



CONTRA COSTA HMIS POLICY COMMITTEE

October 18th from 3:00-4:00pm

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#**

Committee Members: CoC Lead, HMIS Lead, CES Manager, COH Members (Gabriel Lemus, Iman Novin, Jo Bruno, Juno Hedrick, Tony Ucciferri), Bay Area Community Services (BACS), Berkeley Food and Housing Project (BFHP), Bi Bett, Catholic Charities of the East Bay, Contra Costa Crisis Center 211, Contra Costa Healthcare for the Homeless, Contra Costa Homeless Program (H3), Department of Veterans Affairs, Greater Richmond Interfaith Program (GRIP), Hope Solutions, Housing Consortium of the East Bay, Humanity Way, Hume Center, Lifelong Medical, Northern California Family Center, SHELTER, Inc., STAND!, Trinity Center, Veterans Accession House, Winter Nights Shelter

AGENDA

AGENDA ITEM	PRESENTERS	DESCRIPTION
Welcome & Roll Call (3:00-3:03p)	Michele Byrnes, <i>Homebase</i>	Identifying & welcoming attendees of the committee.
Public Comment (3:03-3:05p)	Michele Byrnes, <i>Homebase</i>	Open Period for members of the public in attendance to comment on items not listed on the agenda.
Review of Previous Meeting Minutes (3:05-3:07p)	Michele Byrnes, <i>Homebase</i>	Committee members can request edits to the previous meeting's minutes.
Agency Updates (3:07-3:10p)	All	HMIS participating agencies can inform attendees of any updates to staffing, programming, operations, or other events.
System Administrator Updates (3:10-3:12)	Kimberly Thai, <i>H3</i>	Updates on the HMIS Evaluation and the Special NOFO Application.

Program Models Update (3:12-3:15p)	Shelby Ferguson, <i>H3</i>	Updates on the Self Assessment Tool and Performance Dashboard Trainings.
Coordinated Entry System in HMIS (3:15-3:55p)	Shelby Ferguson, Tammy Stoichich, Kimberly Thai <i>H3</i>	Introduction to our new CES Manager, Mary Fitzgerald. Requesting feedback from group on current CES data entry. Refresher on current CES workflow. Upcoming CES APR and a high level overview of the new CES Data Quality Monitoring Dashboard.
Data Quality Updates and Reminders (3:55-3:58p)	Torrie Carlson, <i>H3</i>	Updates on monthly report submissions.
Q&A (3:58-4:00p)	All	Answer questions related to agenda items covered in the meeting or any other questions related to HMIS data entry or processes.

Next Meeting: November 15th from 3:00-4:00pm



HMIS POLICY COMMITTEE

Tuesday, October 18, 2022 from 3:00-4:00

INTRODUCTIONS

Michele Byrnes, *Homebase*

PUBLIC COMMENT

Michele Byrnes, *Homebase*

REVIEW OF PREVIOUS MEETING MINUTES

Michele Byrnes, *Homebase*

AGENCY UPDATES

All

SYSTEM ADMINISTRATOR UPDATES

Kimberly Thai, *H3*

SYSTEM ADMINISTRATOR UPDATES

- Special NOFO Application
- HMIS Evaluation

PROGRAM MODEL UPDATES

Shelby Ferguson, *H3*

PROGRAM MODEL UPDATES

- **Performance Dashboards and Self-Assessment Tool Trainings**
 - All providers within the seven program models have been trained
 - HMIS Agency Admins
 - Program Managers/leadership
 - All providers can now run their dashboards by their program model and send to Shelby.Ferguson@cchealth.org on a quarterly basis
 - Self-Assessment tools will be due back November 15th
 - Need additional support? Reach out to: Shelby.Ferguson@cchealth.org

