



Butte Countywide Homeless Continuum of Care

Homeless Management Information System / Coordinated Entry Committee
Monday, July 13, 2020 1:00 p.m. – 3:00 p.m. with Office Hours to Immediately Follow
Butte County Employment and Social Services – Zoom Virtual Meeting

Zoom Link: <https://us02web.zoom.us/j/88592027734?pwd=SVVhWWJ5aHQ2N3VDYVFmVlK2hKQT09>

Phone: (669) 900-9128 Meeting ID: 885 9202 7734 Password: 975896

HMIS/CE COMMITTEE MEMBERS:

Thomas Tenorio, CAA	Keesha Hills, OSSCIA	Tara Sullivan-Hames, Butte 211
Joy Amaro, True North Housing Alliance	Eliza Dyer, Catalyst	Christy Taylan, Caminar
Jennifer Alpern, Oroville Hope Center	Nancy Jorth, Youth for Change	Leslie Johnson, CHAT
Lisa Currier, CCAT	Angie Little, HACB	Siana Sonoquie, Safe Space
Tim Hawkins, CAA	Carolina Cruz, Catalyst	Shelly Watson, Jesus Center
Amanda Gaylord, CHAT	Ann Winters, Catalyst	Stefan Spirk, CAA
Larry Hayden, Oroville Hope Center	Don Taylor, DESS HH	Ken MacKell, DESS
John Mitchell, Oroville Rescue Mission	Debbie Villasenor, Consultant	Deanna Schwab, Safe Space
Mark Alvidrez, CHAT	Elisa Rawlinson, DESS HH	Scott Walker, Caminar
Alley Ashkarian, BCDBH	Greg Hubbel	Scott Rich, HMIS Consultant
Joe Rogers, Jesus Center	Tracey Gilliam, Butte 211	Trishalana Ott, DESS
Briana Harvey-Butterfield, DESS HH	Penny Mittag, DESS	Dawn Napier, Veterans Admin.
Lorilyn Manwarren, Ampla	Bow Rice, HACB	Reyes Barbosa, Safe Space
Rachel DeLeon, DESS	Marin Hambley, Safe Space	Fouan Saechao, DESS
Stacie Smith, DESS		
Jennifer Zellers, Veterans Resource Center	TamRa Wichma, CHAT	

First Chairperson:	Staci Parisi, DESS HH	Second Chairperson:	Sarah Frohock, BCDBH
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AGENDA

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| 1. Call to Order | S. Parisi |
| 2. Roll Call | S. Parisi |
| 3. Approval of Minutes - ACTION | All |
| a. HMIS/CES Committee Meeting June 8, 2020 | |
| 4. Agency Updates | All |
| 5. VI-SPDAT V3 | S. Parisi/All |
| 6. HMIS Agency Administrators | S. Parisi |
| 7. Coordinated Entry Report Out | S. Parisi |
| 8. July 13 th , 2020 HMIS Office Hours Agenda | E. Rawlinson |
| 9. Announcements | All |
| 10. Next Meeting: Monday, August 10, 2020; 1:00 – 3:00 p.m. | |
| a. Virtual meeting hosted by Butte County Department of Employment and Social Services | |
| 11. Adjourn | |

MEETING MINUTES
HMIS/COORDINATED ENTRY SYSTEM COMBINED COMMITTEE
Of
BUTTE COUNTYWIDE HOMELESS CONTINUUM OF CARE
June 8, 2020
Zoom Meeting

<https://us02web.zoom.us/j/89662805874?pwd=QzNrMVFKSGZpMHAxU0ZWUEd1RndWdz09>

COMMITTEE MEMBERS PRESENT:

Deanna Schwab, Safe Space
Sarah Frohock, BCDBH
John Mitchell, Oroville Rescue Mission
Tara Sullivan-Hames, 2-1-1
Nancy Jorth, Youth for Change
Penny Mittag, DESS
Debbie Villasenor, Housing Consultant
Staci Parisi, DESS
Eliza Dyer, Catalyst

OTHER ATTENDEES:

Scott Rich, HMIS Support
Stacie Smith, DESS IT
Mark Alvidrez, CHAT
Shelly Watson, Jesus Center
Brianna Harvey Butterfield, DESS H & H
Elisa Rawlinson, DESS Housing & Homeless
Rachel DeLeon, DESS
Angie Little, Housing Authority
Christy Taylan, Caminar
Stefan Spirk, CAA
Carolina Cruz, Catalyst

RECORDING SECRETARY:

Elisa Rawlinson DESS Housing & Homeless

COMMITTEE MEMBERS ABSENT:

Lisa Currier, CCAT
Leslie Johnson, CHAT
Gisela Nieto, Ampla Health

Jennifer Alpern, Oroville Hope Center
Melissa Frohrip, Veterans Resource Center
Lorilyn Manwarren, Ampla Health

Approval of Minutes: Correction to the minutes of the May 11, 2020, HMIS/CES Committee meeting noted, was Christy Taylan was in attendance. Motion to approve meeting notes with noted change

Motion to approve: Debbie Villasenor
Seconded by: Mark Alvidrez

Minutes for the HMIS Committee Meeting on May 11, 2020, were approved by consensus.

Welcome/Agency Updates: S. Parisi opened the meeting at 1:05 p.m. Roll call taken. S. Parisi asked for Agency updates.

Deanna Schwab of Safe Space announced Project Room Key has been extended through June 30, 2020.

Debbie Villasenor, Housing Consultant informed the group she'd received notification from HUD for an extension of the Link grant until December 30, 2020. She is still waiting to hear about an extension on the Samaritan grant.

Staci Parisi of DESS Housing and Homeless, stated the County of Butte Housing Authority has been working with the DESS Housing and Homeless branch on a referral/vetting process for Homeless Set Aside Vouchers. Elisa Rawlinson, Housing Navigator will go through the Coordinated Entry (CE) list and contact clients and will coordinate with Angie Little, Housing Authority to get vouchers to appropriate clients. All referrals for Homeless Set Aside Vouchers will come from the Butte County CE list.

Stefan Spirk of Community Action Agency (CAA) discussed the email his agency had recently sent out regarding the need for information on the Hic and PiT counts. He asked if any agencies had questions.

Q: Are forms were needed for their Men's and Women's Shelter even if they were at the same location?

A: *Yes, each program/project has to report separately.*

Q: Does CAA understand the timeline for responses will need a little leeway due to COVID and the need for agencies to provide signature. Staff are working from home/different locations and it will take extra time to get all information needed gathered.

A: *CAA is aware, agencies can get their numbers in and have signatures provided later.*

Q: The form with ES and TH numbers doesn't appear to work, will it be fixed and resent out.

A: *Contact CAA and they will work with agencies having issues with the forms.*

HMIS COVID-19 Non-Congregate Shelter program: California Department of Social Services (CDSS) wanted access to aggregate data in the HMIS COVID-19 Non-Congregate Shelter program. They wanted information on number of total individuals, families, beds, nights per bed, clients exited and destinations.

Permission was given by the Continuum of Care (CoC) Chair.

The question was asked; Is there going to be a regional HMIS system moving forward. Staci Parisi informed the group she did not know at this time if/when that would be put into effect by HUD.

Technical Assistance, Privacy and Confidentiality in HMIS: The Housing and Homelessness division of DESS worked with Technical Support to create a Public Notice,

and Privacy Notice they were read to the subcommittee by S. Parisi: See Attachments 1 and 2 for the Public and Privacy Notice.

As discussed at the May 11, 2020 HMIS/CES meeting, clients do not need to provide written consent for their PPI to be entered into HMIS. Agencies are required to post a Public Notice and have a Privacy Notice and Security Plan in place and able to be viewed by clients at their request. The goal is to have a universal Public and Privacy Notice for all HMIS Contributing HMIS Organizations to use.

The subcommittee determined they should be presented to the CoC Council for approval, and once approved should be updated on the website.

Version 3.0 of the VI-SPDAT: There is a newly released version of the VI-SPDAT. Butte County is currently using version 2.0.

Q: How did the county transition from version 1.0 to 2.0?

A: *Butte County started with 2.0, we have never transitioned between versions.*

Q: Since there are changes, new questions, etc., will this change scoring? Examples of new information include but are not limited to race, gender, gender identity, LGBTQ+, pets, criminal convictions, belongings.

