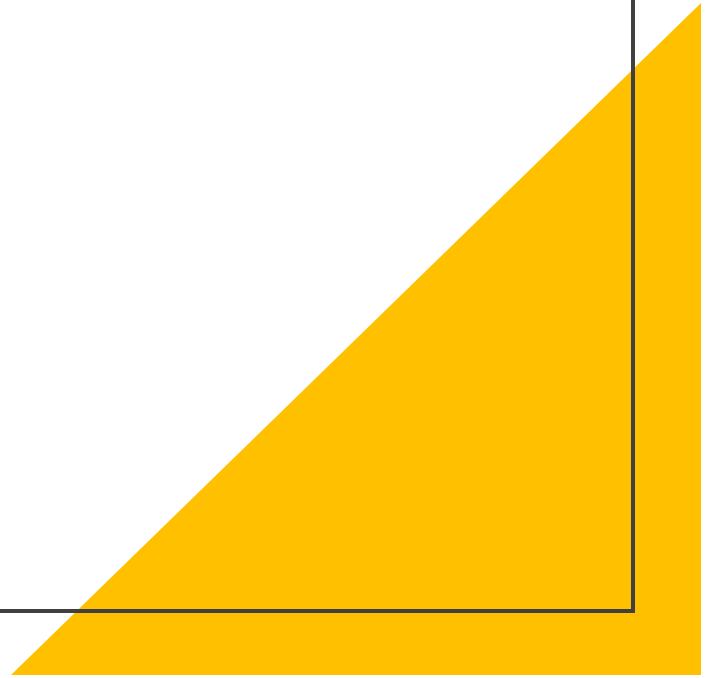




EveryOneHome

# HMIS Committee

*April 16, 2025*



## Goals for Today

The April 16 HMIS Committee meeting will focus on strengthening our system's data infrastructure through community-informed policy and process updates. We'll review proposed revisions to the HMIS Policies & Procedures Manual, provide input on a new draft HMIS Access Policy to ensure clarity and accountability in system access, and hear an update from the Provider Data Quality Workgroup about efforts to improve the accuracy and usability of HMIS data.

# Agenda



- 1. Welcome / Introductions
  - 1. Ground rules and norms
  - 2. Approval of Minutes
- 2. Public Comment
- 3. Announcements
- 4. Evidence Based Solutions Liaisons
- 5. Supporting Data Quality Efforts
- 6. Updates from the HMIS Lead Team
- 7. Supporting the HMIS Lead in Developing New HMIS Policies
- 8. May Community Meeting



# Ground Rules

- 1. The first time you speak, state your name, preferred pronouns, and where you live/organization or agency affiliation.** In a public meeting, it is helpful to know who is speaking as well as where they live in the community and/or what organization or agency they represent.
- 2. One person speaks at a time.** Refrain from side conversations. Pay attention to the person speaking. If you think you will forget an idea that comes to mind, write it down.
- 3. This is a public discussion, not a debate.** The purpose is not to win an argument, but to hear many points of view and explore many options and solutions.
- 4. Everyone is encouraged to participate. You may be asked to share what you think, or we may ask for comments from those who haven't spoken. It is always OK to "pass" when you are asked to share a comment**
- 5. No one or two individuals should dominate a discussion.** If you have already voiced your ideas, let others have an opportunity. When you speak, be brief and to the point.
- 6. Listen to and respect other points of view.**
- 7. Do your best to understand the pros and cons of every option,** not just those you prefer. Be as objective and fair-minded as you can be.
- 8. Seek first to understand, not to be understood.** Ask questions to seek clarification when you don't understand the meaning of someone's comments.

