



Homeless Management Information System (HMIS) Oversight Committee

Agenda

August 17, 2021

11:00 a.m.-1:00 p.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 | 11:00 – 11:05 |
| 2. HMIS Oversight Public Comment | 11:05 – 11:15 |
| 3. Data Flow – HMIS and Social Health Information Exchange (SHIE) | 11:15 – 11:35 |
| <ul style="list-style-type: none"> • Jennifer Martinez, Program Development Director
Alameda County Care Connect | |
| 4. Privacy and Security Policies | 11:35 – 12:05 |
| <ul style="list-style-type: none"> • Jessica Hanserd, Principal
Hanserd Health Solutions | |
| 5. Occupancy Report Follow-Up | 12:05 – 12:20 |
| <ul style="list-style-type: none"> • Patrick Crosby, ACHMIS Administrator
Alameda County Housing & Community Development (HCD) | |
| 6. Quality Data Plan | 12:20 – 12:30 |
| <ul style="list-style-type: none"> • John Noe, Information Systems Administrator
Alameda County Housing & Community Development (HCD) | |
| 7. Temporary HCD Work Plan | 12:30 – 12:45 |
| <ul style="list-style-type: none"> • Patrick Crosby, ACHMIS Administrator | |
| 8. Follow up: June 9 HMIS Meeting | 12:40 – 1:00 |
| <ul style="list-style-type: none"> • Agency Liaison participation: Record meeting or request from HCD a designee to attend on their behalf • Whole Person Care: Invite to September 2021 meeting to address questions regarding Privacy and Security Policies that arose in June 9 HMIS Oversight meeting. | |



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:

SBAR: HMIS Privacy & Security Refresh

August 10, 2021

S ituation	<p>On June 9, 2021, the HMIS Oversight Committee recommended approval of a HMIS Privacy Policy and an HMIS Security Policy. At the time, both were pending legal review. The privacy policy is based on a written consent model (verbal on an exception basis).</p> <p>In late July, legal counsel advised that we should allow for inferred consent as an option for circumstances where it isn't feasible to get express consent in advance of a situation. Examples given were for uses and disclosures required by law or to avert a serious threat to health or safety.</p>
B ackground	<p>HUD acknowledges three consent models (inferred, written and verbal) and leaves it to the discretion of each CoC to consider state and local laws and decide which to employ. Inferred Consent is the baseline requirement and a client's consent to release information is inferred from the privacy posting. Anything that is not disclosed in the Privacy Notice, requires written or verbal consent.</p>
A ssessment	<p>There are two items that are mandatory for inferred consent per HUD (see Mandatory section in attached decision diagram).</p> <ul style="list-style-type: none">• Client access to their information• Disclosures for oversight of compliance with HMIS Privacy and Security Standards <p>Based on the Privacy Policy reviewed on July 9th, all other disclosures would require written consent (or verbal on an exception basis).</p> <p>Counsel has presented the following alternatives:</p> <p>Alternative proposal A: Attempt to get <u>written</u> consent but allow <u>verbal</u> consent and <u>inferred</u> consent on exception basis.</p> <p>Alternative proposal B: Attempt to get <u>written</u> consent but allow <u>inferred</u> consent on exception basis.</p> <p>Alternative proposal C: Attempt to get <u>verbal</u> consent but allow <u>inferred</u> consent on exception basis.</p> <p>Alternative proposal D (original proposal): <u>Inferred</u> consent for all uses and disclosures in privacy notice if desired by CHO.</p>
R ecommendations	<p>HMIS Oversight Committee to</p> <ol style="list-style-type: none">1. Recommend which circumstances should allow for inferred consent (All, or see 1-9 in attached decision diagram) <p>Ensure model</p> <ul style="list-style-type: none">• Anticipates and avoids legal/risk issues• Promotes transparency and consumer control of their data

