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

September 26, 2023, 9:00am

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

Room 358, County of San Luis Obispo Department of Social Services,
3433 South Higuera St, San Luis Obispo, CA 93401

Members (those with just cause reasons approved by the HSOC staff) and the public may participate by Zoom video call:

https://us06web.zoom.us/j/83496945176?pwd=LKVJ7CdRZtVgtbbL6b02uKpblebTXw.1

Or dial in:
+1 16694449171
Meeting ID: 834 9694 5176
Passcode: 205770

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. Discussion Item: Homeless Management Information System (HMIS)

4.1.1.1. Discussion Item: HMIS Upgrade Activities Update

4.1.1.2. Discussion Item: HMIS System Administrators Monthly Call Report

4.1.1.3. Discussion Item: HUD (US Department of Housing and Urban Development) Data Standards Update

4.1.1.4. Action Item: Vote to Approve revisions to the HMIS Privacy Notice and Client Release of Information (ROI) documents

4.1.2. Discussion Item: 2024 Unsheltered Point-in-Time (PIT) Count Update

5. Future Discussion/Report Items

6. Next Regular Meeting: October 31, 2023 at 9am

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/Homeless-Services-Oversight-Council-(HSOC).aspx

HOMELESS SERVICES OVERSIGHT COUNCIL (HSOC)
FINANCE AND DATA COMMITTEE MEETING MINUTES

Date
August 22, 2023

Time
9:00-10:30 am

Location
Room 356, Dept of Social Services, 3433 S Higuera St., San Luis Obispo

Members Present
Carrie Collins
Christy Nichols
Janna Nichols
Kate Swarthout
Lauryn Searles
Mark Lamore
Shay Stewart
Sstoz Tes

Members Absent
Brandy Graham
Jessica Thomas
Mimi Rodriguez

Staff and Guests
Abby Burgess
Erica Jaramillo
Jessica Jones
Kari Howell
Kate Bourne
Kristin Ventresca
Merlie Livermore
Russ Francis
Skylar Caldwell
Staci Dewitt

1. Call to Order and Introductions
Mark Lamore called the meeting to order at 9am. Introductions were made by those present at the meeting.

2. Public Comment
Carrie Collins shared her team member Sonia is not currently stepping down from her position at the Medically Fragile Homeless Program. Sonia will stay on until a replacement for her is found.
Lauryn Searles reported that Coordinated Entry system has begun matching for the Paso Robles Homekey project. She mentioned that ECHO (El Camino Homeless Organization) staff have been very helpful and diligent in helping with this process.

3. Consent: Approval of Minutes
 Shay Stewart moved the motion to approve the meeting minutes. Janna Nichols seconded the motion. Voice vote was taken. All were in favor, none opposed, no abstentions.

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   Discussion Item: Homeless Management Information System (HMIS)
4.1.1.1 Discussion Item: HMIS Software Implementation Update
Kristin Ventresca shared that contracts were approved by the Board of Supervisors in August. The Team is proceeding with Fit Focus as the software provider and ICA as service and technical assistance implementation provider. For the last week and a half since the contracts have been approved, several meetings have been held and continuing with the providers to show them what is in the Bell data system.
4.1.1.2 Discussion Item: HMIS System Administrators Monthly Call Report
Kari Howell reported that at the monthly call report, there is an update to Coordinated Entry participation status as part of the data standard being updated. There was talk about a mandatory date input if there is a Coordinated Entry participation. If there is no date, one can put in 10/1/2020 as the date to match the data standards. Most of the admin call was dedicated to utilizing the EVA tool for data cleanup in preparation for the Longitudinal System Analysis (LSA). Also, Kari shared that the HMIS support inbox is the best place to go if there are any questions regarding the system.
4.1.1.3   Discussion Item: HUD (US Department of Housing and Urban Development) Data Standards Update
In preparation for the data standards update going into effect on October 1st, Kate Bourne reported that the BellData practice training site will go live in September. Prior to this event, there will be an agency admin round table on Thursday, August 24th at 2pm to discuss

different data standards changes. There will also be a Bell data training on September 12th at 10am. This BellData training will provide an opportunity to see the changes in user interface and see what the fields look like. After which, the users will have the opportunity to go into Bell data and practice in the training site. Site visits, aimed to discuss data standards changes and to talk about various HMIS projects going forward, will start next week.

