



**HMIS Oversight Committee
Agenda
Wednesday, January 13, 2021
9:00 a.m.-11:00 .m.
[Join Zoom Meeting](#)
Phone: 669 900 6833
Meeting ID: 896 4459 6358
Passcode: 562371**

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 Privacy and Security Update | 9:15-9:20 AM |
| 4. Point In Time Count and Homeless Inventory Count Updates | 9:20-9:40 AM |
| 5. Coordinated Entry 2.0 Updates | 9:40-9:50 AM |
| • HMIS Changes and Rollout | |
| • BitFocus Contract | |
| 6. Longitudinal Systems Analysis Submission Update | 9:50-9:55 AM |
| 7. Review FY20 System Performance Measures | 9:55-10:15 AM |
| 8. HMIS Oversight Committee Work Plan/Schedule Discussion | 10:15-11:00 AM |
| • Review as a group and provide feedback | |



HMIS Oversight Committee

Meeting Notes

November 13, 2020

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The regular meeting of the HMIS Oversight Committee was called to order at 10:04 a.m. on November 13, 2020 on Zoom by Mike Keller.

Present: Josh Jacobs (City of Berkeley), Patrick Crosby (HMIS Lead), Jessica Shimmin (EveryOne Home), Mike Keller (East Oakland Community Project), Margaret Alfaro (Abode Services), Alexis Lozano (EveryOne Home), Jennifer Martinez (Health Care Services Agency), Jonathan Russell (Bay Area Community Services), Tunisia Owens (CoC Board and Family Violence Law Center) Nic Ming (City of Oakland), John Noe (HMIS Lead), and Riley Wilkerson (Housing and Community Development Dept.)

Absent: Laurie Flores (City of Fremont)

Guests: Jessica Hanserd

The committee reached a quorum so it can vote on items at this meeting.

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1. Welcome

2. HMIS Oversight Public Comment

- No public comment.

3. Coordinated Entry 2.0 Updates

- The changes to HMIS are currently stalled until a contract is finalized with BitFocus. Alameda County Housing and Community Development is working with Health Care Services Agency, the management entity, to review proposed scope.
- Additionally, a threshold needs to be determined for rapid rehousing, so the Coordinated Entry work group will need to reconvene.



- There is also the opportunity to integrate racial equity more clearly into the changes. The committee discussed additional training for asking about a client's race/ethnicity to get more accurate data.
- For any training development, there was a request from HMIS for Kathie to collaborate when developing the curriculum. That was any new trainings will align with current online HMIS training.

4. HMIS Privacy and Security Update

- The work group is close to finalizing privacy policy and will move to working on the security policy next week. As a next step, legal will do an initial review. One they have reviewed and provided feedback a version can come back to the group.

5. HMIS Lead Monitoring Tool

- HUD requires CoCs to monitor the HMIS. The committee reviewed several communities' monitoring tools and developed this tool to serve as starting place because of its focus on governance. Over time, the tool can be expanded to better assess our communities needs and determine broader compliance.
- The committee did a walk-through of the tool and completed it as a group. For implementing the Data Quality plan, the HMIS team will continue to lead Monthly User Group meetings and determine if the current schedule works and is clear to Agency Admins. Jessica H. will add developing a Data Security Plan to the deliverable list of documents she is working on updating. Jessica will also consider looking at Onboarding criteria as part of the Policies as Procedures Manual.
- *Mike K. made a motion to approve the completed tool with the addition of a narrative section and definitions. Jonathan R. seconded. The motion passed unanimously.*
- Other next steps: Alexis L. will incorporate narrative sections and definitions to tool and distribute. Alexis L. will draft high-level schedule for next meeting for mapping out priority areas. Summer/early fall is best for the HMIS team for bringing back the tool after working through the required documents.

