



HMIS Oversight Committee Meeting
MINUTES
June 8, 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: Mike Keller (EOCP), Alex Baker (HMIS), John Noe (HMIS), Tunisia Owens (Family Violence Law Center), Michelle Ogburn (Abode Services), Suzanne Warner (Alameda County Health Care Services Agency), Nic Ming (Social Impact Wheel), Jonathan Russell (Bay Area Community Services),

Public: Carina Lieu

EveryOne Home Staff: Katie Haverly (Director of Research and Data Analytics)

- 1. Welcome (Mike Keller) 9:00 – 9:05**
 - a. Mike Keller (EOCP) welcomed the committee.

- 2. Approval of Meeting Minutes, 5/11/22 (Mike Keller) 9:05 – 9:10**

Action Item

 - a. Mike Keller (EOCP) made a motion to approve the minutes, Jonathan Russell (BACS) seconded.**
 - Mike Keller- Yes
 - Jonathan Russell- Yes
 - Nic Ming- Yes
 - Michelle Ogburn – Yes
 - Motion passed.

- 3. HMIS Oversight Public Comment (Mike Keller) 9:10 – 9:15**

No public comment

- 4. Privacy and Security Policies (HMIS TEAM) 9:15 - 9:30**

Update

 - a. Alex Baker (HMIS) gave an update that the goal is for the privacy and security policies to be uploaded by the end of July. This is an update, not something new.
 - b. BITFocus has said that it's very hard to update the software.
 - c. Suzanne Warner (HCSA) added that there are five threshold languages that are used for

HMIS translation.

5. Work Group Update (Katie Haverly/Nic Ming/Mike Keller): 9:30 – 9:45

July Workgroup meetings

- a. Katie Haverly (Director of Research and Data Analytics) gave an update. The Workgroup meets every week, Thursdays at 1 pm.
- b. People are welcome to join. The group is pushing through Agency on-boarding policy.
- c. HMIS lead monitoring is up next for review.
- d. The hope is that they are developing long lasting policies that will benefit the system.
- e. Workgroups will meet through July.

6. Pilot of Funder Liaison Role (Nic Ming) 9:45 - 10:00

Update and Action Item

- a. Nic Ming (Social Impact Wheel) presented a tentative draft of the funder liaison role document. Once we have a plan fleshed out, we can begin outreach to identified funders. The idea is that the funder liaison role will help accountability in data/data quality.
- b. Katie Haverly (Director of Research and Data Analytics) mentioned that there is no Data Quality Plan item on the agenda.
- c. Michelle Ogburn (Abode Services) asked where this role is - from the funders or county?
 - a. Nic Ming (Social Impact Wheel) responded that this person is from the funder side.
- d. Michelle Ogburn (Abode Services) shared that she is deeply supportive of this idea and more coordination and consolidation on the data/reporting requirements.
- e. Jonathan Russell (BACS) led discussion amongst the group on the challenges facing the system around data/reporting requirements and why these data management improvements are so needed.
- f. *Suzanne Warner (HCSA) commented about the HHAP funding reporting requirements from the state.*
 - a. *Nic Ming (Social Impact Wheel) asked if the state could/would listen to the funder liaisons about feedback regarding data.*
 - b. *Suzanne Warner (HCSA) responded that it's likely not possible that the state would be able to be a helpful partner given the timeline.*
- g. Katie Haverly (Director of Research and Data Analytics) asked if we can ask providers what are the common reporting requirements from funders? Can we develop a 2 page FAQ for funders? How do we maximize this opportunity for collaboration?

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

10:00 – 10:10

Update

- a. Alex Baker (HMIS) updated the group that that 30 days would be the cap for closing out tickets and that the workgroup is finalizing the policy and then putting it forth for approval.

8. Agency Onboarding Questionnaire, Policy and Data Security (John Noe)

10:10 - 10:30

Update and Action Item

- b. Katie Haverly (Director of Research and Data Analytics) presented the document that they are working for the policy of who should be onboarded and who shouldn't. She reviewed the HMIS processing eligibility criteria with the group.
- c. Mike Keller (EOCP) suggested that a regular monthly agenda item to discuss this would be helpful.
- d. The committee decided to keep the 3 month application process for HMIS access. Applicants have to share what they plan to do with the data. There is a grievance procedure for those who are denied and believe they should have access.
- e. There is a need to clarify the approved uses of HMIS so that this is clear to Applicants.
- f. NO ACTION TAKEN

