



CONTRA COSTA HMIS POLICY COMMITTEE

March 15th 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, Linae Altman, 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) | Mark Mora, <i>Homebase</i> | Identifying & welcoming attendees of the committee. |
| Public Comment (3:03-3:05p) | Mark Mora, <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) | Mark Mora, <i>Homebase</i> | Committee members can request edits to the previous meeting's minutes. |
| Agency Updates (3:07-3:12p) | All | HMIS participating agencies can inform attendees of any updates to staffing, programming, operations, or other events. |
| System Administrator Updates (3:12-3:15p) | Kimberly Thai, <i>H3</i> | Final reminders around the PIT/HIC data submissions. Update on Invoices and License fees. |

| | | |
|---|--|--|
| HUD Systemwide Performance Measures Report Findings (3:16-3:40p) | Dana Ewing, <i>H3</i> | Report on HUD Systemwide Performance Measures Report findings |
| Data Quality Reminders (3:41-3:53p) | Tammy Stoicich, <i>H3</i> Torrie Carlson, <i>H3</i> | RED Team will be reviewing with the group how to do a thorough client search. Will also be giving a report on the status of monthly enrollment report submissions. |
| CE Updates (3:53-3:55p) | Shelby Ferguson, <i>H3</i> | Updates on Program Models discussion and CE evaluation. |
| Q&A (3:56-4:00p) | All | Answer questions related to agenda items covered in the meeting or any other questions related to HMIS data entry or processes. |

Next Meeting: April 19th from 3:00-4:00pm



HMIS POLICY COMMITTEE

Tuesday, March 15, 2022 from 3:00-4:00

INTRODUCTIONS

Mark Mora, *Homebase*

PUBLIC COMMENT

Mark Mora, *Homebase*

REVIEW OF PREVIOUS MEETING MINUTES

Mark Mora, *Homebase*

AGENCY UPDATES

All

SYSTEM ADMINISTRATOR UPDATES

Kimberly Thai, *H3*

SYSTEM ADMINISTRATOR UPDATES

- **Final reminders around PIT/HIC data submissions**
 - Sheltered Point In Time Data – run directly out of HMIS. Please confirm your data by running and submitting your Monthly Enrollment Report to H3RedTeam@cchealth.org
 - Housing Inventory Data – collected via Google Doc (instructions sent 2/16)

- **HMIS Invoices for FY21-22**
 - Will be sent end of March
 - New rate: \$259.65 per year per license

SYSTEMWIDE PERFORMANCE REPORT FINDINGS

Dana Ewing, *H3*

HUD ANNUAL SYSTEM PERFORMANCE MEASURES

- **Purpose:** Annual measurement of key indicators related to program implementation and outcomes
- **Process:** Analyzed by pulling data from the Homeless Information Management System (HMIS)

HUD ANNUAL SYSTEM PERFORMANCE MEASURES

Benefits:

- Create a common understanding of system intent and goals amongst key stakeholders and service providers in the CoC
- Focus on measuring the cumulative impact of programs, not just individual program successes and challenges
- Common measurements across Bay Area and Country
- Help gauge progress toward preventing and ending homelessness
- Identify areas for improvements

HUD ANNUAL SYSTEM PERFORMANCE MEASURES

Challenges:

- Standard HMIS report that can not be modified by:
 - Program type (ie., Rapid Resolution and Housing Navigation fall under Services Only)
 - Race/ethnicity, gender, household type, age, disabling conditions

"PARTS" OF THE SYSTEM

- Performance measures analyze “parts of the system” to understand how these parts contribute to the whole.
- Goals and expectations for each part of the system are specific to that part (or program types).
 - Emergency Shelters, Transitional Housing, and Rapid Rehousing
 - Homeless Outreach
 - Permanent Supportive Housing

MEASURES

- **Length of Time Homeless**
- **Returns to Homelessness**
- **Number of People Homeless**
- **Income & Job Growth**
- **First Time Homeless**
- **Successful Placement & Retention of Housing**

