



Meeting AGENDA
MARCH 12, 2025 9:00 AM-10:00 AM
KERN HEALTH SYSTEMS
2900 BUCK OWENS BLVD.

RED ITEMS INDICATE ACTION REQUIRED
PLEASE MUTE YOUR PHONES AS A COURTESY TO OTHERS.

FACILITATOR: MARCIA CHACON (KHS)
CO-CHAIR: JOSEPH AGUILAR (CAPK)

| HMIS Data Quality Subcommittee Agenda | |
|--|----------------|
| Welcome- Marcia Chacon, Chair | |
| <ul style="list-style-type: none"> • Roll Call - Establish a Quorum (<i>Requires six voting members, only one per agency</i>) Marcia Chacon Voting Members: KHS, CAPK, TODN, CVAF, CSV, KBHRS, Flood, HACK, KCNC, BKRHC • Approval of Agenda - Action Item Marcia Chacon • Public Comments per the Good of the Order | |
| Approval of January Meeting Minutes – Action Item | |
| OLD BUSINESS | |
| <ul style="list-style-type: none"> • HMIS Dashboard - Follow up Marcia Chacon • HMIS Licensing Fees Marcia Chacon • HMIS Office Hours Marcia Chacon | |
| NEW BUSINESS | |
| <ul style="list-style-type: none"> • Agency User Deactivation Form Marcia Chacon • New Agency Announcement Marcia Chacon • End User Refresher Training Marcia Chacon • Agency Manager Training Marcia Chacon • Policy & Procedures Manual – Action Item Marcia Chacon • Data Quality Plan – Action Item Marcia Chacon • January & February Helpdesk Metrics Marcia Chacon | |
| CES UPDATE | Joseph Aguilar |
| ROUNDTABLE | |
| ADJOURNMENT | Marcia Chacon |

Next meeting on Apr 9th, 2025, at 9:00 A.M. at 2900 Buck Owens Blvd. Bakersfield, CA 93308.
To inquire about the meetings, please contact the HMIS Committee Chair Marcia Chacon
Data Quality Committee email: DataQualityCommittee@KernHMIS.com

FACILITATOR: MARCIA CHACON (KHS)

CO-CHAIR: JOSEPH AGUILAR (CAPK)

HMIS Data Quality Subcommittee Minutes

Welcome- Marcia Chacon, Chair

Called to order at 9:00 AM

- Roll Call - Establish a Quorum (*Requires six voting members, only one per agency*) Marcia Chacon
 Voting Members: KHS, CAPK, TODN, CVAF, CSV, KBHRS, Flood, HACK, KCNC, BKRHC
 Attendance: Michael Weir (KHS), Marcia Chacon (KHS), Jamey Cendana (KHS), Michael Regpala (KHS), Dalia Fontaine (KHS), Adriana Salinas (KHS), Noe Ramirez (Mercy), Jennifer Rimer (CSV), Megan Ruth (PVMG), Lourdes Torres (KBHRS), Lizbeth Lopez (KBHRS), Johnny Delgado (BAIHP), Marlene Ruiz (CAPK), Bryanna Wood (KCNC), Rachel Sanders (KCNC), Jackie Soto (BKRHC), Ariel Hogan (TODN), Jessica Cruse (TODN), Leonela Ramos (TODN), Samantha Imhoof Tran (CCS), Crystal Sandoval (Flood), Juan Olvera (Flood), Reed Lovan (Rio & Blanco), Marvin Luna (TODN), Nicole Juarez (CSV), Michelle Means (HACK), Mayra Sepulveda (HACK), Lucy Serrano (TODN), Keith Jackson (CAPK), Gabriela Gomez (GBLA)
 Quorum established
- Approval of Agenda - **Action Item** Marcia Chacon
 Motioned by Marlene, second by Crystal, motion approved
- Public Comments per the Good of the Order
 None

Approval of November Meeting Minutes – Action Item

Motioned by Marlene, second by Crystal, motion approved

OLD BUSINESS

- **Fourth Quarter Training – Final** Marcia Chacon
 Discussed that there were some people that have not returned attestations and so their accounts have been deactivated. Please reach out to Michael so that we can reactivate your users.
- **HMIS Dashboard - Follow up** Marcia Chacon
 We did a dashboard demo at December Governing Board. We are just waiting for our BI team to finish logins to KHS website. We will also offer training for how the logins and dashboards work. We'll drop in our data library as well that provides basic training on HMIS functions. We hope to go live with the dashboard in January.
- **HMIS Office Hours – Follow up** Marcia Chacon
 Next office hours will be January 29th at 1:30, we want to focus on annual assessments. If your program is HUD funded then it is a requirement that they be completed on time. If you have staff that would like to join, please feel free to send them down to office hours.
- **LSA Report – Follow up** Marcia Chacon
 Tomorrow is our deadline to submit, thank you to everyone who helped us resolve the errors. We started

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at 280 and are now down to 2 errors. Next report will be SPM, due in February.

