

**HMIS Committee
Agenda
August 21, 2024
9:00am-11:00am**

[Join Zoom Meeting](#)

Phone: 1 669 900 6833

Meeting ID: 878 7444 0338

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.

Helpful links:

- **Google drive folder** for the HMIS Committee:
<https://drive.google.com/drive/folders/1wQ38BndcxwyycXV49yH9yjr9bceWd5fW?usp=sharing>
- **Website page** (on EveryOne Home website) for the HMIS Committee:
<https://everyonehome.org/about/committees/hmis-committee/>
- **Acronym List:** https://docs.google.com/spreadsheets/d/1I8hFMAU2IE-FqYmK8TZ9Hp40vmS1zRck9EBEbPIbwy8/edit?usp=drive_link
- **Alameda County HMIS website:** <https://alameda.bitfocus.com/>
- **Alameda County data dashboard:**
https://homelessness.acgov.org/data_homeless_response.page

Committee Purpose

The purpose of HMIS Committee is to support the effective operation and oversight of the CoC's Homeless Management Information System (HMIS), as required by HUD's CoC Program Interim Rule at 24 CFR 578.7 and to meet data management infrastructure needs. Learn more about the Committee's purpose [here](#).

Meeting Purpose / Overview

The primary purpose of this week's meeting is to review HMIS Monitoring Tool and receive a demo of the client profile screen in the HMIS. We will also continue our discussion about incorporating the Racial Equity Framework into the workplan from our previous meeting.

Agenda

<p>1. Welcome and Introductions (Shelly)</p> <ul style="list-style-type: none"> • Please come off mute and/or put in the chat your: Name, pronouns, affiliation (organization, etc.). • Ground Rules 	<p>9:00 – 9:10</p>
<p>2. Approval of minutes, 4/17/2024 (Shatae) <i>Action Item -</i></p> <ul style="list-style-type: none"> • Minutes Approved 	<p>9:10 – 9:15</p>
<p>3. HMIS Committee Public Comment (Shatae)</p> <ul style="list-style-type: none"> • Public Comment will be taken at the beginning of each meeting and is limited to 2 minutes per person. • Homebase has created a public comment tracker where public comments across CoC meetings will be recorded. Comments will be directed to the appropriate CoC committee or County staff. 	<p>9:15 – 9:20</p>
<ul style="list-style-type: none"> • Announcements (Homebase) <ul style="list-style-type: none"> ○ 2024 CoC NOFO was released on July 31, 2024. <ul style="list-style-type: none"> ▪ HUD Announcement ▪ If you are interested in learning more, the County’s NOFO consultant will provide an update at the September 5 CoC Standards, Compliance, and Funding (SCF) Committee <ul style="list-style-type: none"> • Meeting time: 1:00pm to 2:30pm • Join Zoom Meeting ○ Alameda County HCD is accepting public comment on their Draft 10-Year Housing Plan (2025-2035). <ul style="list-style-type: none"> ▪ Feedback Form ○ Co-Chair Transition and Call for New Co-Chair <ul style="list-style-type: none"> ▪ Seeking a new private sector co-chair nominee or volunteer ○ HMIS Lead announced: An update is being made to the CES Assessment flow internal technical configuration. If anyone has issues making a referral to the queue after this update is made, they should contact the HMIS team for support. ○ Are you getting the HMIS newsletter? Sign up here: https://alameda.bitfocus.com/newsletters 	<p>9:20 – 9:25</p>

<p>4. HMIS Team Updates (HMIS Team)</p> <ul style="list-style-type: none"> • Data quality and occupancy quarterly report • Provide a big picture view of system improvements over the last year, highlighting the HMIS Team’s efforts, so that we can see how efforts might have influenced improvements. • The HMIS Lead presented the HMIS scorecard report covering the period April 1, 2024, to June 30, 2024. The full report is available in the HMIS committee google drive here. <ul style="list-style-type: none"> ○ <u>Timeliness</u>: The goal for Year 1 is to be greater than 75% on timeliness. Currently exceeding the goal at project start data entry timeliness but not project exit timeliness. ○ <u>Completeness</u>: Goal is 5%, Current error rate at 14.1% is over the goal. However, much of this is accounting to social security data errors. We encourage people to enter placeholder SSN of all 9s when they do not have SSN available, to be corrected over time working with the client. First-time entries into the HMIS system do not require an accurate SSN. However, typically, when the client begins utilizing HUD funded permanent supportive housing rental assistance they are required to have accurate SSNs. For those interested in how funds can be utilized for differently documented persons they can see this letter for reference. Providers are responsive to correcting errors as we reach out. The HMIS team is working with the vendor to improve accuracy of entering disabling conditions. Income is also a difficult field. HMIS team is recommending we ask providers to complete annual assessments in a timely manner. The HUD requirement is to do an update within the window 30 days before or after the anniversary date of the last assessment. ○ <u>Accuracy</u>: The accuracy goal is 0% errors. 8 of 194 permanent supportive housing (PSH) clients had errors this quarter. 100 of 4,028 Rapid Rehousing (RRH) clients had errors this quarter. Some of the errors for PSH were missing move-in dates, which might include those who have enrolled but are still searching for a unit. ○ <u>Consistency</u>: The consistency goal is 0% errors. There were 88 duplicate profiles created during this quarter. ○ <u>Utilization</u>: The Utilization Rate goal is 80%. This quarter’s estimated utilization, created by taking the most recent three months of data and averaging, was under the goal at 70.4%. The HMIS team is now working with BitFocus to create a report to compile this information. This would allow the HMIS team to identify and offer support to those agencies consistently showing below goal utilization. • <u>Questions</u>: <ul style="list-style-type: none"> ○ Is this the fourth quarter we have presented this report? Can we have trend lines in this report? 	<p>9:25 – 9:40</p>
---	-------------------------------

