HMIS Oversight Committee  
Wednesday September 18, 2019  
Conference Room Suite 108  
224 W. Winton Ave.  
Hayward, CA 94541  

Present: Andrew Wicker (CoC), Peter Radu (City of Berkeley), Trevor Mells (HMIS), Patrick Crosby (HMIS), Suzanne Warner (HCD), Jessica Shimmin (EOH), Ja’Nai Aubry (CoC), Mike Keller (EOCP), Juliana Juarez (Abode), Nic Ming (City of Oakland), Robert Ratner (HCSA), Laurie Flores (City of Fremont)

1. Welcome 9:00-9:10AM
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. Two sessions have been completed along with office hours in between. Have been identifying areas to work on: training program, model and staff capacity; updating policies and procedures around privacy and security. Completed a SWOT analysis for each workstream, next will be developing action plans. Will be bringing actions back to HMIS Oversight for discussion, input, collaboration.
       1. Keep in mind: System Coordination Committee’s system redesign, AB214, onboarding agencies and users, Community Health Record going live this month
   - Data Quality: Patrick Crosby, Mike Keller, Jessie Shimmin
     i. Two sessions have been completed along with office hours in between. Reviewing where we’re at with data quality as a community. How to track and measure our performance and goals in several areas: completeness of coverage, timeliness of data, completeness of data, accuracy of data. Wanting to identify reports that can be used to assess data quality. Looking at setting benchmarks and goals. Patrick will be posting our initial thoughts to the Flock for feedback at the next session.
       1. Opportunity: City of Seattle has been moving toward performance-based contracting, paying for what works. Started in the first year organizing contracts around data quality. Incentives for good data quality.
       2. Regular reporting to the HMIS Oversight Committee on how we’re doing on data quality.
4. HMIS Governance 9:35-10:15AM
   - Mike and Leah took notes- will send synthesized notes
   - Started “Establishing a common agenda” conversations on Friday 9/13, talking first through coverage and participation in the HMIS. What is the process for requesting access to HMIS, new projects, new users?
   - How should HMIS activities and functions progress (like onboarding new agencies) while we think about governance?
     o We want/need to update the HMIS Onboarding questionnaire and MOU. What changes need to be made for existing organizations?
     o State funding sources like HEAP require reporting through HMIS. Those sources also add data fields beyond those required by HUD for HMIS. HCD-HMIS Team is already working on adding those fields. And, HCD is aware that first year reporting probably won’t happen through HMIS.
     o Access Levels: Currently we have 3 levels of access: enterprise, agency manager, and system administrator. Do we want/need a standard definition of access levels, and who has what kind of access? This currently isn’t well defined or understood. Perhaps wanting to explore access differentiation by role?
• Agencies currently requesting to be onboarded into HMIS:
  o Legal Aid for Seniors: part of Home Safe programs. Requirement that data goes into HMIS.
  o Family Bridges: Health Home contractor via Alliance and Anthem Blue Cross, brings some language capacity, may want to be assessors or an access point? Access points are not well defined in our system and this seems like a System Coordination Committee issue. System redesign work is happening through SCC. Next Steps: **Oakland will enter into a formal agreement about assessment/access point status. That agreement will include the requirement that participating agencies/access points/assessors will enter data into HMIS for all their homeless clients including (but not limited to) contact information and upload documents. Once this is done, Family Bridges can be onboarded into the HMIS. Any policy update about assessors and access points should be added to the system manual for reconsideration by the committee.**
  o City Serve: HEAP is a state-wide funding source, contract requires HMIS use, HEAP requires additional data fields beyond the HUD-HMIS requirements. HCD is already working on this, but it is likely that the first wave of reporting to the state will not be out of HMIS. City Serve may be providing support services our street outreach project, possibly have become access point for CE, dedicated to serving homeless people.