COVID-19 IMPLICATIONS

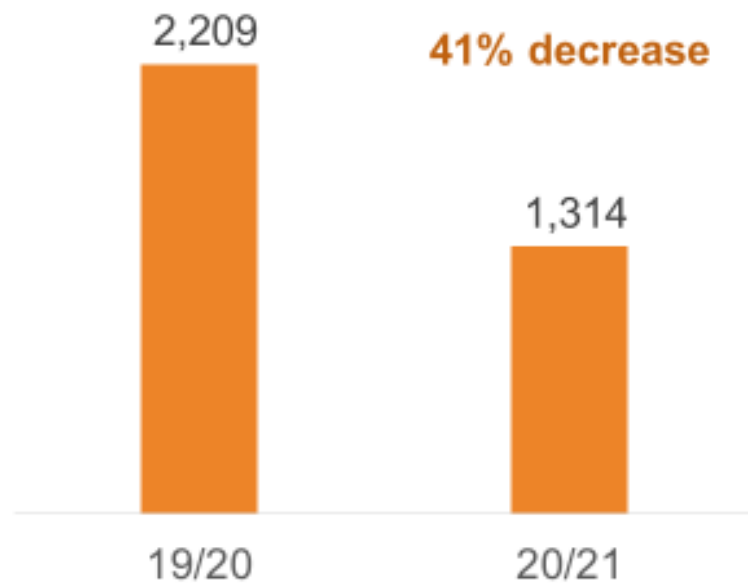
**Shelter
capacity
reduced,
people stayed
longer**

**Rapid
Rehousing
capacity
increased for
seniors at risk
of getting
COVID**

**CARE Centers
closed for
majority of
2020**

LENGTH OF TIME HOMELESS

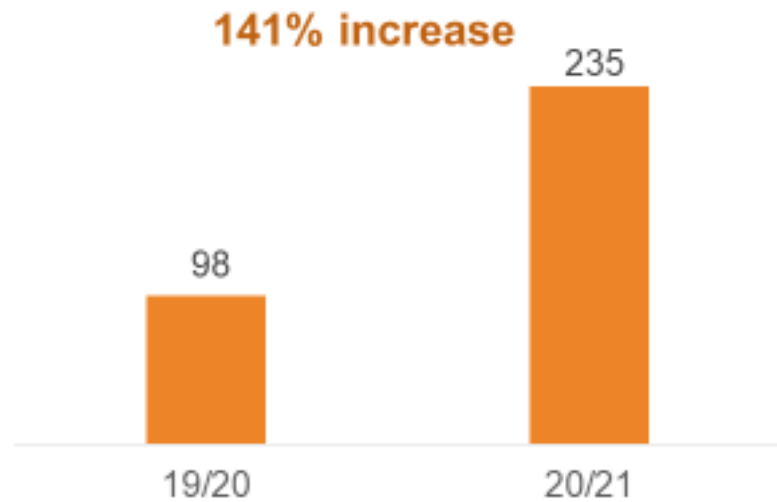
Number of People Served in Emergency Shelters