- Homebase distributed the meeting minutes (meeting minutes are the written record of our monthly meetings) from the January 15<sup>th</sup> HMIS Committee meeting for committee members to review on January 17<sup>th</sup>.
- The draft minutes have also been posted in the HMIS Committee's [google drive folder](#).
- This time is held for committee members to let us know if they believe the minutes to do not accurately capture the discussion items from the January meeting and need to be amended.
- You may also email Homebase at [jose@homebaseccc.org](mailto:jose@homebaseccc.org) and [matthieu@homebasesccc.org](mailto:matthieu@homebasesccc.org) copying [alameda@homebaseccc.org](mailto:alameda@homebaseccc.org), if you see anything in the draft minutes that are distributed following today's meeting that should be amended.
- No roll call vote is needed, corrections not already received by Homebase will be noted and minutes changed accordingly.

## Approval of Minutes



# Public Comment



- 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.
- You may also email Homebase at [jose@homebaseccc.org](mailto:jose@homebaseccc.org) and [matthieu@homebaseccc.org](mailto:matthieu@homebaseccc.org), copying [alameda@homebaseccc.org](mailto:alameda@homebaseccc.org), if you would like to submit written comments.

# Announcements



- Register Now: Community Meeting May 6, Cal Endowment, virtual option
  - Registration Form: <https://forms.gle/UBKzi1r1yTiz1sTA9>, deadline 4/25
  - Agenda: [https://everyonehome.org/wp-content/uploads/2025/04/Agenda\\_EveryOne-Home-Spring-2025-Community-Meeting-.pdf](https://everyonehome.org/wp-content/uploads/2025/04/Agenda_EveryOne-Home-Spring-2025-Community-Meeting-.pdf)
  - Lunch provided in person, compensation for Committee members with lived experience of homelessness (no transportation stipend)
  - Events will include a Committee Table Fair, time for networking and table discussion, a workshop on narrative change, and updates on the CoC as a whole from our Leadership Board
- During the Community Meeting we will also have a time to honor leaders in our community. If you would like to nominate someone for the Wendy Jackson CoC Service Awards, [please fill out this form](#). For more information about this awards ceremony, see the [FAQ document here](#).



**Congratulations,  
Krsna!** 🎉

- We're thrilled to share that **Krsna Hare**, our ESC Liaison for the HMIS Committee, has been accepted to the **NYU Silver School of Social Work** for Fall 2025!
- Your commitment to equity, data integrity, and uplifting community voices has left a lasting impact on this committee. We're so proud of you and excited for what's ahead!
- *Congratulations, Krsna—you're going to do amazing things!*





# Evidence Based Solutions Committee



**Prompt: Share one HMIS-related policy or practice that you think is especially important—or one you wish was better understood or implemented across the system.**

Breakout Rooms (Optional):

- If the group is larger than 10 people, split into small breakout rooms (3–4 people each) to allow everyone to share briefly.
- In small groups: Each person has 1–2 minutes to reflect and share. Encourage active listening—no need for deep analysis, just reflections.

Group Reflection (Back in the Main Room if people broke out):

- Ask for 2–3 volunteers to share key takeaways or “aha” moments from their small group discussions.
- Close by highlighting how diverse lived experiences help us interpret data more thoughtfully, design more inclusive policies, and identify gaps in our homelessness response system.

# Supporting Data Quality Efforts

Provider Data Quality  
Workgroup



# What is longitudinal data?

## What is longitudinal data?

Longitudinal data is **information collected over time** from the **same people or groups** to see how things change. Instead of just looking at a **single point in time**, this type of data helps us **track progress, patterns, and trends** over weeks, months, or years.

