



HMIS Oversight Committee Meeting

Agenda

May 11, 2022

9:00 a.m. – 11:00 a.m.

Meetings are public. Alameda County residents with lived experience of homelessness 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.

Attendance: Alex Baker (HMIS), Jonathan Russell (BACS), Josh Jacobs (City of Berkeley), John Noe (HMIS), Nic Ming (Social Impact Wheel), Mike Keller (EOCP), Suzanne Warner (HCSA)

Public: Trea McCrohan

EveryOne Home staff: Katie Haverly (Director of Research and Data Analytics), Dorcas Chang (Operations Manager), Chelsea Andrews (Executive Director)

- 1. Welcome** (Mike Keller) **9:00 – 9:05**
- 2. Approval of Meeting Minutes, 4/13/22** (Mike Keller) **9:05 – 9:10**
Action Item
 - A. Mike Keller (EOCP) made the motion to approve the meeting minutes. Jonathan Russell (BACS) seconded.
 - a. 4 approved. 0 abstained. 0 opposed**
 - b. Motion passed.**
- 3. HMIS Oversight Public Comment** (Mike Keller) **9:10 – 9:15**
 - a. Trea McCrohan shared about her experience with homelessness and ask the committee for assistance.
 - i. Nic Ming (Social Impact Wheel) will follow up in the next 24-48 hours and help her reengage with Jose Rios from housing voucher program.
- 4. Privacy and Security Policies** (HMIS TEAM) **9:15 - 9:30**
Update
 - a. Alex Baker (HCD) shared that at the next HMIS Oversight Committee in June, the HMIS team plans to present a timeline and gather input on communication to the provider community.
 - b. There will be a workgroup meeting on privacy and security on May 24th from 1pm to 2pm.
- 5. Work Group Update** (Katie Haverly/Nic Ming/Mike Keller): **9:30 – 10:00**
 - a. The committee agreed that the workgroup will meet weekly on Thursdays from 1pm to 2pm starting on May 19th.
 - b. Katie Haverly (Director of Research and Data Analytics) gave an update on ICF TA support and reminded the group of the items to work on (Data Quality Action Plan,

6. Review of Funder Liaison Role (Nic Ming)

10:00 - 10:15

Update and Action Item

- a. Nic Ming (Social Impact Wheel) reported the work from the workgroup. The work there led to the HMIS Funder Liaison Description and FAQs 5/2/2022 document.
 - The document includes a description of what the funder liaison does, who the person is, and comment of how the role will function, and who the contact is on the HCD team.
- b. Nic Ming (Social Impact Wheel) asked the committee to consider giving them the approval to pilot the position through existing funders. Nic Ming (Social Impact Wheel) provided suggestions on ways to get funders to volunteer for the pilot.
 - Nic Ming (Social Impact Wheel) suggested sending this out to volunteers and inviting them to a special session to field questions and look to have a rollout over the next few months working alongside the agency liaison and HMIS lead team.
- c. Nic Ming (Social Impact Wheel) asked for a vote on approving the draft and moving forward with establishing and implementing this role of funders and piloting this role.
- d. Johnathan Russell (BACS) commented that for it to function well, it is critical for there to be a clear delineation of where the HMIS lead is as a point of contact to provide information and where the funders liaison is. Having two parallel channels of communication can be confusing. He suggested that for the pilot, the funder liaison should be really trained up with as much clarity on all that they need to know about data and accessing and having clarity on what they do and what the HMIS lead does.
- e. **Jonathan Russell (BACS) made motion to approve the document as drafted and pilot the role. Mike Keller (EOCP) seconded.**
 - **4 approved. 0 abstained. 0 opposed.**
 - **Motion passed.**
- f. The committee agrees to include City of Berkeley, City of Oakland, Health Care Services Agency (HCSA), Housing and Community Development (HCD), and City of Fremont in the pilot group. Mike Keller (ECOP) and Nic Ming (Social Impact Wheel) will reach out to them on behalf of the HMIS Oversight Committee to invite them to the next HMIS Oversight meeting.
- g. A potential discussion for the next working group is working on the details for orientation and procedure.

7. Policy for closing out HMIS tickets for latent response (John /Alex)

10:15 – 10:30

Discussion and Action Item

- a. Alex Baker (HMIS) asked for input from HMIS Oversight committee on what the discussion has been, feedback and input, and recommendation.
- b. The Oversight Committee discussed the type of ticket. HMIS team clarified that the tickets are nonresponsive and nonengaged.
- c. The Oversight Committee discussed what timeframe the ticket should be closed out and suggested that tickets can be reopened later on.
- d. **Nic Ming (Social Impact Wheel) made a motion to implement closing out HMIS tickets that are nonresponsive and nonengaged after 30 days. Mike Keller (EOCP)**

seconded.

- **4 approved. 0 abstained. 0 opposed**
- **Motion passed.**
- e. Mike Keller (EOCP) added that HMIS team can bring up recommendations for another time frame if needed. HMIS team can provide a check-in about the policy in three months.
- f. The HMIS team will talk about the policy conceptually at the user group meeting and decide if they want to provide more information afterwards. They also suggested creating a ticket cancellation tips and best practices.

8. Agency Onboarding (John Noe)

10:30 - 10:55

Discussion

- a. Katie Haverly (Director of Research and Data Analytics) asked for feedback on the agency onboard form.
- b. Suzanne Warner (HCSA) suggested adding a question about whether HMIS is a funding requirement and making that clear.
- c. Nic Ming (Social Impact Wheel) suggested adding who from the funder is responsible for the data and program.
- d. The committee discussed making some questions green light.
 - Question 6 and 11 should be green light
 - Please describe how HMIS will support services dedicated to those who experience homelessness should be combined with question 8.
 - HMIS funding requirement question should be green light
 - Greenlight question should be moved to the top to make it easier for HMIS staff.
 - Greenlight may be a yes to any of these questions but not necessarily all
- e. For next steps, Katie Haverly will rework the form and the procedure for processing requests based on the group's feedback today and share in the workgroup for refinement. It can be finalized at the next HMIS Oversight Committee meeting.
- f. Nic Ming (Social Impact Wheel) asked the committee to consider that agencies establish a data liaison as part of the application.

Proposed items for June 8 meeting (Mike Keller)

10:55 – 11:00

- a. Mike Keller (EOCP) went over the topics for next meeting.
 - Update on workgroup
 - Review PIT/HIC data
 - Review data quality and occupancy reports
 - Privacy and security policy updates/discussion
 - User Group Meetings
 - Review/update training curriculum
 - Review HMIS Lead Work Plan Progress
- b. The committee decided that there will be a special meeting at the end of June for piloting the funder data liaison role. One of the hourly workgroup meetings could be a potential time.