



Homeless Management Information System (HMIS) Oversight Committee

Meeting Notes

June 9, 2021

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.](#)

The regular meeting of the HMIS Oversight Committee was called to order at 9:01 a.m. on June 9, 2021 on Zoom by Mike Keller.

Present: Patrick Crosby (HMIS Lead), Mike Keller, HMIS Oversight Committee Chair (East Oakland Community Project), Margaret Alfaro (Abode Services), Alexis Lozano (EveryOne Home), Chelsea Andrews (EveryOne Home), Ja’Nai Aubry (EveryOne Home), Suzanne Warner (Health Care Services Agency), Jonathan Russell (Bay Area Community Services), Tunisia Owens (Continuum of Care Committee and Family Violence Law Center), John Noe (HMIS Lead), Josh Jacobs (City of Berkeley) and Riley Wilkerson (Housing and Community Development Dept.).

Absent: Laurie Flores (City of Fremont) and Martha Elias (Health Care Services Agency)

Guests: Nic Ming, Marta Lutsky and Ali Mashal.

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

1. Welcome

2. HMIS Oversight Public Comment

- No public comment.

3. Coordinated Entry System (CES) 2.0 Update

- There will be trainings on the crisis and housing assessments on June 10th. More trainings will be coming soon in addition to an online version. A matchers overview training will be coming soon. Matchers from each Housing Resource Center access point have been identified to match people off the crisis queue to open shelter beds. Regional matchers will then confer with program staff to match people to available housing resources. The plan is to begin using the new assessment next week. The new assessment was not tested prior to launch so the Coordinated Entry Management Entity will be reviewing how the threshold scores and assessments are performing in three months. Then adjustments to the assessment can be made as determined by the testing.



- **Next Steps:** EveryOne Home will sunset the old Coordinated Entry Training. At an upcoming meeting the HMIS Oversight can review the Agency Onboarding Queue. The HMIS Lead has questions on programs that are requesting HMIS access that do not fit the criteria, so they are seeking guidance on prioritization. If the HMIS Lead wants to be responsive to agencies, they can reach out to the committee via email. In advance of the next HMIS Oversight Committee meeting, the HMIS Lead will share current queue.

4. **Housing Inventory Chart/ Point-in-Time Count Submission**

- The required data was submitted to HUD by the extended deadline. In 2021, there was additional emergency shelter bed capacity but lower occupancy due to COVID-19 response. Staff anticipate that these bed numbers will drop next round. There was also an increase in Safe Haven capacity. The largest issue is with determining the Permanent Supportive Housing and Rapid Rehousing numbers because there are many clients not being reported due to missing move-in dates. There are likely more units in both interventions, but the occupancy is under-reported.

5. **Privacy and Security Policies**

- In the fall of 2020, an HMIS Oversight Committee work group began working with consultant Jessica Hanserd to review and strengthen the HMIS privacy and security structure. The Committee defined five priorities at beginning of project: compliance, consumer ownership of data, cross-sector collaboration, maximizing data sharing benefits and minimizing benefits on agencies and consumers. The committee is being presented with the final Privacy and Security Policy. The Security Policy remains the same from the last time the committee reviewed however with the Privacy Policy, we moved away from an inferred consent model. The shift to verbal or written consent was after receiving feedback from County Counsel. The committee also developed a companion document, or “quick guide”, that was a consumer-friendly summary of the Privacy Policy. However, now there is the intent to align the updated consent form to have a similar look and feel to the consent form used for Whole Person Care that has similar plain language used in the quick guide.
- The HMIS Oversight Committee discussed:
 - How the data sharing with Whole Person Care is not being articulated clearly to clients
 - Needing more clarification on how information and data flows and process for opting out of Whole Person Care.
 - If it is technically possible to give consent for HMIS, but not necessarily having their information ported to Whole Person Care
- Jonathan R. made a motion to recommend the Privacy and Security Policies for approval to the HUD CoC Committee with the caveat that the consent and quick guide be reviewed at the next HMIS Oversight Committee meeting. Mike K seconded.
 - Jonathan=Yes
 - Mike=Yes
 - Margaret=Yes
 - Suzanne=Yes
 - Tunisia=Yes
 - Josh=Yes



- The motion passed.
- **Next Steps:** The data exchange team at Whole Person Care will be invited to the next meeting to answer some of the questions that came up during the meeting. To prepare, staff will solicit questions from the committee and forward to the Whole Person Care team in advance.

6. Agency Liaison Participation

- The last meeting had consistent participation at about 50% attendance, not including people that joined by phone. When EveryOne Home staff and Mike K. reached out to agency liaisons some replied saying that they have standing conflicts. A possible solution to may be to record the meeting and make it available upon request. Currently meetings are not recorded because they sometimes discuss client info. HMIS Lead staff will look into recording and pausing when looking at client info. Alternatively, some agencies can email the HMIS Lead in advance and request a designee to attend on their behalf.
- Next Steps: Still need to identify liaisons for all agencies.

7. Occupancy Report in HMIS

- Each year, when the HMIS Lead works on the Housing Inventory County, they review program occupancy in HMIS however it will enhance our data quality to review on a more regular basis. The HMIS Lead provided a summary report that shows very low occupancy in some programs. They are guidance from the committee when to run the reports and support with outreach to programs with low occupancies. As a result, HMIS will show a more accurate picture of number of beds available, the population served by each program, and which programs are active.
- For projects that are inactive, agencies can submit one ticket to change the status however there cannot be any people enrolled to change the status to inactive.
- Cleaning up the data is not necessarily something the committee can do on an ongoing basis, but they can assist with setting-up the communications, troubleshooting issues, and establishing guidelines to mitigate challenges.
- Additionally, work can be done to ensure accurate data is included in future contracts.
- **Next Steps:**
 - Review the report at the upcoming HMIS Liaison meeting, confirm that having data in by the 1st of the month works for agencies.
 - HMIS Lead will set up the report to run five to ten days later.
 - HMIS Lead will identify some agencies that have issues and have been unresponsive to the next HMIS Oversight meeting and committee can help support. This work can also be done in a special work group.

Submitted By: Alexis Lozano

Reviewed By: