



SACRAMENTO
STEPS FORWARD

Ending Homelessness. Starting Fresh.

HMIS & Data Committee (HDC) Agenda

Thursday, October 14th, 2021 | 10:00 AM – 11:30 AM

[Zoom Meeting](#) | Meeting ID: 828 6456 1049 | Passcode: 105411

One tap mobile: +16699009128,,82864561049#,,,,*105411# US (San Jose)

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Agenda Item	Presenter(s):	Time	Item Type
I. Welcome/Introductions	Erica Plumb & Jameson Parker, (Co-Chairs)	10:00 AM (10 minutes)	Informational
II. Approval of 4/8/21 Meeting Minutes	Erica Plumb & Jameson Parker	10:10 AM (5 minutes)	Action
III. SSF Staff Updates	Michele Watts, SSF Chief Planning Officer	10:15 AM (5 minutes)	Informational
IV. Fee Structure Proposal	Michele Watts	10:20 AM (10 minutes)	Informational
V. 2021 Sacramento CoC Annual Meeting Debrief	Michele Watts	10:30 AM (5 minutes)	Informational
VI. REQ Action Plan & the HDC	Angela Upshaw, & Ardy Akhzari, REQC Co-Chairs	10:35 AM (40 minutes)	Informational & Discussion

VII. HDC Membership: <ul style="list-style-type: none"> • Member Check In • Recruitment/New CoC Recruitment Process 	Michele Watts	11:10 AM (10 minutes)	Informational
VIII. Announcements: <ul style="list-style-type: none"> • HMIS Privacy & Security Data Plans will be listed as an Action Item for the CoC Board approval at the special Friday, Oct. 29th CoC Board meeting (8:00am to 10:00am) 			
IX. Meeting Adjourned Next Quarterly HMIS Data Committee Meeting: 2022 Q1 Meeting will be Thursday, Jan. 13th, 2022			



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HMIS & Data Committee Meeting Minutes

Thursday, April 8, 2021 || 10:00 AM – 11:30 AM

[Recording of Zoom Meeting](#) - Chat provided in recording.

Attendance:

Member	Area of Representation / Organization	Present
Anastasiya Hernandez	Saint John's Program for Real Change	Yes
Anne-Marie Hooper	Sacramento Self Help Housing	No
Cynthia Hunt	Cottage Housing, Inc.	Yes
Dawn Williams	Sacramento County Dept. of Health Services	No
Erica Plumb (Co-Chair)	Mercy Housing	Yes
Jameson Parker (Co-Chair)	Midtown Business Association	Yes
Janel Fletcher	SHELTER, Inc.	Yes
Joshua Arnold	Volunteers of America (VOA)	Yes
Mixtlicoatl Gonzalez	Lutheran Social Services	Yes

Guest	Area of Representation / Organization
Alena Kuzmeno	Saint John's
Belle Darsie	Sac Children's Home
Benjamin Uhlenhop	Next Move
Cheyenne Caraway	SHRA
Chris Egan	Term Strategies
DWiland	Nation's Finest
Ibra Henley	SHRA

James Landreth	SHRA
Jenny Stoneburner	Sacramento County Public Defender's Office
Karen Thompson	Heartland
Lalila Cota	Heartland
Lee Sorrell	DHA
Lorraine Wilkins	Urban Strategies Inc.
Lorrie Lorell	Hope Cooperative
Stephen Hernandez	Nation's Finest
Tami Davenport	SHRA
Zuri KColbert	CLAP

SSF Staff	SSF Title
Hamid Bashiri	Senior Data Analyst
Jay Vilorio	Data Analyst
Keri Arnold	HMIS Coordinator
Michele Watts	Chief Planning Officer
Michelle Charlton	CoC Coordinator
Rolf Davidson	Chief Operations Officer
Tina Wilton	HMIS Manager

Agenda Item	Presenter(s):	Time	Item Type
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I. Welcome & Introductions	Erica Plumb & Jameson Parker, (Co-Chairs)	10:00 AM (5 minutes)	Informational
Erica called the meeting to order at 10:05AM. Attendance: approximately 27-32 participants.			
II. Approval of 1/14/21 Meeting Minutes	Erica Plumb & Jameson Parker	10:10 AM (5 minutes)	Action
Jameson motioned for approval: 1 st - Cynthia Hunt, 2 nd - Josh Arnold Motion approved.			
III. HMIS & Data Committee Briefing	Michele Watts, SSF Chief Planning Officer & Tina Wilton, SSF HMIS Manager	10:15 AM (15 minutes)	Informational
<ul style="list-style-type: none"> • Michele: Briefed members and attendees regarding the new membership meeting <ul style="list-style-type: none"> ◦ Another round of appointments to come ◦ Highlighted process of current appointees • Tina: Updated information re: committee materials located on SSF website <p>Action:</p> <p>1. Send HDC orientation/eBlast/recording materials to the larger group.</p> <p>2. Update roster & orientation PPT > Area of Rep > Housing (not Housing Authority)</p>			
IV. HMIS Security Audit Update	Tina Wilton	10:30 AM (10 minutes)	Informational
<ul style="list-style-type: none"> • Tina: Security Audit held November 2020-January 2021 <ul style="list-style-type: none"> ◦ Still awaiting audit submissions from 15 agencies (SSF has been reaching out) ◦ Hoping to have all submissions by the end of April 2021 			

- Discussed common themes of areas that are out of compliance

Josh Arnold: Will SSF be following up with providers regarding the correction of ROIs? Tina: It will be an ongoing process in alignment with data quality monitoring plan

Action Item: Tina to send out updated Audit Outcome document

V. March 10th CoC Board Meeting HDC Overview Feedback

Michele Watts

10:40 AM
(10 minutes)

Informational
&
Discussion

- Michele: Key Products & Accomplishments
 - **Key Products:** Annual HMIS Privacy & Security Plan, Annual HMIS Data Quality Plan
 - **Accomplishments:** 2020 HMIS Privacy & Security Plan approved by CoC Board on 11/18/20, 2020 HMIS Data Quality Plan approved
 - **Challenges:** Highlighted difficulty in implementing data quality improvements secondary to HMIS Department staffing
 - **Goals:** Revision of Privacy & Security Plan, Data Quality Plan, Further operationalize policies outlined in Privacy & Security Plan/Data Quality Plan
- CoC 2021 Planning Detail: Tools and Analyses
 - Highlighted initiatives and feedback from CoC Meeting
 - Timeline for initiatives provided
 - Forum in which initiatives will be discussed also provided to all members and attendees

VI. Fee Structure

Michele Watts

10:50 AM
(5 minutes)

Informational

- Michele: Current HMIS budget does not allow for current trajectory of adding new HMIS licenses
 - SSF to explore charging providers for sharing of costs of HMIS licenses
 - Timeline: One year out from when structure is approved to allow agencies time for budgeting

Action Item: SSF will provide a proposal at July HDC Meeting

**VII. HMIS Certification Training/Quiz:
A. Introduction of
“Soft Launch”**

Tina Wilton

10:55 AM
(15 minutes)

Informational
&
Discussion

<p>B. Timeline</p> <p>C. Quiz Process</p>			
<ul style="list-style-type: none"> • Tina: In 2019, 360 users completed the quiz. As of 4/7/21, we have 427 ACTIVE HMIS users <ul style="list-style-type: none"> ◦ HMIS Certification Training to ensure users are well trained • Proposed HMIS Certification Training/Quiz: <ul style="list-style-type: none"> ◦ 5 Parts: Will be contingent upon access role <ul style="list-style-type: none"> ■ Parts listed and summation of what it entails provided to all members and attendees ◦ Will be provided to ALL current, and future, HMIS End Users ◦ Will be Multiple Choice with ONE answer, Cloud-based so it can be accessed anywhere at any time ◦ Sample questions provided • Proposed timeframe: <ul style="list-style-type: none"> ◦ Send out notice to all supervisors/directors next week (30-day notice) ◦ 2-weeks prior: All HMIS End Users provided with information included in above ◦ May 3-7: “Soft Launch” ◦ May 10-14: Finalize Quiz ◦ May 14: Reminder that quiz starts the following Monday, includes LINKS to the quiz ◦ Proposing two week period for testing (May 17th-28th) ◦ May 21: Reminder notice sent to Supervisors and End Users, one week left to finish ◦ May 31: Contacting directors and supervisors who did not pass, requesting Support Plan <ul style="list-style-type: none"> ■ No Support Plan: Accounts will be deactivated until the process is completed ■ Deactivation of accounts begins on May 31, 2021 if still out of compliance • All Users will need to take Annual Recertification, regardless of when they were initially trained and certified • Open Office Hours held two times per week, Tuesday meeting available to HMIS users at 9:30AM-10:30AM <p>Cynthia Hunt, others expressed approval of timeline provided.</p> <p>Janel Fletcher: Are there specific data errors that you’re trying to address in the Annual Recertification? Tina: Yes, many of the questions stem from the data errors observed during LSA period</p>			

VIII. Announcements:

- **SSF Website Development - HMIS & Help Resources Webpages**

- Tina: SSF is in the process of reviewing the Helpful Materials section of SSF website
 - Working to revamp the sidebar of Clarity login page to make it more intuitive and user friendly

IX. Meeting Adjourned around 11:05 AM. Attendance: approximately 26 participants
Next Quarterly HMIS Data Committee Meeting: Thursday, July 8, 2021

2020 HMIS Security Audit

49 Unique Providers (Agencies)	14 new DBHS Providers (Joined mid 2019 – 2020)
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Security Audit Checklist in Still in Process in **January 2021**

25 (51%)	10 new DBHS Providers
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Security Audit Checklist in Still in Process in **April 2021**

15 (31%)	7 new DBHS Providers
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Most common items identified on Completed Security Audit Checklists:

1. *Consumer Notice not posted publicly.*
2. *Agencies not currently attending CoC meetings*
3. *Agency staff not attending trainings outside of initial HMIS Training*
4. *No written plan for remote work*
5. *Clients are NOT provided with a copy of the ROI and Consumer Notice*
6. *Staff unfamiliar with HMIS Privacy and Security Plan*

All Agencies that identified items needing a plan, submitted an acceptable plan to resolve those items.

HMIS Certification

Purpose:

The HMIS Annual Certification Quiz is intended to provide all HMIS End Users with a comprehensive Annual refresher training, with the “Quiz” being faster and more convenient for the HMIS End User. The Quiz is able to cover a vast range of information in a short amount of time; and the Google Form format provides the flexibility for the HMIS End User to complete it at their own pace and in their own timeframe.

Components:

The Quiz were be comprised of 5 distinct Parts, all of which will only have multiple choice questions with only one possible answer. The HMIS End User Access Role will determine which Parts are required to complete to maintain that Access Role. (See Table)

Current Primary Access Roles	# of Active Users	Part 1 General Information	Part 2 Recording Data	Part 3 Assessments	Part 4 Reports	Part 5 Supervisors
Agency Staff: Direct Service Staff WITH Assessments	260	Required	Required	Required	Required	If applies
Agency Staff: Direct Service Staff - NO Assessments	120	Required	Required	n/a	Required	If applies
Agency Staff: Agency Manager	10	Required	Required	Required	Required	Required
Agency Staff: Program Manager	8	Required	Required	Required	Required	Required
Agency Staff: Services Only	14	Required	n/a	n/a	n/a	n/a
Agency Staff: Read Only Rights	0	Required	n/a	n/a	n/a	n/a
Reporting and Monitoring Only - Advanced	0	Required	n/a	n/a	Required	If applies
Reporting and Monitoring Only	6	Required	n/a	n/a	Required	If applies
CoC Monitor/Analyst (SSF Staff only)	4	Required	Required	n/a	Required	If applies
CES: Lead (SSF Staff only)	2	Required	Required	Required	Required	Required
CES: Referral Specialist (Home) (SSF Staff only)	3	Required	Required	Required	Required	n/a

Total Active HMIS End Users (as of 4/7/21): 427

PART 1 (Quiz 1) - General Information (All Users)

Section 1, HMIS Overview (3 questions)

1. What is HMIS?
 - a. HMIS (Homeless Management Information System) is a **HUD-compliant database** used to capture demographic information, program enrollments, services rendered, etc. of participants who are experiencing homelessness or, in some cases, at risk of experiencing homelessness.
 - b. A large database that collects information on any and all people who live in Sacramento.
 - c. A tracking device.
 - d. A large database that providers use to input information related strictly to a client's medical history.
2. Which of the following reports does HMIS generate on behalf of the **entire** Continuum of Care (community of homeless providers) that are submitted to HUD on an annual basis?
3. What are the benefits of providers using HMIS?

Privacy & Security (7 questions)

1. If your HMIS account goes inactive, what should you do?
2. What do you do if you forget your password or get locked out of HMIS?
3. You have a staff person who has not yet been trained in HMIS and you want them to run a report for you. It's okay for you to give them your HMIS user login to run the report.
4. You have a family member that you lost contact with ten years ago. You suspect they may now be experiencing homelessness. It's okay to look them up in HMIS.
5. A person who does not have access to HMIS requests information regarding a client, or multiple clients, out of HMIS. What should you do?
6. You have a question about a client record and you're emailing the HMIS Team about it. You will need to include the client's full name, their Date of Birth, and their Social Security Number to ensure the HMIS Team knows to whom you are referring.
7. It is okay to have your computer and/or device save your HMIS login password to save time.