- The full report provides more details. However, at this time it is the opinion of the HMIS team that trend lines may not be an accurate way to view the data.
- What training with providers has been done responsive to this data?
 - Every month at the HMIS user group meeting, the HMIS team describes an example error and walks through the importance of that error and how to correct it within the HMIS interface. HMIS team then posts the recorded monthly trainings to their website after the live demos are done. In addition, Step by Step materials with screenshots are also posted to the website. The How-To section of the website also provides material explaining the frequent errors seen in the system. These meetings are advertised in the HMIS specific newsletter. Those interested in this type of material can review previous newsletters and sign up for the newsletter at this link: <https://alameda.bitfocus.com/newsletters>
- What do the providers see in relation to this scorecard?
 - The HMIS user group and training gets a similar presentation with the same scorecard, where they have the opportunity for questions and answers with the Alameda County HMIS representative. On a regular basis the three Alameda County HMIS Admins meet with individual providers to review their specific data quality and occupancy numbers and offer individualized support to work through their specific challenges. **There is interest in learning more about how the APR numbers are connected to these data quality categories.** The HMIS Admins typically refer providers back to the County Data Quality Plan which breaks down how providers can connect the metrics they see on their side to this report.

- Helpful Educational resources:
- Alameda County Bitfocus Website: <https://alameda.bitfocus.com/>
- Data Quality Corrections Reference Guide: <https://alameda.bitfocus.com/data-quality>
- Alameda County Training Resources: <https://alameda.bitfocus.com/crisis-information>
- Annual Performance Report info: <https://help.bitfocus.com/hudx-227-annual-performance-report>
- Annual Performance Report (APR) Manual: <https://www.bitfocus.com/hubfs/2021%20APR%20Manual.pdf>

<ul style="list-style-type: none"> • HMIS Demo (HMIS Team) • Demo of the HMIS profile screen so committee members who are not HMIS users can understand its capabilities and limitations in capturing client data, service delivery, and outcomes. • The HMIS Team stepped the committee through the HMIS demo site to give those present an idea with client data into the HMIS client is entered into the client profile screen. • Some data elements are required, and some are not. This varies by project. For example, Runaway and Homeless Youth projects require the collection of sexual orientation data. Communities also have the option to require more data than the funder requirement, through local HMIS policies. • Attachments may be uploaded to the record, for example signed release of information documents. • The system also has the option to manage a client meeting calendar internal to the system - this is useful for privacy concerns. • The system also allows a report of client history within HMIS to be created. <p>Bitfocus resources on creating client records: https://help.bitfocus.com/how-do-i-create-a-new-client-record</p>	<p>9:40 – 10:10</p>
<p>5. HMIS Monitoring Tool (Shelly)</p> <ul style="list-style-type: none"> • Review Monitoring Tool: Stepping the committee through the completed scoring tool highlighting successes and opportunities for improvement before the tool is shared with the Leadership Board. • Shelly Haynes (committee co-chair) presented an update on the HMIS Entity Performance Review process which is almost complete. • At the April 17th HMIS meeting this committee previously reviewed the HMIS monitoring tool for scoring and had recommendations for updates. Shelley reviewed the monitoring tool in its current state. • The HMIS monitoring tool today represents a combination of the HUD recommended items and the HMIS entity MOU. • Committee members noted that last year the Leadership Board had feedback asking the HMIS Committee to include PWLE and Provider feedback on HMIS at the next evaluation. • Some concerns were raised that this tool does not include PWLE feedback. Abt provided this helpful resource: https://www.hudexchange.info/resource/7053/people-with-lived-experience-and-expertise-of-homelessness-and-data-decision-making/ • Committee members recommended that we include PWLE feedback on the next round of monitoring, and to spend time putting together a 	<p>10:10 – 10:40</p>

