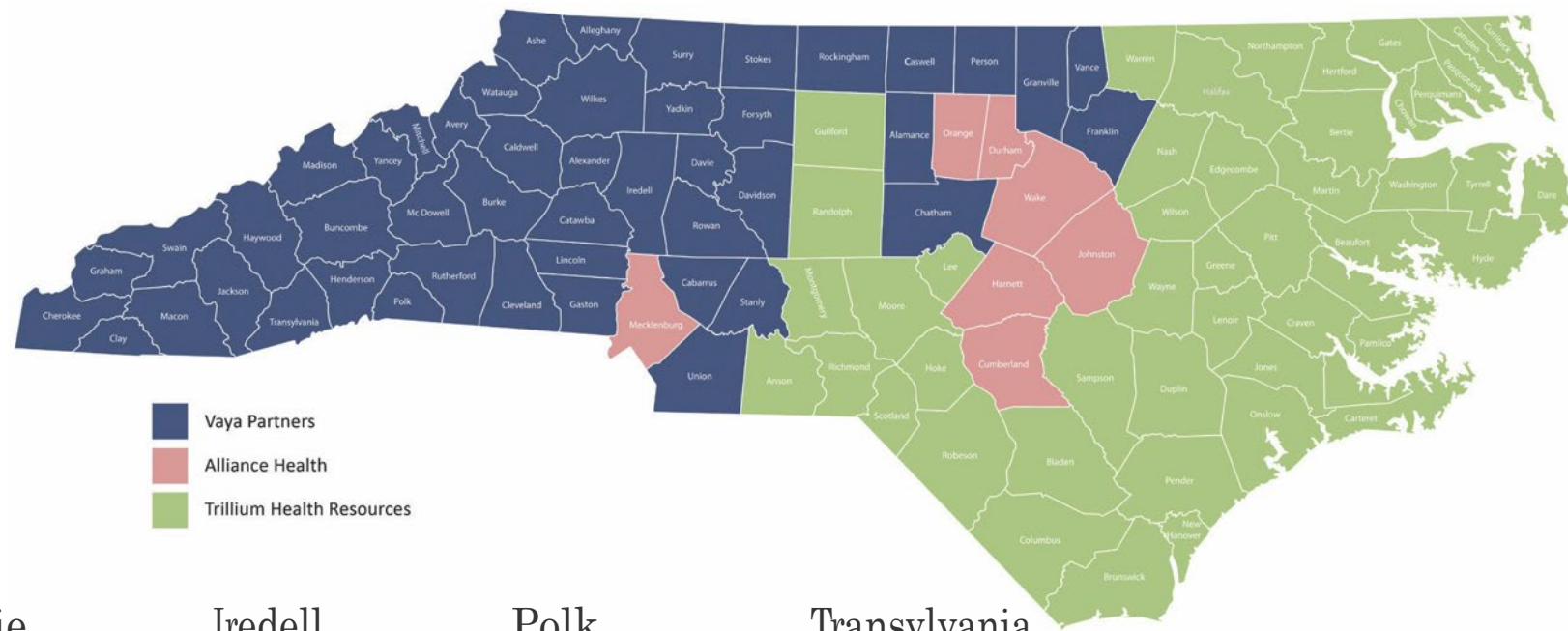
Our Focus

Our focus is on individuals, and ensuring continuity of care for members.

Member eligibility for Medicaid and/or State-funded services is not affected by the merger of Vaya and Partners.

Individuals who received services through Vaya or Partners, now are receiving services from Vaya Partners, bringing together our experience, resources, and reach to better serve members, families, and communities across North Carolina.

Our Coverage Area



Alamance	Caldwell	Davie	Iredell	Polk	Transylvania
Alexander	Caswell	Forsyth	Jackson	Rockingham	Union
Alleghany	Catawba	Franklin	Lincoln	Rowan	Vance
Ashe	Chatham	Gaston	Macon	Rutherford	Watauga
Avery	Cherokee	Graham	Madison	Stanly	Wilkes
Buncombe	Clay	Granville,	McDowell	Stokes	Yadkin
Burke	Cleveland	Haywood	Mitchell	Surry	Yancey
Cabarrus	Davidson	Henderson	Person	Swain	



Thank You

Teena Willis – Community and Residential Housing Manager

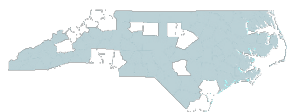
Teena.Willis@vayapartners.org



Significant Change Request: CoC Program Grant

Due to the merger of Vaya Health and Partners Health Management:

