



CONTRA COSTA HMIS POLICY WORKGROUP

October 10th, 2023 from 12:00-1:30pm

Join the meeting via Zoom at the following link:

<https://homebaseccc.zoom.us/j/83859007898>

or via phone by dialing + 1 669 900 6833 US and entering the **Meeting ID:** 838 5900 7898#

MEETING PURPOSE:

The HMIS Policy Workgroup is responsible for ensuring the ongoing operation and monitoring of the Contra Costa County CoC's HMIS. Work includes: adherence and ongoing monitoring of HMIS Policies and Procedures, compliance with HUD Data Standards, and addressing system-level HMIS programming and training needs.

Workgroup Members: CoC Lead, HMIS Lead, COH Members (Gabriel Lemus, Juno Hedrick, Tony Ucciferri), Agency HMIS Administrators. Members of the public are welcome, including persons with lived experience of homelessness.

AGENDA

AGENDA ITEM	PRESENTERS	DESCRIPTION
Welcome & Roll Call (12:00-12:05p)	Kimberly Thai, <i>H3</i>	Identifying & welcoming attendees of the committee.
Review of Previous Meeting Minutes (12:07-12:09p)	Kimberly Thai, <i>H3</i>	Committee members can request edits to the previous meeting's minutes.
Agency Updates (12:09-12:15p)	All	HMIS participating agencies can inform attendees of any updates to staffing, programming, operations, or other events.
System Administrator Updates (12:15-12:50p)	Kimberly Thai, <i>H3</i>	Summary and timeline surrounding HUD HMIS Data Standards that went into effect Oct 1 st . Opportunity to gather feedback from the CoC. Learning platform update. ROI clean-up update.
CoC and CE Updates (12:50-1:15p)	Mary Juarez-Fitzgerald, <i>H3</i> Shelby Ferguson, <i>H3</i>	Updates around the CE APR, Performance Dashboards, and recently conducted Participant Satisfaction Surveys.

Data Quality Updates and Reminders (1:15-1:25p)	Torrie Carlson, <i>H3</i> Tammy Stoicich, <i>H3</i>	RED Team to give an update on systemwide data quality, and discuss the new monthly reporting process. Reminders and clarification around how to answer the “Exit Destination” question. HUD LSA due in December for period Oct 2022 – Sep 2023. RED Team will begin QA and may reach out to providers for specific data cleanup.
Q&A (1:25-1:30p)	All	Answer questions related to agenda items covered in the meeting or any other questions related to HMIS.

Next Meeting: January 9th, 2024, 12:00pm-1:30pm



HMIS POLICY WORKGROUP

Tuesday, October 10, 2023 from 12:00-1:30 pm

INTRODUCTIONS

Kimberly Thai, *H3*

REVIEW OF PREVIOUS MEETING MINUTES

Kimberly Thai, *H3*

AGENCY UPDATES

All

SYSTEM ADMINISTRATOR UPDATES

Kimberly Thai, *H3*

SYSTEM ADMINISTRATOR UPDATES

- Summary of Data Standards Changes and Timeline
 - Revised paper forms were distributed on 9/22
 - New screens were published at 10am on Oct 1st
 - Race and Gender data was migrated into the new fields on Oct 1st
 - Sage and SSVF Repository now only accepting APRs and reports using the new template
- **ONGOING:** RED Team still working on revising Looker reports and iSite reports. Please let us know if you have a report you would like us to prioritize.
- **ONGOING:** Bitfocus still working on revising Clarity canned reports

SYSTEM ADMINISTRATOR UPDATES

Any feedback around recent changes?

