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HUD HMIS Assessment Overview

*Prepared for Alameda County
CoC (CA-502) HMIS Oversight
Committee*

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Senior Manager*

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Agenda

- **Welcome & Introductions**
- **HMIS Assessment Background**
- **Initial Observations and Findings**
- **Overview of Recommendations**
- **HMIS Governance Structure Overview**
- **Discussion and Next Steps**

Assessment Background



Assessment Background

- TA assignment from HUD in January 2019
- Discussions warranted a deeper dive into the current HMIS Governance Structure
- Onsite in February to assess:
 - HMIS Administration
 - Vendor transition
 - Coordinated Entry
 - HMIS Governance Structure

Onsite Interviewees and HMIS Stakeholders

Table 1.0 Alameda County HMIS Stakeholder Meetings: February 25th-28th 2019

Name	Alameda County CoC Affiliation
Patrick Crosby	HCD HMIS Lead
Riley Wilkerson	HCD HMIS Lead
Trevor Mells	HCD HMIS Lead
John Noe	HCD HMIS Lead
Elaine de Coligny	Everyone Home
Jessica Shimmin	Everyone Home
Julie Leadbetter	Everyone Home
Ruby Butler	Everyone Home
Teddie Pierce	Alameda County Care Connect Contractor
Andrew Wicker	City of Berkley- HUD CoC Board Chair
Robert Ratner	Alameda County Care Connect (AC3)- Alameda County
Lara Tannenbaum	City of Oakland-HUD CoC Committee Member
Nic Ming	City of Oakland-Oversight Committee Member
Katherine Naff	Berkley Food and Housing Project
Camille Mariateque	Berkley Food and Housing Project
Alameda County HMIS Oversight Committee	Governing body responsible for advising and overseeing the operation of the HMIS
HMIS End-User Focus Group	HMIS-participating agencies in Alameda County CoC

Observations and Findings



Areas for Capacity Building

Governance

- **Unclear Roles and Responsibilities**
 - HCD
 - EveryOne Home
 - HMIS Oversight Committee
- **Lack of Monitoring**
 - CoC to HMIS Lead
 - HMIS Lead to CHO's
 - HMIS Lead to Vendor
- **Lack of Data Quality Management**

HMIS Technology

- **HMIS Configuration**

Recommendations

Three Key Areas

Strengthen Governance

Evaluate HMIS Configuration

HMIS Administration

Why is Governance such a big deal?

Inadequate Governance structures have resulted in:

- Lack of vision or clarity around priorities
- Loss of investments
- Delays in HMIS implementation advancements
- Setbacks in data quality
- Unclear understanding of HMIS role in community
- Frustration!



