**Governing Board Meeting:** September 28, 2023
Location: Hope Haven

| Board Members | | | |
|---|---|---|---|
| Anna London, Chair | Trish Hobson, Vice Chair | Timica Melvin, Secretary | Kathryn Firmin-Sellers |
| Sonia Jenkins | Brian Kovaleski | Karen Pelletier | Warren Wooten |
| Kenny Robinson | Susan Crawford | Kaedon Grinnell | James Lee |
| Brittany Marshall | Jessica Lefkowitz | Deronda Metz | Tchernavia Montgomery |

**Agenda**

| Time | Item | Facilitator |
|---|---|---|
| 2:00pm-2:10pm | Welcome, attendance <br> **Motion: Adopt meeting agenda & approve meeting minutes from July 27, 2023 Board meeting** | Anna London <br> Branden Lewis (attendance) |
| 2:10pm-2:15pm | Executive Committee Report Out <br> • CoC Board recruiting timeline & process | Anna London |
| 2:15pm-2:30pm | A Home for All Framework Implementation: Focus on Property Provider Recruitment Pillar | O'Shauna Hunter |
| 2:30pm-3:15pm | Committee & Workgroup Report Out <br> • Landlord Engagement Workgroup <br> • Update: Emergency Housing Vouchers <br> • Healthcare Workgroup | Jamien Harvey, Housing Collaborative <br> Timica Melvin <br> Tchernavia Montgomery |
| 3:15pm-3:20pm | Public Comment | Anna London |
| 3:20pm-3:40pm | Collaborative Applicant Staff Updates: <br> 1. HMIS Governance <br> **Motion: Dissolve Data Advisory Committee & HMIS Sub-Committee and Establish MeckHMIS Governance Committee** <br> 2. CoC funding processes: NCDHHS ESG, HUD CoC NOFO & YHDP <br> 3. 2024 project monitoring calendar <br> 4. Upcoming Trainings | Erin Nixon <br> Branden Lewis |
| 3:40pm-4:00pm | Agency Updates <br> Request for November meeting agenda items | All |
| 4:00pm | Adjourn | Anna London |

- Next CoC Full Membership meeting: November 8, 2023: 2:00pm-3:30pm
  - Who should attend: All CoC regular members, members of the public and CoC Board members
- Next CoC Governing Board meeting: November 16: 2:00pm-4:00pm;  TBD

**Our Vision**: Homelessness is rare, brief and non-recurring in the Charlotte-Mecklenburg Community. Everyone has housing choices and prompt access to a variety of housing resources and supports that meet their needs.

The meeting of the CoC Governing Board was held on July 27, 2023, in-person at Charlotte Works with a virtual option offered via Zoom.

**Board Members Present:** Anna London, Trish Hobson, Kathryn Firmin-Sellers, Kenny Robinson, , Lucy Crain, , Jessica Lefkowitz, Timica Melvin, Warren Wooten, Tchernavia Montgomery, Karen Pelletier, Sonia Jenkins

**Board Members Absent:** Jazmin Royall, Brian Kovaleski, Sonia Jenkins, Deronda Metz, Susan Crawford, Brittany Marshall, Kaedon Grinnell, James Lee

**CoC Staff Present:** Branden Lewis, Erin Nixon, Mary Ann Priester, Kim Sanders

**Guests Present:** Victoria Lopez, Mark Silverman, Debra Lemmon, Latosha Young

**Welcome**

**HMIS Governance Update:**
- **Victoria Lopez and Mark Silverman** from Abt Associates shared a presentation about the process used to restructure Char-Meck's CoC HMIS Governance since moving to a new software meant that Char-Meck would operate as its own HMIS implementation. Mark and Victoria have been providing technical assistance to the HMIS team since June 2022 and began meeting weekly with community members in April 2023 to develop a new proposed governance. Board members provided with a copy of the proposed governance to provide feedback. Request to vote on governance at 8/14 special meeting so committee recruitment can begin. Question: should City of Charlotte be added as Ex Officio seat to ensure monitoring across project types aligns? Will be considered.