9. User Group Meeting (John /Alex)

10:30 – 10:35

Update

- a. ITEM NOT HEARD

10. Review PIT Count Data (Katie)

10:35 – 10:45

Update and Discussion

- b. ITEM NOT HEARD

11. Coordinated Entry Evaluation Update

10:45 – 10:50

Update

- c. ITEM NOT HEARD

12. Upcoming HMIS OS Committee Reporting to Other Committees 10:50 - 10:55

Data Quality Action Plan – HUD CoC Committee

- d. Katie Haverly (Director of Research and Data Analytics) presented the DQAP document to the group and asked for feedback.
- e. The five pillars in the document are from HUD. We have been working on this for months and we will be sharing it with the HUD CoC meeting on June 27th for their approval.
- f. There is a need for a process outline document to go along with the Data quality plan - about how the plan is operationalized by HMIS Lead with agencies, Agency Liaisons and the piloted Funder Liaisons.
- g. Michelle Ogburn (Abode Services) made a motion to approve the plan, Mike (EOCP) seconded.
 - a. Michelle – Yes
 - b. Suzanne – Yes
 - c. Mike – Yes
 - d. Jonathan – Yes
 - e. Tunisia – Yes
 - f. Nic – Yes
 - g. Motion passed.

Proposed items for August 10 meeting (Mike Keller)

10:55 – 11:00

- Update on HMIS workgroup and ICF TA
- Review data quality and occupancy reports
- Review/update/finalize training curriculum
- Review HMIS Lead Work Plan Progress

- Review/update Communications Plan

Oakland, Berkeley, Alameda County CoC Committee Charters [Discussion Draft]

Purpose

The purpose of this document is to clarify roles and responsibilities¹ of the CoC's new committees, such that:

- 1) the Nominations Committee has a clearer understanding of the expertise and perspectives needed for each committee as they move forward with recruitment, and
- 2) individuals applying for committee appointment have a clearer understanding of the work that will be expected of them in the months/years ahead.

Work Plan Development

This document is intended to outline high-level roles and responsibilities. Once each committee is seated, it will be asked to develop a work plan that translates how it will fulfill the general roles and responsibilities as outlined in its charter, including frequency of meetings, sequencing of work throughout the year, interim milestones and action steps, any anticipated timing of deliverables or recommendations that will be submitted to the leadership board for approval or adoption.

Committee Membership

The existing Board Charter indicates that committees will have 11-13 members, with co-chairs being selected by committee membership. The Transition Committee is recommending that the Board increase committee seats to 15 members to allow adequate representation from cities and unincorporated areas throughout the county. This recommendation will be included as part of the track-changes version of the charter submitted in August.

Accordingly, the membership guidelines included in the charters in this document include 15 members. However, these are just guidelines, and it is acknowledged that one person could represent two different categories (e.g., an individual representing a service provider might also have lived experience). Additionally, as outlined in the Charter, no agency/organization may have more than one voting member on a committee, so to the extent that any of the roles identified in the charters are from the same agency, the agency would have to identify a single voting member. For these reasons, committees may have less than 15 members, but should always have an odd number of members to support decision-making.

¹ As the Transition Committee thought through implementation of the new governance model in detail, it became apparent that some clarifications and modifications may be helpful to promote clearer boundaries between committees and support more effective committee function moving forward. Accordingly, this document includes some updates from the vision laid out in the Board Charter. A track-change version of the Board Charter will be provided to highlight these changes.

CoC Standards, Compliance, and Funding Committee

Purpose/Mission

The purpose of the CoC Standards, Compliance, and Funding Committee will be to support preparation of applications for CoC funding and support the Leadership Board is fulfilling its obligations as outlined in HUD's CoC Program Interim Rule at [24 CFR 578.7](#) and as detailed below under Activities, Duties, and Responsibilities.

Standing Subcommittees*

- 1) NOFO Subcommittee
- 2) HMIS Oversight Subcommittee

*Other subcommittees or ad hoc work groups may be established by the committee as members determine appropriate.