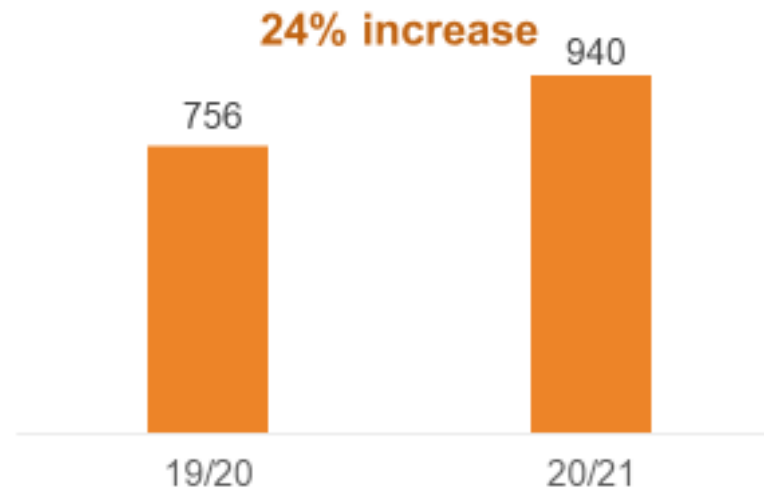
Reduced shelter capacity

LENGTH OF TIME HOMELESS

Average Number of Bed Nights
in Emergency Shelter

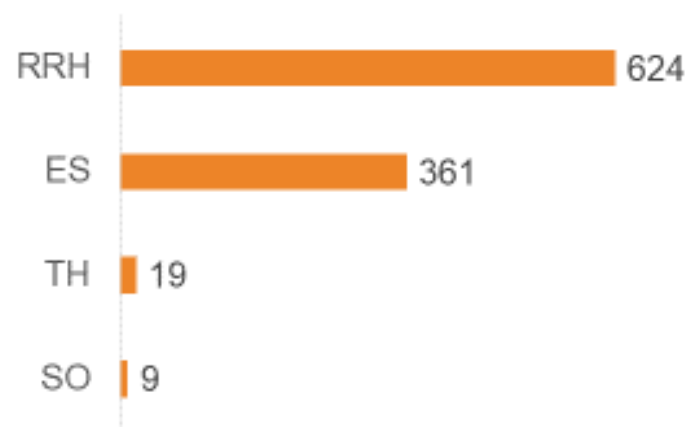


Length of Time Homeless for People
Enrolled in ES, TH, and RRH

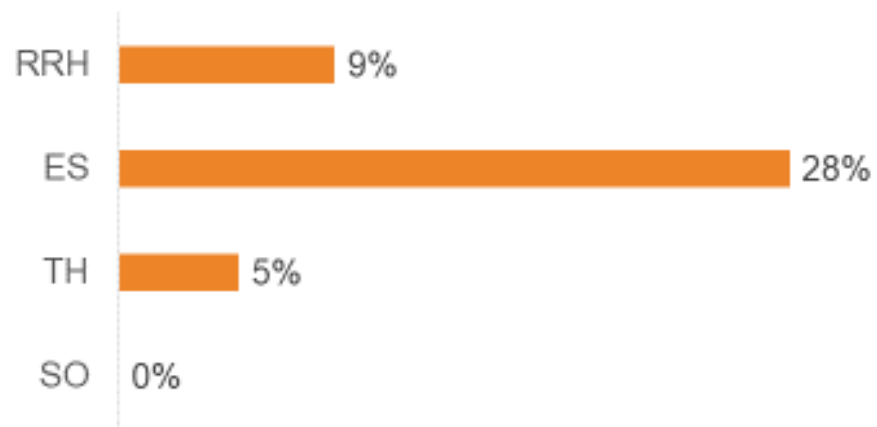


RETURNS TO HOMELESSNESS

Number of Exits to Permanent Housing
by Project Type (1,103 Exits to PH)

