

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

Date

January 28, 2025

Time

9:03am-9:45am

Location

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

Members Present

Diana Howard

Mark Lamore

Nathan Rubinoff

Members Absent

Christy Nichols

Janna Nichols

Jessica Thomas

Kathy McClenathen

Mimi Rodriguez

Staff and Guests

Daisy Wiberg

Derek Ferree

Hayley Spyksma

Heather Te

Jeff Al-Mashat

Kari Howell

Kate Bourne

Laurel Weir

Merlie Livermore

Russ Francis

Staci Dewitt

Suzie Freeman

1. Call to Order and Introductions

Mark called the meeting to order at 9:03am.

2. Public Comment

No public comments were presented.

3. Consent: Approval of Minutes

Tabled for the next meeting as there was no quorum.

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: Vote to Approve Client ROI (Release of Information)

Tabled for the next meeting as there was no quorum.

4.1.1.2. Action Item: Vote to Approve HMIS User Agreement

Tabled for the next meeting as there was no quorum.

4.1.1.3. Discussion Item: HMIS Requests from Law Enforcement

Kari shared that this is reiteration of the policies that are already in existence, derived from the HUD System Administrator meetings and webinars to better reflect the nationwide best practice. Kate also mentioned that the additional language is added to Release and Disclosures of Client Data sections (Item 5.6 in the Policies and Procedures, page 15).

4.1.1.4. Action Item: Vote to Approve HMIS Policies and Procedures

Tabled for the next meeting as there was no quorum.

4.1.1.5. Information Item: System Performance Measures (SPM) Update

Kate talked about Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing.

Kari also extended the invitation for community education opportunities to those wanting to be enrolled in learning management courses and learn more about Systems Performance Measures.

4.1.1.6. Information Item: HMIS Helpdesk Metrics

Kari reported that HMIS Help desk has received 530 messages, more than 340 conversations, and about 65 percent were resolved on a first reply. She also shared that the overall response time is within a day or within about 16 hours.

4.1.2. Information Item: Data Workgroup

Kate reported that a few more changes were made to the dashboard: removal of a banner that freed up more room from some texts, adding some links to the PIT Count page, get help page, HUD's website, and including a complete data dictionary. She also mentioned that there is a brief survey attached that will feed back to the Support Desk inbox. The HMIS dashboard is going to be live (using static pdf data from October through December 2024), this Friday, January 31st. The Homeless Services Division's Communications team will use some social media posts to promote this dashboard.

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

4.2.1. Discussion Item: 2025-2029 Consolidated Plan

Tabled for discussion at the next meeting.

5. Future Discussion/Report Items

Tabled Action Items from this meeting

6. Next Regular Meeting: February 25, 2025, at 9am

7. Adjournment

Mark adjourned the meeting at 9:45am.