## Examples in Homelessness Work:

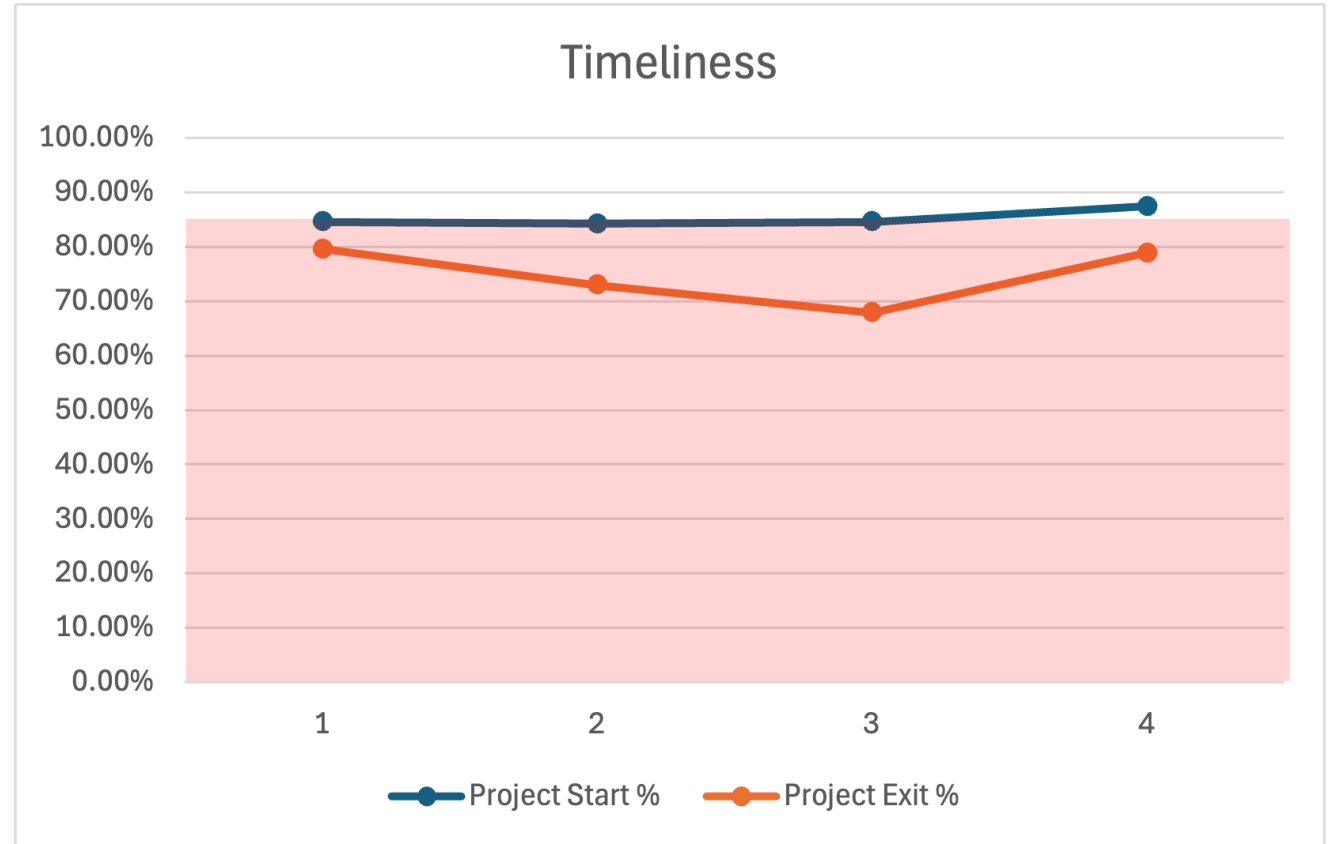
- ✓ **Tracking a person's housing status over time** – seeing if they move from a shelter to permanent housing or return to homelessness.
- ✓ **Monitoring service use** – following how often someone accesses shelter, rental assistance, or case management services to understand what supports help them stay housed.

Longitudinal data helps us **understand what's working, what's not, and how we can improve services** to better support people experiencing homelessness.

