Meeting of the Los Angeles Continuum of Care Coordinating Council

Wednesday, March 8, 2017
2:00 pm – 4:00 pm
Los Angeles Homeless Services Authority – Conference Room 1 & 2 (5th Floor)
811 Wilshire Boulevard, Los Angeles, CA 90017

Agenda

I. Welcome & Roll-Call
   Veronica Lewis

II. Approval of Coordinating Council Meeting Minutes
    Coordinating Council
    a. Minutes of the Coordinating Council Meeting dated Monday, February 6, 2017

III. Update on the 2017 Greater Los Angeles Homeless Count
     Jonathan Hans

IV. Programs Department Updates
    a. HMIS Migration Monthly Update
       Joshua Decell
    b. 2017 LA CoC Program Performance Evaluation Process and Methodology
       Ian Costello

V. Update on the Los Angeles Regional Homelessness Advisory Council & Continuum of Care Board
   Sarah Mahin

VI. Discuss Agenda Items for Next Meeting
    Veronica Lewis

VII. Adjournment
     Coordinating Council

Supporting Documents
1. Meeting Agenda of the Los Angeles Continuum of Care Coordinating Council
2. Meeting Minutes of the Coordinating Council dated Monday, February 6, 2017
3. 2017 Greater Los Angeles Homeless Count Report
4. HMIS Migration Monthly Report
Meeting Minutes

Attendance
Los Angeles Coordinating Council Members:
- SPA 1- Antelope Valley: Kris Freed
- SPA 2- San Fernando Valley: Jan Cicco
- SPA 3- San Gabriel Valley: Antquan Washington
- SPA 4- Skid Row: Herb Smith
- SPA 4- ELA/Boyle Heights: Andrea Marchetti
- SPA 5- West Los Angeles: Va Lecia Adams-Kellum; Christine Mirsay-Glasco (teleconference)
- SPA 6- South Los Angeles: Veronica Lewis
- SPA 7- East LA County: Steve Lytle
- SPA 8- South Bay/Harbor: Elizabeth Eastlund

LAHSA Staff: Clementina Verjan, Josh Decell, Ian Costello, Jessica Reed

I. Welcome & Roll-Call

II. Approval of Coordinating Council Meeting Minutes
   a. Minutes of the Coordinating Council Meeting dated December 14, 2016
      Motion: V. Lewis moved to approve the minutes, E. Eastlund & A. Marchetti seconded.
      Action: The motion passed by a majority.

   b. Minutes of the Coordinating Council Meeting dated January 11, 2017
      Motion: A. Washington moved to approve the minutes, A. Marchetti seconded.
      Action: Motion postponed as quorum was not established at the previous meeting. No requirement to approve minutes.

III. Update on the 2017 Greater Los Angeles Homeless Count
     Clementina Verjan
Summary:
Staff provided updates on the 2017 Greater Los Angeles Homeless Count. Data was provided regarding census tract coverage and volunteer experience. It was announced that there is a step-by-step Shelter Count guide available on LAHSA’s website. A debriefing session is planned for each SPA and will take place at the local coalition meetings using the quarterly meeting process.

Discussion:
None.

Motion: None.

Staff Action Items:
- Include as a standing item next Coordinating Council (Clementina)
- Send out Clementina’s HC update notes to Council (Clementina)

IV. Programs Department Updates

a. HMIS Migration Project Plan Overview

Summary: Staff presented on the HMIS migration project plan. The plan details how LAHSA will migrate current and historical client program data from Adsystech HMIS (current system) to Bitfocus Clarity (new system). Beginning in mid-March training for Adsystech HMIS will be phased out. The launch date for Bitfocus Clarity is planned for May 15, 2017. Monthly updates will be provided by the HMIS Project Team to the community through multiple forums. The report will provide the community an avenue for input and to provide support. The inclusion of domestic violence providers will be discussed on how to incorporate in the new system going forward. Staff plan to create a focus around taking down barriers to joining the new system and will work on bringing on new programs that wish to join very soon after the initial launch of Bitfocus Clarity. Bitfocus Clarity has the ability to connect to other systems. The Los Angeles Housing and Community Investment Department (HCID) should join the new system due to the fact that there is little reason for them to stay on the old system if LAHSA is no longer on it. Involvement with the Los Angeles County Department of Health Services is in the works.

Discussion:
Council discussed the following: clarification regarding the extent of complications expected on launch day; development of the training curriculum; training support for people who need live assistance; include domestic violence providers into new HMIS system and what will happen to those who want to come on Bitfocus Clarity during the transition, but are not on HMIS Adsystech currently.

Motion: None.

