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

Date
August 27, 2024

Time
9:00am-10:30am

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

Members Present
Christy Nichols
Diana Howard
Janna Nichols
Mark Lamore
Sstoz Tes

Members Absent
Carrie Collins
Jessica Thomas
Kate Swarthout
Kathy McClenathen
Mimi Rodriguez

Staff and Guests
Abby Burgess
Derek Ferree
Jasmine Smith
Jeff Al-Mashat
Kari Howell
Kate Bourne
Laurel Weir
Merlie Livermore
Russ Francis
Suzie Freeman

1. **Call to Order and Introductions**
   Mark Lamore called the meeting to order at 9:00am.

2. Public Comment
There were no public comments presented.

3. Consent: Approval of Minutes
Janna Nichols moved the motion to approve the minutes. Christy Nichols seconded the motion. Voice vote was taken. All were in favor and minutes were approved.

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: HMIS Upgrade Activities Update
Kate Bourne shared that in the last two months they have been working on the Phase 2 migration activities. Their team has been working on finalizing the custom reports. ICA has provided a lot of expertise at looking at custom reporting ability for programs. They are starting to get a more comprehensive look at the various programs funded in the county that are outside of the absolute necessary to report out of the HMIS realm. They are working with CAPSLO (Community Action Partnership of San Luis Obispo County) one on one to get their shelter operations into the system, to get more users onboard and get their shelter staff into training soon. Kate also added that with their last conversation with BitFocus, they talked about some elements that they were working on with Clarity regarding current living situation ability to track location of clients. The team is also continuing to build out custom assessments. Also, Bitfocus is doing an update to user interface this fall, announcing and unveiling features at Clarity Connect, so staff Staci Dewitt will be going to attend this event in September to get the information and details for these new features.
Kate also mentioned that they are working on finalizing the Phase 2 charter on the migration and expansion project and should be finalized within the next few weeks.
4.1.1.2. Information Item: HMIS System Administrators Monthly Call Report
Staci Dewitt shared that at the monthly report, they called for community examples of system modeling implementation. During this time, there was also an extensive deeper dive into content and some live demos using EVA tools. Staci also mentioned that once this meeting and video is uploaded to the HUD Exchange it will be a really good tool for the agencies to explore and learn from.
4.1.1.3. Information Item: ICA (Institute for Community Alliances) Site Visit
Kari Howell shared that Abby Burgess and Derek Ferree from ICA visited San Luis Obispo from August 5-7. During this time, they visited ECHO (Paso Robles) and toured their Homekey facilities, and had a one-on-one discussion with an ECHO team member to discuss how Clarity is going so far. The following day, the ICA team facilitated an all-day mapping session with the HMIS Steering Committee. This steering committee is

composed of about 23 leaders in the community and the county with a shared commitment to a high functioning HMIS. On Wednesday, ICA and the HMIS support team led an in-person training session for agency administrators. There were 15 attendees from the different agencies, followed up by a lunch with CAPSLO Homeless Services staff. This day also included a site visit to view the additional unit at the Center for Family Strengthening facility in Atascadero. The day closed by an in-person visit with the People's Self-Help Housing.

4.1.1.4. Information Item: HMIS Helpdesk Metrics

Kari Howell reported that they would like to have a new HSOC standing measure to better understand the needs of the users. Since February, the HMIS support team moved forward with a customer service ticketing system called Help Scout. Since then, the team has received more than 1,000 plus messages and had an average resolution time of one day and four hours. Fifty two percent of the tickets were resolved on the first reply. Kari mentioned that they are receiving fewer questions since users become more familiar with the usage of the system. In addition to being the messaging system, Help Scout is also serving as an on-site knowledge base, offering autonomous learning opportunities.

4.1.1.5. Action Item: Vote to Approve Recommended Updates to the HMIS Grievance Policy

This action item is tabled for next meeting to provide more time for members to review.

4.1.1.6. Action Item: Vote to Approve Recommended Updates and Additions to HMIS Data Quality Management Plan

This action item is tabled for next meeting to provide more time for members to review.

4.1.2. Information Item: Data Workgroup

Kate Bourne shared that the first workgroup met on August 20. The purpose for this workgroup is to look at HMIS and other sources of data and discuss how to present gathered data to this committee, other committees and the public.

5. Future Discussion/Report Items
- Vote Approve Recommended Updates to the HMIS Grievance Policy
- Vote Approve Recommended Updates and Additions to HMIS Data Quality Management Plan

6. Next Regular Meeting
September 24, 2024, at 9:00 am

7. Adjournment
Mark Lamore adjourned the meeting at 10:30am.