Section I- HMIS Governance Standards			
Question	Score	Scoring Detail	Notes
Has the HMIS Lead developed a Data Quality Plan with set benchmarks, that clearly identifies the entity responsible for monitoring data quality for the CoC? (MOU section B.6)	2	0= No. HMIS Lead has not developed written Data Quality Plan. 1= Partial. HMIS Lead has created a Data Quality Plan with some of the described elements. 2= Yes. HMIS Lead has developed written Data Quality Plan with all of the described elements. <i>If "yes", attach.</i>	Complete and went into effect January 2020.
Has the Data Quality Plan been approved by by the CoC Board (known locally as the HUD CoC Committee)? (MOU section B.6)	2	0= No. Data Quality Plan has not been approved by the CoC Board. 2= Yes. Data Quality Plan has been approved by the CoC Board. <i>If "yes", provide documentation of approval including date.</i>	Approved by the CoC Committee in January 2020
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)	2	0= No. Data Quality Plan is not reviewed annually and not compliant. 1= Partial. Data Quality Plan is reviewed annually but is not compliant. 2= Yes. Data Quality Plan is not reviewed annually and is compliant.	Next steps include HMIS Oversight determining a schedule for annual review.
Has the HMIS Lead developed a Data Security Plan ? (MOU section B.6)	0	0= No. HMIS Lead has not developed written Data Security Plan. 1= Partial. HMIS Lead has created parts of a Data Security Plan. 2= Yes. HMIS Lead has developed written Data Security Plan. <i>If "yes", attach.</i>	Jessica H will track down a sample Data Security Plan and add to deliverable list.
Has the Data Security Plan been approved by by the CoC Board (known locally as the HUD CoC Committee)? (MOU section B.6)	0	0= No. Data Security Plan has not been approved by the CoC Board. 2= Yes. Data Security Plan has been approved by the CoC Board. <i>If "yes", provide documentation of approval including date.</i>	
Does the HMIS Lead ensure the Data Security Plan is reviewed at least annually to ensure it meets community needs and is compliant with HUD requirements? (MOU section B.6)	0	0= No. Data Security Plan is not reviewed annually and not compliant. 1= Partial. Data Security Plan is reviewed annually but is not compliant. 2= Yes. Data Security Plan is reviewed annually and is compliant.	
Has the HMIS Lead developed a Data Privacy Policy that has 1)Data collection limitations, 2)Data collection purpose, 3)Limitations of the use of data collected in HMIS, 4) Description of database openness, 5)Data access and correction standards, 6) Accountability standards and 7) Protections for victims of domestic violence, dating violence, sexual assault? (MOU section B.6)	2	0= No. HMIS Lead has not developed written Data Privacy Policy. 1= Partial. HMIS Lead has created parts of a Data Privacy Policy. 2= Yes. HMIS Lead has developed written Data Privacy Policy. <i>If "yes", attach.</i>	In progress of updating.
Has the Data Privacy Policy been approved by by the CoC Board (known locally as the HUD CoC Committee)? (MOU section B.6)	2	0= No. Data Privacy Policy has not been approved by the CoC Board. 2= Yes. Data Privacy Policy has been approved by the CoC Board. <i>If "yes", provide documentation of approval including date.</i>	Plan to bring to CoC in early 2021 after approval by HMIS Oversight.
Does the HMIS Lead ensure the Data Privacy Policy is reviewed at least annually to ensure it meets community needs and is compliant with federal, state, and local laws that require additional privacy or confidentiality protections including HIPAA and VAWA? (MOU section B.6)	2	0= No. Data Privacy Policy is not reviewed annually and not compliant. 1= Partial. Data Policy Privacy is reviewed annually but is not compliant. 2= Yes. Data Privacy Policy is reviewed annually and is compliant.	
Does the HMIS Lead have a written and accessible Policies and Procedures Manual for all Contributing HMIS Organizations in the Continuum of Care that incorporates Roles and Responsibilities, a Data Quality Plan, Privacy Policy and Security Plan?	1	0= No. The HMIS Lead does not have written and accessible policies and procedures. 1= Partial. The HMIS Lead has written policies and procedures but they are not accessible in a manual. 2= Yes. The HMIS Lead has written policies and procedures that are accessible in the form of manual. <i>If "yes" attach.</i>	Consider adding other policies/procedures such as Onboarding Criteria .
Does the HMIS Lead ensure HMIS Policies and Procedures Manual are reviewed at least annually and are in compliance with HUD requirements?	0	0= No. HMIS policies and procedures are not reviewed at least annually and are not in compliance with HUD requirements. 1= Partial. Some HMIS policies and procedures are reviewed at least annually and are in compliance with HUD requirements. 2= Yes. HMIS policies and procedures are reviewed at least annually and are in compliance with HUD requirements.	Next steps include HMIS Oversight determining a schedule for annual review.
Section Scoring			
Total Score for Section (#)	13		
Total Score for Section (%)	59%		

Definitions

Data Quality Plan	Document that facilitates the ability of the CoC to achieve statistically valid and reliable data.
Data Security Plan	Document that addresses how the HMIS information is kept secure, regardless of the privacy model used.
Data Privacy Policy	Document that describes the ways the HMIS uses, discloses, and manages a client data.