- The grantee for the Partners Health Management CoC Program grant, Partners Consolidated Renewal 2024 needs to be transferred to the new entity: Vaya Partners
- When CoC Program grantees need to change, the CoC's Significant Change Process requires Governing Board approval of the change and a letter of support from the NC BoS CoC to HUD's Greensboro Field Office



Significant Change Request: CoC Program Grant

Partners Consolidated Renewal 2024:

Permanent Supportive Housing

Grant Term: 6/1/2026 through 5/31/2027

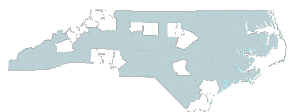
Funding Amount: \$356,203

To Serve: 26 households

Currently Serving: 27 households

Covers: Catawba, Burke in Region 3

Yadkin, Surry, Iredell in Region 4



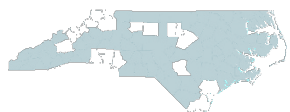
Significant Change Request: CoC Program Grant

Partners Consolidated Renewal 2024:

The same support will be provided throughout the transition of the grant for participants and for grant management.

Partners, as Vaya Partners, will continue to ensure rents and utilities are paid and funding is drawn down for reimbursement.

The same staff will continue providing services to the participants as well.

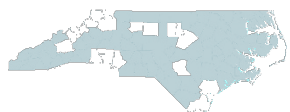


Motion?

Questions?

Governing Board Members:

- Motion to approve Vaya Partners as the new grantee for the Partners Consolidated Renewal 2024 CoC Program grant?



Data Quality Plan Change Proposals

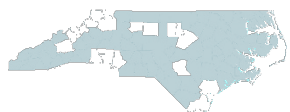


NC COALITION to
HOMELESSNESS

What is a Data Quality Plan?

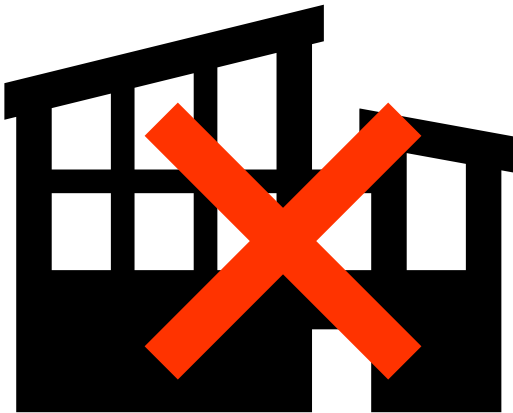
A Data Quality Plan is a regular, ongoing process of measuring the Completeness, Timeliness, Accuracy, and Consistency of overall client data in HMIS

Identifies the responsibilities of all parties within the CoC with respect to HMIS data quality, establishes specific data quality standards, and describes the procedures for implementing the plan and monitoring progress toward meeting data quality standards.



Data Team Name Change

Change from Data Center to Data Team to not confuse with AI Data Centers.



Updated Project Types!

Emergency Shelter can now fall under two workflow categories, Entry Exit & Night-by-Night

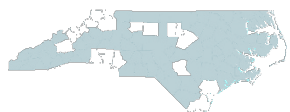
Entry/Exit requires or strongly encourages a continuous stay while a client resolves their experience of homelessness.

Night-by-Night is used where a significant proportion of clients spend a night at the shelter as needed on an irregular basis. Less information required at Intake/Project Start. After initial Entry, a record of each night the client was sheltered is recorded in HMIS.

**DQ Plan does not include Data Quality Benchmarks for Night-by-Night but separates the two types of shelter*

***Day Shelter** is used to record daytime facilities and services (no lodging) for people experiencing homelessness.*

**DQ Plan does not include Data Quality Benchmarks for Day Shelter*



Proposed Change to include HUD Data Standard Updates

HUD now requires the collection of clients' Sex at Birth.

Gender is no longer a HUD Required field.
Change to a Locally Required field in DQ Plan.

All demographic questions expectations:

1. Client reported (no provider assumptions)
2. Data Collectors offer the list of options for clients to self-identity
3. Client Doesn't Know and Client Prefers Not to Answer are allowable

Client Record		
Name	Doe, Bill	
Name Data Quality	Full Name Reported	
Alias		
Social Security	***-**-4321	
SSN Data Quality	Full SSN Reported (HUD)	
U.S. Military Veteran?	No (HUD)	
Sex	Male	
U.S. Military Veteran?	Yes (HUD)	
Age		

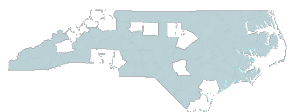
Client Demographics		
Date of Birth		
Date of Birth Type		
To select multiple values hold down the "ctrl" or "cmd" key and click on each value		
Race and Ethnicity		
Additional Race and Ethnicity Detail		
Gender		
If Different Identity, Please Specify		

Benchmark changes

Benchmark error rate limits are not set in stone! Error rates can be raised or lowered depending on past Fiscal Year data.