COORDINATED ENTRY SYSTEM DISCUSSION

Shelby Ferguson, *H3*

Tammy Stoicich, *H3*

Kimberly Thai, *H3*

COORDINATED ENTRY SYSTEM DISCUSSION

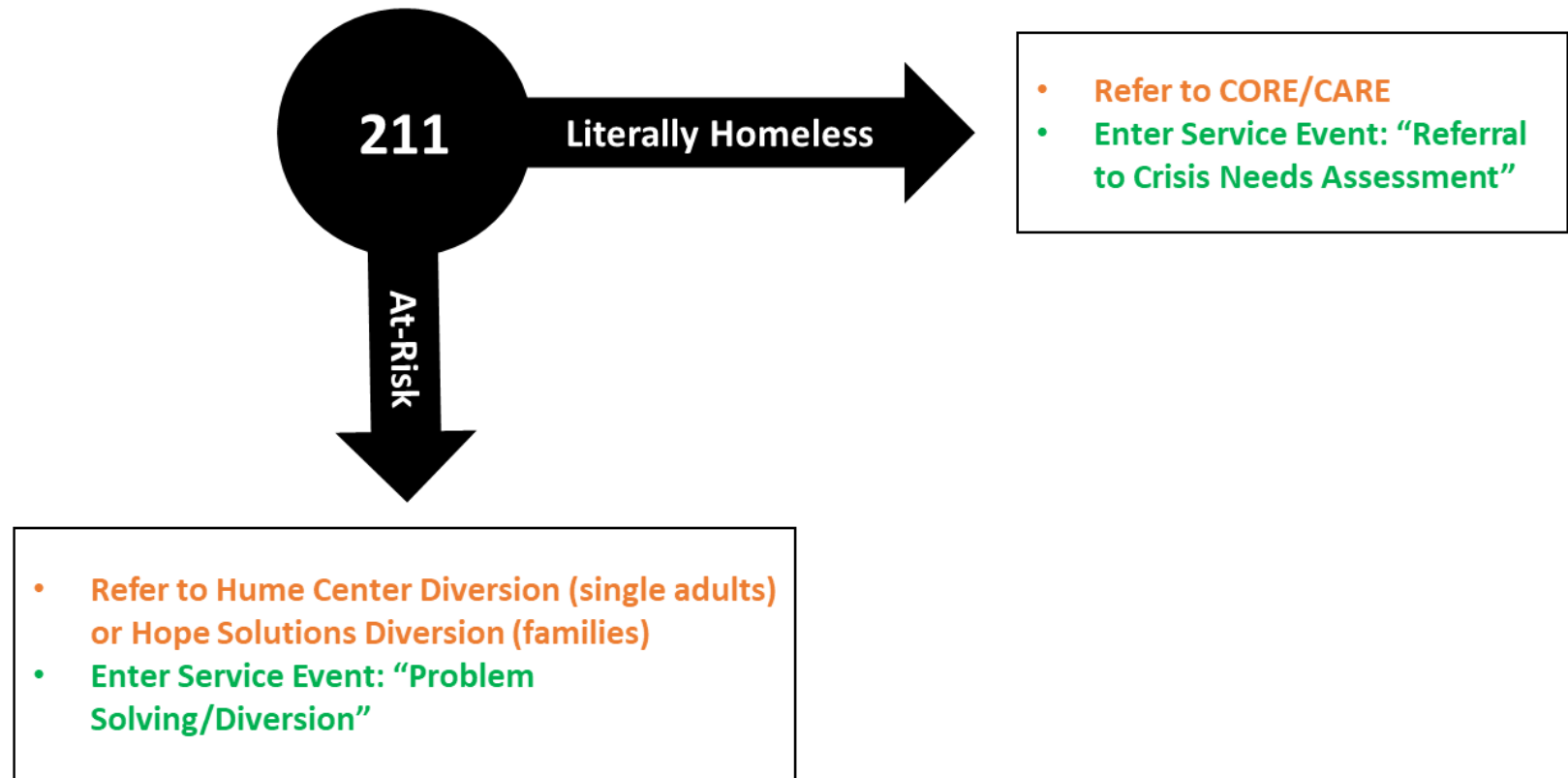
- New Coordinated Entry System Manager - Mary Fitzgerald
- CES Data Entry Refresher

The workflows described in the next few slides assume that the CES enrollment process has already been completed :

1. Enroll client(s) in CES if not actively enrolled
2. Enter a Current Living Situation assessment for the Head of Household including group members if applicable.
3. Conduct a Triage Assessment for the Head of Household (211 has a specific Triage Assessment)

