HUD CoC Committee – Meeting #11
11/19/19 – 2:00 – 4:30 pm
150 Frank Ogawa Plaza, 4th Floor, Conference Room #1
Oakland
Conference Call: Dial-in Number: (267) 930-4000
Participants: 016-849-107

AGENDA

All HUD CoC Committee Meetings are public. Homeless and Formerly Homeless Alameda County residents are encouraged to attend. Public Comment will be taken at the beginning of each meeting and is limited to 2 minutes per person.

Goals for The Meeting

- Public Comment, if any
- Approval of past Meeting Minutes (Meeting #10 – 10.15.2019)
- Review and approval of HMIS Data Quality Plan
- Review and approval of Coordinated Entry Management Entity process
- 2020 HUD CoC Committee Retreat Planning update
- HUD CoC Membership update
- Other Updates/Announcements and Next Meeting/Agenda reminder

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| 1  | Welcome and Introductions – Doug Biggs, HUD CoC Committee Chair      | • Welcome and introductions and roll call  
• Last meeting of the year                                                                      | 2:00 – 2:05 pm |
| 2  | Public Comment                                                       | • Public addresses HUD CoC Committee                                                                             | 2:05 – 2:15 pm |
| 3  | Approval of Meeting Minutes - ACTION ITEM                            | • Review and approve past minutes  
  o Meeting #10 (10.15.19)                                                             | 2:15 – 2:20 pm |
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<th>4</th>
<th>Review and Approval of HMIS Data Quality Plan – Patrick Crosby, HMIS Team - <strong>ACTION ITEM</strong></th>
<th>• HUD CoC Committee reviews and approves proposed HMIS Data Quality Plan</th>
<th>2:20 – 3:00 pm</th>
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| 5 | Review and Approval of Coordinated Entry Management Entity Process – C’Mone Falls and Lara Tannenbaum, SCC, **ACTION ITEM** | • HUD CoC Committee reviews and approves Coordinated Entry Management Entity process.  
• Other Coordinated Entry updates | 3:00 – 3:30 pm |
| 6 | 2020 HUD CoC Committee Retreat planning update – Laura Guzmán and Planning Committee members, **UPDATE.** | • 2020 HUD CoC Committee Retreat updated Agenda, date and location.  
• HUD TA team commitment and facilitation update.  
• Next steps for planning retreat. | 3:30 – 4:00 pm |
| 7 | HUD CoC membership and seats, **UPDATE.** | • Riley Wilkerson has been reappointed by membership vote  
• Update from Nominating Committee on current roster | 4:00 – 4:15 pm |
| 7 | Announcements and Next Meeting/Agenda Meeting will take place on January 21st, 2020, from 2 to 4:30 pm at EOH Office Conference Room – 101 Callan Ave., Suite 230 in San Leandro | • Other Updates/Announcements:  
  o HUD TA teams update  
  o Community Meeting Governance Charter adoption  
  o HUD CoC Committee seats  
  o HUD TA teams update  
• Agenda will include:  
  o 2019 Committee’s Work Plan accomplishments  
  o 2020 HUD CoC Committee Retreat planning update  
  o System Modeling process update  
  o HAAPP funding update | 4:15 – 4:30 pm |
HUD CoC Committee – Meeting #10
10/15/19 – 2:00 – 4:30 pm
EOH Conference Room – 101 Callan Ave., Suite 230
San Leandro
Conference Call: Dial-in Number: (267) 930-4000
Participants: 016-849-107

**ACTION NOTES (To be approved by HUD CoC Committee in November)**

All HUD CoC Committee Meetings are public. Homeless and Formerly Homeless Alameda County residents are encouraged to

attend. **Public Comment will be taken at the beginning of each meeting and is limited to 2 minutes per person.**

**Goals for The Meeting**

- Public Comment, if any
- Approval of past Meeting Minutes (Meeting #9 – 9.24.2019)
- Review and approval of 2019 Governance Charter amendments
- November 4th EOH Annual Membership Meeting
- Coordinated Entry Management Entity Update and approval of extension of time for SCC recommendations
- 2020 HUD CoC Committee Retreat Planning update
- Other Updates/Announcements and Next Meeting/Agenda reminder