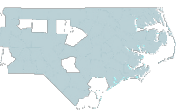
Each CoC's Coordinated Entry committee members proposed changes to their projects to properly reflect how much data they can collect.

The Data Team is also proposing to adjust the Benchmarks for all project types based on past years' performance.



Proposed Benchmark Changes for All Projects

Data Element	Current Error Rate Limit	BOS FY24	BoS FY25	BOS FY26	Durham FY25	Orange FY25	Proposed Missing/ Error Rate Limit
Sex	N/A	N/A	N/A	46%	N/A	N/A	5%
Race & Ethnicity	5%	3%	0%	0%	0%	0%	2%
Veteran Status	5%	4%	1%	1%	0%	0%	2%
Relationship to Head of Household	5%	2%	0%	0%	0%	0%	0%
Enrollment CoC	5%	4%	1%	1%	0%	0%	0%
NC County of Service	15%	4%	1%	13%	1%	0%	0%
Annual Assessment	N/A	49%	40%	33%	76%	30%	0%



Proposed Coordinated Entry Benchmark Changes

Data Element	Current Error Rate Limit	BOS FY24	BOS FY25	BOS FY26	Durham FY25	Orange FY25	Proposed Error Rate Limit
Social Security Number	10%	10%	15%	7%	26%	16%	15%
Exit Destination	15%	15%	33%	22%	41%	30%	25%
Income Start	5%	16%	14%	10%	6%	14%	15%
Income Annual	5%	49%	36%	69%	0%	91%	25%
Income Exit	5%	19%	17%	11%	7%	14%	15
Annual Assessment	N/A	49%	40%	43%	76%	30%	0%

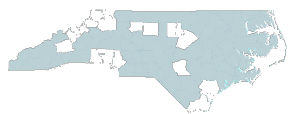


Motion?

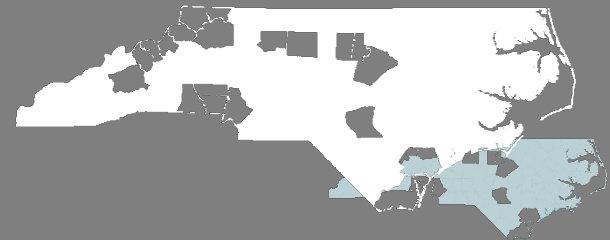
Questions?

Governing Board Members:

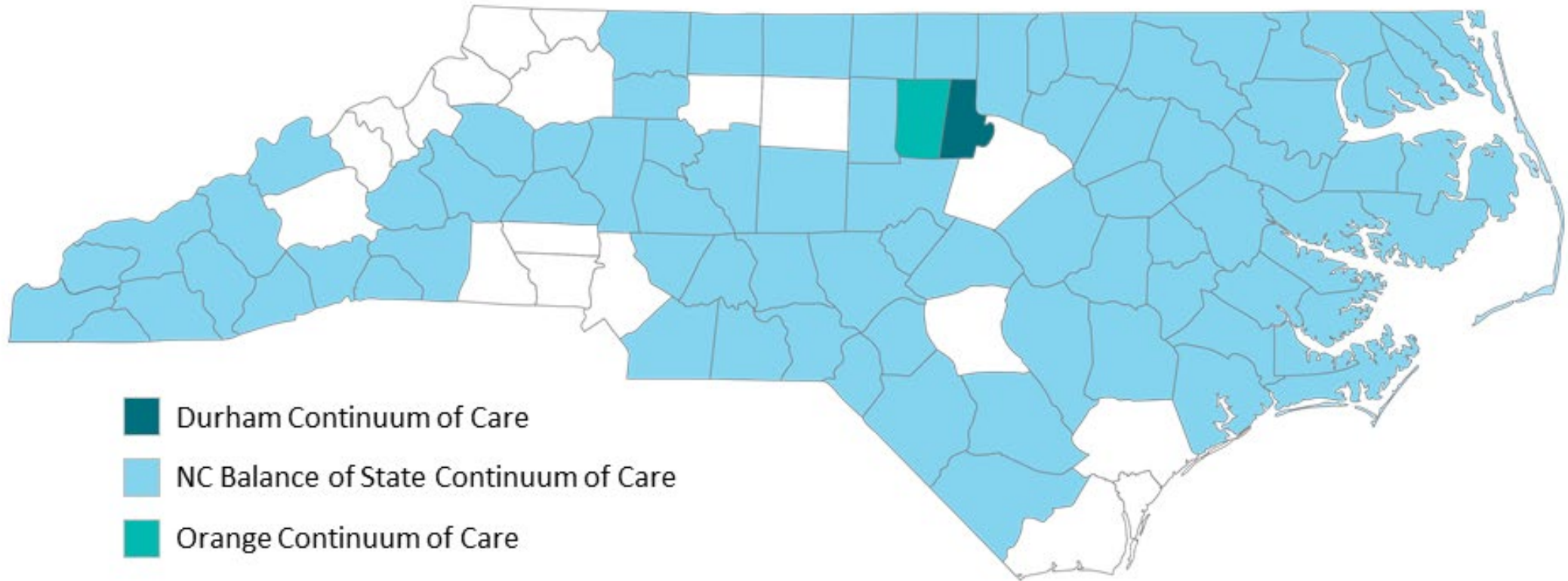
- Motion to approve the Data Quality Standards as presented by the Data Team?



