

**Governing Board Meeting**

Thursday, March 26, 2020; 2:00pm-4:00pm

Board Members			
Stacy Lowry	Warren Wooten	Timica Melvin	Lily Haken
Kathryn Firmin-Sellers	Anthony Ryback	Sonia Jenkins	Alesha Eaves
Maya Marshall	Deronda Metz	Stephen McQueen	Patrick Hayes
Tchernavia Montgomery	Dennis LaCaria	Lashieka Hardin	Rodney Tucker
Hope Marshall			

**Agenda**

Time	Item	Vote Required	Facilitator
2:00pm-2:10pm	Welcome, attendance, public comments received, Board meeting attendance policy	Approve attendance policy	Erin Nixon
2:10pm-2:30pm	Officer election (Chair & Vice Chair)	Vote for Chair & Vice Chair	Erin Nixon
2:30pm-3:30pm	COVID-19 service impact, response, Role of CoC	TBD by Board	Various providers
3:30pm-3:55pm	CoC Committees <ul style="list-style-type: none"> <li>• Coordinated Entry Oversight Committee</li> <li>• Data Advisory Committee</li> <li>• HMIS Sub-Committee</li> <li>• NCHMIS Governance Committee</li> <li>• Community Representative</li> <li>• Board representation on CoC Committees &amp; Workgroups</li> </ul>	Approve CEOC proposed structure  Approve DAC proposed structure  Approve formation of HMIS Sub Committee of Data Advisory Committee  Approve community representative on NCHMIS Governance Committee	Courtney LaCaria (CEOC)  Mary Ann Priester or Courtney LaCaria (DAC, HMIS Sub Committee & NCHMIS Governance Committee)  Branden Lewis (Board representation)
3:55pm	Adjourn		Erin Nixon

**Voting Today:** Board members will vote via an online survey that will be sent out after the meeting to include all items requiring a vote. Voting period will be open for 24 hours. Results will be shared via CoC email listserv.

**Next Meeting: Thursday, April 23 2:00pm-4:00pm, location 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.

Governing Board Attendance Policy

Proposed, March 26, 2020

In order to ensure full engagement in Board activities, Board members will be required to attend 75% of scheduled CoC Governing Board meetings annually. Board members must attend in person as a quorum is required in order to vote. Attendance will be recorded in the CoC Governing Board minutes and will be reviewed semi-annually. CoC Governing Board members are also expected to abide by the attendance policy of the committees/workgroups of which they are members.

**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.

**Nominee for Chair:**



- Kathryn Firmin-Sellers, Chief Impact Officer, United Way of Central Carolinas
- Role on Board: Appointed Seat, United Way of Central Carolinas

Kathryn’s role at UWCC: I am charged with ensuring UWCC's funding amplifies UWCC's efforts to lay the foundations for greater economic mobility. I also lead our efforts to convene the corporate, philanthropic and non-profit sectors to improve the systems serving children and families.

I have agreed to accept the nomination to serve as Chair because I understand that, though critically important, direct services alone (and funding alone) won't solve for homelessness and housing insecurity. Real solutions lie with improved policy and improved systems. The CoC has the potential to influence change at that level. I welcome the opportunity to work with the group to articulate and work toward such goals.

**Nominees for Vice Chair:**



- Maya Marshall
- Role on Board: Elected Seat, Lived Experience

I have faced life’s uncertainties on a personal and on a professional basis. I know what it’s like to have your back against the wall and to need help. Sofa surfing, sleeping from couch to couch until things turned out better for myself. I have walked where they walked, I have stood where they stand, and I want to be a bridge of hope.

Because of my commitment to helping those who are in transition and are facing life’s challenges, they need to know that someone cares and that I am willing to help them move forward. I am committed to helping individuals connect and partner with agencies, faith groups, churches, mosque and synagogues and temples to help change the lives of others and those that are less fortunate. And to build a bridge to open doors and possibilities.



- Patrick Hayes, NC Serves Metrolina Network Director, Veterans Bridge Home
- Role on Board: Elected Seat, Workforce Development Providers

I am honored to be nominated for Vice-Chair of the COC. Ending homelessness in our community has been a passion of mine since interning at Urban Ministry in 2104 while completing my MSW. I have continued to work toward ending homelessness through my work at Veterans Bridge Home and with Housing Our Heroes. Veterans Bridge Home Serves as the backbone organization for the NCServes Metrolina network. NCServes is a partnership of over 60 local providers working to connect Veterans to resources. In 2019 28% of Veterans entering the network were seeking housing demonstrating that homelessness and affordable housing continue to be emergent issues in our community, and I am excited to address them from a systems level through the COC.

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**COORDINATED ENTRY OVERSIGHT COMMITTEE  
PROPOSAL TO ADOPT “COORDINATED ENTRY OVERSIGHT COMMITTEE:  
COMPOSITION & STRUCTURE”**

**March 26, 2020**

**CONTEXT**

The Coordinated Entry Oversight Committee (CEOC), a committee of the Continuum of Care (CoC), is responsible for operating an effective CE system that promotes equal access to resources and enables efficient allocation of available housing resources. The CEOC operates a coordinated access system that provides an initial assessment of the needs of homeless individuals and families for housing and services, and annually assesses and reports to the CoC Governing Board regarding participation in the Coordinated Entry (CE) system by users throughout the CoC geography.

The implementation of CE is a requirement under 24 CFR 578.7(a)(8), for receipt of Emergency Solutions Grant (ESG) and Continuum of Care (CoC) funds from the Department of Housing & Urban Development (HUD).

The document, “Coordinated Entry Policies and Procedures for Charlotte-Mecklenburg, NC (NC505),” contains the policies and procedures regarding the implementation, governance and evaluation of Coordinated Entry in Charlotte-Mecklenburg (NC505). Changes to the document must be approved by the Continuum of Care Board based upon recommendations from the CEOC.

Currently, the CEOC composition is comprised of an emergency shelter staff representative; rapid re-housing representative; permanent supportive housing representative; United Way representative; City of Charlotte employee representative; Mecklenburg County employee representative; and a youth representative.

In August 2019, Rebecca Pfeiffer, submitted her resignation as Chair of the CEOC. In consultation with HUD guidance, the CEOC installed an Interim Chair, which was confirmed through already-established nominating and voting procedures. Courtney LaCaria was nominated and voted as CEOC Interim Chair, which took effect on September 10, 2019. Mary Gaertner continued to serve as the City of Charlotte representative until December 31, 2019.

**EVOLUTION OF COORDINATED ENTRY**

Coordinated Entry was initially launched in 2014 as a new and innovative system-level solution. In 2017, the process was updated to include NC 2-1-1, which is funded and monitored by United Way of Central Carolinas. This update streamlined processes, ensured 24/7 support; and expanded access to information for households at risk of homelessness as well as currently experiencing homelessness.

Since 2014, Coordinated Entry has accomplished important milestones including implementing a systematic process for all households in search of housing information and resources; prioritizing available housing resources in alignment with need, especially for permanent

supportive housing; and setting up community data sharing so that relevant information can be viewed across programs, improve coordination and decrease the number of times a household has to answer personal questions.

