



**HMIS Oversight Committee
Agenda
Wednesday, August 12, 2020
9:00 a.m.-11:00 a.m.
[Join Zoom Meeting](#)
Phone: 669 900 6833
Meeting ID: 816 4803 2953
Passcode: 832681**

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. [Click here to learn more about the public participation policy.](#)

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| 1. Welcome | 9:00-9:05AM |
| 2. HMIS Oversight Public Comment | 9:05-9:15 AM |
| 3. HMIS Lead Monitoring Plan | 9:15-9:45 AM
<i>Approve</i> |
| 4. HMIS Restructure of Coordinated Entry | 9:45-11:00 AM
<i>Approve</i> |

To: Continuum of Care Committee
 From: HMIS Oversight Committee
 Date: June 5, 2020
 Re: HMIS Governance

In June 2019, the Oakland-Berkeley-Alameda County Continuum of Care received an assessment of the HMIS from HUD Technical Assistance Provider ICF. The assessment recommended strengthening governance by clarifying roles and beginning to monitor the HMIS Lead’s activity and performance. Immediately the HMIS Oversight Committee sought to restructure itself to be more effective. The Continuum of Care Committee approved the restructuring of the HMIS Oversight Committee seats in June. The below chart reflects the seating structure approved in June 2019 and the representatives holding those seats as of May 2020.

HMIS Oversight Seating Structure and Roster			
Role	Name	Agency	Seat
Co-Chair, voting	Mike Keller	EOCP	Data Quality or HMIS End user
Co-Chair, voting	Andrew Wicker	City of Berkeley	Continuum of Care Committee
Voting			Continuum of Care Committee
Voting	Juliana Juarez	Abode Services	Coordinated Entry Lead
Voting		City of Berkeley	Coordinated Entry Lead
Voting	Nic Ming	City of Oakland	Coordinated Entry Lead
Voting	Robert Ratner	HCSA	Home Stretch and County Funding Partner
Voting			Data Quality or HMIS End user
Voting	Laurie Flores	City of Fremont	Data Quality or HMIS End user
Voting	Suzanne Warner	HCD	County Funding Partner
Staff	Jessica Shimmin	EveryOne Home	CoC Lead
Staff	Alexis Lozano	EveryOne Home	CoC Lead
Staff	Patrick Crosby	HCD	HMIS Lead
Staff	John Noe	HCD	HMIS Lead

Commented [JS1]: Needs to be revisited now that we have a CE Management Entity.

Commented [JS2R1]: Also, we need to fill these empty seats

In October 2019, the Continuum of Care Committee formally accepted the HMIS TA providers’ assessment of the local HMIS and directed the HMIS Oversight Committee and the HMIS Lead each to begin working to strengthen HMIS Governance and System Administration, respectively. The HMIS Oversight began working to improve governance with two “Common Agenda” sessions that were facilitated by Mike Lindsay and Leah Rainey of ICF. The goal of these conversations was to more clearly define roles and responsibilities and then establish a process for monitoring the HMIS Lead’s performance.

HMIS Onboarding

The first Common Agenda Session took place on Friday September 13, and focused on the decision making process around how organizations join the HMIS. This conversation became the starting point for refining and developing the onboarding criteria and materials. As of this memo:

- Criteria have been developed to evaluate requests for agency onboarding in a consistent way that meets the needs of the CoC. Onboarding criteria include:
 - Organizations interested in joining the HMIS as a CES assessment agency must provide an MOU with a CES Lead Operator, currently Abode Services, City of Berkeley, City of Oakland.
 - Organizations that are contractually required to participate in HMIS will be onboarded.

Commented [JS3]: Needs to be revisited in light of the CE Management Entity decision.

- Organizations that provide street outreach, emergency shelter, transitional housing for homeless persons, support services for homeless persons, rapid re-housing, and permanent supportive housing will be onboarded to improve coordination of services and HMIS coverage rate.
- To participate in HMIS, organizations must input information. To protect the privacy of client information, there is no “reference only” or “read only” access.
- The onboarding packet has been updated to gather the necessary information to determine whether an agency fulfills the criteria;
- The HMIS Lead maintains an onboarding tracking sheet that provides information about the onboarding agency’s request, the dates steps in the onboarding process were completed, and what steps in the onboarding process remain outstanding. This tracking sheet is provided to the HMIS Oversight Committee each month.
- The HMIS Lead reports to the HMIS Oversight Committee at minimum each quarter about the status of onboarding requests including which agencies were approved to join and on what basis and which agencies were denied and on what basis.

The HMIS Oversight Committee has requested that the HMIS Lead:

- Develop materials to inform organizations who have been approved to join the HMIS about the steps in the onboarding process, the typical timeline, and any materials required from the onboarding agency. The HMIS Oversight Committee also requested that these materials include the name and contact information for the staff person who will be supporting the agency through the onboarding process.

Common Agenda: Privacy Policy

The second Common Agenda session took place on Friday October 4, 2019 and focused on how decisions are made around the privacy policy. Although this conversation identified some next steps for working on the privacy policy, overall, the conversation emphasized a need to focus on building accountability to existing agreements. As related to the privacy policy, the committee looked to the existing MOU between the HMIS Lead and the CoC. The MOU requires that the HMIS Lead review and update the privacy policy on an annual basis, and then present the revised privacy policy to the CoC for approval. Since COVID-19, the HMIS Lead has made emergency changes to the privacy policy that have been reviewed in HMIS Oversight and approved by the CoC Committee. As well, the Committee and the HMIS Lead are working collaboratively to update the Privacy Policy. The work in progress will be presented to the CoC Committee in June.