NEW BUSINESS

- **Additional Bitfocus Training** Marcia Chacon
 We concluded these trainings with Bitfocus. Is there a specific training you'd like to see in 2025?
- **New Clarity Interface** Marcia Chacon
 An update on our new Clarity user interface that we introduced in October. Our plan was to switch Clarity over in January. However, Bitfocus is still working on finishing certain parts of the website and does not plan to be finished until summer. We plan to pilot it first in the summer before releasing it to other agencies.
- **YHDP Data** Bryanna Wood
 YHDP is a youth homeless demonstration program that we were awarded. This comes with new data requirements. One of the things that they are pointing out is that we don't collect sexual identity, sexual orientation, education status, foster care history. They would be included in the enrollment. Bitfocus emailed out an updated template for universal data elements, and we are asking to get ahead of the curve and start collecting this data now. It will be a requirement within the programs. We'd like to schedule a meeting with Bitfocus to see if adding this data collection would generate future data errors.
- **Cal AIM Assessment** Marcia Chacon
 These Cal AIM assessments are coming to HMIS. I am going to put it more on agencies that get community support services which is why we have invited CSS today. We know there are agencies that are getting this funding and some not, but these assessments are tailored for those that are getting Cal AIM funding. These have been piloted with CAPK and HA.
- **Helpdesk Metrics** Marcia Chacon
 Here are the helpdesk metrics for the month of November and December.
- **HMIS Licensing Fees** Marcia Chacon
 We just have a reminder, coming October 2025, and agencies are going to start having to pay the COC for HMIS licensing. The fees may increase slightly as Bitfocus increases prices every year. Bryanna would like to get an updated breakdown of costs by August or September. We want to make it where we aren't disrupting your activities and you will have control over the licenses you hand out.

CES UPDATE

Joseph Aguilar

CES has its own line when they call 211 and speak directly to CES rather than going through the 211 line. Encourage your clients to stay on the line – they can leave voicemails and sometimes referrals can take up to 1-3 business days.

ROUNDTABLE

ADJOURNMENT

Marcia Chacon

Adjourned at 9:43 AM

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HMIS Data Quality Subcommittee Meeting

March 12, 2025



**KERN HEALTH
SYSTEMS**



Voting Members

Kern Health Systems

The Open Door Network

California Veterans Assistance Foundation

Clinica Sierra Vista

Kern Behavioral Health and Recovery Services

Flood Ministries

Housing Authority of the County of Kern

Kern County Network for Children

Community Action Partnership of Kern

Bakersfield Kern Regional Homeless
Collaborative

Welcome!
Roll Call and Quorum



Old Business



HMIS Dashboard Follow-up

A large, white, brushstroke-style graphic that tapers at both ends, resembling a paintbrush stroke, set against a light gray background. The text is centered within this graphic.

HMIS Licensing Fees

HMIS Helpdesk Office Hours

- This month's office hours are March 26th at 1:30 PM
- Please encourage staff to bring comments, concerns, or questions
- Quick training for simple requests offered
- We can schedule training for more complex requests
- Pick up a flyer on your way out today!





New Business

HMIS User Deactivation Form





HOMELESS MANAGEMENT INFORMATION SYSTEM
(Kern County HMIS)

HMIS User Deactivation Form

This HMIS User Deactivation Form is to inform the HMIS Administrator that the following employee is no longer with the organization. Therefore, their access to HMIS should be removed immediately.

Submission Date: _____

Agency/Organization: _____

Name of Employee: _____

Effective Date of Termination: _____

Authorized by: _____

Please send signed form to hmissupport@kernhmis.com for processing.

HMIS Administrator Use Only:

Ticket # _____

Status: Completed Pending

Date of Completion: _____

Completed by: _____



New Agency Announcement

The logo for the Homeless Management Information System features the text "Homeless Management Information System" in a bold, black, sans-serif font, centered over a background of blue and white diagonal stripes. The word "MAY" is faintly visible in the background.