Section 2, Navigating HMIS (6 questions)

1. How do you switch agencies if you have access to multiple agencies?
2. How do you **independently** troubleshoot observed glitches or errors you're experiencing within HMIS?
3. How many BUSINESS days do you have to enter data (program enrollments, services, assessments, and program exits) into HMIS?
 - a. Whenever you want to.
 - b. Within three (3) business days.
 - c. Data never needs to be entered into HMIS.

Section 2, Navigating HMIS (6 questions) continued.....

4. HMIS does **NOT** allow me to input my work email or work phone number into HMIS.
5. The top dark colored bar at the top of HMIS is called the
6. The box comprised of 9 small squares on the Global Task Bar is called the

Section 3, Project Types in HMIS (9 questions)

1. What is a Supportive Services Only (**SSO**) project and which data elements **MUST** be recorded for this project type?
 - a. An SSO is a project that provides positive reinforcement.
 - b. I don't know
 - c. An SSO is a project that offers stand-alone supportive services to address the special needs of participants (such as child care, employment assistance, and transportation services) and has associated housing outcomes. In addition to the standard data elements (Program Entry screen, Program Status and Annual Assessments, **services**, and Program Exit Screen), Current Living Situation is required to be completed whenever a household's housing status changes.
2. What is a Transitional Housing (**TH**) project and which data elements **MUST** be recorded for this project type?
3. What is a Permanent Supportive Housing (**PSH**) project and which data elements **MUST** be recorded for this project type?
4. What is a Rapid Re-housing (**RRH**) project and which data elements **MUST** be recorded for this project type?
5. What is an Emergency Shelter (**ES**) project type which data elements **MUST** be recorded for this project type?
6. There are two different types of Emergency Shelters (ES) in HMIS, **Entry/Exit (E/E) Emergency Shelter** and **Night-by-Night (NbN) Emergency Shelter**. What is the difference between the two and what different data elements are recorded within each ES?
7. What is a Street Outreach project type which data elements **MUST** be recorded for this project type?
8. What is a Homeless Prevention (**HP**) project type which data elements **MUST** be recorded for this project type?
9. What is a Day Shelter project type which data elements **MUST** be recorded for this project type?

PART 2 (Quiz 2) – Recording Data (Data Entry Staff & HMIS Supervising Staff)

Section 1, Data Entry: Client Records and Program Enrollments (19 questions)

1. When you begin the process of enrolling a client into your program, what should you ALWAYS do first?
 - a. Ensure the client has an active ROI.
 - b. Review the client's enrollment history for potential collaboration with other providers and to ensure your enrollment does not conflict with another program enrollment. (e.g., You're enrolling them in an Emergency Shelter and they have another active Emergency Shelter enrollment.)
 - c. Review the client's profile, contact, and location tabs and update/correct as necessary.
 - d. All of the provided answers.
2. Why are entering services so important?
3. How would you make corrections on a closed/ended program enrollment?
4. You're working with a client who recently turned 18 years old. You review their ROI status and notice that the documentation type is listed as "Household", the designation reserved for minors when parents or guardians sign a consent on their behalf. This ROI expired on their 18th birthday, so they no longer have a valid ROI in HMIS. What should you do?
5. What is a Status Assessment and when do you complete one?
6. What is an Annual Assessment and when do you do one?
7. All program enrollees must be enrolled at the same time.
8. You can exit the Program Head of Household from an enrollment and keep the other Household members in the program enrollment.
9. Who should be enrolled in a Street Outreach program?
10. What is the Date of Engagement and where is it recorded?
11. What is a Current Living Situation (CLS) and what project types need to complete them?
12. What programs have Auto-Exits and when do they occur?
13. You are enrolling a new client into your program and your client has an active enrollment in another program, housing/sheltering or otherwise, what should you do?
 - a. Reach out to the assigned staff from the other program(s) to coordinate services for your shared client. You can find their contact information (email and phone number) by clicking on their initial "bubble".
 - b. Talk with your client about their other enrollment and services they are receiving from that provider.
 - c. Be sure your program enrollment will not duplicate or conflict with the existing enrollment. (e.g., A client cannot sleep in 2 places at the same time. Therefore, a client should never be enrolled in 2 emergency shelters at the same time.)
 - d. All of the provided answers.
14. When should you record a Bed Night service for a Night-by-Night (NbN) Emergency Shelter and where does the service get recorded?

Section 1, Data Entry: Client Records and Program Enrollments (19 questions) continued.....

15. For Entry/Exit (E/E) Emergency Shelters and Transitional Housing projects, if you check the client's program service history and notice that the "Housed with" service was not automatically provisioned when the client is first enrolled in your program, what should you do? (Auto provisioning is a feature that the HMIS Team implements during the building of E/E Emergency Shelters and Transitional Housing projects within HMIS.)
16. How do you determine the start and end date for the "Housed with" service?
17. In Permanent Housing projects (e.g., PSH, RRH, etc.), when should you enter a Move-In Date and where does the Move-In Date get recorded?
18. When should you record Rental Assistance and where is it recorded?
19. When should a household be exited from a project?

Section 2, Receiving Referrals (5 questions)

20. Which department of Sacramento Steps Forward makes referrals [in HMIS] to participating housing/sheltering programs?
21. Where do you request referrals, view received referrals, process referrals in HMIS?
22. You are in the Referrals section of HMIS, which tab should you be under to view your received/pending referrals?
23. You are in the Referrals section of HMIS, which tab should you be under to request a referral(opening) or view the openings you have already submitted?
24. You have received a referral and it is in Pending Tab, what do you do next?

Part 3. Assessments

Section 1, General Assessment Questions:

1. What are all the potential Assessments that could be under the Assessments Tab. (Note: The available assessments vary depending on the agency's needs.)
 - a. VI-SPDAT (Singles, Families, and TAY)
 - b. Shelter Survey
 - c. COVID 19 Response Shelter Survey
 - d. Problem Solving - Request for Financial Assistance
 - e. Rehousing Needs Assessment
 - f. Move On Survey
 - g. Self-Sufficiency Matrix
 - h. Custom Assessments requested by your Agency
 - i. All of the provided answers.
2. Where is the Assessment Tab located?
3. While in a client's record, you navigate to the client's Assessment tab. Under the Assessment header, there are no assessments listed and you are unable to conduct any assessment with the client. What is the **likely** cause of this?

Section 2, VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Tool)

The **VI-SPDAT** is a pre-screening, or triage tool that is designed to be used by providers within a community to quickly assess the health and social needs of homeless persons and match them with the most appropriate support and housing interventions that are available.

There are 3 different VI-SPDAT Tools.

- Singles for Adults 25 years of age or older with no children
 - Families for Households with both Adults (18 years of age or older) and Minor Children (17 years of age and younger)
 - TAY for Transition Age Youth (18 to 24 years of age)
1. All agencies have access to conduct the VI-SPDAT in HMIS.
 - a. True
 - b. False. While all agencies have access to view VI-SPDATs conducted with households, only agencies that work directly with households who are experiencing unsheltered or sheltered homelessness will have access to conduct the VI-SPDAT. (For example, an agency that only has PSH programs would not need to conduct the VI-SPDAT with their clients.)
 2. When SHOULD you conduct a VI-SPDAT?
 3. You are about to conduct a VI-SPDAT with a 24 year old person with a 2 year old child. Which VI-SPDAT do you use?
 4. You have been working with an individual for a couple of weeks and have built some rapport. Today, you are conducting the VI-SPDAT with them and you know they are not answering the questions truthfully. What do you do?

Section 2, VI-SPDAT continued....

5. You are conducting the VI-SPDAT with an individual. It appears that they do not understand many of the questions. What do you do?
6. What is the purpose of the VI-SPDAT and what function does it serve?
7. You have completed a VI-SPDAT with your client(s). What is the next step?
8. You are working with an individual whose primary language is Spanish. You speak a little Spanish, but are not fluent. From your interactions with the person so far, you believe they will not understand most of the questions on the VI-SPDAT. Is it OK to ask a Spanish speaking co-worker to assist with translation?

Section 3, Shelter Survey (6 Questions):

The Shelter Survey is a survey that assesses a person's sheltering needs. It is a current requirement if you are hoping to refer a person(s) to a shelter program that receives its referrals via Coordinated Entry (CE), which is a Department that is managed by Sacramento Steps Forward.

1. Which agencies may conduct the Shelter Survey?
2. You should conduct a Shelter Survey with a client who expresses interest in emergency shelter AND is experiencing unsheltered homelessness.
3. You encounter a client who has been consistently staying with a friend for one month, but they express interest in a shelter referral via Coordinated Entry. Is this person currently eligible for a shelter referral?
4. What makes referrals to shelters that participate in Coordinated Entry different from shelters that do NOT participate in Coordinated Entry?
5. You are working with a Client that is currently in an Emergency Shelter, but they want to be in a different shelter. Can you conduct the Shelter Survey with them?
6. You have completed the Shelter Survey with all adults who are seeking shelter. What should you do next?

Section 4, COVID-19 Response Shelter Survey (3 Questions):

The COVID-19 Response Shelter Survey is an assessment tool that is utilized to prioritize people experiencing homelessness that need to isolate/shelter in place because they have COVID-19 or may be of higher risk of complications if they were to contract COVID-19. It is the assessment tool that is required to potentially make a referral to the COVID-19 Shelter System.

1. When should you conduct a COVID-19 Response Shelter Survey with a client(s)?
2. You are working with a couple, only one of them meets the criteria of being at higher risk of complications if they were to contract COVID-19. Do you need to conduct the assessment with both people in order for them to be referred to the shelter together?
3. After you've completed the COVID-19 Response Shelter Survey, what should you do next?

Section 5, Move On Survey:

Survey Description: Under Development

- When to conduct?
- Nuances of the survey
- What are the next steps after completing?

Questions: Under Development

Section 6, Problem Solving - Request for Financial Assistance:

Survey Description: Under Development

- When to conduct?
- Nuances of the survey
- What are the next steps after completing?

Questions: Under Development

Section 7, Rehousing Needs Assessment:

Survey Description: Under Development

- When to conduct?
- Nuances of the survey
- What are the next steps after completing?

Questions: Under Development

Section 8, Self-Sufficiency Matrix:

Survey Description: Under Development

- When to conduct?
- Nuances of the survey
- What are the next steps after completing?

Questions: Under Development

Part 4. Reporting (Part 4 of the Quiz is still in draft form.)

Section 1, General Reporting Questions (4 questions)

1. How do you find a report in HMIS?
 - a. Go to “Attendance,” then click on “Report”
 - b. Go to the launch pad (nine dot, square box to the left of your name), then click on “Reports”
2. What are Report Library reports?
3. When we say “canned reports,” we are referring to the reports custom-built in the Data Analysis tab of Reports
4. What are Data Analysis Reports?

Section 2, Report Library Reports (*Under Development*)

Section 2a: Data Quality Reports

Section 2b: Service Based Reports

Section 2c: Program Based Reports

Section 2d: HUD Based Reports

Section 3, Data Analysis (Custom) Reports (*Under Development*)

Part 5. Supervisor Responsibilities of Staff (*Under Development*)

Questions for Supervisors:

1. What do you do to add a new staff person to HMIS?
2. What do you do when a staff person leaves your agency and should no longer have access to HMIS?
3. How do you get a new Agency added into HMIS?
4. How do you get a new project in HMIS?
5. How do you add/edit/remove services offered by your project/agency?
6. What is the difference between services offered outside a program enrollment vs within a program enrollment?
7. How do you add/edit/remove inventory for your project?
8. If you're made aware of ANY changes to your program that deviate from what was originally reported to the HMIS Team when the program was being built (e.g. funding source changes, project type changes, etc.), what should you do?

HMIS Re-Certification Training/Quiz Process & Proposed Timeline

April 16, 2021: Notice to Agency Supervisors and Directors

- a. Specifics of Quiz
- b. Dates for the full Quiz Process
- c. Resources to assist Staff
- d. Instructions for running Staff Report for Staff Access Roles

April 30, 2021: Notice to All Active HMIS End Users

- a. Specifics of Quiz
- b. Dates the full Quiz Process
- c. Resources to assist Staff
- d. Instructions for running Staff Report for Staff Access Roles

May 3 – 7, 2021

Soft Launch of Quiz

- a. Select Number of HMIS Users to take full quiz and provide feedback on experience

May 10 – 14, 2021 Finalize Quiz

May 14, 2021:

Notice to All Active HMIS End Users, Agency Supervisors, and Directors

- a. Specifics of Quiz
- b. Dates the full Quiz Process
- c. Resources to assist Staff
- d. Instructions for running Staff Report for Staff Access Roles
- e. **Links to the Quiz**

May 17 – 28, 2021: All Active HMIS Users to complete the Quiz

May 17 – 31, 2021:

HMIS Admins to Review Quiz Submissions

- a. Provide results to HMIS End Users on Quiz submissions
 - 1. Adjust Access Roles as necessary
 - 2. Provide new Links to individual Parts of the Quiz for re-takes. (These links will provided direct feedback on answers selected.)

