



CONTRA COSTA HMIS POLICY COMMITTEE

Tuesday, April 20, 2021 from 3:00-4:00pm

Meeting Recording: <https://web.microsoftstream.com/video/68bd1b3d-9c03-4976-a613-8d099a2589f3>

MEETING MINUTES

Welcome & Introductions

Cassie Hourlland (CoC Lead), Kim Thai (HMIS Lead), Jamie Klinger (HMIS Lead), Kristina Jackson (HMIS Lead), Tammy Stoicich (HMIS Lead), Dana Ewing (H3), Shelby Ferguson (CES Manager), Gabriel Lemus (COH), Tony Ucciferri (COH), Linae Altman (COH), Jonathan Russell (BACS), Jennifer Williams (BACS), Quincy Perkins (BACS), Angela Upshaw (Berkeley Food and Housing Project), Fatima Fuentes (Berkeley Food and Housing Project), Alvin Reed (Berkeley Food and Housing Project), Dora Segura (Catholic Charities of the East Bay), Laura Sharples (H3), Michael Callanan (H3), Jenny Robbins (H3), Fadi Elhayek (H3), Lisa Thomas (H3), Michael Fischer (H3), Sara Marsh (Hope Solutions), Alex Atkinson (Hope Solutions), Bertha Lopez (Hume Center), Janel Fletcher (SHELTER Inc.), Jenny Quijada (Trinity Center), Scott Garvey (Trinity Center), Teri Lundwall (Winter Nights Shelter)

Agency Updates

- Kristina asked for updates from providers. Updates can include new or upcoming programs, new funding sources, or new staff.
- Kristina reminded attendees of RED team expectations when requesting support with client profile merges when there is a duplicate record found in HMIS.
- Kristina reviewed the roles and responsibilities of the HMIS Agency Administrator (AA) reminding agencies that the AA should attend the HMIS Policy Committee Meetings and are responsible for HMIS invoices & licenses, data and project set up requests and internal agency HMIS training.
- Kristina also reminded agencies to reach out to the RED Team to deactivate HMIS licenses when staff are no longer using the licenses.
- Agencies were reminded to encrypt or use Unique identifiers when sending client PPI in emails.
- **Q:** If the AA is not able to attend the meeting is it acceptable to designate another staff to attend the meeting and report back to the AA?
 - o **A:** Yes, this is acceptable.

- **Q:** It looked like you are trying to have the AA be the designated contact, but some agencies have several programs who utilize the AA in different ways, and it doesn't make sense for one person to be that designee. Is more than one AA allowed for an organization?
 - **A:** In certain situations, it does make sense to have two AAs for one agency. If there are two designated AAs the assumption is that both will participate in the meetings and trainings and have communication with the RED Team.
- **Q:** Is it a good idea for the AA to attend meetings and hold the team accountable and have as many team members needed in the meetings?
 - **A:** The agenda is sent two weeks in advance so if there are topics that are more suitable to include other staff please feel free to invite them.
- Kim shared the changes to the intake form. Changes include an updated number for Calli House and a question about a child's prior living situation. Additional updates will be shared as they are made. The screens in Clarity will be updated to accommodate the new question and this will be done by next week.
- **Q:** Did we add the zip code data collection as well?
 - **A:** No, this is still being discussed internally.

Updated HMIS Policies & Procedures- Review & Discuss

- Kim summarized the changes made to the HMIS Policies and Procedures. The document has not been updated since 2014. The redlined version of the document as well as a summary of the changes and the clean copy were provided to attendees prior to the meeting.
- Attendees were asked to provide feedback on the document and were informed the document would go to the May COH meeting for a vote. Requesting additional comments come by April 27th so they can be incorporated into the document before taking to the COH. Comments can be sent to the H3 Red Team email (H3REDteam@cchealth.org) .
- Attendees were invited to provide comments or recommendations.
- Comments from attendees
 - Understanding is that the major direction of the changes is to bring the document into HUD compliance. The work the RED team did to the document is impressive. In terms of substantive changes for providers and how they do their work is there something especially in the data quality realm that would be highlighted?
 - Added a section on privacy and will be revamping the ROI process.
 - There were clarifications to the AA roles that were highlighted in the meeting earlier. Now that it is in writing the RED Team will be working to hold agencies accountable to the AA roles.
 - There is additional clarity on topics so agencies can use the tools as a reference tool.

ROI Process Updates

- Jamie Klinger updated attendees on the Release of Information (ROI) process reminding agencies that they must explain the contents of the ROI and the HMIS Privacy Notice prior to the entering client information into HMIS.
- All agencies will use the same ROI effective 5/3/21.
- The client ROI lasts for 10 years and only needs to be collected once. It will cover all HMIS participating agencies.
- Hard copy and electronic signatures are the gold standard. All pen and paper ROIs must be stored in a locked file not accessible to the public and hard copy ROIs should be scanned and uploaded to HMIS.
- **Q:** Do we have an ROI in Spanish?
 - **A:** No, we do not. Once we make the final updates that are coming up we will work to get a translated ROI.
- **Q:** For the 5/3/21 release is that for new clients moving forward or for updated releases for all clients.
 - **A:** If there is an existing ROI on file there is no need to collect a new one. The new version should be used for new consumers moving forward.

DV Data Migration

- Jamie Klinger provided an update on the Domestic Violence Data Migration. H3 has completed DV Migration activities with STAND!
- H3 met with additional providers in March and identified next steps for the providers to take including identifying comparable databases; purchasing database and configure that database to meet funder and program needs; and then a phased approach to data exports from HMIS. All VSP program data will be removed by 10/2021.
- **Q:** There are DV questions on all intakes. Some individuals are experiencing DV. How does this overlap with the rest of the system that does have individuals experiencing DV?
 - **A:** From the HUD perspective or from the Victim services funding perspective it is okay for us to report self-reported DV data; however, we can't show program enrollment data for programs who primarily serve those experiencing DV or for programs who receive funding from OVC, VAWA, etc. Referrals won't happen in HMIS if the individual meets the HUD criteria. The client also has the right to refuse on the ROI. They can remain anonymous if they choose. They also have the right not to respond to the DV related questions.
- Once this process is complete, we still see an importance in reporting on this data so the RED team will work with providers so they can include information about the DV population. The programs and the consumers will still be represented in the data.

Questions- No additional questions.

Next Meeting: Tuesday, May 18th from 3:00-4:00pm