### COMPOSITION & STRUCTURE PROPOSAL

In August 2019, Mecklenburg County Community Support Services led a community engagement process on behalf of the community to establish a new Continuum of Care Governance Charter. The Continuum of Care Governance Charter was later adopted in November 2019, outlining specific responsibilities and requirements for all Continuum of Care committees, including CEOC.

During this transition period, CEOC reviewed existing policies and procedures and researched Coordinated Entry system best practices. As a result, CEOC identified areas within the Coordinated Entry system and process that are underrepresented or not represented at all by the CEOC. These areas include: HMIS Lead Agency; Coordinated Entry staff; Charlotte-Mecklenburg Schools; Veteran's Administration; CoC Governing Board; person(s) with lived experience; Victim Services Provider; and residential / institutional care. While representatives from some of these areas currently attend the CEOC, they are unable to vote.

The proposed composition and structure allow for broad and diverse representation of all populations and services that impact or are impacted by Coordinated Entry in Charlotte-Mecklenburg. In addition, the proposal formalizes the existing representation to prevent any gap or delay in current projects or process revisions. Finally, the amendments outlined in this proposal position CEOC to more effectively fulfill its duties and responsibilities.

Therefore, CEOC recommends the adoption of "Coordinated Entry Oversight Committee: Composition & Structure" to replace "Governance" on page 4 and governance sections on pages 20-22 of the "Coordinated Entry Policies and Procedures for Charlotte-Mecklenburg (NC505)." In addition, the CEOC recommends the adoption of the CEOC Board Composition ("CEOC Board Composition Table") as outlined, including the approval of an interim term until the new CEOC cycle (January – December 2021) begins. Any change made in the future will be completed in accordance with the adopted policies and procedures. Upon adoption of this proposal, the new CEOC will move forward with the election of a CEOC Chair, Vice-Chair and Secretary.

# **COORDINATED ENTRY OVERSIGHT COMMITTEE**

## **DRAFT – COMPOSITION & STRUCTURE**

*The following section is intended to replace “Governance” which begins on page 4 and 18 of the “Coordinated Entry Policies and Procedures for Charlotte-Mecklenburg (NC505)”.*

### **GOVERNANCE**

The Coordinated Entry Oversight Committee (CEOC), a committee of the Continuum of Care (CoC), is responsible for operating an effective CE system that promotes equal access to resources and enables efficient allocation of available housing resources. The CEOC operates a coordinated access system that provides an initial assessment of the needs of homeless individuals and families for housing and services, and annually assesses and reports to the CoC Governing Board regarding participation in the Coordinated Entry (CE) system by users throughout the CoC geography.

### **ROLES & RESPONSIBILITIES**

In order to ensure that the Charlotte-Mecklenburg CoC operates an effective CE system and integrates the following qualities and/or components: prioritization, low barrier, Housing First orientation, person-centered and fair and equal access, emergency services, standardized access and assessment, inclusive, referral to projects, referral protocols, outreach, ongoing planning and stakeholder consultation, inform local planning, leverage local attributes and capacity, safety planning, use HMIS and other systems, and ensure full coverage in HMIS, the CEOC responsibilities shall include:

- Oversee and manage CE system processes, procedures and related activities;
- Investigate and resolve complaints or concerns related to CE;
- Review and respond to grievances filed when individual/household has exercised their right to appeal a decision from Coordinated Entry as outlined in in the Charlotte-Mecklenburg CoC Written Standards (Appendices A & D);
- Share data and information about CE and the CE system to CoC Governing Board and community;
- Review & analyze CE data;
- Recommend CE quality improvements to CoC Governance Board;
- Implement CE changes; and
- Review and update CE Policies & Procedures.

### **COMPOSITION**

The CEOC will consist of no more than 13 members, and no fewer than 9, all of whom will have one vote. CEOC composition is categorized into two sections: Ex-officio and elected. Elected positions include population-specific and service-specific areas. There are over 20 identified roles and/or areas within the CoC that directly impact or are directly impacted by Coordinated Entry. All roles/areas within the three categories should be represented by the full CEOC

composition. It is possible for one CEOC member to cover multiple sections as well as different roles/areas.

All CEOC members must also be member organizations or individuals of the CoC. The CEOC is committed to a diverse and inclusive oversight committee composition 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 CEOC and undertaking efforts to recruit a diverse membership.

#### EX-OFFICIO

- **CoC Collaborative Applicant designee:**  
The Collaborative Applicant (CA) is responsible for providing staff support to all committees of the Continuum of Care. The CoC is responsible for the implementation of the Coordinated Entry system so it is important that a designee from the CA be on the Coordinated Entry Oversight Committee.
- **HMIS Lead Agency designee:**  
The HMIS Lead Agency is the agency designated by the CoC to establish and operate the CoC's Homeless Management Information System. Mecklenburg County Community Support Services serves as the local System Administrator for the HMIS in the Charlotte-Mecklenburg CoC and currently represents the CoC on the NC HMIS Governance Committee. The HMIS Lead is responsible for ensuring that projects meet national data quality objectives; that the CoC has an HMIS data privacy plan, security plan and data quality plan; and that HMIS is administered in compliance with HUD requirements. To understand whether the CE system is functioning as planned, CE data must be combined with existing HMIS individual participant data already required to be collected in a CoC's HMIS. These data allow for monitoring, managing, and evaluating the coordinated entry process. By looking at how the system functions together with participant progress, a CoC can begin to understand whether the pathways it has created for participants are effective. HUD recommends that the Coordinated Entry Policy Oversight entity include representation from the HMIS Lead.
- **Coordinated Entry Staff designee:**  
Coordinated Entry (CE) is a countywide system that aims to connect individuals and families experiencing homelessness, or at very imminent risk, to an existing available shelter or housing resource in the community. The first step of the process is to call 2-1-1. CE operates from multiple locations and includes a variety of participating agencies. In addition to the core Mecklenburg County Community Support Services (CSS) – Homeless Services Division (HSS) team of six staff, other organizations and programs that serve the homeless have CE-trained staff including 1) Supportive Housing Communities (SHC) – Project for Assistance in Transition from Homelessness Program (PATH), 2) Urban Ministry Center (UMC) | Men's Shelter of Charlotte (MSC) Street Outreach/Housing Navigation, 3) Veteran Service Office (VSO), 4) Veterans Bridge Home (VBH), 5) SSVF-funded entities, and the 6) Davidson Housing Coalition. Because the CE supervisor plays

a crucial role administering and monitoring CE, this position provides important information to CE Oversight related to the front-line experience for clients and staff alike.

