



HMIS Oversight Committee
Wednesday August 21, 2019
Conference Room Suite 108
224 W. Winton Ave.
Hayward, CA 94541

Present: Andrew Wicker (HUD CoC), Ja’Nai Aubry (HUD CoC), Robert Ratner (HCSA), Mike Keller (EOCP), Suzanne Warner (HCD), Trevor Mells (HMIS Staff), Jessica Shimmin (CoC Lead Staff), Peter Radu (City of Berkeley), Mike Lindsay (ICF, HUD TA), Leah Rainey (ICF, HUD TA), Juliana Juarez (Abode), Daniel Cooperman (BACS), Nic Ming (City of Oakland)

1. **Welcome** **9:00-9:10AM**
 - Welcome: Mike Keller
 - Ja’Nai Aubry joins the committee as second CoC representative: Andrew Wicker
 - Moving HMIS Oversight Committee meetings from EveryOne Home to HCD. Updated calendar invites will follow.

2. **HMIS Oversight Public Comment** **9:10-9:20AM**

3. **Update from Communities of Practice** **9:20-9:35AM**
 - HMIS Implementation: Suzanne, Trevor, Andrew Wicker
 - i. Working to come up with 3 focus areas to work on through the TA, possibilities include privacy and security, training, and staffing structure.
 - Data Quality: Patrick Crosby, Mike Keller, Jessie Shimmin
 - i. Looking at sample DQ Plans from other communities, review our own system data quality, think about and define roles for data quality monitoring and accountability.
 - ii. Suggestion to create a data quality dashboard to share with agencies

4. **HMIS TA Project Plan** **9:35-10:15AM**
 - Overview of Project Plan and Discussion: Mike Lindsay and Leah Rainey
 - i. Policy and procedure table of contents: ***Trevor will share P&P table of contents***
 - ii. Training is a major concern/need- particularly we have resources for “enduring training materials.” New User training manual is in testing stage ***Trevor will share this with the group***
 - iii. Privacy and Security: perhaps want to include community health record universal authorization
 - iv. System Coordination Committee is looking at making some changes to the coordinated entry workflow, this may impact what CE looks like in the HMIS. HMIS TA believes restructure is primarily back-of-the-house.
 - v. ***Jessie will review notes from 2/2018 to identify (and share) the CE deal-breakers that informed decision making at that time.***
 - vi. Common Agenda: obtaining commitment from major stakeholders to work within and through the CoC structure to reach stakeholder needs. The goal is to put a strong enough structure in place that work-arounds don’t need to happen.
 - vii. Governance doesn’t have dates- what is the general timeframe that we want to complete this
 - viii. Develop a paradigm that builds capacity across our system: agency manager role, healthcare’s analytic/reporting resources.
 - ix. Who needs to be invited? Mayors and county supervisors, homelessness council should get a presentation about HMIS 101.
 1. Also, are we in agreement about what the HMIS is for: Linda, Kathleen,

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2. Survey to collect data needs from HMIS participating organizations.
3. Or, is HMIS Oversight the table where that kind of common agenda is set?
4. Issues: training, on-boarding, project creation, reports,
5. We want to achieve a set of proposals
6. **Working group meeting for HMIS Oversight to talk about pain points.**

- Motion for CoC to formally invite key stakeholder participation: Andrew Wicker

5. Coordinated Entry Restructure

10:15-10:45AM

- Overview of 2020 Coordinated Entry Data Elements: Mike Lindsay and Leah Rainey
- Planning for Conversation with BitFocus: Jessie Shimmin

6. Loose Ends

Jessie Shimmin

10:45-11:00AM

- Privacy and Security Policy: HMIS Team shared the training materials. *How do we want to move this forward? What role can the HMIS Implementation Community of Practice play in advancing this work? Look at how these topics are addressed in the training manual.*
- Document upload guidelines: Patrick wrote up draft guidelines for June meeting. *Should these go to HomeStretch for review and input? **Jessie will recirculate to the group as well.***
- Contacts and location fields: Trevor was to bring them to the June, Patrick unveiled to May User Group mtg. Contact information on the client profile is now read-only, cannot be updated. *HMIS has created a one page reference sheet.*
- Services Migration: Jessie followed up with all agencies (BOSS, BFHP, Fred Finch). All understood and accepted the decision not to migrate legacy custom services.

