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

November 16, 2026, 10:00 a.m.

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/84939549074?pwd=vXlCaSCC4CXts3UyFjHosy5YjSQGpx.1

Or dial in:
+1 669 444 9171
Meeting ID: 849 3954 9074
Passcode: 721410

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. Information Item: System Performance Measure 7 (SPM 7): Successful Placements to Permanent Housing (10 minutes*)

        4.1.2. Action Item: Approve Data & Performance Committee Annual Goals (10 minutes*)

        4.1.3. Discussion Item: Upcoming Meeting Schedules for December, January & February (10 minutes*)

5. Future Discussion/Report Items (3 minutes*)

*All times are approximate

6. Next Regular Meeting: December 21, 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-division/homeless-services-oversight-council

*All times are approximate

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

Date
October 19, 2026

Time
10:03 a.m.- 12:08 p.m.

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

Members Present
Carrie Collins
Devon McQuade
Helene Finger
Mark Frauenheim
Mark Lamore
Nathan Rubinoff
Ranel Porter

Members Absent
Jessica Thomas

Staff and Guests
Abby Burgess
Abby Lassen
Alexis Ramirez
Berenice Andrade
Derek Ferree
Emily Denton
Erica Jaramillo
Jeff Al-Mashat
Kate Bourne
Kayleigh Hollum
Laurel Weir
Merlie Livermore
Thomas Crottogini

1. Call to Order and Introductions
Mark Lamore called the meeting to order at 10:03 a.m.

2. Public Comment
Ranel requested that a discussion regarding volunteer recruitment and data be added to the future meeting agenda.

3. Consent: Approval of Minutes
Ranel moved to approve the minutes and Devon 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. Action Item: Approve Full HMIS Policies and Procedures

The approval of the full HMIS Policies and Procedures was tabled to allow additional revisions and improvements to be made.

Abby L. raised concerns regarding the readability and accessibility of the Privacy Notice, noting that the language was too technical and might not be easily understood by clients.

The following suggestions and recommendations were discussed:

- Revise Privacy Notice using more client-friendly language to improve readability and understanding.
- Review and improve the Release of Information (ROI) language.
- Provide additional staff training, such as instructional videos, to support understanding and implementation of the policies and procedures.
- Consider changing the term "performance" to "outcome" in the HMIS Policy, where appropriate.
- Reduce the attendance requirement to 75 percent.
- Add page numbers and a table of contents to improve document organization and navigation.
- Conduct a comprehensive grammatical and editorial review before publishing the final document.

Helene moved to approve the proposed improvements and revisions to the HMIS Policies and Procedures, and Ranel seconded the motion. A roll-call vote was conducted, and the motion passed.

4.1.1.2. Information Item: System Performance Measure 5 (SPM 5): First Time Homelessness

Kate presented information on System Performance Measure 5 (SPM 5): First-Time Homelessness, referring attendees to the table and graph included in the meeting packet.

She also highlighted several available references and resources to help attendees better understand the System Performance Measures (SPMs), including:

- HUD HMIS Exchange: HMIS Data Standards and the "System Performance Measures in Context" page.
- HMIS Lead Series page.
- HMIS Lead Improvement Matrix page.

4.1.2. Data and Performance Ad Hoc Workgroup

4.1.2.1. Staff Updates- Goals Discussion

Laurel provided staff updates and presented the measurable goals for discussion during the meeting. The information will be shared by Mark Lamore with the Executive Committee at its meeting on Wednesday, October 21.

During the discussion, participants considered creating an ad hoc committee to discuss ideas and provide recommendations for the Spring Planning Committee under HSOC. Interested volunteers included Devon and Helene.

Devon raised a question regarding how to increase participation in the process. Kate responded that notifications would be sent to HMIS providers and other relevant stakeholders to encourage greater participation.

Jeff emphasized the importance of implementing a data-driven process, noting that data quality could affect funding decisions beginning in 2027. He explained that data quality would become a factor in funding determinations effective that year.

