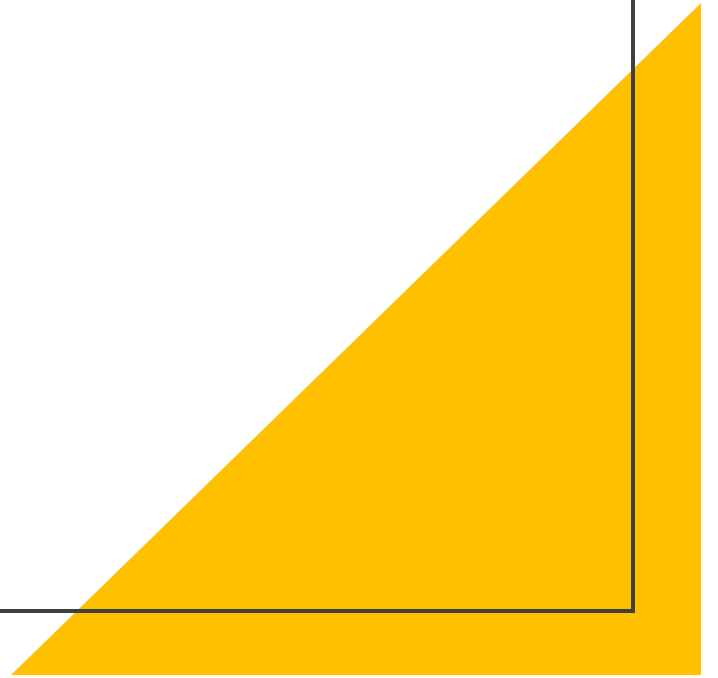# HMIS Committee

August 20, 2025

Goals for Today

Today's meeting brings the HMIS Committee together to review ongoing work to strengthen Alameda County's HMIS governance, data quality, and overall system capacity, and to discuss potential adjustments to the committee's structure and operations. We will hear updates on technical assistance efforts, including the development of an HMIS Roles and Responsibilities Matrix and Data Flows Chart, explore ideas such as shifting to bi-monthly meetings and launching quarterly HMIS Office Hours, and consider the Leadership Board's request to assess potential committee consolidation with the System Impact Committee. This discussion will help clarify priorities, ensure the committee's work remains focused and impactful, and guide next steps in supporting effective HMIS administration for the CoC.

Agenda

1. Welcome / Introductions
   1. Ground rules and norms
   2. Approval of Minutes
2. Public Comment
3. Announcements
4. Ice Breaker
5. Strengthening Data Capacity and HMIS Governance in Alameda County
6. CoC Restructure

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.

- Prior to today's meeting, Homebase distributed the meeting minutes (meeting minutes are the written record of our monthly meetings) from the July 16th HMIS Committee meeting for review.

- 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 and matthieu@homebasesccc.org copying 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

EveryOneHome

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 and matthieu@homebaseccc.org, copying alameda@homebaseccc.org, if you If you would like to submit written comments.

EveryOne Home

Announcements

- The HMIS Lead Team has started the self evaluation, using the tool the committee reviewed and approved.
  - We plan review the completed self evaluation tool with the committee at the September meeting.
- The HMIS Data Quality Workgroup has started provider interviews and has received 24 responses to the survey completed by providers who were interested in giving feedback but did not have the capacity to participate in an interview.
  - The Workgroup plans to update the full committee at the September meeting.
  - If you would like to participate in an interview or complete the survey, please email Jose (jose@homebaseccc.org) and Matt (matthieu@homebaseccc.org).

Strengthening Data Capacity and HMIS Governance in Alameda County

- Alex Baker, HMIS Lead Team
- Melissa Mikel, ICF
- Grant Tuioti, ICF

EveryOneHome

Strengthening Data Capacity and HMIS Governance in Alameda County

Melissa Mikel
Senior Homeless Services Specialist

Grant Tuioti
Senior Homeless Services Specialist

ICF

The US. Department of Housing and Urban Development (HUD) SNAPS office tasked ICF with providing intensive technical assistance (TA) to the Oakland, Berkeley/Alameda County Continuum of Care (CoC) to enhance its HMIS and data infrastructure.

