



**Homeless Management Information System
(HMIS) Oversight Committee
Meeting Notes**

**Tuesday, August 17th, 2021
11:00 a.m.-1:00 p.m.**

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 11:00 a.m. on August 17th, 2021 on Zoom by Mike Keller.

Present: Mike Keller, HMIS Oversight Committee Chair (East Oakland Community Project), Tunisia Owens (Family Violence Law Center), Nic Ming, HMIS Oversight Co-Chair, (Social Impact Wheel), John Noe, (HMIS Lead), Suzanne Warner (Health Care Services Agency), Patrick Crosby (HMIS Lead), Riley Wilkerson (Alameda County Housing and Community Development Department), Margaret Alfaro (Abode Services), Jonathan Russell (Bay Area Community Services)

EveryOne Home (EOH) Staff: Chelsea Andrews, Tirza White, Katie Haverly, Dorcas Chang

Absent: Josh Jacobs (City of Berkeley), Laurie Flores (City of Fremont)

Guests: Jessica Hanserd (Hanserd Health Solutions), Martha Elias (Health Care Services Agency)

- 1. Welcome** **11:00-11:05 AM**
 - Committee members introduced themselves.
 - The new Director of Research and Data Analytics at EOH, Katie Haverly, was introduced to the committee.

- 2. HMIS Oversight Public Comment** **11:05-11:15 AM**
 - No public comment

- 3. Data Flow – HMIS and Social Health Information Exchange (SHIE)** **11:15 – 11:35 AM**
 - Jennifer Martinez, Program Development Director Alameda County Care Connect, was not able to present at this meeting. HCSA requested that the item be moved to September.

4. Privacy and Security Policies

11:35 – 12:05 AM

- Jessica Hanserd (Hanserd Health Solutions) provided an update on the Privacy and Security policies and presented four alternative proposals of different types of consent for the Privacy Policy for the HMIS Committee to discuss.
- Suzanne Warner (HCSA) added that one consideration when looking at the different consent models is making sure it is understandable to providers staff while allowing transparency for consumers.
- Discussion/Questions:
 - Electronic signature is considered written consent.
 - County counsel wants to make sure it is not solely inferred consent and want consumer to have verbal and written consent as well.
 - One concern with verbal consent is whether front line staff will be able to do it reliably. Inferred consent could lead to grievances from clients. However, full written consent will take a lot of administration work to manage.
 - Jessica Hanserd (Hanserd Health Solutions) clarified that inferred consent is in the circumstances where there is no Release Of Information (ROI).
 - The private policy that was recommended in June by the committee does touch upon situations where there is a serious threat or involves law enforcement because it mirrors the HUD regulations.
 - Chelsea Andrews (Executive Director) suggested that where we want to ensure consent is in places where consumers have the ability to weigh in compared to situation where consent is required by the law.
 - Mike Keller (EOCP) commented that it seems confusing to look at verbal and inferred consent as separate things and suggest doing written with an inferred exception for simplicity.
 - Mike Keller (EOCP) commented that consent for academic research seems like something people could have more choice over and not a high priority.
 - In response to Jonathan Russell (BACs) question about the impacts of changing academic research piece on accessing the system wide data, Jessica Hanserd (Hanserd Health Solution) answered that everyone will have written or verbal consent anyway so that will cover the research purposes. However, you won't be able to move forward with research without consent. Overall, it seems like a small impact.
 - Jessica Hanserd (Hanserd Health Solution) clarified we are moving away from combining the Whole Person Care consent with the HMIS consent and have two different forms.
- Based on HMIS Oversight's discussion, Jessica Hanserd recommended that the two mandatory situation and the four additional permissions situations will fall into the referred category (not including the research purposes situation) and everything else would require written consent or verbal one exceptions. **EOH will send her recommendation to the HMIS Committees in an email for them to react to it by COB Monday, August 23rd.**
 - The revised plan will come back to HMIS Oversight Committee for a vote at September's meeting.

5. **Occupancy Report Follow-Up** 12:05-12:20PM

- Patrick Crosby (HMIS Lead) presented the Occupancy Report and asked for feedback on what information the committee would like to see from the HMIS Lead.
- Patrick Crosby (HMIS Lead) stated that the HMIS Lead wants to start reviewing the Occupancy Report ahead of time so they can be ready for the Point in Time (PIT) Count and the Housing Inventory Count (HIC) submission.
- The report shows that there are projects with high counts and low occupancy, and they want to focus on turning those around.
- Patrick Crosby (HMIS Lead) recommended that the committee should look at the data from the first of the month in the quarter, have the committee decide how frequently they want to have it come before them, and outreach to agencies ahead of time to see if they want to make any changes before it goes to the committee.
- Some reason why the PIT count is higher than the bed count could be the agency's inventory is wrong, over-leasing for RRH and PSH that are tenant based, etc.
- Patrick stated that they are looking at agencies that consistently stand out with their data.
- For support, Patrick asked the committee to communicate to agencies that have data issues to address their data and manage their occupancy better. The HMIS Lead has communicated regularly to those agencies with the concerning data but they have not received any responses.
- For next steps, the HMIS Lead will bring the occupancy report with the data from July 1st, 2021, to the September committee meeting. The committee will look at the top agencies with the most concerning data.

6. **Quality Data Plan** 12:20-12:30PM

- The HMIS Lead did not have opportunity to update the data quality plan.
- HMIS Oversight Committee agreed to place the quality data report on September's agenda for review with the occupancy report to look at agencies that have data issues. The committee will decide how frequent they need to review both reports at that meeting.

7. **Temporary HCD Work Plan** 12:20-12:30PM

- Patrick Crosby (HMIS Lead) presented the HCD team work plan to the committee. He went over what they plan to do with Coordinated Entry, trainings, communications, onboarding and licenses, data integration, analysis, and reporting, and project and services setup, HUD NOFA Continuum of Care (CoC) and PIT support,
- Jonathan Russell (BACS) asked if there is enough data in the housing and crisis queues to do important analysis on how the new prioritization is working.
 - i. Suzanne Warner (HCSA) answered that there is talk that Focus Strategies will do the testing on the performance of the assessment tools in the fall once there is enough data in the queues.
 - ii. There may be communication coming out soon about the timeline.

8. Follow up June 9 HMIS Meeting

12:40 – 1:00

- Tirza White (Senior Director of Performance Improvement and Data Analytics) shared tentative schedule for September meeting and asked committee for input.
- Suzanne Warner (HCSA) clarified that Jennifer Martinez's presentation on the data workflow is the same as the Whole Person Care agenda item. If people have questions related to the data sharing between HMIS and SHIE, they can send them to Jennifer so she is prepared to bring in a more detailed presentation in September.
- Suzanne Warner (HCSA) will also let Jennifer Martinez know to give an update on the data side of CalAIM in September.
- Patrick Crosby (HMIS Lead) added that there is a distinction between the Data Quality Plan and the Quality Data Action Report. Both need to be reviewed.

Submitted by: Dorcas Chang**Reviewed by: Tirza White**

Submitted By: Dorcas Chang

Reviewed By: