

**HOMELESS SERVICES OVERSIGHT COUNCIL
 HSOC FINANCE AND DATA COMMITTEE MEETING
 February 26 2020, 10am-12pm
 Department of Social Services
 Room 356**

MEMBERS PRESENT	MEMBERS ABSENT	STAFF & GUESTS	
Janna Nichols Jeff Al-Mashat Sstoz Tes	Bill Crewe Jessica Thomas Shay Stewart	George Solis Jessica Lorance Laurel Weir Russ Francis	
AGENDA ITEM		CONCLUSIONS/ACTIONS	FOLLOW UP
1. Call to Order and Introductions	Janna welcomed the group and introductions were made.		
2. Public Comment	None		
ACTION/INFORMATION/DISCUSSION			
3.1. Discussion Item: Committee Meeting Frequency	The Committee agreed to meet monthly rather than quarterly, given the increased workload. From this point forward, the Committee will meet on the fourth Wednesday of each month (note the September meeting is already booked for the 30 th , which is the last Wednesday rather than the fourth).	Russ to send out new schedule to full HSOC list and add meetings to Committee calendars	
3.2. Discussion Item: Annual Workplan for the Committee	One of the primary responsibilities of the Finance & Data Committee is oversight of the HMIS (Homeless Management Information System). This is required by HUD (US Department of Housing and Urban Development)'s CoC (Continuum of Care) grant, though HMIS is also used for other programs. The Committee should		