7. Closing and Next Steps

Mike Keller

11:00PM

- Everyone should personally commit to generating their pain points
- Read 2020 data standards to understand the CE expectations and think about what you'd like to see different in terms of our CE configuration.
- Jessie will work on scheduling.

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**Alameda Countywide
Homeless Continuum of
Care Council
InHOUSE
Policies and Procedures
Manual**

Alameda Countywide Homeless Continuum of Care Council Policies and Procedures for the InHOUSE System

Table of Contents

Introduction

Governing Principles

- 1. Signed Agreements**
 - 1.0 InHOUSE Partner MOU
 - 1.1 Privacy Agreement
 - 1.2 User Agreement
- 2. Participating Agency/Jurisdiction**
 - 2.0 Roles and Responsibilities
 - 2.1 Access to the Internet
 - 2.2 Privacy Requirements
 - 2.3 Notification of Privacy Protections
 - 2.4 Notice to Clients of Participation in InHOUSE
 - 2.5 Need-based Access
 - 2.6 Access Privileges to InHOUSE software
 - 2.7 Breach of Confidentiality and/or Security
 - 2.8 Revocation or Revision of Access Privileges
 - 2.9 Participant Data
 - 2.10 Quarterly Compliance Review
- 3. Client Rights**
 - 3.0 Decision to Participate
 - 3.1 Client Revisions to Participation
 - 3.2 Client Access to Their Personal Information
 - 3.3 Filing Client Grievances
- 4. License Administration for InHOUSE**
 - 4.0 Issuing of User Licenses
 - 4.1 User Licenses
 - 4.2 Maintenance of User Licenses

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- 5. Maintaining InHOUSE Security**
 - 5.0 Tracking of Unauthorized Access
 - 5.1 Unauthorized Remote Access
 - 5.2 Downloading of Data from InHOUSE System
 - 5.3 Deleting of Data Downloaded from InHOUSE System
 - 5.4 Printing of Hard Copy Data
 - 5.5 Disposing of Hard Copy Data
 - 5.6 Reported Data
 - 5.7 Reporting Security Violations
 - 5.8 Virus Protection on User Systems
 - 6. Maintaining Data Integrity**
 - 6.0 Weekly Data Entry
 - 6.1 Monthly ROI Monitoring
 - 6.2 Previously Obtained Data without an ROI
 - 7. Training**
 - 7.0 Privacy and Security Certification Training
 - 7.1 ServicePoint User Training
 - 7.2 ServicePoint Technical Administrator Training
 - 7.3 Agency/Jurisdiction-led Privacy and Security Certification Training
 - 8. Reporting**
 - 8.0 Agency/Jurisdiction Reporting Technology Solutions
 - 8.1 Agency/Jurisdiction APR Reporting
 - 8.2 Agency/Jurisdiction Custom Reporting
 - 8.3 Reports for Collaboratives
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 - 9. InHOUSE System Maintenance/Upgrades**
 - 9.0 Upgrading ServicePoint Software
 - 10. InHOUSE System Governance and CoC Roles and Responsibilities**
 - 10.0 System Governance and Oversight
 - 10.1 InHOUSE System Grievance and Security Committee
 - 10.2 Right to Deny Access
 - 10.3 CoC Roles and Responsibilities
 - 11. Work Flow Procedures**
 - 11.0 Data Element Definitions

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- 11.1 Client Search Prior to Intake**
 - 11.2 Entry Procedures**
 - 11.3 Update Procedures**
 - 11.4 Exit Procedures**
 - 11.5 Exit Dates**
 - 11.6 Annual Update Procedures**