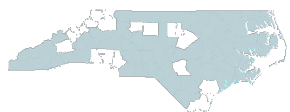
HMIS Software Evaluation and Improvement Work Group



HMIS@NCCEH is a collaboration between 3 CoCs & 81 Counties

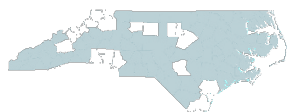
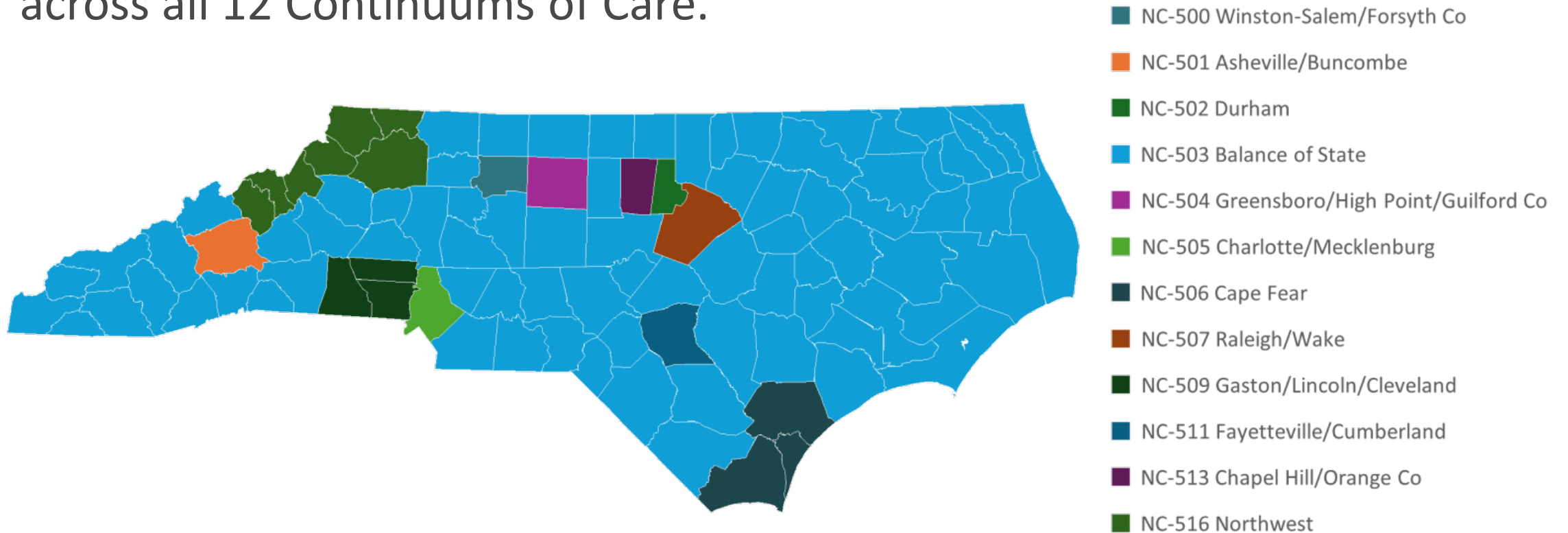


*Homeless Management Information System



Statewide HMIS Data Warehouse is different

The Statewide Data Warehouse would hold data from 4 HMIS sites across all 12 Continuums of Care.



HMIS Software Workgroup History

HMIS Lead Evaluation for 2025 identified Vendor Evaluation reporting gap

Some CoC Staff returned from NAEH Conference in July 2025 excited about other software options (thank you Rikki Gardner for the enthusiasm!)