# Timeliness

Issues that may be causing poor timeliness:

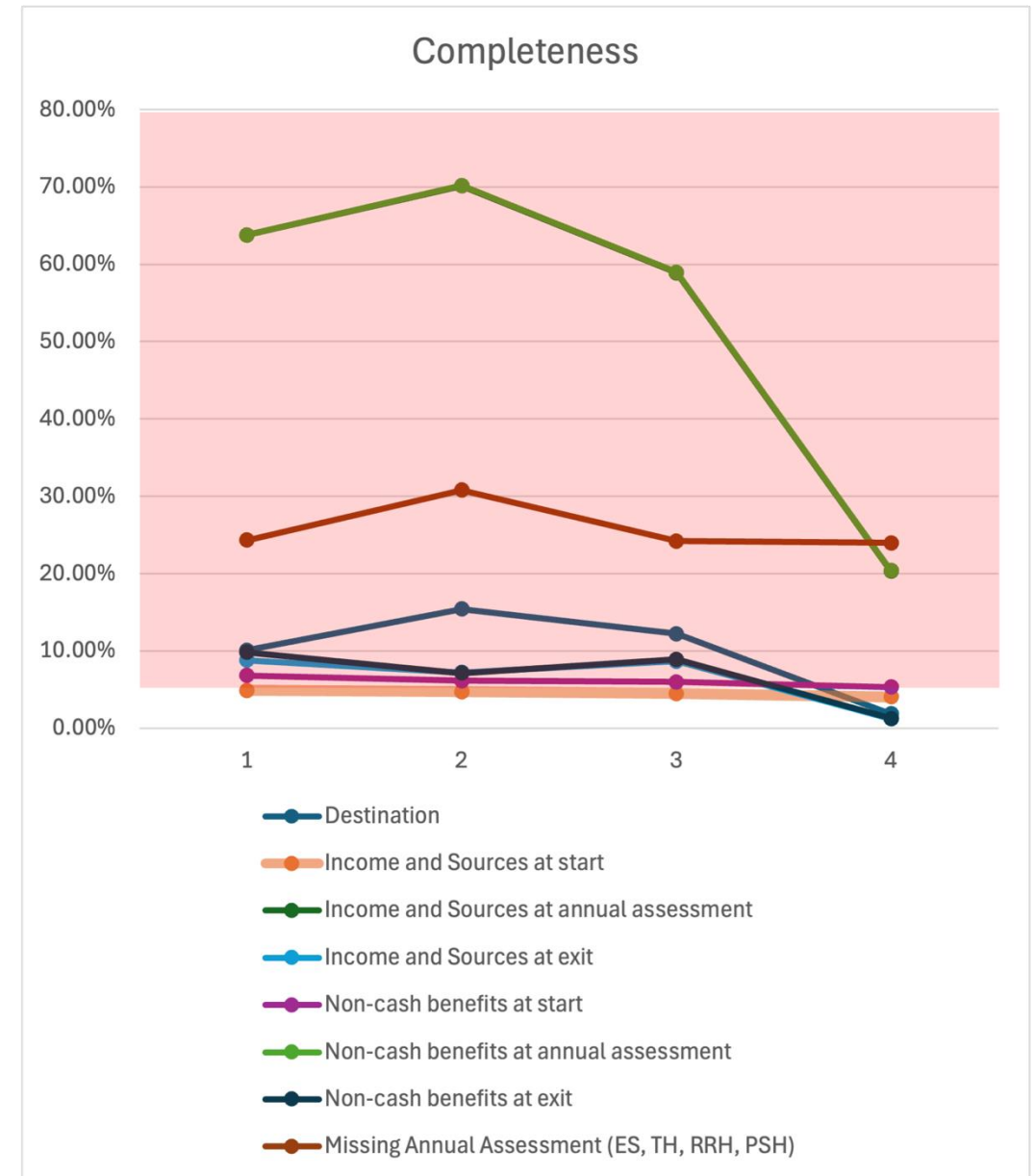
- Fear of breaking the data system
- If programs use other data systems or paper forms, there may be delays or incomplete/missing information
- Inconsistent accountability for lack of data entry follow up



# Data Completeness

Issues that may be causing poor completeness:

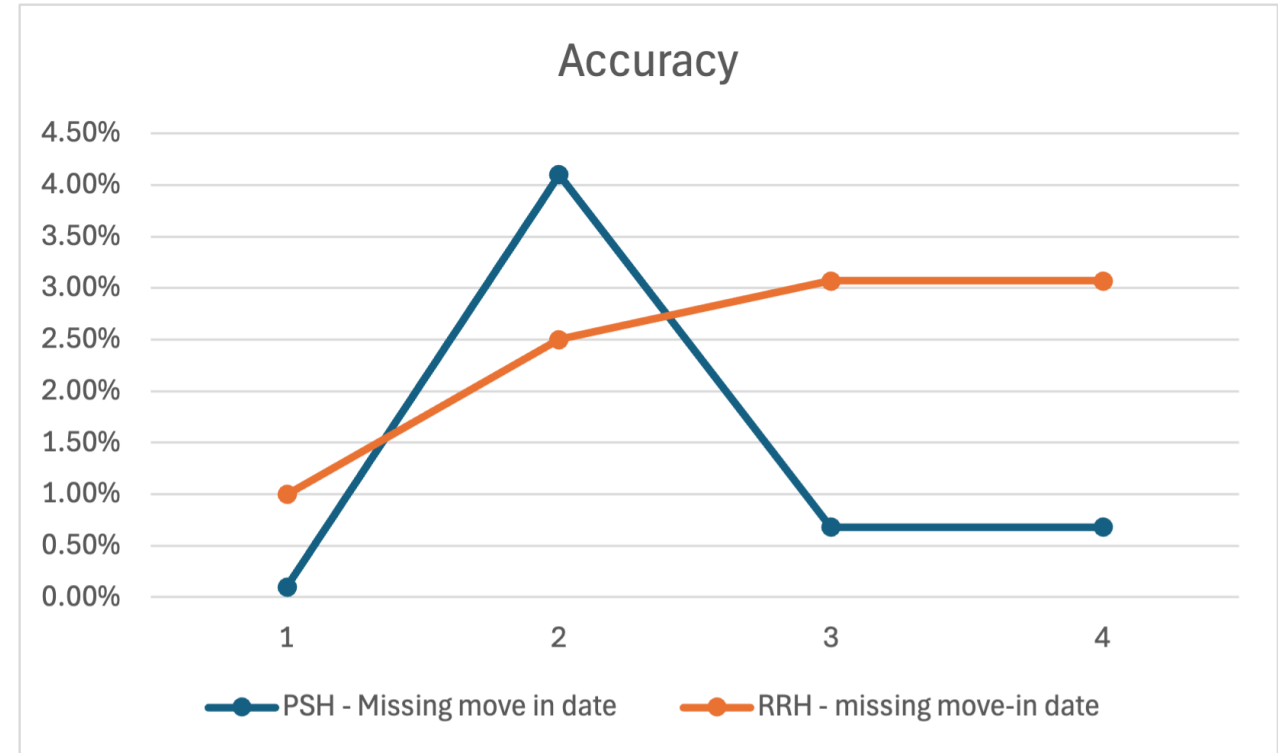
- Annual assessments: not utilizing good tracking systems for when assessments are due and may be overlooking emails from HMIS system
- Intakes and assessments are being conducted at times when clients are in crisis and may not be the best time to collect sensitive information
- Staff may not know where or how to enter the data at annual assessment
- People are overworked and underpaid



# Data Accuracy

Issues that may be causing poor accuracy:

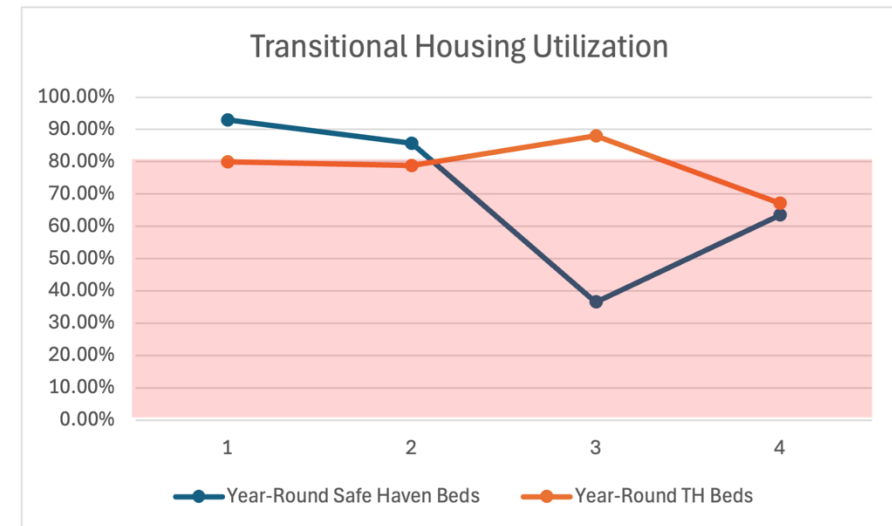
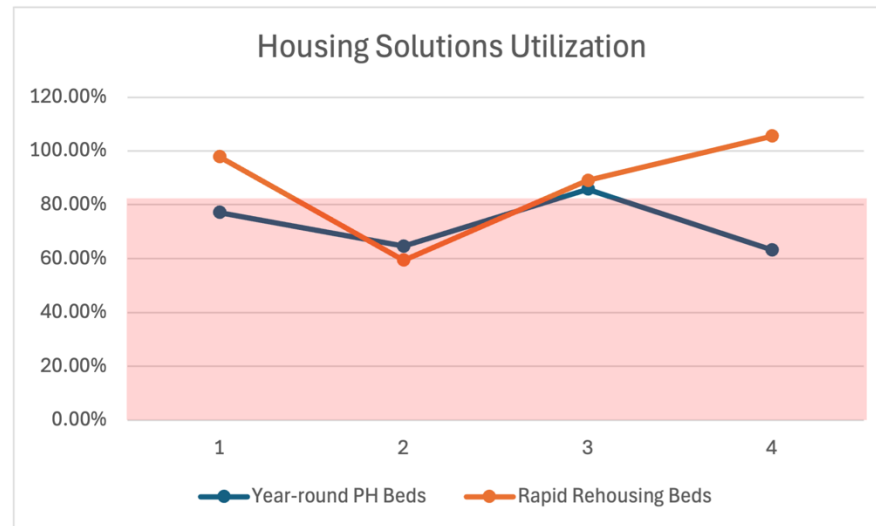
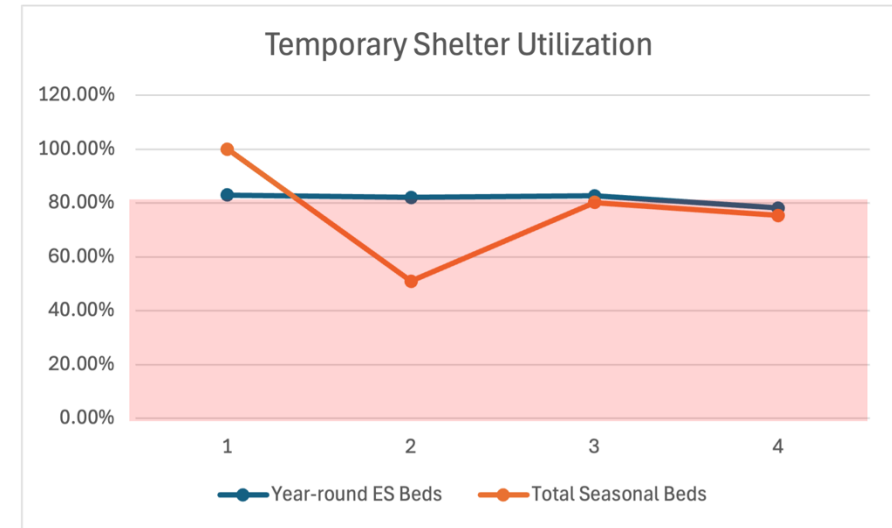
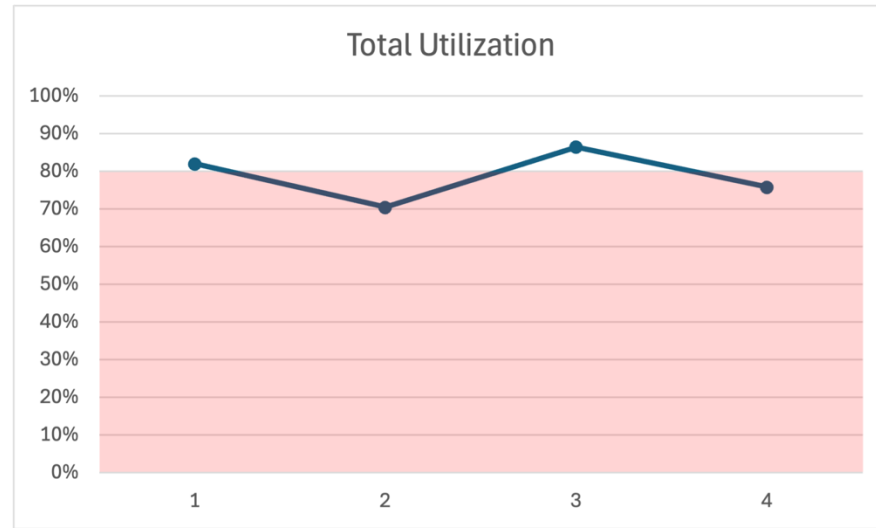
- Capacity for staffing and understanding the importance of why we need to exit clients
- Greater sense of urgency to enroll client into program so they can start receiving services
- People are overworked and underpaid