Homeless Management Information System

- **End User Refresher Training**
- **For all users whose account is 1 year or older, as of 3/1/25**



HMIS

HOMELESS MANAGEMENT INFORMATION SYSTEM

-
- *Agency Manager Training*
 - For all agency managers

HMIS Policies & Procedures Revisions



- **System Communications & Support:**
 - Communicate System Changes: Notify Voting Members of system-wide changes via direct emails and/or User Meetings.
 - HMIS User Meetings: Host HMIS User Meetings open to all HMIS Users to discuss system use and implementation.
 - Data & Performance Management Meetings: Host meetings for HMIS Voting Members, focusing on performance and policies related to HMIS.
 - Technical Support: Provide technical support to Voting Members via the HMIS Help Desk.
- **Technical & System Maintenance:**
 - HMIS Software Testing: Complete software testing as necessary.
 - Submit Support Tickets: Submit tickets to the HMIS vendor on behalf of Participating Agencies when the HMIS Lead Agency cannot resolve a technical issue.
 - System Availability: Ensure Bakersfield-Kern HMIS is available to HMIS Users. Inform HMIS Users of any planned or unplanned service outages via direct email.
 - Facilitate Access to System Data: Ensure appropriate access to system-level data for authorized users.
- System communications & support, along with technical & system maintenance, have been added on page 18.
 - Technical support, along with instructions on how to submit a request, has been added on page 19.
 - User Account and Data Inactivity information have been added on pages 24-26

HMIS Data Quality Policy Revisions



- Added on the HMIS Goals for DQ Pg 4.
- Added on the DQ Issues and standards pg 6
- Data Integrity standards added on pg. 8
- Pg 15: Recommended steps for monitoring was added on.
- Pg 16-18 DQ monitoring and reporting process was added on
- Preparation for submission schedule on reports added on pg. 19-20

HMIS Helpdesk Metrics

109 Tickets in January

| Top 5 Requested Subjects | # of Tickets Received |
|--------------------------|-----------------------|
| Account Reactivation | 27 |
| Miscellaneous | 24 |
| Service Deletion | 16 |
| Program deletion | 8 |
| Add new user | 6 |

HMIS Ticket Counts – January 2025

| Ticket Type | Count | Ticket Type | Count |
|-----------------------|-------|-----------------------|-------|
| Account Reactivation | 27 | Reservation deletion | 1 |
| Miscellaneous | 24 | Program setup request | 1 |
| Service deletion | 16 | Note deletion | 1 |
| Program deletion | 8 | Merge clients | 1 |
| Add new user | 6 | System config request | 1 |
| Event deletion | 4 | Training request | 1 |
| DQ Issue | 4 | Password reset | 1 |
| Assessment Deletion | 3 | Community queue issue | 0 |
| Merge Programs | 3 | Service creation | 0 |
| Deactivate user | 2 | Encampment/outreach | 0 |
| File deletion | 2 | Location update | 0 |
| Custom Report Request | 2 | Report request | 0 |
| Referral deletion | 1 | Sage Caper Upload | 0 |
| | | YHDP | 0 |

HMIS Helpdesk Metrics

82 Tickets in February

| Top 5 Requested Subjects | # of Tickets Received |
|--------------------------|-----------------------|
| Service deletion | 15 |
| Program deletion | 9 |
| System config request | 7 |
| Account reactivation | 6 |
| Reservation deletion | 5 |

HMIS Ticket Counts – February 2025

| Ticket Type | Count | Ticket Type | Count |
|-----------------------|-------|-----------------------|-------|
| Service deletion | 15 | Event deletion | 2 |
| Program deletion | 9 | File deletion | 2 |
| System config request | 7 | Referral deletion | 1 |
| Account reactivation | 6 | Note deletion | 1 |
| Reservation deletion | 5 | Custom report request | 1 |
| Assessment deletion | 5 | DQ issue | 1 |
| Program setup request | 5 | Password reset | 1 |
| Add new user | 4 | CQ issue | 0 |
| Merge clients | 4 | Service creation | 0 |
| Miscellaneous | 4 | Encampment/Outreach | 0 |
| Deactivate user | 3 | Location Update | 0 |
| Merge programs | 3 | Training request | 0 |
| Report request | 3 | Sage Caper upload | 0 |
| | | YHDP | 0 |



CES Update

Questions?

For additional information, please contact:

Marcia Chacon

Homeless Services Manager

(661) 426-7747

Marcia.Chacon@khs-net.com

Next meeting – April 9th, 2025