



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

August 23, 2022, 10am

Members and the public may participate by Zoom video call:

<https://us06web.zoom.us/j/85381855505?pwd=M3I1aDBTU3FkaHZ0L255RzI4T0dTUT09>

Or dial in:

+1 346 248 7799

Meeting ID: 853 8185 5505

Passcode: 738982

1. Call to Order and Introductions
2. Public Comment
3. Consent: Approval of Minutes
4. Action/Information/Discussion
 - 4.1. Discussion Item: Data Sharing, Privacy and Release of Information – Alissa Parish
 - 4.2. Discussion Item: Homeless Management Information System (HMIS)
 - 4.2.1. Discussion Item: System Administrators Monthly Call
 - 4.3. Discussion Item: Street Outreach and Housing Outcomes
 - 4.4. Discussion Item: HUD (US Department of Housing and Urban Development) CoC (Continuum of Care)
 - 4.4.1. Discussion Item: HUD CoC Grant Program Monitoring
 - 4.4.2. Discussion Item: Fiscal Year 2022 HUD CoC Competition
 - 4.4.3. Discussion Item: HUD Special Unsheltered Set-Aside Competition
 - 4.5. Discussion Item: HHAP 3 (Homeless Housing, Assistance and Prevention Program Round 3) Outcomes Reporting

- 4.6. Discussion Item: Change Date of Next Meeting to Review HUD CoC Grant Program Application
5. Future Discussion/Report Items
6. Next Regular Meeting: September 27 at 10am
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](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

July 26, 2022

Time

10am-11:30am

Location

Zoom

Members Present

Bill Crewe

Carrie Collins

Jessica Thomas

Lauryn Searles

Mark Lamore

Shay Stewart

Sstoz Tes

Members Absent

Brandy Graham

Janna Nichols

Kate Swarthout

Kelly Underwood

Mimi Rodriguez

Riley Smith

Staff and Guests

Anne Robin

Brenda Mack

Devon McQuade

Elaine Archer

George Solis

Jim Gausling

Julien Powell
Kate
Laurel Weir
Russ Francis
Tim Siler

1. Call to Order and Introductions

Mark called the meeting to order at 10am and introductions were made.

2. Public Comment

Carrie reported that the County Department of Social Services (DSS) has provided funding to Transitional Food and Shelter (TFS) for three units to be reserved for Adult Protective Services (APS). The TFS program will continue with two units for families and three for APS, funded by DSS.

3. Consent: Approval of Minutes

Shay made a motion to approve the minutes, seconded by Carrie. The motion passed with all in favor, none opposed and no abstentions.

4. Action/Information/Discussion

4.1 Discussion Item: Strategic Plan Update

Laurel reported that the HSOC approved the Draft Strategic Plan at its full meeting last week. The Draft Plan will now be reviewed by the Board of Supervisors on August 9. Laurel clarified that HSOC and the Board of Supervisors would need to authorize any amendments in future. However, many of the items in the Plan are sufficiently broad that particular actions would not require amendments.

4.2 Discussion Item: Data Maturity Assessment Tool

George reported that the Finance and Data Committee and DSS staff set data goals last year.

The first goal was participation in the County's HMIS (Homeless Management Information System) for all agencies collecting and entering homeless services data. Currently, there are four projects without data in HMIS. In all cases, County staff are making progress in having the data entered. Staff are also working with agencies with upcoming projects, to ensure their data will be entered into HMIS. George clarified that it is important for data to be entered into HMIS as this is part of our

capacity reporting to HUD, so has an impact on the overall CoC (Continuum of Care) program competition score, and so on the funding available to services within the county.

The second goal was setting performance expectations. County staff have reviewed the data plan approved by the Committee. Staff recommends updating and reviewing documents annually.

4.3 Discussion Item: Homeless Management Information System (HMIS)

4.3.1. Discussion Item: System Administrators Monthly Call

George reported that the last HMIS System Administrators Call included discussion about upcoming quarterly reports, Supportive Services for Veteran Families (SSVF) monthly uploads which are due in August, and the upcoming HMIS data standards update (for which it is too early to give any information).

