



HMIS POLICY COMMITTEE WORKGROUP

June 09, 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.

CLARITY SYSTEM UPDATES

Tammy Stoicich, *H3*

CLARITY SYSTEM UPDATES



New User Interface and Required Training

Go Live is October 1. All users need to complete training by September 30th.

Training will be available September 1st.



3 New Tiles on the CCC Data Quality Dashboard

Clients enrolled in CES but missing an HNA

Expired HNA's

CE enrollments with no events/assessments in past year



New Providers

Adeii Health

Bay Compassion

Contra Costa Senior Legal Services (CCSLs)

NEW CLARITY USER INTERFACE

Go Live Date is October 1st 2026

The screenshot displays the Clarity user interface. On the left is a navigation sidebar with menu items: Clients, Referrals, Reports, Merge, Data Import, Outreach, Inventory, Manage, Setup, and Unsheltered PIT. The main content area is titled 'Clients' and includes a search bar. Below the search bar is a table with the following data:

Client	DOB	SSN	Alias	ROI
MM Mouse, Minnie 118302C41	1/1/75 Age: 51	# 0168	(No value)	Yes
MM Minnie, Mouse D1A456F32	12/15/24 Age: 1	# 6710	(No value)	Yes
MM Mouse, Mickey 76C5CE1C7	1/1/01 Age: 25	# 500x	(No value)	Yes
MM Mouse, Mickey 7A9D163B3	2/10/04 Age: 22	# 1001	(No value)	Yes

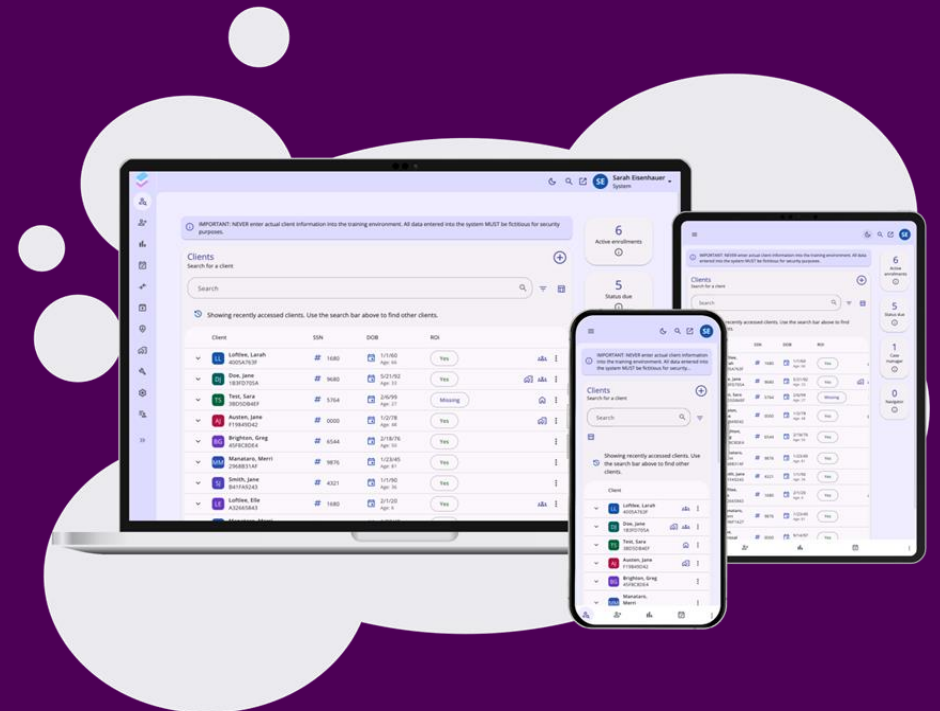
At the bottom right of the table, it shows '1 - 4 of 4' with navigation arrows. On the right side of the interface, there are four summary cards: '16 Active enrollments', '9 Status due', '0 Case manager', and '0 Navigator'. The top right corner shows the user profile 'TS Tammy Stoich System'.

NEW CLARITY USER INTERFACE

What to Expect:

This new user interface is simply upgrading the visual layout and menus you interact with every day in Clarity Human Services.

- ✓ **A Better Experience:** Designed to be clean, professional, and easy on the eyes.
- ✓ **Faster & More Reliable:** Powered by a super-responsive, modern infrastructure that improves loading speeds and system stability.
- ✓ **Modern Look:** Delivers a sleek, intuitive workspace shaped directly by years of community feedback.
- ✓ **Minimize Clicks:** Key client details are placed front and center, removing friction from your daily data entry.
- ✓ **Mobile Friendly Design:** Fully responsive layouts empower your outreach teams to use Clarity seamlessly on phones and tablets in the field.
- ✓ **ADA Inclusive Access:** Complete 508-compliance ensures an accessible, equitable experience for all community users.



