AGENDA

CONTRA COSTA COUNTY Contra Costa Council on Homelessness

Tuesday, December 10, 2024	**12:00 PM**	**Virtual Only:** https://homebaseccc.zoom.us/meeting/register/tZYpd-urrzMqE9A1Ycl2P3yd0GxiQhj2xzNu

HMIS Policy Committee Work Group

Agenda and Slide Deck   **24-4234**

Attachments: HMIS Policy Agenda 12-10-24
                   HMIS Policy Committee Meeting 12-10-24

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 of 6.11.24 Meeting Minutes   **24-4235**

Attachments: HMIS Policy Meeting Minutes 6.11.24

Presented by Kimberly Thai, H3

4.   Agency Updates

All

5.   System Administrator Updates

Kimberly Thai, H3

6.   PIT and HIC Updates

Yessenia Aguilar, H3 and Kimberly Thai, H3

7.   CE Updates

Mary Juarez- Fitzgerald, H3

8.   HMIS Training Platform Rollout

Tammy Stoicich, H3 and Carlos Silva, H3

9.   Data Quality Updates and Reminders

Torrie Carlson, H3

The next meeting is currently scheduled for Tuesday, March 11, 2025 from Noon - 1:30.

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. 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

File #: 24-4234   **Agenda Date:** 12/10/2024   **Agenda #:**

Advisory Board:Contra Costa Council on Homelessness, HMIS Policy Committee Work Group
Subject: Agenda and Slide Deck
Presenter:
Contact:

Information:

Referral History and Update:

Recommendation(s)/Next Step(s):

CONTRA COSTA HMIS POLICY WORKGOUP MEETING

December 10th, 2024 from 12:00-1:30pm
Register to join virtually:
https://homebaseccc.zoom.us/meeting/register/tZYpd-urrzMqE9A1Ycl2P3yd0GxiQhj2xzNu

MEETING PURPOSE:
The HMIS Policy Workgroup 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.

Workgroup Members: CoC Lead, HMIS Lead, COH Members (Alejandra Chamberlain, Gabriel Lemus, Jai De Lotto, Juno Hedrick, Nicole Green, Tony Ucciferri), Agency HMIS Administrators. Members of the public are welcome, including persons with lived experience of homelessness.

AGENDA

AGENDA ITEM	PRESENTERS	DESCRIPTION
Welcome & Roll Call (12:00-12:05p)	Kimberly Thai, *H3*	Identifying & welcoming attendees of the committee.
Review of Previous Meeting Minutes (12:05-12:07p)	Kimberly Thai, *H3*	Committee members can request edits to the previous meeting's minutes.
Agency Updates (12:07-12:15p)	All	HMIS participating agencies can inform attendees of any updates to staffing, programming, operations, or other events.
System Administrator Updates (12:15-12:35p)	Kimberly Thai, *H3*	Clarity HMIS update: Changes to SSN data collection. New Providers in HMIS. For discussion, moving client contact information fields to the Contact tab. Should the data be migrated so it resides in one place? RED Team will be operating at limited capacity from December 23rd – 27th.
PIT and HIC Updates (12:35-12:45p)	Yessenia Aguilar, *H3* Kimberly Thai, *H3*	Updates on the 2025 Point-in-Time (PIT) Count. Sheltered Count will be held on Jan 29th, Unsheltered Count will be held on Jan 30th. Housing Inventory Counting Sheet to be

		sent to providers on Jan 27th to be filled out on Jan 29th.
CE Updates (12:45-1:05p)	Mary Juarez-Fitzgerald, *H3*	Updates around the VI-SPDAT replacement project. New programs and housing resources available. General CE updates.
HMIS Training Platform Rollout (1:05-1:15p)	Tammy Stoicich, *H3* Carlos Silva, *H3*	RED Team to share preliminary analysis and feedback on new training platform. Platform went live last May.
Data Quality Updates and Reminders (1:15-1:25p)	Torrie Carlson, *H3*	Update on systemwide data quality. Reminders on how and when to enter client addresses. Quarterly raffle for agencies who have shown improved data quality.
Q&A (1:25-1:30p)	All	Answer questions related to agenda items covered in the meeting or any other questions related to HMIS.

