HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC)
Finance and Data Committee Agenda
April 26th 2022, 10 a.m.

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

San Luis Obispo Countywide 10 Year Plan to End Homelessness

We envision a future in which the housing and comprehensive services necessary to remain housed are available for all, affording everyone maximum self-sufficiency, and the opportunity to be productive and participating members of our community

1. Call to Order and Introductions

2. Public Comment

3. Consent: Approval of Minutes

4. Action/Information/Discussion

    4.1   Discussion Item: Point in Time Count Data Update

    4.2   Discussion Item: Data Maturity Assessment Tool

        4.2.1   Discussion Item: Quality Benchmarks

    4.3   Discussion Item: Homeless Management Information System (HMIS)

        4.3.1   Discussion Item: System Administrators Monthly Call

        4.3.2   Discussion Item: Moving Towards an Open HMIS – Compatibility with Octavia

    4.4   Action Item: Approve HMIS Release of Information Forms

    4.5   Action Item: Approval of Homeless Housing, Assistance and Prevention Program (HHAP) Round 3 Application Outcome Goals and Strategies

    4.6   Discussion Item: Fiscal Year 2022 (FY22) California Emergency Solutions Grant (ESG) Request for Proposals

5. Future Discussion/Report Items

6. Next Meeting Date: May 24, 2022

7. Adjournment

HOMELESS SERVICES OVERSIGHT COUNCIL
HSOC FINANCE AND DATA COMMITTEE MEETING
March 22 2022, 10am-11:30pm

MEMBERS PRESENT	MEMBERS ABSENT	STAFF & GUESTS
Andrea Montes Alvarado	Brandy Graham	George Solis
Bill Crewe	Riley Smith	Jack Lahey
Carrie Collins	Shay Stewart	Jessica Lorance
Janna Nichols		Joe Dzvonik
Jessica Thomas		Leon Shordon
Kate Swarthout		Russ Francis
Kelly Underwood		
Mark Lamore		
Mimi Rodriguez		
Sstoz Tes		

AGENDA ITEM		CONCLUSIONS/ACTIONS
1. Call to Order and Introductions	Mark called the meeting to order at 10am and introductions were made.	
2. Public Comment	George shared that the Strategy Committee is working on a 5 year strategic plan with the County and consultants Homebase. Homebase is attempting to schedule focus groups for people with lived experience of homelessness. George gave a reminder to respond to Homebase's outreach so meetings can be scheduled. Carrie reported that Transitional Food & Shelter (TFS) will be sunsetting on June 30th. Four units at the El Camino property will become available. The new landlords are open to the program and purpose, and would be happy to talk to anyone interested in taking over the property. TFS will be continuing	

	their Medically Fragile Homeless program under the umbrella of the Link Family Resource Center.	
3. Consent: Approval of Minutes		Kelly made a motion to approve the minutes, seconded by Bill. The minutes were approved with all in favor, none opposed and no abstentions.
4. Action/Information/Discussion		
4.1 Discussion Item: 2022 Point in Time (PIT) and Housing Inventory Count (HIC)		
4.1.1 Discussion Item: PIT Count Debrief	George reported that the observational Point in Time (PIT) Count was carried out on the morning of February 23. Around 80 volunteers, including agency staff, City leaders and County and City staff participated in the count. Applied Survey Research (ASR), the contractor, are currently working on the data. Count staff are currently analyzing data from the shelters and following up with agencies on any questions.	
4.1.2 Discussion Item: Housing Survey Update	The Housing Survey is ongoing. This survey includes questions regarding COVID, services accessed, and reasons for homelessness. The survey allows for more detailed information than the observational count. Peer guides (people with lived experience of homelessness) are being used to carry out the surveys. ASR's report will most likely be ready around June-July. The final PIT Count data must be submitted	

