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

Date
February 25, 2025

Time
9:01am-10:28am

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
Nathan Rubinoff

Members Absent
Jessica Thomas
Kathy McClenathen
Mimi Rodriguez

Staff and Guests
Jeff Al-Mashat
Kari Howell
Kate Bourne
Laurel Weir
Lupe Terrones
Marge Castle
Merlie Livermore
Nathan Rubinoff
Nicole Bennett
Ranel Potter
Russ Francis
Sheena Luten

1. Call to Order and Introductions
Janna called the meeting to order at 9:01am.

2. Public Comment
Kate shared that the Quarterly Homelessness database dashboard went live last month. It is now live showing data from HMIS on the project types that include clients who are still considered homeless by HUD (US Department of Housing and Urban Development). Also, based on the survey that was put out on how to better improve the dashboard, Kate mentioned that the feedback included asking for data regarding Coordinated Entry and shelter availability.

3. Consent: Approval of Minutes
Tabled for next meeting. 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 next meeting. No quorum.

4.1.1.2. Action Item: Vote to Approve HMIS User Agreement
Tabled for next meeting. No quorum.
4.1.1.3. Action Item: Vote to Approve HMIS Policies and Procedures
Tabled for next meeting. No quorum.

4.1.1.3.1. Discussion Item: HMIS Requests from Law Enforcement
 Kari shared that Law Enforcement could be specified as State and Federal Law Enforcement, including ICE (US Immigration and Customs Enforcement). Kate mentioned that what prompted this was HUD called and informed various HMIS leads in various CoCs what policies should be included in their Policies and Procedures keeping in mind client privacy. She reported that the language the team wants to include in the Policies and Procedures is whenever there is a request from the Law enforcement, they should notify the HMIS lead first.

4.1.1.4.   Discussion Item: Guidance for Funder Requests and Agency Communications
Kate also discussed requests from funders (particularly other county agencies) asking for data outcomes and data on specific programs.

4.1.1.5.   Information Item: System Performance Measures (SPM) Update
Kate shared that there is still no due date for SPM this year. Originally there was a due date for the first week of March, but the date was pulled down from the Federal website due to the various Executive Orders that came through. She mentioned that they have the SPM as they stand in the system. She went through the SPM table 9shared during the January meeting) and highlighted data from measures 4: Employment and Income Growth for Homeless Persons in CoC Program funded Projects; Measure 5: Number of Persons who Became Homeless for the First Time) and Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing.

4.1.1.6.   Information Item: HMIS Helpdesk Metrics
Since last month's meeting Kari reported that HMIS Helpdesk has received 294 messages, with 70 percent of messages resolved on the first reply, and with 36 percent resolved in less than four hours. She also mentioned that the top categories of inquiries were administrative, such as assistance for client merges, program edits and guidance. The next top categories included sheltered HIC PIT (Housing Inventory Count/ Point-In-Time) for 2025 and questions surrounding Clarity training, report requests and data quality monitoring. In addition, Kari shared that the HMIS Support team is also available to respond to configuration requests, building custom reports, making sure the system is a tool that works for the agencies.
Lastly, she reported that March 4th marks the 1- yr anniversary to migrating to HMIS, the next HMIS drop-in hours will be March 5th and the HMIS newsletter will go out on March 20th.

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
Marge Castle, Program Manager for the Homeless Services Division Grants Unit, talked about the 2025-2029 Consolidated Plan (slides attached in the agenda packet).

5. Future Discussion/Report Items

- Action Items
- Cencal Data
- Update on SPM (System Performance Measures)

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

7. Adjournment
Janna adjourned the meeting at 10:28am