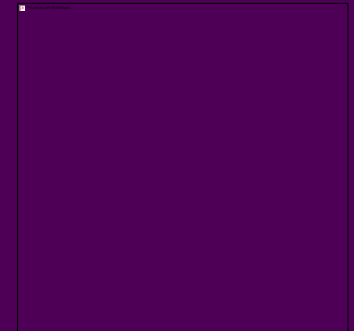
2026 COC PARTICIPANT SATISFACTION SURVEYS

Yessenia Aguilar, *H3*

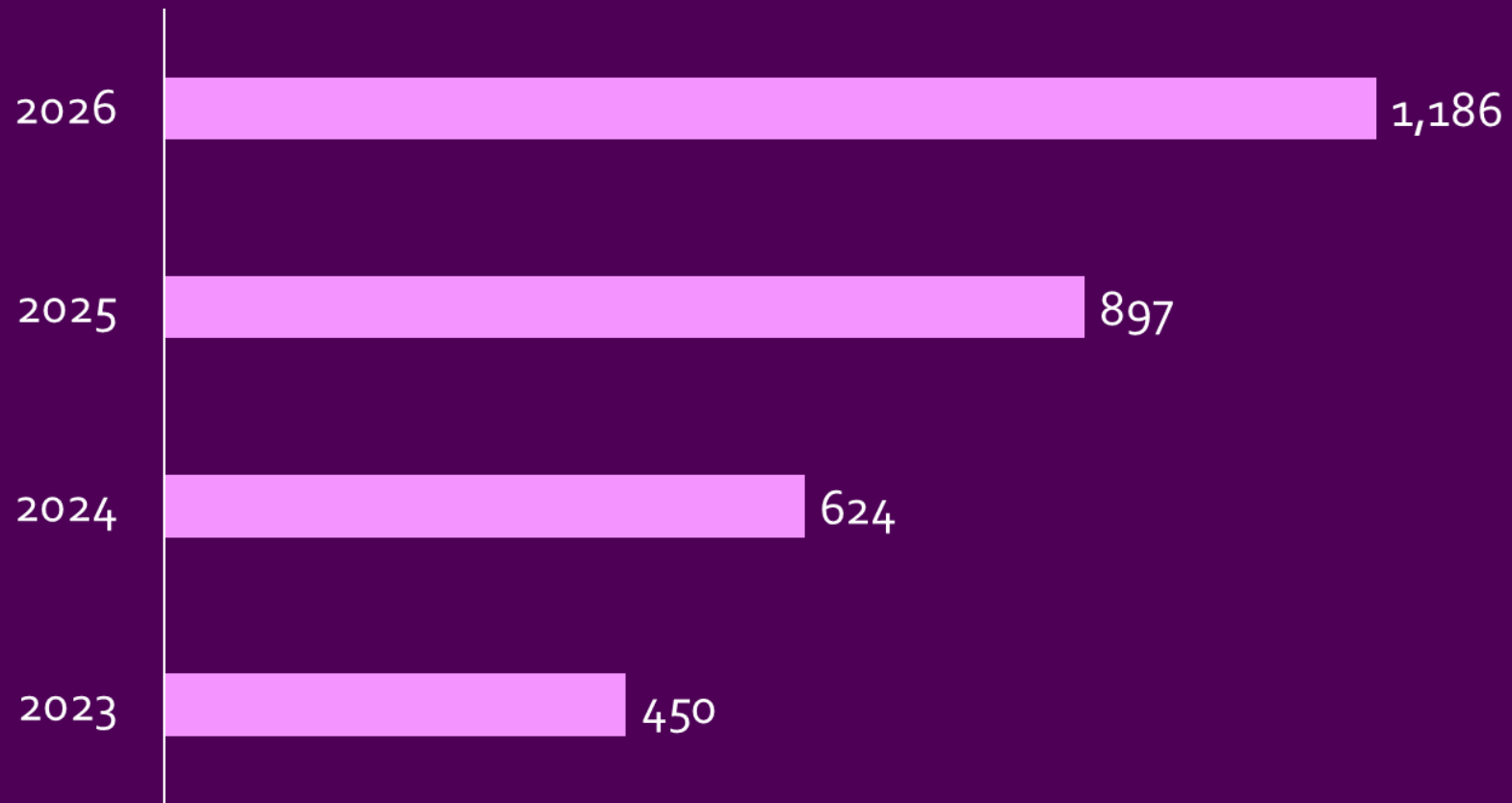
CO C PARTICIPANT SATISFACTION SURVEYS

Annual Survey conducted across 7 program models within our CoC by contracted and funded programs:

- Prevention
- Rapid Exit
- CORE
- CARE Center
- Shelter/Transitional Living Programs
- Rapid Rehousing
- Permanent Supportive Housing



