Sonoma County HMIS/Data Committee
Agenda for August 18, 2025
10:00 AM – 11:00 AM Pacific Time

Virtual Public Meeting Information:

https://sonomacounty.zoom.us/j/98153122625?pwd=71rV1795pPRxvzP84-LOeXiG1hf8Qw.9dH13vPP-WRsmPlD
Passcode: 915059

Or Telephone: 669-900-9128
Webinar ID: 981 5312 2625

#	Agenda Item	Presenter	Approx. Time
	Welcome and roll call.	Staff	
1.	Approve Meeting Minutes (Action Item)	Chair	5 mins
2.	Introduction of New Committee Member	Chair	5 mins
3.	Staff Report- Gender Demographic Update (Potential Action Item)	Staff	10 mins
4.	Staff Report- HMIS Subregion Data Demographic Addition (Potential Action Item)	Staff	10 mins
5.	Staff Report- July HMIS Office Hours Summary	Staff	5 mins
6.	Staff Report- HMIS Support Request Process (Potential Action Item)	Staff	10 mins
7.	Future Agenda Items for Committee Discussion	Chair	10 mins
8.	Public comment for items not on the agenda.	Chair	

PUBLIC COMMENT:

Public Comment may be made via email or during the live zoom meeting. To submit an emailed public comment to the committee email Daniel.Overbury-Howland@sonomacounty.gov. Please provide your name, the agenda number(s) on which you wish to speak, and your comment. These comments will be emailed to all Committee members. Public comment during the meeting can be made live by joining the Zoom meeting using the above provided information. Available time for comments is determined by the Committee Chair based on agenda scheduling demands and total number of speakers.

SONOMA COUNTY HOMELESS COALITION

HMIS Committee Meeting Minutes

July 14, 2025
10am, Zoom

Topic: HMIS Data Committee

Start Time: July 14, 2025 10:06 AM

Welcome and Roll Call
- Roll Call was taken:
  - *Present: Sasha Brown, Manny Galvan, Lindsey Hazelwood, Teresa Moore, Karla McLaren, Dannielle Danforth, Jessica Wolfe,*
  - *Absent: Maleah Giron, Amy Marshall, Sandy Robinson, Margaret Sluyk*

1. **Approve Meeting Minutes**
   - Lindsay made motion to approve, Sasha seconded.
   - No Public Comment.
   - Motion passed to approve meeting minutes without objection

2. **Staff Report - Committee Membership Applications**
   - Two applications were presented for the Committee's consideration.
   - No Public Comment.
   - Sasha made motion to approve one applicant to join Committee and one applicant to attend future meeting, Karla seconded.
   - Motion passed without objection.

3. **Staff Report- HMIS Support Request Process**
   - Recommendation to Staff to format form to include fillable fields.
   - No Public Comment.
   - Sasha made motion to approve form with recommended changes, Danielle seconded
   - Motion passed without objection.

4. **Staff Report- Summary of Changes to HMIS Policies and Procedures (Action Item)**
   - Danielle made motion to approve, Lindsey seconded
   - Motion passed without objection
   - No Public Comment

5. **Future Agenda Items for Committee Discussion**
   - Future Agenda Items were proposed and discussed.
   - Request to move August meeting from the 11th to the 18th
   - No Public Comment.

6. **Public comment for items not on the agenda.**
   - No Public Comment

Sonoma County HMIS Data Committee
Agenda Item Report

Item No: 3

Subject: HMIS Gender Data Demographic Updates

Meeting Date: August 18, 2025

Staff Contact: Daniel Overbury-Howland, Daniel.Overbury-Howland@sonomacounty.gov

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Summary –

HUD published updates to the HMIS data standards in June 2025. The updated standards directs CoCs to retire the Gender data element to be compliant with the current Administration's Executive Orders. This change will go into effect on October 1st, 2025, and the Gender data element that is currently a mandatory part of demographic data collection will no longer be visible or available in HMIS. This data would no longer be recorded anywhere in HMIS. Staff have checked with HUD and have been advised that even though the collection of gender data is not required anymore, CoCs are able to set the requirement at a local level still. Staff are proposing that we replace the HUD mandatory data element Gender with an identical local data element. The placement and response options would remain the same as they are now and staff entering data in HMIS shouldn't notice a difference. We would just enable a new Gender data element on the same day that the HUD element is retired.

Potential Action Item: Approve update to demographics by replacing HUD Gender data element with an identical local one to ensure we continue to record and track gender data for future use and analysis.

Sonoma County HMIS Data Committee
Agenda Item Report

Item No: 4

Subject: HMIS Subregion Data Demographic Addition

Meeting Date: August 18, 2025

Staff Contact: Daniel Overbury-Howland, Daniel.Overbury-Howland@sonomacounty.gov

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Summary –
The Sonoma County system-wide By-Name-List report aims to capture all individuals experiencing homelessness in the community. The report breaks out clients by subregion - Santa Rosa, West County, North County, Rohnert Park, Sonoma Valley, and South County. The current subregion data point is calculated based on which programs a client is enrolled. Because this data is calculated rather than recorded directly by providers, our ability to use the data for analysis is limited. We are proposing the addition of a new mandatory demographic to capture which subregion a client is located in at the point of enrollment so we can better use this data for reporting and analysis. This new demographic would be applied to all programs participating in HMIS. County staff would add the point-in-time calculated subregion to demographic for manual mandatory updating.