Workgroup members identified by CoC staff and volunteers from System Updates meeting of HMIS users

- 7 Reps from each CoC, multiple project types, different HMIS roles + 3 Data Team staff for support

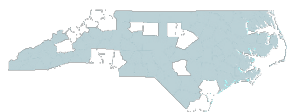
Workgroup met from October 2025 through August 2026

- Met with Bitfocus Clarity, Eccovia CaseWorthy reps for demos of what is possible

- Reviewed the HUD HMIS Vendor Evaluation Tool

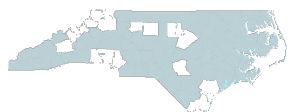
- Met with WellSky CommunityServices reps about concerns

Wake CoC just completed their own HMIS Software RFP



Result

1. [Vendor Evaluation for WellSky Community Services in HMIS@NCCEH](#)
2. Recommendation to pursue an HMIS Software Request for Proposals (RFP)
3. Recommendations for improvements to make now
 - Include software options and updates in monthly System Updates meeting
 - Share some features more broadly
 - Email notification feature for Referrals via Service Transactions
 - Follow-up reminders for Needs, Services, or Referrals via Service Transactions
 - Dashboard Reports for Live data analysis
 - Report Writer for raw data exports
 - Research leveraging pop-up shelter notifications



Why recommend an RFP?

Challenging interface (not intuitive or logical for non-tech folks)

So much clicking

Not accessible in the field (not mobile friendly)

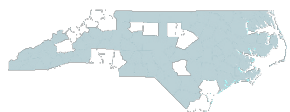
Duplicate time to collect and enter data

Customer service frustrations (poor communication)

Not timely updates

Back-end sharing is administratively clunky

We deserve better!



Next Steps

CoC Governing Board decision to send to Membership to request an HMIS Software Request for Proposals (RFP)

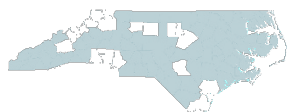
- Process differs in each CoC

- HUD estimates that HMIS RFPs is 2 years from vote to software transition

If approved, then the HMIS Lead Agency (NCCEH Data Team) and CoC Lead staff would begin planning

- Consultation with Wake and Mecklenburg CoCs for best practices

- Option to request HUD TA



Contact NCCEH

hello@ncceh.org

919.755.4393

NCEndHomelessness 

@NCHomelessness 

nc_end_homelessness 

Contact NCCEH Data Team Help Desk

hmis@ncceh.org

919.410.6997



NCCEH

The background of the image is a solid teal color, overlaid with a repeating pattern of white line-art icons. These icons represent various types of buildings, including houses, multi-story apartment buildings, and commercial structures, some with trees or clouds nearby. The pattern is dense and covers the entire background.

2027 PIT/HIC

**The 2027 Point
in Time and
Housing
Inventory Count
is *just around the
corner!***



NCCEH

Our Objective(s)

Submit complete and accurate data to HUD for PIT/HIC across the CoC

Gather usable and actionable for the Balance of State structure (regions + counties)



Who and What do we Count?

One Night Counts each year the last 10 days of January:



Unsheltered People

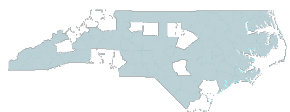


Sheltered People in Emergency Shelter (ES) or Transitional Housing (TH) Beds



Permanently Housed People in Rapid Re-Housing (RRH), Permanent Supportive Housing (PSH), or dedicated Other Permanent Housing (OPH) Beds/Vouchers

- Only Moved-In people



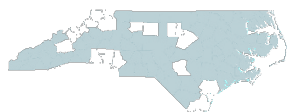
Point in Time and Housing Inventory Counts

One Night Counts each year the last 10 days of January:

- Durham CoC is January 25, 2026
- Orange CoC is January 25, 2026

When should NC BoS CoC hold the PIT Night?

- Historically, it's been the last Wednesday (1/27)

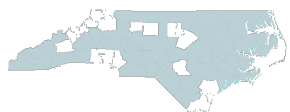


Motion?

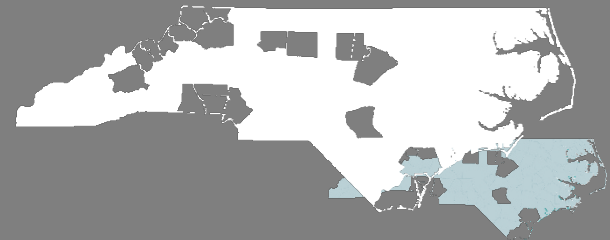
Let's talk about it!
Questions?

Governing Board Members:

- Motion to approve the NC BoS CoC's 2027 Point-in-Time Count Night?



