

Wake County Continuum of Care

Membership Meeting

July 27, 2026

Raleigh Housing Authority – Community Room

Attendees – See sign-in sheet at the end of this document.

Meeting start: 2:03 PM

Welcome

Eileen Rosa, CoC Lead Agency Director, started the meeting by reviewing the agenda.

Lead Agency Updates

HUD Data Collection Production

Steve Mahaley and Stacey Matthews, a HUD Technical Assistant, gave an overview of a possible project for the CoC to participate in recording training videos for Point-In-Time and data collection.

HMIS Updates

Eileen Rosa shared that there is a new multi-factor authentication (MFA) process that has gone live as of July 27, 2026.

Coordinated Entry Updates

Eileen Rosa shared that the CE team is in the process of hiring two Diversion Specialists and advancing the virtual access is advancing based on IT build out and hiring.

Active Funding Competitions

Eilene Rosa gave an update on the active funding competitions and the timeline, which is currently at the stage of the Funding Review Committee scoring applications.

Eileen Rosa also updated that the Wake CoC is working with Orange, Durham and Chatham Counties to create a regional Youth Homelessness NOFO application.

HMIS Software Vendor RFP

Eileen Rosa gave an overview of the timeline for the RFP process, starting in October-November 2025 and has now reached the end of the scoring process of the different vendors.

Eileen Rosa stated that the scores collected through the RFP process named Green River the highest scoring vendor. A conditional award was made on July 16, but no contracts have been negotiated or signed, as the Governance Board must approve first.

Eileen Rosa reviewed the analysis and key considerations that included CoC data sharing and privacy model, cost and budget, and CoC system growth.

Eileen Rosa stated that Green River received 551.15 points out of 690 points. Bitfocus received 544.87 points out of 690 points. Green River has the highest overall score, driven by superior value, innovation, customization, demonstration performance, and cost competitiveness.

Q: How would that work if you have clients that don't want to be connected to certain agencies if we moved to implied consent?

Eileen Rosa: If they are using a DV specific database, they already have to sign a consent form. For HMIS it would be locked down clients.

Amy Smith: will this ultimately impact vendor choice?

Eileen Rosa: Yes, we will need to vote on this in the future and are acknowledging that Bitfocus does not currently meet that requirement.

Stephen Gruver: Can you explain why they don't meet that requirement?

Thurston Alexander-Smith: To be clear, there is no regulatory body that certifies HIPAA compliance, but provides regulatory guidelines and best practices. HIPAA does not require informed consent, *unless* data is shared. As such, this is more about the informed consent piece than HIPAA itself, if that makes sense. The pieces of HIPAA that we have traditionally followed that BF cannot meet have to do with the addition of sharing partners with historical data, and granular control of informed consent. In summary, BitFocus can be HIPAA compliant, but their data sharing cannot be.

Mary Lederle: Not all the CoC's in our area are HIPPA compliant.

Eileen Rosa: Yes, not all CoC's are HIPPA compliant and differ by CoC.

Thurston Alexander-Smith: Places like Charlotte have implied consent to make it easier for agencies to join and be shared with. Informed consent protects the client, and clients can sue if their data is used incorrectly.

Amy Smith: What are other CoC's who have better outcomes using?

Eileen Rosa: I don't think that is something that has been looked at generally.

Eric Braun: Would one of these options work better when connecting with healthcare providers?

Eileen Rosa: I think it is moving the decisions from later in the process to earlier in the process.

Amy Smith: Most healthcare providers still require an ROI of their own.

Kathy Johnson: Curious if at all or how, would implied consent affect any specific populations?

Thurston Alexander-Smith: It is an all or nothing situation, but those programs would stay locked down. When an ROI goes into the system, it is programmed to do what the ROI states.

Amy Smith: Does this change anything for how RPD or law enforcement can access this information?

Thurston Alexander-Smith: This has come up in other conversations as well. We have leaned on the much more restrictive side for client protection.

Quaelynn Jones: If their client has stated they do not give their consent, does that hinder their ability to be served?

Eileen Rosa: No there are anonymity protections for clients and ways to lock down the profile from certain agencies.

Momma Kai: There is such a broad spectrum of people, where some people are mindful of their privacy, but some just want to be helped and are not thinking about these things.

Eileen Rosa: I think that is a good reminder that there are layers to this as well. It is an emotional process, and it is the due diligence of the service provider to walk people through this process.