4.1.2. Discussion Item: HMIS Governance Documents
As part of the preparation for the data standards update, the team did an initial revision to the older policies and procedures format to make it a little bit more readable and for it to align closely with the current data standards update. Kate Bourne asked the Committee to review and approve this format today and for presentation to the next Full HSOC meeting.

4.1.2.1 Action Item: Approve Updated Governance Documents
Janna Nichols moved the motion to approve the documents with the amendment that client informed consent forms are to be revisited and better defined. Carrie Collins seconded the motion. Updated governance was approved by roll call. Motion passed.

4.1.3 Discussion Item: PIT (Point in Time) Count Update
Kari Howell provided an update on the selection process of the vendor to help in the PIT count to be held in January 2024.

5.   Future Discussion/Report Items
- Scoring rubric
- HHAP 5 update
- CalAIM funding metrics
- Written ROI policy and procedure

6. Next Regular Meeting
September 26, 2023, at 9am

7. Adjournment
Mark Lamore adjourned the meeting at 10:33am.

San Luis Obispo County HMIS Privacy Notice

This Privacy Notice applies to all San Luis Obispo County HMIS-Participating Providers and addresses how information about clients shall be used and disclosed at Providers as well as client rights over their information. This notice establishes minimum standards by which the Providers must follow. Providers may implement more stringent rules and procedures. This Notice may be amended at any time, and amendments may affect information obtained before the date of the amendment.

1. HMIS DATA COLLECTION & PURPOSE

A Homeless Management Information System (HMIS) is a local information technology system used to collect data on the housing and services provided to individuals and families experiencing homelessness and persons at risk of homelessness. Providers participating in an HMIS are required to collect universal data elements from all clients, including Personally Identifying Information (PII), demographic characteristics, and residential history. This information is critical for providers and communities to better understand the extent and nature of homelessness at a local level, evaluate program effectiveness, and improve future housing and service provision. Providers are also required by their funders to obtain certain additional information to assess services, to determine eligibility, and to monitor outcomes. Most federally funded homeless service providers are required to participate and record the clients they serve in an HMIS.

This agency is an HMIS-participating homeless service provider ("HMIS Provider"). The agency collects information about the persons we serve in the private and secure the County HMIS (HMIS) database. There are policies and procedures in place to protect against unauthorized disclosure of any personal information collected, and this information is critical to obtain an accurate picture of the population experiencing homelessness and for this agency to continue to offer services accessed by partner providers. The agency/county shall only collect information deemed appropriate and necessary for program operation or information that is required by law or by the organizations that fund this program. The Provider does not need the consent of a client to enter a record of visit into the HMIS, but a client may refuse to have their personal identifying information within this record. Consent to share the client's PII may be obtained verbally if the interaction is not in-person. Written consent should be obtained at the first in-person meeting with the client. Written consent may be obtained using the HMIS Consent for Release of Information or a Provider Release that has been approved by the Continuum of Care. Clients are still eligible for services if they refuse to have their personal identifying information recorded in HMIS.

If more clarification on the information listed above, please direct clients to speak to an intake worker.

2. PERMITTED DATA USES AND DISCLOSURES

HMIS is designed to protect the confidentiality of personal information while allowing for reasonable, responsible, and limited uses and disclosures of data, including Personally Identifying Information (PII is any information that can be used to identify a particular individual, including a client's name, Social Security Number, and Date of Birth). Once collected, we (as an HMIS Provider) have obligations about how these data may be used and disclosed (**uses** are internal activities for which providers interact with client PII; **disclosures** occur when providers share PII with an external entity). HMIS **Providers are limited to the following circumstances for the use and disclosure of HMIS PII:**

Housing and Urban Development (HUD) required:

(1) Client access to their information; and

(2) Disclosures for oversight of compliance with HMIS privacy and security standards.