Performance Evaluation



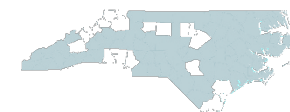
Performance Evaluation Process

Purpose and Responsibilities:

The Performance Evaluation Review Process fulfills a Collaborative Applicant's duty, per HUD regulations, of reviewing CoC Program Grantee and ESG Program Subrecipient performance to assist in improving overall performance and impact on the CoC's System Performance Measures.

Prior to working with our HUD TA provider, ICF, this performance review was primarily conducted annually through the CoC and ESG Program Competitions.

The work is larger in scope and needs its own review process. It has been developed with ICF and will assist in improving overall performance and impact the CoC's System Performance Measures.



Performance Evaluation Process

PERFORMANCE EVALUATION

Level 1: Quarterly Report

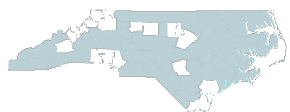
All CoC Program grantees and ESG Program subrecipients submit reports.

Level 2: Remote Review

CoC Program Grantees Only:
Review of Policies and Participant Files. Annual risk assessment guides selection. Each agency receives a Level II review at least once every 3 years.

Level 3: On-site or Intensive Remote Review

CoC Program Grantees Only:
Additional file review/Participant interviews. NCCEH may escalate a Level II review when high-risk concerns require further examination.

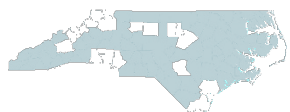


Performance Evaluation Process

Level II/III: Reviews

For ESG subrecipients, NCCEH is working on a MOU with the NC ESG Office to outline responsibilities.

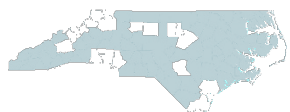
- The NC ESG Office conducts their own monitoring reviews of ESG subrecipients (Desk Monitoring and On-Site Compliance Visits) and engages NCCEH staff when technical assistance is needed.



Performance Evaluation Process

Level I Quarterly Reporting via a Smartsheet Form

Due Dates	
Q1	• April 15 by 5 PM
Q2	• July 15 th by 5 PM
Q3	• October 15 th by 5 PM
Q4	• January 15 th by 5 PM

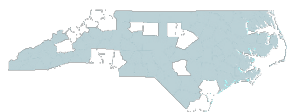


Performance Evaluation Process

LEVEL II: REMOTE REVIEW

A Performance Evaluation Workgroup with NC BoS CoC staff will establish a Level II review schedule for the year based on a risk assessment.

The schedule will include a mix of high-, medium-, and low-risk projects and will ensure each project receives a review at least once every 3 years.



Performance Evaluation Process

Risk Measurement	Risk Value (Points)
Non-attendance of ESG or CoC Trainings Hosted by NCCEH	5
Not submitting an HMIS Data Quality Plans on time or the submission is not accepted	5
Non-Achievement of ESG and CoC Performance Measure Benchmarks:	5
Level I Quarterly Report Submission – Failure to submit at least one report on time	5
Regional Committee/Governing Board Attendance (for CoC-wide projects) At least 75% in the last 12 months?	10
Spending: Is the agency on track to spend 90% of their grant funds	15
*Special consideration will be given for grants within their first grant term. These grantees should be spending funds at least within 90 days after the start of the grant term. If so, 0 points. If not, 15 points	
Funding award amount: Up to \$250,000 = 5 points; \$250,001 - \$500,000 = 10 points; \$500,001 - \$1,000,000 = 15 points; Over \$1,000,000 = 20 points	20
Unresolved or Open Corrective Action with HUD or NCCEH	10
No Performance Evaluation Review conducted in the past 2 years	25
TOTAL	100



Performance Evaluation Process

Level II: Notification and document submission

Notice

A notice is sent via email to the CoC Program-funded agency. The notice identifies the program, period under review, requested materials, and submission instructions.

Days

7

• Calendar Days to send participant HMIS #s list

2

• Business days for NCCEH to select participant files for review from HMIS #s list

30

• Calendar Days for agency to submit materials to NCCEH



Participant Files

Up to 10% of files, cap of 20

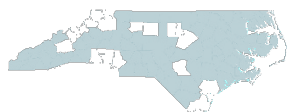
NCCEH samples participant files
or across subrecipient files and
may request more files if
significant concerns arise.