4.3.2. Discussion Item: Review San Luis Obispo County Continuum of Care Privacy Posted Notice

4.3.3. Discussion Item: Review San Luis Obispo County Continuum of Care HMIS End User Agreement

4.3.4 Discussion Item: Review San Luis Obispo County Continuum of Care HMIS Agency Participation Agreement

George reported that HUD (US Department of Housing and Urban Development) recommends that CoCs review their governing documents on an annual basis. Current and updated versions of the three documents under review were included in the agenda packet. Updates in the proposed versions were based on recommendations from HUD TA (Technical Assistance). County staff's intent was to solicit feedback at this meeting, make further changes based on recommendations, then return the documents to the Finance and Data Committee for approval.

George clarified that clients do not have to participate in HMIS to receive services, so services must still be provided if they refuse to allow their data to be shared.

However, HUD has clarified that consent is not needed to enter a client's data into HMIS, only to share the data – their data may be entered into HMIS as long as the Privacy Posted Notice is posted. To share a client's data, the client must agree to a Release of Information, which can be by signature or verbal confirmation.

The Committee discussed the proposed Privacy Posted Notice, and provided the following feedback:

- The section regarding the HMIS Release of Information (ROI) is confusing, as this notice should simply inform clients that data is collected. The ROI is a separate document where clients can agree or disagree to have their data shared.
- There has been confusion over whether the DSS 815 form or a HMIS-specific form should be used for ROI. Using multiple forms creates additional barriers for clients. A single form would be more helpful.
- The HMIS ROI form is not compliant with HIPAA (Health Insurance Portability and Accountability Act) and Title 42 of the CFR (Code of Federal Regulations). Documents should be reviewed by County Counsel to ensure this protection and compliance exists.
- Infographics are easier for clients to understand. Long statements can be a barrier for clients.

The Committee agreed that these documents will be sent to the agencies for discussion, then will return to the next meeting as a discussion item.

4.4 Discussion Item: California Housing Partnership: San Luis Obispo County Housing Need Report 2022

Russ reported that the Housing Need Report was included in the agenda packet, as an informational item. There may be data that is useful for agencies in making grant applications.

5. Future Discussion/Report Items

- Discussion Item: Review San Luis Obispo County Continuum of Care Privacy Posted Notice
- Discussion Item: Review San Luis Obispo County Continuum of Care HMIS End User Agreement
- Discussion Item: Review San Luis Obispo County Continuum of Care HMIS Agency Participation Agreement

6. Next Regular Meeting: August 23 at 10am

7. Adjournment

Mark adjourned the meeting at 11am.

HMIS Privacy and Sharing

Introductions

Alissa Parrish
Manager, Homeless Services
She/her/hers
Alissa.parrish@icf.com



Why HMIS Privacy and Sharing?

HMIS Governance
underpins your HMIS

Privacy Policies often
conflate collection,
entry, and sharing

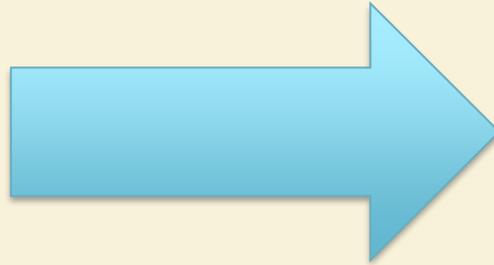
Review policies on a
regular basis to
ensure relevance

Systems change,
Privacy Policies
sometimes don't,
which can cause
strain

Systems Approach for Ending Homelessness

Moving From...

- Agency performance
- Unique agency intake
- Planning in silos
- Haphazard decision-making
- Housing “readiness”
- Automatic project renewal
- Outdated program models
- Housing the next in line
- My program
- My clients



Transforming To...