In conjunction with the HMIS team, Homebase and Abt Global, ICF focused on increasing the CoC's capacity for data collection, analysis, and governance by creating:

- Alameda HMIS Roles and Responsibilities Matrix

- HMIS Data Flows Chart

ICF Technical Assistance
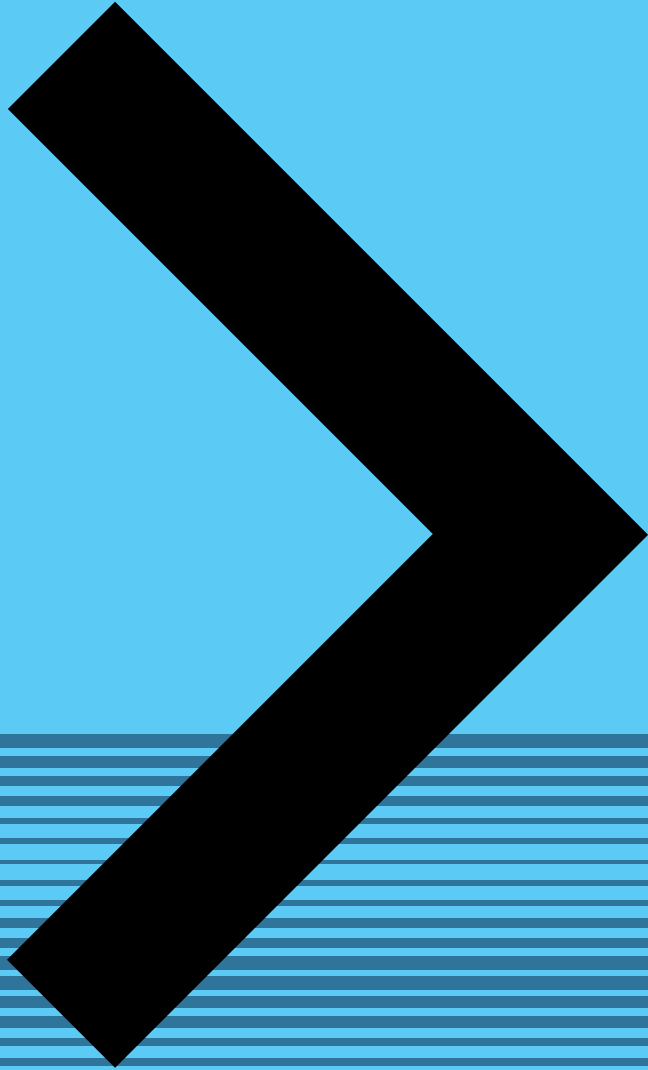
HMIS Roles and Responsibilities Matrix

- HMIS Related Documents
  - CoC Policies and Procedures
  - CoC & HMIS Memorandum of Understanding (MOU)
  - HMIS Policies and Procedures Manual
  - CoC Governance Charter

- RACI Model – a framework for defining roles and responsibilities in projects and operations:
  - Responsible (R): Does the work to completed the task
  - Accountable (A): Ensures the task is completed and owns the outcome
  - Consulted (C): Provides input, expertise, and feedback
  - Informed (I): Needs to be kept updated on progress

Why Develop a Roles and Responsibilities Matrix?

Clarifies who is doing what

Prevents gaps and overlaps in responsibilities

Enhances collaboration between CoC, HMIS Lead and Admin Team, Agencies, and HMIS Vendor

Supports accountability and system performance.

Why Use RACI In HMIS?

CoC

- Plays a strategic role in aligning system operations with CoC-wide goals.

- Often informed or consulted on HMIS governance, project setup.

HMIS Lead

- Holds primary responsibility for developing HMIS work plans, policies and procedures, and overseeing system-wide data quality.

- Takes on the bulk of operational task, from project setup to training and support.

HMIS Committee

- Accountable for high-level decisions and consulted for key updates.

- Provides community-level input and direction to guide HMIS strategy.

Agency Liaison

- Often informed or consulted regarding updates, trainings, and changed to the system.

- Plays a key role in relaying information to providers and escalating issues.

Bitfocus

- Responsible or accountable for technical development, maintenance, and integration support.

- Consulted on user interface improvements and system performance.

