



HMIS Oversight Committee Agenda

Wednesday, June 9, 2021

9:00 a.m.-11:00 a.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 | 9:00-9:05 AM |
| 2. HMIS Oversight Public Comment | 9:05-9:15 AM |
| 3. Coordinated Entry 2.0 Update | 9:15-9:25 AM
<i>Update</i> |
| 4. Housing Inventory Count/Point in Time Submission | 9:25-9:35 AM
<i>Update</i> |
| 5. Privacy and Security Policies | 9:35-10:15 AM
<i>Approve</i> |
| 6. Agency Liaison Participation | 10:15-10:45 AM
<i>Discussion</i> |
| 7. Occupancy Report in HMIS | 10:45-11:00 AM
<i>Discussion</i> |



HMIS Oversight Committee

Notes

Wednesday, April 14, 2021

9:00 a.m.-11:00 a.m.

[Join Zoom Meeting](#)

Phone: 669 900 6833

Meeting ID: 896 4459 6358

Passcode: 562371

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1. Welcome

9:00-9:05 AM

Josh Jacobs (City of Berkeley), Margaret Alfaro (Abode Services), Mike Keller (East Oakland Community Project), Martha Elias (Alameda County Health Care Services Agency), Tunisia Owens (Family Violence Law Center), Jonathan Russell (Bay Area Community Services), John Noe (HMIS Lead), Chelsea Andrews (EveryOne Home), Jessica Shimmin (EveryOne Home) and Riley Wilkerson (HMIS Lead Manager).

Guests: Marta Lutsky (Alameda County Health Care Services Agency) and Nic Ming (Social Impact Wheel).

2. HMIS Oversight Public Comment

9:05-9:10 AM

- No public comment.

3. Coordinated Entry 2.0 Update (Marta)

9:10-9:30 AM

- Reviewed timeline for Coordinated Entry Refresh
- Trainings will start next week, April 20- May 4 and will be provided by Kathie Barkow and Nic Ming
- The old coordinated entry assessment will be retired on May 4, and the new assessment process will begin on May 5th
- The by-name-list will be retired at the end of July and starting August 1 our community will begin using the queues in HMIS.
- The matching and vacancy alerts in HMIS will go into effect in late summer and early fall
- The Implementation and Learning Community will re-launch in May
- Next steps include creating an online version of the training and developing a train-the-trainer module.



- 4. Update on HIC/PIT Data Collection (Andy) 9:30-9:45 AM**
- 5. Update on Agency Liaison Tracking and Attendance (Jessie & Mike) 9:45-9:55 AM**
- The HMIS Oversight Committee sent out an email to agency liaisons to remind them of the mandatory monthly meeting and confirming contact information. Roughly half of organizations replied. City of Berkeley staff has a Coordinated Entry meeting that conflicts. In March, 20 agency liaisons participated in the mandatory monthly meeting.
- 6. Social Health Information Exchange/Community Health Record(CHR) 9:55-10:15 AM**
- Open discussion on presentation.
 - i. CHR provides a snapshot of a broader care team
 - ii. HMIS collects client reported information and client provided documents.
 - iii. The committee requested a copy of the plain language privacy summary
 - What benefits do we think would result from greater integration between HMIS and Health Data in the CHR?
 - i. Housing navigators have been using it a lot to coordinate with healthcare
 - ii. When people disappear, navigators have greater visibility into what's going on with the client, where they might have gone, such as hospital.
 - iii. Contact information has been helpful for housing navigators.
 - iv. Helpful for document readiness
 - What might be drawbacks/risks?
 - i. Challenging to articulate privacy and security limitations to participants
 - ii. Very specific information is accessible to housing providers, much more specific and detailed health information than is really needed such as how many pills a person received at what time. Must have tiered permissions to ensure that housing providers don't have access to medications, diagnoses, etc.
 - iii. "All or nothing" proposition with data
 - iv. Boundary setting would be important at this juncture.
- 7. Agency Onboarding Materials and Agency Queue 10:15-10:45 AM**
- **What is the onboarding process?**
 - i. Onboarding criteria: programs that have homelessness as an eligibility criteria, coordinated entry access points that have a contract or MOU with the CE Management Entity, programs that are contractually required to participate in the HMIS, organizations must be willing to input data/no reference only access.
 - **Routine check-in: how many agencies have been onboarded, how many are in the queue.**
 - i. Where does onboarding fall as a community priority?
 - **Materials update**
 - i. CHO MOU needs to be updated



ii. Forms are available on the HMIS webpage

8. Open Discussion

10:45-11:00 AM

- Housing problem solving training is happening next week at the same time as the HMIS User Group and Agency Liaison meeting