- **Charlotte-Mecklenburg Schools designee:**  
Charlotte-Mecklenburg Schools (CMS) identifies students who are eligible for McKinney-Vento assistance and resources because they are experiencing homelessness. This definition of homelessness includes doubled up with family and/or friends and paying to stay in a hotel or motel. This population is at a high risk for experiencing homelessness within emergency shelter or transitional housing. It is critical that the school system and Coordinated Entry coordinate to ensure that resources can be targeted upstream to prevent families from entering homelessness whenever possible. When homelessness occurs, CMS and CE can partner to ensure homelessness is brief and services are in place to ensure homeless students have access to both educational and housing resources.
- **United Way of Central Carolinas designee:**  
United Way of Central Carolinas (UWCC) serves as the liaison between Charlotte-Mecklenburg's Coordinated Entry Oversight Committee (CEOC) and United Way North Carolina 2-1-1 (UWNC 2-1-1), the community's entry point for the Coordinated Entry process. Participation in the CEOC allows UWCC, a funder for UWNC 2-1-1, to more knowledgeably communicate and streamline feedback and requests to and from UWNC 2-1-1, as well as ensure that the work of the CEOC remain aligned with 2-1-1's purpose and mission.
- **Veteran's Administration designee:**  
Veteran's Administration (VA) participation in the Coordinated Entry Oversight (CEOC) is one of several ways for the VA to fulfill the goal of participating with the local CoC. The VA recognizes that Coordinated Entry systems are a critical element in efforts to end Veteran homelessness and homelessness for all populations, and VA participation is essential to the success of this effort. VA participation on this committee allows an opportunity to review system data and metrics to identify gaps and barriers that impact the veteran population and recommend adjustments accordingly. The CEOC focuses on monitoring operations and reviewing and recommending policy additions and changes that relate to the population experiencing homelessness. VA presence on the CEOC is important to support and strengthen access to and prioritization of resources for veterans experiencing homelessness.
- **CoC Governing Board designee:**  
The CoC Governing Charter outlines that each committee must have at least 1 CoC Board member.
- **Person with Lived Experience:**  
It is important to incorporate the experience of people who are currently or formerly homeless in the work of committees. The newly adopted CoC Governing Charter

outlines that each committee should include at least 1 seat for a person with lived experience in homelessness. [add about representation; important to have voice at table but also not at high level; front-line views and high-level views both important]

## ELECTED SEAT

### **Population Specific**

An effective Coordinated Entry process is inclusive. A Coordinated Entry process includes all subpopulations, including people experiencing chronic homelessness, veterans, families, unaccompanied children and youth, older adults, single adults, and survivors of domestic violence. Coordinated Entry may include different access points and assessment tools for 1) adults without children, 2) adults unaccompanied by children, 3) unaccompanied youth, or 4) households fleeing domestic violence. As part of the process to ensure that all subpopulations have equal access, the Coordinated Entry Oversight Committee will ensure that there is representation from all subpopulations outlined below by at least one CEOC Board member. It is possible that one Board member may represent more than one subpopulation.

- **Victim Services Provider**

HUD defines a victim service provider to mean a private nonprofit organization whose primary mission is to provide direct services to victims of domestic violence. This term includes permanent housing providers—including rapid re-housing, domestic violence programs (shelters and non-residential), domestic violence transitional housing programs, dual domestic violence and sexual assault programs, and related advocacy and supportive services programs (HUD).

- **Single Adults**

An individual who is 18 years of age or older not currently part of a household.

- **Unaccompanied Children and Youth**

An unaccompanied child is a single individual younger than 18 that is not part of a household. An unaccompanied youth is a single individual between 18 and 25 that is not part of a household.

- **Families**

A household unit with at least one adult who is 18 years of age or older and at least one child who is younger than 18.

- **Older Adults (55 and older)**

Individuals and/or couples who are 55 years of age or older.

- **Chronic Homelessness**

A “chronically homeless” individual is defined to mean a homeless individual with a disability who lives either in a place not meant for human habitation, a safe haven, or in

an emergency shelter, or in an institutional care facility if the individual has been living in the facility for fewer than 90 days and had been living in a place not meant for human habitation, a safe haven, or in an emergency shelter immediately before entering the institutional care facility. In order to meet the “chronically homeless” definition, the individual also must have been living as described above continuously for at least 12 months, or on at least four separate occasions in the last 3 years, where the combined occasions total a length of time of at least 12 months. Each period separating the occasions must include at least 7 nights of living in a situation other than a place not meant for human habitation, in an emergency shelter, or in a safe haven. Chronically homeless families are families with adult heads of household who meet the definition of a chronically homeless individual. If there is no adult in the family, the family would still be considered chronically homeless if a minor head of household meets all the criteria of a chronically homeless individual. A chronically homeless family includes those whose composition has fluctuated while the head of household has been homeless. Recipients and subrecipients of Continuum of Care Program funds are required to maintain and follow written intake procedures to ensure compliance with the “chronically homeless” definition. The procedures must establish the order of priority for obtaining evidence as third-party documentation first, intake worker observations second, and certification from the individual seeking assistance third.

- **Veterans** (There is also an Ex Officio position from the Veteran’s Administration) Anyone who has ever been on active duty in the armed forces of the United States, regardless of discharge status or length of service. Army, Navy, Air Force, Marine Corps, and Coast Guard: active duty begins when a military member reports to a duty station after completion of training. Reserves and National Guard: active duty is any time spent activated or deployed, either in the United States or abroad; or anyone who was disabled in the line of duty during a period of active duty training; or anyone who was disabled from an injury incurred in the line of duty or from acute myocardial infarction, a cardiac arrest, or a cerebrovascular accident during a period of inactive duty training.

### **Service-Specific**

As the community’s front door to homeless and housing resources in the community, Coordinated Entry serves as the source for all referrals to projects receiving Emergency Solutions Grants (ESG) and Continuum of Care (CoC) program funds. This includes emergency shelter, rapid re-housing, permanent supportive housing and transitional housing as well as other housing and homelessness projects. In order to ensure that all persons experiencing homelessness have equal access to housing and homelessness resources, the Coordinated Entry Oversight Committee will ensure that there is representation from all project types outlined below by at least one CEOC Board member. It is possible that one Board member may represent more than one project type.

- **Prevention**  
A housing category targeting households facing housing instability who have not yet lost their housing. Prevention includes community-wide interventions aimed at changing

systems and structures that perpetuate housing instability; cross-sector collaboration and coordination to reduce the prevalence of homelessness; and targeted interventions including financial and legal assistance to help households maintain their housing.

- **Diversions**

A housing category targeting households who are homeless and seeking emergency shelter. Diversions helps households resolve their immediate housing crisis by accessing alternatives to entering emergency shelter or the experience of unsheltered homelessness. Diversions assistance includes problem-solving to identify an immediate, alternate housing arrangement or financial assistance such as a bus pass to stay with a family member.

- **Street Outreach**

Essential Services related to reaching out to unsheltered homeless individuals and families, connecting them with emergency shelter, housing, or critical services, and providing them with urgent, non-facility-based care (HUD).

- **Emergency Shelter**

A facility with the primary purpose of providing temporary shelter for people experiencing homelessness. It includes shelters that are open seasonally and year-round. This housing type is included in the Continuum of Care (CoC)'s Housing Inventory Count and reported as part of the annual Point-in-Time (PIT) Count to the U.S. Department of Housing & Urban Development (HUD).

- **Transitional Housing**

Temporary housing usually coupled with supportive services to facilitate the movement of homeless individuals and families to permanent housing within a reasonable amount of time (usually 24 months). This housing type is included in the Continuum of Care (CoC)'s Housing Inventory Count and reported as part of the annual Point-in-Time (PIT) Count to the U.S. Department of Housing & Urban Development (HUD).

- **Residential / Institutional Care**

Other non-emergency, temporary housing types including institutional and residential settings such as jails, hospitals or mental health and/or substance use treatment programs for people experiencing homelessness.

