

**HMIS Oversight Committee  
Minutes  
January 17th, 2024  
9:00am – 11:00am**

[Join Zoom Meeting](#)

Phone: 1 669 900 6833

Meeting ID: 878 7444 0338

Action Items

Meeting	Responsible Party	Action Item	Status
1/17/24	HMIS Lead Team	HMIS Lead Team to provide an update (in April/May) on how the deceased client data policy and process impacts data quality, outcomes, etc. Will also get information on how other communities are approaching this.	
1/17/24	All Committee Members	Review (sent via email on 1/18): <ol style="list-style-type: none"> <li>1. HMIS Committee Work Plan Draft (Excel file)</li> <li>2. Data Quality Policies and Procedures draft (Word document)</li> <li>3. HMIS Training Plan (pdf document)</li> </ol>	

Agenda

1. <b>Welcome</b> (Shatae)	<b>9:00 – 9:05</b>
2. <b>Approval of minutes, 11/14/23</b> (Shelly) <i>Action Item</i> - Motion to Approve made by Shelly; second by Michelle.  <ul style="list-style-type: none"> <li>• Alex Baker - Yes</li> <li>• Daniel Scott - (absent at time of vote)</li> <li>• Deidre Wan - Yes</li> <li>• Jared DeFig - Yes</li> </ul>	<b>9:00 – 9:05</b>

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<ul style="list-style-type: none"> <li>• Josh Jacobs - Yes</li> <li>• Katie Barnett - absent</li> <li>• Martha Elias - (absent at time of vote)</li> <li>• Michelle Ogburn - Yes</li> <li>• Mike Keller - Yes</li> <li>• Patrick Anderson - Yes</li> <li>• Renee Williams - absent</li> <li>• Shatae Jones - Yes</li> <li>• Shelly Haynes - Yes</li> <li>• <i>motion passes with 9 yes votes.</i></li> </ul>	
<p>3. <b>HMIS Oversight Public Comment</b> (Shatae)</p> <ul style="list-style-type: none"> <li>• <i>none</i></li> </ul>	<p><b>9:05 – 9:10</b></p>
<p>4. <b>HMIS Lead Updates</b> (Alex Baker)</p> <p><b><u>Longitudinal System Analysis</u></b></p> <ul style="list-style-type: none"> <li>• Working with Abt to get more information when LSA comes back as not usable. LSA due date pushed back to 1/24/24. Working to keep track of all errors / warnings and communicating with agency liaisons to get errors corrected to resubmit and get reviews from LSA consultants.</li> <li>• LSA = Longitudinal Systems Analysis             <ul style="list-style-type: none"> <li>○ Analysis of complete HMIS over a period of time. Analyzes all data in HMIS over a reporting period, provides a snapshot of errors in the system (duplicate enrollments, missing information, etc.). Helps identify issues for improvement.</li> <li>○ LSA is used for annual reporting that goes to Congress and gets funding (federal funding streams). <a href="https://www.hudexchange.info/homelessness-assistance/lisa/">https://www.hudexchange.info/homelessness-assistance/lisa/</a></li> </ul> </li> </ul> <p><b><u>Review of HMIS Lead's training calendar for 2024</u></b></p> <ul style="list-style-type: none"> <li>• Any feedback from the group?</li> <li>• Please review! Has monthly trainings, Q&amp;A sessions, CE specific Q&amp;A session, etc.</li> <li>• Questions:             <ul style="list-style-type: none"> <li>○ Did the survey sent out to providers inform this? -- Yes.</li> <li>○ How are you tracking progress / metrics?                 <ul style="list-style-type: none"> <li>▪ Agency monitoring tool that will be incorporated once 2024 HMIS policy and procedures updated with 2024 data standards (will be shared with this group for review).</li> <li>▪ The above will help them with data clean up, etc.</li> </ul> </li> </ul> </li> </ul>	<p><b>9:20 – 9:45</b></p>

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- What is the requirement for training participation?
  - There isn't a requirement because we can't tell end users that you have to attend the user group.
  - Have changed how we do the trainings and how we encourage engagement with the hopes that more people will attend. E.g., agency liaisons.
  - There are consequences for poor data quality, etc., that ultimately may encourage folks to attend so that they can continue to access HMIS.
- How do you get data on how much training and support provider have completed?
  - 1) for the general HMIS training they get data from the training site; 2) for user groups they can pull attendance (out of 800 users the most they have seen is 150-200) trying to pull this data to see if they are at least getting one person from each user agency; 3) there's no way to track how people are using materials and resources on the website.
- Big thanks to the HMIS team for the training guide!

### **Follow-up Discussion on: New Policy on Deceased Client Data**

#### **Discussion Notes from 11/15/23:**

- Note to update client's profile page - where is that?
  - Hasn't been implemented yet, will be a toggle on the bottom.
- Public banner of client being deceased - concerns about that.
  - Let's other agencies know a client is deceased, but maybe it should be verified before the public alert is posted?
  - What steps should be taken to ensure accuracy? > "Contacting Sheriff's department to verify with coroner's office" was a step in that - should it be included? Steps on how to confirm someone is deceased?
  - Can the system notify users to complete the two-step process?
  - Decision points:
    - Include in policy: concrete information that is required before the public banner is included.
    - Local level training on how to do this appropriately.
    - HMIS team will take the feedback and consider how to implement, will bring back to next meeting (Jan).
    - Any additional feedback, send to Homebase (alameda@homebaseccc.org, directed to Katricia and Jose) and we will compile for HMIS Lead team.