Participant Documentation – PII redacted

- Eligibility determination and HMIS enrollment
- VAWA compliance (Notice of Occupancy Rights
 - Services provided
 - Housing Stability Plan
 - Annual assessment
- 1 Grievance record, if applicable
- Exit interview documentation, if applicable

Rental Records

- Lease and rent reasonableness
- HQS and lead paint compliance
 - VAWA Lease Addendum
 - Proof of payments



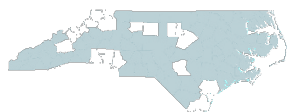
Agency and Financial Materials

Policies and Oversight

- Agency and Program Policies and Procedures
 - Intake Procedures and Eligibility Determination Procedures
 - Grievance Policy and Procedure
 - Termination Policy and Procedure
- Financial management Policies and Procedures
- Organizational chart & Job descriptions
- Subrecipient agreements and monitoring evidence, when applicable

Financial and Report Records

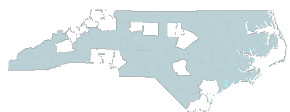
- One reimbursement or drawdown packet
 - Annual Performance Report
 - Most recent Single Audit Report
 - 25% Match documentation



REVIEW AND RESULTS MEETING

Staff completes the review within 30 calendar days after the materials' due date.

A virtual meeting with agency leadership and pertinent staff follows to discuss the results.



Summary, Response, and Final Letter

Summary Letter– 14 days

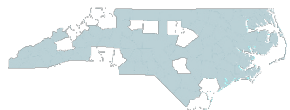
Within 14 calendar days after the results meeting or on-site visit: The letter will indicate needed improvements, corrective actions, timeline and technical assistance as needed.

Final Response– 14 days

NCCEH staff will provide a response within 14 calendar days regarding acceptance of the grantee response letter.

Grantee Response– 30 days

Within 30 calendar days of the summary letter date, the grantee will respond with a letter indicating a corrective action plan with a completion timeline.



Appeal Rights and Due Dates

An appeal is appropriate when the grantee believes NCCEH has incorrectly identified a concern or finding through the misunderstanding of information provided by the grantee or through other means.

Grantee Appeal

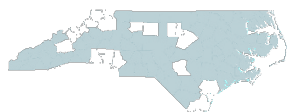
Submit within 14 calendar days of the summary letter email date.

Use agency letterhead and the Appeal Smartsheet Form.

Staff Response

NCCEH and the workgroup review the appeal and supporting information.

NCCEH responds within 14 calendar days of submission.



Level III: On-Site or Intensive Remote Review

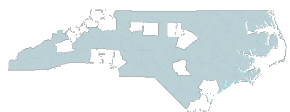
On-site visit (1 – 2 day visit/possible participant interviews)

- No minimum advance notice
- Notice identifies visit logistics and required materials
- Participant interviews or home visits, as requested
- Exit conference

Intensive Remote Review

- NCCEH requests additional documents or participant files
- Review completed within 30 calendar days from notification
- Virtual results meeting follows

The summary letter, grantee response, and appeal process also applies to Level III

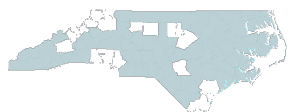


Performance Evaluation Process

Recommendation:

Start a Performance Evaluation Review Workgroup

- Receive training on the Performance Evaluation Review Process developed with assistance from ICF staff (HUD TA Provider) & input from the Funding & Performance Subcommittee
 - Membership should include:
 - LEAC
 - Non ESG/CoC Program-funded agency staff
 - Priority for members who have previously worked with ESG/CoC Program grants.
 - Begin the Performance Evaluation Review Process with NC BoS CoC staff at NCCEH
 - Do the work for 1 year and then recommend to membership and the Governing Board whether this should become a subcommittee of the NC BoS CoC
-
- Governance Charter:
 - Working Groups: The Board of Directors forms short-term, outcome-focused working groups on an as-needed basis. The scope of work and proposed group duration will be determined by the Board. Working group membership will vary depending on the needs of the group but generally should represent the totality of the Board of Directors (region, subpopulation, etc.) as feasible.

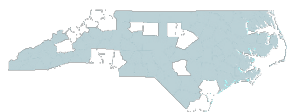


Motion?

Questions?

Governing Board Members:

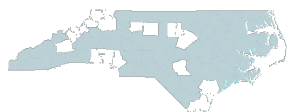
- Motion to recommend the establishment of a Performance Evaluation Review Workgroup to start up the NC BoS CoC's Performance Evaluation Review Process?