May 21, 2021:

Notice to All Active HMIS End Users, Agency Supervisors, and Directors

- a. Reminder to All Staff of 1 week remaining to complete Quiz
- b. Dates the full Quiz Process
- c. Resources to assist Staff

May 31, 2021:

Notice to All Active HMIS End Users, Agency Supervisors, and Directors

- a. *For Supervisors & Directors Only* – List of Staff who have not satisfied Quiz requirements
- b. Request for Staff Support Plans
- c. De-activate HMIS User Accounts that have not satisfied Quiz requirements
- d. Adjust HMIS End User Access Roles as determined by Quiz submissions

May 31 – June 4, 2021: HMIS Admins to complete Quiz Process

- a. Approve Staff Support Plans
- b. De-activate HMIS User Accounts that have not satisfied Quiz requirements
- c. Adjust HMIS End User Access Roles as determined by Quiz submissions



SACRAMENTO STEPS FORWARD

Ending Homelessness. Starting Fresh.

TO: HMIS and Data Committee (HDC) Members

FROM: Tamu Green, PhD, SSF, Systems Performance Advisor
Angela Upshaw, BFHP-Roads Home, Associate Director of Programs
Ardy Akhzari, Packs for Cold Backs, CEO

DATE: October 14th, 2021

SUBJECT: Committee Collaboration

Background

In October 2020, the CoC Board voted to approve the creation of a Racial Equity Committee (REQC). In November 2020, it voted to approve funding for the Committee, which includes staffing, consultation, and stipends for members with lived experience of homelessness through July 2021.

In August 2021, the CoC Board unanimously adopted the racial equity action plan developed by the REQC. One of the recommendations in the plan is: “Expand the term of the REQC as a standing committee of the CoC Board, which would primarily provide support for implementation of the action plan and the racial equity work of the other committees.”

REQC Purpose and Scope

The REQC is now tasked with incorporating racial equity goals and tools into each of the CoC Board’s committees when they develop their annual work plans. REQC members will advise on the development and implementation of these goals and tools.

A slate of 26 members has been proposed to the CoC Board for their approval at the October 2021 meeting. There will be 3-4 REQC members to serve as liaisons for each committee, including the HDC.

Tiered Recommendations

As the recommendations emerged from the findings, they were assigned a number of T1, T2, or T3 based on our understanding of their ease of implementation, with T1 recommendations currently having the greatest capacity, resources, political will, partnerships, timeliness, and other considerations making them the “lowest hanging fruit”, while T3 recommendations currently present the greatest stretch. The plan has been designed to fulfill a 3-5 year vision, with the anticipation that some recommendations will be implemented sooner than others.

Collaboration Between HDC and REQC

There are several strategies within the action plan that lend themselves to collaboration between the HDC and REQC, with some also extending to collaboration with other committees such as the Systems Performance Committee or Youth Advisory Board:

Strategy: Data with an Equity Lens

To include a clearer picture of the BIPOC homelessness experience:

- Explore intersectionality data to understand multiplier effects of demographics outside of race and targeted universalism solutions. (T1)
- Collect, analyze, and report qualitative data when exploring issues related to equity. (T2)

To make data on racial equity more meaningful:

- Disaggregate data on race/ethnicity identity as much as possible when presented. (T1)
- Provide contextual information prepared with REQC input when presenting quantitative data. (T1)
- Develop and provide input to HUD on its mandated race and ethnicity data process. Explore opportunities to collaborate with other CoCs. (T1)

To incorporate more BIPOC voices:

- Discuss racial equity data initiatives with the REQC and other racial equity advocates to get input on key aspects such as data definitions, data collection, analysis, and findings. (T1)
- Work with the REQC to identify racial equity key performance measures. (T1)

Strategy: Equitable Funding

- Evaluate current funded projects for effectiveness with BIPOC populations. (T3)

Strategy: Partnerships

- Establish a workgroup to learn from other communities that have established data-sharing agreements among multiple systems and provide case management to determine the feasibility of replicating this type of transition coordination in Sacramento. (T2)

Strategy: HMIS

- Convene leaders and database administrators to discuss opportunities to standardize data collection and reporting, reduce duplicative data entry across systems, and explore potential for future data sharing. (T3)
- Identify the scope of the data quality issues in HMIS and communicate them with the operators/ providers. Log this communication to get a clearer understanding of the effectiveness of current interventions. (T1)
- Expand training and education for the providers at management and data entry levels, making sure the training curricula are themselves easy to understand and follow. (T1)
- Consider funding a diverse team of resource specialists to provide intensive hands-on coaching with current and potential HMIS users to increase their comfort and success with inputting and accessing HMIS data. (T2)
- Individuals who are serving as volunteers or staff for BIPOC-led and BIPOC-serving organizations should specifically be outreached to receive this HMIS support. (T1)



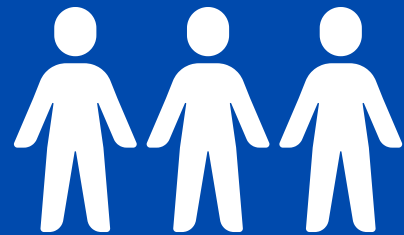
Sacramento Steps Forward Racial Equity Action Plan

HMIS & Data Committee Meeting

10/14/21

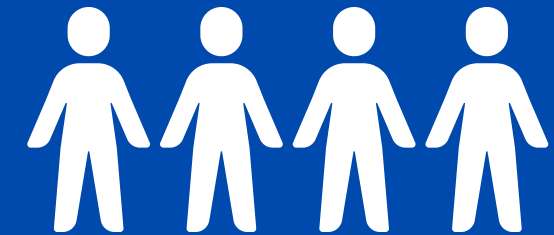
Racial Disparities in Sacramento County

Due to longstanding structural inequalities, people of color disproportionately experience homelessness at higher rates



Black/African Americans

3 times more likely to experience homelessness



American Indian and Alaskan Natives

4 times more likely to experience homelessness

The Inaugural Racial Equity Committee



Established in November 2020

Formed to understand the causes, magnitude, and potential solutions of race as a predictor for homelessness in Sacramento.

20 member committee

Made up of Black, Indigenous, and People of Color (BIPOC), many with lived experience of homelessness.

Vision and Mission

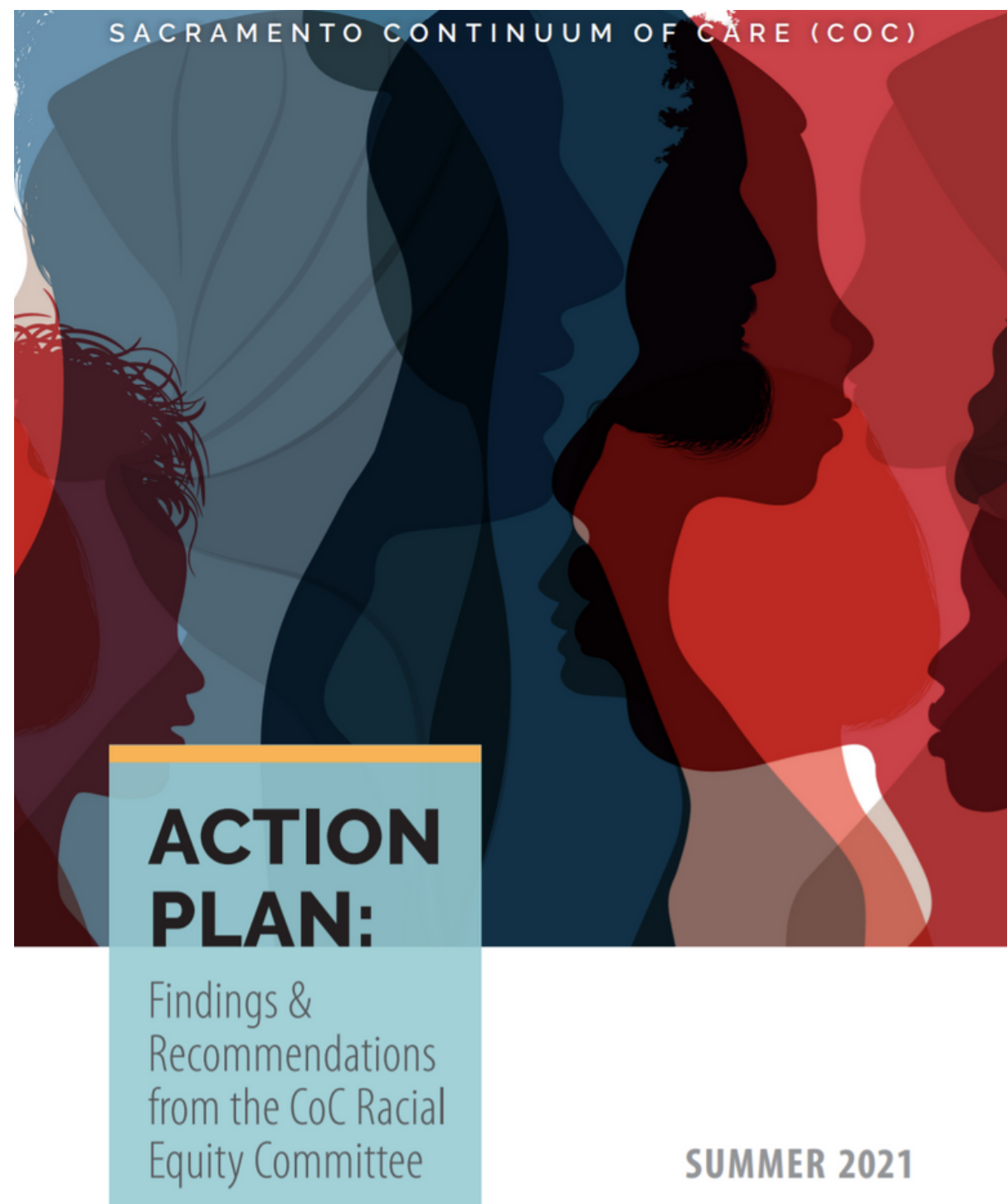
Develop an action plan to inform the decision-making process of the CoC for the next 3 - 5 years with the input from BIPOC with lived experience, stakeholders, research, pilot studies, local systems evaluations, and other communities "to create an equitable, accountable, and transparent homelessness system that catalyzes structural change both inside and outside of our current sphere of influence."

The path to the action plan



Accomplishments

- Finalized a purpose statement and work plan
- Conducted three racial equity trainings with follow up conversations
- Held interviews and listening sessions with 14 BIPOC with lived experience
- Held two stakeholder forums
- Provided feedback on street outreach standards under development
- Developed a draft racial equity action plan



**Unanimously adopted by the
CoC Board on August 11, 2021**

Next Steps

Develop implementation strategies and pathways for collaboration to implement the recommendations identified in the action plan



Racial Equity Committee (REQC)



Secure Funding

Staff the REQC, supporting the members with committee logistics as well as meeting the liaison, training, and advocacy needs of the committee with other organizations in the community.



Make the REQC a standing committee

To provide support for implementation of the action plan and the racial equity work of the other committees.



Incorporate REQ goals in all committees

Have the REQC advise on the development and implementation of annual work plans, racial equity goals and tools.

Data with an Equity Lens

- To include a clearer picture of the BIPOC homelessness experience
- To make data on racial equity more meaningful
- To incorporate more BIPOC voices





A clearer picture of the BIPOC homelessness experience

Explore intersectionality data to understand multiplier effects of demographics outside of race and targeted universalism solutions

Ease of Implementation: 1

Responsible Committee: Data Team + HDC

Activities: Collect additional data such as zip codes, eviction rates, housing affordability

Utilize tools such as HUD's Stella P

Collect, analyze, and report qualitative data when exploring issues related to equity.

Ease of Implementation: 2

Responsible Committees: Data Team + REQC + HDC

Activities: Seek input from REQC on how and what qualitative data to collect. REQC to receive input from BIPOC with lived experience.

Conduct consumer satisfaction surveys and segment these surveys around prevention, shelter, Rapid Re-housing, and Permanent Supportive Housing

Make Data More Meaningful

Disaggregate data on race/ethnicity identity as much as possible when presented.

Ease of Implementation: 1

Responsible Committee: Data Team + HDC

Activities: Inform the CoC and local community about disparities through the use of publicly available and regularly updated dashboards and visualizations

Provide contextual information prepared with REQC input when presenting quantitative data.

Ease of Implementation: 1

Responsible Committees: Data Team + REQC +HDC

Activities: Analyze other characteristics of disproportionately represented groups, e.g. income, disabilities, history of homelessness.

Consider how public systems such as corrections, foster care, health care, or the military may affect disparities.

Develop and provide input to HUD on mandated race and ethnicity data process. Explore opportunity to collaborate with other CoCs.

Ease of Implementation: 1

Responsible Committee: Data Team + REQC + HDC

Activities: Identify which other systems interact with the homelessness system. Start a committee with those community partners to address cross-system disparities.

Incorporate more BIPOC Voices



Discuss racial equity data initiatives with the REQC and other racial equity advocates to get input on key aspects such as data definitions, data collection, analysis, and findings.

Ease of Implementation: 1

Responsible Committees: Data Team, REQC, HDC, YAB, + Advocates

Activities: Engage with other minority-serving organizations to exchange ideas about outreach and assessment efforts that improve equitable outcomes.

Work with the REQC to identify racial equity key performance measures.