A: *This will need to be researched, Staci Parisi will reach out to the company and get more information.*

Q: Will asking these questions cause any issues with fair housing laws?

A: *This will need to be researched, Debbie Villasenor offered to look into this.*

If the committee decides to change versions someone will need to look at the written Policies and Procedures to see if there is direction on the process. Staci Parisi stated she would look into this.

There was further discussion around potential alternative or additional assessments regarding gender identity and race. Because these two categories can significantly heighten risk for being a victim of violence and on average receive less services, should we allow for local priority points based on a client's race and/or gender identity?

Research on the aforementioned information on gender identity and race was provided, examples of questions used by other counties.

If it is determined version 3.0 of the VI-SPDAT doesn't take these issues into account and provide points for gender identity and race, a membership survey can be done to see if local priority points are appropriate.

Project Rom Key CES List: Elisa Rawlinson, the Housing Navigator explained that due to HUD requesting prioritization of Project Room Key participants every week along with the

full CES list a second Project Room Key CES list is being sent out. The names and scores are taken from the full list and organized for ease of use by participating agencies.

Announcements/Comments – The question was raised if a VI-SPDAT should be completed over the phone with someone stating they have Power of Attorney over an individual being placed on CES. The group discussion included the following points:

- 1) A client needs to be the person answering the questions as they are the only person who can answer them 100% accurately.
- 2) It is possible to have the Power of Attorney on the call to assist as there is no way to verify over the phone if someone actually holds power of attorney and the client is the only one who know all of the answers.
- 3) This is a good questions for the TA providers and will be taken to them.

The All Member Continuum of Care meeting is on June 15, 2020.

Next Meeting – Monday, July 13, 2020 at 1:00-3:00 P.M. with virtual Office Hours held directly after the adjournment of the meeting.

ADJOURN – 2:17 PM

Butte Countywide Homeless Information Systems (HMIS) Public Notice

We collect personal information directly from you to:

- 1. Best connect you with the services you need;*
- 2. Better understand the needs of homeless persons;*
- 3. Improve planning to eliminate homelessness; and*
- 4. Improve services for homeless persons.*

The only people who will be allowed to see your information are HMIS trained staff for homeless service providers who have agreed to keep your information confidential. Additional details regarding data collection and sharing are discussed in our Privacy Notice. If you would like a copy of our Privacy Notice, please ask.

Butte Countywide Continuum of Care Privacy Notice

[Effective Date]
[Optional Version Number]

A. Scope of Notice

1. This notice describes the privacy policy and practices of Butte Countywide Homeless Continuum of Care (Butte CoC) and **[Name of Homeless Organization]**, a Contributing HMIS Organization (CHO). Our main office is at **[Address, email/web address, telephone of Homeless Organization]**.
2. An Homeless Management Information System (HMIS) is a software system used to collect data on the housing and services provided to homeless individuals and families and persons at risk of homelessness. All homeless assistance programs that are a part of the Butte CoC must participate in the HMIS, and are called Contributing HMIS Organizations (CHOs). CHO's are required to collect universal data elements from all clients, including Protected Personal Information (PPI).
3. The policy and practices in this notice cover the processing of PPI HMIS for clients of **[Name of Homeless Organization]**.
4. Protected Personal information (PPI) is any information we maintain about a client that:
 - a. allows identification of an individual directly or indirectly
 - b. can be manipulated by a reasonably foreseeable method to identify a specific individual or
 - c. can be linked with other available information to identify a specific client
5. When this notice refers to personal information, it means PPI.
6. All personal information that we maintain is covered by the policy and practices described in this privacy notice. **[if programs provided by your agency have additional privacy requirements, please add that information here: for example “ Personal information that the medical clinic collects and maintains is covered by a different privacy policy”.]**
7. We adopted this policy because of standards for HMIS issued by the Department of Housing and Urban Development. We intend our policy and practices to be consistent with those standards. See 69 Federal Register 45888 (July 30, 2004).
8. This notice tells our clients, our staff, and others how we process personal information. We follow the policy and practices described in this notice.
9. We may amend this notice and change our policy or practices at any time. Amendments may affect personal information that we obtained before the effective date of the amendment.
10. We give a written copy of this privacy notice to any individual who asks.
11. A copy of this notice can be found on the Butte CoC website at www.buttehomelesscoc.com

