



## AGENDA

### CONTRA COSTA COUNTY Contra Costa Council on Homelessness

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Tuesday, March 10, 2026

12:00 PM

VIRTUAL ONLY: Register:  
<https://homebaseccc.zoom.us/j/9825482222>  
Meeting ID: 982 548 2222

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#### HMIS Policy Committee Work Group

Agenda and Slides for 3.10.2026 HMIS Policy Committee Meeting WG

[26-922](#)

**Attachments:** [HMIS Policy Agenda 3-10-26](#)  
[HMIS Policy Slides - 3-10-26](#)

Agenda Items: Items may be taken out of order based on the business of the day and preference of the Committee

1. Roll Call and Introductions
2. Public comment on any item under the jurisdiction of the Committee and not on this agenda (speakers may be limited to two minutes).
3. Review Meeting Minutes from 12.09.25 HMIS Policy Committee meeting [26-923](#)

**Attachments:** [HMIS Policy Meeting Minutes - December 9 2025](#)

#### 4. Agency Updates and Resource Share

All

#### 5. System Administrator Updates

Kimberly Thai, H3

#### 6. Participant Satisfaction Survey

Yessenia Aguilar, H3

#### 7. Data Quality Updates and Reminders

Thorne Keenan, H3 and Tammy Stoicich, H3

#### 8. Q&A

All

The next meeting is currently scheduled for June 9, 2026.

**Adjourn**

The Committee will provide reasonable accommodations for persons with disabilities planning to attend the Committee meetings. Contact the staff person listed below at least 72 hours before the meeting. Any disclosable public records related to an open session item on a regular meeting agenda and distributed by the County to a majority of members of the Committee less than 96 hours prior to that meeting are available for public inspection at 2400 Bisso Lane, D2, Concord during normal business hours. Staff reports related to items on the agenda are also accessible online at [www.contracosta.ca.gov](http://www.contracosta.ca.gov). If the Zoom connection malfunctions for any reason, the meeting may be paused while a fix is attempted. If the connection is not reestablished, the committee will continue the meeting in person without remote access. Public comment may be submitted via electronic mail on agenda items at least one full work day prior to the published meeting time.

For Additional Information Contact: [contracostacoc@cchealth.org](mailto:contracostacoc@cchealth.org)



# CONTRA COSTA COUNTY

1025 ESCOBAR STREET  
MARTINEZ, CA 94553

## Staff Report

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**File #:** 26-922

**Agenda Date:** 3/10/2026

**Agenda #:**

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Advisory Board: Contra Costa Council on Homelessness

Subject: Agenda and Slides for 3.10.2026 HMIS Policy Committee Meeting WG

Presenter:

Contact:

Information:

Referral History and Update:

Recommendation(s)/Next Step(s):



# CONTRA COSTA HMIS POLICY COMMITTEE MEETING

March 10<sup>th</sup>, 2026 from 12:00-1:30pm

**Register to join virtually:**

<https://homebaseccc.zoom.us/meeting/register/tZYpd-urrzMqE9A1Ycl2P3yd0GxiQhj2xzNu>

*MEETING PURPOSE:*

The HMIS Policy Committee is responsible for ensuring the ongoing operation and monitoring of the Contra Costa County CoC's HMIS. Work includes: adherence and ongoing monitoring of HMIS Policies and Procedures, compliance with HUD Data Standards, and addressing system-level HMIS programming and training needs.

**Committee Members:** CoC Lead, HMIS Lead, COH Members (**Dani Jimenez, Gabriel Lemus, Heather Worobey, Juno Hedrick, Tony Ucciferri**), Agency HMIS Administrators. Members of the public are welcome, including persons with lived experience of homelessness.

## AGENDA

AGENDA ITEM	PRESENTERS	DESCRIPTION
<b>Welcome &amp; Roll Call (12:00-12:05p)</b>	Thorne Keenan, <i>H3</i>	Identifying & welcoming attendees of the committee.
<b>Review Meeting Minutes (12:05-12:07p)</b>	Thorne Keenan, <i>H3</i>	Committee members can request edits to the previous meeting's minutes. Approve meeting minutes from 6/9.
<b>Agency Updates and Resource Share (12:07-12:12p)</b>	All	HMIS participating agencies can inform attendees of any updates to staffing, programming, operations, or other events.
<b>System Administrator Updates (12:12-12:15p)</b>	Kimberly Thai, <i>H3</i>	Updates around the HUD SPM, HIC, and future changes to HMIS support infrastructure.
<b>Participant Satisfaction Survey (12:15-12:55p)</b>	Yessenia Aguliar, <i>H3</i>	Upcoming Satisfaction Survey: Timeline & Training Dates
<b>Data Quality Updates and Reminders (12:55-1:20p)</b>	Thorne Keenan, <i>H3</i> Tammy Stoichich, <i>H3</i>	Updates to the Data Quality Dashboard, how to request support, and our quarterly