Ease of Implementation: 1

Responsible Committees: Data Team + REQC + HDC

Activities: Convene a group of staff members, program residents, and community stakeholders to review policies and procedures for any barriers that might cause a racial group to avoid or be barred from housing and other services

Utilize existing tools as guides such as: HUD's Stella P Race and Ethnicity Analysis + CoC Race and Ethnicity Tool + CSH's Racial Disparities + Disproportionality Index

Training and Education/ Normalizing Conversations

Provide ongoing training and educational opportunities that are free and open to the entire community.

Adapt the national Culturally and Linguistically Appropriate Services (CLAS) Standards to provide guidance to the homelessness sector, and provide training on how to implement the standards.



Draw on local and national expertise to provide this education, uplifting the experience and voice of BIPOC with lived experience of homelessness in the process.

Staff and Leadership Diversity

Among Sacramento's homelessness service providers, encourage social equity -- intentionally hiring management level individuals with lived experience.



When recruiting for the CoC Board and committees, replicate the process of recruitment for the REQC, intentionally seeking overrepresentation of BIPOC, especially those with lived experience.

Explicitly offer stipends for participation for board and committee members with lived experience.

Assessment + Prioritization

- To address/prevent potential issues with the VI-SPDAT tool
- To better support individuals experiencing homelessness
- To address/prevent potential assessment administrator bias





To address/prevent potential issues with the VI-SPDAT tool

Involve the REQ Committee in any planned changes to the Coordinated Entry assessment process before implementation.

Explore alternative tools and methodologies for potential future use.

In order to better support individuals experiencing homelessness

Continue to improve the Coordinated Entry process, so that people do not wait for long periods of time after data is gathered from VI-SPDAT.





In order to address/prevent potential assessment administrator bias

Educate those who conduct needs assessments about racial disparities in housing and homelessness. Advocate for racial equity training for anyone who administers an assessment.

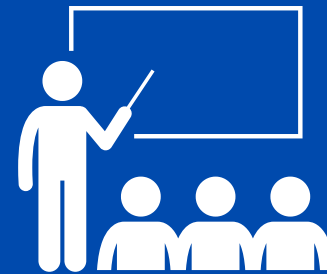
Collect race/ethnicity data about those who provide assessments to understand to what degree administrators represent population they serve.

Language Access

Vital Documents: VI-SPDAT Risk Assessment, Consent Form and Additional Documents (e.g., third party verification, self-certification, disability certification, program information, practices and policies)



Translate all necessary information and documentation into multiple languages



Train service providers on navigating access to translated forms and delivering assessments

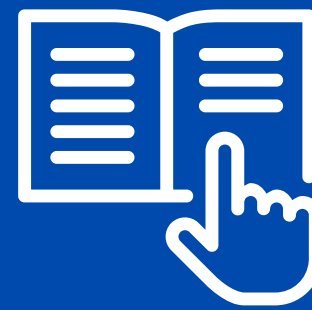


Ensure that all newly implemented tools and documents are offered in multiple languages

Language Access



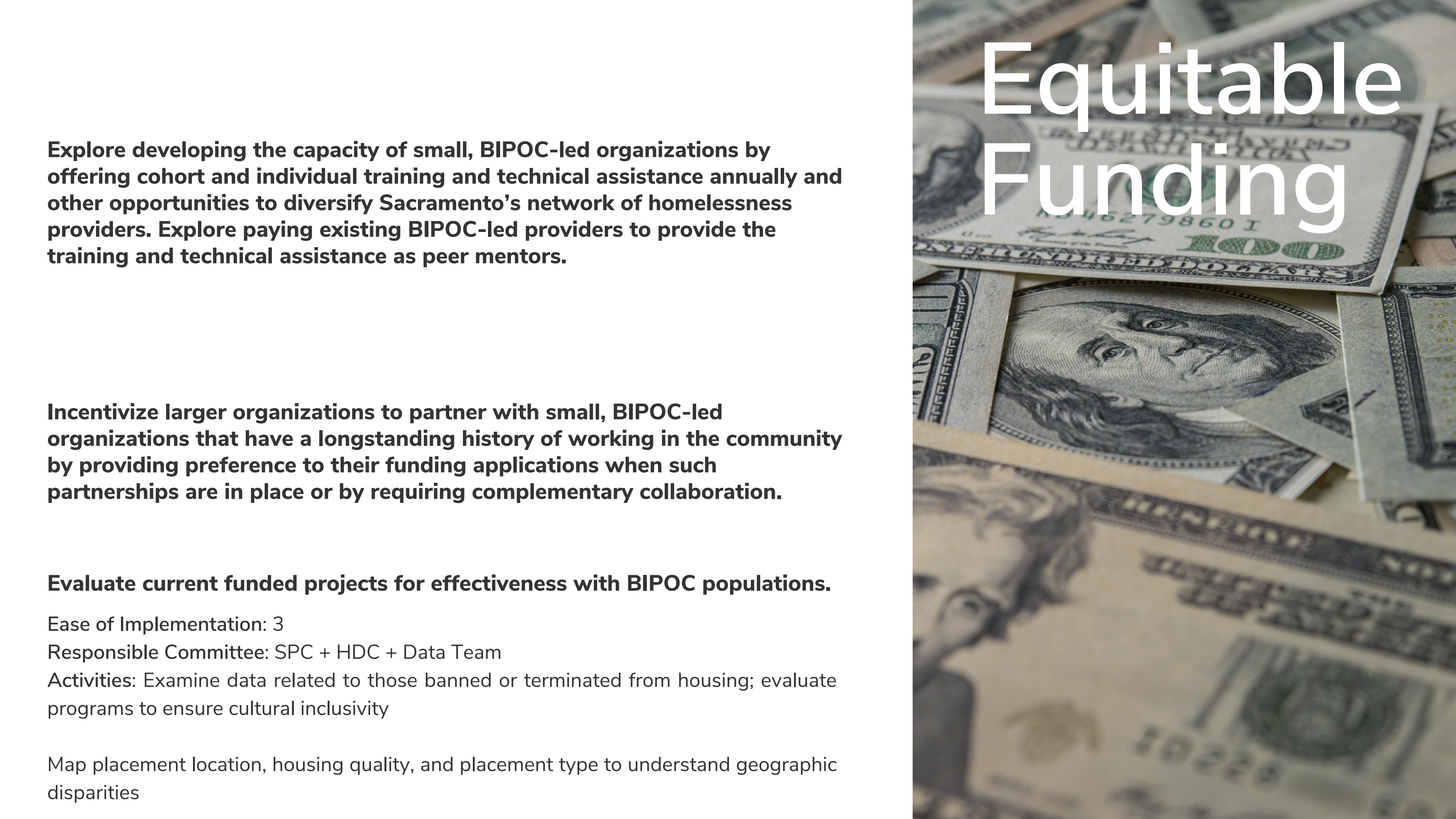
Funding for free and ongoing access to realtime translation and interpreting services for providers and programs without bilingual and multilingual staff.



Assure all documents that are provided to clients are able to be read at a 4th-5th grade level.



Include accessibility statements on all outreach materials/brochures that includes who to reach out to if someone needs accommodations

The background of the slide is a close-up, slightly blurred image of several US dollar bills. A \$100 bill is prominent in the center, showing the portrait of Benjamin Franklin. Other bills, including a \$20 bill, are visible in the foreground and background, creating a sense of depth and texture. The lighting is soft, highlighting the intricate details of the currency.

Equitable Funding

Explore developing the capacity of small, BIPOC-led organizations by offering cohort and individual training and technical assistance annually and other opportunities to diversify Sacramento's network of homelessness providers. Explore paying existing BIPOC-led providers to provide the training and technical assistance as peer mentors.

Incentivize larger organizations to partner with small, BIPOC-led organizations that have a longstanding history of working in the community by providing preference to their funding applications when such partnerships are in place or by requiring complementary collaboration.

Evaluate current funded projects for effectiveness with BIPOC populations.

Ease of Implementation: 3

Responsible Committee: SPC + HDC + Data Team

Activities: Examine data related to those banned or terminated from housing; evaluate programs to ensure cultural inclusivity

Map placement location, housing quality, and placement type to understand geographic disparities

Partnerships

Offer formal support and allyship to Wilton Rancheria in the creation and sustainability of a CoC.

Conduct outreach into the community to develop a more comprehensive database of organizations and institutions that could aid the efforts of the CoC.

Establish a workgroup to learn from other communities that have established data-sharing agreements among multiple systems and provide case management to determine the feasibility of replicating this type of transition coordination in Sacramento.

Ease of Implementation: 2

Responsible Committee: REQ, HDC, Volunteer Network, YAB, + Advocates

Activities: Create workgroup and include members of "feeder systems" to identify opportunities for data sharing and standardization



Convene leaders and database administrators to discuss opportunities to standardize data collection and reporting, reduce duplicative data entry across systems, and explore potential for future data sharing

Ease of Implementation: 3

Responsible Committee: HDS

Activities: Build a data sharing system that is comprised of: a) Technical infrastructure that allows secure data transfer between SSF and its data sharing partners, b) A data sharing agreement template so that SSF can quickly and easily establish legal and binding agreements with its partners, and c) Tools to perform external data integration into HMIS.

Identify the scope of the data quality issues in HMIS and communicate them with the operators/ providers. Log this communication to get a clearer understanding of the effectiveness of current interventions.

Ease of Implementation: 1

Responsible Committee: HDS

Activities: Evaluate data quality and data management.

Expand training and education for the providers at management and data entry levels, making sure the training curricula are themselves easy to understand and follow.

Ease of Implementation: 1

Responsible Committees: HDS + REQ

Activities: Evaluate current training. Create new training processes and materials or modify existing training as needed

HMIS



HMIS

Consider funding a diverse team of resource specialists to provide intensive hands-on coaching with current and potential HMIS users to increase their comfort and success with inputting and accessing HMIS data.

Ease of Implementation: 2

Responsible Committee: HDS

Activities: Develop and create a funding plan.

Analyze the most common HMIS errors and user frustration components

Recruit and train the resource specialists

Individuals who are serving as volunteers or staff for BIPOC-led and BIPOC-serving organizations should specifically be outreached to receive this HMIS support.

Ease of Implementation: 1

Responsible Committees: HDS + REQC

Activities: Conduct outreach to offer hands-on coaching and evaluate coaching effectiveness

- How do you envision collaborating with the REQc and its HDC liaisons?
- What support might you need?
- Are there tools that might be helpful?
- Additional resources?
- Thoughts on timeline for implementation?



SACRAMENTO CONTINUUM OF CARE (COC)

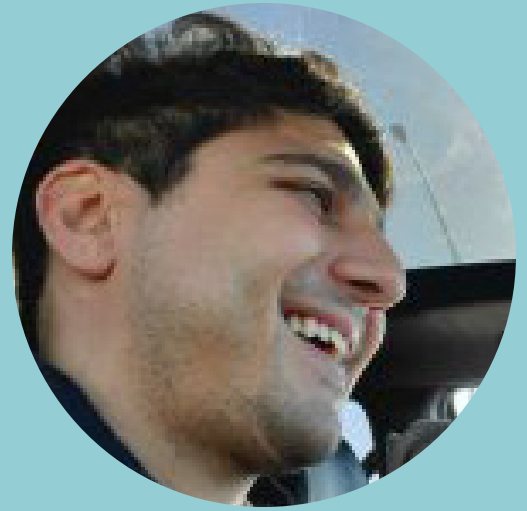
ACTION PLAN:

Findings &
Recommendations
from the CoC Racial
Equity Committee

SUMMER 2021



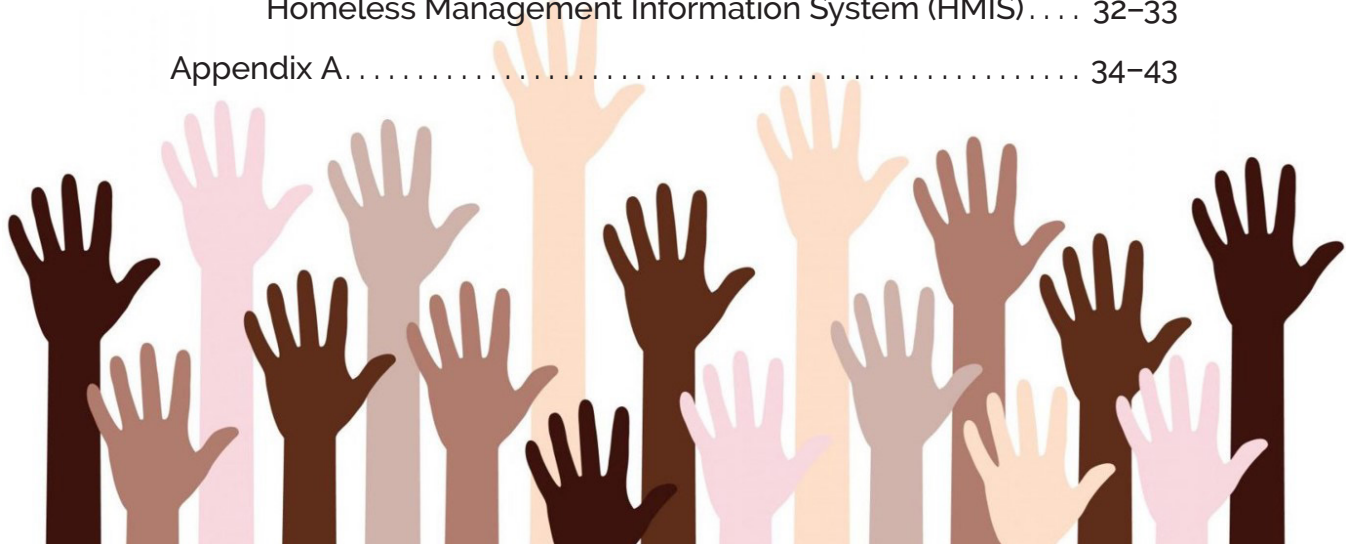
Angela Upshaw



Ardy Akhzari

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LETTER FROM THE CO-CHAIRS

Sacramento Continuum of Care's

Racial Equity Committee (REQC)

As co-chairs of the Sacramento Continuum of Care's Racial Equity Committee (REQC), we submit our recommendations to reduce and eliminate disparities in the homeless services system. Our recommendations are guided by: input from interviews with Black, Indigenous, People of Color (BIPOC) who have lived experience with homelessness; feedback during stakeholder forums; studies; listening sessions; and perspectives from our committee members and meeting guests. We had the pleasure of serving alongside the dedicated members of the REQC, each of whom brought a wealth of experience and vision to this work. We are grateful to all those who shared their perspectives, experiences, and potential solutions of race serving as a predictor for homelessness in Sacramento.