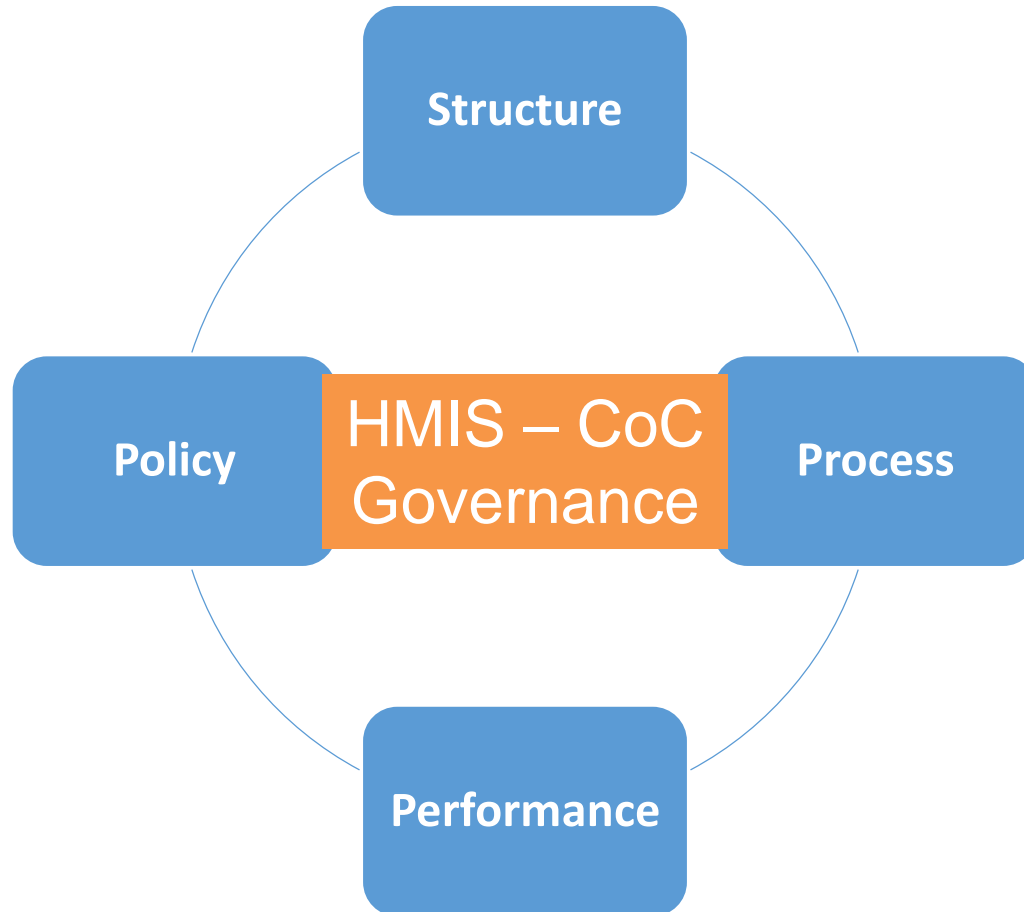
Why is Governance such a big deal?

Strong Governance structures are built on:

- Clear roles and responsibilities
- Clear understanding on who's responsible for what
- Established, **documented**, and **enacted** processes
- Accountability and follow through
- Transparency
- Clear communication



HMIS Governance Life Cycle



Governance

Define Roles and Responsibilities

- Update MOU to clearly define Roles and Responsibilities of each entity within the existing governance charter.
- Commitments reviewed, approved, and signed off on by the HMIS Oversight Committee and HUD CoC Committee (CoC Board).
- Establish clear and strong parameters and expectations to provide each entity with organizational direction ownership of duties as assigned.
- Build a foundation for strong accountability by developing a well-developed monitoring process.

Governance

Establish Clear Processes

- Monitoring of HCD (at least annually) based on clearly communicated expectations, supported by the requirements outlined in the MOU.
- Development and implementation of a monitoring tool with a defined and agreed upon process to be carried out by HMIS Oversight Committee.

HMIS

Evaluate Current Configuration

- Outline a transparent process to define goals and outcomes of a reconfiguration plan.
- Clearly state a defined process for working with vendor and HUD CoC Committee
- Include a timeline for contact made with vendor, system design and implementation options available, effects on the Coordinated Entry System, and the pros and cons of each implementation possibility.
- Communicate closely with those implementing Coordinated Entry and the HMIS staff to ensure a consistent and agreed upon understanding of the system redesign.
- The HMIS Configuration Project Plan should be reviewed and approved by the HMIS Oversight Committee.

HMIS Administration

Strengthen Current Capacity

- **Strengthen HMIS Lead Capacity**
 - consider increasing capacity of the HMIS team (specifically staff responsible for training, user support, reporting and technical capabilities)
 - consider implementing a “Train the Trainer” model
 - build out a Training Program
 - develop a communication plan to raise awareness around training opportunities

HMIS Administration

Strengthen Current Capacity

- **Develop Monitoring Plans**
 - HCD to End-Users
 - HCD to Vendor
- **Develop and enforce a Data Quality management program**
- **Outline agreed-upon expectations for meeting deadlines and communication.**
- **Develop, Document, and Enforce Formal Processes in order to:**
 - Request and prioritize reports
 - Update HMIS Policies and Procedures

In Conclusion

A Strong HMIS Governance Structure makes the world a better place for everyone



Questions and Discussion

Contact Us!

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