

**HMIS Committee  
Agenda  
February 19, 2025  
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/118hFMAU2IE-FqYmK8TZ9Hp40vmS1zRck9EBEbPlbwy8/edit?usp=drive\\_link](https://docs.google.com/spreadsheets/d/118hFMAU2IE-FqYmK8TZ9Hp40vmS1zRck9EBEbPlbwy8/edit?usp=drive_link)
- **Alameda County HMIS website**: <https://alameda.bitfocus.com/>
- **Alameda County data dashboard**:  
[https://homelessness.acgov.org/data\\_homeless\\_response.page](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](#).

Are you getting the HMIS newsletter? Make sure you and your agency leads are getting the newsletter!  
<https://alameda.bitfocus.com/newsletters> .

### Meeting Purpose / Overview

The purpose of the February HMIS Committee meeting is to **advance key initiatives that support data quality, racial equity, and HMIS system improvements**. The committee will review and vote on updates to the **HMIS Policies and Procedures Manual**, discuss the **Data Quality and Occupancy Report** from the HMIS Lead, and explore ways to strengthen data quality efforts through **cross-committee collaboration**. Additionally, we'll provide an update from the newly formed **Provider Data Quality Workgroup**, which is focused on identifying

provider barriers to data quality. This workgroup will be engaging with providers through interviews or focus groups to gather feedback on data quality challenges. The committee will also review the draft **HMIS Access Policy** for input and plan for broader feedback from CoC committees to ensure inclusive, community-driven improvements.

You can submit written comments and feedback before or after our using this [survey](#).

## Agenda

### 1. **Welcome and Introductions** (Co-Chairs)

- Please come put in the chat your: Name, pronouns, affiliation (organization, etc.).
- Ground Rules

### 2 **Approval of minutes, 01/19/2025** (Co-Chairs)

- Homebase distributed the meeting minutes (meeting minutes are the written record of our monthly meetings) from the January 15th HMIS Committee meeting for committee members to review on January 17th.
- The draft minutes have also been posted in the HMIS'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 September meeting and need to be amended.
- 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 see anything in the draft minutes that are distributed following today's meeting that should be amended.

### 3 **HMIS Committee Public Comment** (Co-Chairs)

- 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.

Patrick: I think we have talked before about chatbots. We ask people to participate, and people are able to get stipends if people send their chatbots. How does that work for participation?

Jose: People with lived experience are eligible for stipends, stipends are only provided if individuals show up, not their bots.

Deirdre: Is it ok if I use my AI bot to take notes?

Jose: Yes that is our CoC policy! It is easier for some people to use and it is no problem at all.

Ms. Shelley: Can you point me to the last committee minutes?

Jose: Yes, Matt can drop that for you in the chat!

Matt: Here is the [link](#).

#### 4 Announcements (Homebase)

- Interested in the 2024 NOFO results? Upcoming events this month:
  - Presentation at Standards Funding and Compliance Committee February 6th
- The Harvard Kennedy [School Government Performance Lab \(GPL\)](#) invites you to join our Data-Driven Decision-Making Training series. These trainings are virtual and open to anyone working in and around homelessness prevention and response work in Alameda County.
  - Please register for the training [here: bit.ly/gpltraining](https://bit.ly/gpltraining).
    - Choose-Your-Own-Data-Adventure I Friday, Feb. 7 at 10 am - 11 am: In this hands-on simulation, you'll be challenged to use limited data to understand and address an emerging homelessness concern.
    - Continuous Improvement & Key Performance Indicators I Friday, Feb. 14 at 10 am - 12 noon: Not sure how best to use the data you have or see in meetings? This training will focus on tools to connect program and system goals with the data you track to help improve the services being delivered.
    - Unpack & Interpret Data I Friday, March 14 at 10 am - 12 noon: Learn strategies for disaggregating data to better understand what your data is telling you.
    - Communicate with Data I Friday, April 11 at 10 am - 12 noon: Bring all your learnings from previous sessions together and focus on how to present data to support action-oriented meetings and conversations.
  - Please reach out to Sky Mihaylo ([skymihaylo@hks.harvard.edu](mailto:skymihaylo@hks.harvard.edu)) if you have any questions.
- **Workgroup Opportunities:**
  - These three are looking for volunteers:
    - The [Performance Measures Workgroup](#) will update the Performance Measures for CoC projects, last updated about 10 years ago. The updated measures are planned to be used as a part of scoring the 2026 NOFO project applications.
    - SCF is developing a NOFO Toolkit in its [NOFO Workgroup](#). The toolkit will be designed to help orient new applicants to the NOFO process of CoC funding.