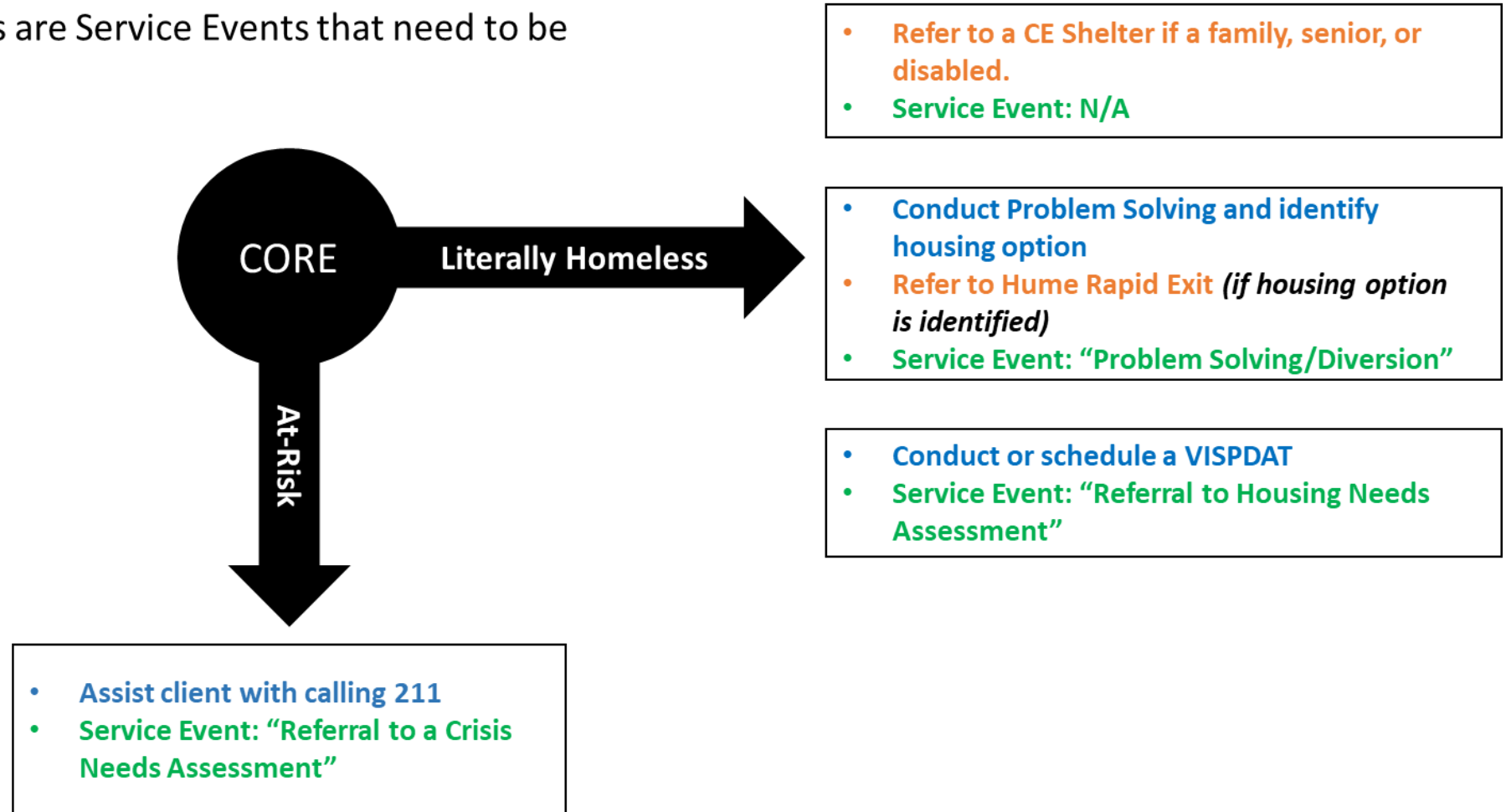
Please note steps in this workflow are color coded:

- **Blue** items are actions to be completed by staff.
- **Orange** items are referrals that need to be sent.
- **Green** items are Service Events that need to be entered.