• Decisions on agency onboarding:
  o **HMIS Onboarding will become a standing topic on this agenda until decision making criteria and process are fully ironed out.**
  o **For agencies that are required to be in HMIS, we will move forward with onboarding even as we work to figure out governance structure.**
  o **Questionnaires submitted to HCD should be included with the HMIS MOU for committee review, as well as supplemental written agreements (such as an MOU or participation agreement) that establish access points in a zone.**
  o **Organizations participating in HMIS as assessors/access points must also agree to create service records in HMIS so that providers know they’re engaged in those services, update contact information and upload documents.**
  o **Jessie will schedule a follow up meeting to revisit the questionnaire format, etc.**

• CoC will be formally accepting the HMIS TA’s Assessment and Recommendations for our HMIS.
  o Should there be a meeting with Linda Garner/HMIS Lead about that report to ensure that there is common understanding between CoC and HMIS Lead?
  o Suggestion to work on clarifying governance structure, roles and responsibilities before having this conversation.
  o What’s the timing on this? This would be a good issue to talk through in common agenda discussion: developing a clearer decision-making process.

5. **Coordinated Entry Restructure**

  10:15-10:45AM

• New Coordinated Entry enrollment screens are active as are some of the fields.
• Training videos are available now.
• Additionally there are HUD data changes (outside of CE) that will go into effect on 10/1/2019. This will require updating paper forms. HCD is working on this.
• Coordinated entry changes must be live and in use no later than 4/1/2020
• Working group will meet to work on updating CE and the Assessment. Workgroup: Robert, Peter, Jessie, someone from BACS, Lara or Nic,
• Mike and Leah will work with us to figure out how to handle non-homeless clients
6. Next Steps

• Arrange meeting to review onboarding request form/questionnaire. This will be brought back to the committee in October.
• Jessie will send out the access point policy from manual (see below)
• Patrick will send questionnaire to committee. (see page 4)
• Jessie will work on calendaring Common Agenda conversation and CE Restructuring Work Group

7. Closing


5.5 ACCESS POINTS

Access Points are the places—either virtual or physical—where an individual or family seeks assistance from the Housing Crisis Response System.

<table>
<thead>
<tr>
<th>ACCESS POINTS</th>
<th>COVERAGE AND TARGET POPULATIONS</th>
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<tbody>
<tr>
<td>2-1-1</td>
<td>24/7 Call Center offers Countywide virtual services to anyone experiencing or at-risk of homelessness. Conducts Screening and Housing Problem Solving.</td>
</tr>
<tr>
<td>Housing Resource Centers</td>
<td>Physical sites located across the County offering in-person and virtual services to homeless households. Housing Resource Centers may also provide services at specifically designate outreach locations. Conduct Screening, Housing Problem Solving, and CE Assessment for Literally Homeless. Supports Resource Zone Coordinators with Prioritization and Matching.</td>
</tr>
<tr>
<td>Outreach</td>
<td>Countywide outreach teams offering in-person and virtual services to homeless households who cannot or do not access services at HRCs. Conducts Screening, Housing Problem Solving and CE Assessment for Literally Homeless. Supports Housing Resource Centers and Resource Zone Coordinators with Prioritization and Matching.</td>
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Alameda County HMIS - Agency Onboarding Questionnaire

1. Agency Name

2. Agency Address

3. Agency Mission Statement

4. Program Name(s)

5. Is homelessness an eligibility criteria for the program?
   a) If not, how do you anticipate using the HMIS?

6. Project Type (offer a picklist of options that includes other/please describe)
   - ☐ Emergency Shelter
   - ☐ Transitional Housing
   - ☐ Permanent Housing
   - ☐ Permanent Supportive Housing
   - ☐ Street Outreach
   - ☐ Rapid Re-Housing

7. What is the geographic service area for this program? (list cities/resource zones)

8. If services are not dedicated to homeless people, how do you anticipate using the HMIS?

9. What are the funding sources for the program(s)?

10. Will the program fill vacancies through coordinated entry?

11. How many active HMIS users will the agency/program need?