HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC)
Data & Performance Committee Meeting Agenda

August 27, 2024, 9:00am

Committee members must participate in person (except for just cause reasons, or personal emergency reasons approved by the HSOC):

Room 356, County of San Luis Obispo Department of Social Services,
3433 South Higuera St, San Luis Obispo, CA 93401

Members with approved just cause reasons and the public may participate by Zoom video call:

https://us06web.zoom.us/j/89570654988?pwd=j3AMzuylo0dfQP5GYaBWaF7qqMJOh2.1

Or dial in:
+1 669 444 9171
Meeting ID: 895 7065 4988
Passcode: 698112

1. Call to Order and Introductions

2. Public Comment

3. Consent: Approval of Minutes

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. Information Item: HMIS Upgrade Activities Update

            4.1.1.2. Information Item: HMIS System Administrators Monthly Call Report

            4.1.1.3. Information Item: ICA (Institute for Community Alliances) Site Visit

            4.1.1.4. Information Item: HMIS Helpdesk Metrics

4.1.1.5.   Action Item: Vote to Approve Recommended Updates to the HMIS Grievance Policy

4.1.1.6.   Action Item: Vote to Approve Recommended Updates and Additions to HMIS Data Quality Management Plan

4.1.2.   Information Item: Data Workgroup

4.2.   Implementing Five-Year Plan Line of Effort 4 - Create, Identify, and Streamline Funding and Resources

4.2.1.   Discussion Item: System Performance Measures

5.   Future Discussion/Report Items

6.   Next Regular Meeting: September 24 at 9 AM

7.   Adjournment

The full agenda packet for this meeting is available on the SLO County HSOC web page:

https://www.slocounty.ca.gov/departments/social-services/homeless-services-division/homeless-services-oversight-council

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

Date
July 23, 2024

Time
9:00 am-9:44 am

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

Members Present
Carrie Collins
Janna Nichols
Kate Swarthout
Kathy McClenathen
Mark Lamore
Sstoz Tes

Members Absent
Christy Nichols (on Zoom but no Just Cause)
Jessica Thomas
Mimi Rodriguez

Staff and Guests
Abby Burgess
Derek Ferree
Erica Jaramillo
Jasmine Smith
Jeff Al-Mashat
Kari Howell
Kate Bourne
Laurel Weir
Merlie Livermore
Russ Francis
Suzie Freeman

1. **Call to Order and Introductions**
   Mark Lamore called the meeting to order at 9:00 am.

2. **Public Comment**

   Laurel Weir mentioned that HUD issued a special NOFO for Permanent Supportive Housing, specifically for construction, acquisition or rehabilitation funding. Application is not due until November and Laurel shared that the county CoC will be looking for a partner to apply with for this funding by September.

3. **Consent: Approval of Minutes**

   Carrie Collins moved the motion to approve the minutes. Mark Lamore seconded the motion. Voice vote was taken. Kathy McClenathen abstained. The rest of the members voted in favor of the minutes.

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
   4.1.1.1. Information: HMIS Upgrade Activities Update
   Kate Bourne shared an update on the migration process. She reported that they worked through the user script that needed to be applied to the live site for Coordinated Entry and matching users, but did not get as much information as they had hoped. They have moved ahead to the second script for the Coordinated entry cleanup. They are close to the last steps of the Phase 1 migration over to Clarity. Kate mentioned that the Phase 2 planning will be happening at the beginning of August. She also reminded everyone to watch out for migration updates as well as general HMIS updates in the emailed newsletters.
   Carrie Collins complimented the HMIS team for their great support in answering questions from the users. Mark Lamore also mentioned that the new system has facilitated quick access to some information he needed for a particular grant.

   4.1.1.2. Information Item: HMIS System Administrators Monthly Call Report
   Kari Howell provided monthly call reports for the months of June and July. She shared that data exchange provided some best practices for connecting data between HMIS and outside systems. The most helpful was providing a blanket template for data sharing agreements and what this would look like across different metrics and systems.
   Kari mentioned that the July Administrators report focused on housing inventory count and PIT Count feedback session.

   4.1.1.3. Information Item: HDIS (Homeless Data Integration System) Connect for System Administrators Report
   Kari Howell shared that HDIS Connect is specific to California CoCs and meets every other month. She mentioned that this meeting provides lots of sharing from the HDIS teams

and has breakout rooms where there are community building sessions with other CoC administrators.

Kari shared that last week's HDIS Connect meeting was focused on data quality and the value of data quality.

4.1.1.4. Discussion Item: HMIS Monitoring

Kate Bourne mentioned that they sent out data quality reports two weeks ago through the HMIS Support inbox. They sent out two attachments on those emails: namely the standard HUD Data Quality Report and the Eva reports for months of October 2023-June 2024 for review to address errors by August 14.

Kari Howell also shared the next HMIS office hours will be on August 15 and will focus on data quality reports.

4.1.1.5. Information Item: ICA (Institute for Community Alliances) Site Visit

Abby Burgess and Derek Ferree will be in San Luis Obispo from August 5-7. During this time, they will be visiting the different sites that have been participating in the new HMIS system, and will also help with a workshop scheduled for August 6.

4.1.2. Information Item: Data Workgroup

Kate Bourne shared that the first workgroup meeting will be held on August 20, from11am-12pm. The purpose for this workgroup is to look at HMIS and other sources of data to discuss how to present data to this committee, other committees and the public. Kate also mentioned that this will not be a Brown Act body.

4.1.3. Information Item: Grant Review Process Working Group

Laurel Weir shared that the first meeting for this group will be on August 27. Recommendations need to be presented to the Executive Committee by October.

5. Future Discussion/Report Items

No future discussion items suggested.

6. Next Regular Meeting

August 27, 2024, at 9:00 am

7. Adjournment

Mark Lamore adjourned the meeting at 9:44 am.