Next Steps: HMIS Lead Monitoring

A next step toward strengthening governance by building accountability to existing agreements--and the next step in the TA plan to strengthen the HMIS--is developing an HMIS monitoring process. This process will bring the Continuum of Care into greater compliance with HUD regulations and expectations, elevating areas where the HMIS is performing well, and identify directions for further development. During their time with the Continuum of Care, ICF, the HMIS TA team, provided several examples of HMIS Lead monitoring tools. These include the tools used by CoCs in San Diego, CA; Maine HMIS; and Pennsylvania HMIS. The most straightforward belongs to the Tucson Pima County, Arizona Continuum of Care (TPCH). It is straightforward in part because the tool provides yes/no answer options. These answer options offer a level of objectivity and clarity that supports the early phase of HMIS Oversight in the CA-502 Continuum of Care. Using the TPCH Monitoring Tool as a template, what follows is a draft HMIS Lead Monitoring Tool for the Oakland-Berkeley-Alameda County Continuum of Care. The HMIS Oversight Committee should aim to finalize the tool and operationalize the first annual HMIS Lead Monitoring during calendar year 2020. Because the tool is designed to be completed by the HMIS Lead, reviewing the tool with the HMIS Oversight Committee could structure a conversation that would recognize areas of improvement in the past year and help the HMIS Lead prioritize work for the 2021 work plan.

**Oakland-Berkeley-Alameda County Continuum of Care
HMIS Lead Monitoring Form**

HMIS Lead & HMIS Grant

Instructions: Please complete this form. All forms and attachments must be received electronically by the HMIS Oversight Committee Co-Chairs and Continuum of Care Committee Chairperson. If you have questions about this form please contact the HMIS Oversight Committee Co-Chairs and the EveryOne Home staff to the HMIS Oversight Committee.

The HMIS Lead is responsible for collecting and submitting the information required to answer the questions below. The time period monitored is the previous fiscal year unless otherwise specified below.

Section I. General Information

1. Organization Name:	
2. Address:	
3. Contact Person:	
4. Phone Number:	
5. E-mail Address:	
6. Agency Authorized Representative:	
7. DUNS Number:	
8. Tax ID/EIN Number:	
9. Government or 501c3 nonprofit corporation (<i>attach documentation</i>)	<input type="checkbox"/> Yes <input type="checkbox"/> No

8. Briefly describe the organization serving as the HMIS Lead.

Section II. HMIS Governance Standards

<p>1. Has the HMIS Lead developed a Policies and Procedures Manual? (MOU section B.2)</p> <p><i>Please attach P&P Manual.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>2. Has the updated HMIS Policies and Procedures Manual been approved by the CoC Committee? (MOU section B.2)</p> <p><i>Provide documentation of CoC Committee approval.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Date the revised HMIS P&P was approved by the CoC Committee:</p>

<p>3. Has the HMIS Lead developed a Data Privacy Plan? (MOU section B.6)</p> <p><i>Attach Data Privacy Plan.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>4. Has the HMIS Lead reviewed and updated the Data Privacy Plan annually? (MOU section B.6)</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Date of revised Privacy Plan:</p>
<p>5. In updating the Data Privacy Plan, how did the HMIS Lead seek and incorporate feedback from Contributing HMIS Organizations (CHO) and the CoC? (MOU section B.6)</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Please Explain:</p>
<p>6. Has the Data Privacy Plan been approved by the Continuum of Care Committee? (MOU section B.6)</p> <p><i>Provide documentation of CoC Committee approval.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Date the Data Privacy Plan was approved by the CoC Committee:</p>
<p>7. How has the HMIS Lead ensured Data Privacy Plan compliance with federal, state, and local laws that require additional privacy or confidentiality protections including HIPAA and VAWA? (HUD requirement, MOU section B.1)</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>
<p>8. Does the Data Privacy Plan include all of the following: (HUD requirement, MOU section B.1)</p> <ul style="list-style-type: none"> • Data collection limitations • Data collection purpose • Limitations of the use of data collected in HMIS • Description of database openness. • Data access and correction standards • Accountability standards • Protections for victims of domestic violence, dating violence, sexual assault. 	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>
<p>9. How does HMIS Lead monitor Contributing HMIS Organizations compliance with the Data Privacy Plan? (MOU section B.5)</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>

Section III. HMIS Technical Standards

<p>1. Do client records in HMIS meet HUD unduplication requirements? (MOU section B.1)</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>
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<p>2. Do records in HMIS meet HUD data collection requirements and track all required data elements? (MOU section B.1)</p> <ul style="list-style-type: none"> • Project Descriptor Data Elements • Universal Data Elements • Program-Specific Data Elements • Metadata Elements <p><i>Attach a list of all data elements tracked in HMIS.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>
<p>3. Is the HMIS system is able to maintain historic data as required by HUD? (MOU section B.1)</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>
<p>4. Is the HMIS system is able to generate required HUD reports? (MOU section B.1)</p> <ul style="list-style-type: none"> • AHAR • System Performance Reports • CoC APR • ESG CAPER • GPD Reports • HIC/PIT Reports • HOPWA APR • HOPWA CAPER • PATH Reports • RHY Reports • SSVF Reports <p><i>Attach HMIS report template examples for all above reports.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>
<p>5. Is the HMIS system able to generate data quality reports? (MOU section B.1)</p> <p><i>Attach HMIS report template examples for data quality reports.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>

<p>6. Is the HMIS system able to generate audit reports to review audit logs on demand? (MOU section B.1)</p> <p><i>Attach HMIS report template examples for audit reports.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>
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Section IV. HMIS Data Security Standards

<p>10. Has the HMIS Lead developed a Data Security Plan? (MOU Section B.6)</p> <p><i>Please attach Data Security Plan.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>11. Does the HMIS Lead ensure the Data Security Plan is reviewed and updated at least annually to ensure it meets community needs and is compliant with HUD requirements? (MOU Section B.6)</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Date during the monitoring period that the Data Security Plan review/update was completed:</p>
<p>12. Has the Data Security Plan been approved by Continuum of Care Committee? (MOU Section B.6)</p> <p><i>Provide documentation of Continuum of Care Committee approval.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Date during the monitoring period that the Data Security Plan review/update was completed:</p>
<p>13. Has the HMIS Lead conducted an annual security review that includes monitoring of Contributing HMIS Organizations and completion of a security checklist ensuring that each of the security standards is implemented in accordance with the Data Security Plan? (MOU Section B.5)</p> <p><i>Attach report of security review and/or completed security checklists.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>
<p>14. Has the HMIS Lead designated a security officer responsible for HMIS security? (MOU Section B.6)</p> <p><i>Attach supporting documentation and security officer contact information.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>15. Has the HMIS Lead ensured that Contributing HMIS Organizations have designated a security officer? (MOU Section B.5)</p> <p><i>Attach supporting documentation and list of designated security officers in Contributing HMIS Organizations.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>

