



HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC) Data & Performance Committee Meeting Agenda

April 20, 2026, 9:00 am

Committee members must participate in person (except for just cause reasons, or personal emergency reasons approved by the HSOC)

Room 356, County of San Luis Obispo Department of Social Services,
3433 South Higuera St, San Luis Obispo, CA 93401

Members with approved just cause reasons and the public may participate by Zoom video call:

<https://us06web.zoom.us/j/88986554564?pwd=8zacua4nyel9ZnobDTxPXg680Hrzmr.1>

Or dial in:

+1 669 444 9171
Meeting ID: 889 8655 4564
Passcode: 293095

1. Call to Order and Introductions (2 minutes*)
2. Public Comment (3 minutes*)
3. Consent: Approval of Minutes (2 minutes*)
4. Action/Information/Discussion
 - 4.1. Implementing Five-Year Plan Line of Effort 3 – Improve and Expand Data Management Efforts Through HMIS and Coordinated Entry System to Strengthen Data-Driven Operational Guidance and Strategic Oversight
 - 4.1.1. Homeless Management Information System (HMIS)
 - 4.1.1.1. Discussion Item: Annual policy review and updates
 - 4.1.1.1.1. Discussion Item: Amend HMIS Privacy Notice, HMIS ROI and HMIS Privacy Posted Notice (30 minutes*)
 - 4.1.1.2. Discussion Item: System Performance Measures (20 minutes*)
 - 4.1.1.3. Unsheltered and Sheltered Point-in-Time Count Update (5 minutes*)



- 4.1.1.4. Discussion Item: User Updates (10 minutes*)
- 4.1.1.5. Discussion Item: Report on Ad Hoc Goal Planning work group (5 minutes*)
- 5. Future Discussion/Report Items (3 minutes*)
- 6. Next Regular Meeting: May 18, 2026
- 7. Adjournment

The full agenda packet for this meeting is available on the SLO County HSOC web page:
[https://www.slocounty.ca.gov/Departments/Social-Services/Homeless-Services/Homeless-Services-Oversight-Council-\(HSOC\).aspx](https://www.slocounty.ca.gov/Departments/Social-Services/Homeless-Services/Homeless-Services-Oversight-Council-(HSOC).aspx)

**HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC)
DATA & PERFORMANCE COMMITTEE MEETING MINUTES**

Date

March 16, 2026

Time

9:01 am-10:27 am

Location

Room 356, Department of Social Services, 3433 S. Higuera St., San Luis Obispo, CA 93401

Members Present

Devon McQuade

Helene Finger

Jessica Thomas

Mark Frauenheim

Mark Lamore

Members Absent

Diana Howard

Nathan Rubinoff

Ranel Porter

Staff and Guests

Derek Ferree

Erica Jaramillo

Jeff Al-Mashat

Jonathan Quake

Kari Howell

Kate Bourne

Laurel Weir

Merlie Livermore

Thomas Crottogini

1. Call to Order and Introductions

Mark L. called the meeting to order at 9:01 am. Introductions were made by those present at the meeting.

2. Public Comment

Laurel shared information reminder about the upcoming HSOC Listening Session meeting on Wednesday, March 18. The Listening session will provide information and gather input

from HSOC members and the community regarding funding priorities and identify gaps on currently funded programs.

3. Consent: Approval of Minutes

Helene moved to approve the minutes, and Mark F. seconded the motion. The minutes were approved by voice vote.

4. Action/Information/Discussion

4.1. Implementing Five-Year Plan Line of Effort 3 – Improve and Expand Data Management Efforts Through HMIS and Coordinated Entry System to Strengthen Data-Driven Operational Guidance and Strategic Oversight

4.1.1. Homeless Management Information System (HMIS)

4.1.1.1. Discussion Item: Unsheltered and sheltered Point-in-Time Count Update

Kate provided a brief update on the PIT Count results, noting that the team is still reviewing the raw unsheltered data before submitting final numbers to HUD and sharing them with the community.

Kari presented slides outlining the PIT Count background, methodology, and an executive summary for the January 26, 2026 count.

