

HMIS Oversight Committee
Wednesday September 26, 2018

Present: Jessica Shimmin, Patrick Crosby, Trevor Mells, Andrew Wicker, Lara Tannenbaum, Mike Keller, Juliana Juarez, Camille Mariategue, Melissa Sutton-Dement, Julie Leadbetter, Teddie Pierce

1. Welcome and Introductions

- a. Ice Breaker: What is one thing the HMIS Oversight Committee could accomplish that would make you feel like this committee was really effective?
- b. Next Meeting: Wednesday October 17, 9-11AM at EveryOne Home (101 Callan, Suite 230)

2. Committee Business

- a. Review Roster and Representation (see page 3 of this packet)
- b. Selecting Co-Chairs- will wait to have vacant seats filled
- c. HMIS Oversight Committee Work Plan
During the next 9 months (through 6/30/2019) we will work toward articulating policies and making recommendations on the following areas:
 - User licenses
 - Training program
 - New agency onboarding policy and timeline
 - New project creation policy and timeline
 - Coordinated Entry
 - Communication plan
 - HMIS Team's 2019 Work Plan, to be approved by HUD COC Committee in December. The below workplan priorities were discussed:
 1. Special Reports (e.g. standard reports for funders)
 2. Agency Onboarding
 3. Migration of services and notes
 4. Attendance module/shelterpoint functionality
 5. HMIS Agency Manager role clarification and operationalization

Topics for *future attention* include:

- Ticketing system
- Data quality review and quality improvement plan
- Review Privacy and Security policies and procedures: updating policies, revising procedures, supporting rights of consumers, including digital signatures
- Ensure compliance with federal requirements
- Data Requests
- HMIS performance review (form, content, and administration)

3. Clarity Conversion Update

- a. Update: Patrick
 - Contact information customization and migration is in progress
 - Move In date migration is in progress
 - Services: currently have 1 million services records, service types need to be simplified
 - Case note migration will take place in tandem with services migration
 - Attendance module configuration (October or November)
 - Document upload/document readiness build out- SCC reviewed a template, comment period
 - Define eligibility criteria and determine responsibility for eligibility data management
 - Develop matching rules in Clarity—matcher workgroup and system coordination committee

4. Upcoming Training Dates

- i. Tuesday October 9 HMIS Privacy and Security Training (HCD)
- ii. Tuesday October 16 Clarity New User Training (HCD)
- iii. Thursday September 27th & October 25 HMIS User Group Meeting (HCD)
- iv. November 5th: Coordinated Entry Training (EveryOne Home)
- v. TBD Webinar: Contact Information (EveryOne Home and HCD)

5. Discussion of system licensing and training approach

Licensing

- **Committee recommends to the CoC Board that we quickly expand the # of licenses**
- **For now, EveryOne Home and the HMIS Team will continue to allocate licenses as participating agencies request them.**

Presentation on Current License Levels in Alameda County (Trevor)

- Enterprise License: 239 of 330 assigned as of 9/24 (72%)
- Agency Manager with Looker: 31 of 50 assigned (62%)
- System Admin: 6 of 6 assigned

Licensing in neighboring counties (see page 4 of this packet)

6. New Agency Onboarding

- What is the process for requesting to join the HMIS? (see document attachments)
- What are the criteria currently in use to evaluate those requests? (see page 5 of this packet)
 - Agency provides services/resources that are reserved/dedicated for homeless people in Alameda County **Oversight Committee approves these criteria**
- Review current list of agencies requesting onboarding (see page 6 of this packet)

7. Next Steps

- a. October and November meetings will focus on HMIS Team workplan
 - i. HMIS Team 2019 workplan should include development of Agency Manager role/function
- b. HMIS Oversight Committee recommendation to CoC Board to quickly expand the # of licenses
- c. Monthly updates to Oversight Committee on agency onboarding
- d. Support the minimum standard for agency participation: provide services/housing dedicated to homeless people in Alameda County
- e. Support allocation of enterprise licenses to agencies as they ask. No criteria imposed (other than a participating agency) at this point in time.