Staff action items: Provide update on progress of HMIS migration for next Coordinating Council.

b. 2016 LA CoC Program Performance Evaluation

Process and Methodology

Summary:
Staff presented on the 2016 LA CoC Program Evaluation Process and Methodology. The evaluation process for the following programs was included in the report: Permanent Supportive Housing (PSH), Rapid Re-Housing (RRH), Transitional Housing (TH), Transitional
Housing for Youth, and Transitional Housing for Survivors of Domestic Violence. LAHSA scored 173/200 on evaluation criteria for NOFA. There is a debrief call with HUD and more information to follow next month. The NOFA is expected to be released in early spring 2017. Council will be able to engage in the NOFA process; beginning NOFA conversation earlier this year will ensure that both LAHSA and Council have input in the process. The main categories outlined need to be presented to the community at large so Council can provide feedback for the NOFA far in advance. Staff suggested one of the ways this may be accomplished is through setting up a series of web-conferences and/or teleconferences to facilitate the transfer of information from the Council to the community at large.

**Discussion:**
Council stated that it is unfair for agencies to lose points due to spend down, as it pertains to rapid rehousing strategies. Council asked what the time frame for the 2017 NOFA and whether or not Council is still going to be involved. Council asked whether or not Council has the ability to impact point allocation, and if yes, how much time does Council have to engage in the process. Council posed the following question to itself: How would Council like to begin engaging in the 2017 NOFA process? Council asked how it can best address HUD’s concern over serving difficult populations which have a high negative turnover rate.

**Motion:** None.

**Staff action items:**
Council will follow-up with LAHSA staff regarding feedback on the 2017 NOFA.

V. Discussion of upcoming LA CoC Quarterly Community Meetings

**Summary:**
Staff presented an overview of the quarterly community meetings coming up in February and March 2017. The goal is to make community meetings more accessible, as well as more coalition and community specific. LAHSA is considering hosting a bi-annual after-work community update meeting, which would allow those stakeholders and community members who are unable to attend the quarterly community meetings held during the work day to participate. Staff does not believe that it would be beneficial for LAHSA to convene its own quarterly meetings outside of LA CoC quarterly community meetings because more providers attend the quarterly community meetings. Some coalitions have already begun to do evening meetings in an effort to combat attendance issues and reduce the overall number of absent voices in the community. Internally, LAHSA is looking to incorporate other departments outside of Policy & Planning in order to create a more holistic approach to homelessness.

**Discussion:**
Council likes the idea of making meetings more accessible as it may help with NIMBYISM. Council said there might already be a local body in each SPA that hosts an after work community meeting; would be helpful to find out if such body exists. Council suggested that it may be helpful to use the same agenda item points on the community meeting agendas for the evening meetings in an effort to draw individuals to the evening meetings that cannot make coalition meetings. Council suggested that evening meetings be centered around how items being discussed impact attendees, as well as present solutions to their problems. Council stated that planning longer meetings (2+ hours) might lead to a situation where coalition leaders get together on their own, without the rest of the community.
Staff action items:
- Send out email reminder to SPA 6 that Homeless Count debrief is taking place at this week’s meeting (Friday, February 10, 2017) and that LAHSA is seeking their feedback.
- Notify providers that performance evaluation is coming up.

VI. Update on the LA Regional Homelessness Advisory Council (RHAC)

Summary:
Staff presented an update on the LA Regional Homelessness Advisory Council. Currently there are fifty-six confirmed nominees. The first convening of the RHAC will take place on Wednesday, February 15, 2017 from 10:00am to 12:00pm at the Los Angeles County Workforce Development, Aging and Community Service Headquarters. The agenda for the first meeting of the RHAC is to establish a committee to nominate the LA CoC Board, which will replace Coordinating Council. Coordinating Council is expected to sunset in May and the target date to seat the LA CoC Board is June 2017. The LA CoC Board Nominating Committee will be responsible for establishing by-laws for the RHAC as well as establishing a nominating process for the LA CoC Board. The nominating committee is also responsible for addressing the concern of the lack of provider input and developing guidance on provider representation.

Discussion:
Council stated that broadly there has been much confusion over whether or not the RHAC is a governing board in the community and that there is a need to develop more succinct messaging. Council asked if there is any guidance in place in terms of the amount of service provider participation there can be on the LA CoC Board. Council asked if there will be guidance given to the RHAC regarding service provider representation on Board. Council asked for more clarity regarding what the sunset of Coordinating Council will look like. Council agrees that the Board has good representation, however it doesn’t meet very often.

Staff Action Items:
- Relative to the discussion regarding whether or not the nominating committee should be given guidance about representation and leadership: Provide a report for next meeting
- Provide list of 56 nominees and contact info by Friday, February 10, 2017.