From the preliminary summary, Kari reported that 1,104 individuals were identified as experiencing homelessness in San Luis Obispo County, including 666 individuals experiencing unsheltered homelessness. The 2026 PIT Count reflects a 24% decrease in overall homelessness and a 20% decrease in unsheltered homelessness on a single night compared to 2024, following the launch of the Countywide Plan to address homelessness.

Kari also reported that 241 volunteers participated in the count, including 83 Homeless Service Providers, 13 HSOC members, 11 city staff, 8 City Council members, and 1 County Board of Supervisors member.

4.1.1.2. Discussion Item: Veteran assessment in the Community

Kate presented a draft of the Veteran's List Status Assessment form that will be added to the HMIS site.

4.1.1.3. Discussion Committee Planning for 2026

Laurel presented slides summarizing results from the previous meeting's discussion on Committee Planning. She noted that the next step is to identify key goals for the Committee and proposed forming a working group to begin this process. Mark Lamore, Devon McQuade and Mark Frauenheim all volunteered to be on the working group.

5. Future Discussion/Report Items

- Annual Review of Policies -HMIS

6. Next Regular Meeting: April 20, 2026

7. Adjournment

Mark L. adjourned the meeting at 10:27 am.



San Luis Obispo County HMIS Privacy Notice

This Privacy Notice applies to all San Luis Obispo County HMIS-Participating Providers and addresses how information about you (client) shall be used and disclosed by Providers as well as rights over your information. This notice establishes minimum standards by which the Providers must follow. Providers may implement more stringent rules and procedures. This Notice may be amended at any time, and amendments may affect information obtained before the date of the amendment.

1. HMIS DATA COLLECTION & PURPOSE

A Homeless Management Information System (HMIS) is a local information technology system used to collect data on the housing and services provided to individuals and families experiencing homelessness and persons at risk of homelessness. This information is critical to better understand the extent and nature of homelessness at a local level, evaluate program effectiveness, and improve future housing and service provision. Providers may also be required by their funders to obtain certain additional information to determine eligibility, and to monitor outcomes.

This agency is an HMIS-participating homeless service provider ("HMIS Provider"). We collect information about the persons we serve in the shared County HMIS (HMIS) database. The agency shall only collect information deemed appropriate and necessary for program operation or information that is required by law or by the organizations that fund this program.

2. CONSENT

Through HMIS, we share your name, date of birth, age, gender, veteran status, and partial SSN ("Standard Information") with other HMIS Providers, unless you indicate that you do not want your Standard Information to be visible or tell an agency to mark your "Profile/Name" as private. You are still eligible for services if you refuse to have your standard information shared in HMIS.

Personal and Health Information: If you choose to sign the HMIS Consent for Release of Information (ROI), we will also share your enrollment information, which may include personal health information and information about your race, ethnicity, disabling conditions, previous residence history, employment history, substance abuse, sexual orientation, educational history and more. Your Standard Information and any information you release in your ROI is referred to as your Personally Identifiable Information (PII). This information will be visible in HMIS and may also be exchanged on paper, verbally or electronically based on uses and disclosures below.

Written consent to share your data in HMIS should be obtained at your first in-person meeting with the provider. Written consent may be obtained using the Electronic HMIS Consent for Release of Information, which indicates your consent to share your information.

Verbal consent to share your PII may only be obtained if the interaction meets the following criteria:

- The visit is not in person or not in a place conducive to paper or electronic signature.



COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF SOCIAL SERVICES
HOMELESS SERVICES DIVISION

- Agency staff reviews (or reads, if not in person) the Privacy Notice with you (posted at intake desk, on clipboard, via electronic methods or comparable location). An electronic link to the privacy notice can be found here (link).
- You verbally agree to provide and share personal information.
- Agency staff complete the Verbal Consent record in HMIS, attesting to their compliance with the procedure above.