	<p>be reviewing HMIS policies and procedures at least once a year.</p> <p>HUD carried out a guidance review last year and suggested some changes to current policies and procedures, including updating the policy notice that clients receive so that it is more succinct and clearer on how clients' data will be used. More data/PII (Personally Identifiable Information) will be captured going forward, as more PII is being requested as a requirement of several grants, so the intake form also needs updating for this reason. HUD TA (Technical Assistance) is currently drafting a new form to meet the new standards. This will be sent to the County for approval. The timeline given is this month or possibly next.</p> <p>The client survey also needs to be compliant with HUD, but can also include additional questions to collect information about local issues. The County will be sending out an RFP (Request for Proposals) soon then will select a vendor to design and carry out a survey and do the data analysis. There is a role for providers here in determining who the vendor should be reaching out to.</p> <p>HUD is requiring that the different HMIS systems become aligned. Providers will not be able to continue using separate systems - this is also inefficient as some providers are entering data into two systems at present. The Committee needs to decide whether to do an RFP for a different system, or to upgrade and consolidate the current system. If the Committee decides to put out an RFP, the vendors would bid on</p>	<p>Laurel to come up with dates/deadlines for these next steps and inform HSOC members</p>	
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	<p>providing a new system. There would be a benefit to choosing one of the three currently in use, as HUD TA may help with importing/migrating data, and this HMIS would already have some of the data so there would be less to migrate.</p> <p>There is a need to move relatively quickly on this, as if this change/RFP does not require all funds set aside for it, this money can be repurposed for providers already receiving grants; or alternatively, there may be another use for the leftover money, such as training in the new system or the cost of additional staff hours to cover data entry. This question will be taken to the full HSOC meeting.</p> <p>HUD will be measuring partners more on outcomes going forward. The only data that will be taken into consideration will be that entered into HMIS, so there is a need to ensure all partners are recording clients who are put into housing. HUD can penalize if e.g. bed coverage rate is too low - some available beds are not currently in HMIS, so this would be missed in reports to HUD.</p> <p>Currently HUD wants data to be input within 3 days, which will come down to 1 day in future. They have not made clear whether the 3 days refers to calendar days or business days.</p> <p>HUD will be carrying out an audit of HSOC's HMIS in May. HSOC/the County as Administrative Entity will need to be able to answer questions about data protection and privacy policy. HUD have sent the County documents which are currently being reviewed and will be brought to the next committee meeting if relevant. Formal updates to</p>	<p>Question to be forwarded to full HSOC meeting</p>	
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<p>3.3. Discussion Item: Homeless Housing, Assistance and Prevention Program Grant Planning and Outcome Tracking</p>	<p>policies and procedures would go to HSOC's full meeting, but the next full meeting is in March which is too soon, and the following one is in May which would be too late. As such, HSOC will be asked to delegate authority to a sub committee to approve updated policies and procedures, to ensure this is done in time for the May audit.</p> <p>Questions for providers:</p> <ul style="list-style-type: none"> • do you want an open or closed system, or a partially open system? (At present, only CAPSLO (Community Action Partnership of SLO) and the County can share data with other agencies.) • what works well with the current system? • what else would you want from a new system? • what do you need in terms of usability? • what will the impact be on partners? • what are reasonable time scales around additional data now being requested? <p>Laurel demonstrated Stella, a strategy and analysis tool for CoCs. Stella is able to provide useful information for monitoring including client exit data, e.g. exits to permanent destinations. Stella is able to analyze cross-sections of the homeless population and compare across years to identify long term trends. Stella is not yet live for individuals and agencies to use, outside of CoC staff. Later this year, a modelling tool will be rolled out which will enable Stella to predict outcomes based on outputs. George and Jessica are attending a conference in April and will have more information to report on this.</p>		
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<p>3.4. Discussion Item: System Performance Measures</p> <p>3.4.1. Discussion Item: System Performance Measures</p> <p>3.4.2. Discussion Item: Quarterly Data Quality Reports</p> <p>3.4.3. Discussion Item: HMIS Exit Data</p>	<p>HUD will also be using Stella for its own evaluations. Laurel noted that the quality and accuracy of data is important as this seriously affects Stella's results.</p> <p>Janna requested that metrics from Stella be provided to the committee, in PDF format, on a quarterly basis.</p> <p>Providers will be held accountable to performance measures for the HUD grant. These performance measures will be based on outcomes, not outputs. Laurel will bring preliminary outcomes to look at in the next committee meeting (25th March). Sstoz noted that it may be difficult for some providers to record outcomes, as clients are free to come and go which can make monitoring difficult. Laurel confirmed that HUD are more interested in outcomes for the community as a whole rather than for specific clients.</p> <p>Laurel shared the system performance measures that are currently being reporting to HUD, for federal fiscal year 2019. HUD uses this to evaluate HSOC's performance against other CoCs, and is gradually becoming more weighted so that it will eventually be worth 50% of CoC application points. The quality of the data is therefore highly important. Cleaning up of data has taken place this year. Laurel thanked 5CHC (5Cities Homeless Coalition) staff for their role in this.</p> <p>Discussed above in item 3.3.</p>	<p>Laurel to provide metrics from Stella quarterly</p> <p>Laurel to provide a one sheet summary of the data, to help providers understand the general data</p>	
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<p>3.4.4. Discussion Item: Planned amendment to the policies and procedures regarding time from client intake to HMIS data entry</p>	<p>HUD is requiring that providers input client data into HMIS within 3 days of capturing the data – providers need to meet this target by the time of the audit in May. HUD have indicated they will bring this down further to 1 day at some point in the future. Steps are being taken now to implement changes to make this possible.</p> <p>Sstoz requested that error reporting emails be limited to just the last month’s errors. Recent emails have included errors going back to 2012.</p>	<p>Laurel to let agencies know this change is coming, so that providers can talk to the Committee about the impact of this and a realistic timeline for achieving it</p> <p>Jessica to look into this</p>	
<p>4. Future Discussion/Report Items:</p>	<p>Janna requested that approval of previous minutes be added to the agenda for future meetings.</p>	<p>Russ to add this item to future agendas</p>	
<p>5. Next Meeting Date:</p>	<p>March 25, 2020</p>		
<p>6. Adjournment</p>	<p>Janna adjourned the meeting at 11:54am.</p>		