Document Readiness Process

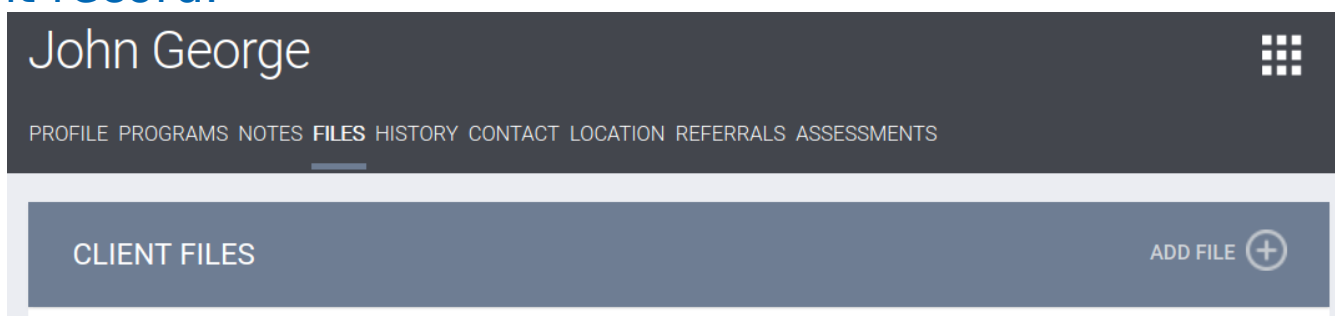
Purpose: This document identifies the process for collecting documents necessary to ensure that clients are ready for housing when a slot opens that for which they are eligible.

Core Documents: The following documents are considered core documents for housing readiness:

- Government Issued Photo ID or Driver's License
- Social Security Card
- Homeless Verification
 - Third Party
 - Self Certification
- Disability Verification
- Veteran's Discharge DD-214
- Income Sources Verification
- Birth Certificate
- Tuberculosis Screening

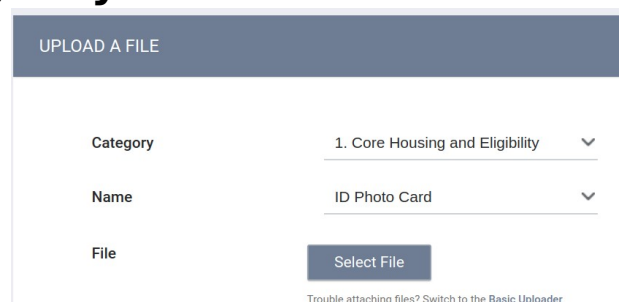
Privacy Note: Avoid the use of Protected Identifying Information (PII) in the naming convention for your client files. The file path can include identifying information to help sort files. However, the filenames should not contain PII.

Preferred Process: Each document should be collected and uploaded in the **Files** tab of a client's record. These files should be recorded at the Agency (top) level controls in the client record.

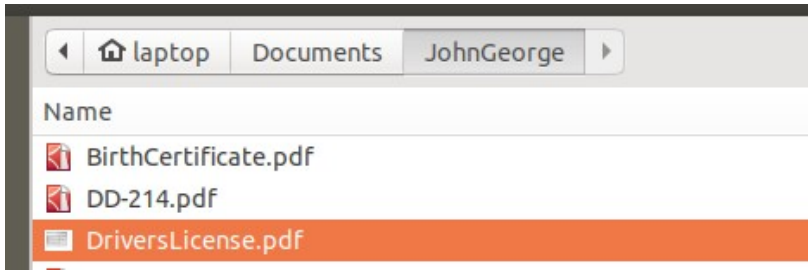


Government Issued Photo ID or Driver's License Collection Agency Duties

- **Government Issued Photo ID or Driver's License**
 - Select **Add File**
 - Set the **Category** to 1. Core Housing and Eligibility

A screenshot of a web application form titled 'UPLOAD A FILE'. The form has three main sections: 'Category' with a dropdown menu set to '1. Core Housing and Eligibility', 'Name' with a dropdown menu set to 'ID Photo Card', and 'File' with a 'Select File' button. At the bottom of the form, there is a small link that says 'Trouble attaching files? Switch to the Basic Uploader'.

- Set the **Name** to ID Photo Card
- **Select File**



Do not mark files Private

- Select **Add Record**

Government Issued Photo ID or Driver's License Matching Agency Duties

- Edit an existing Document Readiness Checklist (preferred) or Start a new Document Readiness Checklist (if one doesn't exist)

John George

PROFILE PROGRAMS NOTES FILES HISTORY CONTACT LOCATION REFERRALS **ASSESSMENTS**

ASSESSMENTS

Document Readiness Checklist (tdp in process) **START**

ASSESSMENT HISTORY

Assessment Name	Completed	Details
Document Readiness Checklist (tdp in process) Abode Services Agency	06/13/2019	

- In the GOV'T ISSUED PHOTO ID OR DL section, capture the **date** you **reviewed** the file and the **date** the ID was **verified** (usually the same date if the reviewer can verify)
- Capture the **date** the ID **expires**