→ Key Entities and Their Function

Documentation, Communications, and Support

Encompasses the essential activities that ensure all partners have the information, guidance, and technical assistance they need to effectively use the HMIS in compliance with HUD requirements.

Monitoring, Evaluation

The process of systematically reviewing how the HMIS is functioning to ensure it meets HUD requirements and supports the goals of the CoC.

Operations

The day-to-day management and technical functioning of the Homeless Management Information System (HMIS) to ensure it runs smoothly, securely, and in compliance with HUD standards

Policy Development

The process of creating and maintaining the standards, procedures, and governance frameworks that guide how HMIS data is collected, managed, shared, and used. .
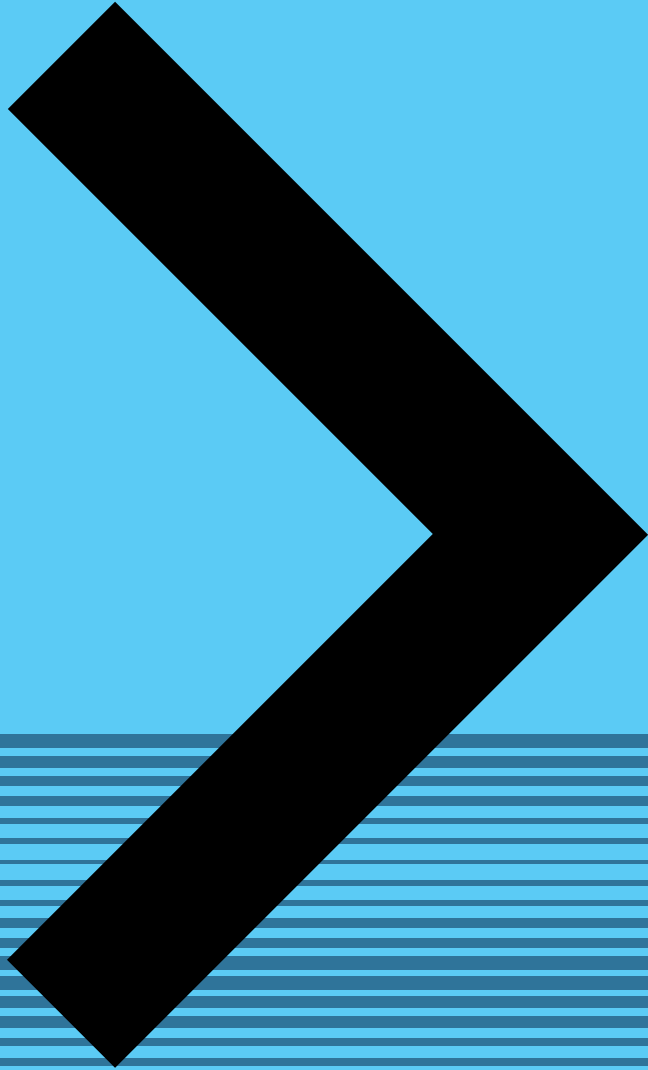
Reporting

