Butte Countywide Homeless Continuum of Care

Homeless Management Information System / Coordinated Entry Committee
Monday, October 11, 2022 1:00 p.m. – 3:00 p.m.
Butte County Employment and Social Services – Zoom Virtual Meeting
Zoom Link: https://us02web.zoom.us/j/81954037426?pwd=cURUOS8rUkxXaldtZjhKelZ3VmgwQT09
Phone: (669) 900-9128   Meeting ID: 819 5403 7426 Passcode: 013282

HMIS/CE COMMITTEE MEMBERS (CHO Administrator, or designee):

Angie Little, HACB	Keesha Hills, OSCIA	Elisa Rawlinson, DESS
Christy Taylan, Caminar	Shelly Watson, Jesus Center	Karen Ramirez, True North Housing Alliance
Nancy Jorth, Youth for Change	Josiah Vasey, Butte 211	Annie Terry, Oroville Rescue Mission
Susan Wilson, Safe Space	Rick Jackson, BCDBH	Sara Sweaney, Nation's Finest
Stephan Spirk, CAA	Carolina Cruz, Catalyst	Deborah Taylor, Veteran's Administration
Amanda Gaylord, CHAT	Debbie Villasenor, Consultant	Melissa Jamison, United Way
Laurie Maloney, Point of Contact	Cynthia Pesheck, Ampla	Meagan Smith, Northern Circle Indian Housing Authority

First Chairperson: Elisa Rawlinson, DESS HH   **Second Chairperson:**   Sarah Frohock, BCDBH

AGENDA

1. Call to Order   Elisa Rawlinson

2. Approval of Minutes - *ACTION*   All
   a. HMIS/CES Committee Meeting, July 11, 2022

3. Introductions/Agency Updates   All

4. Updates to HMIS   Elisa Rawlinson
   a. User Agreement (signed every year)
   b. Uploading Informed Consent new client
   c. Informed Consent banner

5. HMIS/CES Training/Office Hours   Elisa Rawlinson
   a. Uploading files to client profile/program level

6. At Risk of Chronic Homelessness - *ACTION*   Elisa Rawlinson

7. Next Meeting: Monday, November 7, 2022; 1:00 – 3:00 p.m.   Elisa Rawlinson

8. Adjourn   Elisa Rawlinson

HMIS/CES Committee
Monday July 11, 2022
1:00 PM to 3:00 PM
Via Zoom

COMMITTEE MEMBERS PRESENT:

Stephan Spirk, CAA
Melissa Jamison, United Way
Carolina Cruz, Catalyst
Debbie Villasenor, Housing Consultant
Deborah Taylor, Veteran's Administration
Angie Little, HACB
Elisa Rawlinson, DESS
Sarah Frohock, BCDBH
Nancy Jorth, Youth for Change
Meagan Smith, NCIHA

OTHER ATTENDEES:

Kayla Davis, DESS H&H
Kaitlyn-Storm Sherrill, DESS H&H
Isabel Alaniz-Alvarado, DESS H&H
Pahua Thao, DESS H&H
Erickson Montes, DESS Systems
Shelly Storkan, BCDBH
Samantha Davis, Ampla
Samantha Ott, DESS E&E CW HSP
Nick Fashing, DESS ASD
Lorena Reed, BCDBH
Hilary Crosby, Safe Space
Javi Pinedo, HACB
Tracey Gillihan, 2-1-1
Emily Pereira, Youth for Change
Liz Vega, Jesus Center
Annie Terry, Oroville Rescue Mission

COMMITTEE MEMBERS ABSENT:

Keesha Hills, OSCIA
Shelly Watson, Jesus Center
Josiah Vasey, Butte 211
Rick Jackson, BCDBH
Cynthia Pesheck, Ampla
Laurie Maloney, Point of Contact
Sara Sweaney, Nation's Finest
Annie Terry, Oroville Rescue Mission
Ashley Husted, True North Housing Alliance
Amanda Gaylord, CHAT
Susan Wilson, Safe Space
Christy Taylan, Caminar

RECORDING:

Erin Spasbo, DESS H&H

ORDER OF BUSINESS:

1. **CALL TO ORDER:** The meeting was called to order by Chair Elisa Rawlinson at **1:02 PM**

2. **APPROVAL OF MINUTES:** The minutes for the HMIS/CES Committee Meeting for May 9, 2022 were approved, with no corrections.