		raffle to recognize agencies who have shown improved data quality.
<b>Q&amp;A (1:20-1:30p)</b>	All	Answer questions related to agenda items covered in the meeting or any other questions related to HMIS.

Next Meeting: June 9th, 2026, 12:00pm-1:30pm, virtual only.

*HOW TO PROVIDE PUBLIC COMMENT:*

Persons who wish to address the Council on Homelessness during public comment on matters within the jurisdiction of the Council on Homelessness that are not on the agenda, or who wish to comment with respect to an item on the agenda, may comment in person, via Zoom, or via call-in. Those participating in person should stand where they are sitting when called upon. Those participating via Zoom should indicate they wish to speak by using the “raise your hand” feature in the Zoom app. Those calling in should indicate they wish to speak by pushing “9” on the phone. All public comments will be limited to 2 minutes per speaker. For assistance with remote access contact: [contracostacoc@cchealth.org](mailto:contracostacoc@cchealth.org) or call 925-608-6700. Public comments may also be submitted before the meeting by email at [contracostacoc@cchealth.org](mailto:contracostacoc@cchealth.org) or by voicemail at 925-608-6700. Comments submitted by email or voicemail will be included in the record of the meeting but will not be read or played aloud during the meeting.



# HMIS POLICY COMMITTEE WORKGROUP

March 10, 2026 from 12:00-1:30

# WELCOME AND ROLL CALL

Thorne Keenan, H3

# REVIEW OF PREVIOUS MEETING MINUTES

Thorne Keenan, H3

# AGENCY UPDATES

Open for all to share announcements about upcoming events, new programs, or give brief reports about agency news relevant to HMIS or the CoC.

# SYSTEM ADMINISTRATOR UPDATES

Kimberly Thai, H3

# SYSTEM ADMINISTRATOR UPDATES



HUD Systemwide Performance Measures (SPM) has been submitted!



HUD Housing Inventory Count (HIC) data collection underway



Upcoming changes to HMIS support structure

COC  
PARTICIPANT  
SATISFACTION  
SURVEYS

Yessenia Aguilar, H3

# 2026 COC PARTICIPANT SATISFACTION SURVEYS

## What is the Participant Satisfaction Survey?

- The purpose of the Participant Satisfaction Survey is to gather feedback about the experience of people accessing services across our system of care:
  - CoC wide survey across all 7 programs models
  - Completed on an annual basis
  - Required by our CoC Program Models



# 2026 COC PARTICIPANT SATISFACTION SURVEYS

## Next Steps:

- Provider training starts the week of March 16th (dates TBD)
- Survey Collection Period: April 1st through April 30th