**Executive Committee Report Out: (Anna London):**
- **Anna London** shared the survey results from the Board members about CoC Board composition specifically, should the Towns of Meck County seat remain a seat on the Board. The consensus from the survey and discussion is that the seat should remain. One recommendation was to see about engaging a faith community active in a town to fill that seat. It has been difficult to find someone in one of the towns that understands & can represent the needs around homelessness in all 6 towns.
- **CoC Board member recruiting:** Anna shared that recruitment for open Board seats will begin in September.
- **Chronic Homelessness Workgroup & Healthcare Workgroup:** Karen Pelletier, Chair of Chronic Homelessness Workgroup: After discussion with the chronic homelessness workgroup and the need to connect clients to healthcare resources, the chronic homelessness workgroup recommended the Board establish a Healthcare Workgroup to focus on improving access to all types of healthcare and to explore how the potential of Medicaid expansion will impact clients served. **Motion: Dissolve Chronic Homelessness Workgroup & Establish Healthcare Workgroup**. Motion passes unanimously.
- **CoC Planning Grant: Housing First training update & MI project:** Housing First trainings facilitated by Pathways to Housing have been taking place weekly since April of 2023. Weekly sessions have been well-attended. As an extension of this training, the CoC will partner with The

Forum at Hope Haven to support staff from CoC agencies to participate in The Forum's 9 month Motivational Interviewing cohort.

**A Home for All Framework Implementation:**
- **Kathryn Firmin-Sellers** introduced O'Shauna Hunter, Director of Housing Solutions to provide the update. O'Shauna shared that the full implementation plan was released; work on 3 pillars of the framework continues and United Way is issuing RFPs for TA for Upstream Rental Assistance pilot and Property Provider Recruitment Pilot.

**System Performance Measures Progress Update**
- **Mary Ann Priester** shared the most recent progress on SPMs since they were submitted in February of 2023. (Attachment)

**Committee & Workgroup report out:**
- **Youth & Family Workgroup:** Karen shared that the workgroup continues to meet and has good participation. The group has focused on youth aging out of foster care in advance of the new Meck Co-funded permanent housing program that will come online
- **Equity & Inclusion Committee:** Kenny Robinson, Chair of EIC, shared that the committee completed a survey to show representation on the committee and will charge the Board to complete the survey as well to ensure all underrepresented populations have a leadership role in the work of the CoC.
- **Youth Action Board:** No report

**Public Comment:**
- No public comment

**Collaborative Applicant Staff Updates:**
- CoC Funding: Applicants currently working on NCDHHS ESG Project submission; Board will have special meeting to approve ranking committee funding recommendations; Letter of Interest period for CoC funding has closed. Project applications are due by 8/23.
- **CoC Written Standards:** Erin Nixon shared what written standards are and why they are important. They provide guidance to agencies that receive funding from the CoC about how programs should operate. Updates to the written standards include changes to the CoC Transfer process. This is an important part of improving the SPM that measures returns to homelessness. Since Board had not had a chance to discuss, Erin asked if they would like to vote to approve updated standards today or discuss and approve at the Board's 8/14 meeting. Warren highlighted the importance of the written standards and motioned they be approved today. Motion passed unanimously

**Agency Updates**:
- Agencies provided updates

**Meeting Adjourned**
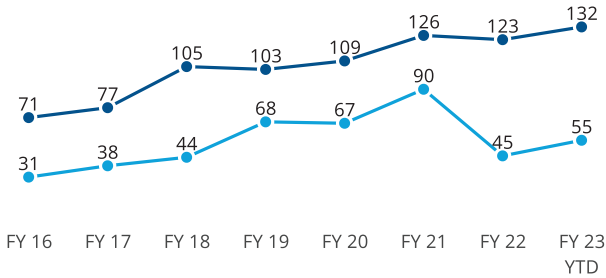
CoC Governing Board Recruitment Timeline

| Item | Date | Responsible |
|---|---|---|
| Check in with current Ex Officio members | September 18-22 | Anna (done) |
| Applications open | September 29-October 13 | CoC Staff |
| Board member interviews | October 23-November 3 | MNC |
| CoC Membership approves slate of new Board members | November 8, 2023 | Full membership |
| Orientation #1 for all new Board members | December 5, 2023 | CoC Staff & new members |
| Orientation #2 for all new Board members | December 12, 2023 | CoC Staff & new members |
| 1st Board Meeting | January 25, 2024 | |