<p>16. Does the HMIS Lead ensure that the designated security officer at each Contributing HMIS Organizations has undergone a criminal background check?</p> <p><i>Attach supporting documentation.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>
<p>17. Does the HMIS Lead conduct workforce security screening of its employees?</p> <p><i>Attach documentation of hiring and background check process for employees.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>18. Does the HMIS Lead conduct criminal background checks for all administrative users?</p> <p><i>Attach documentation of criminal background check process for administrative users.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>19. How does the HMIS Lead ensure Contributing HMIS Organizations conduct workforce security screenings of employees using HMIS?</p> <p><i>Attach supporting documentation that Contributing HMIS Organizations comply with security HMIS screening policy.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>20. Has the HMIS Lead established security incident reporting procedures for HMIS and Contributing HMIS Organizations? (MOU section B.3)</p> <p><i>Attach security incident procedures.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>21. How does HMIS Lead monitor Contributing HMIS Organizations compliance with the Data Security Plan? (MOU section B.5)</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>22. Has the HMIS Lead developed a Hardware and Software Disaster Response and Recovery Plan?</p> <p><i>Attach Hardware and Software Disaster Response and Recovery Plan.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>

Commented [JS1]: How deep into the background check (Q14-19) do we want to go? It is part of the HUD Regs. But Mike Lindsay seemed to think this isn't the starting place.

Commented [JS2]: This seems like a good idea, but it's not in the MOU. Is it standard to address disaster response in a Security Plan?

<p>23. Has the Hardware and Software Disaster Response and Recovery Plan been approved by CoC Committee?</p> <p><i>Provide documentation of TPCB approval.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>24. Does the HMIS Lead ensure the Hardware and Software Disaster Response and Recovery Plan is reviewed at least annually and in compliance with HUD requirements?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>
<p>25. How does HMIS Lead monitor outside organizations (ex. software vendor, IT support vendors, etc.) involved in disaster planning and data recovery?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>

Section V. HMIS Data Quality Standards

<p>1. Has the HMIS Lead developed a Data Quality Plan? (MOU section B.6)</p> <p><i>Please attach Data Quality Plan.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>2. Does the HMIS Lead ensure the Data Quality Plan is reviewed at least annually to ensure it meets community needs and is compliant with HUD requirements? (MOU section B.6)</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>
<p>3. Has the HMIS Lead set data quality benchmarks for bed coverage rates for Contributing HMIS Organizations for all project types?</p> <p><i>Attach bed coverage benchmarks.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>
<p>4. Has the HMIS Lead set data quality benchmarks for service volume coverage rates for Contributing HMIS Organizations?</p> <p><i>Attach service volume coverage benchmarks.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>
<p>5. How does HMIS Lead monitor Contributing HMIS Organizations compliance with the Data Quality Plan? (MOU Section B.10)</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>

Commented [JS3]: This isn't in our data quality plan, to my knowledge, but would be a good idea.

Commented [JS4]: Do we want to keep this?

<p>6. Has the HMIS Lead established length of time records must be maintained to be available for inspection or monitoring?</p> <p><i>Attach relevant policy documents.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>7. Has the HMIS Lead established a policy for archiving HMIS data to storage from the active transactional database?</p> <p><i>Attach relevant policy documents.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>

Section VI. HMIS Operations

<p>1. Has the HMIS Lead has designated a liaison to coordinate HMIS efforts with HUD and the CoC Committee?</p> <p><i>Provide liaison name, title, and role with HMIS Lead.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>
<p>2. How does the HMIS Lead respond to motions passed by the HMIS Oversight and CoC Committee?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>
<p>3. Have directives to the HMIS Lead in motions passed by the CoC Committee been implemented or completed?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>
<p>4. Does the HMIS Lead attend and participate in HMIS Oversight Committee meetings?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>5. Has HMIS Lead attested that it is in good standing with HUD and not subject to any compliance action and/or sanction (limited denials of participation, suspensions, debarments) by HUD?</p> <p><i>Attach signed attestation letter from authorized agency representative confirming good standing with HUD.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>6. Has the HMIS Lead developed and updated the participation agreement for Contributing HMIS Organizations? (MOU section B.3)</p> <p>The participation agreement must minimally include:</p> <ul style="list-style-type: none"> • Obligations and authority of the HMIS Lead • General obligations of the Contributing HMIS Organizations 	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Implementation date of most current version: Explanation:</p>

Commented [JS5]: Do we want to keep this?

Commented [JS6]: Wow.

<ul style="list-style-type: none"> • Security requirements governing Contributing HMIS Organizations • Sanctions for violating the participation agreement • Agreement that the HMIS Lead and Contributing HMIS Organizations will process Protected Identifying Information consistent with the agreement <p><i>Attach template of agency participation agreement.</i></p>	
<p>7. Has the HMIS Lead ensured that all Contributing HMIS Organizations have completed a participating agency agreement with the HMIS Lead? (MOU section B.3)</p> <p><i>Attach list of participating agencies and copies of all executed participation agreements.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>8. Has the HMIS Lead developed a data sharing policy and a data sharing agreement for Contributing HMIS Organizations wishing to share additional data in HMIS? (MOU section B.3)</p> <p><i>Attach template of data sharing agreement.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>9. Has the HMIS Lead ensured that all Contributing HMIS Organizations sharing data above and beyond the standard shared data elements have data sharing agreements in place? (MOU section B.3)</p> <p><i>List all data sharing partnerships and agencies involved in each of the partnerships. Attach copies of all executed data sharing agreements for all listed partnerships.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>10. Has the HMIS Lead ensured that all Contributing HMIS Organizations have identified an Agency Administrator? (MOU section B.3)</p> <p><i>Attach list of participating agencies and corresponding Agency Administrator.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>11. Has the HMIS Lead ensured that all Agency Administrators have signed an Agency Administrator Agreement?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>

Commented [JS7]: Is this a thing in our system?

