HMIS@NCCEH Advisory Board
February 6, 2019
In-Person Meeting

Members Present:
NC-502- Lloyd Schmeidler; NC-503- Brian Alexander, Bagé Shade; NC-513- Corey Root, Deborah Vestal; NCCEH- Denise Neunaber

Others Present:
Abby Burgess-ICA (via conference call); Nicole Purdy-NCCEH

Call to Order, Welcome, & Introductions
- Denise welcomed those present. Members and others present introduced themselves.
- Denise summarized recent interactions with the NC HMIS Governance Committee.
  - NCCEH has been back and forth with the Governance Committee about the MOU after we received the first demo site and missed an update. NCCEH is still operating on the original MOU. NCCEH sent feedback on the proposed MOU but has not heard anything back. The original MOU has been amended with cost adjustments and to allow for continued access to the current NC HMIS implementation.

Election of Officers
- Per the Advisory Board Governance Charter, the three officers need to be elected from the 6 CoC designated representatives.
- All 6 CoC designated representatives are members of the HMIS Advisory Board Executive Committee along with the HMIS Lead Agency member.
- The HMIS Advisory Board reviewed officer duties in the Governance Charter, including meeting frequency and executive committee duties.
- *Motion made to approve Brian Alexander as Chair, Corey Root as Vice-Chair and Lloyd Schmeidler as Secretary until June 30th (Schmeidler, Root). All in favor, none opposed- motion passes.*
- The HMIS Advisory Board will elect officers again in June 2019 for the new fiscal year beginning July 1, 2019.

HMIS@NCCEH Launch Update
- Agency Participation Agreement:
  - NCCEH has thoroughly reviewed the participation agreement and new HUD guidance to make updates to the agreement. It is currently in final review with NCCEH's attorney who has data use experience. The attorney should be returned within the week.

- o Denise summarized changes to the Participation Agreement that included adding language whereby agencies cannot request data deletions that have been entered into the system and tightening guidance on sharing information.
  - o NCCEH will send the Participation Agreement to the HMIS Advisory Board once finalized but no vote will be needed. The Participation Agreement will be sent to agencies via Docusign for signature for the HMIS@NCCEH implementation.
- HMIS User Agreement:
  - o The HMIS User Agreement has been through numerous edits.
  - o NCCEH plans to have users watch an orientation training and review policy and procedures before signing the new User Agreement.
- Training:
  - o NCCEH staff are finalizing development of foundational trainings for roll out in the new implementation.
  - o Foundational trainings include orientation to the new implementation, data elements, data entry and privacy.
- HMIS Policy and Procedures:
  - o Originally, NCCEH staff believed they could take the MCAH Policies and Procedure (P&P) document for the NC HMIS and update information relevant to the new system. However, once the HMIS Advisory Board committees are operational, they can do reviews and updates as needed. Updates on the policies and procedures has been a bigger job than anticipated.
  - o The biggest changes in policies and procedures relate to privacy. The NC HMIS P&P only address privacy and sharing in HMIS. However, we understand that data sharing happens outside of HMIS through By- Name List (BNL) meetings and talking to homeless school liaisons. Internal HMIS sharing is different from the community need to help a client find housing. Sharing outside of HMIS happens and currently, no document governs it. NCCEH wants to incorporate some language on external sharing and privacy to reflect reality.
- Demo site:
  - o NCCEH identified two additional issues in the latest demo site released on 01/28/19. WellSky is currently reviewing the identified issues and will update the script to address them for a new demo site. The 9 CoCs remaining in the NC HMIS did not report any issues with the demo site.
  - o NCCEH has found continued issues with missing data and visibility challenges in the QA process, which has prolonged the timeline for going live.
  - o NCCEH continues to struggle with WellSky. WellSky has experienced a number of staffing changes and issues, and discontinued work due to NC HMIS GC interruptions and requested changes. NCCEH has escalated issues to WellSky supervisors.