	to HUD (US Department of Housing & Urban Development) by April 30. Aggregate data will be available around this time.	
4.2 Discussion Item: Continuum of Care (CoC) Performance Profile	George presented data on the San Luis Obispo Continuum of Care (CoC), including changes in the years 2016-2020, which have shown a sharp increase in available beds from 2019-2020 and a gradual decrease in length of time people remain homeless.	
4.3 Discussion Item: Coordinated Entry Presentation Update	George reported that the Executive Committee asked for a high level Coordinated Entry presentation for the full HSOC. Due to other priorities, this has been pushed back. As of the last Executive Committee meeting, the presentation has been deferred due to CAPSLO (Community Action Partnership of San Luis Obispo) hiring new Coordinated Entry staff, and the County making changes to integrate Coordinated Entry data into HMIS (Homeless Management Information System). Jessica reported that ClientTrack data has now been uploaded into HMIS. There were some data elements missing, so Jessica has sent a request to include this to the partner agencies.	
4.4 Discussion Item: Data Maturity Assessment Tool	Jessica reported that the Data Maturity Assessment Tool is a self-assessment tool that helps communities to assess their own performance. The Finance & Data Committee used this tool in the last quarter of 2021, and after considering the results, decided to focus on improvement in two areas: performance expectations and entering 100% of projects into HMIS. Staff recommended setting quality benchmarks that will be presented to the next meeting of the Finance & Data Committee.	

4.5 Discussion Item: Homeless Management Information System (HMIS)		
4.5.1 Discussion Item: System Administrators Monthly Call	Jessica reported on the last System Administrators Monthly Call, which included security reminders for HMIS leads, and reporting deadlines for SPM (System Performance Measures) and LSA (Longitudinal Systems Analysis) data.	
4.5.2 Discussion Item: Moving Towards an Open HMIS	Jessica reported that there is a possibility to integrate HMIS with Octavia, which would include service referrals. Jessica has confirmed the systems are compatible and will follow up with more information in the next meeting.	
4.5.3 Discussion Item: HMIS Emergency Shelter Exit Destination Data Quality	Jessica reported that Emergency Shelter exit destination data quality has been an issue for the SLO County CoC. Last year's data showed only 35% successful exits from emergency shelters. County staff recommended implementing the following changes: quarterly monitoring of exit destination data collection, and agency staff checking all possible sources for exit destination. George added that clients are currently auto exited from shelters after 90 days without attendance, which is happening to nearly all clients currently. There should be a process for known exits, such as people put into housing via Rapid Rehousing. The Committee discussed the proposed changes. Agencies felt that this may involve making assumption about people's destinations, and were reluctant to invest time into searching for people just to enter the data, but were willing to look at ROI (Release of Information) forms again to improve data	

	collection. Jessica will bring revised ROI forms to the next meeting.	
4.6 Discussion Item: HUD (US Department of Housing & Urban Development) Reporting		
4.6.1 Discussion Item: System Performance Measures	Jessica reported that SLO County CoC's SPM guidance was published by HUD, and included a number of selection criteria, many of which are performance based. There are six measurements which the CoC is measured on, with data from 2018-2021. Jessica shared the core measures HUD has now incorporated into the CoC program competition.	
5. Future Discussion/Report Items	• Data quality benchmarks • Moving towards an open HMIS update • Revised ROI forms	
6. Next Meeting Date: April 26, 2022		
7. Adjournment	Mark adjourned the meeting at 11:40am.	

County of San Luis Obispo Continuum of Care
Homeless Management Information System (HMIS)
Consent for Release of Information

The County of San Luis Obispo Continuum of Care Homeless Management Information System (HMIS) is an electronic database that securely records information (data) about clients accessing housing and homeless services within San Luis Obispo County. This organization participates in the HMIS database and shares information with other organizations that use this database. This database helps us to better understand homelessness, to improve service delivery to the homeless, and to evaluate the effectiveness of services provided to the homeless. The information you provide for the HMIS database helps us coordinate the most effective services for you and your household members.

What information is shared in the HMIS Database?

- Your Name
- Your Date of Birth
- Your Social Security Number
- Your Gender
- Your Ethnicity
- Your Race
- Your Veteran Status
- Your history of homelessness and housing (including your current housing status, and where and when you have accessed services)

- Your household composition
- Your self-reported medical history (including any physical disability, developmental disability, chronic health condition, HIV/AIDS, mental health problem or substance abuse)
- Your disability status
- Your health insurance
- Your contact information
- Your income and sources; and non-cash benefits
- Any history of domestic violence

Who can have access to your information?