4.1.3. Information Item: 2026 Point in Time Count Results

Kate presented the results of July 21, 2026, Point-in-Time (PIT) Count. Attendees were referred to the handout included in the meeting packet for additional details.

5. Future Discussion/Report Items

The following items were identified for future discussion and reporting:

- Volunteer recruitment.
- Proposed revisions and improvements to the HMIS Policies and Procedures, including the Release of Information (ROI) and Privacy Notice language.
- Abby L. requested that Kate provide or release the feedback collected through the PIT Count information survey.

6. Next Regular Meeting: November 16, 2026

7. Adjournment

Mark adjourned the meeting at 12:08 p.m.

HOMELESS SERVICES OVERSIGHT COUNCIL
DATA AND PERFORMANCE COMMITTEE
ACTION ITEM
November 16, 2026

ACTION ITEM NUMBER: 4.1.2

ITEM: Vote to Approve Data and Performance Committee Annual Goals

ACTION REQUIRED: It is requested that the Data and Performance Committee (DPC) approve goals for the Committee for FY 2027

SUMMARY NARRATIVE:

To support the goals of the Continuum of Care (CoC) and to ensure transparency, focus, and accountability in the Committee's work, the Committee undertook a planning process this year to develop annual goals for the Data and Performance Committee. These goals will guide the work of the Committee for FY 2027.

Goal Development Process

In Spring 2026, the Committee reviewing the gaps analysis and priorities identified at the Homeless Services Oversight Council's (HSOC's) annual Listening Session, conducted a SWOT (strengths, weaknesses, opportunities, and threats) analysis and identified initial themes. The Committee Chair then appointed an Ad Hoc Working Group to review this work in the context of the CoC's Five-Year Plan to Address Homelessness and the CoC's statutory and regulatory requirements, and to develop specific goals and objectives under each theme.

The Ad Hoc Working Group then brought back the recommendations to the Committee for discussion and further refinement. The Committee is now being asked to approve the final recommendations for goals and objectives (Attachment 1).

Goals

The plan focuses on five overarching goals for the Committee:

1. **Ensure compliance with statutory and regulatory obligations governing CoCs related to data.**
   The HSOC serves as the Board for the San Luis Obispo County Continuum of Care. A federal statute and governing regulations from the U.S. Department of

Housing and Urban Development (HUD) establish certain obligations for a CoC. These obligations apply specifically to CoC board and cannot be carried out solely by the HMIS lead entity (the County). To ensure the CoC remains eligible for CoC grant funding, the Committee's work plan objectives include these required activities.

2. **Ensure data quality**
   The CoC relies on HMIS data for planning, grantmaking, evaluation, and reporting, so that data must be of good quality. The Committee sets the policies and standards to which participating agencies are held and can help ensure alignment. The Committee's objectives focus on setting minimum data quality standards, aligning process and terminology, and supporting training plans to ensure this outcome.

3. **Setting Performance Outcomes for Use in Grantmaking and Grant Management**
   To ensure a high-performing homeless services system, the Committee will set standards by project type that can be used as part of the formula for grant funding award decisions. The Committee will also set minimum performance standards for CoC-funded projects for purposes of reallocation policy

4. **Help Providers, Policy Makers and the Public Understand the Data**
   Committee members are very knowledgeable about data and how it is collected and reported and Committee meetings will continue to include very detailed examinations of overall system performance, using a broad variety of HMIS and related data as well as input from frontline staff. However, feedback from the public and policy makers indicated that sometimes the large volume of data as well as more "in the weeds" information provided at Listening Sessions, online, and in other forums made it difficult to home in on key data. To help them understand whether overall goals of reducing homelessness are on track, what is working and what is not, the Committee will work with Homeless Services Division to identify key metrics that best summarize system performance and work with HSD staff to focus presentations on those metrics.

