



CONTRA COSTA HMIS POLICY COMMITTEE

Tuesday, September 21, 2021 from 3:00-4:00pm

Recording link: *pending*

MEETING MINUTES

Welcome & Introductions

Kristina Jackson (HMIS Lead), Kimberly Thai (HMIS Lead), Tammy Stoicich (HMIS Lead), Jamie Klinger (HMIS Lead), Shelby Ferguson (CES Lead), Justin Pennell (H3), Jasmine Harvey (H3), Jose Villa (H3), Tracy Humphrey (H3), Wayne Earl (Bay Area Rescue Mission), Marichelle Alcantara (Housing Consortium of the East Bay), Bertha Lopez (Hume Center), Tony Ucciferri (COH), Linae Altman (Healthcare for the Homeless), Mark Mora (Homebase), Alex Atkinson (Hope Solutions), Sara Marsh (Hope Solutions), Patrick Okoh (Hope Solutions), Bertha Lopez (Hume Center), Sharon Osterweil (Lifelong Medical), Janel Fletcher (SHELTER Inc.), Gina Hernandez (SHELTER Inc.), Sadiq Nemati (SHELTER Inc.), Khalid Nemati (SHELTER Inc.), Marjolein Daas (Trinity Center), Jai De Lotto (VA), Teri Lundvall (Winter Nights Shelter), Chelsy Corcoran (H3-CCYCS), Dale Harrington (Walnut Creek), Adam (agency unknown)

Public Comment

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

Agency Updates

- Janel Fletcher shared an event that SHELTER Inc. is hosting called Rock for Shelter, which is a live music event/fundraiser taking place on Sunday, October 3. Link for more information: <https://shelterinc.org/news-events/events/rock-for-shelter-2021/>
- Alex Atkinson shared that Patrick Okoh organized the Hope Solutions presence at the Clarity Connect conference, which provided helpful HMIS tips and knowledge were learned.
- Teri Lundvall shared that their Winter Nights family shelter will be opening on Monday (9/27), and a waitlist has already begun.

System Administrator Updates

- Well-being and General Health fields - Survey deadline is today (9/21).
- Two open positions within the HMIS Team:
 - HMIS Programmer/Analyst (full-time)
 - HMIS Data Specialist (part-time 30 hrs/week)

Data Quality Updates & Reminder

- New CoC Data Quality Dashboard rolling out in Clarity HMIS:
 - Will be accessible from the "Dashboard" tab located on the Client Search Screen.
 - Looks at errors that affect our system wide reports, missing CE enrollments and assessments, and errors in HUD UDE's and PDE's.
 - Not meant to replace HUD HMIS Data Quality Report which should also be monitored monthly.
 - Not available yet, but will soon be published in Clarity.
- Client Contact tab:
 - Tammy demonstrated how to add client contact information in the Contact tab in Clarity.
 - If client does not have a contact, there will be a red banner on their profile screen that reads "No Contact Information- Add".
 - Click on Contact tab, add contact information for client (whatever information is available at time). This is important for CES manager. Click save changes.
 - Note: the contact information record is connected to both community queue referrals and program referrals.
 - Once contact has been added, the red banner on profile screen will be removed.

Form Changes and CES Updates

- The Release of Information (ROI), Client Revocation Form, & Client Privacy Notice forms have been translated into Spanish, Tagalog, Chinese, Laotian, Vietnamese, and Russian.
 - Forms can be found here: <https://cchealth.org/h3/coc/partners.php>
 - Standard intake will be translated once finalized with all the 2022 HUD Data Standards updates.
- Standard Intake form:
 - All 2022 Data Standards updates have been made (pending results of survey on Well-being and General Health Status fields).
 - Kim presented the updated intake form modifications. Committee had no objections to the formatting.
 - The Triage Tool has also been updated to include additional programs and a final question pertaining to Housing Navigation.
- CES Services:
 - Referral to Housing Stability Voucher and Referrals to emergency assistance/flex funds/furniture assistance. These are services that should be logged under the CES program enrollment.
 - Referral to Emergency Housing Voucher. These referrals will be logged by our CES Manager and the EHV provider (provider TBD).
 - Moving On Assistance Provided – required for all PSH programs to track.
 - Q: How would we know whether someone received Moving On Assistance?
 - A: Provider will be notified by CE team. Need to track exit dates into housing. More information to come.
- Coordinated Entry Assessments – Roles/Responsibilities:

- Triage Tool should only be conducted by:
 - 211, CARE Centers, CORE, Shelters/TLPs/Safe Parking.
- VI-SPDAT (literally homeless clients only):
 - Only accessible through Contra Costa CES Program.
 - Only for clients who are literally homeless.
 - Should be conducted by CARE Centers, CORE, Shelters, TLPs, Safe Parking.
- CES Updates: Rapid Resolution – 2 separate programs now.
 - Prevention & Diversion:
 - Goal: to prevent/divert at risk from coming into our system.
 - Population Served: At imminent risk of homelessness (14 days).
 - Services: problem solving and one-time financial assistance if needed.
 - Referral Sources: 211 (all referrals through HMIS).
 - Rapid Exit:
 - Goal: to rapidly exit those currently in our system.
 - Population Served: homeless.
 - Services: problem solving and one-time financial assistance if needed.
 - Referral Sources: 211, CARE Centers, CORE, Shelters, TLPs, Safe Parking Programs.

Clarity Password Token Reset Issue

- Issue: When using the “Forgot Password” feature, Clarity sends an email to the email address on file containing a unique link to reset your password, but the link does not work. User receives a “Wrong Token” error.
- Update: This happens when your email server has URL Protection Services enabled. It is classifying this auto-generated email as malicious and is rewriting the link URL.
- Solution: Ask your IT department to whitelist contracosta.clarityhs.com in email server settings – specifically in the section around URL Protection Services.

Q&A

- Q: The agenda mentioned a Medi-Cal agenda item. Will that be covered?
 - A: H3 is collaborating with those working on the Contra Costa Health Plan to identify clients in programs who are participating in case management. There is an expected expansion of benefit availability for these clients beginning in January 2022. However, methods around determining eligibility is still underway as more information is being gathered.
- Q: I’m logged into Clarity and I don’t see the Data Quality dashboard that was mentioned.
 - A: Not published yet – will be published soon on the Clarity home screen. If that is not preferable for your agency, let the RED Team know and we can remove it.
- Note: RED Team is in the process of updating screens in Clarity in preparation for the October 1 HUD Data Standards roll-out deadline. The new fields & features will be available on this date.
- Note: The Data Standards survey can be filled out during the meeting. The link was pasted in the chat for participants to review and submit their responses.

- Note: Kristina announced that this was her last week with H3, and so if you have any ongoing projects she has been supporting you with, others from the RED Team will be stepping in to support.

Next Meeting: Tuesday, October 19th from 3-4:00 pm.