# CES UPDATES

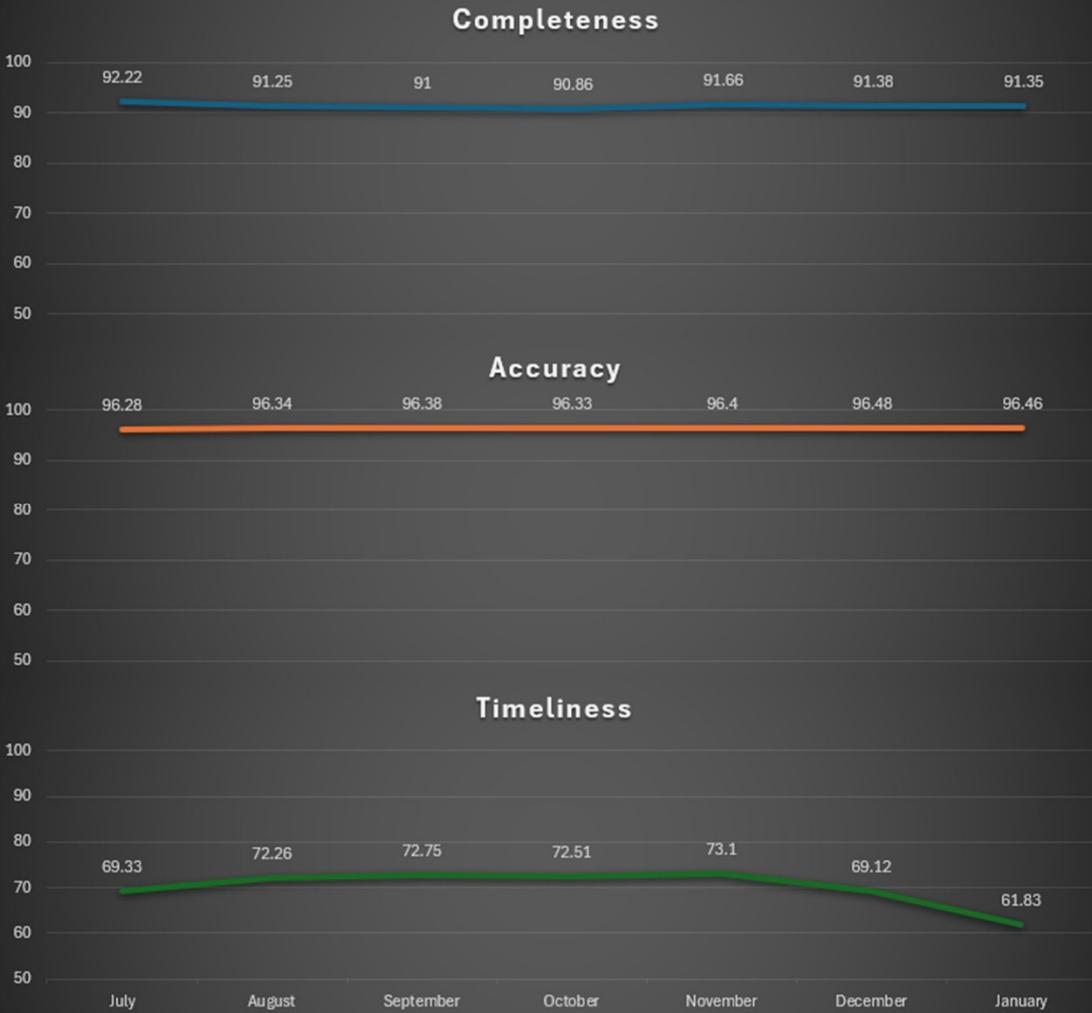
Mary Juarez-Fitzgerald, H3

# DATA QUALITY AND TRAINING UPDATES

Thorne Keenan, H3  
Tammy Stoicich, H3

# DATA QUALITY UPDATES

We are maintaining our scores in Completeness and Accuracy.



# AGENCIES WITH INCREASES IN DATA QUALITY THIS QUARTER

Congratulations to all agencies within our CoC!



# HOW TO SCHEDULE OFFICE HOURS USING MS BOOKINGS

## [Appointment Bookings](#)

### ADD YOUR DETAILS

First and last name \*  
Tammy Stoichich

Add any special requests \*  
Add any special requests

Email \*  
Tammy.Stoichich@cdhealth.org

Address \*  
Address

Phone number \*  
Add your phone number

### PROVIDE ADDITIONAL INFORMATION

Please select a meeting topic:  
 **Book**

### RED Team

Monthly Reporting Office Hours

Schedule time with us to review your CCC ... [Read more](#)

45 minutes

Booking for **Monthly Reporting Office Hours**

**STAFF GROUP**

Tammy Stoichich, Thorne Keenan

**March 09**

**DATE**  **TIME**

< > March 2026

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

9:00 AM	9:30 AM	11:30 AM
1:30 PM	2:00 PM	2:30 PM
3:00 PM	3:30 PM	4:00 PM

# HMIS DATA QUALITY REMINDERS

Agency ROI Cleanup- New table added to the HMIS Data Quality Dashboard to help you find missing or expired ROIs.

This table pulls the latest ROI (if one exists), indicates whether active, and the Documentation Type. Please note that verbal consents are not valid unless your program is 100% phone-based.

Clients with a Missing Signed ROI

This table pulls the latest ROI (if one exists), indicates whether active, and the Documentation Type. Please note that verbal consents are not valid unless your program is 100% phone-based.