<p><i>Attach all executed agency administrator agreements.</i></p>	
<p>12. Has the HMIS Lead developed a user agreement for all HMIS users at Contributing HMIS Organizations using HMIS? _____</p> <p><i>Attach template of user agreement.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>13. Has the HMIS Lead ensured that all users have signed a User Agreement? _____</p> <p><i>Attach a list of all current HMIS users and executed user agreements for users with last names beginning with A-D.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>14. Does the HMIS Lead monitor user license utilization and ensures that all Contributing HMIS Organizations have the number of user licenses they require for their staff?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>
<p>15. Does the HMIS Lead provide trained and qualified personnel to assist all users with HMIS support? (MOU section B.9)</p> <p><i>Attach job descriptions, resumes, and trainings attended by all staff employed by HMIS that provide HMIS support.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required)</p>
<p>16. What are the HMIS Lead's organizational capacity and plans to ensure ongoing ability to discharge the responsibilities of the HMIS Lead as directed by HUD and TPCH in the event of key staff turnover? MOU (Section B.7)</p> <p><i>Attach plans or policy in the event of staff turnover.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required)</p>
<p>17. Does the HMIS Lead promptly assist users with support requests and what is the HMIS Lead support policy? (MOU section B.8)</p> <p><i>Attach support policy.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required)</p>

Commented [JS8]: This isn't directly referenced in the MOU, but is a HUD requirement

Commented [JS9]: This isn't directly referenced in the MOU, but is a requirement.

<p>18. Was an opportunity provided by the HMIS Lead to receive feedback from HMIS users? (MOU section B.11)</p> <p><i>Attach materials showing HMIS Lead collected feedback from HMIS users. Examples can include a satisfaction survey, focus groups results, or other similar materials.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required)</p>
<p>19. If there were concerns identified in feedback received by the HMIS Lead how were these concerns addressed?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required)</p>

Section VII. HMIS Reporting

This section applies to the required HUD reports submitted during the last federal fiscal year. If the submitted report is not yet accepted or not accepted by HUD note that in the explanation section and note whether the previous year's report was accepted.

<p>1. Did the HMIS Lead submit the Annual Homeless Assessment Report (AHAR) on or before the report submission deadline in the Homeless Data Exchange (HDX).</p> <p><i>Attach a copy of the AHAR and submission proof from HDX.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>2. Were all tables in the AHAR accepted by HUD?</p> <p><i>Attach documentation demonstrating acceptance of the AHAR.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>3. Did the HMIS Lead submit the AHAR to the HMIS Oversight Committee and CoC Committee for review prior to the HUD submission deadline?</p> <p><i>Attach documentation demonstrating TPCH review of report.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>4. Did the HMIS Lead submit the Housing Inventory Count (HIC) on or before the report submission deadline in the Homeless Data Exchange (HDX).</p> <p><i>Attach a copy of the HIC and submission proof from HDX.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>5. Was the HIC accepted by HUD?</p> <p><i>Attach documentation demonstrating acceptance of the HIC.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>

<p>6. Did the HMIS Lead submit the Housing Inventory Count to the HMIS Oversight Committee and CoC Committee for review prior to the HUD submission deadline?</p> <p><i>Attach documentation demonstrating TPCH review of report.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>7. Did the HMIS Lead submit the Point In Time Count (PIT) on or before the report submission deadline in the Homeless Data Exchange (HDX)?</p> <p><i>Attach a copy of the PIT and submission proof from HDX.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>8. Was the PIT accepted by HUD?</p> <p><i>Attach documentation demonstrating acceptance of the PIT.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>Did the HMIS Lead submit the PIT to the HMIS Oversight Committee and CoC Committee for review prior to the HUD submission deadline?</p> <p><i>Attach documentation demonstrating HMIS Oversight and CoC Committee review of report.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>9. Did the HMIS Lead submit the System Performance Measures on or before the report submission deadline in the Homeless Data Exchange (HDX)?</p> <p><i>Attach a copy of the System Performance Measures report and submission proof from HDX.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>10. Was the System Performance Measures report was accepted by HUD?</p> <p><i>Attach documentation demonstrating acceptance of the System Performance Measures report.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>11. Did the HMIS Lead submit the System Performance Measures report to the HMIS Committee and CoC Committee for review prior to the HUD submission deadline?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>

Attach documentation demonstrating HMIS Oversight and CoC Committee review of report.	
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Section VIII. User Training (MOU section B.9)

1. How does the HMIS Lead provide training to new HMIS users? <i>Attach training sign in sheets or other documentation demonstrating training was provided to new users.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Explanation (Required):
2. How many trainings has the HMIS Lead provided in the past fiscal year?	Number of Trainings:
3. How many unduplicated users has the HMIS Lead trained in the past fiscal year?	Number of Users:
4. How does the HMIS Lead provide training to new HMIS Agency Administrators? <i>Attach training sign in sheets or other documentation demonstrating training was provided to new users.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Explanation (Required):
5. How does the HMIS Lead train new users on HMIS policies and procedures? <i>Attach a copy of training materials.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Explanation (Required):
6. Does the new user training provide security awareness training? <i>Attach a copy of security training materials.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Explanation (Required):
7. Does the HMIS Lead provide annual security training for all HMIS users? <i>Attach training sign in sheets or other documentation demonstrating training was provided to new users.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Explanation (Required):
8. Does the HMIS Lead train HMIS users on software changes or upgrades in HMIS prior to their implementation in HMIS?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Explanation (Required):

Commented [JS10]: ?