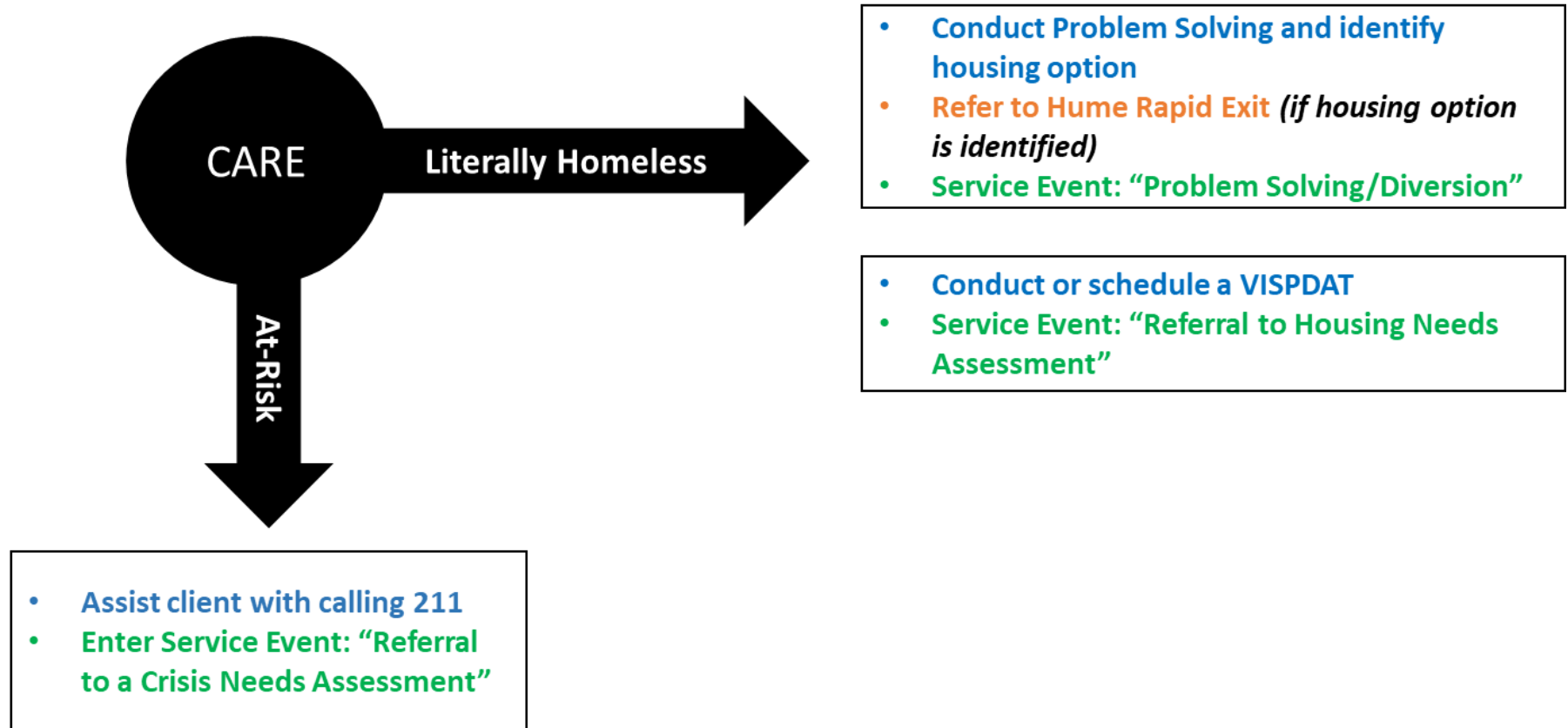
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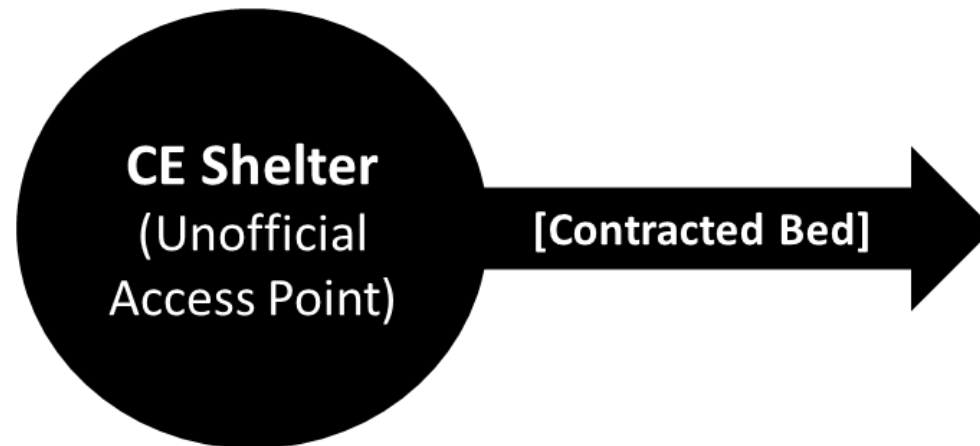
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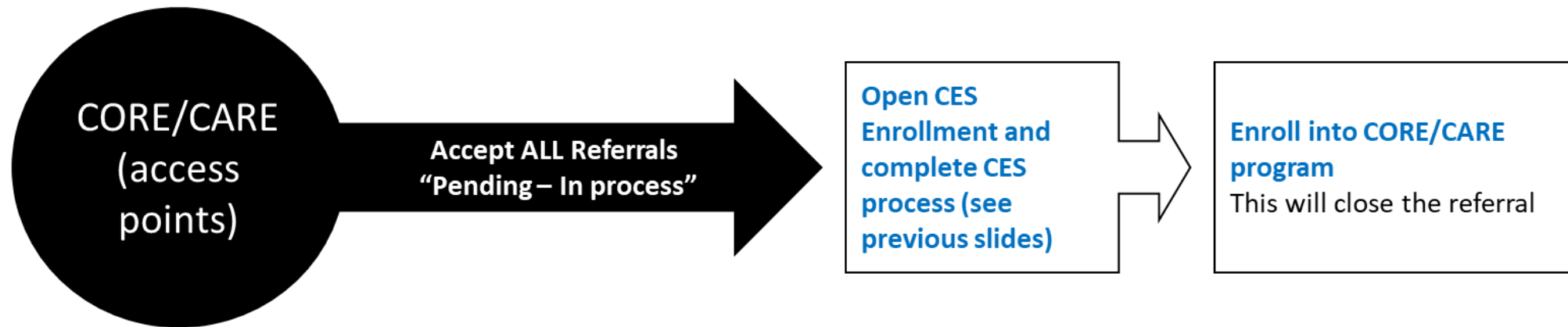
