HUD HMIS Assessment Overview

Prepared for Alameda County CoC (CA-502) HMIS Oversight Committee
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>
<thead>
<tr>
<th>Name</th>
<th>Alameda County CoC Affiliation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patrick Crosby</td>
<td>HCD HMIS Lead</td>
</tr>
<tr>
<td>Riley Wilkerson</td>
<td>HCD HMIS Lead</td>
</tr>
<tr>
<td>Trevor Mells</td>
<td>HCD HMIS Lead</td>
</tr>
<tr>
<td>John Noe</td>
<td>HCD HMIS Lead</td>
</tr>
<tr>
<td>Elaine de Coligny</td>
<td>Everyone Home</td>
</tr>
<tr>
<td>Jessica Shimmin</td>
<td>Everyone Home</td>
</tr>
<tr>
<td>Julie Leadbetter</td>
<td>Everyone Home</td>
</tr>
<tr>
<td>Ruby Butler</td>
<td>Everyone Home</td>
</tr>
<tr>
<td>Teddie Pierce</td>
<td>Alameda County Care Connect Contractor</td>
</tr>
<tr>
<td>Andrew Wicker</td>
<td>City of Berkley- HUD CoC Board Chair</td>
</tr>
<tr>
<td>Robert Ratner</td>
<td>Alameda County Care Connect (AC3)- Alameda County</td>
</tr>
<tr>
<td>Lara Tannenbaum</td>
<td>City of Oakland-HUD CoC Committee Member</td>
</tr>
<tr>
<td>Nic Ming</td>
<td>City of Oakland-Oversight Committee Member</td>
</tr>
<tr>
<td>Katherine Naff</td>
<td>Berkley Food and Housing Project</td>
</tr>
<tr>
<td>Camille Mariateque</td>
<td>Berkley Food and Housing Project</td>
</tr>
<tr>
<td>Alameda County HMIS Oversight Committee</td>
<td>Governing body responsible for advising and overseeing the operation of the HMIS</td>
</tr>
<tr>
<td>HMIS End-User Focus Group</td>
<td>HMIS-participating agencies in Alameda County CoC</td>
</tr>
</tbody>
</table>
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

Structure

Policy

HMIS – CoC Governance

Process

Performance
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.
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.
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!
Mike Lindsay
Michael.Lindsay@icf.com

Leah Rainey
Leah.Rainey@icf.com