Commented [JS11]: This is a HUD reg, but isn't in the MOU

<p>9. Does the HMIS Lead train HMIS users on data standards or reporting changes in HMIS prior to their implementation in HMIS?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation: (Required):</p>
<p>10. How does the HMIS Lead provide training on required project reports to HMIS users?</p> <p><i>Attach training sign in sheets or other documentation demonstrating training was provided to new users.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>
<p>11. Does the HMIS Lead provide a training manual to HMIS users?</p> <p><i>Attach a copy of the training manual.</i></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>12. How are training manuals and other training materials made available and accessible to HMIS users?</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation (Required):</p>

Section IX. HMIS Grant Management

For this section use the most recently ended HMIS grant project year.

<p>1. Has the Continuum of Care Committee designated the recipient as the HMIS Lead?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A</p> <p>Explanation:</p>
<p>2. Fiscal Year of HMIS Grant:</p>	
<p>3. Award Number:</p>	
<p>4. Total Award Amount:</p>	
<p>5. Total Funds Expended:</p>	
<p>6. If less than 100% of funds were expended provide an explanation of reason all grant funds were not spent.</p>	
<p>7. Project Budget</p> <p><i>Attach project budget.</i></p>	

8. Was Annual Performance Report (APR) submitted on time for the project? <i>Attach project APR.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Explanation:
9. How frequently do you draw down funds from the Line of Credit Control System (LOCCS) for the project? <i>Attach LOCCS draw down documentation.</i>	<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-annually <input type="checkbox"/> Annually
10. How does your project identify and track leverage?	
11. Project Match <i>Attach project match documentation.</i>	

Section X. Vendor Management

Where there any contracts executed with outside vendors to provide services to the CoC with funds administered by the HMIS Lead? This includes HMIS grant funds, fundraised dollars, and matching funds.

Yes No

If yes, please complete Appendix A: Contract Review Form, for each contract executed by the HMIS Lead Agency on behalf of the CoC. Attach all of these forms to your monitoring response.

Commented [JS12]: Our MOU doesn't include this, but since BitFocus is acting as the remedy for capacity shortfall, do we want to include this in the next mou? Suzanne has been sharing this kind of info with us...

Section XI. Certification of Monitoring Response

All information on this form is true and accurate to the best of my knowledge.

Prepared by: _____

Name and Job Title

Date

Agency Authorized Representative: _____

Name and Job Title

Signature

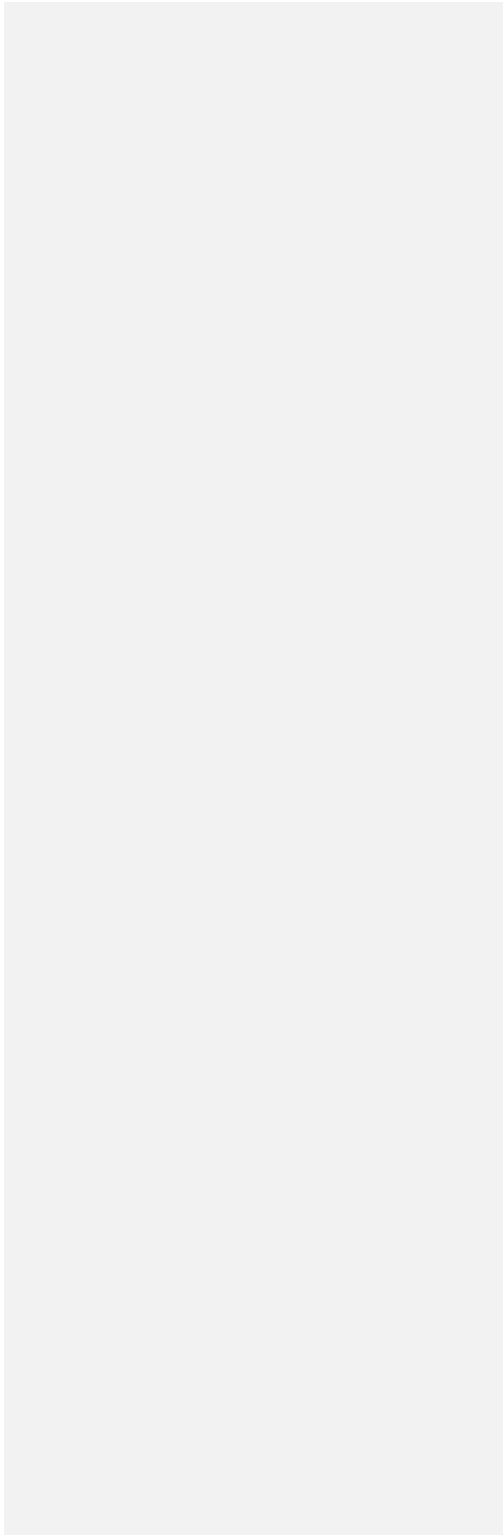
Date

Appendix A
Contract Review Form

Vendor:	
Contract Term:	
What was the purpose of this contract?	
What procurement process was used to select the vendor?	
Summary of the Scope of Work	
Does the vendor comply with HMIS standards issued by HUD and is this present in the contract with the vendor?	
Did the scope of work contain measurable outputs and/or outcomes?	
Did the TPCH Board of Directors approve the contract?	

How was the vendor monitored to ensure the completion of the scope of work?	
Was the work outlined in the contract successfully completed?	
Attach the following items: <ul style="list-style-type: none">• <i>Contract</i>• <i>Budget</i>• <i>Scope of work</i>	
Procurement Policy <i>Attach procurement rules established by your agency that apply in addition to TPCH rules.</i>	
Comments: <i>Attach any other items that are relevant to this contract.</i>	

DRAFT



August 7, 2020

To: Members of the System Coordination Committee (SCC)

From: Coordinated Entry Working Group

Subject: Report and Recommendations from Coordinated Entry Working Group

Background

In 2019, members of the HMIS Oversight Committee formed a smaller working group to develop recommendations for changes to Alameda County's Coordinated Entry (CE) structure within HMIS to meet HUD requirements scheduled to go into effect on April 1, 2020. Some initial recommendations from this subcommittee were reviewed and approved by the System Coordination Committee. Prior to implementation, HUD delayed the date for communities to comply with these new HMIS requirements until October 1, 2020.