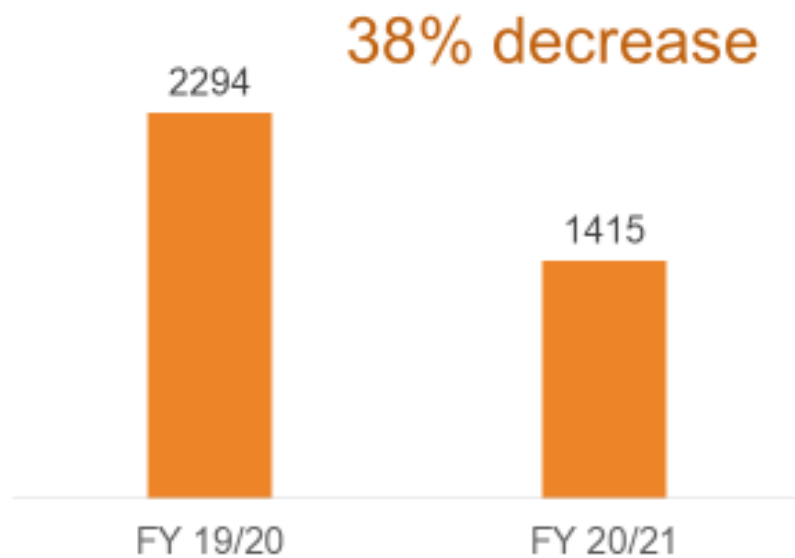


Percent Returned to Homelessness by
Project Type



NUMBER OF PEOPLE EXPERIENCING HOMELESSNESS

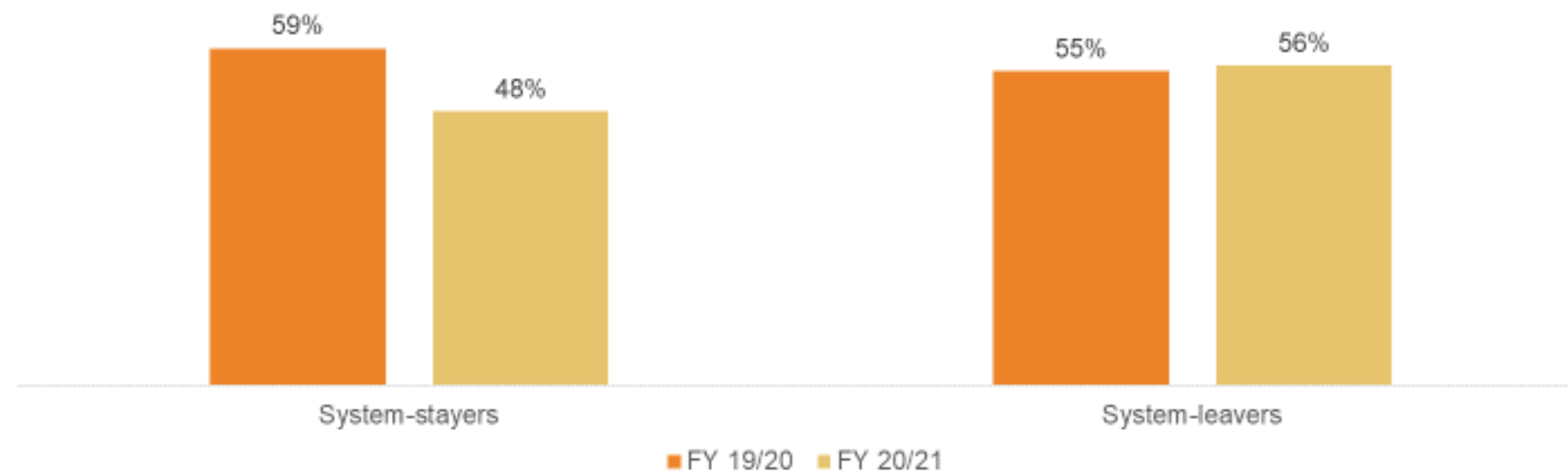
Number of People Served in ES/TH



There was
no shift in TH

