



HMIS Oversight Committee
Wednesday January 15, 2019
Conference Room Suite 108
224 W. Winton Ave.
Hayward, CA 94541

Present: Patrick Crosby (HMIS Team), John Noe (HMIS Team), Laurie Flores (City of Fremont), Suzanne Warner (HCD), Juliana Juarez (AbS), Andrew Wicker (CoB and CoC Board), Alexis Lozano (EOH), Jessica Shimmin (EOH), Mike Keller (EOCP), Leah Rainey (ICF), Ja’Nai Aubry (FVLC and CoC Board), Nic Ming (City of Oakland), Robert Ratner (HCSA),

- **Welcome** **Mike Keller** **9:00-9:10AM**
 - Next Meeting on Friday February 14th from 10-12
 - Beginning in March, the meeting will shift to the second Wednesday of the month so that it falls before the monthly CoC Board meeting.
 - The System Performance Measures are due at the end of February. The changes will be discussed at RBA committee.
- **HMIS Oversight Public Comment** **Jessica Shimmin** **9:10-9:20 AM**
 - None
- **Data Quality Plan** **Patrick Crosby** **9:20-9:50 AM**
 - Discussion and feedback for the document:
 - Correct “qualify” to quality, word “Completeness” repeated 3 times on page 1.
 - Consistent formatting throughout.
 - If the five pillars are numbered, that will help them stand out and organize the document more clearly.
 - It would be good to reference the relevant sections of the data quality and APR reports for users (e.g. APR Q18). Also, some elements such as supplemental project data, it’s not clear that there is an existing report to help projects monitor their data quality.
 - Referencing agency liaison’s role and activities in the description of procedure could help clarify role.
 - Procedures don’t always reference back to the standard.
 - Would like the CoC to endorse the Agency Liaison role to have clearer “enforceable agreements.”
 - Agency Liaison training/orientation would be good way to launch this role. It would be good to record the training for when there is turnover. Timeline in the action plan for Liaison training in April 2020 need to coincide with timeline for implementation.
 - Include tables with report, question, field information but without specific numbers.
 - In the beginning of the document under roles reference how the agency is following the County HMIS policies and procedures
 - *Vote on recommendation of Data Quality Plan to CoC Board with the above recommendations (the Action Plan and Roles are supplemental and do not need to be approved):*
 - i. *Agree: Suzanne Warner, Mike Keller, Andrew Wicker, Ja’Nai Aubry, Nic Ming, Juliana Juarez*
 - ii. *Abstain: Robert Ratner*
 - *If there is additional feedback that goes beyond what is above, then it needs to be provided to Patrick no later than end of day Thursday 1/16.*
- **HMIS Restructure of Coordinated Entry** **Jessica Shimmin** **9:50-10:30 AM**

- Principles: keep things consistent, avoid radical changes.
- There is a deadline to complete this work by April 1, 2020 so a weekly working group will be formed to narrow down the list of remaining issues and determine key barriers.
 - i. The working group invitation for Friday's 10am-12pm will go out to the entire committee.
 - ii. ICF can facilitate starting on January 24th.
 - iii. Jessie, Suzanne, and Patrick have begun a weekly project management meeting. Jessie will send an email to the HMIS Oversight Committee summarizing work done to date and the next week's agenda.
- *Vote to make project management recommendation to CoC Board with the addition of ICF facilitation once confirmed (see page 5).*
 - i. *Agree: Suzanne Warner, Mike Keller, Andrew Wicker, Ja'Nai Aubry, Nic Ming, Juliana Juarez, and Robert Ratner*

• **Agency Onboarding** **Patrick Crosby** **10:30-10:50 AM**

- Update on agencies seeking onboarding and where they are in the process
 - i. Organize list so that onboarded agencies are sorted out.
 - ii. Tri-City Health has been in process for more than a year. Expanding to do medical street outreach.
 - iii. VA/VASH onboarding is stalled. Mike Keller will reach out.
 - iv. CHCN is not on the list (Juliana will check with Kara to see if there's a CE MOU with Abode), Tiburcio Vasquez, Life Steps (PSH services).
 - v. Please update the onboarding tracking sheet and make it sortable so that the committee can see organizations in progress.
 - vi. Quarterly reporting, high level, agency, request date, status (pending or onboarded).
 - vii. *HMIS Lead to review process and report back next month with an updated onboarding tracking sheet.*
- Licenses are running low, HCD will be using CESH money to increase our license level.
- Review of cleaned up/complete onboarding packet. Next meeting let's finalize.