5. **Increasing Committee participation from key stakeholder groups including 1) all the HMIS-participating organizations and 2) people with lived experience.**
   The Committee is responsible for establishing policies for HMIS, including those that affect data quality and outcomes, as well as those governing how data will be protected and how participants are informed of their rights with regards to their own data. With regards to participating agencies, most homeless services agencies are members of the Committee or participate regularly. However, there are a growing number of participating organizations

that are focused on broader populations but have homeless-specific projects. These projects are funded by an ever-broadening variety of grants and other funding, each with their own reporting requirements and structure. To ensure HMIS can expand effectively while still maintaining required data standards, these participating agencies need to be involved in committee discussions of policy. It is also important to hear from people with lived experience regarding how participant data is protected and how participants are informed of privacy policies that apply to their data.

Evaluation

The Committee will evaluate progress on these goals and objectives in Summer 2027 and use the results to update the plan as needed. At the end of the year, the Committee will also report to the Executive Committee regarding whether or not the goals and objectives were achieved.

BUDGET/FINANCIAL IMPACT

No current fiscal impact is anticipated.

STAFF COMMENTS:

Following approval, HSD staff will work with the Chair and Vice Chair to establish a timeline for implementation and a timeline for appointing any working groups that may be needed to implement specific objectives.

ATTACHMENTS:

Attachment 1 – Proposed Committee Goals

HSOC Data and Performance Committee Goals for 2027 and 2028

Objective	Measurable Goal	Timeline, Type, and Priority	Who Is Responsible
Goal: Ensure compliance with statutory and regulatory obligations governing CoCs related to data			
Annually review, revise as needed, and approve HMIS governance policies and plans	Annual review in Spring to meet the annual requirement; staff to bring forward any other proposed changes on an as-needed basis.	**Timeline:** Short-term **Type:** Mandatory **Priority:** High	**Carried out by:** D&P Committee **Also involved:** Staff/D&P
Gaps Analysis	Conduct an annual gaps analysis aligned with the Planning Process.	**Timeline:** Short-term **Type:** Mandatory **Priority:** High	**Carried out by:** D&P Committee **Also involved:** Staff, D&P, D&P Working Group, homeless services agencies
PIT Count – Approval of approach	Start process at least 10 months prior to the PIT Count; vote on methodology.	**Timeline:** Short-term **Type:** Mandatory **Priority:** High	**Carried out by:** D&P Committee **Also involved:** Staff/D&P
Review of System Performance Measures	1) Review at least quarterly; and 2) Identify steps that could be taken to improve the lowest three metrics and report out to the Executive Committee.	**Timeline:** Short-term **Type:** Mandatory **Priority:** High	**Carried out by:** D&P Committee **Also involved:** Staff/D&P
Goal: Ensure Data Quality			
Setting minimum standards for Data Quality to be used in grant award decisions and reallocation policy	D&P should vote to recommend that the DQ Management Plan benchmarks be the Data Quality Standards used for grantmaking and reallocation.	**Timeline:** Short-term **Type:** Category is mandatory, but the specifics are partially discretionary **Priority:** High	**Carried out by:** D&P Committee **Also involved:** ICA, Staff, D&P
Training (e.g., recurrent) – setting minimum training standards	Within 12 months, using current HMIS Talent training requirements, determine annual required training reviews.	**Timeline:** Short-term **Type:** Both **Priority:** High	**Carried out by:** D&P Committee/HSD Staff **Also involved:** Staff, D&P
Alignment in process and terminology	In the next 24 months, identify and implement steps needed to ensure all HMIS-participating agencies' own written guidance and practices use the same terminology and process for processes agreed upon by the Data and Performance Committee (for processes where the HUD Data Standards do not clearly define them and for which the CoC must develop its own standards).	**Timeline:** Medium-term **Type:** Both **Priority:** Medium	**Carried out by:** D&P Committee/HSD Staff **Also involved:** ICA, Staff, D&P, D&P Working Group