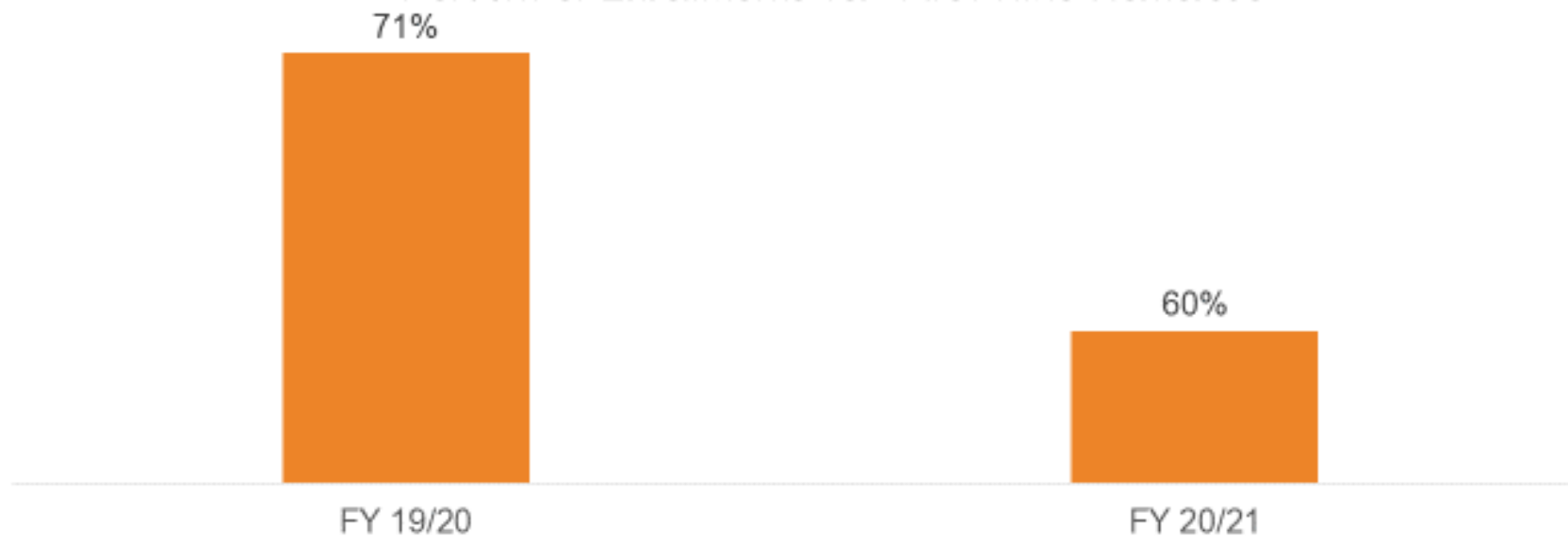
INCOME AND JOB GROWTH

Percent of People in ES/TH/RRH with Increased Total Income



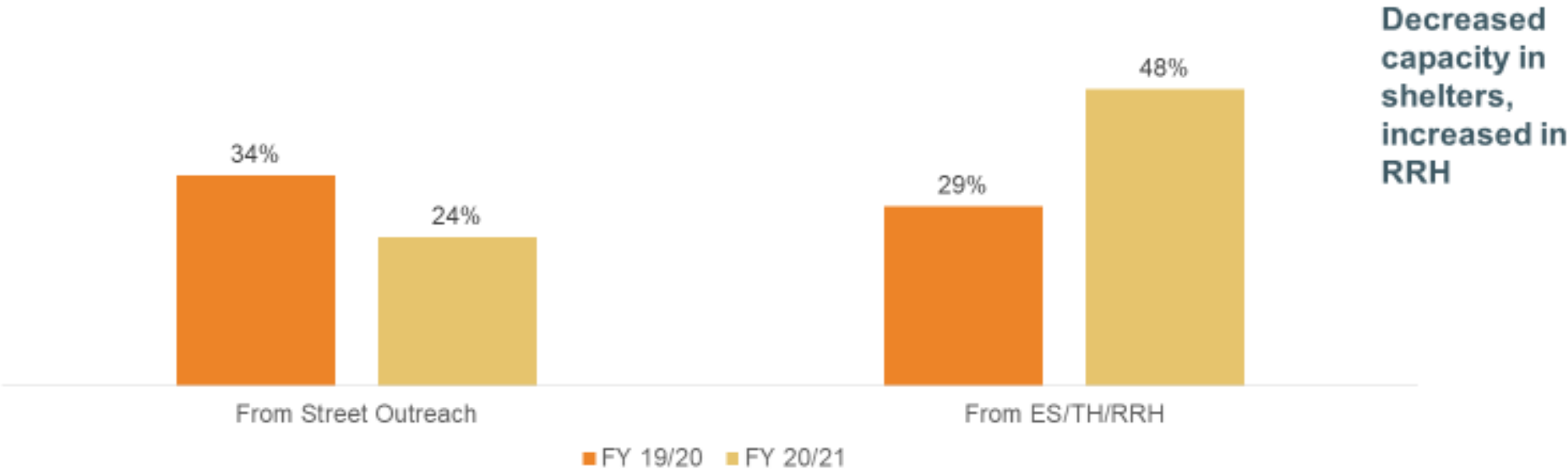
FIRST TIME HOMELESS

Percent of Enrollments for "First Time Homeless"