> Motion to approve: Angie Little, HACB
> Seconded: Debbie Villasenor, Housing Consultant

3. **AGENCY UPDATES – NEW HMIS PARTICIPATING AGENCY:** All members, introduced themselves.
   T. Gilliahan, stated that 2-1-1 is helping with planned safety power shut offs (PSPS), explaining to people where their evacuation zones will be.
   S. Storkan, stated that BCDBH is working on a project called No Place Like Home (NPLH), Creekside Place (62+) with 100 units. There will be Project Placed Vouchers from HACB, which the community will be able to apply starting July 18th.
   H. Crosby stated that they are going to be opening a cooling center as of Friday July 15th through September 15th, their locations are TBD.
   M. Jamison, stated that they just closed their PRK Respite Program as of June 30th, hoping to get similar programs beginning soon.
   A. Little, stated the HACB sent out a flier about a Section 8, Project Based Voucher Opening for two properties in Chico, if anyone has questions please call their office at: (530) 895-4474. E. Rawlinson, added that both of the Project Based Voucher fliers as well as the press release on Everhart Village have been posted to the CoC website.
   D. Villasenor, stated that along with the two sites in Chico, Prospect View Apartments in Oroville off of Nelson Ave. is under construction, adding fifteen new 1-bedroom units. In Chico, Oleander Community Housing, on June 28th received a NPLH award letter, but will continue to apply for more funding for that project. They will be designated for people with serious mental illness, chronically homeless or at risk of being chronically homeless.
   N. Fashing, works with The Home Safe Program, they are looking to expand the program, working with True North on a contract for a Case Manager.
   D. Taylor, of the VA is working on the three-day Stand Down at the end of September. She stated that attending will be herself the HUD VASH Supervisor and the VA nurse will be providing preventative care, vision and dental services will be available as well.
   E. Rawlinson stated for S.Ott, starting January 1, 2023, per Assembly Bill 977 all California State funded homeless service programs are going to have to start entering into HMIS. The Housing Support

Program (HSP), which is run through CalWORKS will be entering into HMIS. In HMIS under client active programs, you will be able to see if a client is enrolled in HSP, potentially they could access that funding.

D. Villasenor, added that they have expanded their HUD grant try to increase their HMIS funding. She stated that when CoC associated agencies and individuals attend state and federal meetings, they should advocate for funding to support our HMIS and CES programs in Butte County.

M. Smith, is the HDAP Program Specialist for the Oroville area of the NCIHA, they are now a HMIS participating agency. They manage housing funds for seven different tribes, two of them are in Oroville, the remaining are in Ukiah. The NCIHA has HDAP and Project Room Key, they have several projects to provide supportive housing for tribal individuals that are unable to live independently.

4. **UPDATE TO HMIS:**
    A. INFORMED CONSENT: E. Rawlinson sent out an email about the changes in our HMIS system, to help staff recognize if a client has an active Informed Consent. Newly updated into HMIS, if there is a yellow/orange bar at the top of an open case, that means there is a missing "Release of Information," in our county it is called "Informed Consent". If you click the Privacy Shield on the right, it should show that the client has an active or inactive Informed Consent, with a start and end date shown under the Release of Information bar, they are active for three years. There will also be a yellow/orange bar at the top if the clients' Informed Consent is going to expire, it will give the number of days in which it will expire. E. Rawlinson clarified, you are going to see one of three things on the top of a client profile page, 1. No notice or yellow/orange bar, meaning the Informed Consent it good, 2. A notice, stating that the Informed Consent is going to expire, the notice will populate three months until expiration, and 3. A notice that there is no Informed Consent or active one in the case, stated as missing information.
    E. Rawlinson added, if you go into search for a client, on the right had side under ROI, you will immediately see "Yes" meaning active or "Missing" which would mean not entered, or expired Informed Consent.