Upcoming meetings & reminders

(Log-in, registration & recording information can be found on agenda)

- **HMIS Systems Monthly Meeting**, *Wednesday, October 7, 10 – 11 A.M.*
- **Lived Expertise Advisory Council**, *Friday, October 9, 12 – 1 P.M.*
- **FY25 SSO-CE Application and Budget DUE**, *Friday, October 9, by 5 P.M.*
- **Funding and Performance Subcommittee**, *Thursday, October 15, 2 – 3 P.M.*
- **Coordinated Entry Council**, *Monday, October 19, 10 – 11:30 A.M.*
- **Client Advocacy Collaborative**, *Wednesday, October 21, 11:30 A.M. – 12:30 P.M.*
- **Veterans Subcommittee**, *Monday, November 2, 11 A.M. – 12 P.M.*

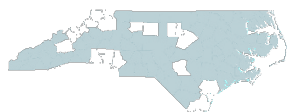


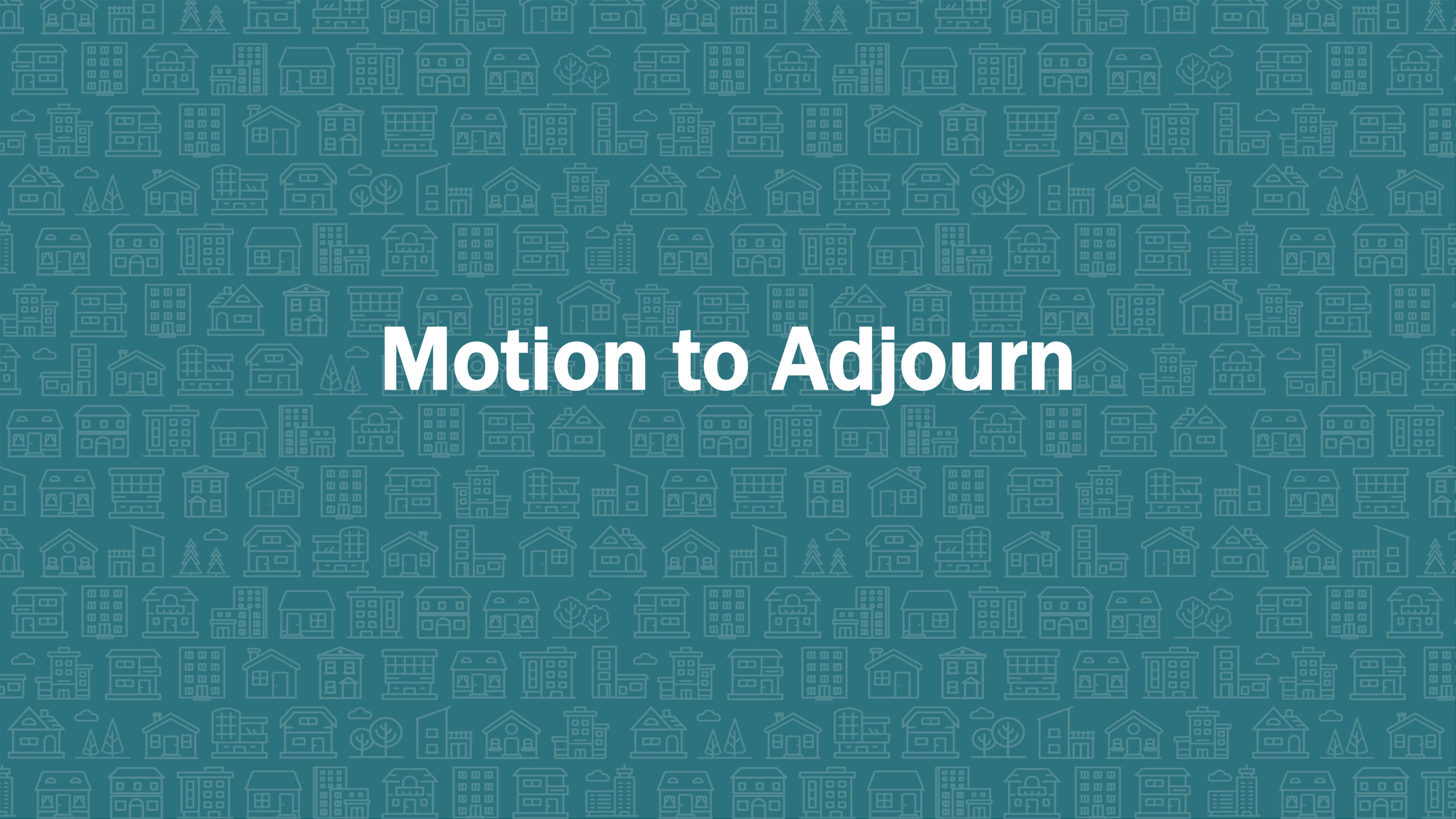
Next Meeting(s)

Governance Board Meeting

Tuesday, November 2, at 10:30 AM.

Reach out to us: (919)755-4393 | bos@ncceh.org



The background of the slide is a solid teal color with a repeating pattern of white line-art icons. These icons represent various types of buildings, including houses, multi-story apartment or office buildings, and industrial structures like factories with smokestacks. Some icons also include stylized trees or clouds. The pattern is dense and covers the entire background.

Motion to Adjourn