GOV'T ISSUED PHOTO ID OR DL

Date Gov't ID Reviewed	06/13/2019	
Date Gov't ID Verified	06/20/2019	
Date Gov't ID Expires	05/05/2022	
Gov't ID Document Comment	<input type="text"/>	

Social Security Card Collection Agency Duties

- **Social Security Card**

- Select **Add File**
- Set the **Category** to 1. Core Housing and Eligibility
- Set the **Name** to Social Security Card
- **Select File**

Category

1. Core Housing and Eligibility



Name

Social Security Card



File

Select File

[Trouble attaching files? Switch to the Basic Uploader](#)

Social Security Card Matching Agency Duties

Homeless Verification Collection Agency Duties

- **Homeless Verification**

- **Third Party**
 - Select **Add File**
 - Set the **Category** to 1. Core Housing and Eligibility
 - Set the **Name** to Social Security Card
 - **Select File**
- **Self Certification**
 - Select **Add File**
 - Set the **Category** to 1. Core Housing and Eligibility
 - Set the **Name** to Social Security Card
 - **Select File**

Category

1. Core Housing and Eligibility



Name

Social Security Card



File

Select File

[Trouble attaching files? Switch to the Basic Uploader](#)

Category

1. Core Housing and Eligibility



Name

Social Security Card



File

Select File

[Trouble attaching files? Switch to the Basic Uploader](#)

Homeless Verification Matching Agency Duties

- **Homeless Verification**
 - **Third Party**
- **Homeless Verification**

- **Self Certification**

**Disability Verification
Collection Agency Duties**

- **Disability Verification**

**Disability Verification
Matching Agency Duties**

**Veteran's Discharge DD-214
Collection Agency Duties
Veteran's Discharge DD-214
Matching Agency Duties**

- **Veteran's Discharge DD-214**

**Income Sources Verification
Collection Agency Duties
Income Sources Verification
Matching Agency Duties**

- **Income Sources Verification**

**Birth Certificate
Collection Agency Duties
Birth Certificate
Matching Agency Duties**

- **Birth Certificate**

**Tuberculosis Screening
Collection Agency Duties
Tuberculosis Screening
Matching Agency Duties**

- **Tuberculosis Screening**

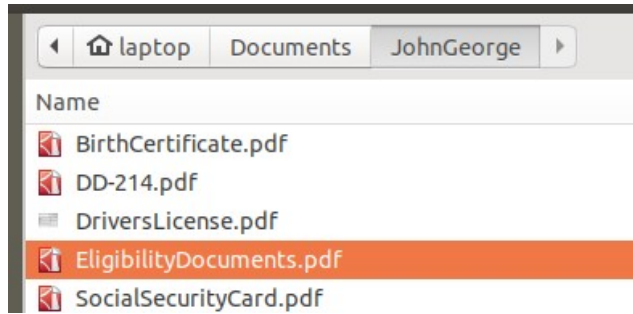
Alternate Process: Many clients already have a set of eligibility documents that were grouped together and scanned. Rather than have users devote time to separating those documents into discreet files, the following procedure can be used.

**Eligibility Package
Collection Agency Duties**

- **Eligibility Package**
 - Select **Add File**

Category	1. Core Housing and Eligibility	▼
<hr/>		
Name	Eligibility Package	▼
<hr/>		
File	<input type="button" value="Select File"/>	

- Set the **Category** to 1. Core Housing and Eligibility
- Set the **Name** to Eligibility Package
- **Select File**











Do not mark files Private

- Select **Add Record**

Eligibility Package Matching Agency Duties

- Edit an existing Document Readiness Checklist (preferred) or Start a new Document Readiness Checklist (if one doesn't exist)

DOCUMENT READINESS CHECKLIST (TDP IN PROCESS)

Document Verification Update	06/13/2019	
Client is Housing Document Ready	Yes	
Date Overall Document Readiness Expires	05/05/2022	
GOV'T ISSUED PHOTO ID OR DL		
Date Gov't ID Reviewed	06/13/2019	
Date Gov't ID Verified	06/20/2019	
Date Gov't ID Expires	05/05/2022	
Gov't ID Document Comment	<input type="text"/>	
SOCIAL SECURITY CARD		
Date Social Security Card Reviewed	06/13/2019	
Date Social Security Card Verified	06/13/2019	
Social Security Card Document Comment	<input type="text"/>	