1. Race and Ethnicity – combined element
2. Translation Assistance and Preferred language - new elements
3. Gender – renamed options and new options

- LMS Update

- ROI Cleanup Update

COC AND CE UPDATES

Mary Juarez-Fitzgerald, *H3*

Shelby Ferguson, *H3*

CE ANNUAL PERFORMANCE REPORT

- Coordinated Entry Annual Performance Report – submitted annually to HUD
- CE FY23 Recently Ended (9/30/23) - FY23 represents 10/1/22-9/30/23
- Reflect CE Activity; which involved multiple providers / programs who participate in coordinated entry
- Submission due toward the end of 2023
- HMIS AGENCY ADMIN TO DO:
 - Begin CE APR Corrections
 - Corrections can be made from within the CE APR DASHBOARD
 - **Corrections due 10/31/2023**

REMINDER: HOW TO ACCESS CE APR DASHBOARD

1. Log Into HMIS
2. Click Report Pizza / Squares
3. Select "Data Analysis"
4. Scroll to "Contra Costa Clarity System Reports", Click Drop Down
5. Select "CES APR MONITORING"

Note: Allow the dashboard time to fully load; scroll through each tile and make corrections for all errors listing your agency / program as the responsible agency

PRELIMINARY CE APR DATA - FY23

Households Served

Service / Action Captured	Total
Total Households Served	4,700
Total Persons Served	5,961
Total # of Adults	4,954
Total # of Children	1,007
Total # of Veterans	154
Total # of Youth Under 25	419

PRELIMINARY CE APR DATA - FY23

Referrals Made

Referral Type	Total Occurrences	Successful Referral
Referral to Emergency Shelter Bed Opening	3,267	2,939
Referral to Rapid Rehousing	288	196
Referral to Permanent Supportive Housing	67	52
Referral to Emergency Housing Voucher	46	44
Totals	3,668	3,231

88% of Referrals Sent were Successful

PARTICIPANT SATISFACTION SURVEYS

- **496** total surveys
 - 6 agencies
 - Type of Programs:
 - Prevention
 - Rapid Exit
 - Shelters
 - CARE Centers
 - CORE Outreach
 - Rapid Rehousing
 - Permanent Supportive Housing

High level results shared at the next CoC Provider Call and Oversight Committee

Welcome to GRIP!

Greater Richmond
Interfaith Program



At the **GRIP CARE Center**, you have access to many different services. If you have questions about the services we offer or need help, please talk to a staff member on site or call us at (510) 233-2141.



Case Management

You can work with a case manager who can help with your housing plan



Documents

Your case manager can help you in getting your ID, Social Security Card, Birth Certificate & Proof of Income



Getting a Job or Going Back to School

Your case manager can help you connect to employment & education resources



Basic Needs

At the CARE Center, you have access to Showers, Mail, Laundry & Meals. For more information about the schedule, please talk to one of our staff, they are here to help



Applying for Benefits

Your case manager can help you apply for: Food Stamps (CalFRESH), TANF (CalWORKS), General Assistance, SSI, SSDI



Housing Assessment & Applying for Housing

Your case manager can do a housing assessment to get you on the list for housing and assist you in applying for affordable housing