- **Rapid Re-housing**

Short-term rental subsidy (up to 24 months) designed to help households quickly exit homelessness, return to housing in the community, and not become homeless again. RRH typically combines financial assistance and supportive services to help households access and stabilize in housing. The participating household must be the tenant on a lease (or sublease) for an initial term of at least one year that is renewable and is terminable only for cause. Further, leases (or subleases) must be renewable for a

minimum term of one month. This housing type is including the Continuum of Care (CoC)'s Housing Inventory Count.

- Permanent Supportive Housing**  
 Long-term rental subsidy (3+ years) designed to provide housing and supportive services to assist homeless households with a disability or families with an adult or child member with a disability to achieve housing stability. The participating household must be the tenant on a lease (or sublease) for an initial term of at least one year that is renewable and is terminable only for cause. Further, leases (or subleases) must be renewable for a minimum term of one month. This housing type is including the Continuum of Care (CoC)'s Housing Inventory Count.
- Other Permanent Housing**  
 Medium-term rental subsidy (1 – 3 years) designed to help households quickly exit homelessness, return to housing in the community, and not become homeless again. While OPH is longer than Rapid Re-housing, it also typically combines financial assistance and supportive services to help households access and stabilize in housing. The lease for the housing unit is between the landlord and program participant. This housing type is including the Continuum of Care (CoC)'s Housing Inventory Count. In Charlotte-Mecklenburg, OPH exists through an arrangement between the Charlotte Housing Authority (CHA) and several local housing programs. CHA provides a number of time-limited Housing Choice Vouchers to each program in order to administer, according to CHA guidelines.

**Table**

The table below outlines the full CEOC representation, including Ex-Officio and Elected positions.

CEO Representation	
<b>Ex-Officio</b>	CoC Collaborative Applicant Designee
	HMIS Lead Agency Designee
	CE Staff Designee
	CMS Designee
	United Way of Central Carolinas Designee
	Veteran's Administration Designee
	CoC Governing Board Designee
	Lived Experience Designee
<b>Elected: Population-&amp; Service Specific</b>	Victim Services Provider
	Single Adults
	Unaccompanied Children & Youth
	Families
	Older Adults (55+)
	Chronic Homelessness
	Prevention
	Diversion

	Street Outreach
	Emergency Shelter
	Transitional Housing
	Residential / Institutional Care
	Rapid Re-housing
	Permanent Supportive Housing
	Other Permanent Housing

## OFFICERS

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

- **CHAIR**

The Chair will preside at meetings of the CEOC meetings, develop meeting agendas in conjunction with the other CEOC members, publicly speak on behalf of the CEOC, ensure that CEOC member representation covers all categories; and serve as the point-of-contact for CE. Unless there are extenuating circumstances, it is expected that the Chair will have previously served as Vice-Chair prior to nomination as Chair.

- **VICE-CHAIR**

The Vice-Chair will fulfill the functions of the Chair when the Chair is unavailable. Upon successful completion of term, Vice-Chair will be eligible for nomination as Chair.

- **SECRETARY**

The Secretary will take minutes and attendance at all CEOC meetings. The Secretary is also responsible for distributing copies of the minutes to CEOC members. [post to website]

## EXPECTATIONS OF CEOC MEMBERS & CEOC MEETINGS

It is expected that CEOC members participate fully in all aspects of the CEOC, attend at least 75% of the CEOC meetings. Meeting attendance will be reviewed quarterly. The meeting schedule will be determined by the CEOC Chair, in consultation with CEOC members. All meetings are open to the public. Minutes are available upon request. At a minimum of once per quarter, the CEOC will schedule a time and encourage CoC providers to attend.

## VOTING PROCEDURES

For the purpose of conducting business, a quorum of the CEOC will be half of the voting members and no less than 5. Changes to assessment tools and/or policies and procedures must

be approved by the CoC Governing Board. All other CE related decisions require a simple majority of the CEOC.

### **TERM LENGTH & LIMITS**

Terms will be staggered, creating 2-year limits for each member of the CEOC, with the ability to renew for two additional 1-year extensions (maximum of 4 years, unless there are extenuating circumstances for a member who is filling an unexpired term). There are no term limits for individuals serving in an Ex-Officio capacity on the CEOC. Term extensions must be requested by the individual member and approved by the CoC Membership / Nominating Committee. If a CEOC member leaves before the end of the term, the replacement will be filled in the manner it was originally filled; and will serve to the end of that term, and then must be reappointed or reelected.

### **TERMINATION & RESIGNATION**

CEOC members may be dismissed by the CEOC 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 CEOC meetings
- Fraud
- Failure to maintain confidentiality

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

### **CONFLICT OF INTEREST**

If at any point an [client/consumer] individual/household/provider wishes to address a complaint or grievance with a provider or agency with representation on the CEOC, that member must recuse themselves from participating in those proceedings or voting on the outcome of that issue. In addition, CEOC members must abide by all other CoC policies.

### **PROCESS FOR CEOC MEMBER SELECTION**

Ex-officio members of the CEOC will be designated by their organizations; it is possible that one individual may fulfill more than one Ex-officio role (for example, one individual might represent both Charlotte-Mecklenburg Schools and the CoC Governing Board). All other elected CEOC members will be voted on by the CoC Membership / Nominating Committee, chaired by the Vice-Chair 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 CEOC Chair will solicit nominations 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 [CEOC Application Form](#). Nominations will be collected and reviewed by the CoC Membership / Nominating Committee with input from the CEOC.

## COORDINATED ENTRY OVERSIGHT COMMITTEE APPLICATION FORM

*The purpose of this form is to collect information for interested applicants to serve in an open, elected seat on the Coordinated Entry Oversight Committee. Elected seats represent either a population- or service-specific area within Coordinated Entry. Information about the Coordinated Entry Oversight Committee, including governance, composition, roles and responsibilities and term lengths are also provided.*

### COORDINATED ENTRY OVERSIGHT COMMITTEE POPULATION OR SERVICE AREA

Eligible candidates must be able to demonstrate they can adequately represent the vacant population- or service-specific area identified below.

*[Insert Name of Service or Population Vacancy]*

*[Insert description]*

### APPLICATION QUESTIONS

Eligible candidates must submit written responses to the questions below.

- 1) **How is Coordinated Entry a systemic response to the problem of housing instability and homelessness in Charlotte-Mecklenburg?**

- 2) **What do you see as the main challenges related to access to and prioritization of housing and homelessness resources in Charlotte-Mecklenburg?**

- 3) **How can Coordinated Entry effectively address these challenges?**

- 4) **Please describe your personal and/or professional experience working within the field of housing and homelessness.** *(This includes volunteer and paid experience as well as experience receiving services. Eligible candidates must have at least one year of experience in housing and homeless services in Charlotte-Mecklenburg.)*

**COMMITMENT & SIGNATURE**

Coordinated Entry Oversight Committee members must also be a full member of the Continuum of Care (CoC) and are required to attend 75% of meetings, which take place every other week; fully participate and engage in all aspects of the committee; and complete external committee work as required. In addition, it is important that committee members are committed to the upholding the essential qualities of an effective Coordinated Entry system. Effective committee members possess good communication and problem-solving skills; are flexible and open to change; and can balance the need for systemic solutions with consistent and fair policies and procedures.

