



Butte Countywide Homeless Continuum of Care

Monday, May 22, 2023, 1:00 p.m. – 3:00 p.m.

All Member Meeting

Butte County Employment & Social Services

Zoom Link: <https://us02web.zoom.us/j/86386307731?pwd=dnBzeERmVWVmU2pDaCsrR09FOXRIQT09>

Join by Phone: +1 669 900 9128

Zoom Meeting ID: 863 8630 7731 **Passcode:** 258415

COC COUNCIL MEMBERS:

Amber Abney-Bass	Ed Mayer	Jennifer Macarthy	Sarah Frohock
Anastacia Snyder	Emily Pereira	Marie Demers	Steve Culleton
Ann Winters	Ian Clement	Marin Hambley	Tami Ritter
Brad Brunner	Josh Jamison	Meagan Meloy	Tracey Johnstone
Briana Harvey-Butterfield	Keesha Hills		

CoC Coordinator: Erin Murray

Recording: Lisa Angle

AGENDA

- 1) Convene Meeting and Establish Quorum *A. Snyder*
 - A) Virtual Meeting Format. Recording Meeting.
- 2) Approval of Minutes – ***ACTION: Council Members*** *A. Snyder*
 - A) CoC Council Meeting of April 17, 2023
- 3) Community Partner Spotlight - ***INFORMATION*** *T. Storey*
True North Housing Alliance, Inc. *(15 min.)*
- 4) HMIS Updates - ***ACTION: All Voting Members*** *HMIS*
 - A) End User Agreement *Committee*
 - B) Background Check
 - C) Agency Sharing Permissions
- 5) 2023 Point in Time *Various*
 - A) Point in Time/ Housing Inventory Count Update – ***INFORMATION***
Information shared by Lead Agency
- 6) Lead Agency, Collaborative Applicant, Administrative Entity Updates – ***INFORMATION*** *B.H. Butterfield*
E. Murray
- 7) Committee Reports – ***INFORMATION*** *All*
- 8) Coalition and Jurisdiction Reports/Updates – ***INFORMATION*** *All*
- 9) Announcements *All*

- 10) Next Meeting – Monday, June 12, 2023: Council Member Meeting
Butte County Department of Employment & Social Services to host Virtual Meeting

*Note: Guest speaker scheduled to introduce Equity and Inclusion Training Series
Mercedes L. Frierson, Action To Healing*

*Co-Sponsored by Anthem Blue Cross of California Partnership Plan &
Health Net California Health and Wellness*

- 11) **ADJOURN**



Continuum of Care Meeting
Virtual Meeting
May 22, 2023 1:00 p.m. – 3:00 p.m.

CoC Agenda Item #2:

Approval of Minutes:

- A) April 17, 2023 CoC Council Meeting



Butte Countywide Homeless Continuum of Care

Butte County Continuum of Care

Councilmember Minutes

Monday, April 17, 2023

1:00 PM to 3:00 PM

Zoom Meeting Hosted by: Butte County Employment & Social Services

COMMITTEE MEMBERS PRESENT:

Amber Abney-Bass, Jesus Center
Anastacia Snyder, Catalyst
Ann Winters, Greater Chico Task Force
Brad Brunner, Caminar
Briana Harvey-Butterfield, DESS H&H
Emily Pereira, Youth for Change
Ian Clement, DESS H&H
Jennifer Macarthy, City of Chico
Keesha Hills, OSCIA
Marie Demers, City of Chico
Tami Ritter, BC Board of Supervisors
Tracey Johnston, City of Oroville

COMMITTEE MEMBERS ABSENT:

Ed Mayer, HACB
Josh Jamison, Oroville Hope Center
Marin Hambley, Stonewall
Meagan Meloy, BCOE
Sarah Frohock, BCDBH
Steve Culleton, Town of Paradise

OTHER ATTENDEES:

Pamela Beeman, Chico Area Interfaith Council
Hilary Crosby, Safe Space Winter Shelter
Tracey Gilliam, Butte – Glen 211
Nancy Jorth, Youth for Change
Nicole Drummond, CHAT
MaryJo Alonzo, City of Chico
Meagan Smith, NCIHA
Matt McCoy, VSO
Shelly Storkan, DBH
Olivia Jolley, Safe Space

OTHER ATTENDEES CONT:

Angie Little, HACB
Taylor Storey, TNHB
Cathryn Carkhuff, Home & Heart
Michael Weber, Chico Enterprise Record
Lorena Reed, DBH
Debbie Villasenor, Housing Consultant
Leslie Johnson, CHAT
Shelley Miller, Children's & Families Com. First 5
Jessica Gianola, CHAT
Brianna Scott, Aegis, Chico PN
Tara Sullivan-Hames, Butte-Glen 211
Moriah McGill, Northern Circle IHA
Pahua Thao, DESS H&H
Pamela Beeman, Chico Area Interfaith Council
Charles Withuhn, North State Shelter Team
Nick Fashing, DESS
Mary Kay Benson, Butte County Shelter for All
Scott Kennelly, DBH
Melody Proebstel, United Way
Elisa Rawlinson, DES H&H
Rachel DeLeon, DESS
Santy Gray, BCOE
Annie Terry, Oroville Rescue Mission
Samantha Raschka, Ampla Health
Jay Coughlin, DESS H&H
Caitlin Davis-Rivers, CHAT
Yesenia Gallegos, CHAT
Monica Soderstrom, Public Health
Isabel Alaniz-Alvarado, DESS H&H
Kaitlyn Sherrill, DESS H&H

CoC Coordinator: Erin Murray, DESS H&H **Recording:** Lisa Angle, DESS H&H

ORDER OF BUSINESS

1. CONVENE MEETING AND ESTABLISH QUORUM:

The meeting was called to order by Anastasia Snyder, Chairperson at 1:02pm. Roll call of the council members conducted by Anastasia Snyder, Chairperson and a quorum was established. This meeting is being facilitated by Anastasia Snyder, Chairperson and the meeting is being recorded.

2. APPROVAL OF MINUTES – ACTION: A motion was made to approve the following minutes:

A motion was made to approve the following minutes:

- March 20, 2023 – CoC Council Meeting Minutes

Motion: Briana Harvey-Butterfield

Second: Marie Demers

Opposed: None opposed

Abstain: Anastasia Snyder and Ian Clement

3. FOLLOW UP DISCUSSION ON FURNITURE NEEDS FOR NEWLY HOUSED HOUSEHOLDS – REQUEST FOR PARTICIPATION - INFORMATION

Debbie Villasenor mentioned there are several affordable housing units coming in 2023 and several more in the future which includes some with project based vouchers. A gap has been identified in the CoC with providing services for basic furniture/basic household items for the homeless and the newly housed. There has been discussion on putting together the Furniture and Household Items Voucher Program. This would include setting up an account and establishing a fund with Northern Valley Community Foundation. This program also includes reaching out to CoC and asking members for help in circulating a common donation flyer that is created by Briana Harvey-Butterfield, Erin Murray, Jay Coughlin and Logan Todd. This flyer would raise funds for the potential account at Northern Valley Community Foundation. There was a survey sent out to CoC members regarding if any CoC members or agencies would be interested in participating in the fund raiser for this voucher program with very low response from the CoC Members. It was asked if the CoC members had any questions pertaining to the survey and why the participation was so low from the CoC. Some CoC members stated they didn't see the survey. It was determined the Survey would be sent out again to the CoC Members.

4. COMMUNITY PARTNER SPOTLIGHT/CHICO HOUSING ACTION TEAM - INFORMATION:

Nicole Drummond went over a slide show presentation with the CoC Members. The slide show consisted of: Vision and Mission statements of the Chico Housing Action Team (CHAT), an overview of CHAT's history and growth, the populations served by CHAT, an overview of the permanent housing with support services, overview of transitional housing services, overview of the HUSH Program, overview of CHAMP Successes and Transition, overview on the Everhart Village along with the Everhart Village Mission Statement and location of the Everhart Village, update on the upcoming private project Hope Village and update/overview of CCE grant award for 2, 6 bedroom homes.

5. CoC HUD GRANT REPORT OUT POLICY - ACTION:

Erin Murray states the Governance Committee has been working on a report out policy for the agencies that received the HUD CoC grants. The purpose of this is to align with HUD's monitoring requirements and to allow for transparency within the CoC to see what successes agencies are having with their grants. The idea behind this policy, if the CoC approves, is beginning at the June 2023 meeting each agency who received the CoC HUD Grant would provide a brief report on the Grant and how the Grant is progressing.