VII. Discuss Agenda Items for Next Meeting-March 8th

The items for the next meeting would be decided over e-mail.

VIII. Adjournment

Motion: Veronica Lewis moved to adjourn. Andrea Marchetti & Steve Lytle seconded.
Action: Motion passed unanimously.

The meeting adjourned at 4:02 PM.
Homeless Count Update

1. Demographic Survey
2. Shelter Count
3. Communications
Demographic Survey

• Survey Teams
  ▪ USC
  ▪ LAHSA ERT and Regional Coordinators
  ▪ Family Solution Centers

• Timeline
  ▪ Through March 10\textsuperscript{th}; with a possibility to extend to the 17\textsuperscript{th}

• Strategies
  ▪ Deployment – blitz days in high-concentration area
  ▪ Regional information and tips through weekly check-in calls
Shelter Count

• Progress so far
  ▪ Non-HMIS Shelters
  ▪ HMIS Shelters

• Timeline
  ▪ Wrapping up data collection through March 3rd
  ▪ Compiling data to be ready for analysis through March
  ▪ Plan to bring the list back to SPA leadership towards the end of March
Communications

- Timeline
- Feedback
DATE: February 24, 2017

TO: LAHSA Commission

FROM: Pada Lee, Project Manager; Josh Decell, Associate Director, Data Integration

CC: Peter Lynn, Executive Director; Chris Callandrillo, Director of Programs

SUBJECT: Monthly Update on Homeless Management Information System (HMIS) Migration

Purpose
This progress report provides a status update for the Homeless Management Information System (HMIS) Migration Project that the Los Angeles Homeless Services Authority (LAHSA) is overseeing on behalf of the Los Angeles (LA), Glendale and Pasadena Continuums of Care (CoCs). The details of this monthly report are summarized below in five broad categories:

- **Overall Project Updates**
- **HMIS Governance and Community Input**: Items relating to engagement, input, and feedback from the service provider community, governing bodies, and other system partners, as well as general status updates.
- **Data Migration**: Items relating to data analysis, data cleanup, data conversions, and system configuration to ensure data is migrated completely and accurately and users find the system easy to use and reflective of programmatic workflows.
- **HMIS Reports**: Items relating to re-building custom reports in the new system and re-mapping dashboard linkages that are currently aligned with Adsystech HMIS and its data structures.
- **User Training**: Items relating to revision of training materials, as well as scheduling and logistics to train all users in the new software.

Background
In May 2016, LAHSA released a Request for Proposals (RFP) to solicit applicants to serve as the LA CoC HMIS software provider. In September 2016, following a community-driven scoring and evaluation process, the LAHSA Commission approved the community recommendation to contract with BitFocus to use their product, Clarity Human Services, as the LA CoC HMIS. Subsequent to that decision, the Glendale and Pasadena CoCs approved decisions to move with LAHSA to the same HMIS software provider. The resulting HMIS Migration Project encompasses the LA community’s efforts to create the most effective data collection and reporting system for the community of homeless assistance service providers.

This current month’s updates are detailed in the charts that follow.
# Project Updates as of 02/24/2017

## Overall Project Updates

<table>
<thead>
<tr>
<th>Topic</th>
<th>Details</th>
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<tbody>
<tr>
<td><strong>Project Plan Finalized</strong></td>
<td>LAHSA leadership reviewed and approved of the project plan for HMIS migration on 1/30/2017, and the HMIS team is currently in the preparation phase for data migration, as noted in the project timeline (see attachment).</td>
</tr>
<tr>
<td><strong>Targeted Launch Date</strong></td>
<td>LAHSA is targeting to “go-live” with Clarity by 5/15/2017, with user trainings beginning by 5/1/2017.</td>
</tr>
<tr>
<td><strong>Working with the Glendale and Pasadena CoC HMIS Leads</strong></td>
<td>The three CoC HMIS Leads are meeting regularly to jointly configure Clarity and to create standardization in settings, policies, and processes that affect all users of new Clarity platform across the three Continuums of Care.</td>
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## HMIS Governance and Community Input (Status: On Schedule)

<table>
<thead>
<tr>
<th>Topic</th>
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<tbody>
<tr>
<td><strong>Workflow Demonstration with the Community (On Schedule)</strong></td>
<td>• LAHSA, with assistance from United Way, will convene a demonstration of the proposed user-end workflow within Clarity in March.</td>
</tr>
</tbody>
</table>
| **Clarity Training Options (On Schedule)** | • There will be several different options for re-training our community on Clarity.  
• LAHSA send out a survey to assess the demand for various training options (Instructor-led (on-site and off-site) vs. self-guided, online learning) to plan training schedules and logistics. |
| **Training Course Names and Numbers (On Schedule)** | • LAHSA survey user groups to collect insight on how to group and name training courses to ensure users understand which trainings are most applicable to different roles within their organization.  
• LAHSA will re-brand Clarity Training Course Names and Numbers to reduce confusion and help create training curriculums that make sense for each user. |
### Program Eligibility Information (On Schedule)
- LAHSA is assessing how to integrate program eligibility criteria.
- LAHSA will be sending out surveys to collect information on eligibility criteria during the next month.

