Present: Andrew Wicker (CoC Board and City of Berkeley), Mike Keller (EOCP), Ja’Nai Aubry (CoC Board and FVLC), Suzanne Warner (HCD), Juliana Juarez (AbS), Robert Ratner (HCSA), Jessica Shimmin (EOH), Leah Rainey (ICF)

- Welcome
  - Mike Keller
  - Next Meeting Wednesday December 18th 9-11AM
  - In February, this meeting will shift to the second Wednesday of the month so that it falls before the monthly CoC Board meeting.

- HMIS Oversight Public Comment
  - Jessie Shimmin
  - None

- Update from Communities of Practice
  - Suzanne, Andrew Wicker
    i. See attached HMIS Training and P&P Action Plans starting on page 3 of this packet
    ii. Suzanne Warner requests that HMIS Oversight Committee members review and send comments on the action plans. Equally important, Suzanne requests committee members volunteer to play one of the staff roles outlined in the documents.
      1. Robert Ratner volunteers to work on privacy practices and suggests that the committee see a demonstration of the Learning Management Platform HCSA is using, called Sum Total.
      2. HMIS Lead is exploring the HR learning management system as well as Sum Total, which is being promoted by ITD.
  - Data Quality Plan: Patrick Crosby, Mike Keller, Jessie Shimmin materials starting on page 7 of this packet
    i. Update from Patrick on CoC Board presentation (11/19): Would like to see the current draft transformed into an action plan with defined goals, strategies for achieving those goals, timelines for implementation, and the names of the people who will be doing various tasks. This completed version will go to the CoC Board on January 21 for an approval vote.
    ii. HMIS Oversight will look at the data quality plan in December and vote to recommend it to the CoC Board in January.
    iii. Would like each pillar to include community data quality standard, where the HMIS community is performing in relation to the standard, and (action plan!) what steps will the community take to get there?
    iv. John Noe will be working to stand up the Agency Manager role/group. Agency manager group will meet monthly and reviewing Data quality will be a central component of that meeting. Perhaps replace HMIS User Group?
    v. Would like to add language about the agency manager role and responsibilities to the HMIS CHO/participating organization MOU.
    vi. Committee would like John to present quarterly, using a dashboard to show system wide data quality performance and highlight the 1-3 biggest issues in improving data quality.
    vii. Juliana Juarez suggests creating a data quality dashboard that shows up for each user on opening Clarity.
Community Health Record Overview  
Robert Ratner  
9:40-10:10AM

- https://accareconnect.org/information-sharing-authorization/

HMIS Data Sharing  
10:10-10:30AM

- Several requests for record level data have been made by outside entities.
- **Beginning on page 10 of this packet**, is a draft policy adapted from the PIT Count data sharing policy.
- Highlights
  - 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.
- Committee suggests adding MOU to the appropriate ways record level data sharing can be achieved. For instance, sharing data with other systems for coordinating care (e.g. Community Health Record) was achieved through an MOU.
- Also, add language describing what CHO's can say yes to, the HMIS Oversight Committee, and what needs CoC Board consideration and approval.
- Additional question/criteria may be, is this research we want to support? What is the administrative burden on HMIS Lead staff?
- Jessie will share existing requests with Suzanne and make the above changes for re-view in December.

Agency Onboarding  
Patrick Crosby  
10:30-11:00AM

- **Onboarding Materials, beginning on page 11 of this packet**
  - Mike Keller and Andrew Wicker provided in depth written comments.
  - Suggestion to make question 5a into a separate question: How do you anticipate using the HMIS? And add a subquestion: What will you contribute to the HMIS?
  - Is your organization a HIPAA covered entity?
  - Add language describing agency manager role, including that Agency Manager will participate in monthly meetings.
  - Change “Agency Mission” to “program description”
  - Add Support Services Only to project types. Link to reference document that provides HUD descriptions of the project types since these are insider terms.