# SYSTEM PERFORMANCE MEASURE UPDATE

## Average & median length of time persons remain homeless increased

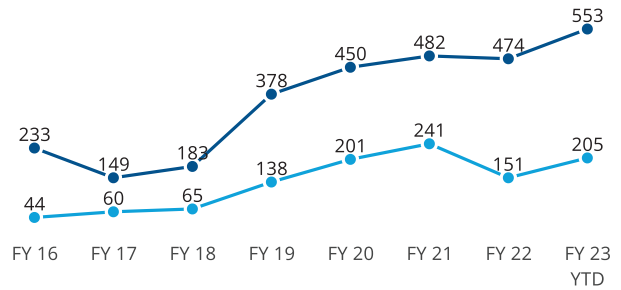### Average & Median length of time from emergency shelter to PH
*FY16 to FY23 YTD*

| | FY 16 | FY 17 | FY 18 | FY 19 | FY 20 | FY 21 | FY 22 | FY 23 YTD |
|---|---|---|---|---|---|---|---|---|
| Average Number of Days | 71 | 77 | 105 | 103 | 109 | 126 | 123 | 132 |
| Median Number of Days | 31 | 38 | 44 | 68 | 67 | 90 | 45 | 55 |

● Average Number of Days   ● Median Number of Days

### Average & Median length of stay in emergency shelter
*FY16 to FY23 YTD*

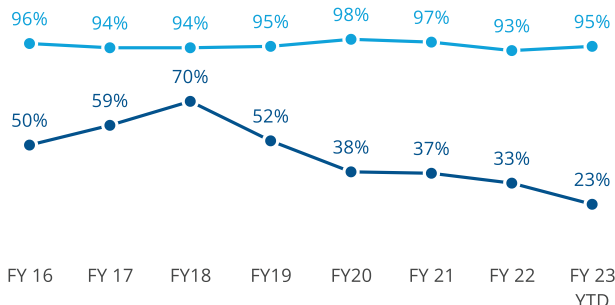| | FY 16 | FY 17 | FY 18 | FY 19 | FY 20 | FY 21 | FY 22 | FY 23 YTD |
|---|---|---|---|---|---|---|---|---|
| Average Number of Days | 233 | 149 | 182 | 378 | 450 | 482 | 474 | 553 |
| Median Number of Days | 44 | 60 | 65 | 138 | 201 | 241 | 151 | 205 |

● Average Number of Days   ● Median Number of Days

## Permanent housing exits from emergency shelter, transitional housing & rapid re-housing has decreased from FY18 to FY23 YTD
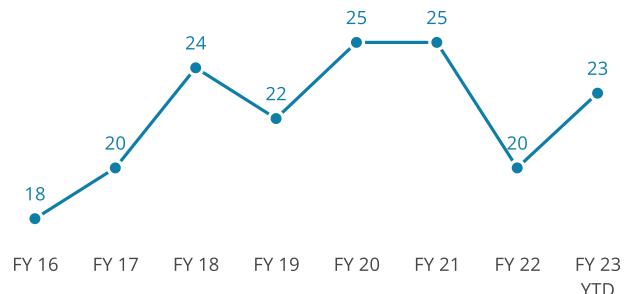
## Most people do not return to homelessness after exiting into permanent housing

### Percentage of Permanent Housing Exits and Retention

| | FY 16 | FY 17 | FY18 | FY19 | FY20 | FY 21 | FY 22 | FY 23 YTD |
|---|---|---|---|---|---|---|---|---|
| Exit to or Retention of PH | 96% | 94% | 94% | 95% | 98% | 97% | 93% | 95% |
| Permanent Exits | 50% | 59% | 70% | 52% | 38% | 37% | 33% | 23% |

● Permanent Exits   ● Exit to or Retention of PH

### Returns to homelessness after exiting into permanent housing

| | FY 16 | FY 17 | FY 18 | FY 19 | FY 20 | FY 21 | FY 22 | FY 23 YTD |
|---|---|---|---|---|---|---|---|---|
| | 18 | 20 | 24 | 22 | 25 | 25 | 20 | 23 |

## Number of people experiencing first time homelessness
*FY16 to FY23 YTD*

Annual Count: 6167, 5104, 4509, 4625, 4457, 4827, 5555, 4910
PIT Count: 1674, 1476, 1668, 1742, 1604, 1947, 1761, 1916