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| 1 | Welcome and Introductions – Doug Biggs, HUD CoC Committee Chair | - Welcome and introductions and roll call (if needed) | Attendance: Paulette Franklin, Marnelle Timson, Riley Wilkerson, C’Mone Falls, Andrew Wicker, and Ja’Nai Aubry. Phone: Doug Biggs, Lara Tannenbaum
Excused Absence: Wendy Jackson
Staff: Laura Guzman, Dorcas Chang, Jessie Shimmin, and Julie Leadbetter
Public: Katie Martin and Tanisha Owens |
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<td>2</td>
<td>Public Comment</td>
<td>• Public addresses HUD CoC Committee</td>
<td>Marnelle T.: Grove Way Encampment of 50 to 70 people in unincorporated Alameda County has been cleared up, causing people to be displaced. Sheriff reported that notices were placed in the encampment to direct residents to First Presbyterian Church behind Trader Joe’s, although many residents appeared not to have received this information. Riley W. clarified that Cal Trans was in charge of moving the encampment and there has been lots of outreach by Alameda County to residents. First Presbyterian’s winter shelter is opening a month early specifically to accommodate residents from this encampment.</td>
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| 3    | Approval of Meeting Minutes - ACTION ITEM | • Review and approve past minutes  
  o Meeting #9 (9.24.19) | First Page: Correct spelling for J. Aubry and C’Mone Falls. Second page, #2, change to “as opposed to people who worked at executive levels.” #5, clarify sentence: looking at areas where CoC – keep review of system performance. Clarify last bullet: Work group will have a proposed draft agenda that will assist the Committee to determine how long the retreat will take and who will be included. Motion to approve minutes with edits by C’Mone Falls and second by Marnelle. Everyone says Aye, no abstentions. |
| 4    | Review and Approval of 2019 Governance Charter Update – EveryOne Home staff, ACTION ITEM | • HUD CoC Committee reviews and approves proposed amendments to Governance Charter | Proposed edits/changes:  
  • 3rd line for CoC programs – change to those familiar (v. familiarity) with CoC programs. Same for Appeal Panel’s description.  
  • YAB: Second line – typo, delete d in determine. Add a sentence that clarifies the YAB is an ad-hoc committee. What does ad-hoc mean? Not as formal as a |
subcommittee. Add “a HUD CoC Committee member is a designated liaison to the YAB.”

- Add a reference/link to seated committees’ current rosters on EOH website.
- Reference to Section IX should be IV. Review and update all references to prior sections.
- Chart has HMIS oversight as an open committee, although it is closed at this point. Chart also raises questions on the actual relationships and decision-making authority of committees, such as the CoC Board vis a vis the Leadership Board and System Coordination Committee.
- Bottom of page 31, edit to read “Project refers to the activities on the ground that provide services or housing for homeless people.”
- Andrew motions to approve additions with acknowledgement that the Charter will be review and updated further before June of 2020. Everyone in favor. No Abstentions.
- HMIS Oversight request that the HUD CoC Committee use the existing MOU to track outcomes and uphold HMIS Lead of their role and responsibilities, including development of the data quality, privacy and security plans, which CoC Board is required to do annually.
- CoC work plan includes for November’ review and approval of HMIS data quality plan. This item will be included in the Committee’s agenda.
| 5 | November 4th Annual Membership Meeting – Laura Guzmán, EOH staff **DISCUSSION** | • HUD CoC available seats and recruitment | • Member terms up: Paulette, Wendy, and Riley.  
• Wendy is currently on medical leave, and Committee would like to extend her time as she brings a unique voice and expertise to the CoC. If Wendy chooses not to reapply, the CoC Committee will move to replace her seat with a CoC subgrantee/provider.  
• Something to look at is whether it makes sense to have 3 open seats elected by board and a number of seats represented by certain agencies. |
|---|---|---|---|
| 5 | Coordinated Entry Management Entity Update – EOH staff, **ACTION ITEM** | • Update on Coordinated Entry Management Entity SCC recommendations  
• Request to approve extending time for CE ME approval | • SCC was canceled last week due to the power outage, and the SCC requested to the HUD CoC committee to postpone voting on the CE ME process recommendation until next month. Shifts in funding is also requiring slowing down the process a bit.  
• Jessie is working on the Coordinated Entry evaluation to present what is working, not working and needs improvement.  
• Funding shift for AC3 expected by Dec 2020, which while likely impact CE operations. Whole person care will be extended for 6 months. Housing Navigation structure will look very different if it doesn’t go through the regional structure. Tenant services will be sustained. CoC CES grant will continue |
but may need review of its funding allocations. Whether Boomerang funds will cover CE is not entirely clear.