### Determining Varying Levels of Access (On Schedule)
- Since different user roles will require different levels of access, LAHSA will be proposing and collecting feedback on distinctions in levels of access for users from read-only to basic navigation to agency-level admins during the next month.

### Gather input regarding frequency of data collection (On Schedule)
- With Clarity, clients’ existing assessment and survey responses can carry over across enrollments automatically.
- LAHSA will be surveying the community for input on the optimal length of time the responses should carry over before the information is considered “outdated”.

### Data Migration (Status: On Schedule)

| Data Elements Analysis and Cleanup (On Schedule / Delayed) | LAHSA HMIS delivered all standard HUD data to Bitfocus on the target date, 2/6/17.  
> LAHSA HMIS and System Integration Teams reviewed the list of Custom Data Elements in the current Adsystech HMIS to assess which data are currently in use for inclusion in the migration. The list was reduced from over 1,000 data elements to about 700, and the data were delivered to Bitfocus on 2/21/17 (originally targeted for 2/10). Adequate time is planned for review in March to mitigate the delay of this item.  
> Over the next month, LAHSA will work with Bitfocus to analyze the data, and create a data migration map. Through this effort, the project team will establish a cut-off date for Adsystech HMIS and the corresponding blackout time between systems. |
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<tr>
<td>Initial Workflow Designed (On Schedule)</td>
<td>LAHSA HMIS Team created a user-end workflow in Clarity that aligns with how clients actually move through our CES across populations.</td>
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</tbody>
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The project team will schedule meetings with System Team and community members over the coming month to gather feedback on the proposed workflows.

The team has also met with various LAHSA units to ensure internal processes are supported throughout the migration to Clarity.

<table>
<thead>
<tr>
<th>HMIS Reports (Status: On Schedule)</th>
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<tbody>
<tr>
<td>Reports Prioritized for Re-development in Clarity (On Schedule)</td>
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<tr>
<td>• LAHSA HMIS Team has identified and prioritized the most-used and mission-critical custom reports in the current HMIS for re-development in Clarity.</td>
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<tr>
<td>• Highest priority has been given to compliance and CES reports to ensure that both LAHSA and our community continue to meet contractual obligations and the immediate needs of persons experiencing homelessness.</td>
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<tr>
<th>Existing Clarity Standard Reports and Ad-hoc Reporting (On Schedule)</th>
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<tr>
<td>• LAHSA has projected at least one (1) admin-level user per organization who will have access to ad-hoc reporting, which is easier to use for in-depth analysis and complements the pre-packaged Clarity reports and custom reports LAHSA is re-developing.</td>
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<tr>
<th>Dashboard Linkages being reviewed for Re-development in Clarity (On Schedule)</th>
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<tr>
<td>• LAHSA has identified methods for re-creating linkages to all public facing dashboards to ensure there is minimal downtime for those community tools.</td>
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<th>User Training (Status: On Schedule)</th>
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<tbody>
<tr>
<td>HMIS Trainings Prioritized for Re-</td>
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<tr>
<td>• LAHSA HMIS Team has identified and prioritized the training courses for re-development in Clarity.</td>
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<tr>
<td><strong>development in Clarity (On Schedule)</strong></td>
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| **Streamline Access to Training Website (On Schedule)** | • LAHSA is working on merging the training website login credentials with the main LAHSA site (MyOrg) to reduce the confusion that comes with managing multiple user accounts and passwords.  
• The site is projected to be online with the final training schedules in April. All active training site login credentials that match will be migrated over and others will be contacted to create a login in the LAHSA main site. |

Please contact Pada Lee at plee@lahsa.org for any further information.