In Sacramento County and across the country, people of color experience homelessness at disproportionately higher rates because of historic and ongoing inequities. In Sacramento, BIPOC are three to four times more likely to experience homelessness than the general population. Disparities in homelessness are exacerbated by a wealth gap driven by racism; on average, the net wealth of a Black family in America is about one-tenth that of a white family, as it has been for the past 70 years. This dramatic wealth gap is further entrenched by Black families earning little more than half of the income earned by white families. We also know that racial and social inequities are directly connected to health inequities.

While the problems may seem vast and multi-dimensional, change is possible through our collective efforts. Meaningful change will require leaders, elected officials, public institutions, community organizations, and individuals to look at their work, policies, and decision-making through a racial equity lens and use their collective circles to influence change.

Our recommendations provide a framework for action towards improving our current practices and righting an inherently inequitable system. This action plan is not the final word on what can and should be done. Instead, it is a starting point and pathway towards addressing racial equity in our homeless services system.

Angela Upshaw, MPH, MBA

Associate Director

Berkeley Food & Housing Project-Roads Home

Ardy Akhzari

Chief Executive Officer

PacksforColdBack Inc.

Racial Equity Committee (REQC) Approval, Recruitment, & Formation

In November 2020, the Sacramento CoC Board approved the creation of a Racial Equity Committee to serve through July 2021, with the primary purpose of recommending an action plan for the board's approval. Intensive outreach efforts combined with tremendous interest from the community resulted in 66 applications being submitted. The Racial Equity Committee (REQC) membership slate was approved from this pool of applicants, with attention to ensuring robust inclusion of applicants who identified as BIPOC or as part of BIPOC families as well as those with lived experience of homelessness (a stipend was offered for members with lived experience). At the first meeting of the REQC in January 2021, the committee approved its ambitious work plan and initiated its implementation.



Subcommittee As Working Group

The committee met just once monthly, so an ad hoc subcommittee structure was utilized to move the work forward between the committee meetings. Interested committee members, along with SSF staff and members of the public, met one to three times monthly to address the project at hand. These meetings were opportunities to delve deeper into the questions and issues that were raised at the committee meetings, and to prep materials and recommendations for the full committee's consideration. The membership was fluid so that individuals could participate based on their interests and availability. It was in these meetings that the logistics and assignments for the BIPOC interviews were ironed out, that feedback was provided on the REQ data webpage, that understanding and gaps in our best practices were discussed, and that the action plan began to take shape.

Activities & Inputs

There were a number of activities and inputs that informed our findings and the recommendations that resulted from those findings.



■ REQ 3-Part Training Series:

CoC Board members, REQC members, and CoC-funded providers were invited to participate in an interactive training series in Spring 2021 designed to build a common knowledge base and move our community in the direction of collective, coordinated, well-informed action—at the individual, organizational, and systemic level. For each session, post-training professional development assignments and resources were offered along with a follow-up Courageous Conversation. The titles of the trainings were:

1

I Am a Good Person:

I Can't Possibly Have Bias And Other Myths About How Our Brains Work

2

Acknowledging Our Shared Inheritance:

Government-Sanctioned Bias, Systemic Racism, and a Renewed Demand for Change

3

Bringing It All Together:

Aligning Our Heads, Our Hearts, and Our Institutions for Equity

The materials from these trainings are available on our website sacramentostepsforward.org. To protect confidentiality and encourage transparency, the trainings were not recorded.

■ BIPOC Interviews:

To augment our quantitative data, the REQC engaged in a community-based participatory research process to design and conduct interviews with BIPOC who were currently experiencing or had recently experienced homelessness. The full report of this process and its findings can be found in **Appendix A**.

■ **Listening Sessions with Other Communities:**

SSF staff and REQC co-chairs engaged staff and consultants from other communities around the country to learn about their efforts towards racial equity, including their innovations, challenges, structures, funding, and advice.

■ **Stakeholder Forum:**

In April 2021, the REQC held an online forum to discuss with the broader community the questions that were driving the action plan. Several local leaders were invited as panelists to represent their BIPOC-led and/or BIPOC-serving organizations. Following the panel, participants met in small break-out groups that then reported out. A recording of this forum, as well as the follow-up forum in which we previewed the draft action plan, are available on our website sacramentostepsforward.org.

■ **Annual CoC Meeting:**

At the May 2021 meeting, we heard from local community members, including youth, with lived experience of homelessness. We also hosted three break-out sessions, including Advancing Racial Equity: Social Justice Through Community Engagement. In this session, we had the opportunity to explore several community-driven efforts to advance racial equity and re-imagine our homelessness system as being fully inclusive, anticipatory, and responsive. To learn more about the meeting, go to our website sacramentostepsforward.org.

■ **Community Input Forms:**

Following the first Stakeholder Forum and the Annual CoC Meeting, survey links were provided to the public to provide input on what they would like to see our community commit to. Among others, questions included: How can we ensure non-discrimination in our homelessness services system? How can we expand funding to underserved communities and non-traditional providers? How should the CoC Board partner to promote racial equity? What performance measures should we be tracking?

■ Presentations on System Performance:

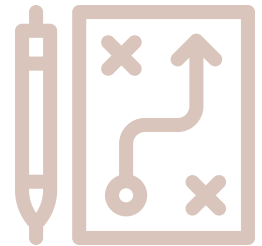
At the REQC meetings, we engaged with SSF staff to gain a clear picture of our system performance from the perspective of: Local Race and Ethnicity Data, the VI-SPDAT assessment tools used to prioritize individuals and families for housing and other services, Coordinated Entry, and the recently conducted Gaps Analysis. Committee members and the public received presentations and materials, which are posted on our website, and were able to ask questions.

■ Presentations on Best Practices:

Outside guests as well as REQC members were invited to educate us on the unique histories and needs of some of the populations that are over-represented in homelessness. Due to time constraints and availability of presenters, there were limitations on the number of presentations. There were two presentations from the Native American lens (one on housing and the other on health), and one each from the lens of Latinx Intersectionality and BIPOC with Disabilities. They can be found on our website.

Tiered Recommendations

As the recommendations have emerged from the findings, we have assigned them a number of T1, T2, or T3 based on our understanding of their ease of implementation, with T1 recommendations currently having the greatest capacity, resources, political will, partnerships, timeliness, and other considerations making them the “lowest hanging fruit”, while T3 recommendations currently present the greatest stretch. The plan has been designed to fulfill a 3-5 year vision, with the anticipation that some recommendations will be implemented sooner than others.



Racial Equity

Data & Context About the Disparities in Homelessness



In Sacramento County and across the country, people of color experience homelessness at disproportionately higher rates because of historic and ongoing inequities.

In Sacramento, Black/African Americans are three times more likely to experience homelessness than the general population. Meanwhile, American Indian and Alaskan Natives are four times more likely to experience homelessness than the general population.

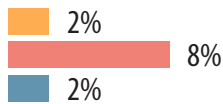
The Sacramento Continuum of Care (CoC) Racial Equity Committee (REQC) reviewed available data on homelessness by race and ethnicity and determined that it was important to share the following perspectives on the data.

The data shown below helps us understand the disparity in homelessness experienced by Black, Indigenous, and People of Color (BIPOC). However, the federally mandated language and definitions used to collect and report data does not best serve BIPOC communities.*

Proportion of Race/Ethnicity by Population

■ Sacramento County
 ■ Experiencing Homelessness
 ■ Enrolled in Programs

American Indian & Alaska Native



American Indian or Alaska Native persons are 4 times more likely to experience homelessness and under represented in program enrollment.

Asian



Black or African American



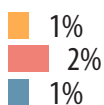
Black or African American persons are 3 times more likely to be homeless.

Hispanic or Latino



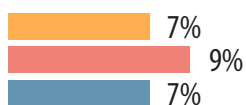
Hispanic or Latino may be of any race, so they are also included in other race categories.

Native Hawaiian & Other Pacific Islander



Unlike other racial groups, there are more American Indian or Alaskan Native multiracial persons than there are American Indian or Alaska Native only persons.

Two or More Races



White



Sacramento County population from 2019 Census Quick Facts. Population experiencing homelessness from 2019 Point-in-Time Count (1/31/19). Population enrolled in programs from Sacramento Homelessness Management Information System (1/31/19).

Race is a social construct.

There exists no clear, reliable distinctions that bind people to the racial categories, which were created as a way to define physical differences between people, and often used as a tool for oppression and violence.

Ethnicity categories are inadequate oversimplifications.

We are required to collect data on ethnicity separate from race using two ethnicity choices ("Hispanic or Latino" or "Not Hispanic or Latino"), which neglects the true diversity of shared culture, language, ancestry, practices, and beliefs. In addition, "Hispanic" and "Latino," which the federal government defines as a "person of Cuban, Mexican, Puerto Rican, South or Central American or other Spanish culture of origin, regardless of race," are not terms universally embraced by the labeled community. See more data on the intersection of race and ethnicity below.

Intersection of Ethnicity & Race

for those enrolled in programs on March 1, 2021

Non-Hispanic/ Non Latino	Black or African American	3,071	47%
	White	2,705	41%
	Two or More Races	425	6%
	American Indian or Alaska Native	120	2%
	Asian	108	2%
	Native Hawaiian or Other Pacific Islander	91	1%
	Unknown Race	37	1%
	TOTAL	6,557	100%
Hispanic/ Latino	White	883	63%
	Two or More Races	190	14%
	Black or African American	149	11%
	American Indian or Alaska Native	83	6%
	Unknown Race	60	4%
	Native Hawaiian or Other Pacific Islander	19	1%
	Asian	8	1%
	TOTAL	1,392	100%
Unknown Ethnicity	Unknown Race	74	76%
	White	15	15%
	Black or African American	6	6%
	Native Hawaiian or Other Pacific Islander	1	1%
	American Indian or Alaska Native	1	1%
	TOTAL	1,392	100%

The data does not reflect the true range of identity and experience.

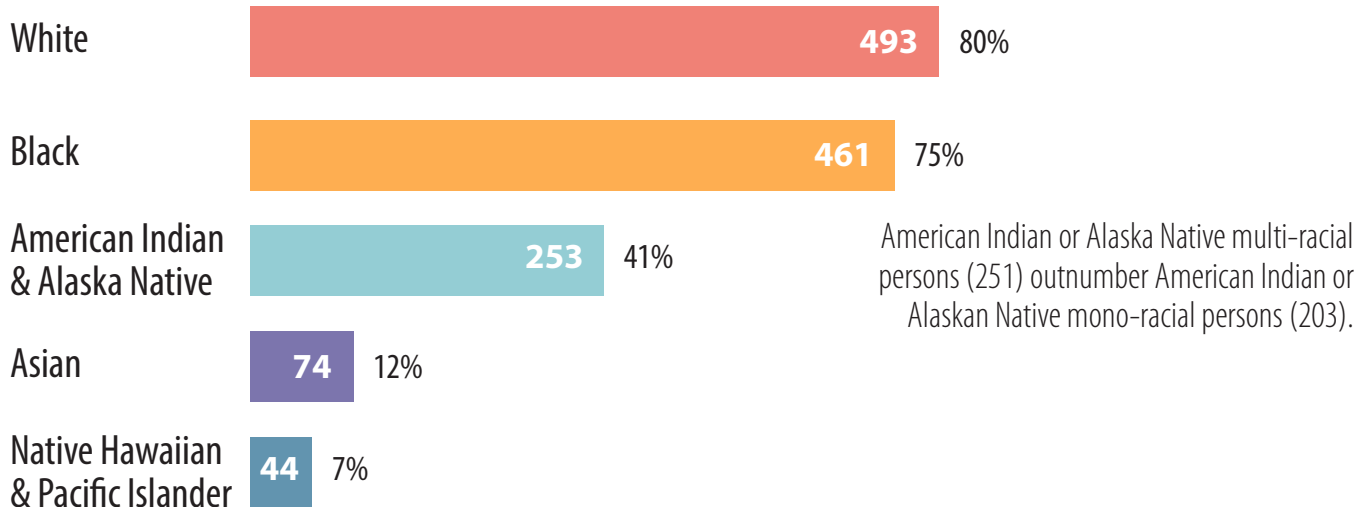
The data reflects the self-identified race and ethnicity of persons experiencing homelessness, but the categories are limiting. For example, the racial category "Asian" groups together a huge number of countries and people of very diverse cultures.

