Present:

- **Welcome**
  Mike Keller  
  9:00-9:10AM

- **HMIS Oversight Public Comment**
  Jessie Shimmin  
  9:10-9:20AM

- **Update from Communities of Practice**
  Jessie Shimmin  
  9:20-9:40AM
  - Data Quality: Patrick Crosby, Mike Keller, Jessie Shimmin
    i. Update from Patrick on CoC Board presentation (11/19)
  - HMIS Implementation: Suzanne, Trevor, Andrew Wicker

- **Community Health Record Overview**
  Robert Ratner  
  9:40-10:10AM

- **HMIS Data Sharing**
  10:10-10:30AM
  - Several requests for record level data have been made by outside entities.
  - Attached is a revised version of the PIT Count data sharing policy, adapted to HMIS data.
  - Summary: Aggregate information can be shared without formal process. Record level data can be shared with an approved IRB process. CoC Board makes final decision on sharing record-level data.

- **Agency Onboarding**
  Patrick Crosby  
  10:30-11:00AM
  - **Onboarding Materials:** Per the October meeting we agreed to send comments on the onboarding materials to Patrick for synthesis and re-presentation to the HMIS Oversight Committee in November.

- **Closing**
  Mike Keller  
  11:00AM

- **Next Steps for your Reference**
  Jessie Shimmin
  - Coordinated Entry Restructure
    i. Principles: keep things consistent, avoid radical changes
    ii. Working Group: Laurie Flores, Daniel Cooperman, Nic Ming, Mike Keller, Juliana Juarez, Robert Ratner, Jessie Shimmin
    iii. Next Steps?
  - Establishing a Common Agenda #3: Can we look at the current MOU and plan/strategize to make that document live. Jessie will work to set that up.
  - Jessie asked but wasn’t able to connect with Santa Clara and San Francisco about what they pay to hire BitFocus as Sys Admin and what does that cost cover in terms of services (training, etc). How much does it cost to pay BitFocus and what’s included?
The Oakland-Berkeley-Alameda County (CA-502) Continuum of Care (CoC) is custodian of Homeless Management Information System data. This data describe the scale of homelessness, demographic characteristics of people experiencing homelessness as well as program utilization and service outcomes. Throughout the CoC, this data is used to support planning, quality improvement, and educational activities. At times, city and county governments, funders, and researchers, among others, may request HMIS data to answer specific questions. This policy is meant to clarify appropriate sharing of HMIS data.

The CoC affirms its support for sharing HMIS data to enhance public knowledge of—and inform public responses to—homelessness.

The CoC also recognizes its responsibility to safeguard the privacy of information collected about people experiencing homelessness.

For these reasons, the CoC has formulated a policy to clarify the what kinds of data can be shared and under what specific conditions. Specifically:

- With a current Release of Information from the client, participating organizations can share client information as specified in the Release of Information.
- The HMIS Lead, EveryOne Home, and any participating organization can share aggregate data—the sum totals and proportions drawn from all the individual cases collected in a data universe such as a program, project type, or system.  
  - Are there thresholds? Is reporting on a very small project a thing?
- Requests to share case-level data sets must go to the HMIS Oversight Committee for review and must be accompanied by a research application that has been approved by an Institutional Review Board. The IRB process assures conformity with ethical standards surrounding human subjects research. The HMIS Oversight Committee will make a recommendation to the CoC Board, which will formalize a final decision.
- Hiring consultants?
Alameda County Homeless Management Information System Data Quality
Policies and Procedures

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.

Timeliness:

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.

These should be run on an agency-wide basis at least once a month to monitor overall agency 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 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:

Policy: Categories include:

- Personally Identifiable Information
- Universal Data Elements
- Income and Housing Data Quality
- Chronic Homelessness.
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.

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The CoC is adding timeliness to the scoring criteria for the annual competition for funding.

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:

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 CIIN 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.

The CoC is adding timeliness to the scoring criteria for the annual competition for funding.

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 issues.

Consistency:

Policy:

Coordinated entry assessment

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.

The CoC is adding timeliness to the scoring criteria for the annual competition for funding.

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 issues.

Coverage:

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.
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?