FY 16, FY 17, FY 18, FY 19, FY 20, FY 21, FY 22, FY 23 YTD

● Annual Count  ● PIT Count
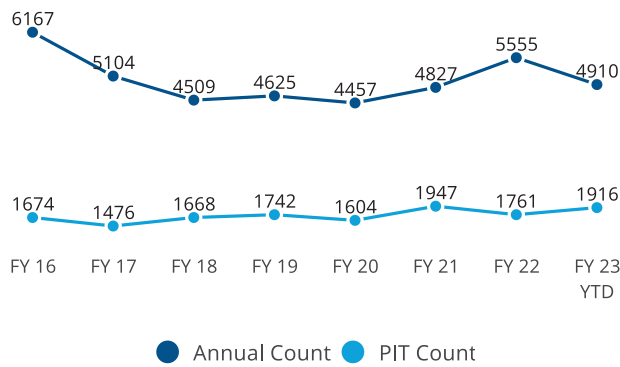
## Number of people experiencing homelessness
*FY16 to FY23 YTD*
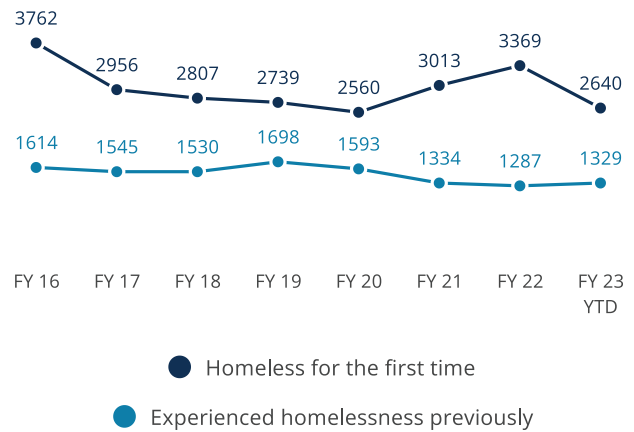
Homeless for the first time: 3762, 2956, 2807, 2739, 2560, 3013, 3369, 2640
Experienced homelessness previously: 1614, 1545, 1530, 1698, 1593, 1334, 1287, 1329

FY 16, FY 17, FY 18, FY 19, FY 20, FY 21, FY 22, FY 23 YTD

● Homeless for the first time
● Experienced homelessness previously

## Percent of **currently enrolled** adults with increased total income

36%, 35%, 46%, 36%, 33%, 32%, 29%, 42%

FY 16, FY 17, FY 18, FY 19, FY 20, FY 21, FY 22, FY 23 YTD

Adult Leavers
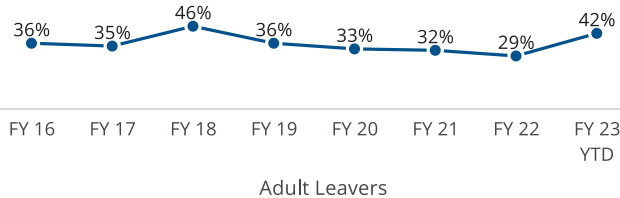
## Percent of **exited** adults with increased total income

19%, 51%, 45%, 43%, 45%, 46%, 51%, 46%

FY 16, FY 17, FY 18, FY 19, FY 20, FY 21, FY 22, FY 23 YTD

Adult Stayers
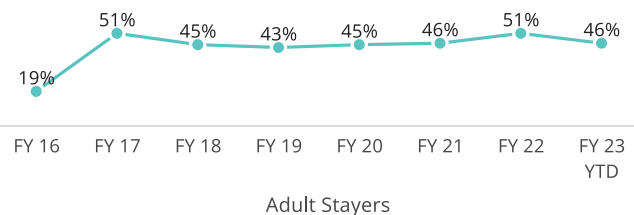
# MeckHMIS Governance Committee Composition & Structure
**September 28, 2023**

## PURPOSE & GOVERNANCE

The MeckHMIS Governance Committee, a committee of the Continuum of Care (CoC), oversees the CoC's HMIS implementation in partnership with the HMIS Lead. In partnership with the HMIS Lead it is responsible for ensuring that privacy and security of HMIS data is maintained, reliable and timely data about homelessness in the geographic area of the CoC is available through the Homeless Management Information System (HMIS) and other data sources, and that the HMIS is meeting the needs of users. Reliable and timely data is the foundation upon which goals, strategies and advocacy efforts to achieve the CoC's vision are built.

