

**HOMELESS SERVICES OVERSIGHT COUNCIL
HSOC FINANCE AND DATA COMMITTEE MEETING
August 4 2020, 10am-12pm**

| MEMBERS PRESENT | MEMBERS ABSENT | STAFF & GUESTS | |
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| <p>Janna Nichols Shay Stewart Sstoz Tes</p> | <p>Jeff Al-Mashat Jessica Thomas</p> | <p>Andrea Alvarado Angela Smith Elaine Mansoor George Solis Laurel Weir Riley Smith Russ Francis</p> | |
| AGENDA ITEM | | | CONCLUSIONS/ACTIONS |
| 1. Call to Order and Introductions | Janna called the meeting to order and introductions were made. | | |
| 2. Public Comment | George shared that DSS (Department of Social Services) are working on updating their HMIS (Homeless Management Information System) support. Users can now access a form on the HSOC website, from which they can fill out their name, agency and issue, then send this information to the HMIS support email account. All HMIS users will receive an email about this process soon. | | |
| 3. Consent: Approval of Minutes | | | Sstoz made a motion to approve the minutes. Shay seconded. All were in favor. |
| 4. Action/Information/Discussion | | | |
| 4.1 Discussion Item: Homeless Point in Time Count | Janna and George provided background on the PIT (Point in Time) Count. The PIT Count is a visual street count of people who are homeless, augmented with a sampling survey. A number of funding streams depend on the PIT Count. HUD (Department of Housing & Urban Development) requires a biannual count, and an annual count of the sheltered population and the submittal of a HIC (Housing | | |

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| | <p>Inventory Count). The HIC reports on all beds available for the homeless population in the County.</p> <p>The PIT Count takes place on one day, usually in the last week of January. The 2020 PIT Count was on January 27, and reported 251 sheltered individuals. This represents a 20% decrease from the 2019 Count, which reported 311 sheltered individuals. The Committee discussed what this decrease could be attributed to. Sstoz shared that CAPSLO had reduced the number of nights that families from out of the County were able to stay at their shelter, which led to a reduction in numbers, and this likely had an impact.</p> <p>The next PIT Count is expected to take place in January 2021, for both sheltered and unsheltered individuals.</p> | |
| <p>4.1.1 2020 Housing Inventory Count/ Point in Time Count Reports</p> | <p>George provided more background on the HIC. This involves working with agencies to determine bed capacity and coverage on the same day as the PIT Count. For the 2020 HIC, the county's bed coverage for households without children was 61%, compared to 37% in 2019. Bed coverage for households with children was 80% in 2020, compared to 38% in 2019. This increase is largely due to not all rapid rehousing beds being reported in 2019.</p> | |
| <p>4.1.2 2021 Point in Time Count Request for Proposals</p> | <p>George shared that the RFP (Request for Proposals) for vendors has been released. The RFP deadline is August 12. HUD have suggested that the 2021 PIT count may be deferred due to COVID. There has been no correspondence from the State regarding this (some State funding programs depend on the PIT count too).</p> <p>The Committee discussed options around explaining the change in bed coverage between 2019 and 2021. Zip code data is not collected in HMIS, but CAPSLO does collect people's most recent permanent residence zip codes, and would be able to demonstrate this change between years.</p> | |

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| 4.2 Discussion Item: Homeless Management Information System (HMIS) | | |
| 4.2.1 HMIS Privacy Policy | At the last Finance & Data Committee meeting, the Committee approved the new HMIS Privacy Policy. The Privacy Policy referred to a HMIS Grievance Form, and so the Committee requested that this be shared. | |
| 4.2.1.1 HMIS Grievance Form | <p>George had drafted a version of a new HMIS Grievance Form, which was attached to the agenda packet for the Committee to review. The form is to be used if a client has a disagreement about how their data is used. The Committee agreed that the Finance & Data Committee is where Grievance Forms should go for review.</p> <p>The Committee discussed making the recommendation to the full HSOC that this Grievance Form be adopted. As this was not listed as an action item in the agenda, this recommendation could not be made in this meeting, but will be added to the agenda for the next Finance & Data Committee meeting.</p> | |
| 4.2.2 HMIS Participating Agency Agreement | George shared that DSS have been working with HUD TA (Technical Assistance) on updating their HMIS Participating Agency Agreement. It seemed an opportune time to do this as two new agencies are joining HMIS (Transitional Food & Shelter and the Salvation Army). George requested that feedback be sent to him by Monday August 10. | |
| 4.2.2.1 Discuss Client verbal or written consent | <p>The Committee discussed the Privacy Posted Notice that must be provided to clients. George confirmed that written consent is the preferred method, but verbal consent is also acceptable, where agencies are doing street outreach or intake by phone.</p> <p>George confirmed that HUD does not require agencies to read out the entire notice. The Privacy Policy needs to be available, e.g. on a website, or a copy emailed to clients. Laurel confirmed that the long</p> | |

