HMIS@NCCEH Advisory Board
July 10, 2019
In-Person Meeting
NCCEH, 310 N Harrington St, Raleigh

Members Present: Brian Alexander, Donna Biederman, Ehren Dohler, Erika Ferguson, Melissa Mckeown, Denise Neunaber, Corey Root, Lloyd Schmeidler, Deborah Vestal, Matt Walker, Talaika Williams, Nicole Wilson

Members Absent: None

Others Present: Andrea Carey, Adrianna Coffee, Andy Phillips, Nicole Purdy, Jasmine Volkel

Call to Order, Welcome & Introductions:
- Brian welcomed everyone, reviewed the agenda and attendees introduced themselves.
- The May 10, 2019 minutes were presented by Lloyd Schmeidler.
  - Motion to approve minutes as presented. All in favor, none opposed- motion passed.
- 5 new members were presented: Donna Biederman, Erika Ferguson, Melissa McKeown, Nicole Wilson, and Talaika Williams
  - Motion to approve. All in favor, none opposed- motion passed.

Group Visioning and Goal Setting
- Denise Neunaber, along with the group, discussed the timeline of the development of

  HMIS:
  - 2003- HUD released HMIS requirements and people were trying to figure out what to do in the community. At the time, 31 CoCs existed in NC, but some counties were not a part of a Continuum of Care; CHIN- Carolina Homeless Information Network formed.
  - December of 2004- NC Housing Coalition signed a contract with Bowman for the ServicePoint software
  - 2006- NC Dept. of Health & Human Services (DHHS) created the NC Balance of State CoC
  - 2010- CoCs doubted the accuracy of data from the HMIS operated by CHIN
  - 2011- NCCEH contracted with consultant to review the CHIN system; discovered that the structure of the HMIS was causing reports to break
  - 2012- HEARTH Act regulations released by HUD
  - 2013- All 12 NC CoCs were in the statewide system
  - 2014- NC CoCs released an RFP for a new HMIS Lead Agency
  - 2015- The NC HMIS Governance Committee selected the Michigan Coalition Against Homelessness (MCAH) to serve as the HMIS Lead Agency. MCAH established Local System Administrators (LSAs).
  - Early 2017- NCCEH and some CoCs started expressing concerns about MCAH serving as the HMIS Lead Agency formally in Governance Committee.
  - August 2017– The NC HMIS Governance Committee held a vote for to issue an RFP for a new HMIS Lead Agency. The vote failed.

- o Nov/Dec 2017– The NC BoS, Durham, and Orange CoCs gave notice of leaving the NC HMIS. NCCEH contracted with the Institute for Community Alliances (ICA) to help with transition.
- o June 2018-June 2019– Working toward launching HMIS@NCCEH. Took a full year later than originally planned. Late summer got our first real copy, where we found out that there were visibility issues within the system. Data was entered into the system that shouldn't have been visible to some, but it was.
- o June 2019- HMIS@NCCEH launch
- The board held a discussion about potential priorities moving forward
  - o We want to have statewide data, right now working on making it functional. We want to create an application for CoCs to apply to join HMIS@NCCEH. Also looking at the potential for Data Warehousing.
  - o How do we make sure that, if a client is in HMIS@NCCEH, that we can get their homeless history from NC HMIS as well?
- The board discussed the following ideas for HMIS@NCCEH
  - o Dashboards – easy to use, easy to see, and auto-update
    - o For CoCs, systems, but also individual agencies
  - o Flexibility in reporting and quickness
  - o Software that allows for better and easier reporting
  - o Data governance
  - o Data stewardship
  - o Using data for:
    - o Evaluation
    - o Advocacy and public reports
    - o Day-to-day practice improvement
  - o Transparency:
    - o Published data dictionary and transparent pricing and process for getting data
    - o Standard definitions, standard processes
    - o Participation and data quality
    - o Inclusive decision-making, including users
  - o Client-focused system
  - o Accessible system, including agencies not currently in system
  - o Collaboration with users to design changes in how we operate HMIS
  - o End user customization, modern user interface, customizable
  - o Warehousing, data matching
  - o API/Integration between systems
  - o Using the data beyond HUD Requirements
  - o Supports/drives improvement/innovation
  - o System thinking/reporting
  - o HMIS@NCCEH Stakeholders
    - o Clients
    - o Agencies

- o End users
- o CoCs
- o State partners
- o Federal partners
- o Funders
- o Data users
- o Local partners
- The board desires a client-focused system, which will be transparent and flexible, while working towards a collaborative, integrated system that provides quality, accessible data.
- Donna Biederman is going to work on creating a vision statement for the advisory board with Ehren Dohler and Erika Ferguson.

Scope of Work and Prioritization
- The board discussed having a user support group. This would be a focus group through the Data Center with information passed onto the HMIS Advisory Board. This group could be used to gather feedback or to preemptively gather information about decisions. The group expressed value in it being an invited focus group instead of a broad survey.
- The board discussed having reporting around data engagement.
- The board discussed having workgroups to work on more specific topics:
  - o Software workgroup
  - o System configuration workgroup
- The board also discussed a method called 'fist to five' for voting on decisions.

Next HMIS@NCCEH Advisory Board meeting: September 12th 1-3 pm.