# Utilization

Issues that may be causing poor utilization:

- Inflexible metrics - current calculations may not account for temporarily offline units
- Beds are not all CoC funded but are part of HMIS, meaning enrollments could be missing



# Data Quality Workgroup Next Steps:

- Scheduling and facilitating interviews/focus groups
- Reviewing Outreach, Coordination, and Access Coordinated Entry System Evaluation for feedback on HMIS system use
- Update HMIS lead entity with findings and coordinating time to work through potential solutions
- Draft recommendations on data quality to relevant parties



# Review of HMIS Policies and Procedures Manual

HMIS Lead



# Supporting the HMIS Lead in Developing New Policies

Review Draft HMIS Access  
Policy



# HMIS Access Policy Goals

## Create a Clear HMIS Access Policy:

- Explain who can access HMIS and under what conditions.

## Define "Provider":

- Clarify that this includes organizations and individuals who work directly with people experiencing homelessness, like shelters, outreach programs, and case managers.

## How to Request HMIS Access:

- Set up a simple process with an online form where providers submit basic info (organization name, contact details, reason for using HMIS, and data security plans).

## Handling Data Misuse:

- Create rules for what happens if someone misuses HMIS data, breaks data use agreements, or accesses the system improperly.
- Clearly state the consequences, like losing HMIS access if rules are violated.
- Provide a way for users to regain access after resolving any issues.

## Deciding Who Gets Access:

- Set clear criteria for approving or denying access, focusing on legitimate service needs, data privacy, security, and data quality commitments.

## Appeals Process:

- If access is denied, providers can appeal the decision. The **HMIS Committee** will review and decide on appeals.

# Introduction and Goals

This policy is in DRAFT form.

We are seeking your input and feedback to ensure the process for requesting, granting, and denying HMIS access is clear, fair, and effective.

## Goals

Confirm the policy supports consistent and equitable access to HMIS.

Identify areas for clarification or improvement.

Prepare for revisions based on committee feedback.

# Purpose

## Why are We Developing this Policy :

Establish a **clear, consistent, and equitable process** for HMIS access.