3. PERMITTED USES AND DISCLOSURES

HMIS is designed to protect the confidentiality of personal information while allowing for reasonable, responsible, and limited uses and disclosures of data, including Personally Identifying Information. Once collected, we (as an HMIS Provider) have obligations about how these data may be used and disclosed (**uses** are internal activities for which providers interact with your PII; **disclosures** occur when providers share PII with an external entity). **We may use and disclose your PII only for the following purposes:**

To fulfill HUD **and Federal Partner Program** Requirements:

- (1) To allow you to access to your information; and
- (2) Disclosures for oversight of compliance with HMIS privacy and security standards.
- (3) To provide or coordinate services to an individual or household, including with other California Counties, CenCal Health and / or MediCAL managed care providers and US Department of Veterans Affairs;
- (4) For functions related to payment or reimbursement for services;
- (5) To carry out administrative functions, including but not limited to legal, audit, personnel, oversight and management functions;
- (6) For creating de-identified reports from PII including public dashboards for local, county or state use, including the State of California's Homeless Data Integration System, HDIS.

Additional Uses and Disclosures: In rare instances we may use or disclose your Personally Identifying Information without your permission for the following purposes:

- (7) Uses and disclosures required by law;
- (8) Uses and disclosures to avert a serious threat to health or safety;
- (9) Uses and disclosures about survivors of abuse, neglect or domestic violence; and
- (11) Uses and disclosures for law enforcement when a subpoena is provided.
- (12) For research or local analysis where a limited number of fields will be included.

HMIS Providers must also ensure that **any use or disclosure does not violate other applicable local, state, or federal laws**. Therefore, some HMIS Providers **may have more restrictive privacy policies**, often dependent upon funding source or the nature of a projects. Specific, per-project information regarding data use and disclosure can be obtained upon request. This can include agencies that must comply with the Health Insurance Portability and Accountability Act (HIPAA), Violence Against Women Act (VAWA). In these instances, the more restrictive policies take precedence.



4. UNDERSTANDING YOUR RIGHTS

HMIS recognizes every independent legal adult (person over 17 years of age) as the owner of all information about themselves, and any parent, legal guardian, or legal power of attorney as the designated owner of all information about any household members under their guardianship (all minors and any incapacitated/disabled adults).

By seeking assistance from this HMIS Provider and consenting to your personal information being shared within the HMIS, you transfer governance responsibility over your HMIS record to us, and we are responsible for handling your record in accordance with HMIS privacy policies and any applicable federal, state, or local requirements. You retain ownership of your information within your HMIS record, and as owner **you have the following rights, in general:**

- Your refusal to share information will not be used to deny you services at this agency.
- You have a right to see your information, request to change it, and have a copy of your information from the servicing agency by written request. You may also request assistance from this agency in documenting your history of homelessness to qualify for certain programs. An agency can refuse to change information but must provide you with a written explanation of the refusal within 60 days of the request¹
- Any information you provide related to race, color, religion, sex, national origin, disability, familial status, and actual or perceived sexual orientation, gender identity, or marital status will not be used in any way that would discriminate against you or prevent you from receiving services or housing assistance. You have the right to file a complaint if you feel that you have been discriminated against.
- You may request a copy of this Privacy Notice and other agency policies that explain HMIS and your rights associated with how information is kept and shared through HMIS.
- You may request that a provider mark your personal data as private (not shared) within HMIS; and
- You may withdraw your consent to share at any time by writing to the staff identified in our Agency Privacy Notice. However, any information already shared with another agency cannot be taken back. Your request to discontinue sharing will have to be coordinated between sharing partners. You should tell each agency that you work with when you withdraw your consent.
- The confidentiality of your records is protected by law. This agency will never give information about you to anyone outside the agency without your specific written consent through this release or as required by law (The regulations are the Federal Law of Confidentiality for Alcohol and Drug Abuse Patients, (42 CFR, Part 2) and the Health Insurance Portability and Accountability Act of 1996 (HIPPA), 45 CFR, Parts 160 & 164) and applicable California laws.
- Veterans may “opt-out” of Veteran BNL data sharing and eligibility matching.