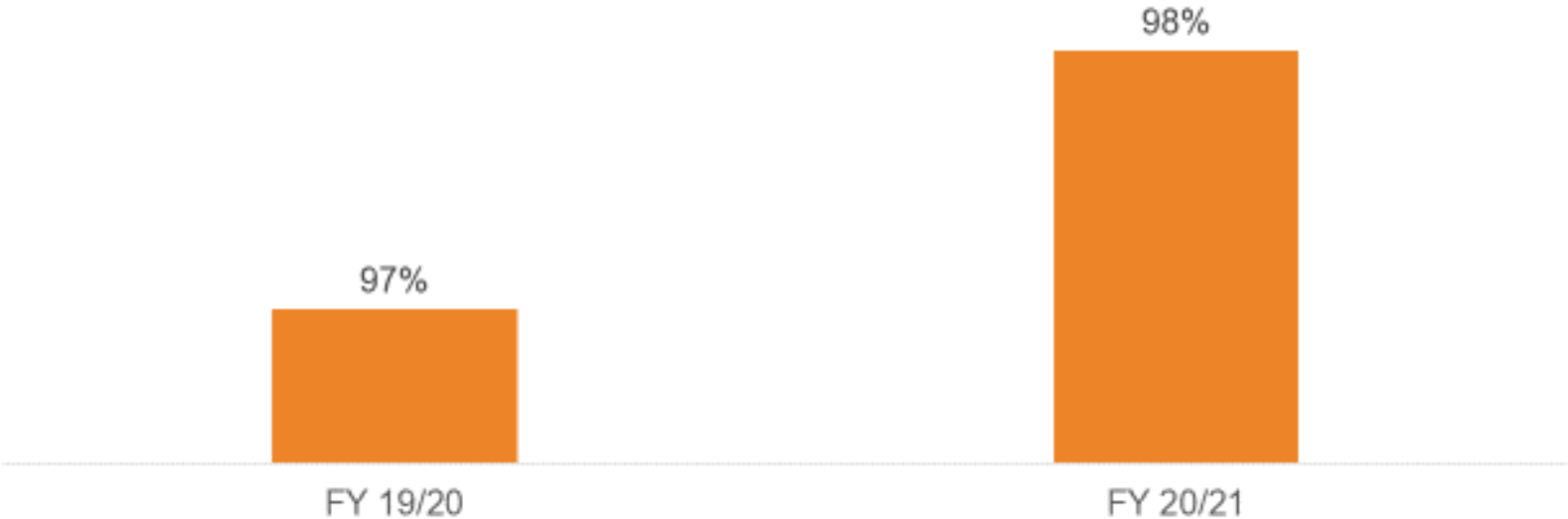
SUCCESSFUL PLACEMENT AND HOUSING RETENTION: OUTREACH

Successful Exits from Street Outreach and ES/TH/RRH



SUCCESSFUL PLACEMENT AND HOUSING RETENTION: PERMANENT HOUSING

Retention or Exits to Permanent Housing from PSH



TAKE-AWAYS

- Three PMs impacted by COVID-19 related programming:
 - Longer LOT (bed nights and overall)
 - Fewer new enrollments (Newly Homeless)
 - Lower + exits for CORE and higher + exits for ES/RRH

- Questions:
 - Were you surprised by any findings?
 - Were you seeing longer enrollments in your programs?

DATA QUALITY REMINDERS

Tammy Stoicich, *H3*

Torrie Carlson, *H3*

DATA QUALITY REMINDERS

- **The importance of doing a thorough client search**

- -
- -

(Demo)

- **Status of monthly enrollment report submissions**

CE UPDATES

Shelby Ferguson, *H3*

CE UPDATES

- **Performance Based Contracting/Program Models**
 - Thank you for your participation!
 - Currently reviewing feedback
 - Final Report will go to Oversight for approval
 - Will be shared on H3 website
- **CE Evaluation**
 - Thank you for your participation!
 - Final Report will go to PATH Committee for approval
 - Will be shared on H3 website