CoC HUD Grant Report Policy included in agenda packet for 4/17/23 for review of the CoC Members –
Erin Murray reviewed the Policy Attachment A:

- The document will be pre-populated with agency name, program name and the calendar dates of service
- The agency awarded the CoC HUD Grant would complete the brief overview of project, amount expended, expenditure deadline, project goals, progress made toward project goals, briefly summarize positive outcomes, briefly summarize challenges, include additional supports needed to expand or continue funding and signature/date.
- This report would be sent to the Administrative Entity to keep for the monitoring of the Grant.

Erin Murray reviewed the Policy Attachment B:

- Simple slide to be included in the CoC Meeting packet and each granted agency would have 2-5 minutes to report to the CoC Group a synopsis of what was reported in Attachment A.
- This includes reporting on calendar dates of service, amount awarded, the amount expended, project goals, progress made toward project goals, positive outcomes and challenges

Erin Murray opened the floor for questions: no questions, just a comment made by Debbie Villasenor and Anastasia Snyder regarding to report any challenges the agencies may be having regarding the CoC HUD Grant so the CoC membership can come together and help find a resolution.

A motion was made to approve the CoC HUD Grant Report Out Policy:

- Motion – CoC HUD Grant Report Out Policy

Motion: Ian Clement
Second: Tracey Johnstone
Opposed: None opposed
Abstain: None

6. EQUITY COMMITTEE SCHEDULE – INFORMATION:

Erin Murray provided an update regarding the Equity Committee. At the June 2023 CoC meeting a conversation will be held on the Introduction to the Diversity, Equity and Inclusion Training and following this the Equity Training will begin. On June 29, 2023 the first Equity Committee Meeting will commence, a Chairperson and Vice Chairperson will need to be elected. If anyone is interested in being the Equity Committee Chairperson or the Equity Committee Vice Chairperson email your information to the buttecoc@buttecounty.net. Nominations for Chairperson or Vice Chairperson will be provided at the June 29th Equity Committee Meeting.

The Diversity, Equity and Inclusion Training will be a 4 month series on the following dates July 7, 2023, August 31, 2023, September 28, 2023 and October 26, 2023. After completion of the training series the Equity Committee will break for November and December and reconvene in January 2024. Erin Murray provided a memo in the agenda packet to reference the Diversity, Equity and Inclusion training dates and the first Equity Committee Meeting Date.

7. COMMUNITY SUCCESSES – DISCUSSION:

Erin Murray states how important it is to recognize each agencies/personal mini successes in the community. Anastasia Snyder states the thought was to have a section on the agenda to share those successes and a few were shared and are below:

- Kaitlyn Sherrill shares was able to negotiate rent amount with landlord and provide permanent housing to a mother and child using HAP 3 funding. Kaitlyn Sherrill shares was able to help a family who recently was discontinued from CalWORKS due to starting work and was able to help get the family into new housing.
- Hilary Crosby shares that Safe Space has an office site they can call home and for case management staff.
- Cathryn Carkhuff introduced Megan Massey who was recently hired on full time as the Outreach Intake Specialist.
- Isabel Alaniz – Alvarado shares she assisted a person who had no income get granted with SSI. As well as assisting this person who has been homeless for a long time with a Section 8 Voucher. This person had a language barrier and she was able to provide bilingual staff to assist him.

8. LEAD AGENCY, COLLABORTIVE APPLICANT, and ADMINISTRATIVE ENTITY UPDATES – INFORMATION:

Briana Harvey-Butterfield reports 2022 last year HUD CoC grants were fully funded. HUD announced this at the end of March 2023. Projects are as follows:

- Caminar awarded funding for the Avenida Renewal and Base Camp Village,
- Catalyst for their cottages project and rapid rehousing
- DESS H&H for HMIS, CES and planning grants
- True North for James Place

Erin Murray provided an update on HHAP 4, the CoC and County submitted a joint application last year and it has officially been awarded. The County will initiate the RFP process in the fall. Erin Murray stated the County applied for the Permanent Local Housing Allocation Grant and was awarded funds will support a Housing Navigator and an Analyst who will be dedicated to CoC activities. Adding more staff provide more robust support for CoC as a whole.

