



**HMIS Oversight Committee**  
**Wednesday February 27, 2019**  
**224 W. Winton Ave**  
**Hayward, CA 94541**

Present: Teddie Pierce, Camille Mariategue, Julie Leadbetter, Patrick Crosby, Trevor Mells, Mike Keller, Leah Rainey (ICF), Mike Lindsey (ICF), Nic Ming, Robert Ratner, Andrew Wicker, Juliana Juarez

**Welcome and Introductions**

**1. Committee Administrative Business**

- Next Meeting: Wednesday March 20, 9-11AM at EveryOne Home (101 Callan, Suite 230)
- Point In Time Shelter Count and HIC are coming up

**2. Document Upload Structure (20 min)**

**Vote to Approve**

- Working Group is proposing a structure for the document uploads into Clarity (**page 2**)
- Working Group participation included 12 people: Rachael Cole (Abode), Lora Ashworth (HCSA/Home Stretch), Colleen Budenholzer (HCSA intern), Sharon Osterweil (LifeLong Medical), Juliana Juarez (Abode), Leo Martinez (Abode), Melissa Sutton Dement (BACS), Camille Mariategue (BFHP/APC), Trevor Mells (HCD/HMIS), Patrick Crosby (HCD/HMIS), Andy Duong (HCD/HMIS), Jessica Shimmin (EveryOne Home)
- Discussion
  - i. Rename "Core Housing and Public Benefits" to "Core Housing and Eligibility"
  - ii. Remove "W9 for Landlord" even though this is a critical document because it will include a landlord's SSN.
  - iii. Users will need training, and this will need to be part of training materials
- Vote to use the framework: pass unanimously
  - i. 8 yes
  - ii. 0 no
  - iii. 0 abstain
- Next steps and timeline (HMIS Team)
  - i. HMIS Team can implement by 3/8
  - ii. Definitions document to accompany release
  - iii. Training at the March 28<sup>th</sup> user group meeting

**3. Services Framework (30 min)**

**Vote to bring to Funder's Collaborative**

- Working Group is proposing a structure for the services options that will be available Clarity
- Working Group Participation included: Juliana Juarez (AbS), Sharon Osterweil (LLM), Melissa Sutton Dement (BACS), Mike Keller (EOCP), Kat Fraser (HCSA), Christy Lima (BFWC), Colleen Budenholzer (HCSA intern), Camille Mariategue (BFHP/APC), Jessica Shimmin (EveryOne Home), Trevor Mells (HCD/HMIS), Patrick Crosby (HCD/HMIS)
- Discussion
  - Working Committee intentions for Services in Clarity: implementation will require intensive training, desire to have canned report to simplify reporting for agencies/funders, no retroactive data entry
  - What will be the policy and process for adding services? HMIS Oversight will decide
  - Patrick will remove "No Category"

- Migration: is the old information useful? Generally agreed that we do not need to migrate services.
- *HMIS Oversight that HMIS Lead sends out an email notifying participating agencies and cities and staff on their email list that there is a proposal not to migrate old services and a 30-day window to raise objections.*
- PATH grant service categories will be included but aren't listed on the services list.
- "Housing and Placement" isn't preferred terminology but it's built into Clarity
  - Move housing search and placement subcategories to Housing category.
- Moving Cost Assistance- includes subcategories that can be expenses post-housing, etc.
  - Robert's suggestions:
    - 1) Keep the following items under Moving Cost Assistance – Moving Service, Moving Van, and Storage Payment
    - 2) Move the following other items to the Housing category created from the merger of "Housing" with "Housing Search and Placement" – Disability/Accessibility Modifications; Home Furnishings; Household Items; Application Fees
    - 3) Move "Special Medical Equipment" to Health Care
- Can we put dollar amounts for security deposits, rental assistance, etc? Patrick answers yes, they can be set up that way
- Transportation: is it useful to break tickets into sub categories like bus, BART, etc.? Or Financial assistance (i.e. tickets) and providing transportation and then track how much is being spent
- Committee votes on whether to send the framework (with above revisions) to Funder's Collaborative for conversation on funder reporting
  - Yes: 8
  - No: 0
  - Abstentions: 0
- Timeline:
  - HMIS Lead will send out memo re: proposal to not migrate old services before the March 20<sup>th</sup> funder's collaborative meeting.
  - Send services options to funder's collaborative for additional fine tuning and discussion of how these service categories can be used to meet Funder's needs.
  - Once approved, the build out will take time (# of services x 80 agencies)
  - Need user guide for the services