    Question:
    L. Vega wanted to know, when someone chooses not to share their information, what do you do? She clicked consent refused and it gave her a different name and locater number.
    E. Rawlinson, clarified when you are enrolling a client, consent refused is only when a client states you cannot put my information into HMIS. For funding sources we still have to track information in HMIS. So the only time that consent refused should be clicked is if someone doesn't allow us to add them into HMIS. If a client is enrolled into HMIS and they do not want their information shared with other agencies, under Release of Information you would still choose yes and upload their PDF to the system, add the client's information, upload a photo, add contact information and add their location. After the profile has been created, you go to the Privacy Shield on the right hand side, click Private and save the changes. Now under the Profile Pages there will be a privacy shield. The client was successfully added to HMIS, but privatized

to a specific agency, no other agencies can search or view that client's information. E. Rawlinson informed though, by default now, if a client wants to be privatized to a specified agency, they can no longer be listed on our Coordinated Entry (CE) system. That means their name, potentially will not be picked for an Emergency Housing Voucher, Homeless set aside Section 8 Vouchers, or any Program Based Vouchers. If they refuse to share their information within the system, they will not get certain services. To receive those services, it is required to have their information shared into HMIS and CE.

Question: L. Vega, wanted to know what the red lettering of Privacy Management means, after you have saved the Informed Consent?
E. Rawlinson, this means that the agency or DESS who entered the client into the system are the only ones who can view this profile.

B. CARD PRINTERS AND SCANNERS: E. Rawlinson, explained that about eight months ago DESS H&H reached out to participating HMIS agencies and asked if they were interested in card printers and scanners. We were given some one-time monies, to purchase equipment, for the purpose of keeping people safe during Covid. For example, Oroville Rescue Mission and The Jesus Center use card printers and scanners, we are in the process of setting up OSCIA or Heaven of Hope on Wheels with them. She then showed how to print the ID Card, in HMIS. You go into the Client Profile, click Profile at the top and Client Reports populates. The Photo ID Card icon is at the top of the list, you click it and an ID Card tab opens as a PDF. The number under the photo is the clients Unique Identifier, she noted that we can only print ID cards for clients that have pictures uploaded on their profile. We are in the process of connecting with all of the agencies that have requested the printers and scanners. Training will be provided, E. Montes our IT person will be on-site to make sure all of the drivers are uploaded to the computers being used, as well as making sure requesting agencies staff know how to print cards and use the scanners. We will be able to use these cards Continuum wide.

Questions: D. Villasenor, wanted to know if we are going to be able to collect data on where and what services are being used?
E. Rawlinson, No, not specifically.

J. Pinedo, will the cards have an expiration date on them?
E. Rawlinson, No. There will just be the picture, unique ID, first and last name. We need to make sure that there is a photo on the cards, so that we can make sure the person who is using the card is the actual person, but also because we want to make sure our clients are able to pick up their mail at the post office, under general delivery. They cannot pick up their mail if there is no photo.

S. Spirk, wanted to follow up on D. Villasenors' question on are we able to track where the card is being used and what services are being used in the Continuum?

E. Rawlinson, stated that the card is being tracked, if the card is being scanned it will add the service used to that clients profile. Also, if a service person is scanning in clients, it will add their names to the attendance for that program, just as if you were searching their name in HMIS. It will not designate if they used their card or their name was manually searched by the agency, but it will add their name.

S. Spirk, wanted to know if we would be able to track the data of for example, a meal program, of people receiving services, scanned in with their cards.

E. Rawlinson, no. We can go into HMIS and find a program to see how many people used that service or lunch program, etc but we can't see if they had used a card while they checked into that service.

5. **HMIS/CES TRAINING/OFFICE HOURS:** Status assessments, we are making sure everyone in our HMIS program are using status assessments. Status assessments are for reports, running program outcome measures and assessing how well your program is working. When a client is enrolled, the enrollment page is a snapshot in time. We do not want staff going in and making changes, agencies and their staff want to know where that client was at when they enrolled into HMIS and what their situation was. When something changes for a client, this is when a status assessment is going to be completed. Go into Programs, then click Assessments. We can set status assessments to be completed, or have reminders set every three, six, nine months or a year. They can also be completed in between those times. For example, if a client were to come in and state they were diagnosed with a disabling condition by their doctor and that wasn't entered upon enrollment, that is when you would go in and update the information by doing a status assessment. It is important to keep those program outcome measures up to date to show progress in your agency clients' so that when you are applying for grants you have solid data to give.

> *Question***:** T. Gillihan, wanted to clarify, this is only if a client has been enrolled into a program, not just Coordinated Entry?
>
> E. Rawlinson, correct. In fact, Coordinated Entry is a system, it is constantly changing. We want to track their enrollment, versus status, to exit of the program. The exit page will pull the most recent assessment information, which is from the status update.