The process of extracting and submitting data from the HMIS to meet federal, state, and local reporting requirements.
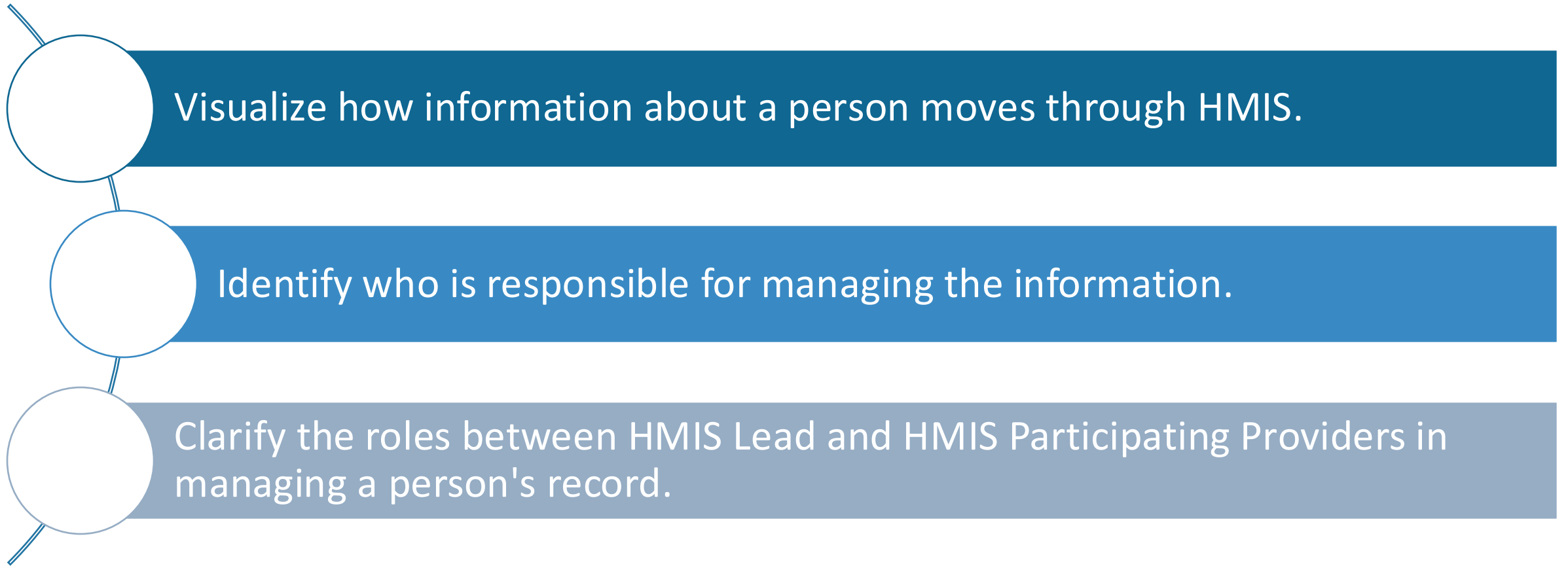
→ Matrix Responsibilities

DOCUMENTATION/COMMUNICATION/SUPPORT	CoC	HMIS Lead	HMIS Committee	Agency Liaison	Bitfocus (vendor)
Conduct HMIS support and help desk activities within the scope of established HMIS policies, procedures, and protocols	I	A/R	C	I	R
Coordinate Agency HMIS onboarding	I	A/R	I	R	
Create and maintain documentation of custom reports	I	A/R	C	I	
Ensures that staff are scheduled for, and complete, software training, initial privacy and security training, and annual privacy and security training.	I	A	I	R	
Help agency complete the HMIS onboarding process and provide one on one support as needed	I	A	I	R	
Maintain Calendar of Events (report due dates, training dates, monitoring dates, HMIS Committee meeting dates, annual recertification due dates, etc.)	I	A/R	C	I	
Maintains documented procurement procedures and maintains oversight of all contractors or vendors in accordance with 2CFR§200	I	R/A	I	I	

→ Sample Responsibilities Matrix

HMIS Data Flows Chart

Visualize how information about a person moves through HMIS.

Identify who is responsible for managing the information.

Clarify the roles between HMIS Lead and HMIS Participating Providers in managing a person's record.