The SCC and HMIS Committee members elected to use this additional time to bring together previously separate but related efforts relevant to future CE design and implementation. These previous threads and discussions had included CE evaluation focus groups and feedback sessions, a housing problem solving policy and training workgroup, and the system modeling effort. With financial support from EveryOne Home, Health Care Services Agency (HCSA), and Housing and Community Development (HCD), Katharine Gale and staff from BitFocus served as external experts and facilitators of a series of weekly Coordinated Entry planning sessions. The sessions included representatives from nonprofits, city and county government, and BitFocus¹. Participants were invited based on their prior involvement in related working groups and their current and future leadership roles in CE.

Previous actions by the SCC that inform this work include:

- February – Review of the 2019 CE Evaluation and review and approval of the CE Assessment and Action Plan
- April - Review of the Housing Problem Solving policy and final approval
- April/May - Appointment of an ad-hoc group on CE triage which met twice and provided a report to the SCC in May
- May - Establishment of the current CE Working group to bring together members of HMIS Oversight, the Triage work group and CE funders and operators to finalize recommendations from the HMIS oversight group and develop additional recommendations for refinement and implementation to improve CE and meet HUD requirements
- July – Receipt of the first CE Working Group update and approval of the process for collecting eligible information to facilitate referral and matching within the HMIS system.

In order to meet the HUD HMIS CE implementation date of October 1, 2020, the workgroup is sending forward these recommendations to HMIS Oversight and the SCC.

¹ Workgroup participants include representatives of the Cities of Berkeley and Oakland, HCSA and HCD; HRC supervisory staff from BACS, Abode and East Oakland Community Project, and staff from EveryOne Home and Bitfocus.

Workgroup members want to ensure BitFocus has adequate time to build out the recommended changes in HMIS and to develop associated training materials. Workgroup members strongly recommend training on CE changes take place by mid-September. The attached materials represent consensus-based recommendations from workgroup participants.

Recommendations

The CE Working Group recommends that the SCC authorize HCSA and Bitfocus to proceed with refinement and changes to Coordinated Entry system that include the following key elements:

- Follow recommendations outlined in the Assessment and Action Plan adopted February 2020 to establish Housing Problem Solving as a key component of CE (per the HPS policies adopted May 2020);
- Create a phased assessment process that reduces time spent on assessments, especially in initial interactions, and provides immediate information regarding likelihood of receiving a resource to clients after assessment;
- Move to conducting matching and filling openings within HMIS; and
- Create changes in HMIS needed to support these refinements and comply with HUD requirements for Coordinated Entry by October 1.

This multi-part recommendation includes:

1. Approve an updated workflow for Coordinated Entry (additional non-substantive changes may be made to the proposed work flow after SCC approval for improving training content and messaging.) See Attachment 1.
2. Approve the establishment of Housing Problem Solving as a program in HMIS located under the Coordinated Entry agency and establish a list of Housing Problem Solving Services for inclusion in HMIS. See Attachment 2.
3. Approve the establishment of a Crisis Housing queue for prioritizing and matching to participating shelter beds, to most transitional housing, and potentially to other future designated crisis resources, with a threshold score to be established for placement on the queue of approximately twice the number of households anticipated to be served within a year in participating program openings. Current data estimates indicate this queue would contain ~5,000 households.
4. Approve the development of a Permanent Housing queue to be used for matching to enriched permanent supportive housing, permanent supportive housing, deeply affordable housing targeted to homeless households, shallow subsidy programs for homeless households, and some rapid rehousing programs with a threshold score to be established for placement on the queue of approximately twice the number of households anticipated to be served within a year in participating program openings. Current data estimates indicate this queue would contain approximately ~1,000 persons/households.
5. Approve suggested revisions to the current CE assessment tool, including dividing the current questions into those asked during a Crisis Assessment phase and those asked during a Housing Assessment phase to reduce the collection of unnecessary and unused data; approve the addition of certain non-scored questions for filtering and matching purposes, and approve changes in scoring and wording on certain scored questions based on evaluation feedback collected on the current CE assessment. See Attachment 3.

Action: Authorize HCSA, as the incoming CE Management Entity, and Bitfocus to implement:

- a. Changes 1-5 above;
- b. The previously approved change to collect information to begin matching to openings within HMIS;
- c. To establish the threshold scores in consultation with the CE work group;
- d. To develop recommendations for transitioning from the current By-Name List to the Crisis Housing and Permanent Housing queues by January 2021;
- e. To make modifications to the System Manual to reflect these policy changes.

Next Steps: The CE Work Group will continue to meet during the last three weeks of August. During this time the group will:

1. Consider feedback from HMIS Oversight and the SCC, modify if needed, and finalize the above refinements and changes.
2. Advise HCSA and Bitfocus on the development of training materials and approach for the new workflow and HMIS structure.
3. Discuss messaging needed for the new CE approach and workflow, including
 - a. How problem solvers/"assessors" message to participants and to case managers or advocates in other programs what it means for clients:
 - i. To be placed on one or both queues, or
 - ii. To not be placed on a queue and retain eligibility for Housing Problem Solving only
 - b. The messaging and approach for the transition from the existing BNL to the Crisis and Housing queues
4. Discuss ongoing reporting needs and how to evaluate the impact of these changes.

The Working Group will bring back a final report to the September SCC meeting with an update on final changes, and with recommendations for reporting and evaluation. However, to meet the HUD deadline the changes covered in this report must be approved and training scheduled before the next SCC meeting.