- System performance
- Coordinated entry
- System action plan
- Data-informed decisions
- Housing first
- Higher performing program funding
- Best practices
- Prioritizing/serving the most vulnerable
- Our system
- Our clients

Privacy and ROI

Collecting, entering, and sharing clients' personal information is often necessary in helping to resolve their housing crisis

- Decisions about the type of services most appropriate for clients and determining who is most vulnerable in a community is often based on sensitive information collected over time and potentially used by multiple providers

Sometimes, communities make changes to their homeless response system without reviewing their Privacy Policy

- System change without Privacy Policy change can create a situation where the Privacy Policy serves as a barrier to effectively serving clients

Data Uses & Disclosures

Once data is collected, providers have obligations about how that information is used and disclosed.

- *Uses* are internal activities for which providers interact with client PII.



- *Disclosures* of PII occur when providers share PII with an external entity.



Uses & disclosures are:

- **Mandated** (providing a copy to the client)
- **Permitted** (to coordinate or provide services, reporting to funders, etc.)
- **Prohibited** by other federal, state, or local law (VAWA)

The provider's uses (internal) and disclosures (external) of collected personal information must be stated in the privacy notice.

<https://www.hudexchange.info/resource/1318/2004-hmis-data-and-technical-standards-final-notice/>

Data Uses & Disclosures

HUD gives providers the authority for the following uses and disclosures without the need to obtain written client consent as long as they are clearly articulated in the Privacy Notice. Uses and disclosures for:

Providing or coordinating services to an individual

Creating de-identified client records from PII

Carrying out administrative functions

Functions related to payment or reimbursement for services

More Uses & Disclosures

Providers are permitted, and in some instances required, to disclose information in the following ways without written client consent, as long as they are clearly laid out in the Privacy Policy:

Uses & Disclosures
required by law

Uses & Disclosures
to avert a serious
threat to health or
safety

Uses & Disclosures
about victims of
abuse, neglect, or
domestic violence

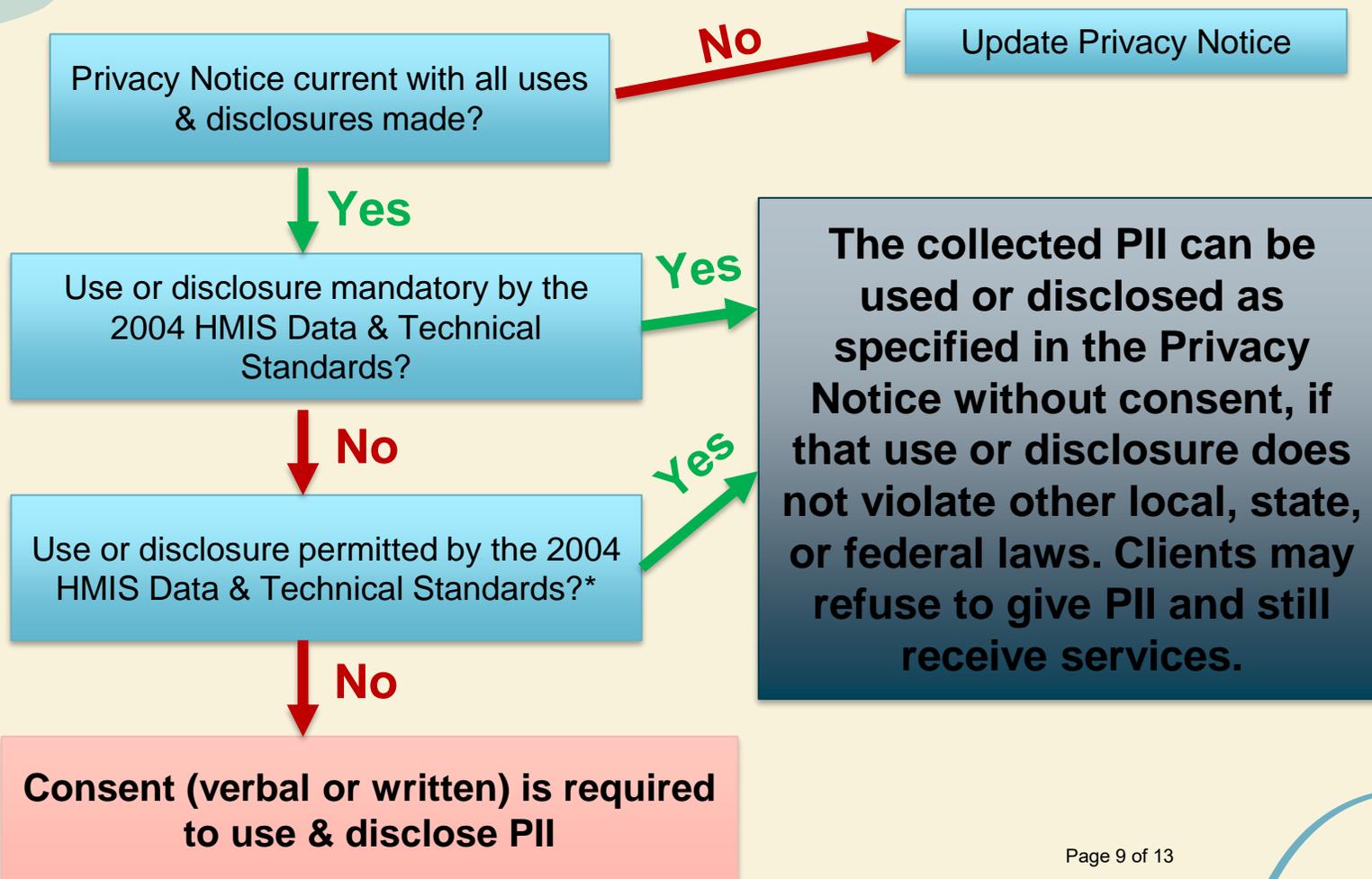
Uses & Disclosures
for
research/evaluation
purposes