Purpose of the Flowchart

HMIS Policy and Procedures

Privacy Policy

HMIS Data Quality Policies and Procedures

HMIS Training Guides

New User Information

User & Liaisons Training Materials

Upcoming Events

HMIS Data Flows Policy References

Person with lived experience

This is the individuals whose records are stored in HMIS.
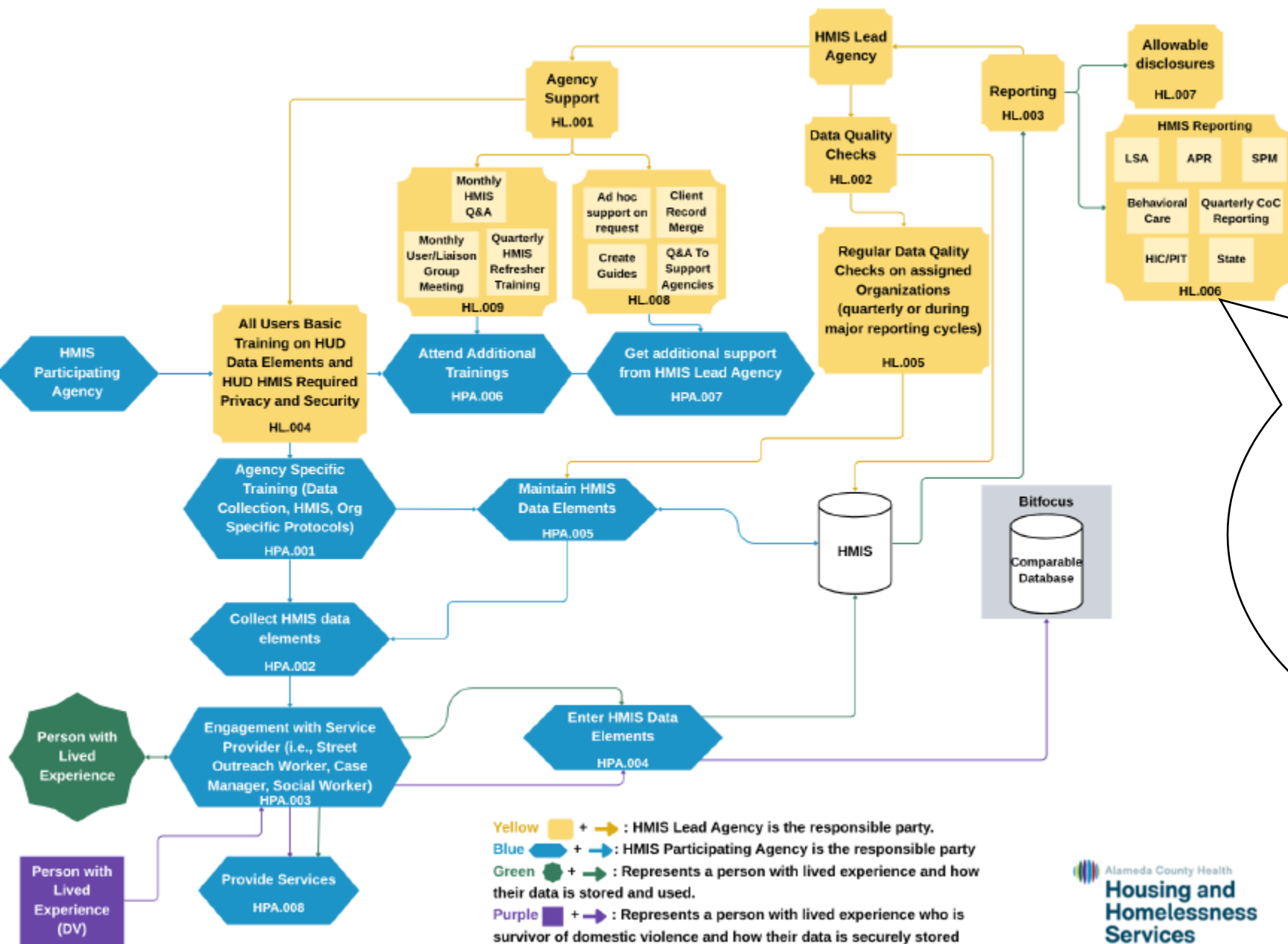
HMIS Participating Agency

These are the direct service providers with access to HMIS. They are responsible for the collection and management of individual records.

HMIS Lead Agency

This agency oversees the administration of the database and reporting. They are responsible for overseeing the administration of HMIS, especially reporting, and not maintaining any individual record.

HMIS Data Flows Perspectives

Each node (or text box) in the flow chart represents a part of the "HMIS Data Flows" and the color designates which perspective has the primary responsibility to move the information forward at the junction.

Yellow ▢ + → : HMIS Lead Agency is the responsible party.

Blue ⬡ + → : HMIS Participating Agency is the responsible party

Green ⬡ + → : Represents a person with lived experience and how their data is stored and used.