Next Meeting: March 11th, 2025, 12:00pm-1:30pm

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 or call 925-608-6700. Public comments may also be submitted before the
meeting by email at 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

Tuesday, December 10, 2024 from 12:00-1:30 pm

INTRODUCTIONS

Kimberly Thai, *H3*

REVIEW OF PREVIOUS MEETING MINUTES

Kimberly Thai, *H3*

AGENCY UPDATES

All

SYSTEM ADMINISTRATOR UPDATES

Kimberly Thai, *H3*

SYSTEM ADMINISTRATOR UPDATES

- **Bitfocus Clarity update** - Change in SSN data collection (may use x's for unknown digits)

- **For Discussion:** Moving Client Phone Number and Email fields to the Contacts tab
  - Pros – all contact info resides in one place, easier for viewing and reporting.
  - Cons - Not immediately visible on profile, may forget to enter the info. Cost (will use up most of the remaining Bitfocus budget for custom reports and programming).

SYSTEM ADMINISTRATOR UPDATES

- **New providers in HMIS**
  - Fresh Lifelines for Youth (FLY)
  - John Muir Health Social Services
  - Richmond Community Foundation
  - County Behavioral Health (BHBH team)

- **RED Team operating at limited capacity the week of Dec 23rd!**

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2025 POINT IN TIME COUNT

Yessenia Aguilar, *H3*

2025 POINT-IN-TIME (PIT) COUNT

What is the Point-in-Time (PIT) Count?

- The Point-in-Time (PIT) Count is an annual survey that measures homelessness on a single night in January. Volunteers gather data on people experiencing homelessness, helping communities understand needs, track trends, and allocate resources effectively.

When?

- Sheltered Count: January 29th, 2025
- Unsheltered Count: January 30th, 2025

2025 POINT-IN-TIME (PIT) COUNT

Unsheltered Count

- Consists of 2 parts: <u>Observational Count</u> and <u>Survey Sampling</u>
- Observational Count will take place Thursday morning, January 30th, from 5:30-9 am
- Need 200 volunteers
- Will be offering four in-person trainings:
  - West County – San Pablo Community Center
  - Central (2 sessions) – Emergency Medical Admin Building (Martinez)
  - East – Brentwood Police Department

Please visit the PIT website for details!

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2025 POINT-IN-TIME (PIT) COUNT

Survey Sampling

· Post-PIT surveys will be conducted from February 17th to February 28th.

· CORE staff and experienced volunteers from previous PIT surveys will receive training to ensure preparedness.

· The survey will collect demographic, household, and homelessness data from a sample of both sheltered and unsheltered populations.

· CORE staff, homeless service providers, and individuals with lived experience will administer surveys in English and Spanish.

2025 POINT-IN-TIME (PIT) COUNT

Data Cleaning and Analysis

- Starts immediately after the Observational Count and Survey Sampling events
- County GIS Team to support with Data Cleaning
- Enumeration data (totals and demographic breakdowns) submitted to HUD during the first week in April
- Full report with demographics/survey data to follow (aiming for July)

2025 POINT-IN-TIME (PIT) COUNT

Why Participate in the PIT Count?

- **Make an Impact:** Contribute to a project that drives meaningful change in addressing homelessness.
- **Gather Critical Data:** Help collect essential information that influences funding, policies, and programs in our community.

What to Expect as a Volunteer:

- **Field Observation:** Volunteers will drive their personal vehicles to look for people who may be experiencing homelessness. They will use the ArcGIS app to drop pins for individuals or sleep settings they find.
- **Technology Use:** Volunteers will need to download the ArcGIS app to drop location pins during the count. Detailed instructions will be provided during training.

Getting Started:

- **Register Online:** Complete the volunteer registration form.
- **Include Your Partner's Information:** If you have a PIT partner, ensure their details are included in the form.
- **Attend Training:** Attend one in-person training date scheduled for January.
- **Team Assignments:** Your team assignment and maps will be emailed to you before the count.

