



HMIS Oversight Committee Agenda
February 9, 2022
9:00 a.m. – 11:00 a.m.

Join [Zoom Meeting](#)
Phone: 669 900 6833
Meeting ID: 871 7289 8029

Meetings are public. Homeless and formerly homeless Alameda County residents are especially 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 (Mike Keller) | 9:00 – 9:05 |
| 2. Approval of Meeting Minutes, 1/12/22
<i>Action Item</i> | 9:05 – 9:10 |
| 3. HMIS Oversight Public Comment | 9:10 – 9:15 |
| 4. January HUD CoC Meeting: HUD CoC/HMIS Lead MOU & HMIS OC Workplan (Nic Ming & Tirza White)
<i>Action Item</i> | 9:15 – 9:35 |
| 5. Data Quality Action Plan (John Noe & Nic Ming) | 9:35 – 10:05 |
| 6. HMIS Lead Monitoring (Mike Keller & Tirza White) | 10:05 – 10:20 |
| 7. Point-in-Time Count (Patrick Crosby)
<i>Update</i> | 10:30 – 10:40 |
| 8. Longitudinal Systems Analysis (LSA) Report (Patrick Crosby)
<i>Update</i> | 10:40 – 10:50 |
| Proposed items for March 9 meeting | 10:55 – 11:00 |
| <ul style="list-style-type: none">• System Performance Measures• HMIS Lead Monitoring• Privacy & Security Policies• Data Quality• PIT Count | |

- HMIS/COC
GOVERNANCE MOU

HMIS Lead Responsibilities for HMIS Oversight

- Staff HMIS
- Ensure participation of CoC/ESG funded projects
- Develop policies and procedures (review/update annually)
- Execute participation agreement with CHOs; monitor & enforce compliance
- Serve as applicant for HUD funds
- Provide reports, technical assistance and training
- Review DQ monthly; take corrective action
- Solicit HMIS user feedback
- Develop communication plan
- Develop annual work plan

- **HMIS Lead Monitoring:** Tool expansion and implementation
- **Data Quality (25-30%):** Action plan (annual), Data Quality & Occupancy Reports (monthly). Recommend QI plan to HUD CoC. Take corrective action to monitor and enforce compliance. Customize Clarity: increase equity analyses capacity; add capacity to meet needs for CoC changes. Training and User Group Meetings
- **Privacy & Security Policies**
- **Develop Communication Plan**
- **Applicant for HUD Funds**
- **Longitudinal System Analysis report (LSA), Point-in-Time Count (PIT), Housing Inventory Count (HIC), and System Performance Measures (SPM)**

HMIS Lead 2018

HMIS Lead 2021-22

HMIS Oversight Committee: 2022 Two-Tier Responsibilities

- **HMIS Lead Monitoring:** Tool expansion and implementation
- **Data Quality (25-30%):** Action plan (annual), Data Quality & Occupancy Reports (monthly). Recommend QI plan to HUD CoC. Take corrective action to monitor and enforce compliance. Customize Clarity: increase equity analyses capacity; add capacity to meet needs for CoC changes. Training and User Group Meetings
- **Privacy & Security Policies**
- **Develop Communication Plan**
- **Applicant for HUD Funds**
- **Longitudinal System Analysis report (LSA), Point-in-Time Count (PIT), Housing Inventory Count (HIC), and System Performance Measures (SPM)**

Primary

- Ensure participation of CoC/ESG funded projects
- Execute participation agreement with CHOs; monitor & enforce compliance
- Solicit HMIS user feedback

Secondary

**HMIS Oversight Committee
2021-2022 Workplan**

Month	Agenda Item	MOU Item
October	Review Privacy and Security policies	3b
	Review 2021-22 Work Plan	3a
	Longitudinal System Analysis (LSA) report	3c
November	Review 2021-22 HMIS OC Work Plan	3a
	Review HUD CoC and HMIS Lead MOU	2d
	Longitudinal System Analysis (LSA) report	3c
January	Data Quality: Data Quality and Occupancy Reports	3c
	LSA Report	3c
	Privacy and Security Policy update	3b
	Update on PIT/HIC	3b
	HMIS OC Work Plan and MOU	2d
February	Data Quality: Action Plan	3c
	Longitudinal System Analysis (LSA) report	3c
	PIT Count	3b
	HMIS Lead Monitoring	3c
	HMIS OC Workplan and MOU	3a
March	Data Quality: Data Quality and Occupancy Reports	3c
	HMIS Lead Monitoring update	3c
	Privacy and Security Policy update	3b
	PIT Count	3b
	System Performance Measures	3b
April	Data Quality	3c
	HMIS Lead Monitoring update	3c
	Training Materials	3c
	Communication Plan	3b

May	Data Quality	3c
	System Performance Measures	3b
	HMIS Lead Monitoring	3b
	Training Materials	3c
June	Data Quality	3c
	Communication Plan	3b
	Governance	3b
	HMIS Lead Monitoring	3b
August	Data Quality	3c
	Communication Plan	
	Governance	3b
	System Performance Measures	3b
September	Data Quality	3c
	Governance	3b
	Communications Plan	3b
	Privacy & Security Policies	3b