- For each document in the eligibility package file, capture the **date** you **reviewed** the file and the **date** the ID was **verified** (usually the same date if the reviewer can verify)
- If applicable, capture the **date** the ID **expires**
- Capture any other information required for each document

Alameda County Homeless Management Information System (ACHMIS)

Categorizing Uploaded Documents

Document	File Category	File Name	File Other Name (Only if Other is chosen)
Alimony Agreement	4. Family, Social and Legal	Alimony Agreement	
Appeal Outcome	1. Core Housing and Eligibility	Eligibility Determination	
Authorized Payments	1. Core Housing and Eligibility	Other	Authorized Payments
Bank Records	3. Finances and Income	Bank Records	
Birth Certificate	1. Core Housing and Eligibility	Birth Certificate	
Birth Certificates	1. Core Housing and Eligibility	Birth Certificates	
Budgets	3. Finances and Income	Other	Budgets
Cancelled Check	1. Core Housing and Eligibility	Proof of Income (30 to 90 days)	
Client Contract	4. Family, Social and Legal	Other	Client Contract
Consent to Exchange Information	1. Core Housing and Eligibility	Consent to Exchange Information	
Copy of Case Notes	5. Other Personal Identification	Other	Copy of Case Notes
Court Order or Record	4. Family, Social and Legal	Court Order or Record	
Denial and Appeal	1. Core Housing and Eligibility	Eligibility Determination	
Dividends Statement	1. Core Housing and Eligibility	Proof of Income (30 to 90 days)	
Divorce Decree	4. Family, Social and Legal	Divorce Decree	
Driver's License or State ID Card	1. Core Housing and Eligibility	ID Photo Cards	
Eligibility Determination	1. Core Housing and Eligibility	Eligibility Determination	
Eviction/Foreclosure Notice	3. Finances and Income	Eviction/Foreclosure Notice	
Evidence of Crisis	1. Core Housing and Eligibility	Eligibility Determination	
Evidence of Sustainability	1. Core Housing and Eligibility	Other	Evidence of Sustainability
Food Stamp Card or Award Letter	3. Finances and Income	Food Stamp Card or Award Letter	
Health Insurance Documentation	2. Health and Medical	Health Insurance Documentation	
HMIS Engagement Record	5. Other Personal Identification	Other	HMIS Engagement Record
HMIS Exit	5. Other Personal Identification	Other	HMIS Exit
HMIS Housing Assessment	5. Other Personal Identification	Other	HMIS Housing Assessment
HMIS Intake	5. Other Personal Identification	Other	HMIS Intake
HMIS Supplemental Data	5. Other Personal Identification	Other	HMIS Supplemental Data
HMIS Update	5. Other Personal Identification	Other	HMIS Update
Home Mortgage	3. Finances and Income	Other	Home Mortgage
Home Stretch Application	1. Core Housing and Eligibility	Other	Home Stretch Application
Home Visit Checklist	1. Core Housing and Eligibility	Other	Home Visit Checklist
Hospital Record of Birth	5. Other Personal Identification	Hospital Record of Birth	
Housing Needs Matrix	1. Core Housing and Eligibility	Eligibility Determination	
Housing Stability Plan	1. Core Housing and Eligibility	Housing Plan	
Housing Support Plan	1. Core Housing and Eligibility	Housing Plan	
HUD Staff Certification	1. Core Housing and Eligibility	Eligibility Determination	
ID Photo Cards	1. Core Housing and Eligibility	ID Photo Cards	
Income and Assets Declaration	1. Core Housing and Eligibility	Proof of Income (30 to 90 days)	
Insurance Policy, Homeowners	3. Finances and Income	Other	Insurance Policy, Homeowners
Insurance Policy, Renters	3. Finances and Income	Renter Insurance Policy	
IRS Form Letter	3. Finances and Income	Other	IRS Form Letter
Lead Screening (child 0-5 in home)	1. Core Housing and Eligibility	Other	Lead Screening (child 0-5 in home)
Lease	3. Finances and Income	Lease	
Letter from Employer	1. Core Housing and Eligibility	Proof of Income (30 to 90 days)	
Letter from Landlord	3. Finances and Income	Letter from Landlord	
Letter from Parole Board	4. Family, Social and Legal	Letter from Parole Board	
Letter from Physician	2. Health and Medical	Letter from Physician	
Letter from Social Service Agency	4. Family, Social and Legal	Letter from Social Service Agency	
Letter from Therapist or Psychiatrist	2. Health and Medical	Letter from Therapist or Psychiatrist	
Letter from Workers Compensation	1. Core Housing and Eligibility	Proof of Income (30 to 90 days)	
Letter or Records from VA	2. Health and Medical	Letter or Records from VA	
Listing in Telephone Directory	5. Other Personal Identification	Other	Listing in Telephone Directory
Marriage License or Certificate	4. Family, Social and Legal	Marriage License or Certificate	