Recommended Membership (13-15 Members)

- (1) Representative of Home Together Lead Agency (responsible for planning, funding alignment, reporting, etc.)
- (1) Representative of the CoC's Collaborative Applicant
- (1) Representative of the CoC's HMIS Lead Entity
- (3) Representatives of cities within Alameda County
- (1) Representative from the unincorporated areas within the county
- (5) Community members with lived experience (representing different subpopulations)
- (3) Service provider representatives operating programming in the CoC (representing different target populations and different types of programming)

Desired Subject Matter Expertise

Appointees to this committee would ideally have expertise in one or more of the following areas:

- Homeless services and supportive housing best practices
- HUD Continuum of Care Regulations and Requirements
- Federal contracts/grants administration
- Compliance Monitoring Methods and Protocols
- Homeless Management Information System (HMIS) or other IT System Design and Administration
- Data Quality, Privacy, and Security Protocols

Roles & Responsibilities

- Design and implement a collaborative process for preparing the CoC application to HUD (and other special purpose HUD NOFOs), including establishing funding priorities aligned with the community's strategic plan, establishing a framework for rating and ranking projects to be used by the NOFO Subcommittee, and helping prepare content for and providing feedback on Exhibit One.*

- Seat non-conflicted Appeals Panel to review, decide, and act on rating and ranking appeals relative to the HUD CoC application.*
- Coordinate with the System Impact committee to identify poor performers and determine how to use that information in rating and ranking/allocation decisions.
- Provide feedback on/adoption of written standards for CoC assistance (development to be led by Collaborative Applicant and ESG Recipients).*
- Provide feedback on/approval of CoC and ESG project monitoring protocols (development to be led by Collaborative Applicant and ESG Recipients).
- Develop evaluation tool and conduct annual review of the Collaborative Applicant in fulfillment of its duties as outlined in MOU with Leadership Board.
- Provide feedback on/approval of HMIS policies related to data quality, privacy, and security (development of policies to be led by HMIS Lead). *[HMIS Subcommittee]**
- Develop evaluation tool and conduct annual review of the HMIS Lead in fulfillment of its duties as outlined in MOU with Leadership Board. *[HMIS Subcommittee]**
- Serve as forum for identification of system-level trends/challenges, collaborative problem solving, and desired HMIS system enhancements *[HMIS Subcommittee]*
- Track and monitor implementation of any racial equity objectives established by the Committee relative to the domain of the committee (e.g., conduct outreach and facilitate inclusion of BIPOC-led organizations in funding opportunities).

* = required by HUD Continuum of Care regulations

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System Impact Committee

Purpose/Mission

The purpose of the System Impact Committee is to monitor progress against the Home Together Plan, including regular review of system-level and provider performance to support more rapid identification of emerging trends and needed changes to policy and programming. The committee will also be responsible for monitoring actual system performance against the assumptions used in the Home Together system modeling to support updates to the plan as needed.

Standing Subcommittees

To be determined by committee if/when additional support is needed

Membership (13-15 Members)

- (1) Representative of Home Together Lead Agency
- (1) Representative of the CoC's HMIS Lead Entity
- (3) Representatives of cities within Alameda County
- (1) Representative from the unincorporated areas within the county
- (5) Community members with lived experience (representing different subpopulations)
- (3) Service provider representatives operating programming in the CoC (representing different target populations and different types of programming)
- (1) Private sector representative (e.g., business, philanthropy, university, research/think tank)

Desired Subject Matter Expertise

Appointees to this committee would ideally have expertise in one or more of the following areas:

- Homeless services and supportive housing best practices
- Systems change/change management
- Data analytics and reporting
- Quality Improvement approaches
- Point in Time methodology or other sampling and survey methodologies
- Nonprofit capacity building

Roles & Responsibilities

- Point in Time Count
 - Provide input on Point in Time Count methodology*
 - Serve as forum for reviewing PIT results, discussing implications, and recommending framing for reporting to Board and public
- System Performance Management
 - Provide input on Home Together Performance Management Framework (measures, timeline for review, etc.); updated as needed

- Review system performance at agreed upon intervals; monitor for any emerging trends and report issues/recommendations to Leadership Board as appropriate
- Track and monitor racial equity targets
- Track investments in the plan
- Monitor spending & lease-ups rates
- Support development of annual Home Together progress report
- Provider Performance Improvement:
 - Support development of provider scorecards
 - Review provider level performance at regular intervals (2-3x/year)
 - Share information on provider performance with CoC Standards, Compliance, and Funding Committee to inform funding decisions
 - Design Quality Improvement (QI) initiative to support poor performing programs
- Monitor/make recommendations regarding provider capacity building needs to position community to be prepared to absorb/administer new resources
- Providing input to local government recipients of federal and state funding on priorities and allocations to support alignment with the community's strategic plan.*
- Track and monitor implementation of racial equity objectives established by the Committee relative to the domain of the committee.