## COMPOSITION & STRUCTURE

HUD Technical Assistance providers worked with Mecklenburg County (the HMIS Lead) and the community to develop the MeckHMIS Governance Committee. The proposed composition and structure ensures there is broad and diverse representation of all populations and services that impact or are impacted by system performance, data collection, data analytics, and the HMIS system in Charlotte-Mecklenburg.

## ROLES & RESPONSIBILITIES

In order to ensure that the CoC has the data needed to develop plans and goals, assess progress, monitor system and project performance, report to funders, service providers, and the public, assure client privacy, and meet user needs, the MGC responsibilities shall include:

- Assisting in crafting the HMIS implementation vision and strategy
- Reviewing and approving HMIS Policies & Procedures at least annually that set baseline requirements for compliance with HUD Data Standards for the management and operation of the HMIS, including, but not limited to, Privacy, Security and Data Quality Plans
- Ensuring the operation of HMIS is in compliance with federal regulations and all State and local laws
- Reviewing and approving data quality, security and administrative documents at least annually
- Reviewing and troubleshooting CoC data quality issues
- Reviewing and approving HUD-required CoC report data, including System Performance Measures, Longitudinal Systems Analysis, Point in Time Count/Housing Inventory Count etc.; before and after submission.
- Approve HMIS Cost Model & annual end user license fee

- Review program and/or System Performance monitoring data on a quarterly basis to determine areas for improvement and report recommendations to the Governing Board.
- Review program and/or System Performance monitoring data on an annual basis and recommend program and System Performance targets to the Governing Board for approval.
- Develop and maintain CoC policies related to requests for HMIS data.
- Review and make recommendations regarding research requests for CoC data
- Review compliance with data use agreements
- Every five years, evaluate the HMIS Lead; report results to the Governing Board for approval
- Select an HMIS Lead and software including software costs, as required; recommend results to Governing Board for approval

By a majority vote, the MGC may create ad hoc working groups to accomplish the above responsibilities.

## COMPOSITION

The MGC will consist of no more than 13 members, and no fewer than 11, all of whom will have one vote. Eight members of the committee will be Ex Officio, meaning appointed by their organization, committee or are seated based on holding a specific position. Five seats will be elected by the Membership/Nominating Committee in consultation with the Executive Committee of the MGC. Committee members may represent more than one constituency, as described below.

- The NC-505 HMIS Lead will facilitate this committee, including developing meeting agendas in conjunction with the other members, preparing materials for the meetings, and arranging for staff support to take minutes and attendance.
- The committee will include homeless services project type representatives in elected seats: Permanent Supportive Housing/Other Permanent Housing, Rapid Rehousing, Transitional Housing, Emergency Shelter, Street Outreach, Prevention/Diversion, Victim Services Provider. The preference is for committee members to have familiarity with HMIS data or an HMIS Comparable Database and reporting.
- The committee will include the following entities as Ex Officio committee members:
  - Charlotte Regional Data Trust who has expertise in quantitative and qualitative research methodologies.
  - at least one person with lived experience of homelessness.
  - one NC-505 CoC Governing Board member.
  - the NC-505 Housing and Homelessness Research Coordinator.
  - Coordinated Entry Lead staff person
  - A Home for All evaluation representative
  - CoC Equity & Inclusion Committee member
  - City of Charlotte Housing & Neighborhood Services staff person who has

expertise in how their homeless-related funding is distributed

All MGC members must also be organizational or individual members of the CoC. The MGC is committed to a diverse and inclusive committee in terms of race, gender, sexual orientation, immigration status and other factors. The Membership / Nominating Committee of the CoC will be charged with monitoring the MGC for diversity and undertaking efforts to recruit a diverse membership.

## OFFICERS

The MGC will have three officers, who will be selected by majority vote of the members. Officers will serve for a term of one-year. Any member of the Committee may serve as an officer. Officers may serve up to four consecutive terms. The term will run from January to December. The process for Officer Selection will take place each December Interim terms of less than 12 months may occur to temporarily fill a vacant position prior to the end of the regular term.