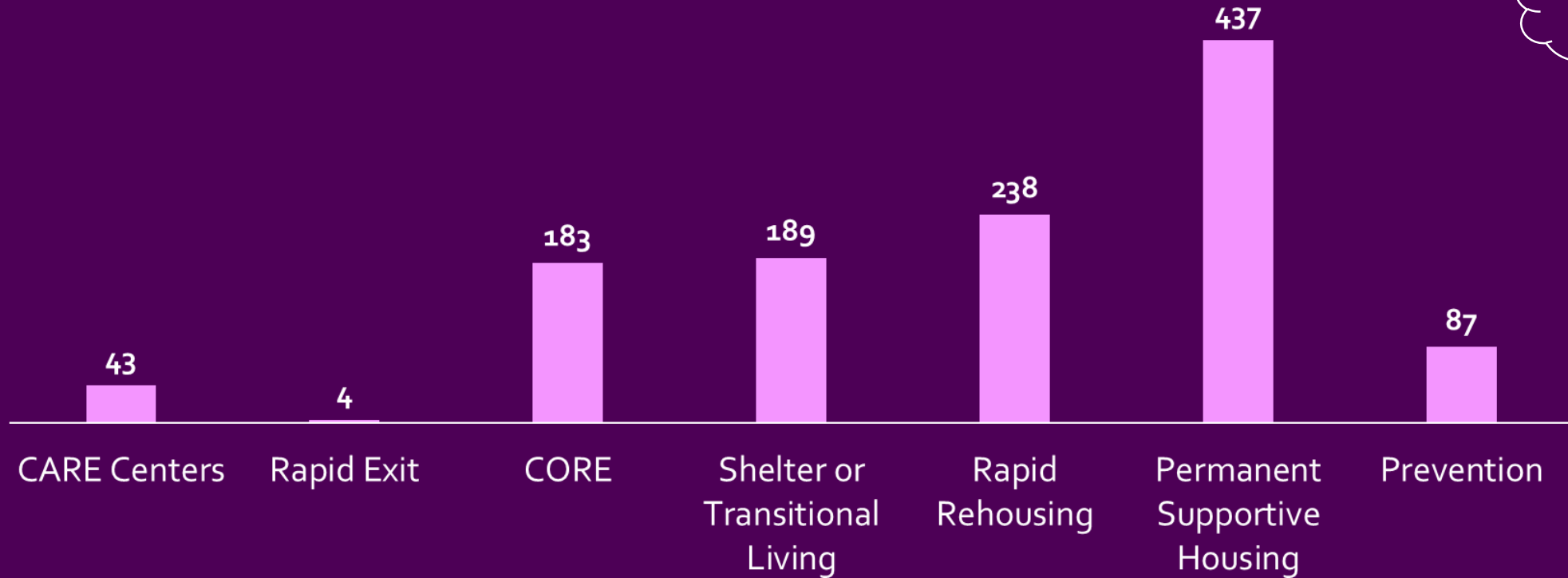
TOTAL NUMBER OF SURVEYS



ACCESSING SERVICES

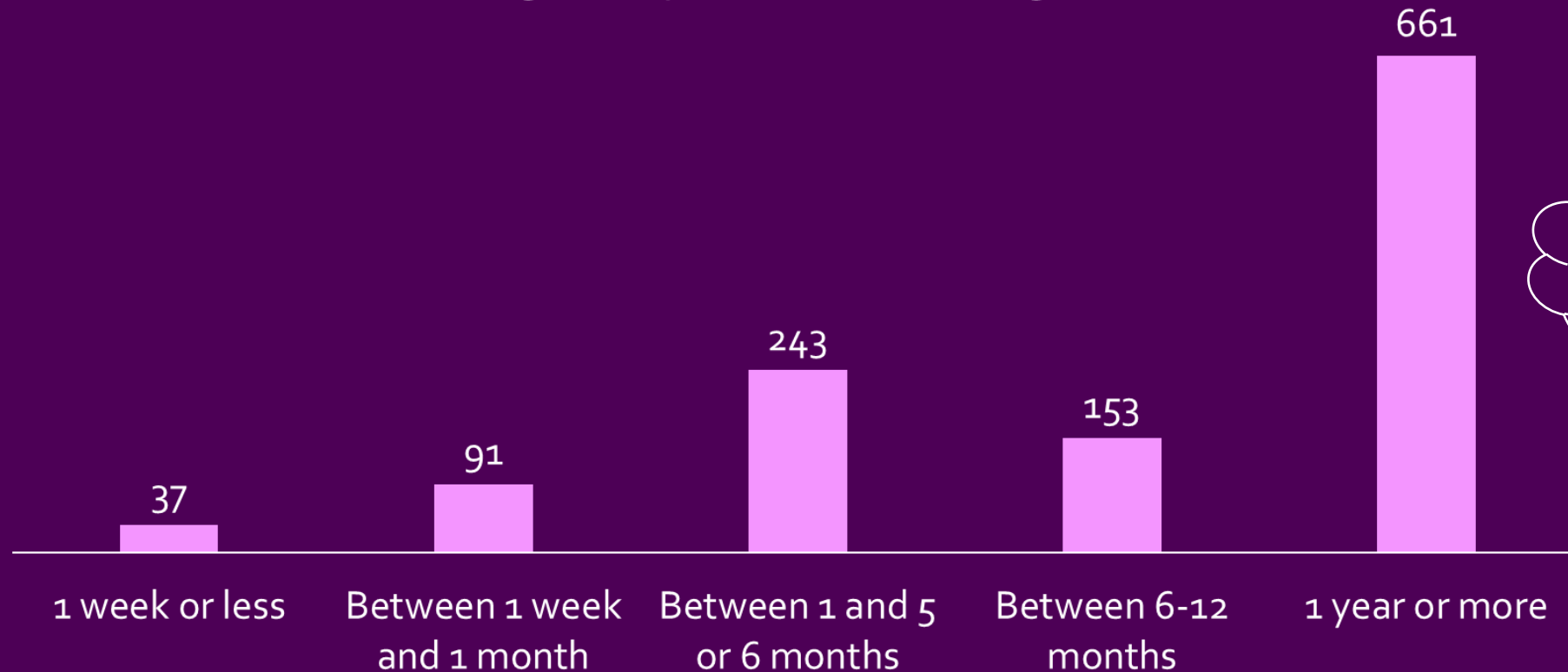
Where are you accessing services?