#### **Discussion on 1/17/24:**

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<ul style="list-style-type: none"> <li>• Sometimes clients are enrolled in multiple programs and they get exited from one as 'deceased' by not another.</li> <li>• Maybe we try this for a 3-month period and see how the community responds, what they like / don't like. Ideally, everyone uses the exit destination correctly.</li> <li>• Need to have a way to reverse the process as part of the policy.</li> <li>• How do we verify?             <ul style="list-style-type: none"> <li>○ Suggest a death certificate; information from a reputable source.</li> <li>○ Do have to document about when the alert was, last point of contact, other steps to verify before changing someone's status.</li> <li>○ Concerns about staff not doing the proper follow-up and marking someone deceased.</li> </ul> </li> <li>• <b>HMIS Lead Team to provide an update on data quality, outcomes, etc., in April/May.</b> Will also get information on how other communities are approaching this.</li> </ul> <p><b>Reminders:</b></p> <ul style="list-style-type: none"> <li>• Are you getting the newsletter? Make sure you and your agency leads are getting the newsletter! <a href="https://alameda.bitfocus.com/newsletters">https://alameda.bitfocus.com/newsletters</a></li> </ul>	
<p><b>5. HMIS Workgroup Updates (Shelly)</b></p> <p><b><u>Agency Onboarding Criteria for HMIS</u></b></p> <ul style="list-style-type: none"> <li>• HMIS Lead team presented on this at Workgroup on 11/7. Homebase is gathering materials on what other CoCs use as criteria for HMIS participation, will bring this back to the HMIS Lead to develop a policy update recommendation to bring to the committee.</li> <li>• HB has given a document with resources and what criteria other CoCs use; they will come back with a plan to share with the group at the February meeting.</li> </ul>	<p><b>9:10 – 9:20</b></p>
<p><b>6. Work Plan and Goals for 2024 (Homebase)</b></p> <ul style="list-style-type: none"> <li>• Review work plan draft and finalize draft to be sent to REC</li> <li>• <b>Discussion:</b> What HMIS data can help to examine bottlenecks in the system and inform solutions to those bottlenecks?</li> </ul>	
<p><b>7. Upcoming HMIS OS Committee Reporting to Other Committees</b></p> <ul style="list-style-type: none"> <li>• <i>none</i></li> </ul>	<p><b>10:50 – 10:55</b></p>
<p><b>8. Proposed Items for February 2024 Meeting</b></p> <ul style="list-style-type: none"> <li>• Data quality and occupancy report out from HMIS Lead             <ul style="list-style-type: none"> <li>○ Continued discussion about data quality goals and engagement of agencies.</li> </ul> </li> </ul>	<p><b>10:55 – 11:00</b></p>

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<ul style="list-style-type: none"> <li>○ Discussion about data that can be used across other committees.</li> <li>● Work plan: finalize draft to be sent to Racial Equity Committee</li> </ul>	
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### Calendar / Work Plan and 2024 goals

#### Data Quality Improvement Goals discussion:

- (Daniel) **How do we get programs excited / engaged about data quality?**  
Pull on folks' competitive sides? Can we show how agencies' data quality compares to like programs in the system? Or show them where they're at compared to the benchmark?
  - Alex: Prior to my time at HMIS that was a thing that was happening. Grading agencies and presenting it at monthly meetings. There were mixed feelings about that and it was stopped. It was not welcomed by the community. Could be good to find a middle ground.
  - Mike: there was concern from smaller agencies about fairness / comparison to agencies that have a full data team.
- Daniel: Once we have those benchmarks for data quality, we can implement a plan. Maybe we can give agencies a heads up "we'll give you a report that compares".
  - Alex: Already work with agencies on improvement towards benchmarks. Are giving some agencies a lot of support, based on their needs.
  - *\*Difference is giving a comparative report.\**
- Deirdre: Agencies are already excited to learn! In part because of the new ways we're working with them and supporting them.
- Alex: **What other data are related to other areas of the CoC and what do they need from us to support that?**

### Committee Members

Alex Baker	HMIS Lead / OHCC	Present
Daniel Scott	Alameda County / OHCC	Present
Deidre Wan	Berkeley Youth Affiliates	Present
Jared DeFigh	Wood Street	Present
Josh Jacobs	City of Berkeley	Present
Katie Barnett		absent
Martha Elias	CES Entity / HCSA	Present
Michelle Ogburn	Abode	Present
Mike Keller	EOCP	Present

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Patrick Anderson	Emerging Leaders Program; Podcaster (The Intelligent Human Voice)	Present
Renee Williams		absent
Shatae Jones	Alameda Alliance	Present
Shelly Haynes	City of Livermore	Present

### Resources:

- [Alameda County HMIS website](#)
- [Newsletter sign up](#)
- [Get Access to the HMIS System](#)
- [Get Trained on the HMIS System](#)
- [Find out about HMIS User Group Meetings](#)
- [Get HMIS Materials and Support](#)
- [HUD Data Standards](#)
- [Data Quality Corrections Reference Guide](#)