Objective	Measurable Goal	Timeline, Type, and Priority	Who Is Responsible
Housing Inventory Data	In the next 24 months, use housing developers' and HMIS inventories to track and report out progress made on new housing units.	**Timeline:** Medium-term **Type:** Both **Priority:** Medium	**Carried out by:** D&P Committee/HSD Staff **Also involved:** Staff, Housing providers, D&P
Goal: Set Performance Outcomes for Use in Grantmaking and Grant Management			
Setting standards by project type (e.g., set either a minimum or target goal for % of exits to positive destinations for participants in a Street Outreach program). Use for grant funding award decisions.	Vote to approve DQ Management Plan benchmarks as the minimum standards for grants.	**Timeline:** Short-term **Type:** Discretionary **Priority:** High	**Carried out by:** D&P Committee **Also involved:** Staff, D&P Committee
Setting minimum performance standards for CoC-funded projects for purposes of reallocation policy	Vote to approve DQ Management Plan benchmarks as the minimum standards for reallocation.	**Timeline:** Short-term **Type:** Both **Priority:** High	**Carried out by:** D&P Committee **Also involved:** Staff, D&P Committee
Goal: Help Providers, Policy Makers, and the Public Understand the Data			
Help members and the public focus on the most important metrics at the Annual HSOC Listening Session	In the Fall before the Spring Listening Session, recommend key performance indicators to focus on at the Annual HSOC Listening Session.	**Timeline:** Short-term (but will be done annually) **Type:** Discretionary **Priority:** High	**Carried out by:** D&P/HSD Staff **Also involved:** HSOC
Revise the Data Dashboard	1) Identify 3–5 key indicators for the Data Dashboard; 2) Indicators should be possible to update at least quarterly (preferably automated and updated monthly); 3) Key indicators will be placed at the top of the Dashboard, and it will be reworded in plain English (not HUD language).	**Timeline:** Medium-term **Type:** Discretionary **Priority:** Medium	**Carried out by:** D&P/HSD Staff **Also involved:** Executive Committee/HSOC
Help HSOC members to better understand HMIS data	Develop a simplified, high-level overview training for HSOC members who are not on the Data and Performance Committee, so they understand what HMIS is and learn about key performance metrics.	**Timeline:** Medium-term **Type:** Discretionary **Priority:** Medium	**Carried out by:** D&P/HSD Staff **Also involved:** Executive Committee/HSOC

Objective	Measurable Goal	Timeline, Type, and Priority	Who Is Responsible
Develop and use 3–5 key performance metrics for measuring overall system progress	1) D&P and Executive Committee approve 3–5 performance metrics to be used by HSOC to monitor system performance on an ongoing basis; 2) Present to HSOC and HSOC Executive Committee at every meeting (quick 5-minute update).	**Timeline:** Medium-term **Type:** Discretionary **Priority:** Medium	**Carried out by:** D&P/HSD Staff **Also involved:** Executive Committee/HSOC
Goal: More participation on the Committee from key stakeholder groups, including (1) more of the HMIS-participating organizations and (2) people with lived experience			
Improve coordination by having more of the HMIS-participating groups participate in the Committee	Increase the overall % of HMIS-participating groups that participate in the Committee by end of 2027.	**Timeline:** Medium-term **Type:** — **Priority:** Medium	**Carried out by:** D&P/HSD Staff **Also involved:** —
Get input from people with lived experience	Either ensure Committee participation by people with lived experience or develop and implement a process for obtaining feedback at least twice a year from people with lived experience.	**Timeline:** Medium-term **Type:** — **Priority:** Medium	**Carried out by:** D&P/HSD Staff **Also involved:** Advisory group of people with lived experience

Key: CoC = Continuum of Care; D&P = Data and Performance Committee; DQ = Data Quality; HMIS = Homeless Management Information System; HSD = Homeless Services Division; HSOC = Homeless Services Oversight Council; HUD = U.S. Department of Housing and Urban Development; ICA = Institute for Community Alliances; PIT = Point-in-Time.