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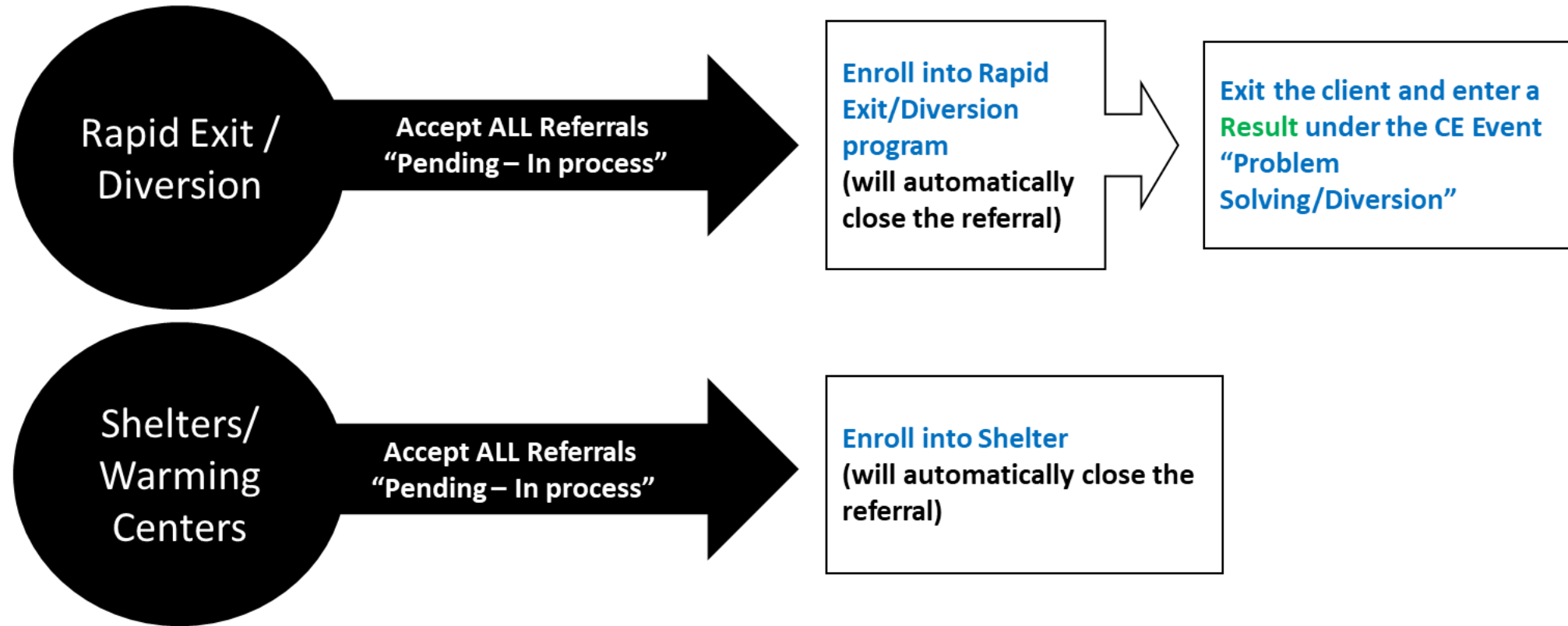
- **Conduct Problem Solving and identify housing option**
- **Refer to Hume Rapid Exit** (*if housing option is identified*)
- **Service Event:** "Problem Solving/Diversion"