Closing  
Mike Keller  
11:00AM

Next Steps  
Jessie Shimmin

- Jessie will send Robert an email to arrange a demonstration of Sum Total and Elemeno
- Jessie will send Robert participating agency MOUs
- Coordinated Entry Restructure
  - Principles: keep things consistent, avoid radical changes
  - Working Group: Laurie Flores, Daniel Cooperman, Nic Ming, Mike Keller, Juliana Juarez, Robert Ratner, Jessie Shimmin
  - 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?
## HMIS Training - Action Plan

### Alameda County HMIS - Community of Practice

**GOAL:** Improve capacity, accessibility, and quality of HMIS User Training

<table>
<thead>
<tr>
<th>Action Step Needed</th>
<th>Staff to Be Involved</th>
<th>Timeline for Action</th>
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</table>
| **Action Required:** Move privacy & security trainings to an online format, including testing and certification. | 1. HMIS staff to provide content based on updated P&Ps for privacy (separate action plan)  
2. HMIS Oversight Committee to support development & approval of P&Ps  
3. Consultant (TBD) to build out web-based module  
4. County ITD staff and/or County HCSA staff to support online platform | 1. November (update content to be captured in training)  
2. December HMIS Oversight Committee 12/18 to review & approve P&Ps  
3. December (hire consultant)  
4. January (select platform & launch) |
| **Action Required:** Develop learning modules for current/ongoing users to access tutorials on specific workflows/functions as needed (create an online library to support user knowledge), including how to generate reports | 1. HMIS staff to provide content based on Clarity workflows and user roles (i.e. documenting outreach contacts)  
2. HMIS Oversight Committee to provide input on behalf of the community on topics needed.  
3. Consultant (TBD) to build out web-based modules. | 1. HMIS Oversight Committee propose content areas in January 2020 (est.).  
2. CoC send out surveys to community as well?  
3. HMIS staff develop content areas/provide workflow information January 2020 (est.)*  
4. Consultant build out content Jan-Feb (est.)*  
5. Reformat monthly user group meetings to convene around these topics Feb (est.)* |
| **Action Required:** Implement a ‘train the trainer’ model to support moving all user trainings online (with in-person agency support) | 1. HMIS Agency Manager role for Data Quality identified across larger participating agencies  
2. Consultant (TBD) to support curriculum & delivery for ‘train the trainer’ courses  
3. HMIS staff to coordinate logistics for offering train the trainer courses | 1. Identify relevant staff to participate in Feb 2020  
2. Build out training course Feb 2020*  
3. Set up training and launch March 2020* |
### Action Required:
**Move the New User Training online**
(after kinks have been worked out through the privacy & security trainings, and agency ‘trainers’ are in place for support), including testing and certification.

<table>
<thead>
<tr>
<th></th>
<th>1. Consultant (TBD) to work with HMIS staff on build out of content</th>
<th></th>
<th>1. Record/Zoom New User Training scheduled for Nov.</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>2. HMIS Oversight Committee to give input and feedback during development process</td>
<td></td>
<td>2. Build out all new user content w/ help from consultant April 2020*</td>
</tr>
<tr>
<td></td>
<td>3. HMIS staff to develop new workflows for issuing user licenses based on online testing and certification results</td>
<td></td>
<td>3. Launch online May 2020*</td>
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<td></td>
<td>4.</td>
<td></td>
<td>4. Reconstitute monthly user groups to office hours/online drop-in support to support new users</td>
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</table>

### Action Required:
**Implement a learning quiz at the end of all online content to gauge effectiveness of content and mode of delivery (ongoing QA & QI).**

Also, an online evaluation of the training itself for QI purposes.