NEW SERVICES FYLER

<https://gripcares.org/>

DATA QUALITY UPDATES

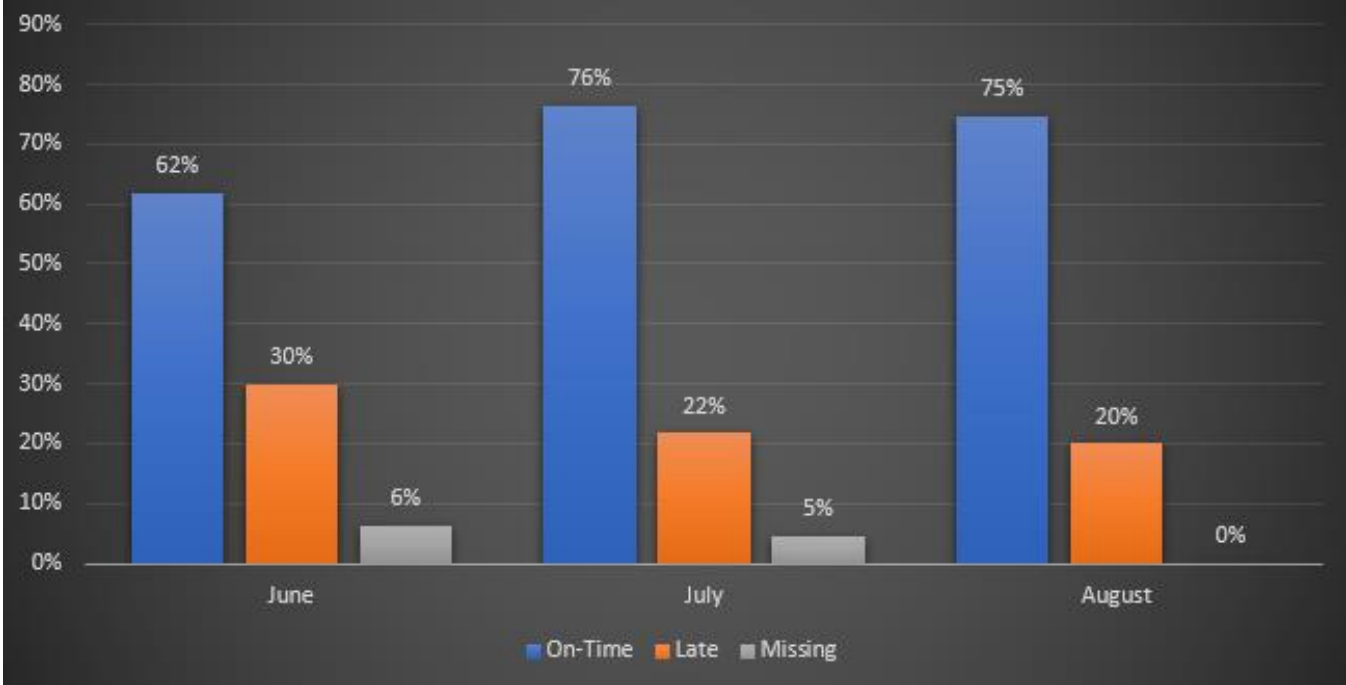
Tammy Stoicich, *H3*

Torrie Carlson, *H3*

DATA QUALITY UPDATES

Monthly Reports

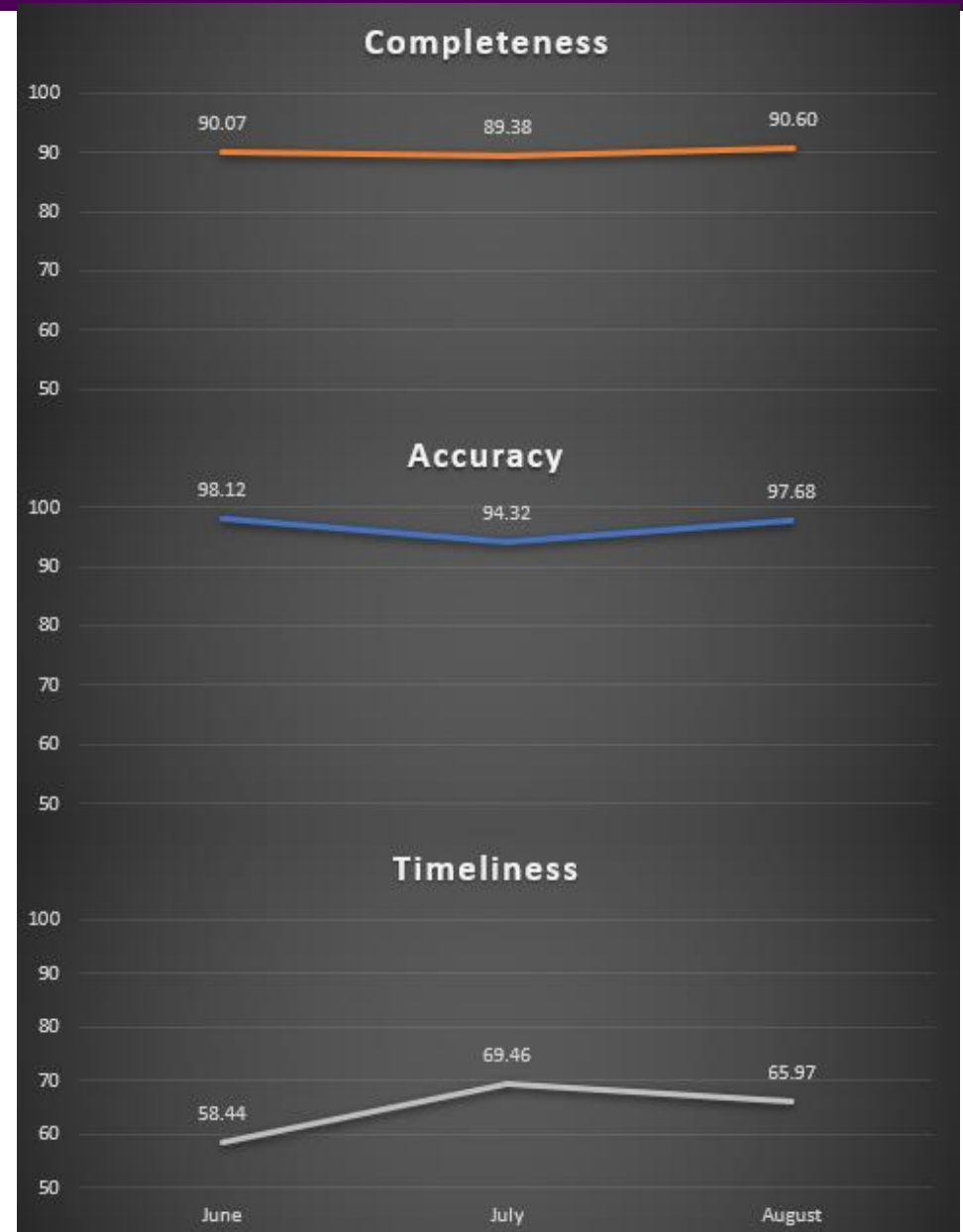
- On average we have received 71% of reports on-time since June 2023
- No missing reports in August!