B. Data Collection and Purpose

1. We collect personal information only when appropriate to provide services or for another specific purpose of our organization or when required by law. We may collect information for these purposes:
 - a. to provide or coordinate services to clients
 - b. to locate other programs that may be able to assist clients
 - c. for functions related to payment or reimbursement from others for services that we provide
 - d. to operate our organization, including administrative functions such as legal, audits, personnel, oversight, and management functions
 - e. to comply with government reporting obligations
 - f. when required by law
2. We only use lawful and fair means to collect personal information.
3. We normally collect personal information with the knowledge or consent of our clients. If you seek our assistance and provide us with personal information, we assume that you consent to the collection of information as described in this notice.
4. We may also get information about you from: **{Include description of sources as described in the Information Sources Customization Box.} Do we do any of this?**

Customization Box: Information Sources

{Each privacy notice must describe the routine sources of information about clients. The description should be as specific as reasonably practicable. Examples of source descriptions include:}

- a. Individuals who are with you
- b. Other private organizations that provide services (identify)
- c. Government agencies (identify)
- d. Telephone directories and other published sources
- e. **{list other regular sources of information}.**

5. We post a sign at our intake desk or other location explaining the reasons we ask for personal information. The sign says:

Insert Public Notice Language Here

C. Permitted Uses and Disclosures

1. We use or disclose personal information for activities described in this part of the notice. We may or may not make any of these uses or disclosures with your information. We assume that you consent to the use or disclosure of your personal information for the purposes described here and for other uses and disclosures that we determine to be compatible with these uses or disclosures:
 - a. to provide or coordinate services to individuals
 - b. for functions related to payment or reimbursement for services
 - c. to carry out administrative functions such as legal, audits, personnel, oversight, and management functions
 - d. to create de-identified (anonymous) information that can be used for research and statistical purposes without identifying clients
 - e. when required by law to the extent that use or disclosure complies with and is limited to the requirements of the law
 - f. to avert a serious threat to health or safety if
 - (1) we believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of an individual or the public, and
 - (2) the use or disclosure is made to a person reasonably able to prevent or lessen the threat, including the target of the threat
 - g. to report about an individual we reasonably believe to be a victim of abuse, neglect or domestic violence to a governmental authority (including a social service or protective services agency) authorized by law to receive reports of abuse, neglect or domestic violence
 - (1) under any of these circumstances:
 - (a) where the disclosure is required by law and the disclosure complies with and is limited to the requirements of the law
 - (b) if the individual agrees to the disclosure, or
 - (c) to the extent that the disclosure is expressly authorized by statute or regulation, and
 - (I) we believe the disclosure is necessary to prevent serious harm to the individual or other potential victims, or
 - (II) if the individual is unable to agree because of incapacity, a law enforcement or other public official authorized to receive the report represents that the PPI for which disclosure is sought is not intended to be used against the individual and that an immediate enforcement activity that depends upon the disclosure would be materially and adversely affected by waiting until the individual is able to agree to the disclosure.

and

 - (2) when we make a permitted disclosure about a victim of abuse, neglect or domestic violence, we will promptly inform the individual who is the victim that a disclosure has been or will be made, except if:

- (a) we, in the exercise of professional judgment, believe informing the individual would place the individual at risk of serious harm, **or**
 - (b) we would be informing a personal representative (such as a family member or friend), and we reasonably believe the personal representative is responsible for the abuse, neglect or other injury, and that informing the personal representative would not be in the best interests of the individual as we determine in the exercise of professional judgment.
- h. for academic research purposes
- (1) conducted by an individual or institution that has a formal relationship with the CHO if the research is conducted either:
 - (a) by an individual employed by or affiliated with the organization for use in a research project conducted under a written research agreement approved in writing by a designated CHO program administrator (other than the individual conducting the research), or
 - (b) by an institution for use in a research project conducted under a written research agreement approved in writing by a designated CHO program administrator.
 and
 - (2) any written research agreement:
 - (a) must establish rules and limitations for the processing and security of PPI in the course of the research
 - (b) must provide for the return or proper disposal of all PPI at the conclusion of the research
 - (c) must restrict additional use or disclosure of PPI, except where required by law
 - (d) must require that the recipient of data formally agree to comply with all terms and conditions of the agreement, and
 - (e) is not a substitute for approval (if appropriate) of a research project by an Institutional Review Board, Privacy Board or other applicable human subjects protection institution.
- i. to a law enforcement official for a law enforcement purpose (if consistent with applicable law and standards of ethical conduct) under any of these circumstances:
- (1) in response to a lawful court order, court-ordered warrant, subpoena or summons issued by a judicial officer, or a grand jury subpoena
 - (2) if the law enforcement official makes a written request for PPI that:
 - (a) is signed by a supervisory official of the law enforcement agency seeking the PPI
 - (b) states that the information is relevant and material to a legitimate law enforcement investigation
 - (c) identifies the PPI sought
 - (d) is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought, and
 - (e) states that de-identified information could not be used to accomplish the purpose of the disclosure.