#### 4. HUD TA

- Wanting to discuss governance of the HMIS and the role of the HMIS Oversight in governance
- HMIS TA is being provided because of the large number of HMIS, they identified some challenges with HMIS that the ABT/CSH couldn't meet, so ICF was brought in as subject matter experts.
- We should expect a set of recommendations from the HMIS TA team in about 30 days from this visit
- ICF asks: What is the vision for this HMIS Oversight Committee? Committee responds:
  - i. Previously there was an HMIS Policy committee that met every other month
  - ii. There wasn't a way for stakeholders to have direct input into the development of the HMIS and prioritization of work, and holding the HMIS lead accountable
  - iii. Accountability: desire to be supportive to the HMIS Lead, make formal decisions so the HMIS Lead can reference those decisions,
  - iv. CoC puts in money, but so do cities and other funders like HCSA put in money to support the HMIS, and so there is tension there. There is tension around the idea that the HMIS Oversight Committee gets to make decisions about the HMIS.
  - v. What can the HMIS Lead decide on their own? What needs to come to the committee?
  - vi. Capacity question: what's appropriate staffing for what we're trying to accomplish?

- ICF asks: Many communities struggle to define the governance of HMIS and priorities: Is the goal of this committee to get the right people to the table and establish common decision making that captures the other priorities in our community? Committee responds:
  - i. Structure of the committee was designed by the CoC Board, with a desire to have major funders represented (CoC and HCSA), Cities (Oakland and Berkeley), Representation from users and from data quality managers at the nonprofit service organizations.
  - ii. Some of the cities aren't represented here and they make requests to HCD director, who authorizes those requests.
  - iii. There isn't a clear process for urgent requests and how they get handled.
  - iv. Operational issues: communicating how long things will take and managing expectations about priorities
  - v. Legal issues are not well addressed here. In Alameda county the legal counsel rotates and don't always agree with each other. How does that get resolved? Often it gets stuck
  - vi. Monthly structure of the Oversight Committee is not enough to oversee day to day operations.
  - vii. Challenge of differentiating operational issues from policy issues, lots of entities with unclear relationships made between them.
- ICF asks: How are policy decisions made about the HMIS? HUD has issued new Privacy Guidance in the Coordinated Entry Management and Data Guide. How would our community discuss and implement privacy policy changes?
  - i. In the MOU the HMIS Lead would prepare a policy for this committee to review and then make a recommendation to approve at CoC Board level.
  - ii. County attorneys reviewed new release of information that was generated based on community desire to have more sharing and cross system collaboration.
  - iii. Our formal privacy and policy standards have not been updated, they need to be updated and brought to this committee for review. This has been identified by this committee as work that needs to be done.
  - iv. Work generally happens in workgroups that are broadly invited, reviewed at HMIS Oversight and brought to HUD CoC for vote.
  - v. CoC and EveryOne Home Leadership Board initiated change of vendor, HCSA provided funding, HCD released the HCD.
  - vi. Before HEARTH, the Leadership Board made policy decisions for the collective impact effort including HUD funding. But then HEARTH happened, and it was decided that the CoC Board would deal with complex HUD stuff, and Leadership Board would deal with collective impact.
- ICF believes there is a way forward to reach our Coordinated Entry data collection, performance management, and reporting goals. Need to define who needs to be part of those conversations so that the options can be discussed and recommendations implemented.

