

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

**Date**

December 17, 2024

**Time**

9:04am-9:56am

**Location**

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

**Members Present**

Diana Howard

Janna Nichols

Mark Lamore

Stephanie Hernandez (alternate for Christy Nichols)

Nathan Rubinoff

**Members Absent**

Jessica Thomas

Kathy McClenathen

Mimi Rodriguez

**Staff and Guests**

Derek Ferree

Kari Howell

Kate Bourne

Merlie Livermore

Niko Frambuena

Russ Francis

Staci Dewitt

**1. Call to Order and Introductions**

Mark called the meeting to order at 9:04am.

**2. Public Comment**

Mark announced that today is his last meeting as Chairperson of this committee. Janna will be the next Chairperson in January.

**3. Consent: Approval of Minutes**

Janna made a motion to approve the minutes, with the amendment to add Nathan to members in attendance list. Motion was seconded by Nathan. The motion was approved by voice vote with all in favor.

**4. Action/Information/Discussion**

**4.1. Implementing Five-Year Plan Line of Effort 4 – Create, Identify, and Streamline Funding and Resources**

#### 4.1.1. Discussion Item: System Performance Measures Educational Opportunity

Kate shared that there is a training on Talent LMS regarding System Performance Measures. This training will go about what is measured and what is reported out to HUD (US Department of Housing and Urban Development). For 2025, the training will be going over the SPM that will cover the 2024 reporting period.

#### 4.2. 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

##### 4.2.1. Action Item: Approve January 28, 2025, as the date for the 2025 Sheltered PIT (Point in Time) Count and HIC (Housing Inventory Count)

Kari shared the sheltered PIT data comes out of the HMIS. Janna moved the motion to approve the recommended date, seconded by Stephanie. Roll was called. Motion passed.

##### 4.2.2. Homeless Management Information System (HMIS)

Kate shared that the attached documents are for review and open for suggestions for any changes needed.

###### 4.2.2.1. Information Item: Client ROI (Release of Information)

Kate shared that this form is also for review and provide a chance to check on the document.

###### 4.2.2.2. Information Item: HMIS User Agreement

Kate reported that besides being more direct in the user language, a few of the things they have updated on this agreement included the following: the opening paragraph, user ID and password, keeping the wording on client confidentiality, notifying agency administrators.

###### 4.2.2.3. Information Item: HMIS Policies and Procedures

Kate reported that among updates on the Policies and Procedures that were done included the following: adding a separate grievance inbox, updated the language in the posted notice, agency agreements, updating links to appropriate documentation. This document will be presented for final review and approval in the January meeting.

###### 4.2.2.4. Information Item: LSA (Longitudinal Systems Analysis) Update

Kate reported that ICA (Institute for Community Alliances) has helped in cleaning out errors in the system. She mentioned that there are 16 flags in total which can be resolved, and the rest will have a note explaining the discrepancy to be ready for submission to HUD on January 9, 2025.

###### 4.2.2.5. Information Item: HMIS System Administrators Monthly Call Report

Kari shared that the monthly call covered reporting timelines, deeper dive into the NHSDC (National Human Services Data Consortium) conference, LSA submissions and flags, assessing HMIS vendors.

###### 4.2.2.6. Information Item: HMIS Helpdesk Metrics

Kari reported the HMIS helpdesk received and supported 565 messages through HMIS support, and the responses were done within 6-12 hours.

4.2.2.7. Information Item: HDIS (Homeless Data Integration System) Bimonthly Administrators Call  
Kari shared that HDIS is held every other month specific to California. For the November call, the meeting focused on uploading reports, data quality dashboard, data quality tool, quarterly upload.

4.2.3. Information Item: Data Workgroup

Mark reported that the HMIS dashboard will be presented at the HSOC's Executive meeting tomorrow. Kate presented the dashboard to the group at the meeting today. This dashboard will be added to the public facing website in February.

5. Future Discussion/Report Items

HMIS and HDIS will no longer be standing items in the agenda.

6. Next Regular Meeting: January 28, 2025, at 9am

7. Adjournment

Mark adjourned the meeting at 9:56am.