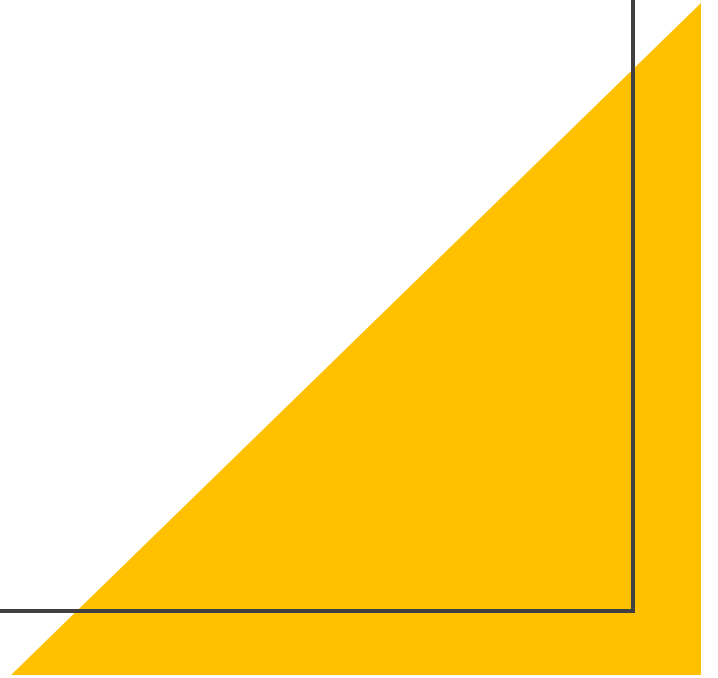# HMIS Committee

August 20, 2025

Goals for Today

The purpose of this meeting is to review the completed HMIS Lead Self-Evaluation Matrix, discuss themes from the Data Quality Improvement Workgroup, and begin planning for the November Community Meeting.

Agenda

1. Welcome / Introductions
   1. Ground rules and norms
   2. Approval of Minutes
2. Public Comment
3. Announcements
4. Ice Breaker
5. HMIS Lead Entity Self Eval
6. HMIS Data Quality Workgroup Update
7. Community Meeting Planning

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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

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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.

Announcements

- Community Meeting save the date Tuesday, November 18th and look out for registration information in the next month.

- Location: The California Endowment Center, 2000 Franklin St, Oakland, CA 94612

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Icebreaker

- **Prompt: "***In one word, what does 'good data' mean to you?***"**

HMIS Lead Entity Self-Evaluation

- Co-Chair Shelly Hanes

HMIS Data Quality Workgroup Update

- Shelly Hayne, Co-Chair
- Amy Lara

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Themes

Data Quality & Accuracy Challenges

- Issues range from repetitive categories and confusing data placement to significant errors in reporting, untimeliness, and difficulties in capturing nuanced client information.
- There's a particular concern with missing or inaccurate client information due to a lack of incentive for clients to provide data, staff being "stretched thin," and inadequate system validation.
- Another gap is the lack of automated Service Performance Measure (SPM) reports, requiring manual calculation.

Training & Support Gaps

- Existing training is often deemed insufficient, not in-depth enough, or inaccessible. There is a clear need for more targeted, user-friendly, and practical training that goes beyond basic navigation and addresses specific workflows and the "why" behind data entry.

System Usability & Technical Hurdles

- Users find the system challenging and time-consuming, particularly for reporting and navigating complex interfaces. The current open-tab structure is error-prone, and the lack of search functionality in reports is a significant barrier.

Themes

Client—Centered Concerns	Collaboration & policy Coordination	Positive Feedback on HMIS Lead Team
• Clients express privacy concerns, question the need for continued data updates, and often want their information removed once housed. There is a lack of clear, standardized policies for client data access and removal.	• Challenges arise from client crossover between counties, inconsistencies in data sharing, and duplicated efforts across different programs or agencies. There is a need for clearer, county-wide policies and better integration among service providers.	• Suzanne Campillo from the HMIS Lead team was consistently praised for her responsiveness, willingness to support, and direct technical assistance.

Discussion

- Which HMIS processes (intake, reassessment, exit) would benefit most from a guided, step-by-step workflow?

- How could trainings be redesigned (e.g., short videos, cheat sheets, scenario-based demos) to better support frontline staff and monitors?

- What types of system prompts or validation checks would help improve data accuracy in HMIS?

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Community Meeting Planning