¹ We can deny a request to inspect or copy your PII for the following reasons: (1) *Provider Right to Deny Review: if information is compiled in reasonable anticipation of litigation or comparable proceedings;* (2) *if information about another individual other than the participating provider staff would be disclosed;* (3) *if information was obtained under a promise of confidentiality other than a promise from this provider and disclosure would reveal the sources of the information;* or (4) *if the disclosure of information would be reasonably likely to endanger the physical safety of any individual; and we can reject repeated or harassing requests for access or correction.*



- **You should expect to provide additional, prior written consent for any use or disclosure of HMIS PII not included in the permitted uses and disclosures above.**

5. Requests and Grievance Policy

Agency Requests and Grievance

If you feel your privacy rights have been violated, wish to request changes to your record(s) or request a copy of your records, please first submit a written request to the agency at which you are receiving services. Any privacy violations involving breaches of data will be reported to the HMIS Lead Agency. All other grievances must go through the grievance process at the agency at which you are receiving services. You cannot be retaliated against for filing a grievance. The grievance process may involve multiple steps for resolution. You may request to see the agency's full grievance process.

Escalated Grievance Policy

An escalated grievance is to only be used after you have worked with the agency to resolve an HMIS issue and that resolution was not satisfactory. The [HMIS Grievance Form](#) or a similar written format can be used if you feel your privacy rights have been violated by an HMIS Participating Agency.

You may submit this form to the HMIS Lead to the contacts below. This will be reviewed by HMIS Lead Staff and routed to an internal review body. It is against the law for any agency to take retaliatory action against you if you file this grievance. You can expect a response within 30 days via the method of your choice.

Grievances may be submitted in writing to:

County of San Luis Obispo Dept of Social Services
Attn: HMIS Program Manager
3433 S. Higuera St San Luis Obispo, CA 93401



COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF SOCIAL SERVICES
HOMELESS SERVICES DIVISION

Or Via Email to: SS_hsdconcern@co.slo.ca.us



San Luis Obispo County Continuum of Care Homeless Management Information System

Consent for Release of Information

The San Luis Obispo County Continuum of Care (CoC) Homeless Management Information System (HMIS) is a secure database used to collect data on the housing and services provided to individuals and families experiencing homelessness or at risk of homelessness. Providers participating in a HMIS are required to collect universal data elements from all clients, including Personally Identifiable Information (PII), demographic characteristics, and residential history. This information is critical for providers and communities to better understand the extent and nature of homelessness at a local level, evaluate program effectiveness, and improve future housing and service provision. Some providers are also required by their funders to obtain certain additional information to determine eligibility, and to monitor outcomes. Many organizations receiving money from Federal grants, the State of California or local jurisdictions are required to participate and record the clients they serve in an HMIS.

This Agency participates in HMIS and shares information with other HMIS Participating Agencies to help coordinate the most effective services for you and your household members. Refusal to share identifiable information will not impact your eligibility for services.

What information is shared in HMIS?

| Standard Information | Personal and Health Information |
|---|--|
| <ul style="list-style-type: none"> • Name • Date of Birth • Age • Gender • Veteran Status • Partial SSN • Race and Ethnicity | <ul style="list-style-type: none"> • Disabling Conditions, including substance use disorder and mental health conditions • Health Insurance Information • Homeless History • Employment Status • Sexual Orientation • Educational History • Domestic Violence Survivor data, if applicable. |

How your information will be used?

- To provide or coordinate services on behalf of an individual or household;
- For payment or reimbursement for services;
- To carry out administrative functions, including but not limited to oversight and management functions; or
- For creating summary reports without identifying you or confusing you with someone else
- For additional, specific uses defined in the HMIS Privacy Policy.

Who can have access to your information?



Your information will be shared with other San Luis Obispo CoC HMIS Participating Agencies that agree to maintain the security and confidentiality of the information. For additional coordination of care and de-duplication, your information may be shared with the Santa Barbara/Santa Maria CoC-CA 603 or the State of California's Homeless Data Integration System, HDIS. A list of HMIS Participating Agencies is available upon request. **U.S. Military Veterans Only: your personal information may be utilized to verify eligibility for housing and services with the U.S. Department of Veterans Affairs. Once determined eligible, your personal information will be shared with the VA as part of a coordinated effort to quickly resolve veterans' homelessness.**

How is your personal information protected?