Type	Year	Total Beds	HMIS Beds	Participation	PIT	Utilization
ES Emergency Shelter	2020	1383	933	67%	1289	93%
ES Emergency Shelter	2021	2937	2294	78%	1956	67%
SH Safe Haven	2020	32	32	100%	27	84%
SH Safe Haven	2021	47	47	100%	21	45%
TH Transitional Housing	2020	617	526	85%	509	82%
TH Transitional Housing	2021	701	610	87%	569	81%
RRH Rapid Re-Housing	2020	633	633	100%	633	100%
RRH Rapid Re-Housing	2021	768	768	100%	768	100%
PSH Permanent Supportive Housing	2020	3545	2684	76%	3395	96%
PSH Permanent Supportive Housing	2021	3710	2722	73%	3259	88%

MEMORANDUM



To: HMIS Oversight Committee

From: EveryOne Home Staff

Date: June 9, 2021

Re: HMIS Privacy Policy and Security Policy

In the fall of 2020, the HMIS Oversight Committee convened a work group led by consultant Jessica Hanserd to update the HMIS Privacy Policy ([click here to review](#)) and Security Policy ([click here to review](#)).

After HMIS Oversight Committee reviewed and updated the policies, Jessica Hanserd worked with Alameda County Counsel to incorporate the changes. Based on guidance from Alameda County counsel, the consent model in the privacy policy was changed to have a written/oral consent instead of inferred. No changes were made to the security policy. The policies are still pending formal review from Alameda County counsel but will be reviewed very soon.

EveryOne Home staff recommends that the HMIS Oversight Committee approve the HMIS Privacy Policy and Security Policy and forward to the HUD CoC Committee for final approval, with the understanding that Alameda County counsel has not yet reviewed them.

Privacy Policy Quick Guide

The Privacy Policy requires organizations to protect your privacy when collecting, using, or sharing your information. This Quick Guide covers the policy's key points.



Who does the Privacy Policy apply to?

The policy applies to organizations in Oakland, Berkeley and Alameda County that assist clients who are at-risk of or experiencing homelessness. These organizations may access your information in the Homeless Management Information System (HMIS).



What information is allowed to be shared?

Organizations can collect, store, use, and share your information to:

- Provide services.
- Collect payments.
- Run the organization.
- Create data that can't identify you.

Organizations may also use and share your information to:

- Follow local, state, and federal laws.
- Keep you or others safe.
- Measure or improve services.
- Support research.
- Follow legal orders.



What does the Privacy Policy require?

In addition to following local, state, and federal laws, the Privacy Policy requires that organizations will:

- Only collect the information they need.
- Have a plan for keeping information in good order and deleting old data.
- Share the least amount of information needed to complete a task.
- Explain and share their Privacy Notice and Privacy Policy.
- Assist people who need help or translation, as required by law.
- Allow you to review and correct your information, and explain if your request is denied.
- Have a plan and train staff to handle questions, complaints, or a data breach.



What information needs consent to be shared?

Some organizations must get consent before sharing your information. This is because the information they collect is governed by a different set of laws.

Alameda County Homeless Management Information System (ACHMIS)

Agency Liaison Roles and Responsibilities

The Agency Liaison is the primary point of contact (PPOC) between the ACHMIS Agency and ACHMIS Lead. The ACHMIS Lead will have a close working relationship with the Agency Liaison to validate agency requests for ACHMIS changes. Agency Liaison is expected to be the PPOC between the ACHMIS lead and the agency roles described below.

Roles:

- ✓ Coordinator for ACHMIS privacy and security, and software training.
- ✓ Coordinator for Coordinated Entry (CE) training.
- ✓ Agency data quality coordinator.
- ✓ Coordinator for configuration changes to ACHMIS software.
- ✓ Ensure agency is in compliance with U.S. Department of Housing and Urban Development (HUD) and Continuum of Care (CoC) policies and procedures.

Responsibilities:

- ✓ ACHMIS training coordinator
 - Serves as a single point of contact to request training slots from the ACHMIS Lead.
 - Ensures that staff are scheduled for, and complete, software training, initial privacy and security training, and annual privacy and security training.
 - Ensures that users are not sharing accounts and not saving passwords on their machines.
 - Notifies ACHMIS Lead of staff departures no later than the last day of employment.
 - Conducts a monthly review of user activity and requests inactivation of licenses inactive more than 90 days.
 - Requests modification of user access privileges.
 - Notifies ACHMIS Lead immediately of any breach of data security.
- ✓ CE training coordinator
 - Request training slots from the CoC CE coordinator.
 - Ensures that staff are scheduled for, and complete, annual CE training.
 - Requests modification of user licenses to facilitate CE.
- ✓ Data quality coordinator
 - Attends monthly DQ review meetings with ACHMIS Lead.
 - Prepares monthly DQ reports with drill down reports, as necessary, for discussion.
 - Analyzes DQ shortcomings to identify workflow issues, policy revisions, training needs, and technical support needs.
 - Provides, or coordinates supplemental agency training for project variations.
- ✓ Configuration coordinator
 - Coordinates with ACHMIS Lead to ensure that projects are configured correctly.
 - Reviews project configuration for changes and updates.
 - Serves as a central contact with ACHMIS Lead for periodic reporting requirements.