6. **CHO MOU UPDATE:** E. Rawlinson is beginning to start on the CHO MOU's, they are currently in effect and are good through December 31, 2022. County processes take time, so we are trying to get ahead before contracts expire, financial and non-financial, that will to go into effect in January 2023. She stated that she will be reaching out, in the next month to all HMIS participating agencies to connect and make sure the person listed as the CHO Admin of their agency is going to remain the CHO Admin.

The next MOU will run from January 1, 2023 to December 31, 2025. There will be more information to come.

7. **ANNOUCEMENTS/NEXT MEETING:** *The next CoC Council Meeting will be on Monday* **August 8, 2022; 1 – 3PM**

8. **ADJOURNMENT:** The meeting was adjourned at **2:05PM**

Updates to HMIS

USER POLICY AGREEMENT

10/10/2022

The Butte Countywide Homeless Continuum of Care (Butte CoC) Homeless Management Information System (HMIS) will enable homeless service providers to collect uniform client information over time. This system is essential to efforts to streamline client services and inform public policy. The system's effectiveness depends on the accurate and timely entry of client information by HMIS users (End Users), under the direction of the Contributory HMIS Organization (CHO) HMIS Administrator.

The Butte CoC recognizes the importance of client needs in the design and management of the Butte CoC HMIS. These needs include both program performance and client confidentiality. As guardians entrusted with this personal data, End Users have a moral and legal obligation to ensure that the data they collect is collected, accessed and used appropriately. It is also the responsibility of each End User to ensure that client data is only used to the ends for which it was collected— ends that have been made explicit to Clients to resolve their housing crises. Proper user training, adherence to the Butte CoC Policies and Procedures, and a clear understanding of client confidentiality are vital to achieving these goals.

To this end, please check each item below to indicate your agreement to comply.

☑ I have received training on how to use the HMIS prior to using it.

☑ I will participate in an HMIS update training annually as long as I am an End User.

☑ I have read and will abide by all the HMIS Policies and Procedures, including data standards as required by the Data Quality Plan, and protocols required by the Security and Privacy Plans.

☑ I understand that my username and password are for my use only and must not be shared with anyone. I must take all reasonable means to keep my password physically secure.

☑ I will ensure that paper documentation or physical files are complete, and are kept secure and confidential at all times, and when no longer needed are properly destroyed to maintain confidentiality.

☑ I will notify my CHO HMIS Administrator if deadlines appear to be in jeopardy, or if the HMIS Software System is not working properly, or with any other questions.

☑ I understand that the only individuals who can view HMIS information are authorized End Users and the clients to whom the information pertains.

☑ I understand that I may only view, obtain, disclose, or use the database information that is necessary to perform my job.

☑ If I am logged into the HMIS Software System and must leave the work area where the computer is located, I will log off of the software before leaving.

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DESS (Butte County) - Training

☑ I understand that the only individuals who can view HMIS information are authorized End Users and the clients to whom the information pertains.

☑ I understand that I may only view, obtain, disclose, or use the database information that is necessary to perform my job.

☑ If I am logged into the HMIS Software System and must leave the work area where the computer is located, I will log off of the software before leaving.

☑ If I use a laptop computer to enter HMIS data, I will not use the laptop for unauthorized purposes or from unauthorized locations.

☑ I understand that if I notice or suspect a security breach within the HMIS, I must immediately notify my CHO HMIS Administrator.

☑ If I notice or suspect a security breach committed by the CHO HMIS Administrator, I must immediately notify the HMIS Lead Agency.

☑ I will not knowingly enter malicious or erroneous information into the HMIS.

☑ I understand that my username and password will terminate should I move employment and will not be passed on to the staff person that replaces me.

☑ I understand that these rules apply to all HMIS End Users, whatever their work role or position.

I agree to maintain strict confidentiality of information obtained through the Butte CoC HMIS. This information will be used only for the legitimate client service and administration of the above-named agency. Any breach of confidentiality will result in immediate termination of participation in the Butte CoC HMIS. I understand and agree to comply with all the statements listed above.