By signing below, you indicate you are a member of the CoC, aware of the commitment and qualities required, and agree to serve as a fully participating and engaged committee member.

---

Signature

Date

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Print Name

## **COORDINATED ENTRY OVERSIGHT COMMITTEE APPLICATION FORM INFORMATION**

### **COORDINATED ENTRY GOVERNANCE**

The Coordinated Entry Oversight Committee (CEOC), a committee of the Continuum of Care (CoC), is responsible for operating an effective Coordinated Entry (CE) system that promotes equal access to resources and enables efficient allocation of available housing resources. The CEOC operates a coordinated access system that provides an initial assessment of the needs of homeless individuals and families for housing and services, and annually assesses and reports to the CoC Governing Board regarding participation in the Coordinated Entry (CE) system by users throughout the CoC geography.

### **COORDINATED ENTRY OVERSIGHT ROLES & RESPONSIBILITIES**

In order to ensure that the Charlotte-Mecklenburg CoC operates an effective CE system and integrates the following qualities and/or components: prioritization, low barrier, Housing First orientation, person-centered and fair and equal access, emergency services, standardized access and assessment, inclusive, referral to projects, referral protocols, outreach, ongoing planning and stakeholder consultation, inform local planning, leverage local attributes and capacity, safety planning, use HMIS and other systems, and ensure full coverage in HMIS, the CEOC responsibilities shall include:

- Oversee and manage CE system processes, procedures and related activities;
- Investigate and resolve complaints or concerns related to CE;
- Review and respond to grievances filed when individual/household has exercised their right to appeal as outlined in in the Charlotte-Mecklenburg CoC Written Standards (Appendices A & D);
- Share data and information about CE and the CE system to CoC Governing Board and community;
- Review & analyze CE data;
- Recommend CE quality improvements to CoC Governance Board;
- Implement CE changes; and
- Review and update CE Policies & Procedures.

### **COORDINATED ENTRY OVERSIGHT COMPOSITION**

The CEOC will consist of no more than 13 members, and no fewer than 9, all of whom will have one vote. OC composition is categorized into two sections: Ex-officio and elected. Elected positions include population-specific and service-specific areas. There are over 20 identified roles and/or areas within the CoC that directly impact or are directly impacted by Coordinated Entry. All roles/areas within the three categories should be represented by the full CEOC composition. It is possible for one CEOC member to cover multiple sections as well as different roles/areas.

All CEOC members must also be member organizations or individuals of the CoC. The CEOC is committed to a diverse and inclusive oversight committee composition 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 CEOC and undertaking efforts to recruit a diverse membership.

## **COORDINATED ENTRY OVERSIGHT ELECTED ROLES**

### Population Specific

An effective Coordinated Entry process is inclusive. A Coordinated Entry process includes all subpopulations, including people experiencing chronic homelessness, veterans, families, unaccompanied children and youth, older adults, single adults, and survivors of domestic violence. Coordinated Entry may include difference access points and assessment tools for 1) adults without children, 2) adults accompanied by children, 3) unaccompanied children and/or youth, or 4) households fleeing domestic violence. As part of the process to ensure that all subpopulations have equal access, the Coordinated Entry Oversight Committee will ensure that there is representation from all subpopulations outlined below by at least one Board member. It is possible that one Board member may represent more than one subpopulation.

- Victim Services Provider
- Single Adults
- Unaccompanied Children and Youth
- Families
- Older Adults (55 and older)
- Chronic Homelessness
- Veterans (also covered under Ex Officio)

### Service-Specific

As the community's front door to homeless and housing resources in the community, Coordinated Entry serves as the source for all referrals to projects receiving Emergency Solutions Grants (ESG) and Continuum of Care (CoC) program funds. This includes emergency shelter, rapid re-housing, permanent supportive housing and transitional housing as well as other housing and homelessness projects. In order to ensure that all persons experiencing homelessness have equal access to housing and homelessness resources, the Coordinated Entry Oversight Committee will ensure that there is representation from all project types outlined below by at least one Board member. It is possible that one Board member may represent more than one project type.

- Prevention
- Diversion
- Street Outreach
- Emergency Shelter
- Transitional Housing
- Residential / Institutional Care
- Rapid Re-housing
- Permanent Supportive Housing

- Other Permanent Housing

### **EXPECTATIONS OF CEOC MEMBERS & CEOC MEETINGS**

It is expected that CEOC members participate fully in all aspects of the CEOC, attend at least 75% of the CEOC meetings. Meeting attendance will be reviewed quarterly. The meeting schedule will be determined by the CEOC Chair, in consultation with CEOC members. All meetings are open to the public. Minutes are available upon request. At a minimum of once per quarter, the CEOC will schedule a time and encourage CoC providers to attend.

### **ELECTED ROLES TERM LENGTH & LIMITS**

Terms for elected roles will be staggered, creating 2-year limits for each member of the CEOC, with the ability to renew for two additional 1-year extensions (maximum of 4 years, unless there are extenuating circumstances for a member who is filling an unexpired term). Term extensions must be requested by the individual member and approved by the CoC Membership / Nominating Committee. If a CEOC member leaves before the end of the term, the replacement will be filled in the manner it was originally filled; and will serve to the end of that term, and then must be reappointed or reelected.

### **PROCESS FOR CEOC MEMBER SELECTION**

Nominations will be collected and reviewed by the CoC Membership / Nominating Committee with input from the CEOC.

		Stephanie Shatto	Cheryl Carrothers	Beth Reichert	Trish Hobson	Sonia Jenkins	Kecia Robinson	Megan Coffey	Mary Ann Priester	Erin Nixon	Chanda Scott	Hope Marshall	James Searcy
<b>Ex-Officio Designee</b>	CoC Collaborative Applicant									X			
	HMIS Lead Agency								X				
	Coordinated Entry Staff							X					
	Charlotte-Mecklenburg Schools					X							
	United Way of Central Carolinas			X									
	Veteran's Administration						X						
	CoC Governing Board					X						X	
	Lived Experience												X
<b>Elected: Population- &amp; Service Specific</b>	Victim Services Provider										X		
	Single Adults	X	X				X				X		
	Unaccompanied Children & Youth	X			X	X	X				X		
	Families	X	X		X	X	X				X		
	Older Adults (55+)	X	X				X				X		
	Chronic Homelessness	X	X		X		X				X		
	Prevention	X			X								
	Diversion	X			X								
	Street Outreach	X	X		X								
	Emergency Shelter	X			X						X		
	Transitional Housing	X			X		X				X		
	Residential / Institutional Care											X	X
	Rapid Re-housing	X	X		X						X		
	Permanent Supportive Housing	X	X				X						
Other Permanent Housing	X												

**Elected Position Terms:** (2 year limits; 1 year renewal (which can be completed twice); maximum of 4 years total)

- Stephanie Shatto: August 2019 – July 2021; will serve during interim period until December 31, 2020; transition to new, adopted term on January 1, 2021: Jan 2021 – Dec 2023
- Cheryl Carrothers: August 2019 – July 2021; will serve during interim period until December 31, 2020; transition to new, adopted term on January 1, 2021: Jan 2021 – Dec 2023
- Trish Hobson: April 2018 – March 2020; will serve during interim period until December 31, 2020; transition to new, adopted term on January 1, 2021: Jan 2020 – Dec 2022
- Chanda Scott: Will serve during interim period until December 31, 2020; transition to new, adopted term on January 1, 2021: Jan 2021 – Dec 2023

**Ex-Officio Position Terms:** (Unlimited term limit and length; designated by organization)

- Current designees will serve during interim period until December 31, 2020; transition to new, adopted term on January 1, 2021: cycle runs Jan 2021 - Dec 2021

**DATA ADVISORY COMMITTEE  
PROPOSAL TO ADOPT “DATA ADVISORY COMMITTEE: COMPOSITION &  
STRUCTURE”**

**March 26, 2020**

**PURPOSE AND EVOLUTION**

The Data Advisory Committee (DAC), a committee of the Continuum of Care (CoC), is responsible for ensuring that 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, that the HMIS is meeting the needs of users, and that privacy and security of HMIS data is maintained. Reliable and timely data is the foundation upon which goals, strategies and advocacy efforts to achieve the CoC’s vision are built.