Purple ▢ + → : Represents a person with lived experience who is survivor of domestic violence and how their data is securely stored

HMIS Data Flows

HMIS Participating Agency Responsibility		
Flowchart ID	Name	Resources/Citation
HPA.001	Agency Specific Training (Data Collection, HMIS, Org Specific Protocols)	Refer to your agency protocol
HPA.002	Collect HMIS data elements	• HMIS Policy and Procedures: HMIS User Agreements are agreements between the HMIS Lead Agency and individual CHOs employees, contractors, or volunteers who are authorized to collect or use data in the HMIS. (pg 8)
HPA.003	Engagement with Service Provider (i.e., Street Outreach Worker, Case Manager, Social Worker)	Refer to your agency on how to engage
HPA.004	Enter HMIS Data Elements	• HMIS Policy and Procedures: An employee, volunteer, affiliate, associate, and any other individual acting on behalf of a CHO, who uses or enters data into HMIS. They must provide data entry in a manner that follows the CoC approved Data Quality Action Plan. (pg 4)
HPA.005	Maintain HMIS Data Elements	• HMIS Data Quality Policies and Procedures: Agencies complete missing information where possible and make appropriate corrections to the clients' enrollments in HMIS according to the DQ errors highlighted in the Data Quality Correction Report.
HPA.006	Attend Additional Trainings	• Upcoming Events: See Events calendars for days and times of training. • HMIS Policy and Procedures: "HMIS Users, must complete trainings as required" pg.4. " HMIS Liaison ensure staff complete required training and adhere to the governing principles, policies, and procedures of the HMIS system" (pg 5).
HPA.007	Get additional support from HMIS LEAD Agency	Refer to agency protocol and HPA.006

Example Supporting Table

ICF

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About ICF

ICF (NASDAQ:ICFI) is a global consulting and digital services company with over 7,000 full- and part-time employees, but we are not your typical consultants. At ICF, business analysts and policy specialists work together with digital strategists, data scientists and creatives. We combine unmatched industry expertise with cutting-edge engagement capabilities to help organizations solve their most complex challenges. Since 1969, public and private sector clients have worked with ICF to navigate change and shape the future.

Alameda County HMIS Committee

FY 2024-2025 Q4 Data Quality Report

April 2025 – June 2025

Alameda County Health
Housing & Homelessness
HMIS Lead Team

Table of Contents:

Purpose of the Data Quality Report (DQR):

The purpose of the DQR is to help improve the quality of data in the Homeless Management Information System (HMIS).

It does this by showing how well programs are doing in five key areas:

Timeliness – Are data entries made quickly after events happen?

Completeness – Are all required fields filled in correctly?

Accuracy – Is the information correct and up-to-date?

Consistency – Is data entered the same way across programs?

Utilization – Are housing and service resources being fully used?

By reviewing this report, programs can identify where improvements are needed and take steps to make their data more reliable, useful, and compliant with HUD standards.

Acronyms Glossary – DQR Scorecard Q4 FY 2024-2025

Acronym	Definition
DQR	Data Quality Report
FY	Fiscal Year
Q4	Quarter 4
SO	Street Outreach (Programs)
HUD	U.S. Department of Housing and Urban Development
HMIS	Homeless Management Information System
AA	Annual Assessment
ES	Emergency Shelter
PH	Permanent Housing
SH	Safe Haven
TH	Transitional Housing

Definitions

Timeliness –

- Measures how quickly data is entered after an event.
- Goal: Enter data within 3 days of client interaction.
- Late entries (after 3 days) don't meet the standard.

Completeness –

- Ensures all required fields are properly filled out.

- Missing/unknown data lowers report accuracy.

- Common fields: SSN, Date of Birth, Race, etc.

Accuracy –

•Data should reflect the true, up-to-date client situation.

•Major issue: Duplicate open enrollments.

•Example: Second enrollment created instead of updating existing one.

Definitions (Cont.)

Consistency –

• Data must be recorded uniformly across programs.

• Prevents duplicates/conflicts from slight name variations.

• Ensures smooth cross-agency coordination.

Utilization –

• Tracks how well housing/services are used.

• Goal: Keep usage rates above 80%.

• Underutilization signals inefficiencies or barriers to access.