10/10/2022

RESET

APPLY

#1

SAVE   ⟵   #2

Managed with **Clarity Human Services**

CREATE A NEW CLIENT

Social Security Number	123 - 45 - 6123
Quality of SSN	Full SSN Reported
Last Name	Presley
First Name	Elivis
Quality of Name	Full name reported
Quality of DOB	Full DOB Reported
Date of Birth	01/08/1935 Adult. Age: 87
Middle Name	Aaron None
Gender	Male

RELEASE OF INFORMATION

Permission	Yes
Start Date	10/10/2022
End Date	10/10/2025
Documentation	Select
	Select
	Attached PDF

CONSENT REFUSED

Consent Refused

RELEASE OF INFORMATION

Permission	Yes
Start Date	10/10/2022
End Date	10/10/2025
Documentation	Select
	Select
	Attached PDF

Mary Poppins

PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS NOTES FILES CONTACT LOCATION REFERRALS

Elisa Rawlinson,
DESS (Butte County) - Training ˅

SEARCH ≡ CASELOAD

⚠ Release Of Information will expire in 5 days. Please review to ensure compliance.   MANAGE

CLIENT PROFILE

⚠ **Public Alert:** This client has been issued system-wide alert. Please review notes for full details.   REVIEW NOTES

Social Security Number	XXX - XX - 5577
Quality of SSN	Full SSN Reported ˅
Last Name	Poppins
First Name	Mary
Quality of Name	Full name reported ˅
Quality of DOB	Full DOB Reported ˅

Household Members   Manage

Cookie Monster	Son ★
John Doe	Grandparent
Kimberly Kardashian	Wife
Telly Monster	Child

Active Programs

Joe 'scooter' Smith

PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS NOTES FILES CONTACT LOCATION REFERRALS

Elisa Rawlinson,
DESS (Butte County) - Training ˅

SEARCH ≡ CASELOAD

⚠ Release of Information is Missing or Permission Not Provided. Please review to ensure compliance.   MANAGE

CLIENT PROFILE

⚠ **Public Alert:** This client has been issued system-wide alert. Please review notes for full details.   REVIEW NOTES

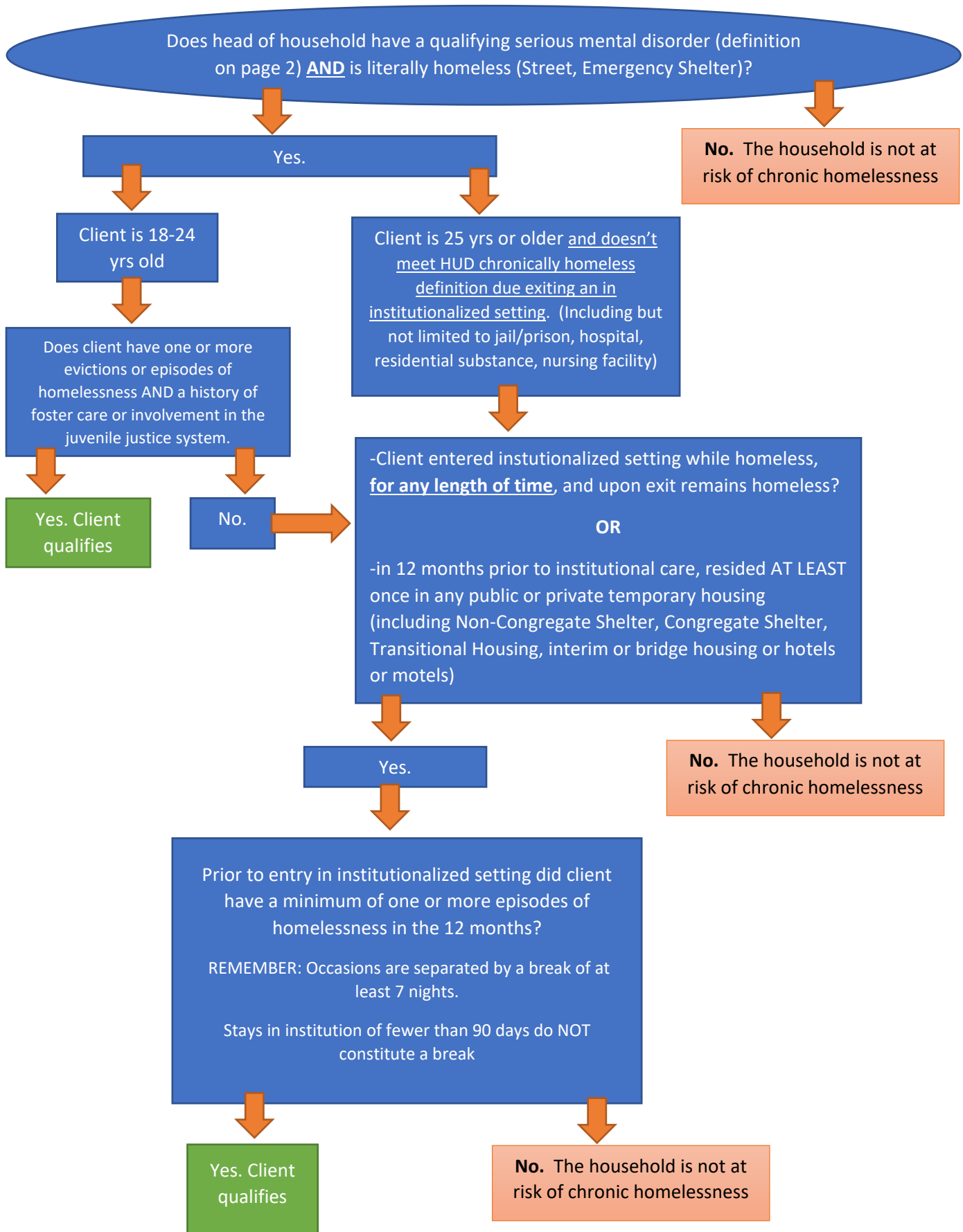|	
Social Security Number	XXX - XX - 2562
Quality of SSN	Full SSN Reported ˅
Last Name	Smith
First Name	Joe 'scooter'