1,186 Total Surveys



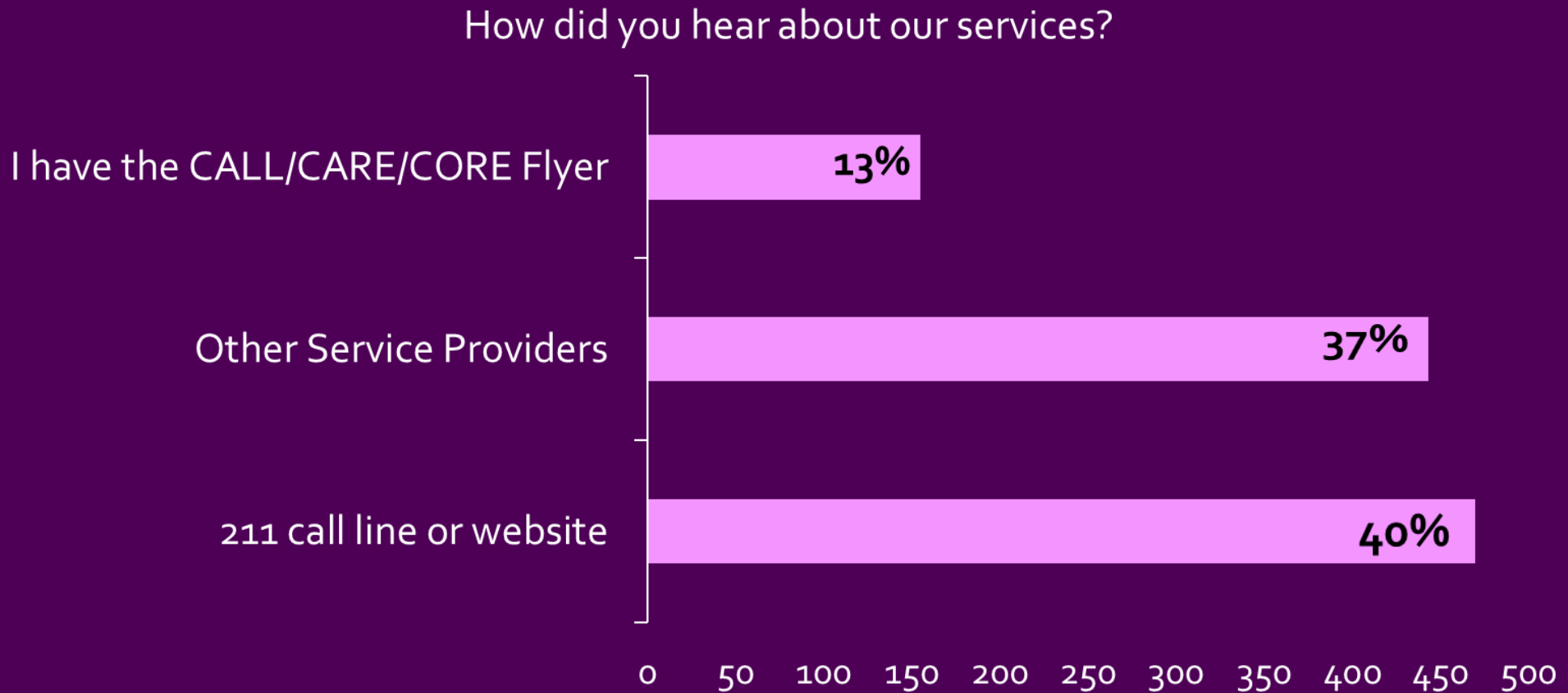
LENGTH OF TIME ACCESSING SERVICES

How long have you been accessing services?



56% accessing services for 1 year or more

HOW DID YOU HEAR ABOUT OUR SERVICES



OVERALL SATISFACTION WITH SERVICES



96% said they would recommend services to others

POSITIVE FEEDBACK

Those who selected "Always & Most of the time"

- Staff treats me with dignity and respect: 96%
- Staff listen to what I have to say: 95%
- Staff understand how to meet my needs: 92%
- I feel cared for by staff: 91%

AREAS OF IMPROVEMENT

Those who selected "Always & Most of the time"

- I know how to access services that are offered in this program: 79%
- Is the building clean: 88%
- Does the building feel safe?: 87%

STRATEGIES TO ADDRESS FEEDBACK

Develop FAQs for staff & clients to have easy access to information

Provide step by step information on how to access services

Provide ongoing staff training on community resources

Refresher trainings on housing, mental health and supportive services

Staff collaboration for updates, questions, and resource sharing

2025 ANNUAL
HOMELESS
ASSESSMENT
REPORT (AHAR)

Janel Fletcher, *H3*

WHAT IS THE AHAR?