HUD permitted:

(3) To provide or coordinate services to an individual or household;

(4) For functions related to payment or reimbursement for services;

(5) To carry out administrative functions, including but not limited to legal, audit, personnel, oversight and management functions;

(6) For creating de-identified reporting from PII;

(7) Uses and disclosures required by law;

(8) Uses and disclosures to avert a serious threat to health or safety;

(9) Uses and disclosures about survivors of abuse, neglect or domestic violence;

(10) Uses and disclosures for research purposes; and

(11) Uses and disclosures for law enforcement when a subpoena is provided.

A client must provide prior written consent for any other use or disclosure of HMIS PII.

HMIS Providers must also ensure that **any use or disclosure does not violate other applicable local, state, or federal laws**. Therefore, some HMIS Providers **may have more restrictive privacy policies**, often dependent upon funding source or the nature of a projects. Specific, per-project information regarding data use and disclosure can be obtained upon request. This can include agencies that must comply with the Health Insurance Portability and Accountability Act (HIPAA). In these instances, the more restrictive policies take precedence.

3. CLIENT CONTROL OVER DATA

HMIS recognizes every independent legal adult (person over 17 years of age) as the owner of all information about themselves, and any parent, legal guardian, or legal power of attorney as the designated owner of all information about any household members under their guardianship (all minors and any incapacitated/disabled adults).

By seeking assistance from this HMIS Provider and consenting to your personal information being entered into a record within the HMIS, you transfer governance responsibility over your HMIS record to us, and we are responsible for handling your record in accordance with HMIS privacy policies and any applicable federal, state, or local requirements. You retain ownership of your information within your HMIS record, and as owner **you have the following rights, in general:**

- Preference to Sharing: to prefer or not prefer share your answers in response to a question you do not feel comfortable with and not have it recorded within HMIS;
- Access/Correction: to request and view a copy of your project information record within HMIS from your provider, including those who have accessed and/or edited your record, and to request corrections to that record;
- Grievance: to ask questions of or submit grievances to your provider regarding privacy and security policies and practices;
- Anonymized Record: to request that your provider anonymize your personal data record within HMIS; and
  Optional Data Sharing: to choose if your information is shared outside of HMIS with researchers and other providers, and to make this decision at each project you receive services from. (Please note that if you decide NOT to data share, it does not prohibit the project from entering your data into HMIS – it prohibits the sharing of your data as outlined on the consent form).

HMIS Providers reserve the following exceptions to the above: (1) Provider Right to Deny Review: if information is compiled in reasonable anticipation of litigation or comparable proceedings; if information about another individual other than the participating provider staff would be disclosed; if information was obtained under a promise of confidentiality other than a promise from this provider and disclosure would reveal the sources of the information; or if the disclosure of information would be reasonably likely to endanger the physical safety of any individual; and (2) Provider Right to Deny Access/Correction: in response to repeated or harassing requests.

4. RESPONSIBILITY TO PROTECT DATA

The County of San Luis Obispo Department of Social Services is the System Administrator of HMIS. HMIS uses Belldata Technology's software application and database, which is maintained in compliance with all federal standards set forth in the Health Insurance Portability and Accountability Act (HIPAA) and its subsequent legislation – the standards required to protect medical records – as well as U.S. Department of Housing and Urban Development HMIS standards.