Potential Action Item: Approve addition of Subregion data point to demographics

Sonoma County HMIS Data Committee
Agenda Item Report

Item No: 5

Subject: July 2025 HMIS Office Hours

Meeting Date: August 18, 2025

Staff Contact: Adam Siegenthaler, Adam.Siegenthaler@sonomacounty.gov

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Summary- At the March 2025 HMIS Data Committee meeting, it was suggested that Staff set up an office-hour meeting every other month for HMIS Agency Leads to come and ask questions or bring up partner agency concerns around HMIS in a series of continuing meetings. These meetings would be set up to ask Lead Agency Administration- the HMIS Coordinator and Technician- questions directly about HMIS features or functions, workflows, reporting, or anything else HMIS related, excluding the viewing or sharing of client-specific data. Staff were requested to provide feedback on items raised during this meeting and take notes for later follow up. HMIS Partner Agency Leads were invited to the office-hours meeting and were able to forward the invitation to other staff members at their respective agencies as HMIS designated representatives. HMIS Office Hours attendance was not mandatory. HMIS Agency leads or designates were invited to join or leave the meeting in at any point during the hour to get information, report any issues, or ask their questions on HMIS.

Office-hour meetings are intended as additional opportunities to communicate in an open forum regarding HMIS. HMIS Agency Leads can email or call the HMIS Coordinator or HMIS Technician directly with any issues they might be experiencing at any time.

On July 10th, 2025, from 11:00 a.m. to 12:00 p.m., HMIS Office Hours was hosted by HMIS Technician, Adam Siegenthaler. 37 invites were sent to HMIS Agency Lead Administrators or forwarded to agency representatives. 3 HMIS Partner Agencies: Catholic Charities of Northwest California, PEP Housing, and Nation's Finest of Santa Rosa were represented by 4 attendees.

Topics related to Family Program History, Client Demographics, Compliance and Training were presented for discussion by a HMIS Staff from Catholic Charities of Northwest California. Staff took note of each item and are to provide the necessary follow-up to items discussed. There were no reported issues or concerns with the HMIS software during this session.

Action Item: None.

Sonoma County HMIS Data Committee
Agenda Item Report

Item No: 6

Subject: HMIS Support Request Process

Meeting Date: August 18, 2025

Staff Contact: Adam Siegenthaler, Adam.Siegenthaler@sonoma-county.org

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Summary- Requests for technical support with HMIS software, Efforts to Outcomes (EtO), are directed to either the HMIS Coordinator, Daniel Overbury-Howland, or HMIS Technician, Adam Siegenthaler at the HMIS Lead Agency, the Sonoma County Department of Health Services. Per HMIS Policies and Procedures Technical Support, *"End-users submit support requests via email to their Partner Agency HMIS Administrator when encountering issues with the HMIS. If the Partner Agency HMIS Administrator cannot resolve the issue with the End-user, the HMIS Administrator will forward the request to the HMIS Lead Agency for resolution. If the HMIS Lead Agency is unable to resolve the request, the HMIS Lead Agency will escalate the request to the HMIS software vendor as appropriate."*

It has been recommended to Staff to implement a more formal process and create a HMIS Support Request form, attached as "Exhibit A", to collect information for future analysis on the type and nature of HMIS technical requests are being submitted by Partner Agency HMIS Administrators to the HMIS Lead Agency. A section for internal tracking purposes has been added for HMIS Lead Agency Staff's use and the form has been formatted as a PDF with fillable fields.

Submitted HMIS Support Request forms, along with emails and phone calls, that are submitted to the HMIS Coordinator and/or HMIS Technician, can be entered by Staff onto an internal Excel workbook document to serve as a tracking sheet of HMIS support requests for a period of ninety (90) days, or three (3) months. At the conclusion of the period, the tracking sheet will be submitted to the Committee at a future meeting for review and further discussion.

Potential Action Item: Request Staff to implement an internal tracking sheet to record received HMIS Support Requests forms, emails and phone calls for a 90-day period.

HMIS TECHNICAL SUPPORT REQUEST FORM WITH EFFORTS TO OUTCOMES (ETO) SOFTWARE

SONOMA COUNTY HOMELESS COALITION PROGRAMS

FIELDS WITH AN * REQUIRE A RESPONSE

HMIS Partner Agency Name*:_____

Work Email*:_____

First and Last Name*:_____

Phone Number*:_____

Date*:_____

Subject*:

☐ User Account Access (New Set-ups, Additional Programs, Unlocks, Password Resets, Disable)

☐ Scheduling Trainings- New User, Data Quality Improvement, Quarterly Status Reports

☐ Merging Duplicate Client Records

☐ System or HUD HMIS Data Entry Errors

☐ New Program Creation

☐ Custom Assessment Requests

☐ Custom Reporting Request

Description*:_____

File Attached: Yes__ No__

INSTRUCTIONS

Email completed form and any file attachments to Daniel Overbury-Howland, Daniel.Overbury-Howland@sonoma-county.org and/or Adam Siegenthaler, Adam.Siegenthaler@sonoma-county.org with the subject: HMIS Technical Support Request.

LEAD ADMINISTRATOR USE ONLY

Direct Request: E-mail __ Phone call __ Date: _____

Status: Closed __ Pending __ Escalated to Vendor___

Status Notes: _____