In addition, combining multiracial persons into a category such as "Two or more races," can mask the true impacts for some racial groups. For example, there are more multi-racial American Indian/Alaska Native persons experiencing homelessness than there are American Indian/Alaska Native mono-racial persons. See more data on who is represented within "Two or more races" on the next page.

Unpacking the “Two or more races” category

for those enrolled in programs on March 1, 2021

RACES REPORTED FOR THOSE OF TWO OR MORE RACES



615 TOTAL PERSONS

The data does not represent the true burden of the housing crisis facing the BIPOC community.

By focusing on those who are unsheltered, the federal definition of homelessness leaves out other housing crisis situations that may be more common among some populations, such as over-crowding of multiple families in a unit meant for one or two persons, or couch-surfing.

Qualitative data adds critical context.

Interviews and surveys, such as the one undertaken by the REQC in 2021, shed more light on the true burden and challenges faced by BIPOC experiencing homelessness.

Despite the data's limitations, it is clear there is disparity.

The data on this page and other data related to racial equity will be reviewed and updated regularly. If you are interested in learning more and helping address the disparity in homelessness, we encourage you to participate in the REQC meetings.

**Update: In May 2021, HUD communicated upcoming changes to the wording of the race and ethnicity categories based on feedback from communities. The visual shows the language people were allowed to choose from at the time the data was collected. For more information on the new wording, go to the HUD's website www.hud.gov.*

Sacramento Continuum of Care's Racial Equity Committee (REQC)



The overwhelming number of those un-housed BIPOC interviewed for the Racial Equity Committee report that informs this action plan experience disabilities. This is in keeping with the national trend of the rising number of disabled and seniors experiencing homelessness who are also BIPOC. The intersection of un-housed, BIPOC and disabled means that city and county leaders must ensure that initiatives serving the un-housed are delivered in a universally accessible way and that BIPOC people with disabilities and older adults are at the table designing the programs meant to serve them.

–April Marie Dawson

CoC Board Member and Racial Equity Committee Member

Vision

- 1 Uncover the scope, causes, and potential solutions of race serving as a predictor for homelessness in Sacramento.
- 2 The 20-member committee is comprised primarily of Black, Indigenous, and People of Color (BIPOC), many with lived experience of homelessness.
- 3 The committee is tasked with developing an action plan to guide the decision-making process of the CoC Board over the next three to five years. This plan will be fully informed by BIPOC with lived experience of homelessness, as well as input and recommendations from stakeholders, studies, pilots, local systems evaluations, and the learnings of other communities.
- 4 The ultimate vision is to create an equitable, accountable, and transparent homelessness system that catalyzes structural change both inside and outside of our current sphere of influence.

Process

■ Racial Equity Committee (REQC) Approval, Recruitment, and Formation

■ Subcommittee as Working Group

■ Activities and Inputs:

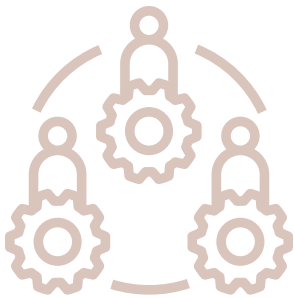
- | | | |
|---|---------------------------------------|-----------------------------------|
| • REQ 3-Part Training Series | • Community Input Forms | • Presentations on Best Practices |
| • BIPOC Interviews | • Presentations on System Performance | –Native American |
| • Listening Sessions with Other Communities | –Local Race and Ethnicity Data | –Latinx Intersectionality |
| • Stakeholder Forum | –VI-SPDAT | –BIPOC with Disabilities |
| • Annual CoC Meeting | –Coordinated Entry | |
| | –Gaps Analysis | |

2021 Racial Equity Committee Roster

COMMITTEE MEMBER	AREA OF REPRESENTATION	TITLE/ORGANIZATION
Aimee Zenzele Barnes	City of Sacramento	Diversity & Equity Manager, <i>City of Sacramento</i>
Alicia Gonzales	Greater Sacramento	Public Health Programs Manager, <i>Sacramento Native American Health Center</i>
★ Angela Upshaw, <i>Co-Chair</i>	Veterans	Associate Director of Programs, <i>Berkeley Food and Housing Project - Roads Home</i>
Anira Khlok	Sacramento, Health System	Community & Homeless Health Project Manager, <i>Dignity Health</i>
April Marie Dawson	People with Disabilities	Executive Director, <i>Resources for Independent Living</i>
★ Ardy Akhzari, <i>Co-Chair</i>	Sacramento	Founder & CEO (Volunteer), <i>Packs for Cold Backs</i>
Brina Sylve	Greater Sacramento Area	Paralegal, <i>California Housing Finance Agency</i>
Dawn Basciano	Sacramento	Public Policy Manager, <i>California Department of Public Health</i>
Fatemah Martinez, <i>MSW</i>	South Sacramento, Unsheltered/ Non-Profit/Outreach	President, <i>South Sacramento (HART)</i>
Henry Ortiz	Incarceration, Systemic Oppression, Community Violence	Grassroots Community Organizer, <i>All of Us or None Sacramento</i>
Koby Rodriguez	Central City, Non-Profit, BIQTPOC	Chief Program Officer, <i>The Sacramento LGBT Community Center</i>
Mike Nguy	Government Agency in the Public Health Division	Health Equity Lead, <i>Sacramento County Public Health</i>
Patricia Jones	Sacramento	Client, <i>Lutheran Social Services</i>
Shaline Hunter	Sacramento and Statewide	Civil Rights Attorney & Assistant Director of Equal Employ. Opp., <i>Caltrans</i>
Stephanie D. Thompson	Oak Park and Marina Vista	Vice Chair-Person, <i>Community Wellness Forum</i>
Stephen Hernandez	Sacramento, Veterans	Site Director, <i>Nation's Finest</i>
Steven Seeley	Mental Health Services, Sacramento County	Hope Coop Active Board Member/Volunteer, <i>Hope Coop</i>
Tiffany Glass	Elk Grove, Sacramento County	Human Services Program Planner, <i>Dept of Child, Family and Adult Services, CPS</i>
Tiffany Gold	Youth with Lived Experience, POC	Child Care transportation, <i>Waking The Village</i>
Vanessa Johnson	Sacramento County	Sheriff Lieutenant, <i>Sacramento County Sheriff's Office</i>

2021 Racial Equity Subcommittee Roster

COMMITTEE MEMBER	AREA OF REPRESENTATION	TITLE/ORGANIZATION
★ Angela Upshaw, <i>Co-Chair</i>	Veterans	Associate Director of Programs, <i>Berkeley Food and Housing Project - Roads Home</i>
Anira Khlok	Sacramento, Health System	Community & Homeless Health Project Manager, <i>Dignity Health</i>
★ Ardy Akhzari, <i>Co-Chair</i>	Sacramento	Founder & CEO (Volunteer), <i>Packs for Cold Backs</i>
Brina Sylve	Greater Sacramento Area	Paralegal, <i>California Housing Finance Agency</i>
Christina Heredia	Lead Agency	Referral Special, <i>Sacramento Steps Forward</i>
Fatemah Martinez, <i>MSW</i>	South Sacramento, Unsheltered/ Non-Profit/Outreach	President, <i>South Sacramento (HART)</i>
Henry Ortiz	Incarceration, Systemic Oppression, Community Violence	Grassroots Community Organizer, <i>All of Us or None Sacramento</i>
Patricia Jones	Sacramento	Client, <i>Lutheran Social Services</i>
Stephanie D. Thompson	Oak Park and Marina Vista	Vice Chair, <i>Community Wellness Forum</i>



Key Staff

Lisa Bates
CEO

Michelle Charlton
Continuum of Care Coordinator

Scott Clark
Systems Performance Analyst

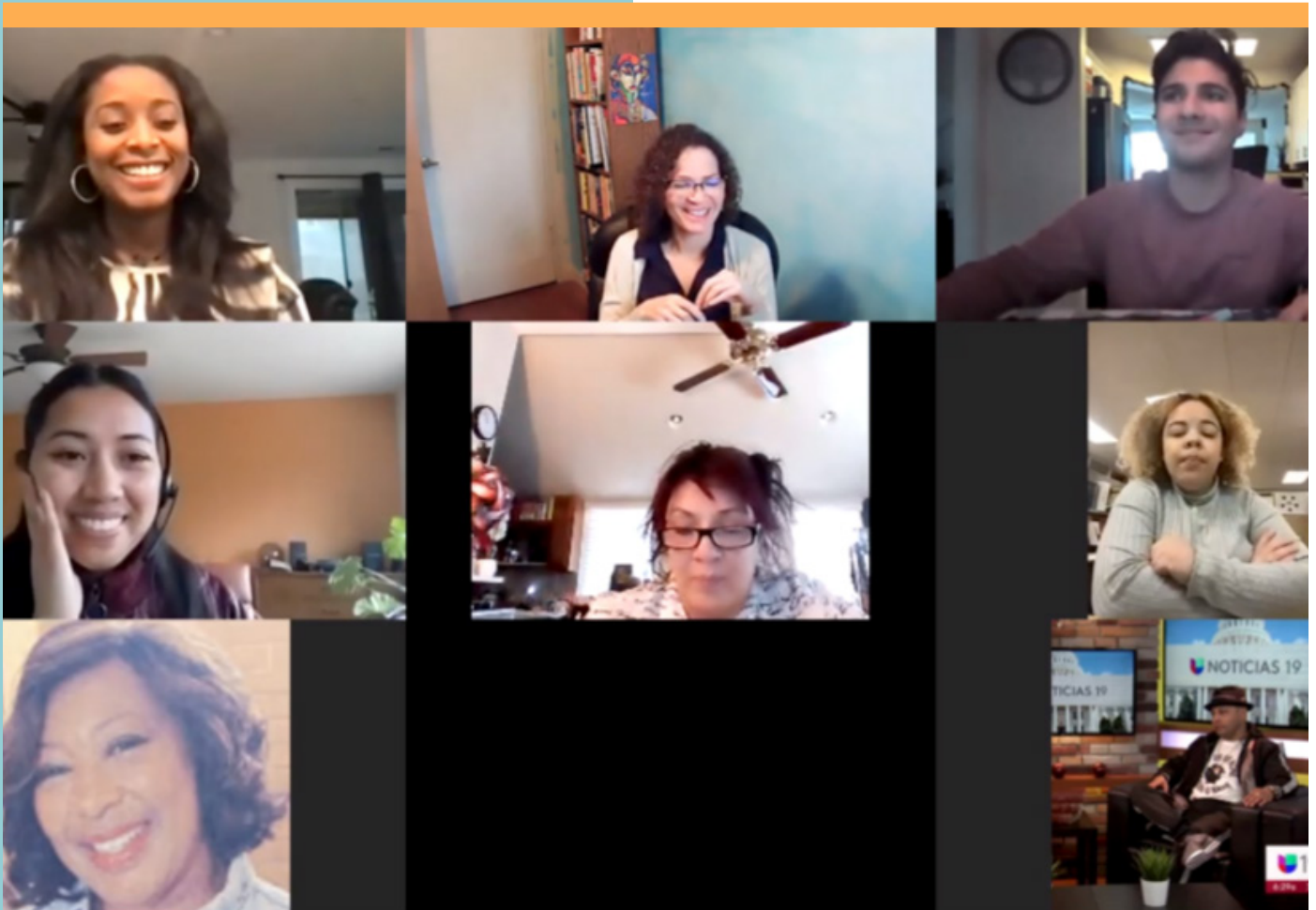
Tamu Green, PhD
Systems Performance Advisor

Christine Heredia
CE-Referral Specialist

Racial Equity Committee (REQC)



Screenshot of a Racial Equity Subcommittee Meeting



Findings

- The REQC was established in November 2020 to develop an action plan for the CoC board's consideration.
- The initial REQC commitment extended through July 2021 for members and staff.
- The REQC has become a valuable resource in the community, serving to give voice to BIPOC with lived experience of homelessness, to provide input on matters beyond the action plan, to foster trust and accountability, and to raise questions, concerns, and solutions in a brave space.
- Its members believe that an equitable homelessness response system in Sacramento is more likely to be achieved with an extended commitment to dedicated racial equity work.