Ensure all access decisions are based on **objective criteria**.

Protect the **integrity and security** of HMIS data through controlled access.

## Discussion Prompt:

Does this purpose clearly reflect our shared goals for HMIS access?

# Proposed HMIS Access Request Process

---

## Step 1: Request Access

- Request Access using the HMIS Lead Access Application

## Step 2: HMIS Lead Review

- Evaluation based on organizational role, data need, and compliance with data security requirements.

## Step 3: Decision Notification

- Written approval or denial provided to the requesting organization.

## Discussion Prompts:

- Are the submission and review steps clear and comprehensive?
- Are the decision criteria fair and objective?

# Proposed Appeal Process

## When to Appeal:

If an HMIS access request is **denied**.

## How the Process Works:

Submit a **written appeal** to the CoC HMIS Committee.  
The committee reviews the appeal and issues a **final written decision**.

## Discussion Prompts:

Is the appeals process transparent and accessible?  
Are there any steps missing to ensure fairness?

# Data Use and Access Violations

---

## Why This Matters:

- To maintain **accountability** and protect **sensitive data**.

## Potential Consequences for Violations:

- **Suspension** or **revocation** of HMIS access.
- Referral for further investigation if needed.

## Reinstatement Process:

- Organizations can request reinstatement in writing; reviewed by HMIS Lead.

## Discussion Prompts:

- Are the consequences for misuse clear and appropriate?
- Is the reinstatement process fair and rigorous enough?



# Reminders and Next Steps

---

## Reminders:

- This is a DRAFT—we need your feedback to improve it.
- Focus on ensuring clarity, fairness, and consistency in the access process.

## Next Steps:

- Gather committee feedback.
- Revise the draft based on input.
- Prepare for final approval in the next review cycle.
- The draft policy has been saved in the committee's google drive folder.
- You can submit feedback through May 5 by making comments directly in the google doc or email Jose ([jose@homebaseccc.org](mailto:jose@homebaseccc.org)) and Matt ([matthieu@homebaseccc.org](mailto:matthieu@homebaseccc.org)).
- We'll bring the updated draft policy to the June 18 committee meeting for a vote.

# Community Meeting (Homebase)

- Who will be available to help table during the fair?
- What information should be included in a one-page handout about 2024 projects and future plans?
- Are there any additional materials or projects you'd like to display at your table, such as something on a laptop for feedback?



# Next Meeting

## Proposed Agenda Items:

- Quarterly Data Quality Report
- Approve Draft HMIS Access Policy
- Review Draft Norms for Committee Presenters



Acronym	Definition
HUD	US Department of Housing and Urban Development
CoC	Continuum of Care: A geographic region awarded funding by HUD each year in a collaborative application process
OAC	Outreach Access Coordination Committee
SCC	System Coordination Committee: The former name of the OAC
PWLE	Person with Lived Expertise/Experience: Someone who has been homeless or is currently homeless
BIPOC	Black, Indigenous, Person of Color
NOFO/NOFA	Notice of Funding Opportunity: The annual (summer) competition for CoC funding
PIT	Point in Time Count: The count held every January of currently homeless households in the CoC
PSH	Permanent Supportive Housing: A type of CoC funded project that pays long-term, permanent housing subsidy for clients
RRH	Rapid Rehousing: A type of CoC funded project that pays short to medium term housing subsidy for clients
SSO	Supportive Services Only: A type of CoC funded project which includes staffing but not housing

Acronym	Definition
CES	Coordinated Entry System
HRC	Housing Resource Center
HHIP	Housing and Homelessness Incentive Program
HHAP	Homeless Housing Assistance and Prevention Grant
ERF	Encampment Resolution Fund
SI	System Impact Committee
REC	Racial Equity Committee
LB	Leadership Board
HCC	Housing Capacity Committee
SFC	Standards, Funding, and Compliance Committee
HSP	Housing Stabilization and Prevention Committee