SIGN UP TODAY!

- Volunteer Registration: https://survey123.arcgis.com/share/93ebbe39d9e345a9b50715f297cd5c6b

- PIT Website: https://contra-costa-point-in-time-count-cocogis.hub.arcgis.com/

2025 POINT-IN-TIME (PIT) COUNT

Sheltered Count – will be pulled from HMIS

- Please ensure all data entry for the month of January is complete and corrected by **Feb 10th**!

- For providers **not** in HMIS, an Excel counting sheet will be sent one week before the count, along with some instructions. Please submit to RED Team by **Feb 3rd.**

- Counts will then be consolidated and prepped for HUD submission.

2025 POINT-IN-TIME (PIT) COUNT

Housing Inventory Count

- Count of homeless **beds** as of the night of January 29th
- Includes all program types the below, regardless of funding source and participation level in HMIS
  - Emergency Shelter,
  - Transitional Housing
  - Rapid Rehousing
  - Permanent Housing
- **A link to a google doc will be sent to all Agency Administrators and non HMIS participating providers on Jan 27th, to be filled out the 29th.**

CE UPDATES

Mary Juarez-Fitzgerald, *H3*

COORDINATED ENTRY UPDATES

Update on VI-SPDAT Replacement Project

Overview of Ongoing AND Upcoming Programs & Housing Resources

Policies & Procedure Updates

CE ASSESSMENT REPLACEMENT PROJECT

PROJECT LAUNCHED JULY 2024

STEERING COMMITTEE CONVENED & MEETING MONTHLY

CURRENTLY IN FIRST PHASE OF STAKEHOLDER ENGAGEMENT & DATA ANALYSIS

STAY TUNED FOR FURTHER UPDATES AS PROJECT PROGRESSESS!

ONGOING PROGRAMS– RAPID REHOUSING

NEW! Hope Solutions County-Wide RRH
- Fall 2024 Launch
- 80 HHs between 2024-2026

New Pathway
- Shelter Inc
- DV Specific

BACRS RRH for Families
- Bay Area Community Resources
- ~10-15 New Families
- Ongoing as of January 2024

Lao Family Adult RRH
- Lao Family Community Development
- Ongoing as of January 2024

EHSD / Population Specific
- CalWORKS HousingWORKS
- HDAP

NEW / ONGOING PROGRAMS – PERMANENT SUPPORTIVE HOUSING

ACCESS (Expansion)

- PSH w/Hope Solutions
- 16 Total
- 10 Scattered Site 1BR for Single Adults – 2025
- 6 Cottages for Seniors – TBD (Jan 2025)

Rick Judd Commons

- No Place Like Home Project
- Partnership w/, RCD, CCBH & Hope Solutions
- 13 1BR Units
- Late 2024/ Early 2025 Opening

Valor Village

- VHHP Veteran Supportive Housing
- 15 1BR Units
- Partnership with SAHA

GENERAL CE UPDATES & REMINDERS

Efforts to support TAY System

TAY Specific Case Conferencing & Provider meeting spaces

Exploration of data integration

Connection with expanded CORE outreach teams & TAY providers

Other projects around Coordinated Prevention ongoing

New Prevention Triage Tool Coming Soon

CE Annual Performance Report due 12/31/2024

Dashboard Clean Up complete

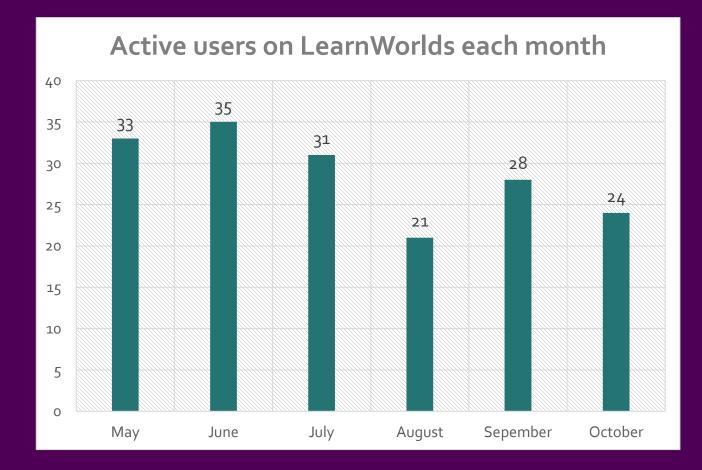Reminder to monitor CE APR Dashboard if you send / receive / participate in Coordinated Entry

Monthly Homeless Service Provider Call

2nd Tuesday of the Month, 8:30-9:30am

Reminder to Join!