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| | <p>notice that CAPSLO have been using is no longer needed, as long as the Privacy Posted Notice has been posted and the Privacy Policy is available. This has been confirmed by HUD TA.</p> <p>The Committee discussed possibilities around a form that revokes rather than grants consent to use personal data, but noted that this could get into difficult legal ground. DSS staff will do research into simplified consent forms that refer to both the Privacy Posted Notice and Privacy Policy.</p> | |
| <p>4.2.3 HMIS Systems Administrators Calls</p> | <p>George shared that he and Jessica Lorange are attending monthly system administrator calls with HUD, covering upcoming changes and reporting requirements. The last call covered project setup for the ESG-CV (Emergency Solutions Grant – Coronavirus) program. ESG-CV reporting will be different than it is for the main ESG program. For ESG-CV, recipients will be required to submit a quarterly CAPER (Consolidated Annual Performance and Evaluation Report), rather than an annual CAPER for the main ESG program. The implementation deadline for the Coordinated Data Entry data element in HMIS is October 1 2020. George suggested that there could be a need for a Coordinated Entry work group to focus on this, including the issue of double entering.</p> <p>Janna asked about the possibility of software that could export from Client Track to HMIS. Sstoz agreed that this would be useful for CAPSLO. George said he will reach out to Bell Data to find out the specifics they would need.</p> | |
| <p>4.2.4 Preparing HMIS during the COVID-19 Health Crisis Workshop</p> | <p>HUD is currently running intensive workshops. George, Jessica and Laurel have been on calls for HMIS, helping to prepare during COVID. The first call reviewed privacy policies. George and Jessica are also working on a new user request form for agencies to fill out to request access to HMIS.</p> | |
| <p>4.2.5 California Emergency</p> | <p>George shared that CESH is a relatively new funding program, which funds 5CHC (5Cities Homeless Coalition), Community Action</p> | |

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| Solutions and Housing Program (CESH) HMIS Report | Partnership of San Luis Obispo (CAPSLO), and El Camino Homeless Organization (ECHO). The first annual report for CESH was submitted to the State on Friday 31 July. This was attached to the agenda packet. | |
| 4.2.6 Discuss whether to conduct Request for Proposals for vendor selection to upgrade/improve HMIS | <p>Janna provided some background: HUD requires the use of a HMIS to meet their data standards. There are many companies which provide HMIS-compliant software; SLO County CoC is in contract with Bell Data currently, though CAPSLO uses Client Track and the Good Samaritans use Service Point.</p> <p>HUD TA had suggested in the past that these systems should be consolidated into one. This was on the agenda earlier in the year, but was delayed by COVID. HUD have since recommended not changing HMIS vendor during COVID. George has contacted HUD to ask what the guidance is for communities already involved in the RFP process for a new HMIS vendor. HUD responded suggesting that communities should carefully consider staff resources that would be diverted away from pandemic activities, and that their TA is primarily focused on mitigation of issues caused by the pandemic, and so help with other issues will be limited.</p> <p>The Committee agreed that it would be difficult for the County to take this work on on top of everything else currently going on, and so focused on what else Bell Data can provide.</p> <p>George shared that \$150k of the CESH budget is set aside for HMIS improvements, and this has been improved by HSOC and the Board of Supervisors. The Committee agreed to send a HMIS vendor checklist to the agencies using HMIS, to establish what they like and dislike about the current system, and what else they would like. George will also send out the Privacy Policy and Privacy Posted Notice as a reminder.</p> | |
| 4.3 HUD CARES ACT | | |
| 4.3.1 Discuss estimated need of Homeless Prevention and Rapid Rehousing due to | George shared that some agencies in the County receive CARES Act funding, through the CDBG-CV (Community Development Block Grant – Coronavirus) and ESG-CV programs. The Board of Supervisors has asked the County to estimate expenditure under CARES Act funding | |

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| <p>COVID-19</p> | <p>for rental assistance, eviction prevention and rapid rehousing, as well as the number of households that will benefit.</p> <p>Currently, DSS are looking at rapid rehousing projects, as more CARES Act funding is going towards these than other types of project. County staff have identified that the length of time spent experiencing homelessness is longer in rapid rehousing projects than in other projects, with families taking longer to be housed than single adults. A deeper analysis will be available in the next few weeks which can be shared.</p> <p>The Committee discussed the issue of the eviction moratorium coming to an end on August 14th, and individuals being required to pay several months of arrears but being unable to afford this.</p> | |
| <p>4.3.2 Systems Performance Improvement workshop</p> | | |
| <p>5. Future Discussion/Report Items</p> | | |
| <p>6. Next Meeting Date: August 26, 2020</p> | <p>The Committee agreed to keep this meeting date, as it will allow for the approval of some items before the next full HSOC meeting.</p> | |
| <p>7. Adjournment</p> | <p>Janna adjourned the meeting at 11:40am.</p> | |