Agency Name	Name	Client ID	Current Age	First Name	Last Name	Unique Identifier	Project Start Date	Project Exit
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# PROVIDER PORTAL

- Can be accessed by going to [www.cchealth.org/hmis](http://www.cchealth.org/hmis) and clicking the orange button

Once in the portal, scroll down to the bottom to find forms, instruction guides, and to request support



Q&A

## NEXT MEETING

- Tuesday, June 09, 12– 1:30 PM (Virtual)



# CONTRA COSTA COUNTY

1025 ESCOBAR STREET  
MARTINEZ, CA 94553

## Staff Report

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**File #:** 26-923

**Agenda Date:** 3/10/2026

**Agenda #:** 3.

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Advisory Board: Contra Costa Council on Homelessness

Subject: Review Meeting Minutes from 12/09/2025 HMIS Policy Committee

Presenter: Thorne Keenan, H3

Contact:

Information: Review Meeting Minutes

Referral History and Update:

Recommendation(s)/Next Step(s):



# CONTRA COSTA HMIS POLICY COMMITTEE WORK GROUP

December 9, 2025, from 12:00-1:30 pm

## MEETING MINUTES

### Welcome & Introductions

#### Attendance:

Thorne Keenan (H3 RED Team); Tony Ucciferri (Housing Authority/COH Committee Member); Danielle Jimenez (Behavioral Health/COH Committee Member); Heather Worobey (VA HUD-VASH/COH Committee Member); Tammy Stoicich (H3 RED Team); Kim Thai (H3 RED Team); Carina Rodriguez-Peña (H3 RED Team); Yessenia Aguilar (H3 RED Team); Abby Shamelashvili (Trinity Center); Alessia Simmonds (Resources for Community Development); Anh Kim Tran (Lao Family Community Development); Barbara Hunt (St. Vincent de Paul); Carmen Cano (Lao Family Community Development); Dora Segura (Catholic Charities East Bay); Jeannette Martinez (Catholic Charities East Bay); Kelsea Manion (Life Long Medical); Lashaunta Flores (Catholic Charities East Bay); LaTonya Love (BACS); Lindal Sambrook (Satellite Affordable Housing Associates); Leticia Wiesner (Trinity Center); Mai Vang (Lao Family Community Development); Manisha Vasishta (H3); Meemee Khine (Lao Family Community Development); Micheal Ford (St. Vincent de Paul); Morayo Odujinrin (H3); Nubia Ramirez (Veterans Accession House); O'Neill Fernandez (SOS Richmond); Raasha Hosh (GRIP); Ryan Tapia (H3); Sandra Rivera (Hope Solutions); Teresa Opaon-ali (CCBH); Teri Lundvall (Winter Nights Shelter); Wilanda Hughes (Lao Family Community Development).

#### Review of previous meeting minutes:

- No formal vote is required. Packet link provided for review; no edits proposed.

#### Agency Updates

- No verbal updates offered on the call.

#### System Administrator Updates

- Kimberly Thai, H3, provided updates:
  - HMIS Forms and Resources Location Change:
    - Effective January 2026, HMIS forms will no longer reside directly on the CC Health HMIS webpage.
    - Forms, instruction guides, data management policies, and support request options will instead be located in the Provider Portal.
    - The Provider Portal can be accessed through the orange button on the CC Health HMIS webpage ([www.cchealth.org/hmis](http://www.cchealth.org/hmis)).
    - Agencies were directed to scroll to the bottom of the Provider Portal to locate these materials.

#### Point In Time Count and Housing Inventory Count Updates

- Yessenia Aguilar, *H3*, and Carina Rodriguez-Peña, *H3*, provided PIT and HIC updates  
2026 PIT Count Dates:
  - Sheltered count will take place on January 28, 2026.
  - Unsheltered count will take place on January 29, 2026.
  - Unsheltered Count Details:
    - The unsheltered count will include both an observational count and survey sampling.
    - The observational count will take place on the morning of January 29 from 5:30 a.m. to 9:00 a.m.
    - Volunteers will work in teams of two or three and will be assigned specific locations.
    - Approximately 200 volunteers are needed.
    - Volunteers must attend one of four in-person trainings held across the county, including West County, Central County, and East County locations.
    - Volunteer registration is live through the PIT Website, and attendees were encouraged to share the registration link with others.
  - Survey Component:
    - Surveys will be conducted from February 17 through February 28, 2026.
    - Surveys will collect demographic and household information from sheltered and unsheltered populations.
    - Surveys will be administered by trained core staff, service providers, and volunteers.
    - Spanish-language surveys will be available.
  - Data Submission and Reporting Timeline:
    - Data cleaning and analysis will begin after the count and surveys are completed.
    - Enumeration data will be submitted to HUD in early April 2026.
    - A full PIT report with detailed demographics is anticipated around July 2026.
  - Volunteer Expectations:
    - Volunteers will use personal vehicles or ride with a volunteer partner to assigned areas.
    - Volunteers will use the ArcGIS smartphone app to map locations by dropping pins.
    - Instructions on downloading and using the app will be provided during training.
    - Volunteers may identify a preferred count partner when completing the registration form.
    - Volunteers and their partners will receive maps, assignments, and meeting locations before the count.
- Kimberly Thai, *H3*, provided updates
  - Sheltered Count:
    - The sheltered PIT count will be pulled from HMIS.
    - Providers asked to ensure January data entry is complete and corrected by February 10, 2026.