- **Conduct VI or schedule one**
- **Service Event:** "Referral to Housing Needs Assessment"

What to do when a referral is received:



***** Direct referrals that don't have a connected enrollment will automatically expire after 30 days.**



***** Direct referrals that don't have a connected enrollment will automatically expire after 30 days. If client comes in after the referral has expired, a new referral must be sent.**

CES DATA ENTRY WORKFLOWS

- **New features that will be turned ON:**
 - Auto-refer to Community Queue (following a VISPDAT, regardless of score)
 - Auto-expire direct referrals after 30 days
 - Daily notifications of referrals pending over 7 days
 - Requesting feedback from group: Auto-expire Community Queue referrals? Threshold – after 6 months?
- **Any questions/feedback?**

CE ANNUAL PERFORMANCE REVIEW (APR)

- **Reporting period:** 10/01/21 - 9/30/22
- **Data reported on:**
 - Referrals
 - Assessments
- **Issues to correct:**
 - Responding to and sending referrals
 - Entering services and events
 - Completing assessments within the reporting period

CES DATA QUALITY MONITORING DASHBOARD

- In Development: A dashboard that lists potential errors in CES data
 - Examples
 - Missing referrals to CE programs or Community Queue
 - Missing service events
 - Expired VISPDATs
- CE providers and Agency Administrators are responsible for data cleanup.
 - Programs include: CORE, CARE, CE Shelters, 211, and CE PSH/RRH providers
- Every CE provider will have access to run this dashboard. **A training will be scheduled for the 2nd week of November.**

Enrolled in CE Shelter but missing a Referral and a Referral Connection

- › This tile finds HoH clients in CE shelters that are missing a CE referral. The tile excludes "contract bed" clients which do not require a CE referral (VA program referrals, AB109, referrals from respite hotline). In order to count as a "contract referral" and be excluded, their designated "referral program" start date must match their start date in shelter.

Program responsible for cleanup: CORE Mobile Outreach

	Personal ID	Client Full Name	Name	Project Start Dat	Project Exit Date	Agency Name	Is older than Cutoff Date
1	160392		CCHP - Brookside...	2022-10-12	0	Contra Costa Ho...	No
2	132341		BACS Delta Landi...	2022-06-02	0	Bay Area Commu...	Yes
3	147261		BACS Delta Landi...	2022-05-20	2022-10-07	Bay Area Commu...	Yes
4	63724		BACS Delta Landi...	2022-05-20	2022-08-25	Bay Area Commu...	Yes
5	64026		BACS Delta Landi...	2022-05-17	0	Bay Area Commu...	Yes
6	136220		BACS Delta Landi...	2022-05-13	0	Bay Area Commu...	Yes

Problem Solving/Diversion Service Missing Result

- ✓ Find clients in CES with the "problem solving/diversion/rapid resolution" CE event who are missing the event's result. The agency that provi...