- **CHAIR:** The Chair will preside at meetings of the MGC, participate in developing meeting agendas, publicly speak on behalf of the MGC, communicate with the Governing Board, and ensure that member representation covers all categories.
- **VICE-CHAIR:** The Vice-Chair will fulfill the functions of the Chair when the Chair is unavailable.
- **SECRETARY:** The secretary will keep meeting minutes.

## EXPECTATIONS OF MGC MEMBERS AND MGC MEETINGS

It is expected that MGC members participate fully in all aspects of the MGC, attend at least 75% of the meetings. Attendance will be reviewed quarterly. The meeting schedule will be determined by the Chair, in consultation with members and HMIS Lead. Meetings are open to the public. Minutes will be posted on the CoC website.

## VOTING PROCEDURES

For the purposes of conducting business, a quorum of the MGC will be half the voting members and no fewer than 5. The Chair will determine whether electronic voting is permitted, on a case by case basis. Each member (Ex Officio & elected) will have one vote. Action items are approved by a simple majority.

## MEETING FREQUENCY

Committee leadership will determine the frequency of committee meetings with the approval of committee members and will be responsible for communicating the schedule and

location of meetings, including opportunities for virtual participation, when available. Such advance notice will include a proposed agenda, brief background information about the intended topics of discussion, including any proposed votes. Such information will be conveyed to the members of the Committee and to the Collaborative Applicant Lead Staff, who will be responsible for disseminating that information to the broader CoC membership. Special meetings may be called by the Chair with a notice of 24 hours. Agenda and minutes will be distributed to representatives electronically and publicly posted. A meeting schedule will be adopted by the MGC each calendar year.

## TERM LENGTHS AND LIMITS

Elected committee members will serve three year terms so that approximately one-third of members will transition off the MGC or go through a nominating process each year to ensure continuity of membership. There are no term limits for individuals serving in an Ex-Officio capacity on the CEOC.  An elected committee member may serve up to two consecutive terms.

## RESIGNATION AND REMOVAL

MGC members may be dismissed by the MGC for violations of the Conflict of Interest Policy or for other violations of the CoC policies and procedures, including but not limited to:
- Missing more than 25% of the MGC meetings
- Fraud
- Failure to maintain confidentiality

Removal of a MGC member requires a majority of the MGC voting members present at a MGC meeting, but in no event shall such a vote occur if there are fewer than 5 members present. If a MGC member wishes to resign, the MGC member shall submit a letter of resignation to the MGC Chair.

## CONFLICT OF INTEREST

A. The purpose of the following Code of Conduct is to protect the MGC and to emphasize the MGC's commitment to the highest standards of integrity, fairness and conduct so as to ensure public trust.

B. The following Code of Conduct is intended to supplement, but not replace, any applicable state and federal laws governing conflicts of interest applicable to nonprofit and charitable organizations.

C. The following Code of Conduct applies to all MGC members and staff and shall govern the performance, behavior, and actions of the MGC and its representatives. It is the responsibility of each MGC Member and staff person to avoid any actual conflict of interest and/or the appearance of a conflict of interest.

D. Each person to whom this Code of Conduct applies must be free of any activity, association or investment which might influence, or give the appearance of interfering with, the independent exercise of his or her judgment in conducting MeckHMIS activities or in dealing with the MeckHMIS.

1. No MGC committee member shall participate in the selection, award, or administration of a bid or contract supported by State or Federal funds if a conflict of interest is real or apparent to a reasonable person.
2. Conflicts of interest may arise when any committee member has a financial, family or other beneficial interest in the vendor firm selected or considered for an award.
3. No committee member shall do business with award contracts to or show favoritism toward a member of his/her immediate family, spouse's family or to any company, vendor or concern who either employs or has any relationship to a family member; or award a contract or bid which violates the spirit or intent of Federal, State, and local procurement laws and policies established to maximize free and open competition among qualified vendors.
4. Committee members shall neither solicit nor accept gratuities, gifts, consulting fees, trips, favors, or anything having a monetary value from a vendor, potential vendor, or from the family or employees of a vendor, potential vendor or bidder, or from any party to a sub-agreement or ancillary contract.
5. In connection with any actual or possible conflict of interest, an interested person must disclose the existence of the conflict and/or financial interest and be given the opportunity to disclose all material facts to the MGC
6. Any MGC Member has a duty to recuse himself or herself at any time from involvement in any decision or discussion in which the member believes he or she has or may have a conflict of interest, without going through the process for determining whether a conflict of interest exists. Voting Members of the MGC should recuse themselves from any decision. Alternate and Additional Members should recuse themselves from any discussion and decision.
7. If any member of the GC has reasonable cause to believe a GC Member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.