Alameda County Homeless Management Information System (ACHMIS)

Categorizing Uploaded Documents

Document	File Category	File Name	File Other Name (Only if Other is chosen)
Medicaid or Medicare Card	2. Health and Medical	Medicaid or Medicare Card	
Medical Bill	2. Health and Medical	Medical Bill	
Medical Record	2. Health and Medical	Medical Record	
Naturalization Certificate	5. Other Personal Identification	Naturalization Certificate	
Naturalization Record	4. Family, Social and Legal	Naturalization Certificate	
NMI Inspection Form	1. Core Housing and Eligibility	Other	NMI Inspection Form
Observable Disability or Health Condition	1. Core Housing and Eligibility	Disability Verification	
Other	5. Other Personal Identification	Other	Other Personal Identification
Other Family Document	4. Family, Social and Legal	Other	Other Family Document
Other Financial Document	3. Finances and Income	Other	Other Financial Document
Other Health and Medical Document	2. Health and Medical	Other	Other Health and Medical Document
Other Legal Document	4. Family, Social and Legal	Other	Other Legal Document
Other Social Document	4. Family, Social and Legal	Other	Other Social Document
Passport or Visa	5. Other Personal Identification	Passport or Visa	
Pay Check Stub	1. Core Housing and Eligibility	Proof of Income (30 to 90 days)	
Pension Statement	1. Core Housing and Eligibility	Proof of Income (30 to 90 days)	
Photo ID Card	1. Core Housing and Eligibility	ID Photo Cards	
Pink Slip (Notice of Job Termination)	3. Finances and Income	Other	Pink Slip (Notice of Job Termination)
Police Citations	4. Family, Social and Legal	Police Citations	
Promissory Note	3. Finances and Income	Other	Promissory Note
Proof of Income (30 to 90 days)	1. Core Housing and Eligibility	Proof of Income (30 to 90 days)	
Property Management Agreement	1. Core Housing and Eligibility	Other	Property Management Agreement
Property Tax Record	3. Finances and Income	Other	Property Tax Record
Public Assistance Check Stub	1. Core Housing and Eligibility	Proof of Income (30 to 90 days)	
Rehabilitation Evaluation	1. Core Housing and Eligibility	Disability Verification	
Rent Reasonableness	3. Finances and Income	Rent Reasonableness	
Rent Receipt	3. Finances and Income	Rent Receipt	
Restraining Order	4. Family, Social and Legal	Restraining Order	
School Identification Card	5. Other Personal Identification	School Identification Card	
Shared Care Agreement	1. Core Housing and Eligibility	Eligibility Determination	
Social Security Benefit Check	1. Core Housing and Eligibility	Proof of Income (30 to 90 days)	
Social Security Card	1. Core Housing and Eligibility	Social Security Card	
Social Security NUMI Printout	1. Core Housing and Eligibility	Disability Verification	
Supplemental Application	1. Core Housing and Eligibility	Eligibility Determination	
Tax Return	3. Finances and Income	Other	Tax Return
Third Party Verification	1. Core Housing and Eligibility	Verification of Homelessness, Third Party	
Unemployment Check Stub	1. Core Housing and Eligibility	Proof of Income (30 to 90 days)	
Utility Bill	3. Finances and Income	Utility Bill	
Voter Registration Card	5. Other Personal Identification	Voter Registration Card	
W-2 Form	3. Finances and Income	Other	W-2 Form
W-9 for Landlord	*****	*****	Not to be uploaded, contains landlord PII
Work Permit	3. Finances and Income	Work Permit	

Privacy Warning: Document raw filenames can appear in reports. To reduce the exposure of client Personal Identifying Information (PII), avoid the use of client names and identifiers in the uploaded filename.