The information that is collected in HMIS is protected by limiting access to the database and by limiting with whom the information will be shared, in compliance with the standards set forth in federal, state and local regulations governing confidentiality of client records. Each person and agency that is authorized to read or enter data into HMIS has signed an agreement to maintain the security and confidentiality of the information. HMIS data is secured by passwords and encryption technology.

By signing this form, you understand and agree that:

- Your refusal to share information will not be used to deny you services at this agency.
- You have a right to see your information, request to change it, and have a copy of your information from the servicing agency by written request. You may also request assistance from this agency in documenting your history of homelessness to qualify for certain programs. An agency can refuse to change information but must provide you with a written explanation of the refusal within 60 days of the request.
- Any information you provide related to race, color, religion, sex, national origin, disability, familial status, and actual or perceived sexual orientation, gender identity, or marital status will not be used in any way that would discriminate against you or prevent you from receiving services or housing assistance. You have the right to file a complaint if you feel that you have been discriminated against.
- You may request a copy of this Privacy Notice and other agency policies that explain HMIS and your rights associated with how information is kept and shared through HMIS.
- You may request that a provider mark your personal data as private (not shared) within HMIS; and
- You may withdraw your consent to share at any time by writing to the staff identified in our Agency Privacy Notice. However, any information already shared with another agency cannot be taken back. Your request to discontinue sharing will have to be coordinated between sharing partners. You should tell each agency that you work with when you withdraw your consent.
- The confidentiality of your records is protected by law. This agency will never give information about you to anyone outside the agency without your specific written consent through this release or as required by law (The regulations are the Federal Law of Confidentiality for Alcohol and Drug Abuse Patients, (42 CFR, Part 2) and the Health Insurance Portability and Accountability Act of 1996 (HIPPA), 45 CRF, Parts 160 & 164) and applicable California laws.
- **You should expect to provide additional, prior written consent for any use or disclosure of HMIS PII not included in the permitted uses and disclosures above.**



SIGNATURE AND ACKNOWLEDGEMENT

Your signature indicates that you have read (or been read) this client consent form, have received answers to your questions. Check the appropriate box to indicate:

Consent: You willingly consent to have your information, and that of your minor children or dependents (if any), entered into the HMIS database. You also consent to share your information with other participating organizations as described in this consent form.

Veteran Only Consent: you willingly consent to having your PII shared with the US Department of Veterans Affairs, this supports confirming your eligibility for veteran housing and resources.

Decline: You understand the information presented and you DO NOT want your Personal and Health Information shared. You understand that the Standard Information will still be shared, but not connected with this agency or program in HMIS.

| | | |
|--------------------|----------------------------|-------------|
| _____ | _____ | _____ |
| CLIENT NAME | SIGNATURE OF CLIENT | DATE |
| _____ | _____ | _____ |

Signature of guardian or authorized representative (when required): _____

Relationship to client: _____ Date signed by guardian/authorized representative: _____

This release of information also applies to the following dependents:

| Last Name | First Name | Date of Birth |
|------------------|-------------------|----------------------|
| | | |
| | | |
| | | |
| | | |



Note Regarding Collection of Personal Information

We collect personal information directly from you to:

- Best connect you with the services you need;
- Better understand the needs of homeless persons;
- Improve planning to address homelessness; and
- Improve services for homeless persons.

Additional uses and disclosures are available in a Privacy Notice. The only people who will be allowed to see your data are HMIS-trained staff for homeless service providers who have agreed to keep your data confidential. You have the right to refuse to share your data and this will not disqualify you from receiving services. A Privacy Notice is available upon request.

US Veterans only: HMIS may share your PII with the Department of Veterans Affairs (VA) for eligibility and to include you on the VA's By Name List. You have the right to opt out of this additional data sharing.