HMIS Oversight Committee Roster		
Seat	Name	Organization
Staff	Jessica Shimmin	EveryOne Home
Staff	Patrick Crosby	HCD- HMIS Lead
Staff	Trevor Mells	HCD- HMIS Lead
HUD COC Committee	Andrew Wicker	City of Berkeley
HUD COC Committee	Lara Tannenbaum	City of Oakland
Consumer		
Technical/DQ Staff	Mike Keller	EOCP
Technical/DQ Staff	Juliana Juarez	Abode
End User/Data Entry	Camille Mariategue	BFHP/APC
End User/Data Entry	Melissa Sutton-Dement	BACS
System Coordination and BNL	Julie Leadbetter	EveryOne Home
RBA or SC Committee		
HCSA/AC3	Robert Ratner	HCSA
HCSA/AC3	Teddie Pierce	HCSA

HMIS Team Members and Roles

- Patrick Crosby: Team Lead, participates in planning meetings, conducts training and user meetings, data migration, system design
- Trevor Mells: participates in planning meetings, report development, user training, data migration
- John Noe: privacy and security training, working on updating forms and revamping the website
- Andy Duong: privacy and security training, work requests, ticketing system, user liaison

Licensing and training support in Alameda County, Santa Clara County, and San Francisco County

Alameda County: Current license levels 1 user license to every 17 homeless in PIT

2017 PIT Count=5,629 homeless persons

330 direct service/enterprise licenses @ \$25 monthly/license (\$300 annually/license)

50 agency manager licenses @ \$50 monthly/license (\$600 annually/license)

6 system admin licenses @ \$150 monthly/license (\$1,800 annually/license)

- Monthly general user training, in person, sometimes at satellite sites
- Monthly privacy and security training, in person
- Monthly user group meeting
- Email registration for all training

Santa Clara County: Current license levels 1 user license to every 15 homeless in PIT

2017 PIT Count=7,394 homeless persons

500 direct service/enterprise licenses @ \$20 monthly/license (\$240 annually/license)

60 agency manager licenses @ \$50 monthly/license (\$600 annually/license)

2 system admin @ \$150 monthly/license (\$1,800 annually/license)

Contracts with Bitfocus for System Admin and Training:

- Weekly general user training, online
- Pre-recorded webinar, Client Consent Training/Privacy and Security
- Webinar data analysis training for agency managers
- 3-4x monthly 60-minute data analysis office hour support
- Online registration for all training

San Francisco County: Current license levels 1 clarity user to every 7.5 homeless in PIT

2017 PIT Count = 7,499 homeless persons

1,000 direct service/enterprise licenses @\$17 monthly/license (\$204 annually/license)

200 agency manager licenses @ \$45 monthly/license (\$540 annually/license)

5 system admin@\$150 monthly/license

Contracts with Bitfocus for System Admin and Training:

- Weekly general user trainings, online
- Webinar data analysis training for agency managers
- 3-4x monthly 60-minute data analysis office hour support
- Online registration for all training

Evaluating Agency Requests to Join Alameda County's HMIS.

Many agencies have requested permission to join Alameda County's HMIS during the past year. Some of these agencies clearly fit within the purview and goals of the housing crisis response system, while others aren't as straightforward. Given the range of agencies interested in joining the HMIS, it may be useful to ask a set of questions before the onboarding process begins to better understand the agency making the request and their needs.

The below questions could inform decisions about how to expand the HMIS.

Proposed questions:

1. Agency Name
2. Agency Address
3. Agency Mission Statement
4. Program Name
5. Does the program provide services dedicated to homeless people?
 - a) If not, how do you anticipate using the HMIS?
6. Project Type (offer a picklist of options that includes other/please describe)
7. What is the geographic service area for this program? (list cities/resource zones)
8. Funder(s)
 - a) Eligible populations (Finding sources may require that services are delivered to specific populations: adults, chronically homeless, DV victims, families with minor children, HIV, seniors, TAY veterans, etc)
9. Will the program fill slots through the coordinated entry by-name-list?
10. How many active user licenses do you anticipate?