9. COMMITTEE REPORTS – INFORMATION:

- Governance Committee –Erin Murray reports the Governance Committee will be working on revising the Rapid Rehousing Policy. Anyone interested in providing input or attend the meeting email buttecoc@buttecounty.net The next meeting is May 10, 2023 at 10am.
- HMIS Coordinated Entry Committee – Meeting rescheduled until next week

- Households with Children – Next meeting May 7, 2023 at 1pm
- Chronic Homelessness Committee – Next meeting Wednesday April 19, 2023
- Youth Homelessness Committee – April meeting cancelled and next meeting is May 12, 2023 at 12:30pm
- Equity Committee – Updates provided in memo in item #6 on the agenda.

10. COALITION AND JURISDICTION REPORTS/UPDATES – INFORMATION:

- Chico Homeless Task Force - Hilary Crosby provided an update for the Chico Homeless Task Force stating the April meeting was needing to be cancelled. The Chico Homeless Task Force are looking for nominations for the executive team due to 2 terms opening in July. There is 1 person needing to step out mid-term so there is also a 1 year term open. Next month meeting theme is income and employment which may include incarceration/post incarcerations, resources and services.
- Oroville Homeless Coalition – Not in attendance to report

11. ANNOUNCEMENTS

Moriah McGill from Northern Circle Indian Housing Authority (NCIHA) representing Mooretown Rancheria and Berry Creek Rancheria in Butte County. NCIHA will be expanding their social services program to include Home Safe and Bringing Families Home. NCIHA would like to work directly with the County to make sure referrals are made for the Tribal populations. Megan Smith is the contact for the Butte County Tribes.

Moriah McGill continues that NCIHA along with 7 other Federally Recognized Tribes came together under the California Leadership of Rural Housing and are addressing AB 1010 that passed in 2019. The group authored SB 18 Tribal Housing Reconstitution and Resiliency Act created with Senator Mike McGuire. Moriah McGill asking the CoC for support for SB 18. Moriah McGill has templates for the letters of support and provided in the chat if agencies would like to use them.

Supervisor Tami Ritter mentions a request came to the BOS regarding PG&E Settlement Funds and at that time the BOS directed staff to create a policy to access those funds and it does not look like that is going to be happening due to the impact it would have on other funding sources. This doesn't provide a reduction in funds.

12. NEXT MEETING: *The next CoC Council Meeting will be on **Monday, May 15, 2023.***

13. ADJOURNMENT: The meeting was adjourned.



Butte Countywide Homeless Continuum of Care

Continuum of Care Meeting
Virtual Meeting
May 22, 2023 1:00 p.m. – 3:00 p.m.

CoC Agenda Item #4:

HMIS Updates:

- A) End User Agreement
- B) Background Check
- C) Agency Sharing Permissions

Contributing HMIS Organization End User Agreement

Butte Countywide Continuum of Care Homeless Management Information System

Agency Name

End User Name (Agency Employee)

The Butte Countywide Homeless Continuum of Care (Butte CoC) Homeless Management Information System (HMIS), is a local information technology system used to collect client-level data, and data on the provision of housing and services to homeless individuals and families. The system enables local homeless service providers to coordinate and streamline client services. HMIS data is required by many state and federal funding sources, and is used to determine funds related to homelessness and homeless services.

As an End User of HMIS, you have a moral and legal obligation to ensure client data is collected, accessed, and used appropriately. Misuse of data can result in you being held legally and criminally liable all applicable laws. End Users and the Contributing HMIS Organization (CHO) HMIS Administrator must ensure client data is collected, entered, accessed and used only on a need to know and right to know basis.

The Butte CoC is committed to maintaining the confidentiality of client information and protecting clients' rights. To ensure compliance with this obligation, review, and initial each item below. By initialing and signing this form you are indicating you understand and comply with the requirements related to being a HMIS End User:

_____ I understand that I have an obligation to maintain client privacy and to protect and safeguard the confidentiality of a client's Personal Identifiable Information (PII). PII includes, but is not limited to, client's name, address, telephone number, social security number, date of birth, type of care provided, medical condition or diagnosis, veteran status, employment information, and any and all other information relating to the services provided to the client by this or other agencies.

_____ I will receive, complete and pass HMIS training in the HMIS training site before being granted access to the live HMIS program.

_____ I understand once I have access to the live site, I will be required to re-sign this End User Agreement. Additionally, every 6 (six) months, the live site will require me to re-sign this agreement.

_____ I will participate in annual HMIS update training as long as I am an End User.

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

_____ I understand the HMIS Policies and Procedures, the Data Quality Plan, and the Security and Privacy Plans are dynamic, meaning they can and will be modified, and I am responsible for complying with any changes made to these plans.