**Attachments**

- HMIS Migration Monthly Update (Presentation)
Project Overview
Restating the Project Objectives

Establish a strong feedback loop with internal and external stakeholders to configure “our” HMIS

Thoroughly and accurately migrate current and historical client and program data from Adsystech HMIS to BitFocus Clarity

Implement a CES workflow to align and enhance our system and conform to the policies and processes of our community

Comprehensively re-train all current HMIS users in the LA CoC on the new HMIS application

Update reports and dashboard linkages to align with the new data structure
Project Timeline

1/13
• Project Kickoff Call with BitFocus
• Project Start

1/17 - 1/20
• System Administrators trained

1/23 - 1/27
• Completed Project Plan
• Identify communication channels and groups

2/3 - 2/10
• Initial System Workflow designed for feedback

2/10 - 3/31
• Data Cleanup for active programs and client data

2/10
• All data elements sent to BitFocus for review
• Prioritized list for training/report revisions

2/13 - 4/28
• Revise training materials
• Revise data reports

Mid-March - 4/28
• Program Setup
• Access Roles Setup

Mid-March
• Finalized System/CES Workflows
• Proposed Adsystech HMIS Training Cut Off
• Train-the-Trainer with BitFocus

5/1
• Live Demo to Community
• Training for all community users begins

5/15
• LAUNCH!
Monthly Report

Overall HMIS Migration Status: On Schedule
• **Sneak Peek of Clarity**
  - Come to the sneak peek event at United Way for a preview of what it looks like and tell us what you think!
  - Date TBD, in March

• **Three (3) Training Options Available:** Surveying current user to assess preferred modes of training:
  - *Online Interactive Video* (with assessments incorporated)
    - At-your-pace
    - Online, so no need to go anywhere
  - *In-class at LAHSA*
    - Instructor-led
    - In-person and hands-on but limited in space (30 persons/day)
  - *At off-site locations*
    - Instructor-led
    - In-person and level of hands-on experience depends on computer availability

The community has many opportunities for input
- HMIS Course Catalog
  - Re-branding our trainings in Clarity to help create curriculums that make sense and reduce confusion
  - Surveys will be done at various groups to gain insight on the best/preferred naming and numbering scheme

- Program Eligibility Information
  - Collecting eligibility criteria for various programs to prepare program set-ups
  - Each organization will be asked in the coming month to provide the eligibility criteria of their programs to be implemented into Clarity to make best use of the built-in eligibility determination engine

- Access Levels
  - LAHSA will be proposing the tiers of user access levels based on existing standards, and we will gathering feedback on the organizational needs for new and expanded features in Clarity

- Frequency of Data Collection
  - Clarity carries over assessment responses across enrollments into programs. We are working with CES leads and matchers to assess an appropriate length of time before reassessment is needed.
  - LAHSA will be sending surveys to the community for input on the appropriate length of time.
Progress during this month – Data Migration and Configuration

Data Analysis
- HUD Data Elements sent to BitFocus for analysis on 2/6
- Custom Data Elements reviewed to assess if it is currently in use and must be migrated
- Custom Data Elements sent to BitFocus for analysis on 2/21

System Workflow
- Initial workflow has been created and is currently under review by project team
- LAHSA will be meeting with user groups and the community to gather feedback on the proposed flow
Progress during this month – HMIS Reports

- **Reports Prioritized**
  - Identification of the most-used and important custom reports in current Adsystech HMIS for re-development
  - Those reports were prioritized based on impact, with compliance and CES reports being the highest priority to ensure our community can immediately make use of the data in Clarity

- **Ad-hoc Reporting Access**
  - LAHSA projects approximately one (1) admin-level person per organization who will have access to the ad-hoc reporting features to complement the custom reports that will be re-developed

- **Dashboard Linkages Reviewed**
  - LAHSA has identified methods to re-create linkages to all existing public-facing dashboards to ensure minimal downtime for those tools for our community
Progress during this month – User Training

Training Courses Prioritized

• The training team has identified the most-used and important trainings for the current Adsystech HMIS for re-development in Clarity
• Some redundant courses will be merged and streamlined to reduce confusion and to create a simpler curriculum for each person’s needs

Training Website Merging

• LAHSA is working on merging the training website and the main LAHSA website to create a seamless experience for our community. The unified login credentials will allow access to all the web applications in MyOrg and the training course registrations and tracking
• The merged site is due to be online with the final training schedules in April. All active training site login credentials will be matched and migrated over to the main site for the most seamless user experience
## Action Items for the month ahead

### Data
- Finalize CES and general workflows in Clarity
- Finalize date for Adsystech HMIS Cutoff
- Data Cleanup through internal analysis and with community assistance
- Finalize Access Roles and Levels

### Reporting
- Analyze Clarity’s data structure to:
  - Re-create report requirement documents for prioritized compliance and CES reports
  - Re-create infrastructures for dashboard linkages

### Training
- Establish training formats and structure
- Review training site active login and HMIS active users for unifying login credentials
Questions?