The Annual Homeless Assessment Report is a 2-part report that shares the results from the Point In Time (PIT) and Housing Inventory Counts (HIC) across the country.

Part 1 include PIT and HIC total numbers

Part 2 shares PIT and HIC subpopulation data

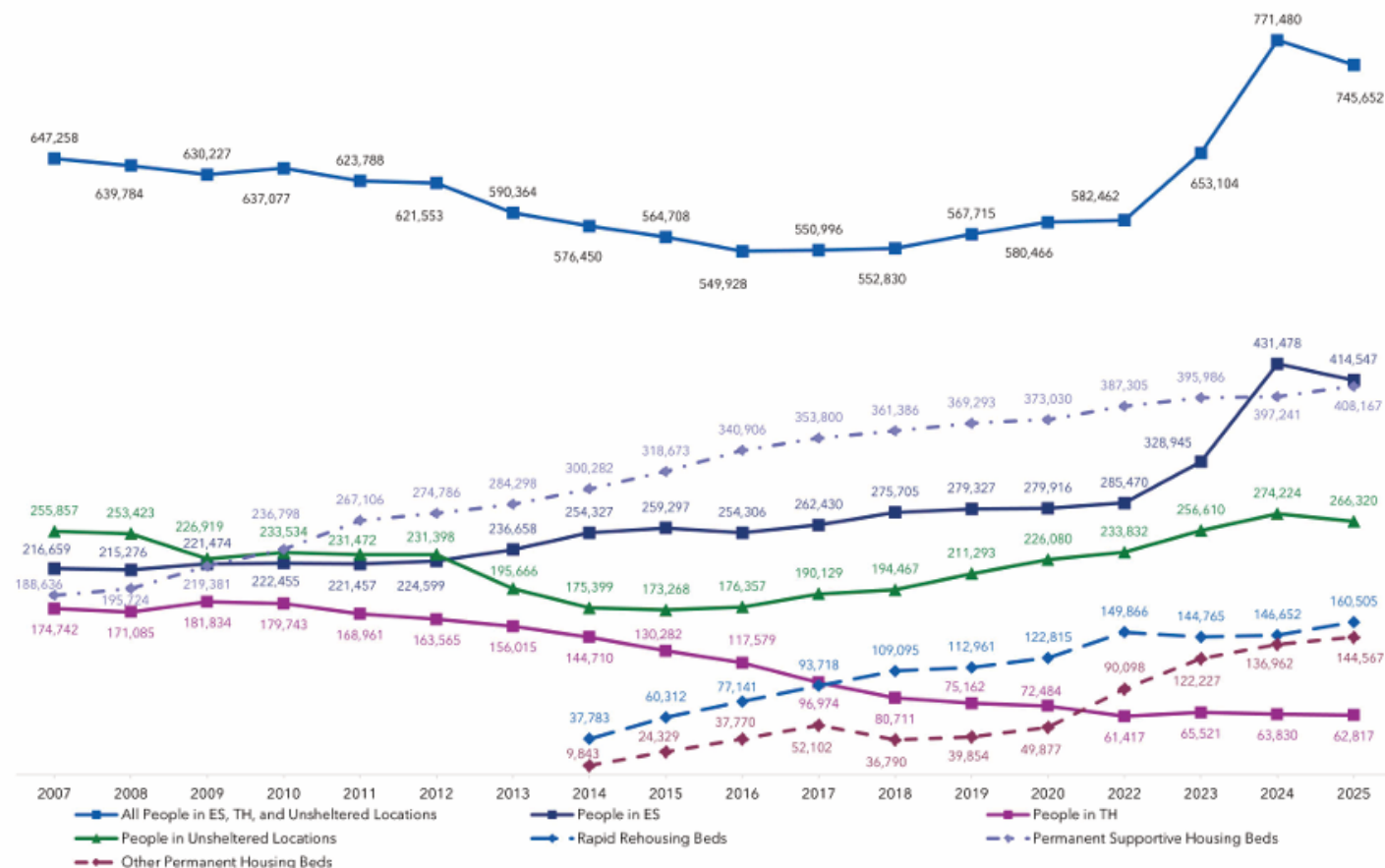
2025 AHAR pt 1 was released May, 2026: [The 2025 Annual Homelessness Assessment Report \(AHAR\) to Congress Part 1: Point-In-Time Estimates of Homelessness, May 2026](#)

NATIONAL HOMELESSNESS ESTIMATES (PIT)

EXHIBIT 1.1: PIT Estimates of Homelessness Persons and the Number of Beds in Permanent Housing
By Sleeping Location, 2007-2025

In 2025:

- 745,652 people experienced homelessness on a given night.
- 414,547 people were in Emergency Shelter
- 62,817 were in Transitional Housing
- 266,320 were in Unsheltered Locations



NATIONAL INVENTORY (HIC)

Since 2007:

Permanent Supportive Housing inventory increased 116%

Emergency Shelter inventory increased by 93%

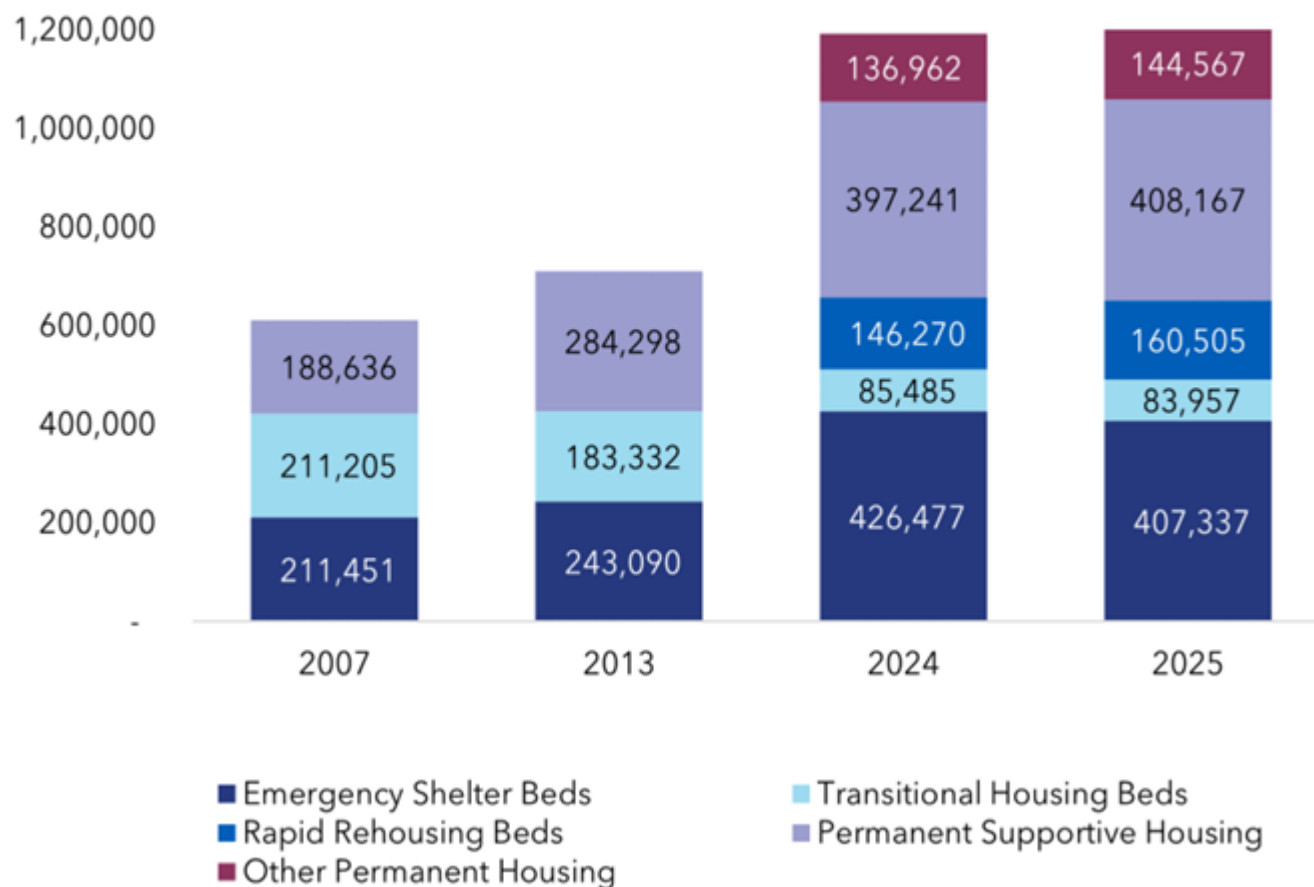
Transitional Housing inventory decreased 60%

Since 2024:

Permanent Housing (PSH +OPH) inventory increased 35%

Rapid Rehousing inventory increased by 10%

EXHIBIT A.2: Number of Year-Round Beds by Program Type
2007, 2013, 2024, 2025



NATIONAL HIGHLIGHTS

The United States experienced a 3.3% decrease in the number of people experiencing homelessness.

EXHIBIT B1.2: Changes in the Demographic Characteristics of All Homeless Persons 2024-2025

	Change in All Homeless Persons	
	#	%
Total Change	-25,828	-3.3%
Age		
Under 18	-14,276	-9.6%
18 to 24	-6,178	-10.7%
25-34	-18,987	-12.9%
35-44	7,963	5.2%
45-54	3,028	2.6%
55-64	-227	-0.2%
65 and over	2,849	6.8%

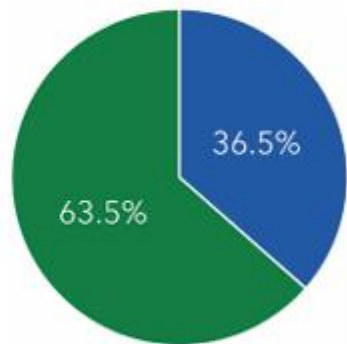
CALIFORNIA ESTIMATES OF HOMELESSNESS (CA PIT)