- Providers not participating in HMIS will receive an Excel counting sheet one week before the count, along with instructions.
    - Non-HMIS providers were asked to return the completed worksheet to the RED Team by February 3, 2026.
    - Sheltered and unsheltered count data will then be consolidated for HUD submission.
  - Housing Inventory Count (HIC):
    - The HIC will count homeless beds as of the night of January 29, 2026.
    - It includes all program types regardless of funding source or HMIS participation, including emergency shelter, transitional housing, rapid rehousing, and permanent supportive housing.
    - A Google Sheet will be sent on January 26th to all HMIS Agency Administrators and non-HMIS participating providers.
    - Agencies are expected to complete the HIC sheet the night of January 29.
  - HIC Form Instructions:
    - The workbook includes an instructions tab, the current year HIC tab, and prior year reference tabs.
    - Agencies were reminded to report project name, project type, organization name, funding source, grant information, and bed counts by household type.
    - Additional columns ask for bed subsets dedicated to veterans, youth, and chronic homelessness.
    - Agencies were advised that seasonal shelter beds should be entered in the seasonal shelter columns rather than the year-round bed column.
    - Total beds and utilization rates are auto-calculated.
    - Notes fields should be used to explain underutilization or overutilization, such as renovations or program ramp-up.
- Question from the group:
  - Khalid Nemati *Shelter Inc.* asked whether PIT counts are usually conducted annually or every two years, noting that some other counties do them biennially.
    - Kimberly Thai *H3* responded that while federal requirements call for PIT counts at least every other year, Contra Costa conducts the count annually for local and internal reporting purposes.

### **Data Quality Updates and Reminders**

- Thorne Keenan, *H3*, provided data quality updates:
  - Systemwide DQ scores: Improvement was noted in both accuracy and timeliness. Every agency in the Continuum of Care was reported to have improved in data quality since the last meeting.
  - Announced the Quarterly Agency Raffle for agencies with improved data quality.
    - Northern California Family Center was the winner
    - RED Team would follow up with the AA regarding their gift card preferences.
- Tammy Stoichich, *H3*, provided training updates and reminders:
  - New Training Portal Video Library:

- A new collection of short training videos has been added to the HMIS Training Portal course catalog.
- These videos allow users to review specific tasks without retaking an entire course.
- Topics include creating households, global households, completing ROI forms, coordinated entry, HMIS 101 basics, and HMIS data entry.
- Video lengths range from approximately one to eight minutes.
- New User Training Completion Reminder:
  - Tammy reminded attendees that the HMIS New User course is not complete until Part 3 is reviewed and finished.
  - Users must complete Part 3 and download the certificate of completion before a new license can be issued.
  - Agency Administrators were encouraged to remind staff to complete the full course to avoid delays.
- Training Portal Password Reset Reminder:
  - Staff who forget their training portal password should use the Forgot Password feature.
  - The feature will only work if the user enters the same email address used during registration.
  - Tammy noted that some CC Health staff may have multiple email domains and should confirm they are using the correct one.
- New Looker Resource Added:
  - Tammy and Kimberly attended Clarity Connect 2025 and uploaded a new three-page Looker model matrix to the HMIS Training Portal.
  - The handout explains the purpose of different Looker models, the type of data each model is designed to analyze, and when each model should be used.
  - Models referenced include the HMIS Performance model, Client model, Data Quality model, Coordinated Entry model, and additional models such as Data Import, Service, Inventory, Outreach, Reservation, and Project Descriptor models.

- **Q and A**

- No questions

**Meeting Adjourned**

**Next Meeting:** Tuesday, March 10th, from 12-1:30 pm, held (virtual)