- Seeking members who are: providers, PWLE, REC committee members, and Youth Committee members
- Please let us know via email if you are interested, no later than Feb 19th

## 5 Racial Equity Focused Ice Breaker (Krsna)

Ms. Shelley: I really want to appreciate a new Racial Equity Liaison having the space to be heard. It really makes us, the People with Lived Experience, seen!

## 6 Updates from the HMIS Lead Team (Alex)

- Quarterly Data Quality and Occupancy Report

Christoverre: How is accuracy measured?

Sayed: We will be changing the parameters for measuring accuracy. Currently we are tracking missing move in dates for different projects.

Deirdre: We look at enrollments vs move in dates of projects. If someone is enrolled in PSH they should have a move in date.

Christoverre: How is the accuracy of data entry completed?

Sayed: **Missing Move-In Dates in Permanent Housing (PH) projects** (such as **PSH and RRH**) occur when a **client is enrolled in the program but does not have a recorded Housing Move-In Date in HMIS**. This is a **data quality issue** because it affects system performance reporting and funding compliance.

Alex: Christoverre, to your question that is done at the local level. We continue to train the community on our regular meeting in how to accurately, completely and consistently input information. We continue to support how data is being entered.

Deirdre: In the HMIS system, if there are fields left blank, or entry is data not collected, or data refused, those count as data quality error.

Alex: We have changed as well what our model is so that each agencies have their assigned HMIS entity staff. This allows

Christoverre: You may remember I was one of the first individuals to check their own record. I found that my record was extremely incomplete and not accurate. I brought that forward, I was posed with the ability to make a complaint. That was not my purpose, my purpose was to alert the team to this issue.

Alex: We can definitely talk about this offline to continue the conversation. I am more than happy to hear out more of these issues.

Nic: The system as it is right now does not account for the thing you are talking about Christoverre. Our systems do not allow for people experiencing homelessness to have access to check and manage their data.

Shelly: This is something that the HMIS team is working on, is a client facing portal.

Alex: There is a module that we are bringing into HMIS that will allow folks to come into their profiles and upload their documents and fix any data quality issues. We have to work on it since it's only been a pilot in Santa Clara and hasn't been rolled out nationally yet.

Nic: Looking at the time since you've been doing the work. What are priorities for the next quarter?

Alex: Our focus is engagement and communication with the community. We are also engaged with HUD TA, ICF TA, to look at improve data quality.

Shelley: This is all great news! I think trying new avenues of engagement is useful. Trying to pull people in is important. Building rapport is important to have people enter data more accurately.

## **7 Review of HMIS Policies and Procedures Manual (Group Discussion)**

- [Policy and Procedures Manual](#)

## **8 Supporting Data Quality Efforts (Provider Data Quality Workgroup)**

- Update from the Provider Data Quality Workgroup
  - Call for Workgroup Members

## **9 Supporting the HMIS Lead in Developing New HMIS Policies (Homebase)**

- HMIS Access Policy
  - **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.
  - Create an HMIS access request form that collects all necessary information from providers to evaluate their request.

Ms. Shelley: I want to go back to the report card. There are substantial failures. This is terrible and the structure doesn't support. Dismissiveness is also an issue. Now we have a policy that we can use to talk about the structural flaws.

Shantae: We don't need to go over each other's traumas. I will be leading a foundational training on HMIS explaining the entity and committee role.

Shatae: I want to validate what everyone has said although deliveries could have been different. The question

Nic: I suggest that we look at bringing in Chloé Green to lead a debrief on our discussion today.

**As we were unable to complete the agenda during this meeting we will return to the topic in a future meeting.**

## Committee Members

Alex Baker	HMIS Lead / OHCC	X
Daniel Scott	Alameda County / OHCC	X
Deidre Wan	Berkeley Youth Affiliates	
Greta Monares	City of Oakland	
Jared DeFigh	Wood Street	X
Josh Jacobs	City of Berkeley	X
Julia Judge	Bay Area Community Services	X
Krsna Hare	Community Member	X
Martha Elias	CES Entity / HCSA	
Michelle Ogburn	Abode	X

Mike Keller	EOCP	X
Patrick Anderson	Emerging Leaders Program; Podcaster (The Intelligent Human Voice)	X
Shatae Jones	Alameda Alliance	X
Shelly Haynes	City of Livermore	X

## 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](#)