Q&A

All

ADJOURN

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



CONTRA COSTA HMIS POLICY COMMITTEE

Tuesday, February 15, 2022 from 3:00-4:00pm

Recording link: *pending*

MEETING MINUTES

Welcome & Introductions

Ashling Cole, (BACS), Laura Sharples, (Catholic Charities of the East Bay), Nubia Miranda, (Catholic Charities of the East Bay), Elissa Villalobos, (Catholic Charities of the East Bay), Jo Bruno, (COH Member), Juno Hedrick, (COH Member), Iman Novin, (COH Member), Linae Altman, (COH Member), Dale Harrington (Dale Harrington), (Community Member), Jai De Lotto, (Department of Veterans Affairs), Vanessa Calloway, (East Bay NHS), Susan Padan, (EHSD), Manusiu Laulea, (GRIP), Stacy Johnson, (H3), Fadi Elhayek, (H3: CCACS), Denise Mills, (H3: CCYCS), Shelby Ferguson, (H3: CES), Torrie Carlson, (H3: CORE), Michael Fischer, (H3: Programs), Dana Ewing, (H3: RED Team), Jasmine Harvey, (H3: RED Team), Kimberly Thai, (H3: RED Team), Carlos Silva, (H3: RED Team), Tammy Stoichich, (H3: RED Team), Tony Ucciferri, (HACCC), Marichelle Alcantara, (HCEB), Mark Mora (he/him), (Homebase), Sara Marsh, (Hope Solutions), Alex Atkinson, (Hope Solutions) , Irma Bodden, (Hope Solutions REP Program), Bertha Lopez, (Hume Center), Gina Hernandez, (SHELTER, Inc.) , Khalid Nemati (SHELTER, Inc.) , Sadiq Nemati, (SHELTER, Inc.) , Marjolein Daas, (Trinity Center), Teri Lundvall, (Winter Nights), [19252662443](#)

Public Comment

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

Review of previous meeting minutes:

- There were no comments or suggested change regarding the minutes from the January 18, 2022 meeting.

Agency Updates:

- There were no agency updates announced.

System Administrator Updates

Kimberly Thai, H3, provided the following updates:

- **HUD SPM (Systemwide Performance Measures Report):** The RED team is preparing the SPM report for submission to the U.S. Department of Housing and Urban Development (HUD) and providers have been asked to perform data clean-up such as missing moving dates and annual assessments before February 25th. The final submission to HUD is February 28th. An analysis of this report will be shared in the next meeting. Kimberly also announced that all domestic violence data has been reconciled and in comparable databases as of January.

Data Quality Reminders:

- Torrie Carlson, H3, announced and shared two slides about the new process and the steps that involve submitting the monthly client enrollment report. A new tracker system has been developed to check data quality and reconcile data entry into HMIS with other records.
- Tammy Stoichich, H3, did a live demonstration about an updated feature to clear an exit date and remove exit data in HMIS.

Upcoming Projects: Data Quality Monitoring Plan (DQMP) and Performance Based Contracting

- Kimberly Thai, H3, gave a brief overview of the DQMP with its definition and responsibilities. Kimberly shared that the H3 RED Team is working with Homebase to create a draft plan. The final draft will be completed and presented to this committee in April. A link of the DQMP in support of Performance Based Contracting Project was posted in the chat.
- Shelby Ferguson, H3, presented a slide with the 7 program models under the Performance Based Contracting, and shared ways in which people can submit feedback. Per feedback provided from the audience regarding the Head of Household feature, the H3 team responded that they will provide this recommendation to their vendor for a future update. A link to a survey to provide feedback was posted in the chat.

PIT Count Updates

- Dana Ewing, H3, provided a brief update of the Unsheltered Point-in-Time (PIT) Count and announced that volunteers were assigned to census tracts and there were about 240 census tracts covered. Dana also shared that people with lived experience of homelessness helped with the survey and PIT count.
- Kimberly Thai, H3, presented a slide of the Sheltered Point-in-Time Count and reminded Shelter and Transitional Housing providers to complete and verify all data entered from February by March 10th. The deadline for all information to be run out on HMIS is March 14th. Those providers who are not in HMIS will get an Excel sheet to provide data. The final report will be published by mid-Summer.
- Kimberly Thai, H3, shared additional slides to show Agency Administrators what type of information the Google Doc needs in order to complete the HUD Housing Inventory Count. She also mentioned the methodologies for different program types.

Emergency Housing Voucher Updates

- Shelby Ferguson, H3, provided an update about the Emergency Housing Vouchers with a slide highlighting important data. Shelby stated that this is the first voucher program tracked in HMIS.

Per a question from the audience about what to do for future new Permanent Supportive Housing referrals, Shelby announced that the deadline has already passed.

Q&A section:

- Tony Ucciferri asked a question about the Referral Subsidy Program to HMIS through Hope Solutions regarding the software cleanup to transfer the information over, and whether there is any guidance or written standards that they can review with both the RED Team and Hope Solutions to expedite the transfer. Kimberly Thai answered that there is HUD guidance about what the best way to move forward will be and what the project transfer might look like. The initial estimate was between \$3-\$5K for a one-time migration, for which Tony confirmed that they were ok with the cost. Kimberly will request the contractor to start drafting the specifications of work with a contract start date of March 1st.
- Jo Bruno asked how a new agency can start using the HMIS Program. Kimberly Thai answered that there is a CoC Participation Provider application on the website, but clarified that new agencies have to be participating in the CoC first.