HMIS TRAINING PLATFORM ROLLOUT

Tammy Stoicich, *H3*

Carlos Silva, *H3*

HMIS Training Platform Rollout

Active users on LearnWorlds each month

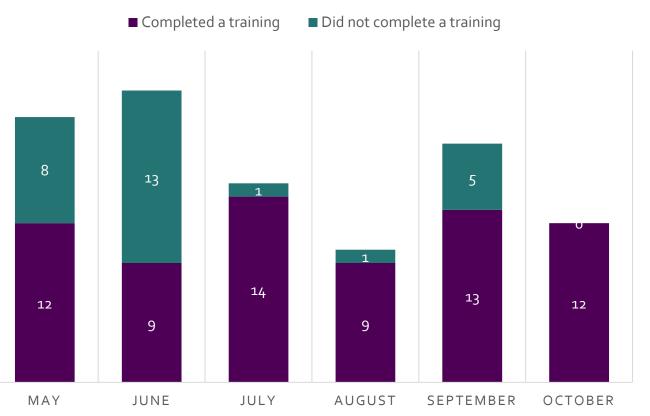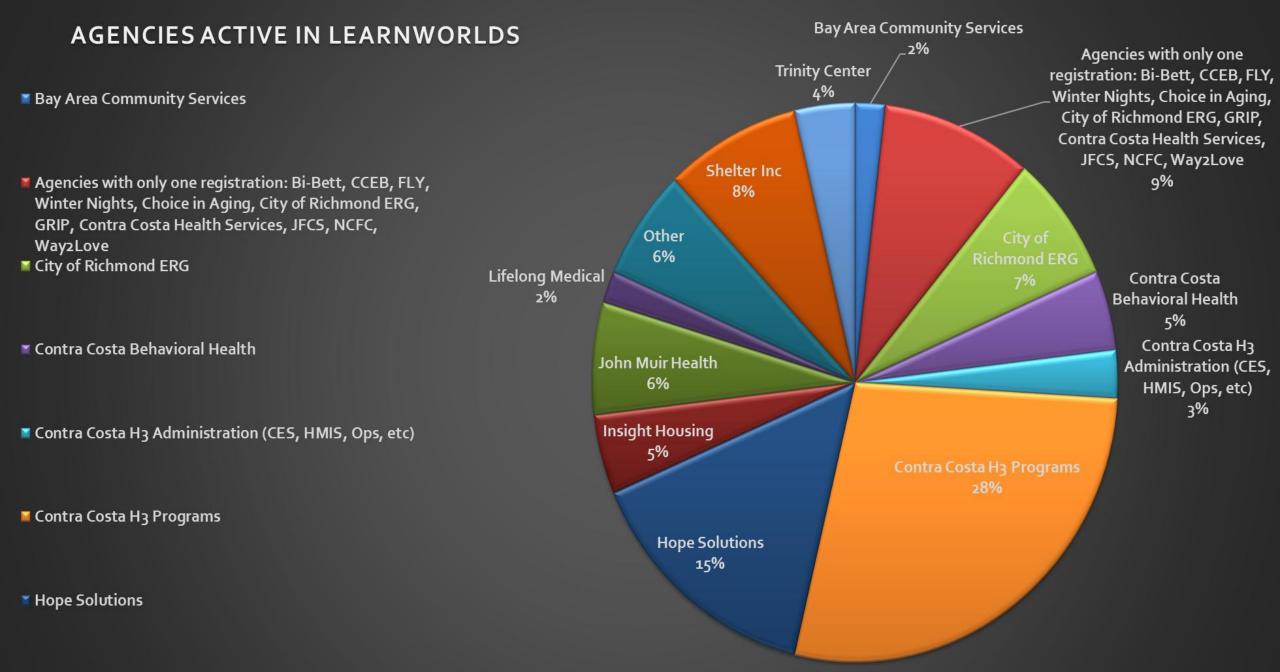| Month	Value
May	33
June	35
July	31
August	21
Sepember	28
October	24

- LearnWorlds has been active for 6 Months.

