

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

Date

March 24, 2025

Time

9:03 am-10:37 am

Location

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

Members Present

Christy Nichols
Janna Nichols
Jessica Thomas
Mark Lamore
Nathan Rubinoff

Members Absent

Diana Howard

Staff and Guests

Abby Burgess
Jeff Al-Mashat
Kari Howell
Kate Bourne
Helene Finger
Laurel Weir
Lupe Terrones
Merlie Livermore
Russ Francis
Staci Dewitt
Tony Arnold

1. Call to Order and Introductions

Mark (on behalf of Janna) called the meeting to order at 9:03 am.

2. Public Comment

None presented.

3. Consent: Approval of Minutes

Mark moved the motion to approve the minutes. Christy seconded the motion. Minutes were approved by voice vote.

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)

Mark moved the motion to approve of the Client ROI, Christy seconded. Roll was called and motion passed unanimously.

4.1.1.2. Action Item: Vote to Approve HMIS User Agreement

Mark moved the motion to approve of the HMIS User Agreement and Christy seconded. Roll was called and the motion passed unanimously.

4.1.1.3. Discussion Item: HMIS Record Requests from Law Enforcement

Kate shared that they have updated the Policies and Procedures to clearly state that any inquiries from Law Enforcement (State, Local and Federal) should be directed to HMIS lead.

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

Christy moved the motion to approve the HMIS Policies and Procedures, seconded by Nathan. Roll was called. HMIS Policies and Procedures were approved unanimously.

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

Kate reported that the new due date for the submission of the System Performance Measures is now April 11th.

4.1.1.6. Information Item: HMIS Helpdesk Metrics

Kari shared that HMIS Helpdesk received more than 500 messages, with more than 64 percent resolved on the first reply. The response time (seventeen hours) was longer than normal since the inquiries are more complicated and required more detailed explanation. She also mentioned that since migrating to Clarity HMIS, they welcomed four additional HMIS agencies, increased HMIS usership by more than fifty percent, improved care coordination through database enhancements, launched the helpdesk ticketing system, and launched the online learning management system.

4.1.1.7. Discussion Item: CenCal and HMIS Data

Kate shared that their team is putting an effort to match data against CenCal data and to include CalAIM projects into the system. She said that they are actively onboarding new agencies because of CalAIM programming.

4.2. Information Item: Report from HSOC Planning and Meeting

Kari reported that at the March 19th HSOC Planning meeting, an update was shared on the progress of the County's Five-Year Plan. To help determine priorities in planning for the future, data shared was inclusive of homeless services, funding and affordable housing information. The HMIS team provided some level setting data from the reporting period of March 1, 2024, to March 1, 2025. Most of the data provided was project specific to destinations for permanent housing.

4.3. Discussion Item: Time and Date of Committee Meetings

To avoid conflicts with the SLO County Board of Supervisors meetings, the Committee has agreed to change the meeting day to every 3rd Monday of each month starting in April. The next meeting will be on April 21st.

5. Future Discussion/Report Items

- School data: report on students who are at risk of homelessness
- Coordinated Entry-Diversion assessment
- Go over SPM, comparison to state and national trends specific to projects success

6. Next Regular Meeting: April 21, 2025

7. Adjournment

Janna adjourned the meeting at 10:37 am.