The DAC (formerly Data Quality Review Committee; DQRC) was initiated in 2016 to put a community process in place to review United States Department of Housing and Urban Development (HUD) required community performance reports prior to submission. The committee’s goal was to bring a diverse group of stakeholders to the table to not only ensure data quality but also to provide context to the data that could be used when communicating about the data to the community.

In March 2019, the CoC voted to expand the purpose of the DAC to include reviewing data quality and CoC privacy policies, defining and maintaining CoC policies related to the review of requests for CoC HMIS data, reviewing and making recommendations regarding research requests for CoC data, and reviewing researcher compliance with data use agreements.

**COMPOSITION & STRUCTURE PROPOSAL**

In August 2019, Mecklenburg County Community Support Services led a community engagement process on behalf of the community to establish a new CoC Governance Charter. The CoC Governance Charter was later adopted in November 2019, outlining specific responsibilities and requirements for all Continuum of Care committees, including DAC. The CoC Governance Charter expanded the role of DAC to include oversight and evaluation of the HMIS Lead and software.

During the CoC transition period, DAC reviewed the existing committee composition and structure and researched best practices related to CoC data committees. As a result, DAC identified necessary but unrepresented areas on the DAC. These areas include: Project type representatives: Other Permanent Housing, Diversion; Population-specific representatives: LGBTQI, victim services provider; Community representatives: NC-505 Housing and Homelessness Data Research Coordinator, NC-505 CoC Governing Board representative.

Representatives removed from the composition include Mecklenburg County, City of Charlotte: Continuum of Care Lead, and Safe Alliance. With the change in Collaborative Applicant, the Mecklenburg County, City of Charlotte: Continuum of Care Lead representative/roles are addressed by the inclusion of the HMIS Lead staff as ex-officio members of the DAC. Instead of including a specific Victim Services Provider: Safe Alliance, we have reserved a seat for any victim-services provider whose work intersects with the homeless services system.

The proposed composition and structure allow for 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. In addition, the proposal formalizes the existing representation to prevent any gap or delay in current projects or process revisions. Finally, the amendments outlined in this proposal position DAC to more effectively fulfill its duties and responsibilities.

Therefore, DAC recommends the adoption of “Data Advisory Committee: Composition & Structure” to replace “Data Quality and Research Review Committee Establishment and Purpose and Committee Composition” (attached) and added to the Charlotte-Mecklenburg (NC-505) Written Standards. In addition, the DAC recommends the adoption of the DAC Board Composition (“DAC Board Composition Table”) as outlined, including the approval of an interim term until the new DAC cycle (January – December 2021) begins. Any change made in the future will be completed in accordance with the adopted policies and procedures. Upon adoption of this proposal, the new DAC will move forward with the election of a DAC Chair and Vice-Chair.

# **Data Quality and Research Review Committee: Establishment, Purpose, and Committee Composition**

**Approved: March 13, 2019**

## **1.0 Establishment and Purpose:**

The Data Quality and Research Review Committee (“DQRRC”) shall be a standing committee of the Continuum of Care (CoC) for purposes of the following:

- 1.1 Reviewing Data Quality and Continuum of Care privacy policies.
- 1.2 Reviewing and troubleshooting CoC Data Quality.
- 1.3 Reviewing HUD required CoC report data.
- 1.4 Defining and maintaining CoC policies related to review of requests for CoC HMIS data.
- 1.5 Reviewing and making recommendations regarding research requests for Continuum data.
- 1.6 Reviewing compliance with data use agreements.

## **2.0 Committee Composition:**

The following will serve as members of DQRRC:

- 2.1 The NC-505 HMIS Administrator(s) will lead and facilitate this committee.
- 2.2 HMIS project type representatives: Permanent Supportive Housing, Rapid Rehousing, Transitional Housing, Emergency Shelter, Coordinated Entry, Street Outreach, Prevention
- 2.3 Population type representatives: Veterans, Families, Youth, Chronic, Single Adult Non-Chronic
- 2.4 Community representatives: Mecklenburg County, City of Charlotte, Continuum of Care Lead, Institute for Social Capital
- 2.5 At least one person with expertise in quantitative research methodologies and one person with expertise in qualitative research methodologies.
- 2.6 Ad Hoc population representatives: Safe Alliance, persons with lived experiences (others as identified).

# **DATA ADVISORY COMMITTEE (FORMERLY DQRRC) COMPOSITION & STRUCTURE**

*The following section is intended to replace “Data Quality and Research Review Committee Establishment and Purpose and Committee Composition” and will be added to the “Charlotte-Mecklenburg (NC-505) Written Standards”.*

## **GOVERNANCE**

The Data Advisory Committee (DAC), a committee of the Continuum of Care (CoC), is responsible for ensuring that 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, that the HMIS is meeting the needs of users, and that privacy and security of HMIS data is maintained. Reliable and timely data is the foundation upon which goals, strategies and advocacy efforts to achieve the CoC’s vision are built.

## **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 DAC responsibilities shall include:

- Review data quality, security and privacy policies; recommend to CoC Governing Board for approval
- Review and troubleshoot CoC data quality issues
- Review Point in Time Count data; recommend to Governing Board for approval prior to submission.
- Review other HUD-required CoC report data, including System Performance Measures, Longitudinal Systems Analysis, etc.; DAC Chair will present HUD-required CoC report data to Governing Board at the next Governing Board meeting following report submission.
- 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
- Provide guidance and feedback regarding HMIS

- Annually evaluate the HMIS Lead; report results to the Governing Board for approval
- Select an HMIS Lead and software, as required; recommend results to Governing Board for approval

## **COMPOSITION**

The DAC will consist of no more than 15 members, and no fewer than 9, all of whom will have one vote. Committee members may represent more than one constituency, as described below.

- The NC-505 HMIS Local System Administrator(s) 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: Permanent Supportive Housing/Other Permanent Housing, Rapid Rehousing, Transitional Housing, Emergency Shelter, Coordinated Entry, Street Outreach, Prevention/Diversion, Victim Services Provider. Preferred candidates will have familiarity with HMIS data or an HMIS Comparable Database and reporting.
- The committee will include Population type representatives: LGBTQI+, Veterans, Families, Unaccompanied Children and Youth, Chronically Homeless, and Single Adults who are not chronically homeless. Preferred candidates will have familiarity with HMIS data or an HMIS Comparable Database and reporting.
- The committee will include at least one representative from the Institute for Social Capital who has expertise in quantitative and qualitative research methodologies.
- The committee will include at least one person with lived experience of homelessness.
- The committee will include at least one person from the NC-505 CoC Governing Board.
- The committee will include the NC-505 Housing and Homelessness Research Coordinator.