CALIFORNIA



Total Homeless, 2025
181,934

46 in every 10,000
people were homeless



■ Sheltered (66,351)
■ Unsheltered (115,583)

Estimates of Homelessness

155,792 individuals

26,142 people in families with children

8,086 unaccompanied homeless youth

8,686 veterans

64,693 chronically homeless individuals

CALIFORNIA HIGHLIGHTS

EXHIBIT B4.4: Largest Changes in Unaccompanied Homeless Youth
By State, 2017-2025

2024-2025		2017-2025	
Largest Increases			
OREGON	813 / 61.8%	NEW YORK	3,267 / 115.5%
COLORADO	156 / 26.4%	OREGON	666 / 45.6%
OHIO	131 / 16.1%	OHIO	251 / 36.1%
NEW JERSEY	87 / 16.9%	ARIZONA	185 / 32.0%
MARYLAND	64 / 25.2%	NORTH CAROLINA	151 / 34.8%
Largest Decreases			
NEW YORK	-1,575 / -20.5%	CALIFORNIA	-4,876 / -37.6%
ILLINOIS	-1,115 / -57.3%	NEVADA	-1,614 / -74.5%
CALIFORNIA	-966 / -10.7%	FLORIDA	-941 / -46.6%
FLORIDA	-289 / -21.1%	WASHINGTON	-556 / -26.0%
HAWAII	-164 / -46.7%	MINNESOTA	-171 / -19.2%

EXHIBIT B5.4: Largest Changes in Homeless Veterans
By State, 2009-2025

2024-2025		2009-2025	
Largest Increases			
OREGON	228 / 16.2%	OREGON	358 / 28.1%
PENNSYLVANIA	98 / 13.6%	VERMONT	50 / 81.4%
COLORADO	97 / 9.9%	RHODE ISLAND	5 / 4.2%
NEW YORK	93 / 7.9%	MAINE	4 / 3.2%
TENNESSEE	89 / 15.6%	N/A	-- / --
Largest Decreases			
CALIFORNIA	-624 / -6.7%	CALIFORNIA	-9,287 / -51.7%
FLORIDA	-192 / -8.2%	FLORIDA	-4,994 / -70.0%
ILLINOIS	-79 / -14.1%	NEW YORK	-4,606 / -78.3%
INDIANA	-79 / -18.7%	TEXAS	-3,584 / -65.3%
ALABAMA	-77 / -26.5%	GEORGIA	-2,121 / -76.8%

NATIONAL, STATE, AND LOCAL TAKEAWAYS

- The United States had a 3% decrease, 25,828 fewer people experiencing homelessness in 2025 compared to 2024.
- In the US, more people are experiencing sheltered homelessness (69%) than unsheltered homelessness- 31%.
- California, had a 3% decrease, 5150 fewer people experiencing homelessness in 2025 compared to 2024.
- In California, more people are experiencing sheltered homelessness (63.5%) than unsheltered homelessness- 36.5%.
- Contra Costa, had a 26% decrease, 725 fewer people experiencing homelessness in 2025 compared to 2024.
- In Contra Costa, more people are experiencing unsheltered homelessness 60% than unsheltered homelessness- 40%.

DATA QUALITY AND TRAINING UPDATES

Thorne Keenan, *H3*
Tammy Stoicich, *H3*

HMIS DATA QUALITY REMINDERS

- Please remind staff to obtain a "Signed" ROI for all clients 18 and older.
 - Children can be named and included under the HoH's ROI
- Staff can look up a client permission status by doing a client search. The system will indicate if an ROI is "Missing", "Active", or set to "No"
- If clients refuse to sign an ROI their profiles **must** be set to "Private"
 - If staff cannot set an existing profile to "Private" they must create a new profile and set it to "Private" before entering agency program information under that profile.
- When to use the Services tab versus Notes tab

PROVIDER PORTAL

Can be accessed by going to 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



The screenshot shows the top of the website with the logo 'CONTRA COSTA HEALTH Health, Housing, & Homeless Services' on the left and navigation links 'Dashboard', 'Courses', 'Quick Links', 'Messages', 'My Profile', and 'Help' on the right. The main heading reads 'Welcome to the Contra Costa HMIS Provider Portal' with a subtext 'Access forms, trainings, our event calendar, and other resources related to HMIS.' An illustration of a person at a computer is on the right. Below this is a 'Featured Courses' section with three items: 'HMIS101 and Data Entry Basics (Self-paced Training)', 'HMIS101 and Data Entry Basics (Live Session)', and 'CORE OUTREACH SPECIFIC TRAINING CORE Outreach - HMIS101 and Data Entry Basics (Self-paced)'.