**Attachment 1:
Proposed Refined Alameda County Coordinated Entry Work Flow**

<p>Step 1: Triage (not in HMIS)</p>	<p>Establish if the person/household needs immediate crisis support, wants a referral to DV system, or an urgent health-related treatment service. Determine if the household is eligible for housing crisis response system services because they are literally or imminently homeless. (Some CE Access points may serve both imminently homeless and literally homeless; others may only serve literally homeless.) * Literally homeless: in a place not meant for human habitation, in a shelter, in an institution for less than 90 days and entered from literal homelessness, fleeing domestic violence. *At Imminent risk of homelessness: Residence will be lost within 14 days, no subsequent residence has been identified and household lacks resources or support networks to obtain other permanent housing.</p>	
	<p>END</p> <ul style="list-style-type: none"> ● If referring elsewhere for services or crisis, or ● If not eligible for services from housing crisis response system; make referrals to other systems and programs that may be able to assist 	<p>CONTINUE if homeless (or at imminent risk in Access Points that serve both) and not immediately being referred elsewhere</p>
<p>Step 2: Profile</p>	<p>Complete or update Release of Information and Client Profile in HMIS. May also include completion of Information Sharing Authorization (ISA) for housing-health data sharing through the Community Health Record (CHR).</p>	
<p>Step 3: Housing Problem Solving</p>	<ol style="list-style-type: none"> 1. Offer and conduct Housing Problem Solving (HPS) Conversation using HPS guide (not in HMIS); 2. Complete Problem Solving Enrollment in HMIS under the HPS project in the CE Agency. Enrollment will include enrolling household members with person receiving services and the associated CE Zone. 3. Enter any services and financial resources provided in HPS interaction. 4. If HPS has identified a potential resolution, create Resolution Plan and document plan in HPS project notes or via upload of a written plan (countywide template in HMIS may get established at a later point). 5. Determine if eligible for, needs, and wants CE Crisis Assessment for shelter and transitional housing. Offer to complete Crisis Assessment should come after providing context about the low availability of temporary housing resources (shelter, TH) and attempting problem solving with the household. <p>Eligibility for Crisis Assessment: Anyone who is unsheltered, currently in temporary shelter that does not participate in coordinated entry, in an institutional setting less than 90 days and homeless prior, or fleeing DV *</p> <p><i>* CE policy makers may later want to consider greater limits on who is offered the CE Crisis assessment, particularly single adults.</i></p>	
	<p>END</p> <ul style="list-style-type: none"> ● If successful Housing Problem Solving Resolution is reached; EXIT FROM HPS PROGRAM, or, ● If an HPS Plan has been made and person has safe temporary place to stay or does not want or need to be considered for shelter; PROVIDE HPS PLAN AND FOLLOW UP APPT OR NEXT STEPS or, ● If person is not eligible for Crisis Assessment. Make clear that HPS remains an option. ● HPS services to be provided up to 90 days per episode. Households can re-enroll in services after this 90 day period if they remain homeless. 	<p>CONTINUE</p> <ul style="list-style-type: none"> ● If no HPS resolution reached and person is eligible for Crisis Assessment, or ● If there is an HPS plan in process but it does not include a safe place to stay tonight and person wants to be considered for shelter and is eligible for the crisis assessment. <p>If person does not want to be considered for shelter or TH but is eligible for a Housing Assessment, proceed to Housing Assessment (Step 5)</p>

<p>Step 4: CE Crisis Assessment</p>	<ol style="list-style-type: none"> 1. Enter Coordinated Entry Project enrollment in the Coordinated Entry (CE) Agency. All HMIS project enrollment data should cascade from HPS enrollment; update data if any changes since HPS enrollment. 2. Conduct Crisis Assessment; many responses to questions from the Client Profile and from the CE Enrollment will pre-populate into the CE Crisis Assessment tab; update any pre-filled responses that have changed and complete additional scored and unscored questions. 3. Review CE Crisis Assessment Score and give person information about expectation of whether likely to receive shelter/TH and in what timeframe; if unlikely reoffer HPS. 4. Enter household on Crisis Housing queue if scores is above annually established threshold score set to include roughly 5,000 households on list; threshold score TBD. 5. After discussing housing availability through the housing crisis response system, determine if eligible for, needs, and wants to do a Housing Assessment. <p>Eligible for Housing Assessment:</p> <ul style="list-style-type: none"> • Adult head of household (HOH) or adult member of a household with a disability or with HIV/AIDS; or • Household that would like to be considered for Rapid Rehousing; • Any transition-aged youth (TAY), households with children under 18 years old, or households with a Veteran 	
	<p>END</p> <ul style="list-style-type: none"> • If not eligible for or not interested in Housing Assessment <ul style="list-style-type: none"> • make clear that HPS remains an option 	<p>CONTINUE</p> <ul style="list-style-type: none"> • If eligible for and interested in completing Housing Assessment <p>Note that the full Housing Assessment does not have to occur on the same day and could be done at a future time or by appointment.</p>
<p>Step 5: Housing Assessment</p>	<ol style="list-style-type: none"> 1. Conduct Housing Assessment; questions from CE Crisis Assessment will cascade into HMIS Housing Assessment. 2. Update Crisis Assessment questions before completing new questions. 3. Review score and compare to threshold in place at time for adding to the Permanent Housing queue. Threshold starting point to include approximately 1,000 households to match to permanent housing resources and RRH. Threshold score will adjust annually based on inventory and utilization data. 4. Give person information about whether they are being added to the Permanent Housing queue and the probability they will receive a housing match within a given time period. 5. Enter person/household on Permanent Housing Queue if over a score threshold and they want to be added. 	
	<p>END</p> <p>If household does not score within threshold from Housing Assessment</p> <ul style="list-style-type: none"> • Offer other resources, try to connect to other services • Reiterate status – they continue to be HPS eligible; if on Crisis Housing queue remind of that • Continue HPS if person still engaged or offer a return for additional problem solving exploration 	<p>CONTINUE</p> <p>If score within Housing Threshold status,</p> <ul style="list-style-type: none"> • Identify next steps: document readiness, review contact info, when likely to hear, how to stay in touch, etc. • Communicate if likely to be assigned a CE Navigator or assign Navigator (process TBD) <p>END</p>
<p>Step 6: Assessment Update and Auto Removals</p>	<ul style="list-style-type: none"> • Assessments will be considered valid for 90 days, though they can and should be updated if information changes within that time frame. • After 90 days, an assessment will need to be updated before referrals can be made. HMIS will be set to flag this. • Assessments that have not been updated and CE enrollments that show no activity in the last 180 days will be made inactive and households will be automatically removed from queue(s). 	