- 108 Individuals have registered for LearnWorlds.

- 96 individuals started a Learnworlds course.

- Of those 96 individuals, 68 Individuals have completed a course.

USERS WHO STARTED A TRAINING

■ Completed a training   ■ Did not complete a training

	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER
Did not complete	8	13	1	1	5	0
Completed	12	9	14	9	13	12

AGENCIES ACTIVE IN LEARNWORLDS

Legend:
- Bay Area Community Services
- Agencies with only one registration: Bi-Bett, CCEB, FLY, Winter Nights, Choice in Aging, City of Richmond ERG, GRIP, Contra Costa Health Services, JFCS, NCFC, Way2Love
- City of Richmond ERG
- Contra Costa Behavioral Health
- Contra Costa H3 Administration (CES, HMIS, Ops, etc)
- Contra Costa H3 Programs
- Hope Solutions

Pie chart slices:
- Bay Area Community Services 2%
- Trinity Center 4%
- Agencies with only one registration: Bi-Bett, CCEB, FLY, Winter Nights, Choice in Aging, City of Richmond ERG, GRIP, Contra Costa Health Services, JFCS, NCFC, Way2Love 9%
- City of Richmond ERG 7%
- Contra Costa Behavioral Health 5%
- Contra Costa H3 Administration (CES, HMIS, Ops, etc) 3%
- Contra Costa H3 Programs 28%
- Hope Solutions 15%
- Insight Housing 5%
- John Muir Health 6%
- Lifelong Medical 2%
- Other 6%
- Shelter Inc 8%

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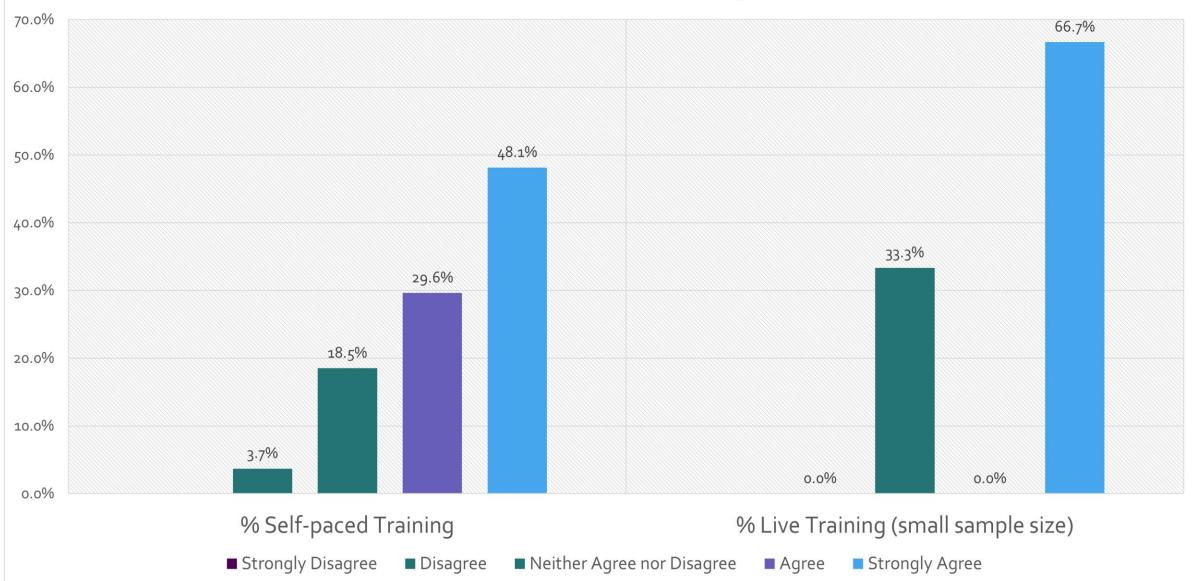* 130 Surveys Received across all courses