Your information will be shared with other County of San Luis Obispo Continuum of Care HMIS participating agencies (both public and private) as well as our service referral system Octavia; all of which agree to maintain the security and confidentiality of the information. These organizations may include homeless service providers, housing groups, healthcare providers and any other appropriate service providers. A list of participating agencies within the County of San Luis Obispo Continuum of Care HMIS is available upon request.

How is your personal information protected?

The information that is collected in the HMIS database is protected by limiting access to the database and by limiting with whom the information may be shared, in compliance with the standards set forth of federal, state, and local regulations governing confidentiality of client records. Each person and agency that is authorized to read or enter information into the database has signed an agreement to maintain the security and confidentiality of the information. HMIS data is secured by passwords and encryption technology.

BY SIGNING THIS FORM, I UNDERSTAND AND AGREE THAT:

- The information gathered and prepared by this agency will be included in a HMIS database of participating agencies (list available), and only shared with participating agencies, who have entered into an HMIS Agency Participating Agreement.
- You have the right to receive services, even if you do not sign this consent form.
- You have a right to receive a copy of this consent form.
- You have the right to revoke your consent, in writing, at any time. The revocation will not apply to information that has already been shared or until the provider receives the revocation. Upon receipt of your revocation, we will remove your Personal Protected Information (PPI) from the shared HMIS database.
- This consent and release is valid for seven (7) years after the date of signature below, unless I revoke my consent in writing.
- You have the right to file a grievance with any HMIS participating agency.

SIGNATURE AND ACKNOWLEDGEMENT

Your signature below indicates that you have read (or been read) this client consent form, have received answers to your questions, and you freely consent to have your information, and that of your dependent children (if any), entered into the HMIS database and shared with other participating organizations as described in this consent form.

CLIENT NAME	SIGNATURE OF CLIENT	DATE

SPOUSE NAME	SIGNATURE OF SPOUSE	DATE

List all dependent children under 18 in household (if any):

☐ I DO NOT WISH TO PARTICPATE IN HAVING MY PERSONAL INFORMATION SHARED IN THE HMIS SYSTEM

NAME OF ORGANIZATION STAFF	ORGANIZATION NAME	DATE

TO REVOKE CONSENT:

I, _____ revoke consent as of _____
            SIGNATURE OF CLIENT   DATE

Organization Staff:_____   Date:_____

County of San Luis Obispo Department of Social Services Website: https://www.slocounty.ca.gov/Departments/Social-Services.aspx

County of San Luis Obispo CoC – HMIS Consent for Release of Information – Created 1/24/22   Page 2

County of San Luis Obispo Continuum of Care

Homeless Management Information System (HMIS)

Inter-Agency Data Sharing Agreement

By signing this Inter-Agency HMIS Data Sharing Agreement,_____
shall be designated a "participating agency" in the County of San Luis Obispo Continuum of Care HMIS. This agency agrees to share select HMIS Universal Data Elements and Program of Enrollment (when authorized to do so by the client) using the County of San Luis Obispo Continuum of Care HMIS (Homeless Management Information System). This agency's client data shall be shared with all "participating agencies" that have a signed *Inter-Agency Data Sharing Agreement* on
file with the HMIS Lead, San Luis Obispo County Department of Social Services (DSS).