**Attachment 2:
Housing Problem Solving Set Up and Service Types**

1. Housing Problem Solving Set Up

Recommendation is to set up Housing Problem Solving as a program under the Coordinated Entry Agency within HMIS. This will allow for people to potentially be assisted by more than one agency or Access Point without being double entered, leaves less likelihood of records remaining open after services, and allows all Problem Solvers to see if someone is already in process. Reporting will be possible by geography and by agency.

Additional Housing Problem Solving programs can be set up outside of Coordinated Entry if they are offered separate from the CE process.

The Housing Problem Solving enrollment will be the first enrollment in the CE process. Content of the HPS enrollment can pull into a CE enrollment if someone is going to complete a CE Crisis or Permanent Housing Assessment. This will allow Housing Problem Solving to come first and for HPS services to be offered to people and households who are at imminent risk of homelessness and not eligible for other CE services.

2. Housing Problem Solving Service Lists

Housing Problem Solving services will be categorized by the major areas of service anticipated to be offered, aligned with, but somewhat more detailed than, those recognized in the adopted HPS Policy. (Adopted by SCC May 2020.)

Categories will include:

1. HPS (timeframes: new, 31-60, 61-90, etc.)
2. Direct HPS Service (housing planning, counseling, mediation, etc.)
3. Referrals
4. Emergency/Essential
5. Housing
6. Identification
7. Income and Employment
8. Transportation

Pick list items under categories will correspond to the categories, with between 4 and 10 choices, and a list of definitions for categories and specific services will be developed as part of training materials.

Attachment 3:
Proposed Changes to Assessment Process, Phasing and Tool Content

The phased approach divides the existing Assessment Tool into the Crisis Housing Assessment and Permanent Housing Assessment.

A. Crisis Assessment (approximately 17 questions² including several that are pre-populated from information in the client Profile screens and Coordinated Entry CE enrollment by this stage):

1. Pull as much information as possible forward from Profile and from CE Enrollment.
2. Add unscored questions to determine if participant household wants to be considered for shelter, transitional housing and/or safe parking.
3. Retain existing scored questions with no modifications for:
 - a. Age of household members
 - b. Whether someone is pregnant
 - c. Length of Homelessness
 - d. Household income
4. Retain and slightly modify questions or scoring for:
 - a. Current living situation – modify answer choices and scoring so that currently fleeing domestic violence is scored same as unsheltered and so that persons in shelter/emergency hotel or in an institution who must leave within 14 days and otherwise qualify as homeless can receive points (Note: must be in an institution less than 90 days and homeless prior to entering to qualify as homeless);
 - b. Household size - modify scoring so that medium-size households receive some points, no change to maximum;
 - c. Disabilities – modify scoring so that households with more than one person with disabilities can receive more total points than a single person household with multiple disabilities – reduce maximum score for this question to move points to new questions intended to get at severity of health conditions and needs;
 - d. Retain and modify language on question regarding life-threatening illness;
 - e. Add a question on the need for accommodations for disabilities (mobility, visual, hearing)

Total score for this portion of the assessment to remain the same as if the questions being used had not changed and equal a maximum score of 144 points

Results of the creation of the Crisis assessment and these changes to the tool are anticipated to place on the Crisis Queue households that are, relative to other homeless households, somewhat lower income, have more disabilities and/or greater severity, are larger households, have someone who is pregnant, have one or more person who is elderly or TAY, have younger children, and/or have spent more time homeless.

² Number of final questions is approximate for both tools because mechanics to work out what will cascade forward are still being worked on. Also, not all questions are asked of all household types.

B. Housing Assessment (approximately 17 questions, in addition to those from the Crisis assessment, most additional questions cannot prepopulate):

1. The Housing Assessment will incorporate all the questions from the Crisis Assessment which will cascade forward and only need to be re-asked if there have been changes or significant time (more than 90 days) has elapsed.
2. Add to Housing Assessment unscored questions to determine if participant household wants to be considered for permanent housing options and/or rapid rehousing options
 - a. If interested in rapid rehousing, add two questions regarding whether the household had sufficient income to pay rent within past two years, and whether household is engaged in activity to increase income or afford rent. These questions not scored but used to filter Permanent Housing Queue.
3. Retain existing scored questions with some modifications in wording and none to scoring for:
 - a. Last time held a lease (add *or owned a home*)
 - b. Number of evictions or foreclosures in past five years
 - c. Convictions for offenses that pose significant housing barriers
 - d. Whether have done things in past 30 days that are unsafe (change to *90 days*)
 - e. Whether have previously run away from home or foster care
4. Modify and reduce points slightly for existing health related questions:
 - a. Replace question regarding number of health emergency contacts in last 30 days to a question regarding hospitalizations in the past 12 months
 - b. Add question regarding any overnight stays in a hospital or other facility to receive treatment or counseling for a problem with emotions, nerves, or mental health
 - c. Modify question regarding need for assistance with activities of daily living and reduce points associated with this question
5. Add additional unscored questions for matching purposes:
 - a. Where in County willing to live
 - b. Whether willing to accept shared housing, SRO, or studio opportunities
 - c. Whether only willing to live where pets are accepted
 - d. Past or current foster care (for eligibility).

Results of the creation of the separate Permanent Housing assessment and the above modifications will be to:

- Reduce the number of questions and particularly of sensitive questions being asked (criminal history, hospitalizations, safety) at the time of the Crisis assessment in a likely first encounter, and of people unlikely to be prioritized for housing
- Allow the list to be used for better rapid rehousing matching
- Capture the information needed to make matches to different programs and locations
- Particularly emphasize housing barriers in the housing assessment

Total maximum possible score for the complete assessment (Crisis plus Housing) equals 225 points.

Changes to the tool to create the Permanent Housing Assessment are anticipated to place on the Housing queue households that, relative to other homeless households, are similar to those who are high on the on the Crisis queue but also have higher housing barriers and/or have greater need of services to gain and remain housed.