Findings:

- Quiz 1 too difficult
- Unclear how to proceed with "Hands-on" section
- Would love to have closed captions

Implementations:

- ❖ Added video transcripts/closed captions to all videos
- ❖ Improved the quiz format and added clearer instructions on how to proceed with the hands-on portion (user will need to have two tabs open)
- ❖ Staff have the option to contact Tammy at any point during the self-paced training
- ❖ Staff have the option to 'switch' to a live training if they prefer that over the self-paced version

This format allowed me to learn at a good pace

% Self-Paced Training: Strongly Disagree —, Disagree 3.7%, Neither Agree nor Disagree 14.8%, Agree 33.3%, Strongly Agree 48.1%

% Live Training (small sample size): Strongly Disagree 0.0%, Neither Agree nor Disagree 33.3%, Agree 33.3%, Strongly Agree 33.3%

Legend: Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, Strongly Agree
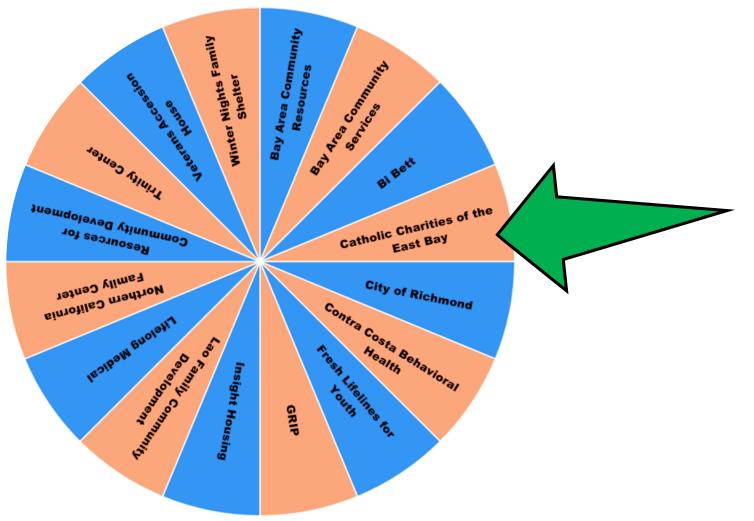
33
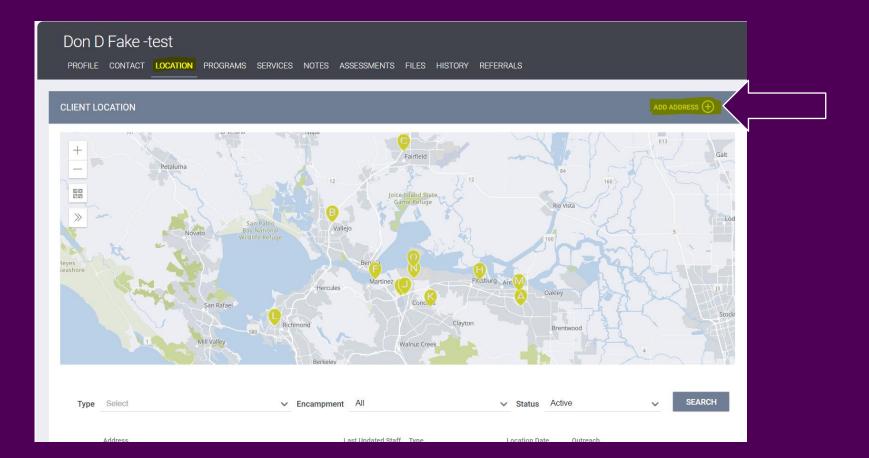
The interactive aspects of the training were helpful

DATA QUALITY UPDATES

Torrie Carlson, *H3*

DATA QUALITY UPDATES

CCC Data Quality Dashboard

- We are maintaining our scores as a COC!

