CONTRA COSTA HMIS POLICY COMMITTEE

Tuesday, June 15, 2021 from 3:00-4:00pm

Meeting Recording: https://web.microsoftstream.com/video/20264164-a96f-465f-87d9-1949cb103734

MEETING MINUTES

Welcome & Introductions

Kristina Jackson (HMIS Lead), Kimberly Thai (HMIS Lead), Tammy Stoicich (HMIS Lead), Jamie Klinger (HMIS Lead), Jaime Jenett (CoC Lead), Shelby Ferguson (H3), Justin Pennell (H3), Jasmine Harvey (H3), Michael Fischer (H3), Dana Ewing (H3), Stacy Johnson (H3), Fadi Elhayek (H3), Iman Novin (COH), Tony Ucciferri (COH), Fatima Fuentes (Berkeley Food and Housing Project), Dora Segura (Catholic Charities of the East Bay), Sundiata Rashid (GRIP), Patrick Oko (Hope Solutions), Alex Atkinson (Hope Solutions), Gayla Shelton (Humanity Way), Bertha Lopez (Hume Center), Sharon Osterweil (Lifelong Medical), Paula Bonnell (Lifelong Medical), Janel Fletcher (SHELTER Inc.), Gina Hernandez (SHELTER Inc.), Sadiq Nemati (SHELTER Inc.), Marjolein Daas (Trinity Center), Teri Lundvall (Winter Nights Shelter)

Public Comment

- Kristina invited any members of the public to comment on items not on the agenda.
- Jamie Klinger asked to refrain from stating any personally identifying or program enrollment information in public comments.
- No public comments were made.

Agency Updates

- Kristina asked for updates from providers. Updates can include new or upcoming programs, new funding sources, or new staff.
- Kimberly announced that we have imported VA VASH data in HMIS, and future imports will now occur once a month. As of today, we have imported 500 client records. This means we have a broader view of our veteran population, can now run unduplicated reports, see program participation, and analyze system pathways on how housing was obtained through VASH.
- Teri Lundvall, Winter Nights, mentioned that the Parking Lot program in Pittsburg has been extended to the end of August.
- Jaime Jenett announced Cassie Hourlland, former CoC manager, has moved on to another position and Jaime is now covering her role in the interim. For matters that would normally be directed to Cassie, feel free to email Jaime at Jaime.jenett@cchealth.org.

Public Alerts in Clarity

- Kimberly discussed and demonstrated a feature in Clarity called Public Alerts wherein users can share specific, important information about a client for other agency staff.
- The alerts can be set as private (only users of the same agency can view) or public (users across agencies can view). It appears as a banner at the top of the client profile.
- Public Alerts have been used to notify agency staff or partner agency staff about specific situations (e.g. if they tested positive for COVID, if they are banned from a specific shelter, safety concerns, specific needs such as non-English speaking, have lost and found items, client location, to inform users if the client has mail, etc.)
  - **Q:** Any other reasons for a Public Alert?
    - **A:** General consensus from the committee that the examples above are appropriate purposes for Public Alerts.
  - **Q:** When do we set an alert as public/private?
    - **A:** If the client has mail, it should be a public, Public Alert so other agencies are aware. If they are banned for safety reasons the alert should be public to all agencies as well.
  - **Q:** How long should the Public Alert remain?
    - **A:** Kimberly added that there is an expiration date that can be included while creating the alert on the profile.
  - **Q:** What should the alert include, and what is the policy around agencies enrolling clients with a Public Alert? If someone has assaulted someone in the past, that shouldn't be a barrier to receiving all services ever. How can we reduce barriers while maintaining client safety?
    - A: Kim agreed that this is a two-part discussion that should be discussed further.
- The Public Alert should include:
  - The type of incident or client need.
  - Whether there is a safety concern or threat to an agency. If so, include contact information so others can get more details on the incident. The information included should be handled with discretion in order to gather more information before deciding to deny services.
- Feedback will be gathered to update the HMIS Policies and Procedures to properly cover the Clarity Public Alerts process in more detail.

