



## **HMIS Policy Committee Meeting Agenda Tuesday, October 20, 2020**

### **Welcome and Introductions**

Kristina Jackson (H3), Jamie Klinger (H3), Tammy Stoicich (H3), Kayla Edwards (H3), Dana Ewing (H3), Jaime Jenett (H3), Shelby Ferguson (H3), Laura Sharples (H3), Erica McWhorter (H3), Cassie Hourlland (H3), Gabriel Lemus (COH), Tony Ucciferri (COH), Rebecca Sanders (BACS), Jonathan Russell (BACS), Sara Marsh (Hope Solutions), Sharon Osterweil (Lifelong Medical), Janel Fletcher (Shelter Inc.), Marjolein Daas (Trinity Center), Jenny Quijada (Trinity Center), Teri Lundvall (Winter Nights), Melissa Hong (Homebase), Kathryn Lee (Catholic Charities East Bay), Tanya Goins (Hope Solutions), Contesa Tate (GRIP), Tom Tamura (211), Leonard Ramirez (Veterans Accession House), Chris (Veterans Accession House)

Sara Marsh mentioned the culture of meetings has changed from discussion-based to information being given from the county to participants. This may be a reason for the low attendance at meetings. Jamie Klinger stated H3 is doing their best to make sure all agencies are represented in these meetings and would be happy to gather agenda items for future meetings.

### **Announcements**

- Kristina provided an opportunity for anyone on the line to make announcements regarding data needs, HMIS, or new program announcements.
- Tony Ucciferri announced that the waitlist for the Terraces in Richmond for seniors is opening on November 2 at 10am and is open through November 5<sup>th</sup> at 4 pm. People can apply by going through the website at [www.contracostahousing.org](http://www.contracostahousing.org).

### **Review Previous Meeting Minutes**

Attendees had a few moments to review the last meeting's minutes. No questions nor concerns were raised by the committee.

### **ROI Process and Expectations**

- Jamie Klinger gave the group a reminder of the Release of Information (ROI) explaining this is a tool used by communities to obtain client consent for entering and sharing their personal identifying information. It is intended to provide informed consent and should include information about HMIS, what data will be collected, who will have access to the client's data and client data rights.
- Collecting ROIs is a requirement for all adults ages 18 and older.
- Attendees were reminded of the ways to collect and store an ROI which include a hard copy with the client's signature and date in ink, and electronic copy that is stored in HMIS, and verbal consent which is not the preferred method.

- ROIs are still to be collected during the COVID-19 pandemic. At a minimum, a verbal consent must be confirmed before the client data can be shared in HMIS.
- **Q:** Is there is a timeframe for obtaining the signature after a verbal consent?
- **A:** Should make an attempt to get signature, but H3 can provide additional guidance on this in the future.
- Attendees were reminded that the client has a right to refuse to sign an ROI. If a client refuses to sign an ROI, limited data can be entered into HMIS but should not be shared.
- Tammy provided a demonstration for attendees to show how to identify if a client ROI is on file in HMIS; how to upload an ROI; how to create an electronic ROI; how to collect verbal consent; and how to create a locked/anonymous profile.
- **Q:** Is there a spanish version of this document?
- **A:** H3 will be working to ensure we have multiple translations for all our documents coming up in the new year.
- Attendees were reminded that it is important for audit purposes that true addresses are used when identifying where ROIs are stored in HMIS.
- **Q:** Is the ROI field locked? Can client information be entered if an ROI is not entered?
- **A:** When you enter information in HMIS, you can't move forward unless you complete the ROI for a new client.
- **Q:** Other organizations won't see the information of the client, H3 has access to the information, is that correct?
- **A:** Once the client shares the information all agencies will have access to the client information. If clients do not authorize the information to be shared the account will be locked. HMIS administrators have full access to the system and can see all client records, locked and shared.
- H3 completed an analysis and found 559 clients with active enrollemnets in HMIS are missing ROIs. H3 will be sending a list to all agency administrators to collect and upload ROIs to the client profiles.

### **Contra Costa CES- QA Forthcoming**

- H3 will work on creating and running a report to verify clients that are in the system that do not have a CES enrollment. H3 identified that a lot of CES enrollments were being auto exited because service events weren't being recorded in the CES program enrollment. H3 has been conducting trainings on how to record a CES event and the auto exit has been turned off so it does not affect data quality.
- H3 hopes to have more information by next month. Tammy will set up a training event for anyone to attend so individuals can learn how to do service event tracking.

### **Provider Spotlight**

- Cassie introduced Leonard from Veterans Accession House.
- Chris introduced the Veterans Accession House announcing they are a project based in Pittsburg and hopefully will be in Concord soon.
- Veterans Accession House will be offering a service intensive transitional housing program (20 beds) and a bridge program (10 beds).
- They hope to be setting up an office in Concord within the month.

### **Questions & Comments**

- **Q:** Some CoCs operate on the issue of the ROI are considering transitioning away from language and are moving more towards a notice of privacy rather than an individually signed ROI. Is this part of Contra Costa's discussions? Alameda County is currently doing this.
- **A:** Great question to explore. Please let us know if you have heard of other communities who have moved toward this process.

**Next Meeting: Tuesday, November 17<sup>th</sup> from 2-3pm**