DATA QUALITY UPDATES

DATA QUALITY UPDATES

· **Use the "Location" tab to update client's address upon moving into a new Unit.**

DATA QUALITY UPDATES

- Select "Home" to report "Address Type".

- Use the "Housing Move-In Date" for "Location Date.

- Add a Note.

Q&A

All

ADJOURN

- **Next Meeting (Virtual Only):** March 11th, 12:00-1:30pm

CONTRA COSTA COUNTY

Staff Report

File #: 24-4235   **Agenda Date:** 12/10/2024   **Agenda #:** 3.

Advisory Board: Contra Costa Council on Homelessness, HMIS Policy Committee Work Group
Subject: Review of 6.11.24 Minutes
Presenter:
Contact:

Information:

Referral History and Update:

Recommendation(s)/Next Step(s): Review and request edits

CONTRA COSTA HMIS POLICY COMMITTEE WORK GROUP

Tuesday, June 11, 2024, from 12:00-1:30pm

Meeting Recording: https://youtu.be/tElazkN5yks

MEETING MINUTES

Welcome & Introductions

Virtual Attendance: Jai De Lotto (COH Committee Member), Tony Ucciferri (COH Committee Member), Gabriel Lemus (COH Committee Member) , Jo Bruno (COH Committee Member), Alejandra Chamberlain (COH Committee Member), Kimberly Thai (H3 RED Team), Torrie Carlson (H3 RED Team), Juno Hedrick (COH Committee Member), Tammy Stoicich (H3 RED Team), Carlos Silva (H3 RED Team), Carina Rodriguez-Pena (H3 RED Team), Mary Juarez-Fitzgerald (H3 CE Manager), Jamie Schecter(she/her) (H3: Homeless Service Chief), Kennisha Johnson CCH: BH), Rochelle Barbosa (CCH: BH), Gina Bills (County Office of Ed), Raasha Hosh (GRIP), Cayla Northrup (Hope Solutions), Sandra Rivera (Hope Solutions), Angela Corona (LFCD), Karen McBride (BACR), Delia Ledezma (Catholic Charities East Bay), Dora Segura (Catholic Charities East Bay), Khalid Nemati (SHELTER, Inc.), Shannon Martin (Trinity Center), Sharon Osterweil (SHP Quality Manager, Lifelong Medical Care), Wilanda Hughes (Lao Family Community Services), Kate Horsting (H3 CE), Brittany Ferguson (H3 CE).

Review of previous meeting minutes:

- The minutes from the previous meeting were approved, 0- abstention, 4- approve.

Agency Updates

- Tony Ucciferri, COH Committee Member, shared there are 11 project-based vouchers, waitlist currently open for rental assistance.

System Administrator Updates

Kimberly Thai, H3, provided the following updates:
- Updated forms
    - *Client ROI*—added a new Agency: Fresh Lifelines for Youth (FLY)
    - *Standard Intake Forms (CE and Non-CE)*—added a line for 'If other non-cash benefit, specify'
    - *Standard Exit Form*—added a new Reason for Leaving, specific to prevention: "Completed prevention program and retained housing".

- *New: Data Quality Dashboard Manual*—provides instructions on how to run and correct errors on the CCC Data Quality Dashboard. Instructions found on training platform and coming soon to CCHealth webpage.
- RED Team has developed several assessments and tools in HMIS to track CalAIM (all required information for the state/billing).
  - May be related to the recent increase in HMIS interest/access; possibly growing the system soon.
- HMIS license invoicing went out, questions should be directed to RED Team.
- HMIS Training Portal has been open and active since May. Accessible through the webpage: www.cchealth.org/hmis
  - Staff who utilize HMIS may register and start taking refresher trainings
  - Agency Admins will still be required to request licenses for their staff (licenses will be issued once staff completes training)