<table>
<thead>
<tr>
<th></th>
<th>1. Consultant (TBD) to develop quizzes and training evaluation</th>
<th></th>
<th>1. Institute after the above is complete</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2. HMIS staff to launch it online</td>
<td></td>
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</table>

### Action Required:
**Develop written training guides and companion materials to the online offerings**

<table>
<thead>
<tr>
<th></th>
<th>1. Consultant (TBD) to develop based on content generated by HMIS staff for online offerings</th>
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<tbody>
<tr>
<td></td>
<td>2. HMIS staff to review, provide edits as needed</td>
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<td></td>
<td>3. Partner agencies to review, provide edits as needed</td>
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</table>

*Some workflows will be impacted by system reconfiguration for CES happening prior to 4/1/20.*

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**Policies and Procedure Developments - Action Plan**

**Alameda County HMIS - Community of Practice**
**GOAL:** Revise HMIS policies and procedures to reduce confusion and create a unified process with a specific focus on privacy and security.

<table>
<thead>
<tr>
<th>Action Step Needed</th>
<th>Staff to Be Involved</th>
<th>Timeline for Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Action Required:</strong> Review HUD privacy guidelines and Similarly Sized CoC’s privacy policy</td>
<td>1. HMIS staff</td>
<td>1. Review HUD Final Notice &amp; HUD Coordinated Entry Data Guide</td>
</tr>
<tr>
<td></td>
<td>3. HMIS Oversight committee support P&amp;P development and approval</td>
<td>2. Review Comparable CoC Privacy Policy</td>
</tr>
<tr>
<td></td>
<td>4. Consultant?</td>
<td>3. Discuss findings with HMIS oversight to identify focal points and direction</td>
</tr>
<tr>
<td></td>
<td>5.</td>
<td>4.</td>
</tr>
<tr>
<td><strong>Action Required:</strong> Review existing Alameda County HMIS Policies and Procedures</td>
<td>1. HMIS Staff</td>
<td>1. Review HMIS P&amp;P, MOU, ROI, User Agreements, and supporting documents</td>
</tr>
<tr>
<td></td>
<td>2. consultant?</td>
<td>2. Identify outdated sections and potential changes to existing policy</td>
</tr>
<tr>
<td></td>
<td>3. HMIS Oversight committee</td>
<td>3.</td>
</tr>
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<td></td>
<td>4.</td>
<td>4.</td>
</tr>
<tr>
<td></td>
<td>5.</td>
<td></td>
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<tr>
<td><strong>Action Required:</strong> Outline planned changes and discuss with oversight committee</td>
<td>1. HMIS Staff</td>
<td>1. Outline planned changes to privacy policy</td>
</tr>
<tr>
<td></td>
<td>2. HMIS Oversight committee</td>
<td>2. Discuss planned updates with HMIS Oversight</td>
</tr>
<tr>
<td></td>
<td>3. County Council to review</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Consultant</td>
<td>2. County Counsel to review changes</td>
</tr>
<tr>
<td></td>
<td>3. HMIS Oversight Representative(s)</td>
<td>3.</td>
</tr>
<tr>
<td></td>
<td>5.</td>
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</tbody>
</table>
| Action Required: Community Review | 1. HMIS Oversight Committee  
2. HUD CoC Committee  
3. County Council  
4.  
5. | 1. County Counsel Review  
2. Approve at Oversight Committee  
3. Approve at CoC Committee  
4. |
| --- | --- | --- |
| Action Required: Update community on changes to Privacy Policy | 1. HMIS Staff  
2. County IT to update website and online materials | 1. Push out communications via HMIS email and usergroup on proposed changes  
2. Users/Agencies to reaffirm MOU and User Agreements as needed |
| Action Required: Update Privacy Training Curriculum | 1. HMIS Point Person  
2. Consultant  
3. Staff from training development team to coordinate efforts  
4.  
5. | 1. Coordinate with Training Development team  
2. Update Privacy Training Manual, Training Test, and other materials  
3. Update other materials  
4. |
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.

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.

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 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.

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.
DRAFT: Continuum of Care HMIS Data Sharing Policy

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 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?
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?