The County HMIS staff take the protection of client confidentiality and privacy seriously. **The following security measures, among others, are in place to ensure that your information is protected:**

- System Security: HMIS data is encrypted and securely transmitted from Providers to the HMIS database, extensive procedures are in place to prevent unauthorized access, and the entire HMIS system and database is protected at the highest level of security for health data;

- Access: Only County HMIS staff and trained staff at Providers may receive authorization to access HMIS, and authorization requires comprehensive initial training and annual privacy and security training thereafter;
- Confidentiality Agreements: Every HMIS Provider and every person authorized to read or enter information into HMIS signs an agreement every year that includes: (1) commitments to maintain the confidentiality of all HMIS information; (2) commitments to comply with all security measures in compliance with federal HMIS requirements and any applicable federal, state, or local laws; and (3) penalties for violation of the agreement;
- Monitoring: Annual monitoring is conducted for HMIS providers to ensure compliance with privacy and security policies; and
- Reporting: Published HMIS reports are comprised of aggregate data only, and never contain any client-level or identifying (PII) data.

IMPORTANT INFORMATION FOR ALL CLIENTS – PLEASE **READ**

If you do not understand any of the information within this form, you may ask your intake worker for further explanation or an alternate format.

You may keep this form (containing the HMIS Privacy Notice) for your records.

You may request a copy of any participating provider or HMIS policies from your intake worker.

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

The San Luis Obispo County Continuum of Care (CoC) Homeless Management Information System (HMIS) is a secure database used to collect data on the housing and services provided to individuals and families experiencing homelessness and persons at risk of homelessness. Providers participating in a HMIS are required to collect universal data elements from all clients, including Personally Identifying Information, demographic characteristics, and residential history. This information is critical for providers and communities to better understand the extent and nature of homelessness at a local level, evaluate program effectiveness, and improve future housing and service provision. Some providers are also required by their funders to obtain certain additional information to assess services, determine eligibility, and to monitor outcomes. Most federally-funded homeless service providers are required to participate and record the clients they serve in an HMIS.

This Agency participates in HMIS and shares information with other HMIS Participating Agencies to help coordinate the most effective services for you and your household members.

What information is shared in HMIS?

- Your Name
- Your Social Security Number
- Your Date of Birth
- Your Race and Ethnicity
- Your Gender Identity
- Your Sexual Orientation
- Your Veteran Status
- Your Disability Status and self-reported medical history (including any Physical Disability, Developmental Disability, Chronic Health Condition, HIV/AIDS, Mental Health Problem or Substance Use)
- Your history of homelessness and housing (including your current housing status, and where and when you have accessed services)
- Your Household Composition
- Your Health Insurance Information
- Your Income and Non-Cash Benefits information
- Your self-reported history of Domestic Violence

Who can have access to your information?
Your information will only be shared with other San Luis Obispo CoC HMIS Participating Agencies that agree to maintain the security and confidentiality of the information. A list of HMIS Participating Agencies is available upon request.

How is your personal information protected?
The information that is collected in HMIS is protected by limiting access to the database and by limiting with whom the information will be shared, in compliance with the standards set forth in federal, state

and local regulations governing confidentiality of client records. Each person and agency that is authorized to read or enter data into HMIS 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, you understand and agree that:

- The information collected by this agency will be entered into HMIS and only be shared with other participating agencies, who have entered into an HMIS Participating Agency Agreement.
- You have the right to receive services, even if you do not sign this consent form.
- You have the right to receive a copy of this consent form.
- You have the right to change your mind and revoke your consent, in writing, at any time. The revocation will not apply to information that has already been shared or until the agency receives the revocation. Upon receipt of your revocation, your Personal Protected Information (PPI) will no longer be shared in HMIS.
- This consent form is valid for two (2) 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.
- A HMIS Privacy Notice is available upon request.

SIGNATURE AND ACKNOWLEDGEMENT

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

CLIENT NAME	**SIGNATURE OF CLIENT**	**DATE**
SPOUSE NAME	**SIGNATURE OF SPOUSE**	**DATE**

Names of Minor Children/Dependents (if part of household)

MINOR NAME	**MINOR NAME**	**MINOR NAME**
MINOR NAME	**MINOR NAME**	**MINOR NAME**