DATA QUALITY UPDATES

CCC Data Quality Dashboard

- We are maintaining our average scores as a CoC!



DATA QUALITY UPDATES

New Monthly Reporting Process

Submissions and Corrections

- Corrections will no longer be itemized in specific detail
- Submissions should be reviewed and corrected prior to submission with a narrative explaining any remaining errors

Office Hours

- We will be available for office hours between the 1st and 10th of each month only

Raffle for Agency Administrators

- Beginning next quarter if your agency has shown improvement in any area since the beginning of that quarter, you (the AA) will be entered into a raffle to win a small gift card of your choice between Amazon and Starbucks.
- If your agency has maintained a 100% in all areas over the quarter, you will also be entered into the raffle.

DATA QUALITY UPDATES

Answering the Exit Destination Field

Check client's program history and/or use your best guess using the knowledge you have of your client.

Exiting to Friends or Family

- If you believe that your client is staying with friends/family, please record this using the **temporary tenure** option, unless you have spoken with the friend or family member yourself or seen a lease agreement to verify it is a permanent placement.

Place not Meant for Habitation

- If you believe that your client returned to homelessness at exit.

No Exit Interview Completed

- When you don't know where your client is exiting to and there is no way to verify.

End Program for client

Program Exit Date

Reason for Leaving

Destination

PROGRAM HISTORY				
Program Name	Start Date	End Date	Type	
CCHP - Concord Shelter Emergency Shelter – Entry Exit Contra Costa Homeless Program	04/28/2023	Active	Individual	🔗
Concord Service Center Services Only Contra Costa Homeless Program	03/29/2023	04/17/2023	Individual	
Concord Warming Center Emergency Shelter – Night-by-Night Contra Costa Homeless Program	03/25/2023	04/17/2023	Individual	🔗
Philip Dorn Respite Center Hotline Other Program Type Contra Costa Homeless Program	03/20/2023	03/20/2023	Individual	
Philip Dorn Respite Center Hotline Other Program Type Contra Costa Homeless Program	02/28/2023	02/28/2023	Individual	

DATA QUALITY UPDATES

Ramifications of exiting a client to PH when they are not permanently housed

- CES enrollments will be closed
- Client will be removed from the Community Housing Queue (will miss out on housing opportunities)
- Homeless data mart will be inaccurate
- Clients' services will be disrupted

DATA QUALITY UPDATES

LSA REMINDERS

The LSA will be due in December 2023

In preparation, please begin reviewing the following for your programs:

- Residential overlaps
- Missing Move-in Dates
- High rates of missing data (i.e., Race, DV Survivor Status, Prior Living Situation, Exit Destination)

Q&A

All

ADJOURN

- **Next Meeting:** January 9th, 12:00-1:30pm