Household Members   Manage

No active members

Active Programs

City of Oroville Outreach, SO - DESS (...

At Risk of Chronic Homelessness

At-Risk of Chronic Homelessness (No Place Like Home, HCD Definition)

Does head of household have a qualifying serious mental disorder (definition on page 2) **AND** is literally homeless (Street, Emergency Shelter)?

Yes.

No. The household is not at risk of chronic homelessness

Client is 18-24 yrs old

Client is 25 yrs or older <u>and doesn't meet HUD chronically homeless definition due exiting an in institutionalized setting</u>. (Including but not limited to jail/prison, hospital, residential substance, nursing facility)

Does client have one or more evictions or episodes of homelessness AND a history of foster care or involvement in the juvenile justice system.

Yes. Client qualifies

No.

-Client entered instutionalized setting while homeless, **for any length of time**, and upon exit remains homeless?

OR

-in 12 months prior to institutional care, resided AT LEAST once in any public or private temporary housing (including Non-Congregate Shelter, Congregate Shelter, Transitional Housing, interim or bridge housing or hotels or motels)

Yes.

No. The household is not at risk of chronic homelessness

Prior to entry in institutionalized setting did client have a minimum of one or more episodes of homelessness in the 12 months?

REMEMBER: Occasions are separated by a break of at least 7 nights.

Stays in institution of fewer than 90 days do NOT constitute a break

Yes. Client qualifies

No. The household is not at risk of chronic homelessness

A <u>Serious Mental Disorder</u> means a mental disorder severe in degree and persistent in duration, which <u>may</u> cause behavioral functioning which interferes substantially with the primary activities of daily living, and which may result in an inability to maintain stable adjustment and independent functioning without treatment, support, and rehabilitation for a long or indefinite period of time. (Serious mental disorders include, but are not limited to, schizophrenia, bipolar disorder, post-traumatic stress disorder, as well as major affective disorders or other severely disabling mental disorders.)

Members of this target population shall meet <u>all</u> of the following criteria:

(The person has a serious mental disorder, <u>other than, or in addition to,</u> a substance use disorder, developmental disorder or acquired traumatic brain injury, (an injury that is sustained after birth from an external force to the brain or any of its parts, resulting in cognitive, psychological, neurological, or anatomical changes in brain functions.).

As a result of the mental disorder, the person has substantial functional impairments (means being substantially impaired as the result of a mental disorder in independent living, social relationships, vocational skills, or physical condition) or symptoms, or a psychiatric history demonstrating that without treatment there is an imminent risk of decompensation to having substantial impairments or symptoms. As a result of a mental functional impairment and circumstances, the person is likely to become so disabled as to require public assistance, services, or entitlements.

Created 8/8/2022