## 5. Next Month/Next Steps

- Update from ICF on recommendations for restructuring the coordinated entry in HMIS
- Discussion of what we need from our CE System,
- Training
- Agency onboarding

## 6. Updates

- HMIS workplan to CoC Committee in March (**found on page 3-5**)
- Licenses & training updates can be found on **page 6**
- Agency onboarding updates can be found on **pages 7-8**

## Document Upload Structure

1. Core Housing and Eligibility	2. Health and Medical	3. Finances and Income	4. Family, Social and Legal	5. Other Personal Identification
ID Photo Card	Letter from Physician	Bank Record	Alimony Agreement	Hospital Record of Birth
Birth Certificate (minor children and/or self)	Health Insurance Documentation	Eligibility Determination	Court Order or Record	Naturalization Certificate
Consent to Exchange Information	Letter from Therapist or Psychiatrist	Eviction/Foreclosure Notice	Divorce Decree	Passport or Visa
Disability Verification	Letter or Records from VA	Food Stamp Card or Award Letter	Letter from Parole Board	School Identification Card
Proof of Income (30-90 days)	Medicaid or MediCare Card	Lease	Letter from Social Service Agency	Voter Registration Card
Social Security Card	Medical Bill	Letter from Landlord	Marriage License or Certificate	Other
Verification of Homelessness, Self Certification	Medical Record	Rent Reasonableness	Police Citation	
Verification of Homelessness, Third Party	TB Screening/PPD	Rent Receipt	Restraining Order	
Veteran DD-214	Other	Renter Insurance Policy	Other	
Other		Utility Bill		
		Work Permit		
		Other		

## HMIS Team Workplan

<i>What</i>	<i>Q1 Status/Notes</i>	<i>Q2 Status/Notes</i>	<i>Q3 Status/Notes</i>	<i>Q4 Status/Notes</i>	<i>Start Date</i>	<i>Deadline</i>
<b>Coordinated Entry</b>						
Document upload and document readiness reporting	Finalize document upload structure in Q1 and train	Full implementation and use!				
Housing Plan/Goal Plan	Items in Orange are paused pending exploratory work and decision making related to the reporting capabilities enabled through assessments vs the HUD project entry structure.					
Housing Preferences Assessment						
Housing Status update						
DV provider integration						
Tool to track matching (i.e. dates, resource, accepted/declined)						
Contact attempts to support active/inactive status						
Housing Crisis Assessment						
Expand BNL matching report to include additional eligibility criteria						
Resource inventory and live capacity display (how many shelter beds, etc.)	explore piloting attendance module at EOCP	Pilot	Discuss/evaluate pilot	Expand pilot?		
Referrals to available resources driven by eligibility	Berkeley group will begin by documenting inventory and eligibility criteria at the provider level					
AC Care Connect special assessment and report to eliminate companion spreadsheets						
<b>Training</b>						
Expanding learning opportunities for new users (2-4x per month)	HMIS Oversight to pursue resources for training support.					
Expand learning opportunities for existing users to include special topics, data quality, custom reporting, etc						
Develop Clarity user guide						

More accessible P&S training (online or train the trainer)						
Written training materials						
<b>Communications</b>						
HMIS website update and upkeep	X	X	X	x		
news updates (new tools, procedures, policies)	X	X	X	x		
ticketing system	X	x	X	X		
HMIS Lead to CoC						
<b>Onboarding and licenses</b>						
Onboarding new agencies- esp Emergency Shelters and PSH (4 per quarter or more)	X	X	X	x		
Buy and configure licenses to keep pace with user demand	Memo sent to Linda and Riley (12/19) with CoC Committee's recommendation.					
Looker license expansion (is this HMIS Oversight role to develop policy?)						
Develop and implement agency manager role		X	X	X		
Onboard new users	X	X	X	x		
<b>Data Migration</b>						
Complete data migration from service point	Complete during Q1					
<b>Data Integration, Analysis, and Reporting</b>						
Data integration with outside sources (i.e. SHIE, SSA, etc)						
Outreach location reporting						
Statewide HMIS						
Data sharing guides/policies (maybe this is HMIS oversight?)						
Demographic reports						
Reporting dashboards (RBA? Or something distinct from RBA?)						
<b>Project and Services Setup</b>						
Path and HRC Project Setup						
Project naming cleanup (AC3, zones, etc)						
Funder Reporting: Build Care Connect reports						