DV Data Migration Updates

- HUD has released a checklist for DV comparable database vendors.
- Agencies that receive DV funding should connect with their comparable database vendor to determine if there are any gaps in current HUD compliance.
- If all DV providers select Bitfocus' Clarity for their comparable database, there is a group discount ($4,000 per instance). The advantage in using Clarity for the comparable database would be faster deployment since programs were previously created in Clarity and the relevant agencies' users wouldn't have to learn two different systems.
- **Q:** Is this discount contingent upon all DV agencies agreeing to use Clarity for their comparable database?

- o **A:** Yes.
- DV data from several programs is being removed from HMIS. Please be aware that once this occurs, system-wide totals will change. To give an idea of the scope, we are removing about 800 enrollments from the STAND agency and about 420 client profile records and all their associated enrollments.

Triage Tool – Referral Demo

- Tammy Stoicich demonstrated how to make referrals in Clarity via the CES Triage Tool.
- After completing the Triage Tool assessment you will be directed to the eligibility screen. Note: only CORE Mobile Outreach should be referring clients to emergency shelters.
- Tammy also demonstrated how to make an additional referrals from the same Triage Tool assessment that has already been completed.
  - o After the client referral has been made, you must record appropriate CE service events. The services are tracked in our APR, so very important that we track each one.

Exit Destination Reminders

- Exit destinations should reflect where the client will be staying that night.
  - o If they disappear, use your best guess on where they were going to go based off of information available.
  - o If updated information is obtained, revise the exit destination.
  - o If client is existing to RRH, do not use the "Rental with RRH subsidy" destination unless they are moving in the same day as the exit date.
  - o If client is exiting to PSH but not moving in that night, it is acceptable to still use the "Permanent housing for formerly homeless" destination to track the positive outcome.
- Move in dates: If client is housed by your program (you located the housing and provided the housing) then you must provide the move in date.
  - o SSVF projects are specifically required to enter a move-in date if the client moves to any type of permanent housing (including family/friends permanently).
- Discussion: Would you prefer to clean up your own exit destination data? The RED Team would run a QA report for you and send it to the appropriate AA's to clean up in HMIS. Or, would you prefer for the RED team to clean it up?
  - o Most agencies agreed they would like to clean up internally.
  - o Tammy noted that the RED team will compile the data quality report and send it out to all the AAs on the call with some additional information.
  - o If you do need assistance, please email the H3redteam@cchealth.org using "exit destination cleanup" as the subject line.
- **Q:** Is there an anticipated timeline to finish this cleanup work?
  - o **A:** No, we are just trying to get a jumpstart on it before any reports are due. There is not a hard deadline.

Questions

- Reminder: referrals to HUME Rapid Resolution come from our access points.
- **Q:** When updates to fields and screens are made in Clarity, how will that impact the screens in comparable DV databases?

- o **A:** You will be the system administrators for your individual instance. The RED Team would not be able to access your instance, even if your comparable database is Clarity. However, we can share set up information. If Clarity is the vendor, and we can copy set ups and infrastructure very easily across instances and we can do imports and exports fairly seamlessly as well because it's from the same system.
- Jamie Klinger noted that she and Kimberly Thai will be on vacation from June 17-28th.
  - o Since the H3 email is normally monitored by herself and Kimberly Thai, it might take a little time for the team to respond so let us know if you have a high priority item that you need support with that is time sensitive and we will be sure to respond in order of priority and do our best to manage to all the incoming requests as well as the normal work and priorities as the RED team.
  - o When you are communicating with the team for data requests, technical assistance, or for training needs you will receive an automatic reply with very clear guidance for how to reach out to individual staff members to fulfill whatever it is that you are requesting. There will be guidance as to who to communicate with on the team and anticipated response times.

Next Meeting: Tuesday, July 20th from 3-4:00 pm.