• **Closing** **Mike Keller** **10:50-11:00AM**

• **Future Topics**

- Data sharing: updating draft policy with language from November meeting
- Review the current MOU and plan/strategize to revise that document
- Agencies (e.g. BACS) are requesting way to synchronize data across databases to reduce double data entry. This also promises to improve timeliness and consistency.
- HMIS Lead Monitoring
- HMIS Lead workplan
- Agency onboarding materials
- Policy issues related to bringing on more PSH providers

2019 HMIS Team Workplan

<i>What</i>	<i>Q1 Status/Notes</i>	<i>Q2 Status/Notes</i>	<i>Q3 Status/Notes</i>	<i>Q4 Status/Notes</i>	<i>Start Date</i>	<i>Deadline</i>
Coordinated Entry						
Document upload and document readiness reporting	Start with document upload and training					
Housing Plan/Goal Plan						
Housing Preferences Assessment						
Housing Status update						
DV provider integration						
Tool to track matching (i.e. dates, resource, accepted/declined)						
Contact attempts to support active/inactive status						
Housing Crisis Assessment						
Expand BNL matching report to include additional eligibility criteria						
Resource inventory and live capacity display (how many shelter beds, etc)	Mike Keller to explore piloting attendance module at EOCP					
Referrals to available resources driven by eligibility	Berkeley group will begin by documenting inventory and eligibility criteria at the provider level					
AC Care Connect special assessment and report to eliminate companion spreadsheets						
Training						
Expanding learning opportunities for new users (2-4x per month)	Pursue resources for training support: Jessie to bring training plan memo to HMIS oversight in January, Robert to follow up with Linda.					
Expand learning opportunities for existing users to include special topics, data quality, custom reporting, etc						
Develop Clarity user guide						
More accessible P&S training (online or train the trainer)						
Written training materials						

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Communications						
HMIS website update and upkeep						
news updates (new tools, procedures, policies)						
ticketing system						
HMIS Lead presents to CoC	March HIC					
Onboarding and licenses						
Onboarding new agencies- esp Emergency Shelters and PSH (4 per quarter or more)						
Buy and configure licenses to keep pace with user demand	Memo sent to Linda and Riley (12/19) with CoC Committee's recommendation.					
Looker licenses (is this HMIS Oversight role to develop policy?)						
Develop agency manager role						
Onboard new users						
Data Migration						
Complete data migration from service point	Complete during Q1					
Data Integration, Analysis, and Reporting						
Data integration with outside sources (i.e. SHIE, SSA, etc)						
Outreach location reporting						
Statewide HMIS						
Data sharing guides/policies (maybe this is HMIS oversight?)						
Demographic reports						
Reporting dashboards (RBA? Or something distinct from RBA?)						
Project and Services Setup						
Path and HRC Project Setup						
Project naming cleanup						
Funder Reporting: Care Connect						
Build standard services framework	Complete during Q1					
Custom/non-HUD required data collection						

<i>What</i>	<i>Q1 Status/Notes</i>	<i>Q2 Status/Notes</i>	<i>Q3 Status/Notes</i>	<i>Q4 Status/Notes</i>	<i>Start Date</i>	<i>Deadline</i>
HMIS Administration and CoC HMIS Backbone						
NOFA Application Support						
Annual Performance Support						
Longitudinal Systems Analysis						
Housing Inventory Chart	Q1 work!					
Point in Time Count	Q1 work!					
System Performance Measures						
Consolidated Annual Performance Report						
Data Quality and Improvement						
QI Plan						

To: HUD CoC Committee

From: HMIS Oversight Committee

Date: January 15, 2020

Re: Recommendation for additional support to restructure coordinated entry in the HMIS

In May 2019, HUD released the 2020 Data Standards, which include requirements and programming to structure coordinated entry in the project enrollment/exit model, collect information about assessment, and coordinated entry events. Effective October 1, 2019, software vendors must update software to collect the data elements and support the system logic provided in the 2020 data standards. However, Communities and vendors have until April 1, 2020 to implement coordinated entry assessment (data element 4.19) and coordinated entry events (data element 4.20).

This restructure of HMIS will move the Oakland, Berkeley, Alameda County Continuum of Care toward the goals of being able to track and report outcomes for the coordinated entry system as well as standardizing the process and tracking mechanism for matching and referrals. With two teams of technical assistance providers working with the CoC, it is certain that HUD will be attentive to our progress toward this milestone. Meeting the deadline, therefore, is critical not only for the Continuum of Care to achieve our goals for coordinated entry but also to demonstrate full compliance with HUD requirements.

Reaching the milestone will be a significant amount of work. The HMIS Oversight Committee recognizes that the capacity of the HMIS Lead is already stretched trying to meet the CoC's need for training and user support, along with the upcoming Housing Inventory Count, Sheltered Point In Time Count, launching the data quality plan, finalizing the FFY2019 System Performance Measures, and very likely completing the Longitudinal Systems Analysis. The HMIS Oversight Committee also recognizes that in November 2019 the HMIS Lead's team of system administrators lost the staff who had been leading the HMIS restructuring of coordinated entry.

For these reasons, the HMIS Oversight Committee recommends that the CoC Board direct the HMIS Lead to obtain additional capacity on the HMIS restructure of coordinated entry project from the HMIS vendor, Bitfocus. At minimum, Bitfocus should be contracted to complete the technical work of transitioning our system to the HMIS configuration. If possible, the additional capacity from Bitfocus could include presenting the proposed coordinated entry configuration to the CoC Board and System Coordination Committee for input and approval and providing training and developing job aids for the end users.

Along with contracting with Bitfocus to manage the restructure, the HMIS Oversight Committee recommends that Suzanne Warner be the primary contact with Bitfocus on this work, and the overall project be jointly managed with Jessica Shimmin at EveryOne Home. ICF, our HMIS TA provider, will support facilitation of the weekly meetings and helping our CoC maximize the vendor relationship. Together, they have agreed to convene weekly project meetings with members of the HMIS Oversight Committee to move the project to completion as rapidly as possible to meet the April 1st deadline.