Additional roles listed in Board Charter [for discussion with Transition Committee]:

- Adopt standards of care and guiding principles*
- Ensure the effective operation of a HMIS system in collaboration with HMIS Lead; monitor the HMIS system to ensure it meets HUD requirements and overall system performance needs*
- Report HMIS data at least twice annually to Leadership Board, with all data disaggregated by race and ethnicity*
- Provide policy oversight for Coordinated Entry related to prioritization with Coordinated Entry Management Entity*

Outreach, Access, and Coordination Committee

Purpose/Mission

The purpose of the Outreach, Access, and Coordination Committee is to ensure that people experiencing homelessness receive available services tailored to their individual needs, and that the system offers welcoming and effective points of engagement. The committee will coordinate, monitor, and improve the quality and effectiveness of outreach, coordinated entry and other services that connect people to the homelessness response system and mainstream or other community services.

Standing Subcommittees

To be determined by committee if/when additional support is needed

Membership (13-15 Member)

- (1) Representative of Alameda County Office of Homeless Care and Coordination
- (1) Representative of County Social Services Agency or other county agency representing access points
- (3) Representatives of cities within Alameda County
- (1) Representative from the unincorporated areas within the county
- (5) Community members with lived experience (representing different subpopulations)
- (4) Service provider representatives operating programming in the CoC (representing different target populations and different types of programming)

Desired Subject Matter Expertise

Appointees to this committee would ideally have expertise in one or more of the following areas:

- Coordinated entry policy, procedures, and best practices
- Street outreach and daytime-drop in programs
- Emergency shelter services
- Parallel systems (e.g., returning citizens, behavioral health, domestic violence)
- Supportive housing case management and housing navigation services

Roles & Responsibilities

- Provide oversight and support for the continuum's coordinated entry implementation, including:
 - Feedback on/adoption of the CoC's Coordinated Entry standards and protocols.
 - Development of dashboards and/or other tools needed to monitor system access and system outcomes, particularly with regard to racial equity objectives/targets.
 - Review of assessment tools/procedures and prioritization criteria on annual basis, recommending changes, as needed.
 - Monitoring of quality control and system fidelity across partners; recommending changes, as needed.

- Track and monitor implementation of any racial equity objectives established by the Committee relative to the domain of the committee

Note: While the main responsibility of this committee seems to be focused on coordinated entry, there are a number of other strategies in the [Home Together Plan](#) focused on increasing access to assistance (see Goal 2 strategies starting on page 29). Since the governance charter was developed before the Home Together plan, many of the strategies in the plan don't appear in the charter as a responsibility as any particular committee. Are there additional strategies that should be the purview of this committee? For example:

- Review/monitor 211 data to identify trends and recommendations needed to improve access to services.
- Identify barriers that prevent individuals from accessing shelter and other crisis services, and formulate recommendations to increase access.
- Support the expansion of shelter, especially non-congregate models, to serve vulnerable adults and families with children and to reduce unsheltered homelessness.
- Improve service connectivity for people with serious mental illness or substance use needs.

Housing Stabilization and Homelessness Prevention Committee

Purpose/Mission

The purpose of the Housing Stability and Homelessness Prevention Committee is to develop strategies and collaborations to prevent new episodes of homelessness, including among formerly homeless individuals. The Committee will be charged with identifying best practices, strategies to improve the effectiveness of existing homelessness prevention and housing stability initiatives, and opportunities for foster cross-sector collaboration.

Standing Subcommittees

To be determined by committee if/when additional support is needed

Membership (13-15 Members)

- (1) Representative of Alameda County Office of Homeless Care and Coordination
- (1-2) Representatives of other county agencies or offices responsible for serving populations with high rates of inflow into homelessness (e.g., probation, domestic violence) and/or providing needed services to help individuals stabilize in housing (e.g., health, behavioral health, eviction prevention, legal services)
- (3) Representatives of cities within Alameda County
 - (1) Representative from the unincorporated areas within the county
 - (5) Community members with lived experience (representing different subpopulations)
- (3-4) Service provider representatives operating programming in the CoC (representing different target populations and different types of programming)

Desired Subject Matter Expertise

Appointees to this committee would ideally have expertise in one or more of the following areas:

- Parallel systems (e.g., returning citizens, behavioral health, domestic violence)
- Homelessness prevention and shelter diversion services
- Eviction law and protocols
- Legal services
- Landlord-tenant mediation
- Supportive housing case management
- Health and behavioral health services (access, connectivity, quality)

Roles & Responsibilities

- Consult with local government recipients on allocations of prevention funding*
- Develop partnerships and strategies to prevent new homelessness
- Support annual gaps analysis*
- Adopt standards of care and guiding principles*
- Report [relevant] HMIS data at least twice annually to Leadership Board
- Determine costs of complying with HUD mandates