Uses & Disclosures
for law enforcement
purposes

IMPORTANT: Uses & Disclosures not listed in the Privacy Notice require the client's written consent

Do I or Don't I?

Do I need the client's consent (written or verbal) to use or disclose information?



Types of Uses and Disclosures

Mandatory:

- Client access to their information; and
- Disclosures for oversight of compliance with HMIS privacy and security standards.

Permitted:

- To provide or coordinate services to an individual;
- For functions related to payment or reimbursement for services;
- To carry out administrative functions, including but not limited to legal, audit, personnel, oversight and management functions; and
- For creating de-identified from PII.

Additional permissions:

- Uses and disclosures required by law;
- Uses and disclosures to avert a serious threat to health or safety;
- Uses and disclosures about victims of abuse, neglect or domestic violence;
- Uses and disclosures for research purposes; and
- Uses and disclosures for law enforcement purposes.

What's Your Gut Reaction to This?

YES

• LET'S DO THIS

yes

• Let's have discussions about moving in this direction

Meh

• This scares me but I'm interested in learning more

no

• We can't do this...can we?

NO

• NEVER GONNA HAPPEN

San Luis Obispo Specificity

Documents

- Privacy Notice
- Privacy Policy
- ROI?

HMIS

- System Functionality
- RFP for New Software?

Coordinated Entry

- What happens in real life?
- How is that reflected in data entry and sharing?

Next Steps

Decision-making
authority

Community
needs

System
functionality

Alignment of
governance and
language

ROI – yay or nay?

If needed, submit
TA request for
ongoing support

Questions?



CA State Measures - Outcome Goals

Report Run Date: 8/19/2022 - 12:50:03 PM

Reporting Period: 01/01/2022-07/31/2022

Measures 1a and 2: Number of people accessing services, while experiencing homelessness				
	Number of people experiencing homelessness who are active in a project on January 1 (continuously homeless)	Number of people entering the system who are newly homeless during the CY (Measure 2)	Number of people returning to the system during the CY	Total number of people accessing services who are experiencing homelessness during the CY
Systemwide (all projects, all clients)	421	1188	342	1925
Served in non-residential projects only, while homeless (e.g. street outreach, coordinated entry, SSO projects)	9	243	80	331
Served in residential projects only, while homeless	111	706	41	843
Served in residential and non-residential projects at some point in the reporting year	301	239	221	751
Number of people who used this project type while experiencing homelessness:				
Active in SO	50	211	91	347
Active in CE	268	104	249	616
Active in ES	323	444	196	944
Active in SH	0	0	0	0
Active in TH	3	5	0	8
Active in RRH	138	509	66	697
Active in PSH	26	10	16	51
Active in any other permanent housing	12	5	8	24
Active in Services, Day Shelter, or Other	138	217	148	499