- o The HMIS@NCCEH implementation committed to a copy purge to see if issues we were experiencing were due to WellSky or MCAH, then we would look at new software.
  - o NCCEH does not currently have a demo site now and are unsure when the next one will be available. NCCEH will continue documenting and sending all issues to WellSky. Once it has a viable demo site, NCCEH will give agencies a 2-week notice of the pending downtime and the final script will be run to create the live site.
  - o NCCEH asked the question: if the next demo site is okay for the 9 CoCs remaining in NC HMIS, could NCCEH use that imperfect script and fill in or export additional data where gaps exist? This could be an option, and NCCEH has been reviewing the implications. If using the imperfect script is viable, NCCEH may go that route.
- Other Software:
  - o NCCEH is under contract with WellSky through June 30, 2019. WellSky has been billing for a site not received, and NCCEH hasn't paid anything since last July.
  - o Due to issues with the site, NCCEH and WellSky negotiated two options: apply a $30,000 credit to next year's contract or a $16,800 credit to this year's contract. HMIS@NCCEH will probably need to sign another contract with WellSky for next year due to the timeline of getting a live site and being able to look at new software. We could accept the credit for next year to help while researching other potential software and costs.
  - o At this point, NCCEH needs to make a partial payment for access to current software and to utilize ESG funds. HMIS Advisory Board members decided it should sign another contract with WellSky for the 2019-2010 fiscal year, and asked NCCEH to request the full 30,000 credit. The HMIS Advisory Board directed NCCEH to a partial payment for current invoices but not to make other payments until we have a live site.
  - o All HMIS CoC grants will be fully spent. Once NCCEH resolves payment to WellSky, in addition to a few end-of-year things, 2018 will be finalized. Denise will have Matt do a financial report to close out 2018 and the budget for next fiscal year. Corey requested budget estimates for the Orange County CoC by this week and has a hard stop in March for any changes. NCCEH did not include what other software costs might be; we need to project costs etc. for that. Matt will get estimated budgets to the Orange and Durham CoCs for budgeting purposes.
  - o Does ICA have any experience with CoCs changing software and have an idea of budget costs for that sort of transition? The cost would include the time creating an RFP, evaluating the options, and expenses related for the new software vendor to import and export data from the current system. Members suggested that HMIS@NCCEH could use the WellSky credit for export costs, if it is a more

general credit rather than for user licenses. Abby mentioned that many CoCs leaving WellSky are mostly choosing Bitfocus.

- Members agreed that thinking about software change is the next step for our implementation. All members can start asking questions about new software informally and bring back information. We will also need to talk about how to formalize a committee or workgroup to consider new software. We should aim to change software before switching to ServicePoint 6.

Member Recruitment
- Brian read the sections about membership from HMIS Advisory Board Governance Charter.
  - Advisory Board is required to have 11-17 members. Executive Committee approves all non-designated members. Members agreed that starting at the lower end of the range make more sense at first and then can move towards adding more once the new implementation begins.
- Possible members include:
  - HMIS users
  - Duke research representative
  - ESG office representative
  - Inter-office Agency on Homeless representative
  - HUD field office representative
  - DHHS representative
  - 211 representative
- Members to invite now:
  - Melissa McKeown-Brian could invite
  - ESG office-Denise could ask Joe for a recommendation
  - Donna Biederman from Duke-Lloyd could invite
  - DHHS-Denise could ask Erica Ferguson for a recommendation or talk with Heather Black at 211
- What does the invitation package look like? Or we should have a FAQ on how people can be involved. Brian will make a template/draft next week and we can start recruitment later in the month/March.

Regular Meeting Time
- Next meeting is March 20 from 1-3 PM possibly in Hillsborough. Corey will look into room/space. If not available, NCCEH will have the meeting at the NCCEH office
- Executive Committee will meet every other month starting in March.
- The HMIS Advisory Board will need to have full approval on Policies and Procedures in the near future, but the implementation can have interim Policies and Procedures in the meantime.

- Next steps: Determining the financial pieces going forward and researching new software.