HMIS Privacy & Security Program Refresh Status for week ending 1/8/21

Review, strengthen and update the AC HMIS Privacy and Security Program to align with the HMIS Data Standards and the AC Care Connect SHIE/CHR. **Priorities:** 1. Compliance, 2. Consumer Ownership of Data, 3. Cross-sector Collaboration, 4. Maximize Data Sharing Benefits, 5. Minimize burdens on agencies, staff and consumers

Attention Needed



- Legal Analysis
- Alignment on Quick Guide

Accomplishments



- ✓ Engaged and oriented HCSA and HCD legal counsel to this project
- ✓ Drafted Quick Guide as companion to Privacy Policy
- ✓ Secured workgroup alignment on consent portion of enrollment packet
- ✓ Secured workgroup alignment on standard enrollment workflow

Next Steps

- Translate legal questions into a decision tree format, including assumptions and real-world examples
- Reconvene with legal council, securing answers to questions and aligning on decision tree
- Secure legal approval of policies
- Secure Oversight committee approval of policies
- Secure CoC approval of policies

Deliverables	Workgroup Alignment	Legal Sign-Off	Oversight Approval	Live
Privacy			*2/10/21	
*Privacy Policy	hold	active		
Quick Guide	Review 1/15	NA		
*Security Policy	drafted		*2/10/21	
Enrollment Package & Workflow			3/10/21	
Standard version	complete			
? Blind or Opt Out version				
Release of Information	hold			
Revocation Form				
Workflows			3/10/21	
Privacy & Security Breaches	complete	NA		
Grievances/ Complaints		NA		
Changes and Revocation to Consent		N/A		
HMIS P&P Manual (P&S focus)			4/14/21	
**Agreement Templates			4/14/21	
Implementation				
Communication Plan & Letter			4/14/21	
Communication Sent			4/23/21	
Training & Go-Live			5/1/21	
Implementation Support			6/30/21	
Closure & Transition Plan			6/30/21	

*Also need CoC Board approval

**includes Partnership Agreement, User Agreement, Coordinated Services Agreement, Interorganization Data Sharing; execution of individual agreements is out of scope

HMIS Oversight Proposed Schedule

October 1, 2020-September 30, 2021

October 2020

- Review/update Privacy and Security Policy (3.b.)
- Review/update HMIS Lead Monitoring Tool (2.b.)

November 2020

- Review/update Privacy and Security Policy (3.b.)
- Finalize/approve HMIS Lead Monitoring (2.b.)

January 2021

- Update on HIC/PIT data collection (2.e.)
- Update on CE 2.0 (4.e)
- HMIS Oversight Work Plan/Schedule Discussion
- Update Longitudinal Analysis Report Submission (2.g.)
- Review System Performance Measures (2.f.)

February 2021

- Update on HIC/PIT data collection (2.e.)
- Update on CE 2.0 (4.e)
- Finalize/approve Privacy and Security Policy (3.b.)
- Review/update Data Quality Plan (3.a.)
- Review/update Governance (MOU) (3.d.)
- Plan to Standardize User Group Meetings (4.c.)
- Review HMIS Lead Work Plan (2.c.)

March 2021

- Update HIC/PIT Data collection (2.e.)
- Update on CE 2.0 (4.e)
- Finalize/approve Data Quality Plan (3.a.)
- Finalize/approve Governance (MOU) (3.d.)
- Review/update Agency Manager Role (4.a.)

April 2021

- Update HIC/PIT Data Submission(2.e.)
- Review/update Agency Onboarding Materials (3.c.)

May 2021

- Review/update Training Curriculum (4.b.)
- Finalize/approve Agency Onboarding Materials (3.c.)

June 2021

- Finalize Training Curriculum (4.b.)
- Solicit Input from funders/user/consumers (1.a. and 1.b.)
- Track Progress on HMIS Lead work plan (2.d.)

August 2021

- Review/update HMIS Lead Monitoring (2.a.)
- Review Input from funders/user/consumers (1.a. and 1.b.)
- Review/update Communications Plan (4.d.)

September 2021

- Finalize/approve HMIS Lead Monitoring (2.a.)
- Finalize/approve Communications Plan (4.d.)

Items to continue in FY21

- Develop Training Curriculum evaluation criteria
- Track Progress on HMIS Lead work plan (2.d.)

