

**HMIS Committee
Minutes
September 17th, 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-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](#).

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 September HMIS 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 and Introductions** (Co-Chairs)

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

2. **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.

Minutes:

No public comments.

3. **Approval of minutes, 07/16/2025** (Co-Chairs)

- Prior today's meeting, Homebase distributed the meeting minutes (meeting minutes are the written record of our monthly meetings) from the July HMIS Committee meeting for committee members to review.
- 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 and matthieu@homebaseccc.org copying alameda@homebaseccc.org, if you see anything in the draft minutes that are distributed following today's meeting that should be amended.

Minutes:

July minutes approved with no amendments.

4. **Announcements** (Homebase)

- Community Meeting save the date Tuesday, November 18th. Send ideas for the agenda and activities or any other feedback by Monday, September 15. Email your thoughts to alameda@homebaseccc.org and look out for registration information in the next month.
- Location: The California Endowment Center, 2000 Franklin St, Oakland, CA 94612

Minutes:

No other announcements.

5. **Ice Breaker** (Homebase)

6. **HMIS Lead Entity Self-Evaluation** (Co-chair Shelly Hanes)

As outlined in the Committee's chartered role to develop evaluation tools and conduct an annual review of the HMIS Lead in fulfillment of its duties under the MOU with the Leadership Board, the Committee will review the completed Self-Evaluation Matrix. This review provides an opportunity to assess the HMIS Lead's performance against agreed-upon responsibilities, identify strengths, and highlight areas for continued improvement. Committee feedback will inform next steps and ensure accountability to both the Leadership Board and the broader CoC

Minutes:

The evaluation covered several categories:

- **Governance:** Responsibilities such as developing written policies and procedures for homeless organizations, collaborating with the leadership board, and developing/updating a governance charter were met. Alex Baker clarified that while some governance details are handled at the CoC level, the HMIS team ensures their responsibilities, like providing policies, procedures, and privacy/security information, are delivered to the leadership board.
- **Operations:** The team met expectations for developing and implementing HMIS policies, overseeing the HMIS vendor and system, and managing HMIS operations and ongoing activities.
- **Evaluation and Reporting:** Expectations were met for ensuring the accuracy of HUD-required and COC-custom reports. This includes extracting and reporting system-level data, aggregate data, and specific reports for HUD and partner agencies, such as Annual Performance Reports (APRs), System Performance Measures, Longitudinal System Analysis (LSA), Housing Inventory Count (HIC), and Point-in-Time (PIT) count. The team also met expectations for generating ad hoc data as requested by collaborative applicants and planning entities, which includes more specialized reports beyond HUD requirements. They also met expectations for extracting and reporting agency, project, and individual-level data as required by HUD, the state, or partner agencies (e.g., for Housing Homeless Assistance Program (HAP) funding). Providing data to the leadership board on an as-needed basis was also met.
- **Joint Responsibilities:** Expectations were met across numerous items, including ensuring system accuracy, integrity, and confidentiality; operating with clear communication; collaborative partnerships; participating in COC HMIS-related committees; supporting implementation of HMIS policies; collaborating on HMIS project setup; participating in the Everyone Home System Impact Committee; using HMIS to develop performance measures and analytical tools; communicating policy changes; analyzing system data for trends and progress; working with other committees to review annual reports (LSA, SPM, PIC, HIC); reviewing data quality reports; and conducting an annual review of HMIS performance.

Alex Baker emphasized that the team strives to meet and often exceed expectations, despite being a small team of four staff members, and prefers to state "met expectations" to always leave room for improvement.

7. **HMIS Data Quality Workgroup Report Out**

The Committee will review themes from the Data Quality Improvement Workgroup, including opportunities to improve HMIS processes (intake, reassessment, exit), redesign trainings (e.g., short

videos, cheat sheets, scenario-based demos), and strengthen system prompts and validation checks to enhance data accuracy.

Minutes:

The HMIS Data Quality Workgroup convened beginning of year to examine data quality issues across the Continuum of Care (CoC). Their process involved reviewing data quality reports from the HMIS Lead team, distributing surveys, and conducting interviews with various stakeholders, including providers, HMIS liaisons, and city representatives. Homebase highlighted that the findings are not solely attributable to the HMIS lead, but reflect issues occurring at all levels of service delivery, involving providers and other CoC committees. The goal of presenting these findings was to discuss where challenges fit and begin formulating recommendations for improvement.

