

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

**Date**

October 29, 2024

**Time**

9:06am-9:51am

**Location**

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

**Members Present**

Christy Nichols (Zoom)  
Diana Howard  
Janna Nichols  
Jessica Thomas  
Kathy McClenathen (Zoom)  
Mark Lamore

**Members Absent**

Mimi Rodriguez

**Staff and Guests**

Abby Burgess  
Amelia Grover  
Derek Ferree  
Kari Howell  
Laurel Weir  
Merlie Livermore  
Nathan Rubinoff  
Ranel Porter  
Russ Francis  
Staci Dewitt  
Suzie Freeman

**1. Call to Order and Introductions**

Mark called the meeting to order at 9:06am.

**2. Public Comment**

None.

**3. Consent: Approval of Minutes**

Kathy made a motion to approve the minutes, seconded by Jessica. 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**

Since Kate was not available to discuss the topic, Kari instead invited the group to complete the SPM training online to expand their knowledge base.

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

###### **4.2.1.1. Action Item: Vote to Approve Interagency Data Sharing and Agency Agreements**

Jessica made the motion to approve the document presented, Kathy seconded. Roll was called. The motion was approved with all in favor.

###### **4.2.1.2. Action Item: Vote to Approve HMIS Privacy Policy**

Jessica made a motion to approve the HMIS Privacy Policy, seconded by Kathy. The motion passed by roll call with all in favor.

###### **4.2.1.3. Information Item: HMIS Upgrade Activities Update**

Kari reported that in addition to moving forward in support documentation, the HMIS migration project has also continued to solidify a Phase 2 charter, with the HMIS steering committee comprised of community stake holders and leaders invested also in a high functioning HMIS. Kari also mentioned that they are continuing through with Phase 2 migration activities, working with system administrators regarding launching an outreach module and moving forward to build community projects specific to project types and best practices for project types.

###### **4.2.1.4. Information Item: HMIS System Administrators Monthly Call Report**

Staci reported that the monthly meeting reiterated and reported on timelines. She also mentioned that they are updating the data exchange to be more user friendly and effective. Staci also shared the Data Team attended the Fall NHSDC (National Human Services Data Consortium) Conference held October 21-23 in Portland.

###### **4.2.1.5. Information Item: HMIS Helpdesk Metrics**

Kari mentioned that since the last meeting until now, there were more than 545 messages received to the help desk, more than 340 email conversation and more than 60 percent of the messages to the help desk were results on the first reply. They also experienced some spikes working with some new users.

###### **4.2.1.6. Information Item: Updates to the HMIS Grievance Policy**

Individual grievances or concerns should be sent to a separate email: [hsd\\_concern@co.slo.ca.us](mailto:hsd_concern@co.slo.ca.us)

###### **4.2.1.7. Information Item: Report from National Human Services Data Consortium (NHSDC) Conference**

Kari shared the Data Team attended the Fall NHSDC (National Human Services Data Consortium) Conference held October 21-23 in Portland.

Staci also mentioned that the next conference is in April.

**4.2.2. Information Item: Data Workgroup**

Mark mentioned that at their latest meeting, the Data Workgroup put on some dashboard templates which they are planning to present at the next HSOC Executive Committee meeting in December. Abby shared a sneak preview of the temporary template of the visual dashboard.

**5. Future Discussion/Report Items**

None.

**6. Next Regular Meeting:** December 17 at 9am**7. Adjournment**

Mark adjourned the meeting at 9:51am