Recommendations

- Secure funding to staff the REQC, supporting the members with committee logistics as well as meeting the liaison, training, and advocacy needs of the committee with other organizations in the community. (T2)
- Expand the term of the REQC as a standing committee of the CoC Board, which would primarily provide support for implementation of the action plan and the racial equity work of the other committees. (T1)
- Incorporate racial equity goals and tools into each of the CoC Board's committees when they develop their annual work plans. Have the REQC advise on the development and implementation of these goals and tools. (T2)

Data with a Racial Equity Lens



Photo Credit: Hector Amezcua



Findings

- The vast majority of our data is quantitative.
 - Quantitative categories do not always capture true identities or make all communities visible. This is particularly true of those that are not community-defined, as is the case for our HUD-designated racial and ethnic categories.
 - Data is generally most useful and actionable when it is disaggregated. Disaggregation can be challenging when there are small numbers of a subpopulation.
 - Qualitative data can provide meaningful context to understanding quantitative data.
 - Racial inequities can be compounded by other demographic factors such as disability, gender, gender identity, and sexual orientation, creating a multiplier effect.
 - Outside of the official HUD definition of homelessness, there are many who are housing insecure and ineligible for services.
-

Recommendations

To include a clearer picture of the BIPOC homelessness experience:

- Explore intersectionality data to understand multiplier effects of demographics outside of race and also to devise targeted universalism solutions. (T1)
- Collect, analyze, and report qualitative data when exploring issues related to equity. (T2)

To make data on racial equity more meaningful:

- Provide contextual information prepared with REQC input when presenting quantitative data. (T1)
- Disaggregate data on race/ethnicity identity as much as possible when presented. (T1)
- Develop and provide input to HUD on mandated race and ethnicity data process.
 - Explore opportunity to collaborate with other CoCs. (T1)
- If HUD presents an opportunity for community input on the definition of homelessness, advocate for a broader definition. (T1)

To incorporate more BIPOC voices :

- Discuss racial equity data initiatives with the REQC and other racial equity advocates to get input on key aspects such as data definitions, data collection, analysis, and findings. (T1)
- Work with the REQC to identify racial equity key performance measures. (T1)

Training & Education/ Normalizing Conversations



Source: California Department of Public Health, Office of Health Equity, as inspired by World Health Organization, Robert Wood Johnson Foundation, and many others.

Achieving Health & Mental Health: Equity at Every Level

Transforming the conditions in which people are
BORN, GROW, LIVE, WORK and AGE
for optimal health, mental health & well-being.



Findings

- The community will participate in workshops, educational presentations, trainings, and courageous conversations when those opportunities are offered. There is strong interest in learning the context for racial disparities in homelessness, as well as how to take personal and organizational action.
- Some community members have requested that providers receive training in Housing First principles and good communication skills, as well as training on the unique history, needs, and best or promising practices for specific racial and ethnic populations that are little understood in relation to homelessness services.
- Intersectional issues of race/ethnicity with disability, gender identity, and sexual orientation are both prominent and largely misunderstood.
- There is a continuum of expertise within the local community, with some members newly entering these conversations and others who have significant depth of understanding.
- Bringing CoC board members, providers, volunteers, and other members of the CoC community together to learn about and openly discuss the challenges that BIPOC face demonstrates leadership and fosters trust and collaboration.

Recommendations

- Provide ongoing training and educational opportunities that are free and open to the entire community. The trainings should be determined by the needs that are demonstrated and expressed to better understand and promote racial equity, including intersectional needs. Note: Free disability training is available through the local independent living center (RIL). (T1)
- Adapt the national Culturally and Linguistically Appropriate Services (CLAS) Standards to provide guidance to the homelessness sector, and provide training on how to implement the standards. (T2)
- Draw on local and national expertise to provide this education, uplifting the experience and voice of BIPOC with lived experience of homelessness in the process. (T2)

Staff & Leadership Diversity



Coc Board Members



Erin Johansen

Chair

*Executive Director,
Hope Cooperative*

Representing:
Mental Health



Angela Upshaw

Vice Chair

*Associate Director
of Programs,
Berkeley Food &
Housing Project*

Representing: Veterans



Pixie Pearl

Secretary

*California Homeless
Youth Project*

Representing:
Transition-Age Youth,
LGBTQ Community

Findings

- While many of the organizations and institutions that comprise the CoC have line staff that reflect the racial and ethnic demographics of Sacramento's population experiencing homelessness, there is less diversity at the leadership level.
 - It is often the leadership within these organizations and institutions that are recruited to the CoC board because of their authority and influence.
 - As such, the CoC board does not reflect the community's racial and ethnic diversity.
-

Recommendations

- Among Sacramento's homelessness service providers, encourage social equity — intentionally hiring management level individuals with lived experience. (T2)
- When recruiting for the CoC Board and committees, replicate the process of recruitment for the REQc, intentionally seeking overrepresentation of BIPOC, especially those with lived experience. (T1)
- Explicitly offer stipends for participation for board and committee members with lived experience. (T1)

Assessment & Prioritization

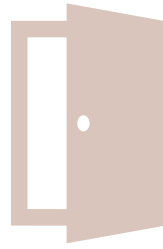
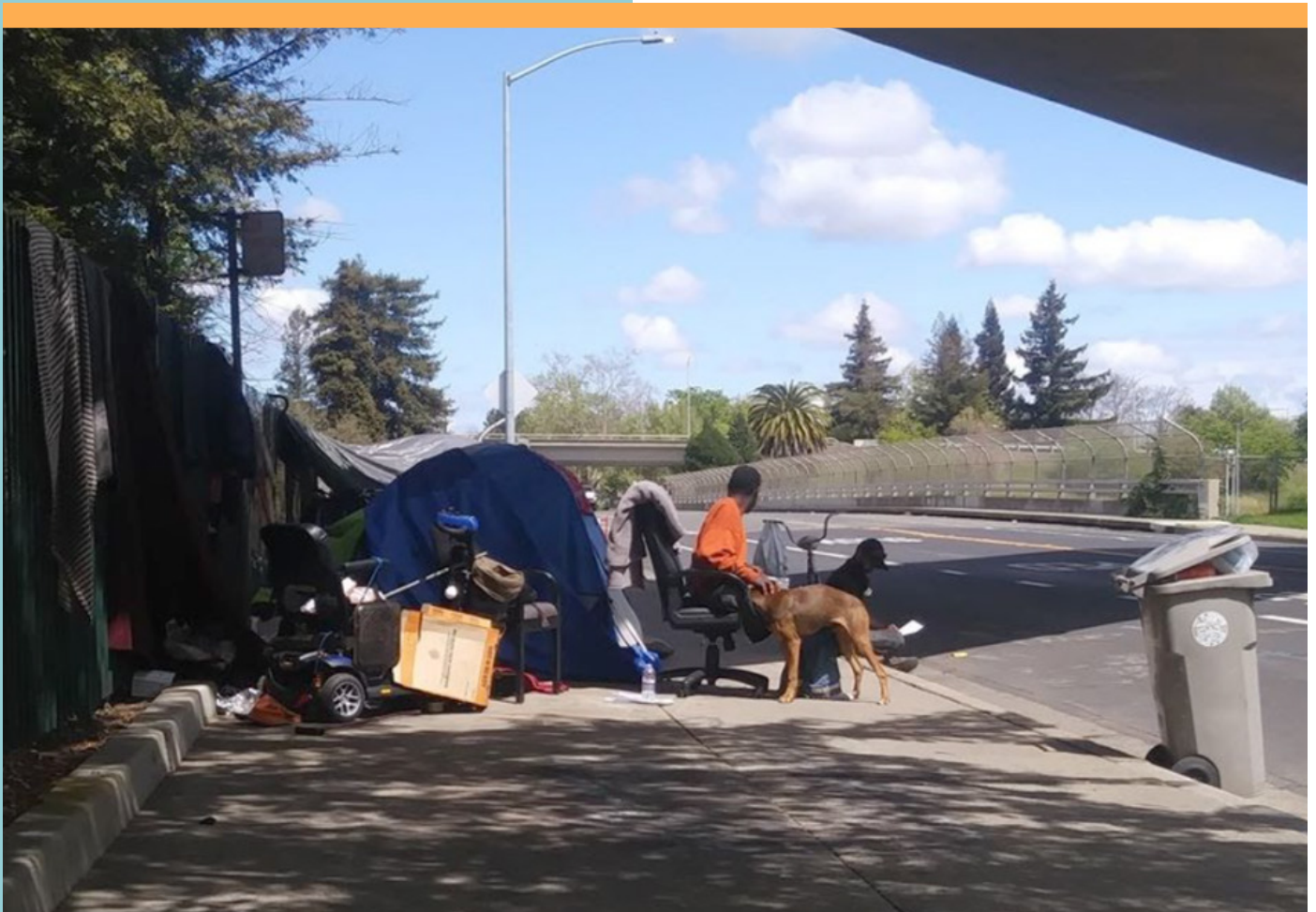


Photo Credit: Sacramento Poor People's Campaign



Findings

- Version 1 of the VI-SPDAT has been criticized for not properly scoring BIPOC, under-prioritizing them for services.
- Some communities have modified their assessment and prioritization process to account for communities that have experienced gentrification and displacement and/or a history of redlining.
- Many individuals in Sacramento wait for long periods of time in the Coordinated Entry process after their VI-SPDAT data is gathered.
- There is the potential for real and perceived bias on the part of anyone involved in the assessment process.
- There is also the potential for the person being assessed to feel uncomfortable with those involved in the process based on their demographics and lived experience.

Recommendations

To address/prevent potential issues with the VI-SPDAT tool:

- Involve the REQ Committee in any planned changes to the Coordinated Entry assessment process before implementation. (T1)
- Explore alternative tools and methodologies for potential future use. (T2)

To better support individuals experiencing homelessness:

- Continue to improve the Coordinated Entry process, so that people do not wait for long periods of time after data is gathered from VI-SPDAT. (T3)

To address/prevent potential assessment administrator bias:

- Educate those who conduct needs assessments about racial disparities in housing and homelessness. (T2)
 - Advocate for racial equity training for anyone who administers an assessment.
- Collect race/ethnicity data about those who provide assessments to understand to what degree administrators represent population they serve. (T2)
 - Administer survey or ask organizations to provide information.

Language Access



Photo Credit: Sacramento Street Medicine



Findings

- Because the VI-SPDAT is only offered in English, individuals and families without English as their Native language are at a disadvantage from accessing entry, assessment, resources, and housing at an equitable level.
- While there has been a transition from discouraging translation to allowing bilingual service providers to translate, this adjustment is recent, not widespread knowledge, and leaves a heavy burden on those bilingual service providers to adequately understand, interpret, and translate complex assessment tools.
- With the exception of the consent form, vital documents necessary to navigate successfully through the HMIS process are not translated into languages other than English.

Recommendations

Vital Documents: VI-SPDAT Risk Assessment, Consent Form and Additional Documents (e.g., third party verification, self-certification, disability certification, program information, practices and policies)

- Translate all necessary information and documentation into multiple languages (T2)
- Train service providers on navigating access to translated forms and delivering assessments (T2)
- Ensure that all newly implemented tools and documents are offered in multiple languages (T2)

Provide funding for free and ongoing access to realtime translation and interpreting services for providers and programs without bilingual and multilingual staff. (T3)

Assess all documents that are provided to clients for readability; as necessary, re-create them to read at a 4th-5th grade level. (T2)

Include accessibility statements on all outreach materials/brochures that includes who to reach out to if someone needs accommodations to participate in programs and services. (T1)

Equitable Funding



Photo Credit: Sacramento Poor People's Campaign



Findings

- Small, BIPOC-led organizations are at a disadvantage in the NOFA and other competitions for contracts and grants due to infrastructure challenges such as lack of board training and development, liability insurance and other requirements, internal HR processes and procedures, and prior large-scale contract or grant management.
- Small organizations are burdened with data collection, preventing them from playing to their strengths: direct service provision.
- Competition between service providers stifles collaboration, innovation, and new funding streams.
- There is community concern that legacy projects are not effective enough and continually funding them without thorough evaluation of their impact impedes the funding of other projects that may be more effective.

Recommendations

- Explore developing the capacity of small, BIPOC-led organizations by offering cohort and individual training and technical assistance annually, in preparation for competitive procurement and successful implementation of the NOFA and other opportunities to diversify Sacramento's network of homelessness providers. Explore paying existing BIPOC-led providers to provide the training and technical assistance as peer mentors. (T3)
- Incentivize larger organizations to partner with small, BIPOC-led organizations that have a longstanding history of working in the community by providing preference to their funding applications when such partnerships are in place or by requiring complementary collaboration. (T3)
- Evaluate current funded projects for effectiveness with BIPOC populations. (T3)

Partnerships



Sacramento Native American Health Center (SNAHC)

You are on Native Land

Sacramento Tribal areas consist of:

- Nisenan
- Foothills and Southern Madiu
- Valley Miwok
- Wilton Miwok
- Me-Wuk people

South of the Sacramento River, are the

- Patwin
- Wintun
- Wintu



Findings

- Federally recognized tribes have the authority to create their own CoCs. There is one federally recognized tribe in the Sacramento area, Wilton Rancheria.
- There are many organizations and institutions that provide preventative or supporting services to individuals and families facing homelessness who are not connected to or knowledgeable of the CoC.
- The disproportionate numbers of BIPOC in institutions and systems that are further upstream contribute to the racial inequity found in homelessness. Unsupported exits from the foster care, juvenile and adult incarceration, education, and health care systems increase the likelihood of experiencing homelessness.
- Youth homelessness strongly predicts adult homelessness.