Program responsible for cleanup: Hope Solutions and Hume Center.

	Personal ID	Enrollment ID	Name	Event	Assigned Staff Home Agency
5	56846	421223	Contra Costa CES	Problem Solving/Diversion...	SHELTER, Inc.
6	56900	439325	Contra Costa CES	Problem Solving/Diversion...	Trinity Center
7	58465	447819	Contra Costa CES	Problem Solving/Diversion...	Contra Costa Homeless Pr...
8	58821	458398	Contra Costa CES	Problem Solving/Diversion...	Trinity Center
9	59026	440412	Contra Costa CES	Problem Solving/Diversion...	Trinity Center
10	59238	441312	Contra Costa CES	Problem Solving/Diversion...	Trinity Center
11	60948	440669	Contra Costa CES	Problem Solving/Diversion...	Trinity Center
12	61344	447649	Contra Costa CES	Problem Solving/Diversion...	Contra Costa Crisis Center ...

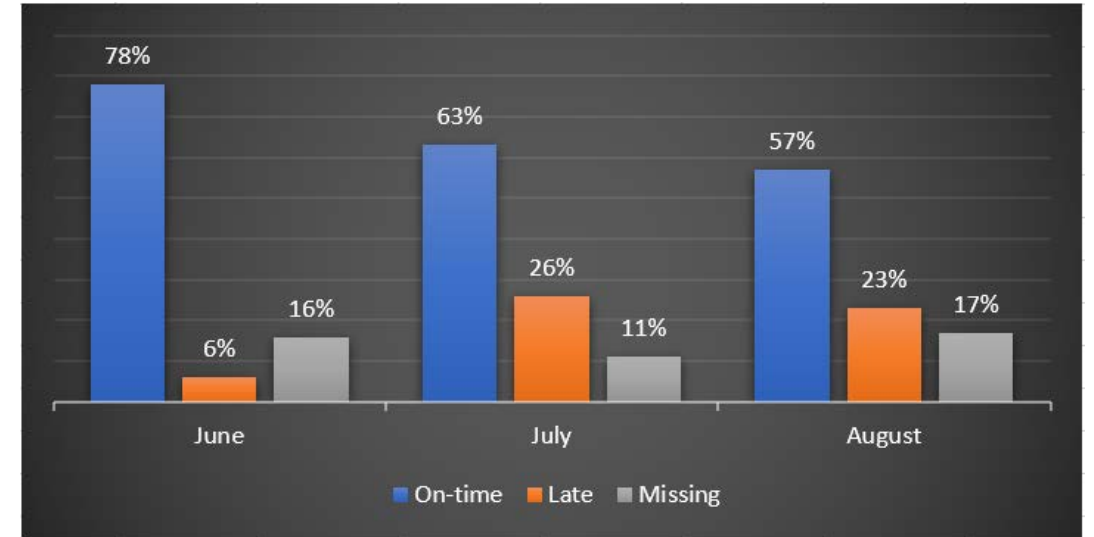
DATA QUALITY UPDATES

Torrie Carlson, *H3*

DATA QUALITY UPDATES

Monthly Reports

- We received 57% of all reports on time in the month of August
- Only 17% of reports were missing



CCC Data Quality Dashboard Report

- This month we have only received 9 Data Quality Dashboard reports, if you are experiencing any difficulties running this report, please reach out to us so that we can support you.
- BitFocus has announced that they will be repairing the drill-down feature to the dashboard on October 24th! Thank you all for your patience and flexibility!