- Ensure all activities are grounded in racial equity
- Track and monitor racial equity targets
- Facilitate inclusion of BIPOC-led organizations in all funding opportunities

Possible ideas re committee roles:

- Analyze inflow data to determine populations at greatest risk of experiencing homelessness, along with key causes/drivers of homelessness
- Identify gaps in programing (populations, services, locations) and develop recommendation to better target prevention assistance and design more responsive, effective assistance models
- Work with mainstream system partners to identify strategies to prevent discharge into the homelessness services system.
- Coordinate with the System Impact Committee to identify supportive housing providers with high rates of returns to homelessness; provide resources and support to improve performance

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Housing Capacity Committee

Purpose/Mission

The purpose of the Housing Capacity Committee is support strategies to increase the supply of deeply affordable housing targeted to people experiencing housing crises. To achieve these goals, the group will advocate that funding should be targeted to housing dedicated to households at 10% or less of Area Median Income (AMI), coordinate funding, track units apart from and in HMIS, coordinate with housing authority resources, and plan proactively for funding and expansion.

Standing Subcommittees

To be determined by committee if/when additional support is needed

Membership (13-15 Members)

- (1) Representative of Alameda County Office of Housing and Community Development
- (1) Representative of Alameda County Office of Homeless Care and Coordination
- (3) Representatives of cities within Alameda County
- (1) Representative from the unincorporated areas within the county
- (5) Community members with lived experience (representing different subpopulations)
- (1-2) Permanent Supportive Housing Provider Representatives
- (1-2) Developer or Landlord Representatives
- (1-2) Public Housing Authority Representatives

Desired Subject Matter Expertise

Appointees to this committee would ideally have expertise in one or more of the following areas:

- Housing Finance
- Housing Development
- Voucher Lease-Up Processes
- Fair Housing
- Landlord-Tenant Law
- Master-leasing strategies
- Zoning laws
- Supportive Housing Case Management

Roles & Responsibilities

- Work to expand the range, stock, and quality of affordable housing options and target to people with the lowest incomes
- Consult with local government recipients on allocations of housing funds

- Collaborate with East Bay Housing Organization (EBHO), local housing authorities, jurisdictions and housing developers
- Support annual gaps analysis and reporting about supply*
- Ensure all activities are grounded in racial equity
- Track and monitor racial equity targets
- Facilitate inclusion of BIPOC-led organizations in all funding opportunities

Possible ideas re: committee roles

- Serve as forum for soliciting feedback from and sharing updates with homeless service system partners on City and County Housing Production programs.
- Serve as forum for soliciting feedback and providing updates on landlord engagement strategies– including the landlord incentives, systemwide housing navigation specialists, etc.
- Develop pipeline tracking tools and protocols to support categorization and tracking of funded PSH and dedicated affordable housing units against targets in the plan.
- Map the voucher lease-up process to identify redundancies, inefficiencies, and unnecessary barriers (e.g., administrative, documentation) with goal of reducing length of time homeless and improving voucher utilization rates.
- Develop coordinated strategies for stakeholders/partners to provide input on the development of new affordable and supportive housing projects in an effort to combat NIMBY opposition.
- Support government efforts to identify strategies to reduce zoning barriers.
- Develop financing model and design considerations/recommendations for intensive site-based PSH model (PSH+) for residents with most complex health and behavioral health needs.

Youth Action Committee

Purpose/Mission

The Purpose of the Youth Action Committee will be to align goals and develop shared strategies and collaborative practices across systems, agencies, programming and funding streams that work to prevent and end youth homelessness. The committee will act as a collaborative table bringing together transitional age youth with lived experience of homelessness, youth service providers, county and city government representatives, and other stakeholders to build a coordinated response to youth homelessness.

Standing Subcommittees

To be determined by committee if/when additional support is needed

Membership (13-15 Members)

- (1) Representative of Alameda County Office of Homeless Care and Coordination
- (2) Representatives of other county youth-serving agencies (Office of Education, Child and Family Services, Social Services Agency, etc.)
- (2) Representatives of cities within Alameda County
- (1) Representative from the unincorporated areas within the county
- (5) Youth with lived experience (representing different subpopulations)
- (4) Representatives of youth service provider organizations (sub populations should include undocumented youth, pregnant and parenting youth)

Note: 1-2 youth committee members will be assigned to attend meetings of relevant committees to ensure appropriate cross-fertilization, communication, and alignment. Specifically, youth representatives will participate in the Outreach, Access and Coordination Committee, the Housing Stability and Homelessness Prevention Committee, and the System Impact Committee.

