



CONTRA COSTA HMIS POLICY COMMITTEE

Tuesday, May 19, 2021 from 3:00-4:00pm

Meeting Recording: <https://web.microsoftstream.com/video/8bf9b329-2f8e-4108-b2f8-80f8d26a5b06>

MEETING MINUTES

Welcome & Introductions

Cassie Hourlland (CoC Lead), Kim Thai (HMIS Lead), Jamie Klinger (HMIS Lead), Kristina Jackson (HMIS Lead), Tammy Stoicich (HMIS Lead), Dana Ewing (HMIS Lead), Shelby Ferguson (CES Manager), Nadia Zamani (HMIS Lead), Tony Ucciferri (COH), Linae Altman (COH), Iman Novin (COH), Rebecca Sanders (BACS), Angela Upshaw (Berkeley Food and Housing Project), Fatima Fuentes (Berkeley Food and Housing Project), Laverne Scaife-Robertson (Bi-Bett), Dora Segura (Catholic Charities of the East Bay), Tom Tamura (211), Sharon Schutzer (211), Laura Sharples (H3), Michael Callanan (H3), Fadi Elhayek (H3), Michael Fischer (H3), Justin Pennell (H3), Tracy Humphrey (H3), Natalie Siva (H3), Jasmine Harvey (H3), Stacy Johnson (H3), Enedina Mendoza (H3), Sundiata Rashid (GRIP), Sara Marsh (Hope Solutions), Alex Atkinson (Hope Solutions), Patrick Oso (Hope Solutions), Marichelle Alcantara (HCEB), DeVonn Powers (Humanity Way), Bertha Lopez (Hume Center), Sharon Osterweil (Lifelong Medical), Janel Fletcher (SHELTER Inc.), Sadiq Nemat (SHELTER Inc.), Jenny Quijada (Trinity Center), Marjolein Daas (Trinity Center), Teri Lundwall (Winter Nights Shelter), Alex Thorson, Lisa McCann, Jen Slusser-MacTernan (H3)

New Agency Introduction- Housing Consortium of the East Bay

- Cassie introduced Housing Consortium of the East Bay (HCEB) and provided the opportunity for them to say hello and introduce their agency and program.
- Marichelle introduced herself and spoke about the programs at HCEB. They will be operating a safe parking site in Richmond. The program opened last Monday. The goal of the program is to assess clients and help them with their housing goals.

Public Comment

- Cassie introduced public comment explaining that these meetings are a committee of the Council on Homelessness and are now open to the public to comply with the Brown Act. Public comment is a period for members of the public to comment on items not on the agenda.
- Sharon thanked everyone who is helping her sister get into services and working with her.

Agency Updates

- Kristina asked for updates from providers. Updates can include new or upcoming programs, new funding sources, or new staff.

- Michael Fischer announced that Jasmine Harvey has joined H3 as an HMIS Agency Administrator.
- Jamie Klinger announced that Nadia Zamani joined the RED Team in April as a data analyst. She will be responsible for responding to RED Team data requests, conducting CoC wide analyses, and developing Tableau dashboards.
- Marjolein announced that Jenny will be leaving Trinity Center. Marjolein will be taking over the role of HMIS Agency Administrator.
- DeVonn Powers announced that the Jerry project RRH/Housing Prevention program at Humanity Way was a one-year project. They were able to serve over 57 households. The project has ended so they will not be providing RRH now. They will be providing case management and providing resources and getting people into HMIS. They currently have a waitlist.

Updated HMIS Intake Form Check-in & Additional Updates

- There were two changes made to the intake in April. The changes include asking previous living situation of all household members and collecting zip code of last permanent residence. Kristina asked for feedback from the group on how the data collection is going with the changes on the intake.
- **Q:** When you say permanent address do you mean the last permanent home or can it include sober living facilities, shelter stay, etc?
 - **A:** last stable address so the last non-homeless living situation.
- **Q:** For intakes moving forward does this need to be input into client profiles who are in PSH but have been there for multiple years?
 - **A:** No, just new intakes moving forward.
- Kristina also reviewed the HUD 2022 Data Standards impact on the standard intake. Changes will include additional options and term changes on race, ethnicity, gender, and health conditions.
- Multiple attendees have stated they are not able to save information because the zip code field is a required field.
 - Feel free to enter 0000 if you don't have the information. On the follow up question you can state the client refused or the client didn't know.
- The RED team received feedback from the community to add pronouns to the intake as well. She/her, he/him and they/them are being added. Kristina asked for feedback from the committee on the addition of pronouns. There was no feedback provided at this meeting.

Updated HMIS Policies & Procedures Check In

- Kim announced that the HMIS Policies and Procedures were approved by the COH on May 6th. Kim highlighted helpful reminders from the new document. These items included: HMIS Policy Committee role, partner agency's role, HMIS access application form, HMIS Termination, Annual Site Security Assessment, Training, non-homelessness-related data is not to be inputted in HMIS, ROI, client revocation of consent and client complaint process.
- **Q:** Where it says can't have non homeless information inputted into HMIS does this include case notes?
 - **A:** Case notes are fine to include in HMIS.
- **Q:** Can you give examples of an involuntary termination?

- **A:** Lack of compliance with the policies and procedures. No news is good news. If you don't hear from the RED Team, there isn't an issue. Agencies can reach out to the RED team with any concerns.

ROI Process Workflow

- Kim announced the updated ROI and shared her screen to show attendees the new ROI.
- One change included changing the language “will not be entered and shared” has changed to information will just be shared if clients give consent.
- Included a line about CORE Street Outreach and updated a bullet to add the line about upon providing consent all data in HMIS record will be shared.
- **Q:** How do we know when the ROI began?
 - **A:** If you click on the “Client Privacy” icon (shield) it will take you to the ROI records and you can see when the last record was recorded and when it will expire.
- **Q:** For CORE partners it states it can communicate with cities. Does this include police?
 - **A:** yes.
 - It was noted that might be difficult for some participants. The RED Team noted that information is only shared if they are participating in the CORE program. Mike C informed the committee that CORE is sharing report outs with Concord police as part of the new contract. It is deidentified information that is being sent.
- Kim provided an overview of the process of entering the ROI into HMIS.
 - Step one- check to see if the client has a valid ROI in HMIS.
 - Step two- If client does not have a valid ROI read the privacy script and obtain ROI. Discuss benefits of signing ROI if the client is hesitant.
 - Step three- Enter information in HMIS. Kim reviewed the scenarios for attendees.
- Kim reviewed the process for obtaining the ROI.
- **Q:** If it is a verbal consent are there additional forms or notes required for HMIS?
 - **A:** There is an option to state you received verbal consent. It is preferred that they have a signed consent form.

2021 HIC & PIT Submission

- Kim and Kristina briefly reviewed the HIC and PIT submission with attendees
- The PIT report was submitted to HUD on May 18th. The count was conducted on 1/28/21 and was a sheltered-only count. Data from HMIS and provider surveys were used for the count. The full presentation will be at the next COH meeting.
- The HIC was conducted on 1/28/21 and included ES, TH, RRH, PSH and other permanent housing project types.
- Kristina asked attendees if they had feedback on how the data collection process went this year for getting information for the PIT and HIC.
 - Calls would be helpful if questions were sent in advance.

HMIS Training Requests

- Tammy reviewed the process for requesting HMIS training. Tammy requested Agency Administrators email the H3 RED Team for training requests. Please include names and email addresses, program name, type of training and preferred dates and times in the email request.

- A registration link will be sent once a date is confirmed.

Questions- No additional questions.

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