<p>monitoring process that plans to evaluate the two parts: the system performance and the entity performance.</p> <ul style="list-style-type: none"> • Meeting attendees with lived experience of homelessness commented that the HMIS committee is described in terms that are not attractive to PWLE. <ul style="list-style-type: none"> ○ It looks like a whole lot of work, lots of acronyms. We need to be mindful of wording to attract membership that includes PWLE and to be inclusive. • The HMIS committee is ready to present their results of the HMIS Entity Performance Review to the CoC Leadership Board. 	
<p>6. Proposals on How the Committee can Use the Racial Equity Framework to Move its Work Forward (Homebase)</p> <ul style="list-style-type: none"> • Use HMIS data to measure progress towards racial equity goals and identify areas requiring further attention. • Enhance HMIS system functionality to support racial equity initiatives, such as tracking outcomes by race, ethnicity, and other relevant demographics. • Develop culturally competent HMIS training for staff and providers to promote data accuracy and equity-informed practices. • Build strong partnerships with community-based organizations led by people of color to co-create HMIS solutions and address data equity. • Engage diverse stakeholders in HMIS decision-making processes to ensure representation and inclusivity. • Promote cross-system collaboration to leverage HMIS data for addressing systemic inequities. <ul style="list-style-type: none"> • Homebase brought back the previous discussion topic from the last meeting, which was using the CoC’s Racial Equity Framework to move the HMIS Committee’s work forward. • Homebase proposed ground rules for advancing conversations on equity. A few connection points were listed: <ul style="list-style-type: none"> ○ Using HMIS data to measure progress ○ Enhance HMIS system functionality ○ Develop culturally competent HMIS training ○ Build strong partnerships with community-based organizations ○ Engage diverse stakeholders ○ Promote cross-system collaboration ○ Be inclusive in HMIS communications and discussion spaces • Abt commented that this is a great step forward, happy to see this as a starting point. Asked about how we are inclusive of not just race but 	<p>10:40 – 11:00</p>

all people. Homebase confirmed this was mentioned at the last meeting as well and there is support for general inclusivity.

- Committee members commented They'd like to see when and where we can use our strengths to support equity.
- Attendees with lived experience stated we have to highlight the obvious. The people you serve have valuable information to share. We are responsible for how we navigate these ideas.
- Shatae (co-chair) we need to both empower PWLE with the knowledge and to make space for them to engage.
- Homebase - going forward we plan to save time on the agenda for these conversations to drive forward equity.

Tools to support RE Framework Dialog with CoC Committees

- [Racial Equity Framework](#) (DRAFT) which is the set of guiding racial equity principles and questions that help committees apply the racial equity principles to their relevant areas.
- [RE Framework Overview video](#) which outlines the purpose of the RE Framework, its nine guiding principles and questions that can help committees to apply the principles to their relevant areas.
- [RE Framework survey](#) to help the REC to understand how committees and members are engaging and understanding materials about RE and the RE Framework as a tool they will work with.
- [RE Framework Dialog Summary Talking Points](#) summarizing most of the key points in the RE Framework.
- [RE Framework presentation deck in the overview video](#) which is the set of presentation slides that are shared in the overview video.
- HMIS Data Dictionary:
<https://files.hudexchange.info/resources/documents/HMIS-Data-Dictionary-2024.pdf>
- HMIS Data Standards Manual:
<https://files.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual-2024.pdf>

Other Tools:

- People with Lived Experience and Expertise of Homelessness (PLEE) and Data Decision-Making:
<https://www.hudexchange.info/resource/7053/people-with-lived-experience-and-expertise-of-homelessness-and-data-decision-making/>

<ul style="list-style-type: none"> Partnering with PLEE on Data Projects: https://files.hudexchange.info/resources/documents/PLEE-and-Data-Decision-Making-How-to-Partner-on-a-Data-Project.pdf 	
--	--

Committee Members

Alex Baker	HMIS Lead / OHCC	Present
Daniel Scott	Alameda County / OHCC	Present
Deidre Wan	Berkeley Youth Affiliates	Absent
Greta Monares	City of Oakland	Present
Jared DeFig	Wood Street	Absent
Josh Jacobs	City of Berkeley	Present
Julia Judge	Bay Area Community Services	Present
Martha Elias	CES Entity / HCSA	Absent
Michelle Ogburn	Abode	Present
Mike Keller	EOCP	Present
Patrick Anderson	Emerging Leaders Program; Podcaster (The Intelligent Human Voice)	Absent
Shatae Jones	Alameda Alliance	Present
Shelly Haynes	City of Livermore	Present

Other Attendees:

- Deirdre Donovan, HMIS Lead
- John Noe, HMIS Lead
- Nic Ming, Social Impact Wheel
- Shantae White, Abt Global
- Ms.Shelley Gonzalez
- Suzanne Campanillo, HMIS Lead

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](#)