Desired Subject Matter Expertise

Appointees to this committee would ideally have expertise in one or more of the following areas:

- Youth development
- Education policy and resources
- Youth workforce programming
- Social mapping, mentoring, and other support-building strategies
- Trauma informed care, positive youth development, and other evidence-based or evidence-informed practices
- Foster care and child welfare
- Juvenile justice
- HUD, HHS, and ED youth homelessness programs and initiatives (YHDP, RHY, McKinney-Vento)

Roles and Responsibilities

- Design, implement, and operate collaborative processes for parallel systems working with transitional age youth experiencing homelessness (Homeless response system, Child welfare system, Juvenile Justice System, Education System, etc.)
- Consult with Transitional Age Youth and the Youth Advisory Board on allocations for TAY specific funding
- Shape policy and provide oversight for TAY specific coordinated entry access points and protocols
- Monitor system and provider-level performance for the youth homeless response system; provide progress updates and recommendations to the Leadership Board
- Facilitate inclusion of TAY service providers into funding opportunities
- Design specific strategies and programming to respond to the unique needs of different TAY subpopulations:
 - Pregnant and parenting youth
 - Undocumented migrant youth
 - Juvenile Justice Impacted youth
 - Foster, child welfare impacted youth
 - BIPOC youth
 - LGBTQ+ identified youth
 - Minors (18 and under)

Proposed Policy: Evaluating Agency Requests to Join Alameda County's HMIS (7/7/22)

The Homeless Management Information System (HMIS) is a local information technology system used to collect, support, store and report client-level information about individuals who are seeking services to resolve homelessness or the risk of homelessness. Our community requires programs that use HMIS to enter information about homeless clients served by your program (versus only viewing the HMIS data) or requires that you be a funder of a program meeting eligibility requirements below.

Organizations who apply to access and use HMIS must demonstrate that they provide services to people experiencing homelessness as well as their intent to enter and review data in the system. Each organization must also designate a staff member to be the agency's main point of contact for HMIS-related activities and communication with the HMIS administrators.

In order to begin the process of gaining access to HMIS, please complete the below application:

1. What type of applicant are you?

- Agency/Program that operates a program entering data into HMIS (Skip to Question 2)
- City/Jurisdiction that monitors programs required to use HMIS (Skip to Requestor Information)

2. Agency Overview

1. Agency Name
2. Agency Address
3. Agency Mission Statement
4. Agencies are required to designate an Agency Liaison who participates in the HMIS community, with responsibilities including regular monthly meeting attendance, utilization of the custom reporting tool, monitoring of data quality, and facilitation of communication between the HMIS Lead and your organization.
 - a) Who will be your Agency Liaison?
 - b) Name:
 - c) Title:
 - d) Phone Number:
 - e) E-mail:
 - f) Brief Description of Current Job Duties:

3. Project/Program Details

1. Program Name (s)
2. Project Type:
 - a) Emergency Shelter
 - b) Permanent Housing
 - c) Street Outreach
 - d) Transitional Housing
 - e) Permanent Supportive Housing
 - f) Rapid Rehousing
 - g) Day Shelter
 - h) Coordinated Entry
 - i) Services Only
 - j) Other _____
3. What is the geographic area in which you serve clients? (list cities/resource zones)

4. HMIS Eligibility Criteria for Programs/Agencies

1. Is homelessness an eligibility requirement for the program? (yes/no)
2. Is HMIS participation a funding requirement for your program? (yes/no)
3. Will the program fill vacancies through Coordinated Entry? (yes/no/don't know)
4. Is your program specific to serving those that are fleeing domestic or other violence? (yes/no)
5. Please describe your project/program, including eligibility requirements, and how HMIS access supports services dedicated to those that are experiencing homelessness.

HMIS Additional Information

1. How many active HMIS user licenses will your agency require?
2. Briefly describe your agency's current policies and approach to managing the privacy and security of client information.
3. Are there any funders and/or third parties not reflected in your answers above requesting that you join the HMIS system? If so, could you share your point of contact from that funder and/or third party?
4. Are you willing and able to comply with the data quality standards outlined in the County Data Quality Action Plan [Add link]?

Requestor Information

1. Email of Requestor
2. Name of Requestor
3. Date of form

Please allow for up to 3 months for an initial review of your application. Thank you for your interest in gaining access to the Alameda County HMIS Data System.