Year 2 Scorecard – FY 2025 Q4

Data Quality Category	Year 2 Goal (FY 2025)	FY 2025 Q4 Actual	Goal Met or Exceeded	Goal Not Met	Notes
Timeliness (With No Street Outreach Programs)	85% <3 days	Project Start Data Entry (With No Street Outreach Programs): **82.13%** Project Exit Data Entry (With No Street Outreach Programs): **75.41%** Timely		❌ Start Goal (non-SO) missed by 2.87% ❌ Exit Goal (non-SO) missed by 9.59%	Non-SO start entries came very close, with just a 2.87 % gap. Exit timeliness remains an area for improvement, with focused efforts needed to close the 9.59% gap.
Timeliness (With Street Outreach Programs)	85% <3 days	Project Start Data Entry (with SO): **87.4%** Timely (Q2: 92.87%) Project Exit Data Entry (SO): **36.76%**	✅ Year 2 Project Start Goal for SO exceeded by 2.4%	❌ Exit Goal (SO) missed by 48.24 %	SO Project Start met and exceeded the target. Exit timeliness fell short this quarter, but with continued attention and team engagement we can drive stronger outcomes next quarter.
Completeness	5% Overall Score for ES, PH, SH, TH 15% Overall Score for SO 5% for AA	Error Rate (ES, PH, SH, TH): **13.44%** Error Rate (SO): **9%** Annual Assessment (AA/ES, PH, SH, TH, SO): **21.96%**	✅ SO Completeness Goal exceeded by 6%	❌ Overall Completeness Goal not met by 8.44% ❌ Annual Assessment Goal not met by 16.96%	SO Completeness exceeded the target—great work! Annual assessments fell below target, highlighting an opportunity for renewed focus and re-engagement to strengthen results moving forward.

Year 2 Scorecard – FY 2025 Q4

Data Quality Category	Year 2 Goal (FY 2025)	FY 2025 Q4 Actual	Goal Met or Exceeded	Goal Not Met	Notes
Accuracy	0% Error rate	**Metric**: **Multiple Overlapping Entries** **Total Enrollments = 35,435** **Enrollments with multiple open entries = 309** **Actual Error Rate=0.87%**		**Q4 Target Not Met by 0.87%**	Although we missed the 0% target, the 0.87% error rate shows strong accuracy overall and continued progress toward full compliance.
Consistency	0% Error rate	**Total clients created:** 1,833 **Total duplicate clients created:** 75 **Error rate:** 75 / 1,833 = **4.1%**		**Q4 Goal Not Met by 4.1%**	Although the target was not met, duplicate entries remain low relative to total client volume—indicating strong data entry practices overall.
Utilization	**80% Utilization Rate**	**Utilization Overall = 91.12%**	**Q4 Goal Met and Exceeded by 6.12%**		Utilization improved significantly this quarter, rising to 91.12% and surpassing the 80% goal—showing strong strategic and system gains.

Thank you for your attention!
We welcome your questions and feedback.

CoC Restructure Discussion

- Shelly Hayne, Co-Chair
- Matt Kaman, Homebase

Framing the Conversation

The Leadership Board has asked all committees to assess whether consolidation is possible.

One idea currently being explored is merging the **HMIS Committee** and the **System Impact Committee** into a single "data committee" with two working groups.

HMIS Committee leadership were initially hesitant about merging, because of concerns about losing dedicated space to address HMIS Administrative issues and work.

However, our HMIS Lead Team has developed a proposal for consolidating the two data committees, while maintaining dedicated space for HMIS Administration.

Proposed HMIS Committee Adjustments
Goal: Strengthen focus and maximize the value of meeting time

Switch to bi-monthly meetings to align with planning cycles and and prioritize timely, high-impact topics.

Launch quarterly HMIS "Office Hours" as an open forum for questions and discussion:

Provides space for in-depth Q&A outside formal meetings.

At least one HMIS Lead Team member available to address administration-specific questions.

Use Office Hours to connect members to existing resources and tools, particularly for recurring topics already covered in trainings or documentation.

Potential Merge with SIC

Background: Leadership Board request – all committees to explore opportunities for consolidation.

Concept: Combine HMIS Committee and System Impact Committee into a single *Data Committee* with two working groups:

HMIS Administration – governance, policies, data quality, and other HMIS operational priorities.

Data Analysis & System Outcomes – system-level analysis, performance measurement, and outcome tracking currently led by SIC.

Discussion Questions

Would these adjustments help strengthen the committee's role and impact?

How can Office Hours best support your work and questions?

If merged, what's most important to preserve from the current HMIS Committee structure and focus?