SBAR: HMIS Privacy & Security Refresh

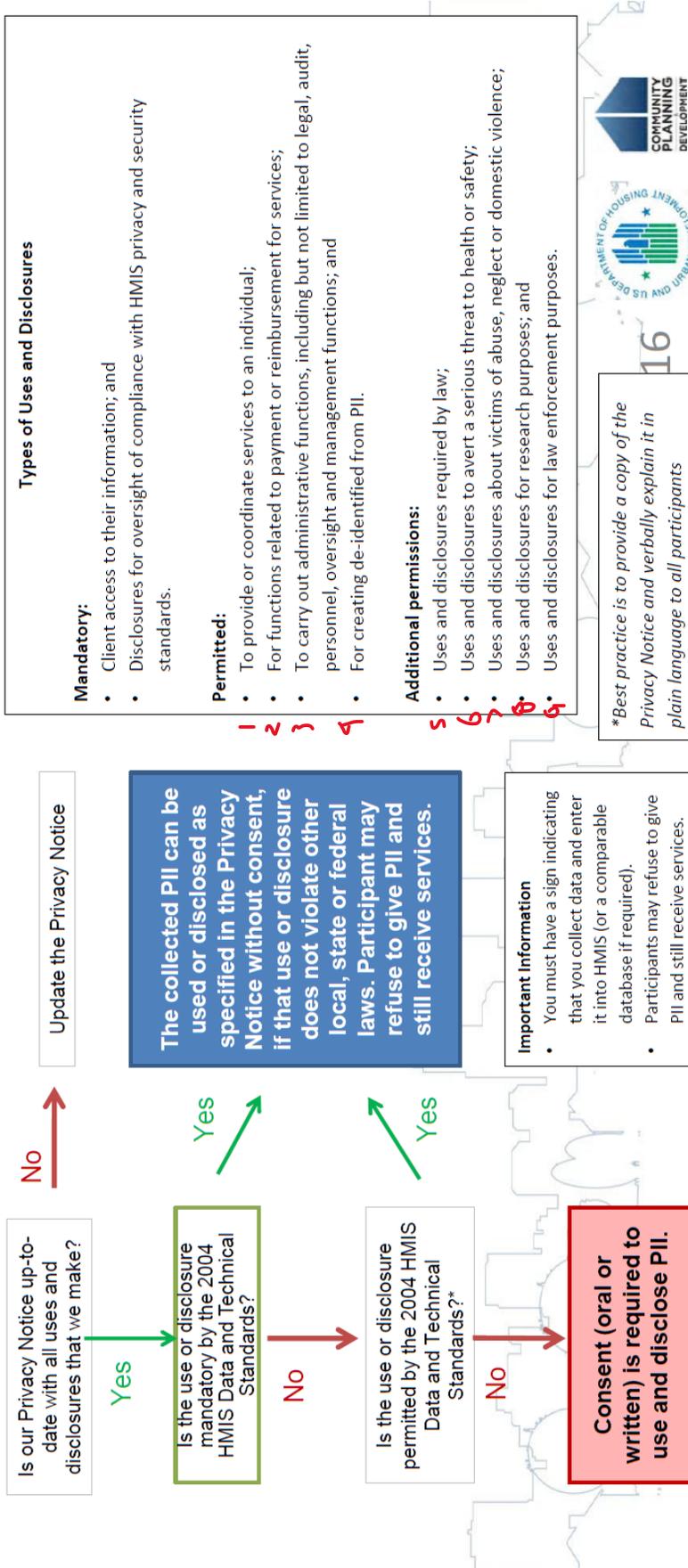
August 10, 2021

- Is easy to understand and act on for
 - Consumers
 - CHO staff
 - CHO management
 - CoC oversight

2. Consult the table below and recommend a reasonable period for the life of a written or verbal consent.

CoC	Consent Model	Consent Life
Chicago	written	7 yrs.
Contra Costa	written	10 yrs.
Detroit	written	2 yrs.
Los Angeles	written	5 yrs.
Sacramento	written	7 yrs.
San Diego	written	7 yrs.
San Francisco	Acknowledgement of HIPAA, written or verbal (All data treated as HIPAA data)	
Santa Clara	written	Write in expiration date

When is client consent needed to use/disclose information?



Types of Uses and Disclosures

Mandatory:

- Client access to their information; and
- Disclosures for oversight of compliance with HMIS privacy and security standards.

Permitted:

- To provide or coordinate services to an individual;
- For functions related to payment or reimbursement for services;
- To carry out administrative functions, including but not limited to legal, audit, personnel, oversight and management functions; and
- For creating de-identified from PII.

Additional permissions:

- Uses and disclosures required by law;
- Uses and disclosures to avert a serious threat to health or safety;
- Uses and disclosures about victims of abuse, neglect or domestic violence;
- Uses and disclosures for research purposes; and
- Uses and disclosures for law enforcement purposes.

**Best practice is to provide a copy of the Privacy Notice and verbally explain it in plain language to all participants*