End of onboarding questionnaire

Remove below policy from public facing document-

Policy and Procedure for Processing HMIS Onboarding Requests:

For programs/community-based organizations:

1. If an applicant answers “Yes” to any of the first 3 eligibility questions, and “No” to question 4, it is an automatic green light for an agency to receive access to the HMIS system. The HMIS Lead can make these determinations and provide quarterly summaries of all new onboarded agencies to the CoC.
2. If an applicant says “Yes” to the 4th question about serving those that are fleeing domestic violence that is an automatic denial of HMIS access.
3. If the applicant answers no to all eligibility questions, the 5th descriptive question will be reviewed to make a determination about eligibility.
4. If the applicant in their program description provides answers that are not in alignment with green light questions, that case would need to go under review by the designated CoC committee.
5. Cases that are not automatic green light cases will be reviewed as a monthly agenda item at the HMIS OS Committee meeting. HMIS Lead will share with committee chairs each month if there are any cases needing review. Applications needing review will be shared with the committee one week prior for review so committee members can come prepared with a recommendation.

For cities/local jurisdictions:

1. Approval can be granted when cities need to be able to access data for mandatory reporting purposes
2. MOU between the city/jurisdiction and HMIS is required to exchange information

Appeals for Denial of Applications:

1. In the event an organization’s onboarding request cannot be approved by the HMIS Oversight Committee after all relevant/requested information has been gathered, the organization may be invited to an HMIS Oversight Committee meeting or special session to present their case and seek approval.
2. If the HMIS Oversight Committee still collectively cannot approve the request or feels that their decision of denial is final, the organization will be invited to appeal to the CoC if they still wish to gain access to HMIS.

HMIS GOVERNANCE

August 10, 2022

Context on Governance Transition

- ❖ In 2021, the Leadership Board launched an effort to restructure the CoC Governance Structure. Key goals:
 - Increase diversity of perspectives, with a particular emphasis on increasing participation of community members with lived expertise
 - Increase inclusivity and engagement of stakeholders across the county
 - Respond to changes in the landscape & support more effective operations
- ❖ New Board Charter was approved by Leadership Board in January 2022 and by CoC Membership in February.
 - Sunsets existing committees and identifies new standing committees, ad hoc work groups, and advisory councils.
 - Charter does not define difference between these bodies.

Best Practices w/ Governance

- ❖ The Board and committees is comprised of members with the necessary expertise and knowledge to advance the work of the continuum and make sound decisions on behalf of the continuum.
 - Diversity of perspectives
 - Train members on vital interests
- ❖ Strategies and activities are aligned with the CoC's goals.
 - Regulatory/compliance issues
 - Performance objectives
- ❖ Roles and Responsibilities are clearly spelled out.
 - ❖ Between staff and committees
 - ❖ Across committees
- ❖ Protocols exist for making decisions and advancing work
- ❖ Mechanisms exist to support accountability and transparency
 - Conflict of interest policies, annual staff evaluation, annual progress report on system performance, annual governance review

Context, Cont.: New Committees

Existing Standing Committees	New Standing Committees	New Ad Hoc Committees and Advisory Councils
<ol style="list-style-type: none"> 1) HUD Continuum of Care Committees and subcommittees 2) HMIS Committee 3) Results Based Accountability Committee 4) System Coordination Committees 5) Funders Collaborative Committee 6) Advocacy Committee 	<ol style="list-style-type: none"> 1) CoC Standards, Compliance, and Funding 2) System Impact 3) Outreach, Access, and Coordination 4) Housing Capacity 5) Housing Stability and Homelessness Prevention 	<p><u>Ad Hoc Committees</u></p> <ol style="list-style-type: none"> 1) Racial Equity Work Group 2) Nominations Committee 3) NOFO Committee <p><u>Advisory Councils</u></p> <ol style="list-style-type: none"> 1) Youth Action Board 2) Champions Council 3) Funders Council

System Impact Roles Cmte (Per Board Charter)

- ❖ Consult with local government recipients on allocations of ESG funds
- ❖ Ensure the effective operation of a HMIS system in collaboration with HMIS Lead; monitor the HMIS system to ensure it meets HUD requirements and overall system performance needs
- ❖ Provide policy oversight for Coordinated Entry related to prioritization with Coordinated Entry Management Entity*
- ❖ Recommend Homeless Count methodology; submit results*
- ❖ Conduct an annual gaps analysis*
- ❖ Adopt standards of care and guiding principles*
- ❖ Monitor system performance outcomes*
- ❖ Recommend to Leadership Board how to improve poor performing CoC projects*
- ❖ Report HMIS data at least twice annually to Leadership Board, with all data disaggregated by race and ethnicity*
- ❖ Provide information to jurisdictions that submit Consolidated Plans • Ensure all activities are grounded in racial equity
- ❖ Track and monitor racial equity targets
- ❖ Facilitate inclusion of BIPOC-led organizations in all funding opportunities