These questions could be formatted as a form given to agencies that express interest in joining the HMIS and could then be reviewed and decided at HMIS Oversight Committee meetings. The COC may want to direct the HMIS Oversight Committee (and the COC and HMIS Leads in the meantime) that:

- *Agencies can be approved to begin the HMIS onboarding process so long as they provide services dedicated to homeless people in Alameda County (questions 5 and 7). The HMIS Lead can make these determinations, summarize quarterly all new onboarded agencies to the HMIS Oversight Committee.*
- *Agencies can be approved to begin the HMIS onboarding process if they are acting as a coordinated entry access point. The HMIS Lead can make these determinations, summarize quarterly all new onboarded agencies to the HMIS Oversight Committee.*
- *Agencies that do not provide dedicated homeless services would need to explain how they will use the HMIS in question 5a. The request and explanation then will be considered by the HMIS Oversight Committee, which will make a recommendation to the COC Committee for final approval.*

Name of Agency	HMIS Point Person	Contact Personnel	Agency information/address	Meets baseline criteria?	MOU Sent	MOU Returned	Site Visit	Status
ROOTS	Trevor	Noha Aboelata, MD - drnoha@rootsclinic.org	9925 International Blvd, Oakland, CA 94603	Yes	8/29/2018	9/11/2018	9/25/2018	Working on checklist, Oct training
Anthem Blue Cross - CA Medicaid Health Plan	John	Ané Watts - ane.watts@anthem.com	n/a	No, needs further review				
Dorothy Day House	Andy	Jennifer Vasquez - JVasquez@cityofberkeley.info	2180 Milvia Street, 2nd Floor Berkeley, CA 94704 510.981-5431	Yes	9/20/2018			Waiting on Jenn to reply after talks with DDH
APEB Oakland	Patrick	Shirley M. Gainey - sgainey@apeb.org	1322 Webster Street Oakland, CA 94612	Not clear, waiting on clarification from APEB				
Shelter, Inc.	Trevor	Trudie Giordano - trudie.giordano@shelterinc.org	1333 Willow Pass Rd., Suite 206 Concord, CA 94520 925.957.7573	Yes	9/17/2018	9/26/2018	10/11/2018	waiting on Priv Notice
Men Of Valor Academy	Patrick	Pastor Jerald K. Simpkins - jksimpkins1@gmail.com	6118 International Blvd, Oakland, CA 94621 (510) 567-1308	Yes				
Center Point Inc.	Andy	Wendy Fox - Rankin - wfox@cpinc.org	Alameda Day Reporting Center 3333 Telegraph Avenue Oakland CA 94609 (510) 496-5140	Not clear, waiting on clarification from agency				Waiting on EveryOne Home to approve
Downtown Streets Team	John	Julia Lang - Julia@streetsteam.org Jade Milburn - jade@streetsteam.org	22537 Main Street Hayward, CA 94541	Yes				
VA	Patrick	Caitlin Pugh/ Anna Berg / Masaki Hirayama		Yes, participate in the HMIS or use for lookup?				
Tri-City Health	John	Andrew Navarro		No, needs further review				
Bananas (OD)	Patrick			Not clear, waiting on clarification				

Name of Agency	HMIS Point Person	Contact Personnel	Agency information/address	Meets baseline criteria?	MOU Sent	MOU Returned	Site Visit	Status
SSA	John	Andrea Ford		Not clear, waiting on clarification				
Housing Consortium of the East Bay	Andy	Jacee Santos - jsantos@hceb.org	Housing Consortium of the East Bay, Main Office 410 7th street #203 Oakland CA 94607	Yes	9/19/2018	9/25/2018		MOU sent to Elaine for signature