## PROCESS FOR MEMBER SELECTION

Ex-officio members of the MGC will be designated by their organizations or by the Chair of the referenced Board or Committee; it is possible that one individual may fulfill more than one Ex-officio role (for example, one individual might represent both Lived Experience and the CoC Governing Board). All other elected MGC members will be voted on by the CoC Membership / Nominating Committee of the CoC Governing Board. At least one month prior to the start of a new term, which runs from January 1 – December 31, the MGC Chair will solicit applications for open seats from the community via website posting, agency distribution and CoC email list. The open seats will specify which roles/areas need to be covered, using the MGC Application Form. Nominations will be collected and reviewed by the CoC Membership / Nominating Committee with input from the MGC.

## AMENDMENTS

Amendments to the NC HMIS By-laws shall be submitted to the Chair for the agenda at the next regular meeting of the Governance Committee. A vote on the submitted amendment will occur at the next meeting.

## JOINING MECKHMIS

If another CoC wishes to join MeckHMIS, a written request must be made to the HMIS Lead for consideration by July 31 each year.

# CoC Monitoring Calendar

| Survey Due to CoC | Results reviewed at MeckHMIS GC | Site visits (# projects visited) | Results shared with CoC Board | All-Recipients Meeting |
|---|---|---|---|---|
| **11/17/23** Reporting period: 10/1/22-09/30/23 | 12/6/2023 | 11/27/23-12/15/23 (11) | 1/25/24 | 1/11/24 |
| **2/16/2024** Reporting period: 2/1/23-1/31/24 | 3/6/2024 | 2/19/24-3/8/24 (10) | 3/28/24 | 4/11/24 |
| **6/7/2024*** 6/1/23-5/31/24 | 7/3/2024 | 6/10/24-6/28/24 (11) | 5/23/24 | 7/11/24 |
| **8/16/2024** 7/1/23-6/30/24 | 9/4/2024 | 8/19/24-9/6/24 (10) | 9/26/24 | 10/10/24 |

*CoC projects evaluated for reallocation

Each project should receive a site visit 2x per year

Monitoring Visit Agenda:

- Spending
- Follow up on Housing First fidelity implementation
- Follow up on equity action plan
- Follow up on lived experience committee participation
- Client file review including checking for VAWA compliance
- Challenges & innovations
- Staff interview

Agenda for All-Recipients Meetings

- Themes from scorecards & site visits
- Best practice share outs
  - Increasing income
  - Incorporating persons with lived experience into program design
- Training
  - Documenting chronic homelessness & disability

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# of Projects by agency (does not include new projects applied for in 2023)

| Agency | NCDHHS | CoC |
|---|---|---|
| Roof Above | 3 | 5 |
| Mecklenburg County | | 5 |
| Salvation Army | 2 | 1 |
| The Relatives | 1 | 1 |

| | | |
|---|---|---|
| Supportive Housing Communities | | 2 |
| Safe Alliance | 1 | |
| Ada Jenkins Center | 1 | |
| Housing Collaborative | | 1 |

Monitoring:

| Funding Type | 11/27/23-12/15/23 | 2/19/24-3/8/24 | 5/20/24-6/7/24 | 8/19/24-9/6/24 |
|---|---|---|---|---|
| NCDHHS ESG | The Relatives: RRH<br>Safe Alliance: ES<br>Ada Jenkins: SO | Salvation Army: ES, RRH<br>Roof Above: ES, RRH | The Relatives: RRH<br>Safe Alliance: ES<br>Ada Jenkins: SO | Salvation Army: ES, RRH<br>Roof Above: SO, ES, RRH |
| CoC | RA: MFMH, H2H, TROC, HH, MP<br>Meck Co: DV RRH, SPC<br>The Relatives: RRH | Salvation Army: RRH<br>SHC: PSH, PSH<br>HC/AJC: RRH | RA: MFMH, H2H, TROC, HH, MP<br>Meck Co: DV RRH,  SPC<br>The Relatives: RRH | Salvation Army: RRH<br>SHC: PSH, PSH<br>Comm Link: RRH<br>HC: RRH |