- Katharine Gale from Focus Strategies has been hired to do an assessment of our system and provide recommendations on what we need to improve from November through March. CoC will use her recommendations along with research on the CE Management Entity.
- SCC leaning towards a request for interest type of RFP, which will go to interested parties by January or February.
- Aligning with HMIS CE structure which will take restructuring and implementing by April 2020.
- Ja’Nai motions to extend review and approval of CE ME process recommendation to November’s meeting.

Marnelle seconds
  - Lara – Aye
  - Doug – Aye
  - Marnelle Aye
  - Paulette Aye
  - C’Mone Aye
  - Andrew Aye
  - Riley Aye

6 2020 HUD CoC Committee Retreat planning update – Doug Biggs and Planning Committee members, FOR DISCUSSION

- Proposed Agenda and discussion of next steps to prepare for 2020 HUD CoC Committee Retreat

- 3 goals: demonstrate that we are good stewards to the CoC, have a clear understanding of our role and authority, and inform our 2020 work plan.
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<td>• Discuss all available funding, in particular state and local funds available to the CoC, in addition to CoC federal funds.</td>
<td>• Honor the voices of people with lived experience in the CoC board and support expanding their knowledge and participation.</td>
<td>• Challenges: increased funding which drives competition between cities, county and CoC – rather than collaboration, and need to enhance the input of individuals with lived experience of homelessness.</td>
<td>• Include a fun activity.</td>
<td>• Address equity within the CoC, including plans to move forward with addressing racial disparities.</td>
<td>• Begin discussion of governance, including whether we have the right people at the table, decision-making authority and relationship between committees, and provide different CoC and collective impact models for reference.</td>
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<td>• Facilitators</td>
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<td>o HUD TA team for parts of agenda to guide us through specific recommendations</td>
<td>o An outside facilitator that is experienced and can connect the dots</td>
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<td>• Impressions:</td>
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<td>o Looks good, agree with the focus</td>
<td>o Not sure if we need to talk more in depth about CE?</td>
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<td>Announcements and Next Meeting/Agenda</td>
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<td>Meeting will take place on November 19 from 2 to 4:30 pm at 150 Frank Ogawa Plaza, 4th Floor, Conference Room #1 in Oakland</td>
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<th>Other Updates/Announcements:</th>
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<td><strong>Agenda will include:</strong></td>
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<td>o HMIS Oversight Committee: Data Quality Plan review and adoption</td>
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<td>o Coordinated Entry Management Entity Process Review and Approval</td>
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<td></td>
<td>o 2020 HUD CoC Committee Retreat planning update</td>
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<td>o Update on Vacant Seats at HUD CoC Committee</td>
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- Will this be reoccurring? What about new members? Have an orientation? Planning to use retreat as a seed for beginning conversations (such as addressing equity and racial disparities) and include them to revisit them in next year’s plan.
- Talk to HUD TA for potential good dates for 1/15 – 2/15 and send doodle to Committee members for dates – Members ok with a day-long retreat (10 to 3 pm, for example)
- Committee do another check to come up with a more organic agenda in November.
General Objective:
Data quality is built on five pillars: Timeliness; Completeness; Accuracy; Consistency; and Coverage. Our data quality program will establish policies and procedures to strengthen each of these pillars to improve the reliability of analysis that we do about the effectiveness of our provision of services to our homeless community. The goal of our community members should be to regularly review data quality and consistently make improvements in their data quality measures.

Timeliness: Timeliness is the entry of data in close proximity to the time the data was collected. The shorter the period between the time the data was collected and the time the data was entered, the more beneficial the data is to the community. These data are used to inform decisions about providing client supports. Timely data supports good decisions.

Policy:
- The CoC standard for timeliness is less than seven days for data entry, with the goal of all enrollment and exit data entered within 3 days.

Procedure:
- Participating agencies/jurisdictions will run the HUD Annual Performance Report (APR) or HMIS Data Quality Report at least once a month to monitor overall agency performance.
- Reports should be run at the project level to identify underperforming projects. The information should be used to identify potential workflow issues or staffing issues that are contributing to delayed data entry.
- Timeliness will be reviewed at the Agency Manager Meeting that is convened monthly and facilitated by the HMIS Lead. Agencies will be prepared to share their performance, discuss challenges, and develop strategies to improve performance.
- HMIS Lead will present timeliness reporting to HMIS Oversight Committee on a quarterly basis.
- The CoC will add timeliness to the scoring criteria for the annual CoC Local Competition for funding.