All DAC members must also be organizational or individual members of the CoC. The DAC 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 DAC for diversity and undertaking efforts to recruit a diverse membership.

## **OFFICERS**

The DAC will have two 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, or as soon as possible after the committee is

formed. 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 DAC, participate in developing meeting agendas, publicly speak on behalf of the DAC, 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.

## **EXPECTATIONS OF DAC MEMBERS AND DAC MEETINGS**

It is expected that DAC members participate fully in all aspects of the DAC, 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 Local System Administrator(s). 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 DAC 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.

## **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 telephone 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.

## **TERM LENGTHS AND LIMITS**

Committee members will serve staggered terms of three years so that approximately one-third of members will transition off the DAC or go through a nominating process each year to ensure continuity of membership. A committee member may serve up to four consecutive terms.

In the first year, newly confirmed committee members will draw lots to determine the length of their term—one, two, or three years.

## **RESIGNATION AND REMOVAL**

DAC members may be dismissed by the DAC 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 CEOC meetings
- Fraud
- Failure to maintain confidentiality

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

## **CONFLICT OF INTEREST**

A conflict, or the appearance of a conflict, between the Governing Board or any of its official committees/sub-committees and the organizations, which are receiving awards of grants or benefitting from other business items, shall in all cases be avoided. No member of the CoC (Board, Committee, Member, Agent or employee of Agent) shall vote or make recommendations on funding decisions concerning the award of a grant or other financial benefits that:

- Directly benefits them as an individual, or an immediate family member;
- Directly benefits any organization in which they have a direct financial interest;
- Directly benefits any organization with which they are affiliated in an official capacity; or
- Directly benefits any organization from which they derive financial benefit, exclusive of stipends.

To that end, neither Board nor Committee/Sub-committee members whose organizations are submitted in the HUD CoC Application and ranked for that application may vote on ranking policies. Such members may participate in the development of performance targets and the evaluation tool. Persons with lived homeless experience who receive services from an organization that may directly benefit from a funding decision may vote or make recommendations on funding decisions.

Members of the CoC will disclose potential conflicts of interest that they may have regarding any matters that come before the CoC in full session, Governing Board or committee.

## **PROCESS FOR MEMBER SELECTION**

Ex-officio members of the DAC will be designated by their organizations; 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 DAC members will be voted on by

the CoC Membership / Nominating Committee, chaired by the Vice-Chair 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 DAC Chair will solicit nominations 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 DAC Application Form. Nominations will be collected and reviewed by the CoC Membership / Nominating Committee with input from the DAC.

## DATA ADVISORY COMMITTEE APPLICATION FORM

*The purpose of this form is to collect information for interested applicants to serve in an open, elected seat on the Data Advisory Committee. Elected seats represent either a population- or service-specific area. Information about the Data Advisory Committee, including governance, composition, roles and responsibilities and term lengths are also provided.*

### DATA ADVISORY COMMITTEE POPULATION OR SERVICE AREA

Eligible candidates must be able to demonstrate they can adequately represent the vacant population- or service-specific area identified below.

*[Insert Name of Service or Population Vacancy] [Insert description]*

### APPLICATION QUESTIONS

Eligible candidates must submit written responses to the questions below.

1. Please describe your personal and/or professional experience working with HMIS or data within the field of housing and homelessness. *(This includes volunteer and paid experience as well as experience receiving services.)*

2. Do you have at least one year of experience in housing and homeless services in Charlotte-Mecklenburg? If yes, how many years of experience do you have? *(This includes volunteer and paid experience as well as experience receiving services.)*

**COMMITMENT & SIGNATURE**

Data Advisory Committee members must also be a full member of the Continuum of Care (CoC) and are required to attend 75% of meetings, which take place every other week; fully participate and engage in all aspects of the committee; and complete external committee work as required.

Effective committee members possess good communication and problem-solving skills; are flexible and open to change; and can balance the need for systemic solutions with consistent and fair policies and procedures.

By signing below, you indicate you are a member of the CoC, aware of the commitment and qualities required, and agree to serve as a fully participating and engaged committee member.

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Signature Date

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Print Name

# DATA ADVISORY COMMITTEE APPLICATION FORM

## INFORMATION

### DATA ADVISORY COMMITTEE GOVERNANCE

The Data Advisory Committee (DAC), a committee of the Continuum of Care (CoC), is responsible for ensuring that 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, that the HMIS is meeting the needs of users, and that privacy and security of HMIS data is maintained. Reliable and timely data is the foundation upon which goals, strategies and advocacy efforts to achieve the CoC's vision are built.

### DATA ADVISORY COMMITTEE 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 DAC responsibilities shall include:

- Review data quality, security and privacy policies; recommend to CoC Governing Board for approval
- Review and troubleshoot CoC data quality issues
- Review Point in Time Count data; recommend to Governing Board for approval prior to submission.
- Review other HUD-required CoC report data, including System Performance Measures, Longitudinal Systems Analysis, etc.; DAC Chair will present HUD-required CoC report data to Governing Board at the next Governing Board meeting following report submission.
- 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
- Provide guidance and feedback regarding HMIS
- Annually evaluate the HMIS Lead; report results to the Governing Board for approval

- Select an HMIS Lead and software, as required; recommend results to Governing Board for approval

## **DATA ADVISORY COMMITTEE COMPOSITION**

### **COMPOSITION**

The DAC will consist of no more than 15 members, and no fewer than 9, all of whom will have one vote. Committee members may represent more than one constituency, as described below.

### **DATA ADVISORY COMMITTEE ELECTED ROLES**

#### **HOMELESS SERVICES PROJECT TYPE REPRESENTATIVES:**

- Permanent Supportive Housing/Other Permanent Housing
- Rapid Rehousing
- Transitional Housing
- Emergency Shelter
- Coordinated Entry
- Street Outreach
- Prevention/Diversion
- Victim Services Provider

#### **POPULATION TYPE REPRESENTATIVES:**

- LGBTQI+
- Veterans
- Families
- Unaccompanied Children and Youth
- Chronically Homeless
- Single Adults who are not chronically homeless

## **EXPECTATIONS OF DAC MEMBERS AND DAC MEETINGS**

It is expected that DAC members participate fully in all aspects of the DAC, 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 Local System Administrator(s). Meetings are open to the public. Minutes will be posted on the CoC website.

## **TERM LENGTHS AND LIMITS**

Committee members will serve staggered terms of three years so that approximately one-third of members will transition off the DAC or go through a nominating process each year to ensure continuity of membership. A committee member may serve up to four consecutive terms.

In the first year, newly confirmed committee members will draw lots to determine the length of their term—one, two, or three years.

## **PROCESS FOR MEMBER SELECTION**

Nominations will be collected and reviewed by the CoC Membership / Nominating Committee with input from the DAC.