- (3) if we believe in good faith that the PPI constitutes evidence of criminal conduct that occurred on our premises
 - (4) in response to an oral request for the purpose of identifying or locating a suspect, fugitive, material witness or missing person and the PPI disclosed consists only of name, address, date of birth, place of birth, Social Security Number, and distinguishing physical characteristics, or
 - (5) if
 - (a) the official is an authorized federal official seeking PPI for the provision of protective services to the President or other persons authorized by 18 U.S.C. 3056, or to foreign heads of state or other persons authorized by 22 U.S.C. 2709(a)(3), or for the conduct of investigations authorized by 18 U.S.C. 871 and 879 (threats against the President and others), and
 - (b) the information requested is specific and limited in scope to the extent reasonably practicable in light of the purpose for which the information is sought.
 - and
 - j. to comply with government reporting obligations for homeless management information systems and for oversight of compliance with homeless management information system requirements.
2. Before we make any use or disclosure of your personal information that is not described here, we seek your consent first.

D. Client Control Over Data

- 1. You may inspect and have a copy of your personal information that we maintain. We will offer to explain any information that you may not understand.
- 2. We will consider a request from you for correction of inaccurate or incomplete personal information that we maintain about you. If we agree that the information is inaccurate or incomplete, we may delete it or we may choose to mark it as inaccurate or incomplete and to supplement it with additional information.
- 3. To inspect, get a copy of, or ask for correction of your information, ask an agency staff member for assistance, contact this organization at [**Address, email/web address, telephone of Homeless Organization**], or email ButteCoC@buttecounty.net.
- 4. We may deny your request for inspection or copying of personal information if:
 - a. the information was compiled in reasonable anticipation of litigation or comparable proceedings
 - b. the information is about another individual (other than a health care provider or homeless provider)
 - c. the information was obtained under a promise or confidentiality (other than a promise from a health care provider or homeless provider) and if the disclosure would reveal the source of the information, **or**
 - d. disclosure of the information would be reasonably likely to endanger the life or physical safety of any individual.

5. If we deny a request for access or correction, we will explain the reason for the denial. We will also include, as part of the personal information that we maintain, documentation of the request and the reason for the denial
6. We may reject repeated or harassing requests for access or correction.

E. Data Quality

1. We collect only personal information that is relevant to the purposes for which we plan to use it. To the extent necessary for those purposes, we seek to maintain only personal information that is accurate, complete, and timely.
2. We are developing and implementing a plan to dispose of personal information not in current use seven years after the information was created or last changed. As an alternative to disposal, we may choose to remove identifiers from the information.
3. We may keep information for a longer period if required to do so by statute, regulation, contract, or other requirement.

F. Complaints and Accountability

1. We accept and consider questions or complaints about our privacy and security policies and practices. **{Include explanation as described in Complaint Procedures Customization Box.}**

Customization Box: Complaint Procedures

{Describe the complaint procedure, including how an individual can file a complaint, how the complaint will be processed, and when and how the individual who complained will receive a response. The procedure should be clear enough so that staff members know what they are supposed to do.}

2. All members of our staff (including employees, volunteers, affiliates, contractors and associates) are required to comply with this privacy notice. Each staff member must receive and acknowledge receipt of a copy of this privacy notice.

G. Privacy Notice Change History

1. Version 1.0, Date, Initial Policy