System Impact Cmte Roles (Revised/Proposed)

- ❖ Point in Time Count:
 - Provide input on Point in Time Count methodology*
 - Serve as forum for reviewing PIT results, discussing implications, and recommending framing for reporting to Board and public
- ❖ System Performance Management:
 - Provide input on Home Together Performance Management Framework (measures, timeline for review, etc.); updated as needed
 - Review system performance at agreed upon intervals; monitor for any emerging trends and report issues/recommendations to Leadership Board as appropriate
 - Track and monitor racial equity targets
 - Track investments in the plan
 - Monitor spending & lease-ups rates
 - Support development of annual Home Together progress report
- ❖ Provider Performance Improvement:
 - Support development of provider scorecards
 - Review provider level performance at regular intervals (2-3x/year)
 - Share information on provider performance with CoC Standards, Compliance, and Funding Committee to inform funding decisions
 - Design Quality Improvement (QI) initiative to support poor performing programs
- ❖ Monitor/make recommendations regarding provider capacity building needs to position community to be prepared to absorb/administer new resources
- ❖ Provide input to local government recipients of federal and state funding on priorities and allocations to support alignment with the community's strategic plan.*
- ❖ Track and monitor implementation of racial equity objectives established by the Committee relative to the domain of the committee.

CoC Standards Compliance, and Funding Cmte (Revised/Proposed)

- ❖ Design and implement a collaborative process for preparing the CoC application to HUD (and other special purpose HUD NOFOs), including establishing funding priorities aligned with the community's strategic plan, establishing a framework for rating and ranking projects to be used by the NOFO Subcommittee, and helping prepare content for and providing feedback on Exhibit One.*
- ❖ Seat non-conflicted Appeals Panel to review, decide, and act on rating and ranking appeals relative to the HUD CoC application.*
- ❖ Coordinate with the System Impact committee to identify poor performers and determine how to use that information in rating and ranking/allocation decisions.
- ❖ Provide feedback on/adoption of written standards for CoC assistance (development to be led by Collaborative Applicant and ESG Recipients).*
- ❖ Provide feedback on/approval of CoC and ESG project monitoring protocols (development to be led by Collaborative Applicant and ESG Recipients).
- ❖ Develop evaluation tool and conduct annual review of the Collaborative Applicant in fulfillment of its duties as outlined in MOU with Leadership Board.
- ❖ Track and monitor implementation of racial equity objectives established by the Committee relative to the domain of the committee.
- ❖ Provide feedback on/approval of HMIS policies related to data quality, privacy, and security (development of policies to be led by HMIS Lead). *[HMIS Subcommittee]**
- ❖ Develop evaluation tool and conduct annual review of the HMIS Lead in fulfillment of its duties as outlined in MOU with Leadership Board. *[HMIS Subcommittee]**
- ❖ Serve as forum for identification of system-level trends/challenges, collaborative problem solving, and desired HMIS system enhancements *[HMIS Subcommittee]*

Proposed Terminology

- ❖ Standing Committee: a permanent committee with an established set of responsibilities that meets regularly and continues from one year to the next, unless the Board determines the body is no longer needed and votes to disband the body. Committees report directly to the Board. *Committee membership shall be determined by the Leadership Board's Nominations Committee.*
- ❖ Standing Subcommittee: a standing body established by a quorum of a committee to help the committee fulfill a specific role or set of roles that is anticipated to be ongoing in nature. Subcommittees will report up directly to the originating committee, who shall then be responsible for bringing issues to the Leadership Board. Any exceptions to this structure (e.g., in the instance that a subcommittee is asked to support another committee on a project or deliverable) shall be documented in committee charters.
 - *Subcommittee membership shall be determined by the originating committee in coordination with the Nominations Committee and Board staff. Because a subcommittee may require specific expertise or knowledge to effectively fulfill its duties, membership is not expected to be comprised solely of committee members, though at least two individuals on a subcommittee should be from the originating committee to ensure ongoing alignment of activities and appropriate reporting up through the Committee to the Leadership Board.*

Discussion

- ❖ Where do you think HMIS oversight duties best fit in the new governance structure?