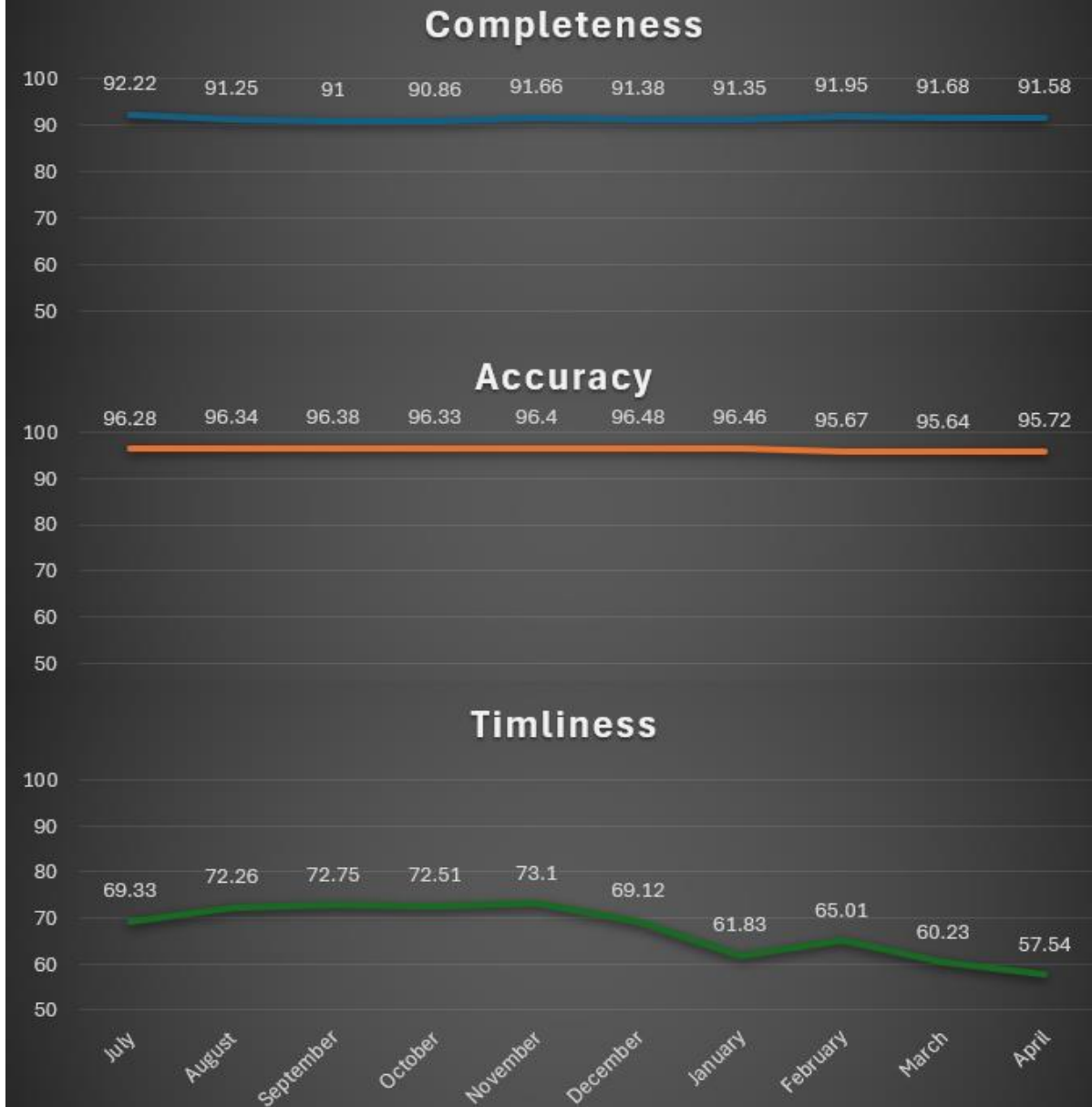
The 'Quick Links' section is divided into three columns. The first column, 'Service Provider Forms', includes links for Client Release of Information, Standard Forms, Runaway and Homeless Youth, CORE Mobile Outreach, HDAP, Warming Center, and Respite. The second column, 'Data Management Policies', includes links for Privacy Notice, Client Revocation, HMIS Governance, and Instruction Guides. The third column, 'Request Support', includes links for Request User License, Request Live Training, Request New Program in HMIS, and Request a Data Report.

HMIS DATA QUALITY REMINDERS

- Thank you to all agencies who assisted with our HDIS clean-up; your hard work is appreciated!
- FY25-26 is coming to a close!
 - Annual License Renewals coming soon
 - Please check your license allocations
 - Annual Year-to-Date Clean-Up (CCC Data Quality Dashboard)
 - The dashboard will be reset July 1st

HMIS DATA QUALITY UPDATES

- We are maintaining our scores in Completeness and Accuracy.
- Timeliness is trending down.
 - Please work with your programs to meet the 3-day threshold for entering data in HMIS.



AGENCIES WITH INCREASES IN DATA QUALITY THIS QUARTER

Congratulations to:

- Bay Area Community Services
- Bi Bett
- Caminar
- Contra Costa Behavioral Health
- Catholic Charities of the East Bay
- H3
- Hope Solutions
- Insight Housing
- Life Long Medical
- Resources for Community Development
- Satellite Affordable Housing Association
- Shelter Inc
- St. Vincent de Paul
- Trinity Center
- Winter Nights



Q&A

NEXT MEETING

- Tuesday, September 08, 12– 1:30 PM (Virtual)