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

Contra Costa HMIS

CLIENT INFORMED CONSENT & RELEASE OF INFORMATION AUTHORIZATION

_____ is a Partner Agency in the Homeless Management Information System (HMIS). HMIS is a shared homeless and housing database system operated by the Contra Costa County Continuum of Care Council on Homelessness, Contra Costa Health, Housing, and Homeless Services Division, and the **current** Partner Agencies listed below.

What is HMIS and Why Should I Use It?

HMIS is a private, trusted database that holds information about people getting housing and other support services. No one outside of the HMIS can see what is shared without permission. HMIS can help make the services offered to consumers better by allowing approved staff at Partner Agencies to share client information with each other, track the types of services offered and track trends and patterns over time to learn about the services our community needs the most. HMIS operates over the Internet and uses many security safeguards to protect your privacy.

Being a part of the HMIS can help us provide you with the best service and housing options available. As you receive services, we will collect data about the services you are getting as well as the outcomes you were able to achieve by getting these services. Your name and other personal information put in the HMIS **will not be shared** with any outside agency unless required by law. Approving your information to be shared within the HMIS is a choice. Refusing to do so will not limit your access to shelter or services. Non-identifying information regarding program participation will still be entered in HMIS to meet federal and state reporting requirements.

By signing this form, I understand that:

- I give consent for my basic and relevant information to be shared with Partner Agencies in order to help me find housing, employment, financial help, counseling, treatment, and other services. (Basic information includes, but is not limited to, intake date, name, gender, SSN, birthdate, race/ethnicity, household size, military status, language, and non-confidential services requested and received.)
- I have the right to receive a copy of my HMIS information upon written request.
- The current list of Partner Agencies who use HMIS may change over time. I give consent for my personal information to be shared with any new HMIS Partner Agency. In addition, if I engage with CORE Street Outreach, I consent to share my name, age, services and other information relevant to my care with the agencies they partner with, which may also change over time. I may request a current list of all Partner Agencies at any time.
- Upon providing my consent, all data in my HMIS record will be shared. This consent will expire 10 years after the signed date. I know that I may cancel this consent at any time by written request. The cancellation will not cover the information I already gave out before I decided to cancel my consent. All information that was lawfully collected before this time will remain stored in HMIS.

Print Name of Client or Guardian

Signature Of Client Or Guardian

Date

CONTRA COSTA HMIS PARTNER AGENCIES

1. Bay Area Community Services
2. Berkeley Food and Housing Project
3. Bi Bett Corporation
4. Catholic Charities of the East Bay
5. Contra Costa County Office of Education
6. Contra Costa County Probation Department
7. Contra Costa Crisis Center (211)
8. Contra Costa Employment and Human Services Department (EHSD)
9. Contra Costa Health Services Department
10. Contra Costa Housing Authority
11. Department of Veterans Affairs
12. Greater Richmond Interfaith Program
13. Hope Solutions
14. Housing Consortium of the East Bay
15. Humanity Way
16. Hume Center
17. John Stewart Company
18. Lifelong Medical
19. Northern California Family Center
20. Resources for Community Development
21. Satellite Affordable Housing Associates
22. SHELTER, Inc.
23. Social Security Administration
24. Trinity Center of Walnut Creek
25. Veteran's Accession House
26. Winter Nights Family Shelter

ATTACHMENT A CORE STREET OUTREACH PARTNERS AND FUNDERS

The Contra Costa CORE Street Outreach Program works in partnership with the following agencies who are **NOT** HMIS participating agencies. For case conferencing and care coordination purposes, limited Personal Identifiable Information (PII) such as client name, age, gender, contact date, location, and referrals/services provided may be shared with these partners. No other identifiable program enrollment data is shared with these agencies.

1. City of Pleasant Hill
2. City of Martinez
3. City of Concord
4. City of Richmond
5. City of San Pablo
6. City of Walnut Creek
7. BART
8. Contra Costa Dept. of Public Works