Point In Time Count Updates

- Jaime Schecter, H3, shared the PIT infographic/website link. Discussed graphic:
  - 471 more people experiencing homelessness compared to 2023 PIT count
  - Sheltered/Unsheltered 31% and 69%, respectively, with a total count of 2,843
  - Demographics: *Age*—saw the biggest change in transitional youth group at 5% to 7%. *Gender* showed similar split compared to 2023. *Race*—HUD changed data standards in October; Race and Ethnicity is now collapsed into one category, therefore those who identified as Hispanic/Latino ethnicity is being counted as multi-racial.
  - Geography: *West County* saw a significant decrease of 24% (perhaps due to the significant investments). *Central County* is stable with a 2% decrease. *East County* saw an increase of 31%.
  - Sleep settings: 31% Emergency Housing, 39% Outdoors/Tents, 11% RVs, 14% car, and 5% van
  - Population characteristics—the largest increase seen in adults who 'spent 1+ nights in jail/prison in the past year,' at 45% compared to 12% in 2023
  - Numbers in 'Age first Experiencing Homelessness' stayed relatively similar
  - Self-reported health conditions—83% of households had at least one member with a disabling condition
  - Length of residency, unsheltered (clarified it means how long they have been a resident of Contra Costa County)—75% have been a resident for 10+ years
  - CCC increased temporary and permanent housing beds by 26% between 2023 and 2024, keeping pace with the growth in population. However, the goal is to reduce the unsheltered number.

Annual Report Updates

- Jaime Schecter, H3, shared the annual report covers the entire system of care and a great balance to the PIT data. Presentation will take place on August 1st, to the Council on Homelessness.

End of FY Reminders

- Jaime Schecter, H3, explained programs that include direct program assistant or are tied to any funding streams in HMIS, must have complete and high-quality data through June 30th.

COC and CE Updates

- Mary Juarez-Fitzgerald, H3, provided updates on the Coordinated Entry Team expansion; added two new CE Specialists—Brittany Ferguson and Kate Horsting. Also outlined specifics of their role description.
- Programs and Resources coming in next quarter or end of year.
    - El Portal Place—hoping to move folks in by August
    - Access Expansion—PSH with Hope Solutions coming Fall of 2024
    - Rick Judd Commons—partnership with RCD, CCBH, and Hope Solutions coming late 2024
    - Valor Village—Veteran Supportive Housing in early Fall with Shelter, Inc. providing services on-site
    - Hope Solutions County-Wide RRH—launch July/August
- CE project to replace the VI-SPDAT—provided an overview of the timeline, currently working on applicant selection and contracting, with an anticipated project launch of July 2024
- System improvements and coordination—monthly program-specific meetings, upcoming trainings (CoC/CE 101, Rapid Exit refresher, and HP meeting training), and CE data and reporting improvements (RED Team created a 'Prevention Referral Dashboard for 211' and 'Prevention Enrollment Information Report/Dashboard').

Data Quality Updates and Recognition

- Torrie Carlson, H3, shared the CoC is maintaining the completeness score and is improving in timeliness.
- Tammy Stoicich, H3, shared a Learnworlds reminder, specifically questions surrounding submitting the assignment at the end of the self-paced training. Agencies should use the username and password specific to the training site. Also provided instructions in the meeting slides to help with training.
- Torrie shared a slide to recognize all agencies that have improved in two or more areas of data quality. Agencies were entered into a drawing for a winner's choice Starbucks or Amazon giftcard. Shelter, Inc. was announced as the winner of the raffle.

Q and A

- Sharon Osterweil (SHP Quality Manager, Lifelong Medical Care), posted in chat: "When do the new forms with those new data elements go live?"
    - Tammy Stoicich, H3, responded: they go live effective today. Kim Thai, H3, added: will post announcement to confirm.
- Jo Bruno (COH Committee Member), qualitative/quantitative data question—Where would the 'humanitarian' data 'live'? Would like the data to be a part of future discussions.
    - Jamie Schecter, H3, responded: the 'humanitarian' data wouldn't fit in HMIS since it's not quantitative data, but rather can be used for Annual Report/PIT.

- o Jo and Jamie will connect to discuss further.

Meeting Adjourned

Next Meeting: Tuesday, September 17th, from 12-1:30 pm, held in person at 2120 Diamond Blvd in Concord and virtually