_____ I understand that my username and password are for my use only and must not be shared with anyone, including but not limited to another End User, and my agency's CHO HMIS Administrator.

_____ I must take all reasonable means to keep my password secure, including but not limited to never selecting the option to have my browser save my password.

_____ If I am logged into HMIS and need to leave the computer, tablet, phone or other mobile device or work area for any amount of time, I will log off the software, close the browser and lock the device before leaving.

_____ I understand my computer, tablet, phone or other mobile device must have password protected screensavers set at no more than 15 minutes.

_____ If I use a laptop computer, tablet, phone or any other mobile device to enter HMIS data, I will not use that for unauthorized purposes or from unauthorized locations.

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

_____ I understand that only authorized End Users and agency CHO HMIS Administrators can view HMIS information, and not all End Users can view all information.

_____ I will ensure HMIS data and client interactions are entering into the system within 3 days.

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

_____ I may only view, obtain, disclose, or use database information necessary to perform my job. As an HMIS user, I understand I may not look up a client in HMIS to know their whereabouts, their history or current information for the purposes of outside inquiries or personal use.

_____ I understand that I can be held legally liable for any unauthorized access, usage, or disclosure of data collected for the purpose of entering into the HMIS database and data held within HMIS as specified in the California Penal Code Section 502 and/or under other applicable laws.

_____ I agree I will maintain HMIS data in such a way as to protect against revealing the identity of clients to unauthorized agencies, individuals or entities, including but not limited to law enforcement agencies.

_____ I will not discuss client's personal or other information in a public area.

_____ I will not electronically transmit unencrypted client data across a public network. I understand that PII cannot be distributed through email.

_____ Discriminatory comments base on race, color, religion, national origin, ancestry, handicap, age, gender, orientation, are not permitted in HMIS. Profanity and offensive language are not permitted in HMIS.

_____ I will not log into HMIS during non-work hours, or on computers or any device that is not approved by my agency.

_____ If I notice or suspect a security breach within HMIS or related to HMIS data, I must immediately notify my CHO HMIS Administrator. Notification must occur within one (1) hour and in writing.

_____ If I notice or suspect a security breach committed by the CHO HMIS Administrator, I must immediately notify the HMIS Lead Agency. Notification must occur within one (1) hour and in writing.

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

_____ The appropriate client Informed Consent form must be completed with each client whose data is to be entered into HMIS and uploaded to the client profile.

_____ 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 these rules apply to all HMIS Users, whatever their work role or position.

_____ I have completed the required criminal background check through my agency. I understand I am not allowed to access HMIS if I have ever entered a plea of nolo contendere (no contest) or have been found guilty of any misdemeanor or felony fraud (including but not limited to identity theft), stalking, human trafficking or any related crimes.

You are required to maintain strict confidentiality of information obtained through or related to Butte CoC HMIS. Data and information will be used only for legitimate client service and administration of the above-named agency. Any breach of confidentiality or failure to comply with the terms listed above will result, at a minimum, in your immediate and lifelong termination in participation in the Butte CoC HMIS.

End User Signature

Date

CHO Administrator

Date

Proposed HMIS User Background Check Requirements

The Butte Countywide Continuum of Care recognizes the sensitivity of the data in HMIS, and therefore requires individuals responsible for managing, entering and/or accessing HMIS data be subject to a criminal background check.

No prospective end user or CHO HMIS Administrator will be given HMIS access if he, she or they have entered a plea of nolo contendere (no contest) or has been found guilty of any misdemeanor or felony fraud (including but not limited to identity theft), stalking, human trafficking or any related crimes. HMIS Participating Agencies cannot risk the privacy and confidentiality of client information by allowing any individual who pled nolo contendere or been found guilty of the aforementioned crimes. In the broadest sense, a fraud is an intentional deception made for personal gain or to damage another individual. HMIS participating agencies are solely responsible for conducting background checks on their employees or contract workers, who will be accessing HMIS, and for any associated costs.

The background check must include local and state records; agencies are strongly encouraged to include federal records as well. Background checks must be run in accordance with State law. Background checks that come back with a criminal history should be carefully considered prior to giving an employee access to client information. If a HMIS participating agency is unsure if a prospective HMIS End User's criminal history could or should preclude them from accessing HMIS, they must contact the CoC's HMIS Lead to determine eligibility prior to submitting a request to grant the End User access.