Best Practice:
- Running reports on a weekly basis and correcting data quality issues uncovered by the reports builds a culture of timeliness. Workflow and staffing issues are discovered early which greatly reduces the systemwide impact of data issues.
- Timeliness metrics should be included in program contracts and monitoring, as well as performance incentives and reporting requirements for funding.

Completeness: Completeness is a measure of how well we know the clients that we serve. Those clients that we develop meaningful conversations with should have the most complete records. Incomplete client records can be a warning flag that we do not have enough of a relationship with the client to fully understand their immediate needs.

Policy: Categories include:
- Personally Identifiable Information
- Universal Data Elements
- Income and Housing Data Quality
- Chronic Homelessness.
- Objectives:

  5% or less error rate for ES, TH, RRH, PSH, SSO, HP and Other projects.

  25% or less error rate for SO and CES projects.

Procedure:

Participating agencies/jurisdictions will run the HUD Annual Performance or the HMIS Data Quality Report looking specifically at Personally Identifiable Information, Universal Data Elements, Income and Housing Data Quality, and Chronic Homelessness.

At a minimum the reports should be run on an agency-wide basis at least once a month to monitor overall agency performance. The information should be used to identify data collection and data entry problems and resolutions to those problems such as staff training.

Completeness will be reviewed at the monthly Agency Manager Meeting convened and facilitated by the HMIS Lead.

Completeness will be reviewed at the Agency Manager Meeting that is convened monthly and facilitated by the HMIS Lead. Agencies will be prepared to share their performance, discuss challenges, and develop strategies to improve performance.

Best Practice:

Running reports on a weekly basis and correcting issues uncovered by the reports builds a culture of timeliness. Workflow and staffing issues are discovered early which greatly reduces the systemwide impact of data collection errors.

Accuracy: Accuracy is a measure of how well the client record reflects the client experience. Accuracy is the most difficult to measure objectively. We look for indicators that are inconsistent within a client record. We also look for indicators that project data is not similar to other similar projects. Accuracy is best checked by comparing project hard copy files to project data elements.

Policy:

- 100% of PSH will have move in dates
- 100% of RRH with rental subsidy will have move in dates documented in HMIS
- 0% child and unknown age heads of household, except for RHY programs

Additional

- Exit anything?
- MediCal CIN numbers?
- Could be done through monitoring
- No veterans in a VASH/SSVF
- Client doesn’t have HIV in a HOPWA unit.

Procedure:
Participating agencies/jurisdictions will run the HUD Annual Performance, Data Quality Report and Missing Move In Date Report and any community reports found in the data quality section of the reporting tool.

At a minimum the reports should be run on an agency-wide basis at least once a month to monitor overall system performance. The information should be used to identify potential workflow issues or staffing issues that are contributing to delayed data entry.

Completeness will be reviewed at the Agency Manager Meeting that is convened monthly and facilitated by the HMIS Lead. Agencies will be prepared to share their performance, discuss challenges, and develop strategies to improve performance.

Accuracy will be reviewed by the HMIS Oversight Committee on at least a quarterly basis. Timeliness metrics should be included in program incentives and reporting requirements for funding.

**Best Practice:**

Running reports on a weekly basis and correcting issues uncovered by the reports builds a culture of accuracy. Workflow and staffing issues are discovered early which greatly reduces the systemwide impact of data issues.

**Consistency:** Consistency looks at agency and project performance metrics. The measure looks for abnormalities in performance objectives. Clients served should meet qualifications. Throughput should be somewhat consistent over periods of time. Performance outcomes should be reasonably consistent as well. Additionally, data collection should be consistent with other projects of the same type within the Continuum of Care.

**Policy:**

- Coordinated entry assessment should be done on a standard assessment used by the CoC.
- Duplicate clients should not be created.
- Project enrollments should be done on a standard set of forms used by the CoC.
- Supplemental project data should be collected on supplemental forms and entered on supplemental screens common to that project type.
- Supplemental agency data should be collected on supplemental forms and entered on supplemental screens common to that agency’s projects.