Build standard services framework	Complete during Q1					
Custom/non-HUD required data collection						
<b>HMIS Administration and CoC HMIS Backbone</b>						
NOFA Application Support						
Annual Performance Support						
Longitudinal Systems Analysis			Q3 work	Q4 work		
Housing Inventory Chart	Q1 work!	Will submit to HUD in Q2				
Point in Time Count	Q1 work!	Will submit to HUD in Q2				
System Performance Measures	Q1 work!	Will submit to Hud in Q2				
Consolidated Annual Performance Report						
<b>Data Quality and Improvement</b>						
QI Plan						

## **Update on licensing and training**

### ***Licensing***

- Enterprise License: 287 of 330 assigned as of 2/12 (87%)
- Agency Manager with Looker: 35 of 50 assigned as of 2/12 (70%)
- System Admin: 6 of 6 assigned as of 2/12

### ***Training Schedule***

- Tuesday March 12 HMIS Privacy and Security Training (HCD)
- Tuesday March 12 Clarity New User Training (HCD)
- February 28: HMIS User Group Meeting (HCD)
- February 26 2019: Coordinated Entry Assessor Training (EveryOne Home)
- February 8 and February 22: Assessor virtual check in hours 11am-12pm via zoom

**New Agency Onboarding** (see p 6-7)



HMIS Ticket #	Name of Agency	HMIS Point Person	Contact Person	Agency information/address	Meets baseline criteria	MOU Sent	MOU Returned	Site Visit	Status
HMIS-667, HCRS-55	APEB Oakland	Patrick	Shirley Gainey sgainey@apeb.org	1322 Webster Street Oakland, CA 94612	Yes				HOPWA project
HCRS-49	Men Of Valor Academy	Patrick	Jerald K. Simpkins jksimpkins1@gmail	6118 International Blvd, Oakland, CA 94621(510) 567-1308	Yes				EOH sent form on 11/2. Realignment TH?
HCRS-38	Center Point Inc. Alameda Day Reporting Center	Andy	Wendy Fox – Rankin wfox@cpinc.org	3333 Telegraph Avenue Oakland CA 94609 (510) 496-5140					Jessie requested form, waiting for reply
HCRS-30	Downtown Streets Team	John	Julia Lang Julia@streetsteam.org Jade Milburn jade@streetsteam.org	22537 Main Street Hayward, CA 94541	Yes	10/5/2018	10/26/2018		MOU signed by EOH and HCD
	VA	Patrick	Caitlin Pugh/ Anna Berg / Masaki Hirayama		Yes				
HCRS-76	Tri-City Health	John	Andrew Navarro		Yes, see notes				CES subcontractor to Abode.
	Bananas	Patrick							EOH hasn't seen this request
HCRS-78	SSA	John	Andrea Ford						Form sent 11/2
HMIS-709; HCRS-29	Housing Consortium of the East Bay	Andy	Jacee Santos - jsantos@hceb.org	410 7th street #203 Oakland CA 94607	Yes	9/19/2018	9/25/2018		site visit complete, MOUs signed
HCRS-85	Family Bridges		Carrie Lau	168 11th St, Oakland, CA 94607	No				Homelessness is not an eligibility criterion
HMIS-245,	Anthem Blue Cross - CA	John	Ané Watts ane.watts@anthem.com	n/a	No				Referred to HCSA/SHIE

HCRS-79	Medicaid Health Plan								
	STAIR Center				No				Not an agency. Already configured as a project.
HMIS-410, HMIS-741, HCRS-57	ROOTS	Trevor	Noha Aboelata, MD - drnoha@rootsclinic.org	9925 International Blvd, Oakland, CA 94603	Yes	8/29/2018	9/11/2018	9/25/2018	<b>Complete</b>
HMIS-747, HCRS-69	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	<b>Complete</b>
HMIS-589	Dorothy Day House	Andy	Jennifer Vasquez JVasquez@cityofberkeley.info	2180 Milvia Street, 2nd Floor Berkeley, CA 94704 510.981-5431	Yes	9/20/2018	10/11/2018		<b>Complete</b>