Workgroup members presented key themes from the surveys and interviews:

- **Data Quality and Accuracy:** Challenges included repetitive categories or confusing data placements, leading to reporting errors, untimeliness, and difficulties in capturing nuanced client information. Concerns were raised about missing or inaccurate client information due to a lack of incentive for clients to provide data and service staff being "stretched thin," impacting their capacity for data entry. Gaps in automated service performance measure reports were also noted, with programs desiring more comprehensive or customized reports.
- **Training and Support Gaps:** Existing training was often deemed insufficient, not in-depth, or inaccessible. There is a need for more targeted, user-friendly, and practical training that goes beyond basic navigation to address specific workflows and the "why" behind data entry. Shelly Haynes suggested exploring different training formats like how-to guides, snippet clips, written materials, and video trainings to cater to diverse learning styles. Matthieu Kaman added that requests for step-by-step workflow guides for tasks like annual assessments were common, especially for programs that perform these steps infrequently.
- **System Usability and Technical Hurdles:** Users found the system challenging and time-consuming, particularly for reporting and navigating complex interfaces. The open tab structure was described as error-prone, and a lack of search functionality in reports was identified as a significant barrier.
- **Client-Centered Concerns:** Clients frequently expressed privacy concerns and questioned the necessity of continuous data updates, including annual updates. There was also a desire for clarity on how client data can be accessed and removed from the system once they are housed, indicating a need for clear standards and policies.
- **Collaboration and Policy Coordination:** Challenges arose from clients crossing over from neighboring counties, highlighting limitations in data sharing and leading to duplicate efforts across different programs, agencies, and systems. There is a need for clearer county-wide policies that are better integrated among service providers, especially when clients transition between programs.

Despite these challenges, there was significant positive feedback for the HMIS lead team. Suzanne Campillo, specifically, was praised as a "rock star" for her responsiveness, willingness to provide one-on-one support, and direct technical assistance, often going above and beyond by setting up meetings to walk providers through processes.

Alex Baker addressed the training concerns by pointing out that the HMIS website has a "how-to guide section" with visual, step-by-step guides and photos, including for provider assessments and annual assessments. Suzanne Campillo provided a link to this resource in the chat, noting that guides are often

created in response to provider requests. Homebase suggested that future recommendations might focus on raising awareness of these existing guides, as many providers giving feedback were unaware of them. Alex also mentioned that they are working on shorter video trainings and use scenario-based demos in monthly meetings to train frontline staff and liaisons.

The following link was provided - <https://alameda.bitfocus.com/guides>

A committee member inquired about overall system improvements over the past 2.5-3 years. Alex Baker detailed several advancements: an overhaul of the HMIS website, increased partnership with the vendor (Bitfocus) through dedicated full-time staff, the addition of a help desk and ticketing system for direct service provider support, and expanded training opportunities including Q&A sessions and agency-specific data quality sessions. He highlighted growth in customer service, data quality support, IT updates, and stakeholder support for federal/state regulations. Alex emphasized the team's commitment to listening to the community voice and translating feedback into actionable changes, within their capabilities.

8. Community Meeting Planning

The Committee will discuss and develop key updates to share at the November 18th Community Meeting at the California Endowment. The group will also identify a committee member to present these updates at the meeting.

Minutes:

The committee began planning for the upcoming community meeting in November, aiming to present achievements from the past year.

Suggestions for highlights included:

- The HMIS Data Quality Workgroup findings and interviews: Shelly Haynes specifically recommended highlighting this, describing it as one of the more innovative steps taken to incorporate provider feedback. Homebase also noted its usefulness for future work planning.
- Completion of the HMIS self-evaluation: Homebase suggested this as another key achievement.
- New HMIS Committee membership: The addition of LeaJay and Alexis was also noted.

Committee Members

Alex Baker	HMIS Lead / OHCC	X
Alexis Chattiar	Cardea Health	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	
LeaJay Harper	Wood Street Commons	X
Melissa Moore		
Michelle Ogburn	Abode	
Patrick Anderson	Emerging Leaders Program; Podcaster (The Intelligent Human Voice)	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](#)