Thurston Alexander-Smith: I see a lot of concern but want it to be known that general consent is not open season and there are protections to ensure clients' privacy is protected.

Eileen Rosa stated that a requirement of the RFP process, if the Governance Board decided to choose a vendor that is not the highest scorer, there would need to be a detailed explanation as to why.

Meredith Yuckman went over the discussion that was had at the July 20th Governance Board meeting and asked for Membership feedback. Kathy Johnson added that leaders from Durham and Orange County have indicated the interest in switching to Green River, but the decision also needs to be what is best for Wake County.

Kathy Johnson: Does it have to be for 5 years? And does it have to be right now? My biggest concern is that when folks move across county lines, and that if we choose to switch right now, we lose the opportunity to do a regional RFP process. I believe there is a current process currently statewide for the data warehouse.

Eileen Rosa: To answer your first question, no, it does not have to be 5 years. We were looking at a multi-year contract to make it easier for administration. Currently, we are still waiting to execute a contract with the current vendor.

Amy Smith: What databases are the other counties on?

Kathy Johnson: Orange is still on Wellsky, Charlotte is on Bitfocus, Durham is on Wellsky.

Amy Smith: Are the other counties interested in a regional RFP?

Eileen Rosa: We only learned as early as last Thursday that there is interest in this. Regardless of software, we can still participate in the data warehouse.

John Duren: If the current system is maintained, is there a cost increase to become HIPPA compliant?

Eileen Rosa: They are not currently HIPPA compliant and cannot be.

Crystal Gwendo: Is it possible to beef up what we currently have to meet our needs?

Eileen Rosa: Not for the privacy piece to become HIPPA compliant, however there features we could use but means an additional cost with our current vendor.

Eileen Rosa reviewed the cost comparison between the two vendors over the course of five years and stated that there is not much difference in price.

Q: I wanted to clarify if we would be using Green River for just reports or moving everything over?

Eileen Rosa: Green River applied for a full database, so we would move completely over.

Thurston Alexander-Smith: The NC HMIS data warehouse is already currently using Green River.

Barkley Sample: For the county rules, do you have to evaluate each option, does this mean you cannot go back to other options?

Eileen Rosa: The county requires significant justification to go with the option that was not the top scoring option.

Meredith Yuckman: The Governance Board is looking for people's opinions and feedback because the highest scoring vendor would mean a switch, even though Bitfocus was only a few points difference at second highest scoring. We want to know if the Membership has the appetite to make a switch, taking into consideration a possible regional RFP.

Eric Dall: Are you planning on bringing over any non-HUD customized data?

Thurston Alexander-Smith: Green River has a plan included in the price to bring over all the information. There will not be a go-live date until all the information is brought over.

Meredith Yuckman: We want to make sure that if we do transition, that it is not done like it was previously.

Eric Daul: Will there be a blackout period or disruptions to HMIS input/reporting?

Thurston Alexander-Smith: There would not be a blackout period.

Eileen Rosa: We would provide guidance and training on how to run reports during this period.

Talisha Lewis: Would this system be able to meet these data standards for RHY and such?

Eileen Rosa: Yes, all of those things would still be compliant.

Stephen Gruver: Regional implementations are not always awesome because you lose the ability to customize to your own community sometimes. Can people send the Board members their pain points for the current software vendors to help them make the decision? As well as what you would like to see from the system and if you would be open to switching?

Meredith Yuckman: Yes, we would love to hear from the Membership:

1. Pain points of current system
2. Pain points of transition
3. Benefits of a transition

Amy Smith: There are a lot of problems with Bitfocus, what would the additional cost be to fix the issues that currently exist and the staff time?

Eileen Rosa: We were quoted \$78,000 to reset the system on top of the \$211,000. Our staff has said they would be okay to do it themselves.

Amy Smith: Are these conversations about the regional RFP with people who can make those decisions? If we move, why can't others do what we do?

Eileen Rosa: I think the regional RFP discussion is very early on, and we would need to get internal approval for this.

Meredith Yuckman: With YHDP, we would be contractually required to work together with clients but can be done without the same system.

Adjourn

Meeting End: 3:37 PM

Next Meeting:

- **Date and Time:** Monday, August 24, 2026, from 2 - 3:30 PM
- **Location:** Raleigh Housing Authority – 971 Harp St. Raleigh, NC 27601