A background check may be conducted only once for each person unless otherwise required, and the results of the background check must be retained in the employee's personnel file through the term of their employment. All End Users must have a completed background check prior to access being requested to HMIS by a Partner Agency. Criminal background checks must be completed on all new End Users and CHO HMIS Administrators, and the "Background Check Review and Verification Statement" must be signed by the Agency's Director, the CHO HMIS Administrator, or the Head of the HR Department.



Butte Countywide Homeless Continuum of Care

Date: May 22, 2023

To: CoC Council, Members, and Participating Agencies

From: HMIS Committee

Subject: Enhancements to Client Data Sharing in the Butte Countywide HMIS

On May 8, 2023, the HMIS/CES Committee approved updates to the sharing settings within our local Homeless Management Information System (HMIS). These enhancements are designed to improve collaboration and streamline the delivery of homeless services. The changes being made offer benefits to both service providers and clients.

1. Understanding Data Sharing in HMIS

In the Butte Countywide CoC HMIS, client data sharing can range from sharing data across all agencies to keeping data private within a specific program. There are three key factors that affect the visibility, editing, and reporting capabilities of users within the system: access roles, client record privacy, and sharing settings.

- **Access roles** designate the data and capabilities that users can access.
- **Client record** includes Personal Identifying Information (PII), client contact and location, and all data related to program enrollments. Clients have the option to request their data be kept private and only accessible to the enrolling agency.
- **Sharing settings** determine what data an agency shares with other HMIS participating agencies.

2. The Five Sections of Sharing Configuration

Within the sharing settings, there are five main sections of sharing configuration that govern data sharing:

- **Client Created:** Controls the sharing of data created by an agency for each client.
- **Service/Programs/Assessments/Events Placed:** Governs the sharing of data related to services, programs, assessments, and events.
- **Notes:** Determines the visibility of notes entered within the system.
- **Files:** Regulates the sharing of files associated with client records.
- **Location:** Manages the sharing of client location.

3. Benefits of Transitioning to a Fully Shared System

Transitioning from a basic share system to a full share system offers numerous advantages, particularly when it comes to the seamless exchange of client data between agencies. By granting permission to share their information, clients enable the most up-to-date data entered into HMIS to "roll over" to other agencies. This eliminates the need for clients to repeatedly provide the same information when interacting with different agencies or enrolling in new programs.

Furthermore, a fully shared system promotes greater coordination and knowledge sharing among

agencies, fostering a more organized approach to serving clients. It facilitates a true continuum of service and empowers clients to progress more effectively through the homeless service system.

4. Maintaining Privacy for HIPAA Covered Agencies/Programs

It is important to note that transitioning to a full share system will not impact HIPAA covered agencies or programs. The private information within these agencies will remain confidential and inaccessible to other agency staff. Additionally, data not protected by HIPAA can still be privatized and remain visible only to the enrolling agency at the request of the client.

5. Specific Changes within the System

- **Informed Consent:** All agencies will now have the ability to view the Informed Consent uploaded into the system. Previously, staff could only see an Informed Consent had been uploaded but could not view its contents. This enhancement will allow staff from every agency to determine if a new Informed Consent is needed. For example, in the case of a new child joining a family, staff will be able to see if the child is listed on the current Informed Consent and update the form if necessary.
- **Notes:** Notes entered within the system will now be visible to all agencies. This change promotes greater transparency and enhances collaboration among service providers, enabling them to have a more comprehensive understanding of a client's history and progress. By sharing notes, agencies can collaborate more effectively, ensuring that clients receive the best possible support and assistance throughout their journey.
- **Program Enrollment Data:** Program enrollment data will be visible to all agencies. This means program enrollment data will seamlessly "roll" from one agency to another. This streamlines the intake process and eliminates the need for clients to repeatedly provide their information, or "share their story" when accessing services from different agencies. It facilitates a smoother transition between programs, contributions to the Harm Reduction Model, and improves the overall efficiency and continuity of care.

By implementing these changes, the HMIS/CES Committee aims to create a more integrated and efficient homeless service system that better serves the needs of our clients. The HMIS/CES Committee believe these enhancements will have a positive impact on the CoC's collective efforts to combat homelessness and provide comprehensive support to those in need.