

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

Date

September 24, 2024

Time

9:04am-10:37am

Location

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

Members Present

Christy Nichols
Diana Howard
Janna Nichols
Jessica Thomas
Kathy McClenathen
Mark Lamore
Sstoz Tes

Members Absent

Kate Swarthout
Mimi Rodriguez

Staff and Guests

Abby Burgess
Derek Ferree
Jasmine Smith
Jeff Al-Mashat
Kari Howell
Kate Bourne
Russ Francis
Staci Dewitt
Suzie Freeman

1. Call to Order and Introductions

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

2. Public Comment

None.

3. Consent: Approval of Minutes

Janna made a motion to approve the minutes, seconded by Christy. The motion was approved by voice vote. All voted in favor except for Kathy and Jessica, who abstained.

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: HMIS Upgrade Activities Update

Kate reported that the County Homeless Service Division's Data Team have been working on developing the scope for phase 2 of the HMIS upgrade. The phase 2 charter will be sent to the leadership team then the HMIS steering committee over the next couple of weeks. This charter includes the plan for the next 2 years of the migration and expansion project. The Data Team are also working to onboard CAPSLO (Community Action Partnership of San Luis Obispo) into HMIS, and have been working on building custom reports for particular grants, and on API (Application Programming Interface) access between Clarity and the internal DSS (Department of Social Services) database.

4.1.1.2. Information Item: HMIS System Administrators Monthly Call Report

Kate reported on the most recent HMIS system administrators call. HUD (US Department of Housing and Urban Development) discussed reporting timelines, which will impact how particular data elements are collected, but should not impact the HMIS interface. LSA (Longitudinal Systems Analysis) reporting will begin in November. The Data Team will be attending the Fall NHSDC (National Human Services Data Consortium) Conference will be held October 21-23 in Portland. Also covered in the call was a change to RRH (Rapid Rehousing) categorization into type A (RRH with services) and type B (services only, i.e. housing stabilization only without deposit or rental assistance).

4.1.1.3. Information Item: HDIS (Homeless Data Integration System) Bimonthly System Admin Call

Kari reported that the last HDIS system admin call focused on California-specific SPMs (System Performance Measures), based on data from all the CoCs. California SPMs use current and former living situations to determine client data. HDIS will be releasing California SPMs on a quarterly basis in future. The State is also working on a California SPM dashboard.

4.1.1.4. Information Item: HMIS Helpdesk Metrics

Kari reported that in the last month, 262 total messages were received from 65 customers. There were increases in communications on September 10 and September 16-17, corresponding to data quality information being released and updates to HMIS capabilities going into effect.

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

Kate reported that the HMIS Grievance Policy was brought to the last committee meeting for discussion. Language has since been adjusted in the policy to state that grievances should first be brought to agencies and follow their own grievance process before being escalated to the HMIS team. Janna made a motion to approve the recommended updates to the HMIS Grievance Policy, seconded by Christy. The motion passed by roll call with all in favor.

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

Kate reported that the recommended updates to the HMIS Data Quality Management Plan involve adding a process for a data quality improvement plan for agencies that have not met data quality standards over an extended period of time. Janna made a motion to approve the recommended

updates and additions to the HMIS Data Quality Management Plan, seconded by Kathy. The motion passed by roll call with all in favor.

4.1.1.7. Discussion Item: Interagency Data Sharing and Agency Agreements

Kate reported on the Data Team's review of the Interagency Data Sharing and Agency Agreements, last updated in 2020. The biggest change to be made is that there will be no need for additional documents to share data between agencies, reflecting the move to an open system. The document will be brought to a future meeting for action.

4.1.1.8. Discussion Item: HMIS Privacy Policy

Kate reported on the Data Team's review of the HMIS privacy policy, particularly the language of the posted notice, which are being updated to reflect changes seen in other CoCs and language that is now required. The document will be brought to a future meeting for action.

4.1.1.9. Discussion Item: Improvements to Client Profiles

Kari reported on improvements to client profiles in HMIS, e.g. the inclusion of pronouns in line with HUD recommendations. As well as adding pronouns as a multi-select option, HMIS now also includes a non-binary option, and the options 'data not collected' and 'client prefers not to share'.

4.1.2. Information Item: Data Workgroup

Mark reported that the Data Workgroup met the previous day, and were presented with new templates using agencies' own data. Kate shared examples of this from ICA (Institute for Community Alliances), including a dashboard of data from SLO County. Once this is finalized, it will be brought to the Data & Performance Committee for approval then to either the HSOC Executive Committee or the full HSOC for final approval.

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

4.2.1. Discussion Item: System Performance Measures

Kate shared the data that was recently submitted to HUD, in particular SPM 5: Number of Persons Who Become Homeless for the First Time, comparing FY2022-23 with FY2023-24 to date.

5. Future Discussion/Report Items

HMIS representation at schools – discussed by Jessica and Jeff and proposed as a future discussion item.

6. Next Regular Meeting: TBA at 9am

The committee agreed to move the date for the next meeting from October 22 to October 29, as the Data Team will be attending the NHSDC Conference on October 22.

7. Adjournment

Mark adjourned the meeting at 10:37am.