Results-Based Accountability Committee
February 3, 2020
City of Oakland Human Services Department
150 Frank Ogawa Plaza
4th Floor, Conference Room 1
Oakland, CA

Attendance: Karen Erickson (Catholic Charities), Julian Leiserson (Abode Services), Miguel Dwin (City of Alameda Commission), Melvin Cowan (BOSS), Michael Drane (HCD), Andy Duong (HCD), Jessica Shimmin (EOH), Alexis Lozano (EOH), Heather Greaux (Open Heart Kitchen), and Myisha Steward (City of Oakland).

1. Welcome and Introductions
   - RBA Committee is an open committee and welcomes participation from anyone committed to learning and implementing the RBA framework

2. Upcoming
   - Next RBA Meeting: 2-4 PM on Monday March 2, at Conference Room 1, 4th Floor, 150 Frank Ogawa Plaza, Oakland.

3. Updates and Announcements
   - HMIS is currently being restructured to be compliant with HUD. When our community transitioned to Clarity, Coordinated Entry was set-up as a project and not an assessment so when the process is complete there should be a way proceed with the client after an assessment. Also there will be a way to track how many people are coming in and out of the system. We are working closely with BitFocus to get this done by the April 1 deadline.
   - The City of Oakland did a training on housing problem solving last week.
   - Alameda County SSA is planning on rolling out an app that shows live emergency shelter bed capacity. More to report on later.
   - Alameda County HCD is developing a central portal for developers to list affordable housing units. It will be a single place where you can apply to all the units, not a single application.

4. Highlights from the Annual Performance Report
   - Programs will notice several changes when looking at newer APRs. You will now be able to see the total persons that moved into housing out of the number of people/households served. There is also a new question that gets at length of time homeless based on what the person self-reports. Exit destination has been revised and just shows totals instead of breaking down by 90 days or less or more than 90 days.

5. System Performance Measures from the HMIS Team
   - All the information that providers put into HMIS are exported annually into standard system performance measures to tell us how we are doing.
   - These numbers are currently being finalized to be submitted to HUD.
   - Some measures, including length of time homeless and returns to homelessness, are more important to HUD.
   - Discussion on Returns to Homelessness Increase: We need to increase the length of time we provide wrap-around services to clients when permanently housed. Interventions also can’t be cookie cutter
and need to be flexible for the clients. It’s also hard because it’s such an expensive market and the returns show that people are not able to sustain their rent. It’s also likely that people fare better when they are in their “place”.

- Data quality clean up might be happening right now so some of these numbers might be in flux
- Street outreach is not consistently reported and a positive outcome is moving inside, not housing.

6. **HMIS Q&A**

- Services Set-up—This feature is fully rolled out for outreach teams but not for non-outreach. If providers want it, there is a form with instructions to be activated. It is to be determined whether or not there is training.
- Presented the HMIS Data Quality Plan. As part of the plan, the HMIS Lead developed the “Agency Liaison” role among others to centralize agency requests.

7. **Annual Homeless Assessment Report (AHAR)**

- No time for discussion.

8. **HMIS and Training**

- HMIS Training calendar is available at: [http://www.acgov.org/cda/hcd/hmis/training-calendar.htm](http://www.acgov.org/cda/hcd/hmis/training-calendar.htm)
- To register for HMIS new user training, privacy and security training, or to request new projects or agency onboarding please email hmissupport@acgov.org
- Bitfocus offers some training videos on frequently asked questions
- Coordinated entry assessor training is now web based, contact your zone coordinator (at Abode for Mid, South and East County; City of Berkeley for North County; City of Oakland for Family Front Door and Oakland Adults; BFHP for Vets) for details.

9. **Priorities for RBA Committee in 2020**

- More regular boost to the practitioner scorecard with highlights and more direction
- Pipeline: CDA dashboard of units that are currently available.
- HMIS standing representative to the meeting.
- Racial equity work- returns to homelessness and first time homeless
- Feedback on the CE Evaluation: what are the next steps.

10. **Next Steps**