2022 Alameda County Homeless Management Information System (ACHMIS)

Data Quality Action Plan

Data Quality Areas: Timeliness, Completeness, Accuracy

The reasons why data quality is important are many, including but not limited to:

- Requirements based on funding the CoC receives
- Data quality, or lack thereof, can directly affect the funding opportunities for providers
- Accurate reporting for local, state, and federal funding
- The ability of the CoC and its providers to tell the story of homelessness as realistically and completely as possible
- The data entered into HMIS directly affects clients through the Coordinated Entry process and may determine service eligibility

Action Step Needed	Staff to be Involved	Staff Responsible	Timeline for action	Notes
Review Action Plan	John Noe	John Noe	February – March 2022	HMIS OC workgroup will meet to discuss expansion vs. focus on specific data quality issues
Review Agency Liaison roles and responsibilities	Patrick Crosby, ACHMIS Administrator, will circulate roles and responsibilities of an Agency Liaison	Oversight Committee (OC) will review, discuss, and finalize the Agency Liaison roles and responsibilities	March 2022	HMIS OC workgroup will review
Identify Agency Liaison	Agency Staff will identify an Agency Liaison and	John Noe, ACHMIS DQ Lead, will	March 2022	

2022 Alameda County Homeless Management Information System (ACHMIS)

Data Quality Action Plan

Action Step Needed	Staff to be Involved	Staff Responsible	Timeline for action	Notes
	provide contact information to ACHMIS staff at hmissupport@achmis.org . Agency Staff will identify replacements upon departure of a liaison	develop and publish a roster of Agency Liaisons		
Convene and Train Agency Liaisons	John Noe	John Noe	April 2022	Begin gathering of Liaisons for training on reports and expectations. Develop schedule for monthly meetings.
Generate Agency Data Quality (DQ) Reports	Agency Liaisons will generate the reports and ensure that they accurately reflect the agency's performance.	DQ Lead will collect and review reports	Continuing as part of the (HMIS OC) or Data Quality Meeting	
Identify agencies not meeting DQ standards	Agency Liaisons with measures that are out of tolerance will identify projects	DQ Lead will work with Liaisons to identify out of tolerance agencies	Monthly as preparation for User Group review	

2022 Alameda County Homeless Management Information System (ACHMIS)

Data Quality Action Plan

Action Step Needed	Staff to be Involved	Staff Responsible	Timeline for action	Notes
Obtain explanation for not meeting DQ standards	Liaisons will provide explanations of issues causing non-compliance	DQ Lead will collect issues, analyze for trends and report to Oversight Committee (OC) as needed	HMIS Oversight Committee workgroup and User Meetings review	Quarterly as preparation HUD CoC Committee review
Identify plan to improve DQ	Liaison will develop a plan for improving DQ at the project level; may seek support from ACHMIS staff; identify training needs	DQ Lead will identify systemic issues; propose policy changes or clarifications; improve training curriculum; propose workflow changes or provide process clarification	Monthly bring change proposals to OC; provide process clarification to user community; emphasize workflow issues causing DQ problems Quarterly highlight improvements	
Identify technical support needs	Liaisons identify projects needing focused TA	DQ Lead provide or facilitate additional hands-	As needed coordinated use of training facility;	Goal is to use proposed modularized Learning Management

2022 Alameda County Homeless Management Information System (ACHMIS)

Data Quality Action Plan

Action Step Needed	Staff to be Involved	Staff Responsible	Timeline for action	Notes
or retraining opportunities		on support to staff in coordination with Liaison	Hands-on facilitated training by ACHMIS staff; Supervised workflow compliance	System tools to retrain aspects of workflow
Disseminate process improvement or process changes widely	Liaisons identify process issues needing improvement, suggest process changes	DQ Lead gather, synthesize, and present process recommendations to OC; OC consider changes and taken action to approve, deny, or postpone changes; DQ Lead process OC action and publish process changes appropriately	Monthly User Group session will discuss recommendations to provide feedback to OC; OC will review, discuss, and take action on proposals; DQ Lead will incorporate changes into workflow training and publish	Resources will be updated and maintained on the HMIS Support Portal as identified on the ACHMIS website: http://acgov.org/cda/hcd/hmis/materials.htm

2022 Alameda County Homeless Management Information System (ACHMIS)

Data Quality Action Plan

Action Step Needed	Staff to be Involved	Staff Responsible	Timeline for action	Notes
Publish system performance reports	Liaisons will prepare agency level reports, review reports, certify that they accurately reflect agency performance, and forward them to DQ Lead by deadlines; Liaisons will include their findings for areas out of tolerance	DQ Lead will prepare system-wide report, synthesize and incorporate agency findings, and provide reports to OC by deadlines	revisions to the user community Quarterly OC will review system-wide reports highlighting areas of improvement and reviewing plans for improving areas out of tolerance	OC will determine at which point reports will be made public

Process:

1. Review in February HMIS OC prep session
2. Present for feedback in March 9 HMIS OC meeting
3. Finalize/approve in March HMIS OC prep session
4. Present for approval March/April HUD CoC meeting

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.