## DATA ADVISORY COMMITTEE COMPOSITION

		Mary Ann Priester	Kim Sanders	Shamika Agbeviade	Courtney LaCaria	Justin Lane	Anisse Puryear	Patrick Hayes	Tom Montiglione	Melissa Corzine	Megan Coffey	Liz Clasen-Kelly	Allison Winston	Evelyn Murrell	Joann Markley
<b>Ex-Officio</b>	HMIS System Coordinator	X													
	HMIS Management Analyst		X												
	HMIS System Administrator			X											
	H & H Research Coordinator				X										
	CoC Governing Board							X							
	Institute for Social Capital					X									
	Lived Experience														
<b>Elected: Population- &amp; Service Specific</b>	Victim Services Provider						X								
	Veterans							X	X	X		X	X	X	X
	LGBTQI+								X	X	X		X		
	Unaccompanied Children & Youth								X	X		X	X		
	Families						X	X	X	X		X	X	X	
	Non-chronic Single Adults						X	X	X	X	X	X	X	X	X
	Chronically Homeless Persons								X	X	X	X	X	X	X
	Prevention/ Diversion							X	X	X		X	X		
	Coordinated Entry							X	X		X				
	Street Outreach							X	X			X	X	X	
	Emergency Shelter						X		X	X		X	X		
	Transitional Housing						X		X			X	X		
	Rapid Re-housing							X	X	X		X	X	X	X
	Permanent Supportive Housing/ OPH									X		X	X	X	X

**Elected Position Terms:** (May serve up to four consecutive terms)

- Will serve during interim period until December 31, 2020.
- Elected positions will serve staggered terms of three years so that approximately one-third of members will transition off the DAC or go through a nominating process each year to ensure continuity of membership.
- In the first year, newly confirmed committee members will draw lots to determine the length of their term—one, two, or three years.

**Ex-Officio Position Terms:** (Unlimited term limit and length; designated by organization)

- Current designees will serve during interim period until December 31, 2020; transition to new, adopted term on January 1, 2021: cycle runs Jan 2021 - Dec 2021

**HMIS SUB-COMMITTEE**  
**PROPOSAL TO ADOPT “HMIS SUB-COMMITTEE: COMPOSITION & STRUCTURE”**  
**March 26, 2020**

**PURPOSE AND EVOLUTION**

The purpose and goal of the HMIS sub-committee is to ensure that the governance, cost, and funding decisions related HMIS are transparent and informed by and in alignment with community need. This sub-committee provides recommendations to the CoC NCHMIS Governance Committee members and CoC Governing Board on HMIS issues including project participation, policies and procedures for participant privacy, data security, data quality, HMIS governance, HMIS Lead Agency, and HMIS community budget.

In August 2019, Mecklenburg County Community Support Services led a community engagement process on behalf of the community to establish a new CoC Governance Charter. The CoC Governance Charter was later adopted in November 2019, outlining specific responsibilities and requirements for all Continuum of Care committees, including the Data Advisory Committee (DAC). The CoC Governance Charter expanded the role of DAC to include oversight and evaluation of the Homeless Management Information System (HMIS) Lead and software.

**ESTABLISHMENT & COMPOSITION & STRUCTURE PROPOSAL**

Given the expanded role of DAC to provide oversight and evaluation of the HMIS Lead and software, the establishment of the DAC HMIS Sub-committee will ensure that the DAC is most-effectively able to fulfill its duties.

Therefore, DAC recommends the establishment of the “Data Advisory Sub-committee” and the adoption of “HMIS Sub-committee: Composition & Structure”. Upon adoption of this proposal, the new HMIS Sub-committee will move forward with the election of a HMIS Sub-committee Chair.

**NC HMIS COMMUNITY REPRESENTATIVE  
PROPOSAL TO APPOINT ALLISON WINSTON TO THE ROLE OF COMMUNITY  
REPRESENTATIVE ON THE NC HMIS GOVERNANCE COMMITTEE**

**March 26, 2020**

**NC HMIS GOVERNANCE COMMITTEE**

The NC HMIS Governance Committee (GC) is a partnership of representatives from each of the nine participating Continua of Care (CoC) that collaboratively manage the implementation, administration, and maintenance of the multi-jurisdiction Homeless Management Information System (HMIS). It is recommended that each CoC have no less than three representatives participating in the Governance Committee. In NC-505, these representatives are designated as follows: one representative from the HMIS Lead, one representative from the Collaborative Applicant, and one community representative.

NC HMIS GC representative responsibilities include attending the monthly NC HMIS meeting which alternate between being held in-person (in Winston-Salem/ other participating CoCs) or via GoTo meeting. Meetings are on the 2nd Monday of each month. Representatives should also be active participants in the Data Advisory Committee (DAC) and the DAC HMIS Subcommittee which if established, will meet monthly. Total time commitment (depending on level of participation) will range from 5 to 8 hours per month.

The role of community representative is currently vacant.

**NOMINATION PROCESS**

One of the roles of the DAC is to make a recommendation for appointment for the NC HMIS GC Community Representative role to the NC-505 CoC Governing Board. The DAC solicited nominations in January 2020 and on February 12, 2020 voted unanimously to recommend Allison Winston for the role of Community Representative on the NC HMIS Governance Committee.

**APPOINT PROPOSAL**

Therefore, DAC recommends the appointment of Allison Winston to the role of NC-505 NC HMIS Governance Committee Community Representative.

**CoC Governing Board Committee & Workgroup Representatives**

<b>Coordinated Entry Oversight Committee</b>	<b>Data Advisory Committee</b>	<b>Membership/ Nominating Committee</b>	<b>Ranking Committee</b>	<b>Equity and Inclusion Committee</b>	<b>Lived Experience Committee</b>
Sonia Jenkins	Timica Melvin	Stacy Lowry	Warren Wooten	Anthony Ryback	Maya Marshall
Hope Marshall	Stacy Lowry	Lily Haken	Rodney Tucker	Stephen McQueen	Alesha Eaves
Warren Wooten	Patrick Hayes	Warren Wooten	Lashieka Hardin	Kathryn Firmin-Sellers	Sonia Jenkins
Patrick Hayes	Kathryn Firmin-Sellers		Anthony Ryback	Tchernavia Montgomery	
	Lily Haken		Kathryn Fimir-Sellers	Lashieka Hardin	
			Hope Marshall	Rodney Tucker	
			Timica Melvin	Hope Marshall	
				Maya Marshall	

**First Choice**

Missing responses from 3 Board members: Deronda, Sonia, Dennis

All yellow can be on committee

Depending on results of election, Vice Chair (Patrick or Maya) will need to chair Membership, which may change the overall composition  
Equity & Inclusion committee Board members will choose who holds Board seat on the committee(voting seat)

<b>Training Workgroup</b>	<b>Veterans Workgroup</b>	<b>People who have criminal backgrounds Workgroup</b>	<b>Chronically Homeless Workgroup</b>	<b>Families Workgroup</b>	<b>Youth Workgroup</b>
Stephen McQueen	Lily Haken	Lashieka Hardin	Kathryn Firmin-Sellers	Stacy Lowry	Rodney Tucker
	Patrick Hayes	Hope Marshall	Stephen McQueen	Timica Melvin	Alesha Eaves
	Alesha Eaves	Anthony Ryback			Sonia Jenkins
		Maya Marshall			Maya Marshall