HMIS Oversight Committee Work Plan

October 1, 2020-September 30, 2021

Goal 1: Ensure the design of the HMIS reflects the needs of the system. <i>Per MOU, CoC Board and HMIS Lead work together jointly to collaborate to design and modify the configuration of HMIS projects, such that it meets program reporting and system analysis needs. Analyze system and programmatic data for trends costs, performance, compliance and progress on Alameda CoC Plan to End Homelessness.</i>				
Key Action Steps	Timeline	Expected Outcome	Person/Area Responsible	Comments
a. Solicit input from funders and users on system design changes in Clarity	Ongoing	Provide guidance to HMIS Lead to when implementing changes	HMIS Oversight Committee and Working Group	
b. Solicit input from consumers	Q4			
Goal 2: Monitor HMIS Lead Performance and Deliverables. <i>Per MOU the HUD CoC Committee will “analyze and approve the annual review of the HMIS system’s performance and functionality using HMIS work plan to measure progress.”</i>				
Key Action Steps	Timeline	Expected Outcome	Person/Area Responsible	Comments
a. Develop HMIS Lead Monitoring tool	Q1	Finalize HMIS Lead Monitoring Tool	HMIS Oversight Committee	
b. Complete HMIS Lead Monitoring	Q2	Develop plan to fill gaps	HMIS Lead completes tool/HMIS Oversight reviews and identifies areas of priority.	
c. Review HMIS Lead's 2021 work plan	Q1	Provide HMIS Lead Work Plan to HUD CoC for approval	HMIS Oversight/HUD CoC Committee	
d. Track Progress on HMIS Lead work plan	Ongoing	Review work plan quarterly	HMIS Lead tracks and provides updates to HMIS Oversight	
e. Review 2021 HIC and sheltered PIT	Q2			Usually submitted in March, HUD due date TBD.
f. Review System Performance Measures	Begin in Q1 (November) and end in Q2.	Submit required data to HUD. Determine strategies to improve.	HMIS Lead	Submission in March 2021.
g. Review Longitudinal Analysis Report (formerly AHAR)	Q1-Q2			Submission in early November 2020. Clean up by December 31, 2020.

Goal 3: Develop and Implement Policies and Procedures. <i>Per MOU, CoC Committee will review, revise and approve the policies and plans ...including but not limited to privacy plan, security plan and data quality plan for the HMIS.</i>				
Key Action Steps	Timeline	Expected Outcome	Person/Area Responsible	Comments
a. Review/update HMIS Team QI plan		Move from a Data Quality management Plan to a Data Quality Management Program. Provide QI Plan to HUD CoC for approval.	HMIS Lead with support of HMIS Oversight Committee	
b. Review/update HMIS Privacy and Security Plan, and relevant materials		Includes updating ROI	HMIS Lead with support of HMIS Oversight Committee	
c. Review/update new agency on boarding policies and procedures		Written policy on agency onboarding and materials.	HMIS Oversight Committee	Includes standard communication and next steps. Look at direct data entry at the funders collab?
d. Review/update Governance		Review and update MOU.	HMIS Lead with support of HMIS Oversight Committee	
Goal 4: Improve Training Curriculum and Communication. <i>Per MOU, HMIS Lead will “develop and implement HMIS-related training for end users, including regular Privacy and Security Training and software training. Develop written procedures and job aides for users. Solicit feedback through using a variety of mechanisms, such as online forums, surveys and users groups, such as the HMIS User Group...Develop an effective communication plan to reach all HMIS participants to policy and procedures.</i>				
Key Action Steps	Timeline	Expected Outcome	Person/Area Responsible	Comments
a. Review HMIS Lead's recommendation for defining and operationalizing the agency manager role to better support users			HMIS Lead with support of HMIS Oversight Committee	
b. Improve training curriculum and evaluate training plan annually.		Build shorter, specific trainings that empower users and improve data quality. Develop resource and training library with how-to documents and other resources.	HMIS Lead with support of HMIS Oversight Committee	Consider reviewing how many users pass/fail. Consider developing different trainings for basic, intermediate, and advanced HMIS users

<p>c. Support HMIS Lead with standardizing user group meetings</p>			<p>HMIS Lead with support of HMIS Oversight Committee</p>	<p>Ideas include recording meetings and sending to agency managers. Consider other ways to support agency manager role.</p>
<p>d. Review communication plan</p>		<p>Finalize a communications plan that informs end users on system changes, training opportunities, and HUD requirements</p>	<p>HMIS Oversight Committee</p>	
<p>e. Monitor rollout and implementation of Coordinated Entry 2.0 training and Learning Management System.</p>		<p>Determine final work flow and develop training curriculum. Work with HCSA, Bit Focus and other consultants to coordinate launch and plan for ongoing maintenance.</p>	<p>HMIS Lead with support of HMIS Oversight Committee</p>	

DRAFT