Q&A

All

ADJOURN

- **Next Meeting:** Tuesday, November 15th from 3:00-4:00pm



CONTRA COSTA HMIS POLICY COMMITTEE

Tuesday, September 20, 2022 from 3:00-4:00pm
Recording link: email Jaime.Jenett@cchealth.org to request

MEETING MINUTES

Welcome & Introductions

Alex Atkinson (Hope Solutions), Bertha Lopez (The HUME Center), Carlos Silva (H3), Cayla Northrup (Hope Solutions), Dana Ewing (H3), Dora Segura (Catholic Charities of the East Bay), Elaine de Coligny (EDC Consulting), Gina Hernandez (SHELTER, Inc.), Jamie Klinger (H3), Jasmine Harvey (H3), Jo Bruno (Council on Homelessness Vice-Chair), Juno Hedrick (Council on Homelessness Chair), Kim Thai (H3), Mary Fitzgerald (H3), Michele Byrnes (Homebase), Mike Callanan (H3), Nubia Miranda (Catholic Charities of the East Bay), Rickie Lynn (The HUME Center), Sadiq Nemati (SHELTER, Inc.), Sharon Osterweil (Lifelong Medical Care), Shelby Ferguson (H3), Tammy Stoicich (H3), Teri Lundvall (Winter Nights Family Shelter), Tony Ucciferri (CoH Member), Torrie Carlson (H3), Valerie Price (SHELTER, Inc.), Yessenia Aguilar (H3)

Public Comment

- Members of the public were invited to comment on items not listed on the agenda. No comments.

Review of previous meeting minutes:

- There were no comments or suggested changes regarding the minutes from the August 16, 2022 meeting.

Agency Updates:

- No updates.

System Administrator Updates

Kimberly Thai, H3, provided the following updates:

- The Data Quality Monitoring Plan (DQMP) was approved on September 15th by the COH committee. Kimberly stated that this document is continuously being improved and a more detailed instruction guide for how to use the DQ Dashboard will be released soon.
- The RED team has completed all of the screen changes for the New Standard Intake Forms for the CE and Non-CE Access Points. All forms were sent as separate files as requested by providers. Kimberly mentioned that the only change was that the triage tool was removed from the non-CE intake form and the well-being questions are only required for PSH and TLP-funded program types.
- H3 will be applying for additional HMIS funding this year through the Special NOFO for a 3-year grant.

Program Model Updates

- Shelby Ferguson presented the 7 program models and gave an overview about the purpose of the performance dashboards and self-assessment tool. Carlos Silva did a live demo about how to access the Program Performance Dashboards, and how to save the dashboard as a PDF. The following were some questions that ask for clarifications:
 - Alex Atkinson, Hope Solutions, asked if the purpose of the dashboard is to compare it with County data or other organizations' data. Shelby answered that most titles should have a goal that each organization should be striving for for each different metric; other program models have slightly different performance metrics, but some are the same across all models.
 - Sharon Osterweil, Lifelong Medical Care, asked if attaining benefits for clients is going to be considered differently from maintaining moving forward, or if we are looking at everyone together. Shelby Ferguson answered that for PSH projects, it is about attaining, where clients who enter the program without benefits attain it during their stay in the program. Elaine de Coligny further clarified that the primary impact of a PSH program on these two factors is assisting people that start the program without benefits, as this was also the emphasis in the community discussion to measure how H3 is doing in supporting people who do not have benefits during their stay in the program.
- Shelby announced that there will be trainings to go over the specific program model dashboard in the month of October.
- Shelby showcased the self-assessment tool for PSH programs and stated that there will be additional trainings for non PSH programs. The following were some questions that ask for clarifications:
 - Alex Atkinson, Hope Solutions, asked if this self-assessment tool is due once a year at the end of July after the fiscal year. Shelby answered that the training will be provided at the beginning of the second quarter and it will be due in December. Shelby stated that since this is the first year when the self-assessment tool is being implemented, service providers can determine what kind of support they need for next year. Elaine De Coligny added that the self-assessment tool also contains a job description and policies and procedures to see if they are aligned with Housing First, so it has both performance data and operations of the programs to align them with the model.

Data Quality Updates:

- Torrie Carlson, H3, provided an overview of the monthly enrollment report, where 63% of reports for the month of July were received on time, with only a 11% of reports missing.
- Torrie also provided the monthly Data Quality Dashboard report with only 7 agencies having submitted their reports and encouraged all other agencies to run and submit the report as soon as possible.

Q&A section:

- No questions.

Next Meeting: Tuesday, October 18th, from 3-4:00 pm.