Measure 3: The number of persons served within the homelessness system who exited to permanent housing, in relation to all exits, listed separately based on the setting in which the person was last served			
	Exits to Permanent Housing	All Exits	Exit Success Rate (%)
Unduplicated system exits (i.e. the last	206	667	30.88

exit date within the report period for clients)			
System exit is from Emergency Shelter, Safe Haven, or Transitional Housing projects	34	331	10.27
System exit is from Rapid Rehousing (RRH)	121	176	68.75
System exit is from Permanent Supportive Housing (PSH) or other permanent housing (OPH) projects, with a Move-In Date	14	27	51.85
System exit is from Permanent Supportive Housing (PSH) or other permanent housing (OPH) projects, without a Move-In Date	3	3	
System exit is from Street Outreach, Services Only, Day Shelter, Coordinated Entry, or 'Other' project types	35	160	21.88
Number of active clients housed in permanent housing	Housed	All Active Clients	Housed (%)
People who are still enrolled in RRH, PSH or OPH on the last day of the reporting period, who have moved into housing (meaning they have a recorded move-in date)	849	1311	64.76
Number of people who exited to permanent housing or are currently housed in a permanent housing project, unduplicated	Exited to Permanent Housing or Currently Housed in PH project	All Exited and Active Clients (unduplicated)	PH Placement Rate (%)
Persons who exit the homelessness system to permanent housing + People who are still enrolled in RRH, PSH or OPH on the last day of the year and have moved into permanent housing (unduplicated)	1055	1978	53.34

Measure 6: The number of persons who exited street outreach projects to successful exits, in relation to all exits

	Successful Placements	All Exits	Exit Success Rate (%)
Street Outreach exits to emergency shelter, safe haven, transitional housing, or permanent housing destinations (based on last street outreach exit in reporting period)	15	30	50

Measure 4: Length of Time people were known to be homeless, as documented within the CoC's HMIS

	Average	Median
Cumulative system days homeless recorded in HMIS continuous with or during the report period	250	212

Days homeless in ES/SH continuous with or during the report period	246	212
Days homeless in TH continuous with or during the report period	269	271
Cumulative days homeless in sheltered situations (ES/SH/TH) continuous with or during the report period	246	212
Additional days homeless in SO/DS/CE continuous with or during the report period	46	31
Additional days homeless prior to an RRH/PSH move-in date continuous with or during the report period	275	212

Measure 5: Of those who exited from the homelessness system, the number who returned to the homelessness system within 6, 12 or 24 months of the person's exit date

	Type of destination person exited TO	Number of people with a system exit in CY	Number of people who returned within 6 months of exit date	Return Rate (%) within 6 months of prior exit date
System exit from any project type (based on the last exit date within the exit cohort period)	All Exits	667	56	8.4
	To Perm	200	4	2
	To Temp	132	19	14.39
	To Unk	335	33	9.85
System exit is from Emergency Shelter, Safe Haven, or Transitional Housing projects	All Exits	321	45	14.02
	To Perm	30	0	0
	To Temp	75	14	18.67
	To Unk	216	31	14.35
System exit is from Rapid Rehousing	All Exits	170	3	1.76
	To Perm	116	1	0.86
	To Temp	32	2	6.25
	To Unk	22	0	0
System exit is from Permanent Supportive Housing or other permanent housing projects, with a Move-In Date	All Exits	24	1	4.17
	To Perm	14	1	7.14
	To Temp	5	0	0
	To Unk	5	0	0
System exit is from Permanent Supportive Housing or other permanent housing projects, without a Move-In Date	All Exits	3	0	0
	To Perm	3	0	0
	To Temp	0	0	0
	To Unk	0	0	0
System exit is from Street	All Exits	139	7	5.04

Outreach, Services Only, Day Shelter, Coordinated Entry, or 'Other' project types				
	To Perm	33	2	6.06
	To Temp	15	3	20
	To Unk	91	2	2.2