Each "participating agency" must also complete and comply with the *County of San Luis Obispo Continuum of Care HMIS Participating Agency Agreement, and County of San Luis Obispo Continuum of Care HMIS Policies and Procedures.* Each individual HMIS user must complete and comply with the *HMIS User Agreement.*

What Client Data is being shared in HMIS:

- 3.1   Name
- 3.2   Social Security Number
- 3.3   Date of Birth
- 3.4   Race
- 3.5   Ethnicity
- 3.6   Gender
- 3.7   Veteran Status
- 3.8   Disabling Condition
- 3.10   Project Start Date
- 3.11   Project Exit Date
- 3.12   Destination
- 3.15   Relationship to Head of Household
- 3.16   Client Location
- 3.20   Housing Move-In Date
- 3.917 Living Situation

- 4.2   Income and Sources
- 4.3   Non-Cash Benefits
- 4.4   Health Insurance
- 4.5   Physical Disability
- 4.6   Developmental Disability
- 4.7   Chronic Health Condition
- 4.8   HIV/AIDS
- 4.9   Mental Health Problem
- 4.10   Substance Abuse
- 4.11   Domestic Violence
- 4.12   Contact
- 4.13   Date of Engagement
- Enrollment History(Project and Organization name)

  Uses of Shared HMIS Data:
  - Coordinate housing services for families and individuals experiencing or facing a housing crisis in San Luis Obispo County.
  - Understand the extent and nature of homelessness in San Luis Obispo County.

- Evaluate performance and progress toward community benchmarks.
- Improve the programs and services available to San Luis Obispo County residents experiencing homelessness or a housing crisis.
- Improve access to services for all San Luis Obispo County homeless and at-risk populations.
- Reduce inefficiencies and duplication of services within our community.
- Ensure that all services are targeted to those most in need, including hard to serve populations.
- Ensure that clients receive the amount and type of services that best fits their needs and preferences.
- Pursue additional resources for ending homelessness.
- Advocate for polices and legislation that will support efforts to end homelessness in San Luis Obispo County.

Client Protection:

- Informed consent must be given by clients in order for their information to be shared among participating agencies in the San Luis Obispo County Continuum of Care HMIS.
- Informed consent is valid for (7) seven years from the date the client signed Consent for Release of Information form, unless the client revokes the consent in writing.
- Identifying client information will only be shared among agencies that have signed a data sharing agreement. At the time of informed consent, and at any point after, the client has a right to see a current list of participating agencies.
- Additional agencies may join the County of San Luis Obispo Continuum of Care HMIS and will be added to the list of participating agencies. As part of the informed consent process, clients must be informed that additional agencies may also have access to the client's information.
- HMIS users will maintain HMIS data in such a way as to protect against revealing the identity of clients to unauthorized agencies, individuals or entities.
- Clients may not be denied services based on their choice to withhold their consent.

COVID-19 Release of Information Update
    • In general, HMIS standards do not stipulate what form of consent must be obtained to share data within HMIS.
    • Decisions regarding permitted types of consent (inferred, written, verbal, etc.) may be made locally by the CoC, working in conjunction with the HMIS Lead, and should also consider possible state or other local requirements. (HUD Exchange Date Published: October 2017)

Note regarding Verbal Consent: Agencies are required to have the HMIS ROI in the client file indicating verbal consent was obtained and reviewed with the client. **Written consent must be obtained during the first in-person meeting with client.**

This agency shall defend, indemnify, and hold all other agencies harmless from any and all claims arising out of another agency's negligent performance of this agreement. Any loss or liability to third parties or agencies resulting from negligent acts, errors, or omissions of a County of San Luis Obispo CoC HMIS "participating agency," while acting within the scope of their authority under this Agreement, shall be borne by that user exclusively.

Agreed to and signed by the following agency representative:

_____   _____
    PRINTED NAME AND TITLE   AGENCY NAME

_____   _____
        SIGNATURE   DATE

County of San Luis Obispo Continuum of Care (CoC)

Agencies Participating in HMIS Data Sharing
Updated 4/11/22

5 Cities Homeless Coalition
Behavioral Health- San Luis Obispo County
Community Action Partnership of San Luis Obispo
Department of Social Services- San Luis Obispo County
El Camino Homeless Organization
Family Care Network
Housing Authority of San Luis Obispo County
LAG Recovery
Law Enforcement in San Luis Obispo County
Mental Health- San Luis Obispo County
Octavia Service Referral System
Sheriff's Department- San Luis Obispo County
Supportive Services for Veterans Families
The Salvation Army
Transitional Food and Shelter
Transitions Mental Health Association
Veterans Affairs