**Procedure:**

Participating agencies/jurisdictions will run the HUD Annual Performance and any community reports found in the data quality section of the reporting tool. At a minimum the reports should be run on an agency-wide basis at least once a month to monitor overall system performance. The reports can be run at the project level to identify underperforming projects. The information should be used to identify potential workflow issues or staffing issues that are contributing to delayed data entry.

Timeliness will be reviewed by the CoC committee responsible for overseeing system performance on at least a quarterly basis. Timeliness metrics should be included in program incentives and reporting requirements for funding.

**Best Practice:**

Running reports on a weekly basis and correcting issues uncovered by the reports builds a culture of consistency. Workflow and staffing issues are discovered early which greatly reduces the systemwide impact of data issues.
Agencies should use regular reporting to ensure that project performance is meeting or exceeding project expectations and is consistent with project expectations.

**Coverage:** Coverage is the measure of how completely bed and unit inventory information is captured in HMIS. Coverage is a measure of the confidence level we have in the representative value of our data. The higher the coverage percentage, the more confident we can be that the data in our HMIS is representative of the data in our CoC. The more actual data we have, the less anecdotal data we use. Coverage is measured at the project level by dividing the total number of beds that we have represented in HMIS by the total number of beds that we have available in the project. At the agency and system level, coverage is measured by dividing the total number of beds, for that project type, that are represented in HMIS by the total number of beds that we have available for that project type.

**Policy:**
- Goal of 95% coverage across emergency shelter, transitional housing, rapid re-housing, and permanent supportive housing that appear in the Housing Inventory Count (HIC).

**Procedure:**

The HMIS Lead will present coverage rates to HMIS Oversight Committee and CoC Board twice a year.

HMIS Oversight Committee and CoC Board identify and outreach to providers and programs that aren’t in the HMIS.

Agencies ensure that all of their beds are represented in HMIS.

**Best Practice:**

Agencies should ensure that all beds are recorded in and enrolled through HMIS, regardless of funding source.

Agencies should act as HMIS ambassadors with HMIS non-participating partner agencies to encourage participation in HMIS and promote data exchange.
2020 HUD CoC Committee Retreat
February 2020 – Potential Dates 2/5th or 2/18th
9:30 am – 3:30 pm – Location TBD
AGENDA DRAFT

I. Goals

1) Demonstrate the HUD CoC committee is a good steward of the CoC process
2) HUD CoC Committee members have a deeper understanding of their role and authority under HUD mandates
3) To inform the HUD CoC Committee’s 2020 work plan

II. Welcome & Introductions (Facilitator) – 9:30 – 10:00 am

A. Facilitator and Introductions to LHCB Members
   a. Ice-breaker – Fun exercise
   b. Affirming commitment and responsibilities as members of the CoC Board

B. Review Agenda/Goals of the Day (Facilitator)

III. Alameda County HUD CoC Committee Overview (Facilitator and/or HUD TA Team) – 10:00 - noon

A. CoC Board Roles and Responsibilities under Interim Rule
   a. Brief review of Interim Rule
   b. Roles and authority under HMIS oversight
   c. Roles and responsibilities in the Coordinated Entry system
      i. Designation and purpose of CE Management Entity

B. Define the CoC’s Purpose, Membership, and Structure under current Governance Charter (Leadership Board, HUD CoC Committee as CoC Board, Collaborative Applicant, HMIS Lead, Coordinated Entry Management Entity; providers and at large membership)

C. Federal and state funding opportunities relevant to our Continuum

IV. LUNCH – noon – 12:30

V. Advancing Equity throughout the CoC (Facilitator) – 12:30 – 1:30 pm

   a. Racial Disparities and CoC plans to address it
   b. Equity and inclusion in planning, decision-making and oversight
      i. Firming up the support and education of people with lived experience to have an active role in the CoC Board and related committees and activities
VI. **Proposed Governance changes discussion (Facilitator) – 1:30 – 3:00 pm**
   a. CoC Governance and Collective Impact models
   b. Committees’ relationships and decision-making authority
   c. Structure of HUD CoC Committee – Do we have the right size and the right people at the table?

VII. **Informing the 2020 HUD CoC workplan and next steps (Facilitator) – 3:00 – 3:15 pm**

VIII. **Public Comment?**

IX. **Closing and affirming commitments (Facilitator) – 3:30 pm**