Measure 7: CoC-level baseline data for specific population groups

	Measure 1a: Annual estimate of number of people accessing services who are experiencing homelessness	Measure 2: Annual estimate of # of people who become homeless for the first time	Measure 3: Annual estimate of # of people exiting homelessness into permanent housing	Measure 4: Average length of time (in # of days) persons enrolled in street outreach, emergency shelter, transitional housing, safe haven projects and time prior to move-in for persons enrolled in rapid rehousing and permanent housing projects	Measure 5: % of people who return to homelessness within 6 months of exiting homelessness to permanent housing	Measure 6: Annual # of people served in street outreach projects who exit to emergency shelter, safe haven, transitional housing, or permanent housing destinations
Performance by Household Composition						
All persons	1925	1188	206	250	2	15
Persons in HHs without children	1281	690	90	236	4.6	15
Persons in HHs with at least 1 adult and 1 child	627	470	117	268	0	0
Persons in HHs with only children	48	32	2	373	0	0
Persons in Unknown HHs	9	9	0	37	0	0
Performance by Gender						
Woman/Girl	825	536	109	249	3.85	10
Male/Boy	1069	627	94	253	0	4
People who are Transgender	7	5	2	275	0	0
People with No Single Gender	7	5	1	156	0	1

People who are Questioning	0	0	0	0	0	0
People with Unknown Gender	17	15	0	90	0	0
Performance by Ethnicity and Race						
People who are Hispanic/Latino	576	396	59	255	0	2
People who are Non-Hispanic/ Non-Latino	1222	684	141	257	2.96	13
People with Unknown Ethnicity	127	108	6	145	0	0
People who are American Indian or Alaska Native	60	38	4	300	0	0
People who are Asian	12	7	3	390	0	0
People who are Black or African American	101	62	11	277	0	0
People who are Native Hawaiian or Other Pacific Islander	20	16	0	167	0	0
People who are White	1455	854	159	258	1.96	12
People who are Multiple Races	124	78	11	215	9.09	3
People with Unknown Race	153	133	18	162	0	0
People who are American Indian or Alaska Native AND Hispanic/Latino	34	22	3	260	0	0
People who are American Indian or Alaska Native AND Non-Hispanic/ Non-Latino	24	14	1	356	0	0
People who are Asian AND Hispanic/Latino	1	1	0	340	0	0
People who are Asian AND Non-Hispanic/ Non-Latino	11	6	3	395	0	0
People who are	15	11	2	266	0	0

Black or African American AND Hispanic/Latino						
People who are Black or African American AND Non-Hispanic/ Non-Latino	86	51	9	279	0	0
People who are Native Hawaiian or Other Pacific Islander AND Hispanic/Latino	5	4	0	175	0	0
People who are Native Hawaiian or Other Pacific Islander AND Non-Hispanic/ Non-Latino	12	9	0	182	0	0
People who are White AND Hispanic/Latino	377	243	37	281	0	2
People who are White AND Non-Hispanic/ Non-Latino	1031	576	120	253	2.63	10
People who are Multiple Races AND Hispanic/Latino	68	52	3	188	0	0
People who are Multiple Races AND Non-Hispanic/ Non-Latino	54	24	8	259	12.5	3
People with Unknown Race AND Hispanic/Latino	76	63	14	184	0	0
People with Unknown Race AND Non-Hispanic/ Non-Latino	4	4	0	113	0	0
Performance for various Sub-Populations and Other Characteristics						
Adults who are Experiencing Significant Mental Illness	635	288	75	251	5.41	14
Adults who are Experiencing Substance	334	149	38	230	7.89	15

Abuse Disorders						
Adults who are Veterans	92	54	21	338	4.76	1
Adults with HIV/AIDS	7	3	0	157	0	0
Adults who are Currently Fleeing Domestic Violence	366	197	55	249	7.55	10
Unaccompanied Youth (18- 24 years old)	79	45	3	247	33.33	0
Parenting Youth (18-24 years old)	30	20	8	273	0	0