Recommendations

- Offer formal support and allyship to Wilton Rancheria in the creation and sustainability of a CoC. (T1)
- Conduct outreach into the community to develop a more comprehensive database of organizations and institutions that could aid the efforts of the CoC. Include these potential partners in communications about funding opportunities, board and committee meetings and openings for membership, forums, trainings, and other engagement that will strengthen case management/case conferencing, housing development and placement, HMIS utilization, and collaborative program design. (T1)
- Establish a workgroup to learn from other communities that have established data-sharing agreements among multiple systems and provide case management prior to anticipated exits from overrepresented BIPOC systems, to determine the feasibility of replicating this type of transition coordination in Sacramento. (T2)

Homeless Management Information System (HMIS)

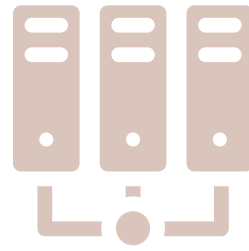


Photo Credit: Hector Amezcua



Findings

- Not all providers use HMIS, and among those that do, data quality varies — although there is widespread agreement that having a single database or integrated platform would enable better system performance.
 - HMIS is considered by some to be too burdensome for data entry and too complicated to navigate.
 - Some volunteers of BIPOC-led and BIPOC-serving organizations that are not currently CoC-funded have specifically requested that they be trained to enter data into HMIS.
-

Recommendations

- Convene leaders and database administrators to discuss opportunities to standardize data collection and reporting, reduce duplicative data entry across systems, and explore potential for future data sharing (Source: Gaps Analysis). Specifically, seek to build a data sharing system that is comprised of: a) Technical infrastructure that allows secure data transfer between SSF and its data sharing partners, b) A data sharing agreement template so that SSF can quickly and easily establish legal and binding agreements with its partners, and c) Tools to perform external data integration into HMIS. (T3)
- Identify the scope of the data quality issues in HMIS and communicate them with the operators/ providers. Log this communication to get a clearer understanding of the effectiveness of current interventions. (T1)
- Expand training and education for the providers at management and data entry levels, making sure the training curricula are themselves easy to understand and follow. (T2)
- Consider funding a diverse team of resource specialists to provide intensive hands-on coaching with current and potential HMIS users to increase their comfort and success with inputting and accessing HMIS data. (T2)
- Individuals who are serving as volunteers or staff for BIPOC-led and BIPOC-serving organizations should specifically be outreached to receive this HMIS support. (T1)

Racial Equity Committee Interviews Summary June 2021



The Sacramento Continuum of Care Racial Equity Committee (REQC) established a goal to better understand the local Black Indigenous & Persons of Color (BIPOC) homelessness experience through an interview process.

REQC members were encouraged to contribute names of persons with current or recent past experience with homelessness, who might be willing to be interviewed. 19 people were recommended for interview.

Based on the ability to connect, 20 REQC members were involved in surveying 14 people. Participants were provided with a gift card.

Participant Demographics Summary

14 people interviewed

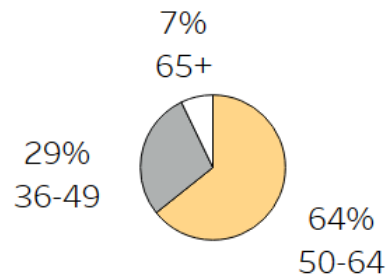
"How do you identify racially and ethnically?"

African American	5
African American/Black	2
Black	1
Native American /Black	1
Native/Black	1
Indigenous/Haitian/ Native American	1
Native American	1
Hispanic/Indian	1
Anglo/Asian/Latin	1

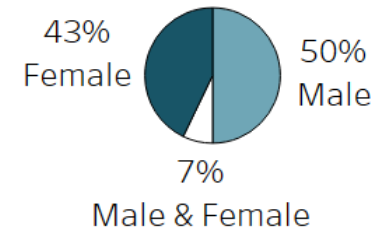
Current homelessness situation

Experiencing/connected to services	6
Experiencing/not connected to services	4
Resolved	4

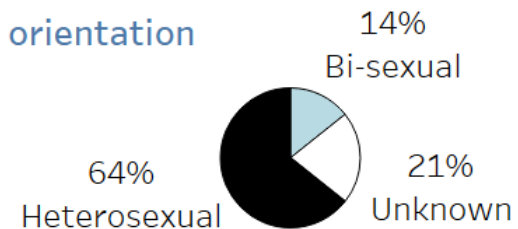
Age group



Gender



Sexual orientation



Racial Equity Committee Interviews Summary

June 2021



Participant Demographics Detail:

Person ID	Race/Ethnicity	Gender	Sexual Orientation	Head of Household	Living w/ Disability	DV Survivor	Formerly Incarcerated	Veteran	Age Group	Current Situation
1	Black	Male	Straight	Yes	Yes	-	-	-	36-49	Experiencing/not connected to services
2	Indigenous & Haitian/ Native American	Male	Straight	Yes	Yes	-	-	-	50-64	Experiencing/connected to services
3	Native American	Female	Straight	Yes	Yes	Yes	-	-	50-64	Resolved
4	Black/African American	Female	Bi-sexual	Yes	Yes	Yes	Yes	-	36-49	Experiencing/connected to services
5	Native American & Black	Female	Not answered	Yes	Yes	Yes	Yes	-	50-64	Experiencing/not connected to services
6	African American Black	Male	Straight	-	-	-	-	Yes	50-64	Resolved
7	African American	Male	Heterosexual	Yes	Yes	-	-	Yes	50-64	Resolved
8	African American	Female	Not answered	Yes	Yes	-	-	-	65+	Experiencing/connected to services
9	Hispanic/Indian	Female	Not answered	Yes	-	-	Yes	-	50-64	Experiencing/connected to services
10	Anglo Asian Latin	Male/Female/ Hesperus	Bi-sexual	Yes	-	-	-	-	50-64	Experiencing/not connected to services
11	African American	Male	Straight	Yes	-	-	Yes	-	36-49	Experiencing/connected to services
12	Native & Black	Male	Straight	Yes	Yes	-	-	-	50-64	Experiencing/connected to services
13	African American	Male	Straight	Yes	Yes	-	-	-	50-64	Experiencing/not connected to services
14	African American	Female	Straight	Yes	Yes	Yes	-	-	36-49	Resolved

- For Race/Ethnicity, Gender, and Sexual Orientation, the participant self-identified and was not limited to any categories.
- For Head of Household, Living with a Disability, Domestic Violence (DV) Survivor, Formerly Incarcerated, and Veteran categories, participants were asked “Which of these descriptions best describe you?”
- For Current Situation, participants chose from three options.

Racial Equity Committee Interviews Summary

June 2021



Length of time homeless

Of the 12 persons who responded, all indicated a length of one year or longer. It was in some cases difficult to tell if lengths were continuous or represented multiple cases of homelessness. The range reported spanned “about one year” to 30 years.

Those who had resolved their homelessness, reported shorter lengths of time homeless.

Current homelessness situation	Average years homeless
Experiencing/connected to services	9.2
Experiencing/not connected to services	10.3
Resolved	2.0
Overall average years homeless	8.3

Location of homelessness

The majority of persons had spent all of their time homeless in Sacramento.

Other locations mentioned were Los Angeles (experience was better in Sacramento) and Texas (experience was better in Sacramento).

Location of homelessness	Count
All Sacramento	8
Not just Sacramento	5
Total	13

Events leading to homelessness

All 14 persons identified events contributing to their homelessness.

8 people reported multiple events leading to homelessness, and each event was counted.

The most common themes were related to:

- Employment, including loss of job or inability to find work
- Health-related challenges, including illness or injury that prevented them from working, as well as related bills
- Family changes, including death of family member and separation from partner

Event type	Count
Multiple reasons	8
Employment	7
Health	7
Family change	6
Not enough money	5
Other	3
Drug addiction	1
Eviction	1
Total	38

Racial Equity Committee Interviews Summary

June 2021



Personal impact of homelessness

10 people answered a question on how homelessness affected them. 4 people focused on challenges (1 had resolved their homelessness). 5 people focused more on things they had learned (1 person had resolved their homelessness). 1 person spoke to both challenges and growth.

Challenges identified in response to this question included:

- bad weather
- no bathroom or shower
- health issues got worse
- addicted to living outside
- realize people look down on you
- things get stolen
- getting the “run around” from providers

Changes that reflect new understanding included:

- increased empathy
- more aware of world
- helped resolve personal issues
- increased understanding of self
- realized you need others to survive

Resources accessed

13 people indicated a wide variety of services and agencies accessed or attempted to access, including navigation, housing services, shelter, and drug-related programs. 2 persons (both not connected to services) indicated that they “haven’t really tried.” Sometimes resources were referred to generally, but specific programs were also mentioned.

Sacramento programs and providers mentioned

- 2-1-1
- Covered Sacramento
- Loaves & Fishes
- Sacramento Covered navigator
- Sacramento Self Help Housing
- Salvation Army
- Volunteers of America
- Union Gospel Mission
- Sacramento Housing & Redevelopment Agency (SHRA)
- Sacramento Native American Health Center (SNAHC)

Veteran programs mentioned

- Roads Home
- VASH vouchers
- Veterans advocate program

Other programs mentioned

- Section 8
- SSI

Racial Equity Committee Interviews Summary

June 2021



Housing Choice Vouchers

A little more than half (8 out of 14) indicated they had received Housing Choice Vouchers, 3 of whom reported that they received denials for vouchers or from apartments or landlords. An additional 2 people who did not receive Housing Choice Vouchers reported other housing-related denials. No reasons for denials were provided in response to this question, but related issues emerged for other questions, as captured elsewhere in this report.

Time to services

Of the 11 people who responded, 5 reported they were quick to get services ("immediate"/"daily"/"not long"). 2 people indicated months (1 of which was specific to housing), and 1 person indicated years (specific to housing). 1 person said it depends. 2 people said they had not yet received services.

Barriers to accessing services

11 out of 13 people indicated barriers to accessing services at some point in the interview. 2 people stated that they did not experience any barriers.

The most common barrier identified was transportation to appointments and/or to access services with 8 mentions, followed by health-related issues, and documentation issues.

Barriers identified	Count
Transportation	8
Health condition	4
Documentation	3
Hard to connect with providers	2
Men-only program	1
Locating housing	1
Politics	1
Long wait for housing/shelter	1
Drug use	1
Domestic Violence	1
Lack of opportunity	1
Lack of resources	1
Being a woman	1
Insurance changes	1

Racial Equity Committee Interviews Summary June 2021



Reasons rejected or denied resources

Of the people who responded, half (6 out of 12) said they had been rejected or denied services. In some cases, details were provided.

- Person 2 was told that he was verbally abusive and an “angry black man” and doesn’t meet the criteria because of his attitude.
- Person 5 said the Sheriff’s Department denied her resources when they were around, and she noticed someone else of another race get vouchers, but she didn’t receive any.
- 3 people mentioned that the call-back process is an issue, and some programs do not return calls.
- Person 14 said no call-backs leaves people feeling lost. In addition, she said “So many places have denied me along the way for having a voucher and some take advantage that you do in all type of ways – profiling, indecent behavior, or just not helping at all.”

Alternatives that played a part in resolution of homelessness

Alternatives to the homeless-related services and programs were not cited by most. Person 2 indicated an alternative, which was making relationships with people who had housing. Persons 5 and 11 referenced jail-based programs.

Ability to meet basic needs

1 person not connected to services said they were not able to meet their needs. 3 people clearly stated that their needs were met. In total 12 people listed different ways they were able to meet at least some of their needs. In general, people spoke positively about the services available to meet their basic needs, but 2 people indicated it was difficult to meet their needs.

General ways meeting needs

- Resourcefulness
- Car sharing
- Doctor service
- Food closets
- Food/supplies delivery
- Navigator
- Shelter/housing
- Wellness center

Specific programs meeting needs

- Citrus Heights Food Closet
- Loaves & Fishes
- Maryhouse
- One Community Health
- Salvation Army
- Section 8
- SHRA
- SNAHC
- St Francis house
- VA health care
- Volunteers of America
- Roads Home

Racial Equity Committee Interviews Summary

June 2021



History of homelessness or other social or economic challenges related to race in family

The majority of the 8 people who responded did not indicate that there was a family history of homelessness or other family challenges related to race.

Of those who indicated there was a history, Person 2 indicated it was job-related ("you're not getting the job because you are a black guy with dreads"), and the Person 13 mentioned challenges of growing up in "the South."

History related to race	Count
No	6
Yes	2
Total	8

Is there a difference compared to other races in the factors that played a part in becoming homeless?

3 people indicated there was a difference.

- Person 1 said being black in America is hard. He doesn't blame his skin color, but he clarified that it does make it a little tougher.
- Person 10 said he gets rejected because of the way he looks.
- Person 13 said he has been "undercut" on construction jobs by other races who are willing to do the job cheaper.

Is there a difference compared to other races in applying for or accessing services?

A little more than half (8 out of 14) thought there was a difference by race in applying for and accessing services. Some people provided specific examples.

- Person 1 says sometimes people look to help certain other people faster than they help you. He feels that being black "puts you at the bottom of the totem pole."
- Person 2 said he was frustrated and upset that his word isn't taken at face value, he wants to be treated equally when requesting resources.
- Person 4 said "When I was at the river, Discovery, there were different services and groups come out; groups would have you write down your name and social and were going to call you. White females got calls and spoke highly of them; I couldn't get a call back. And, I was pregnant at the time. Yes, like I was saying early a couple of people swear by these services; there was a pastor that got hotel, people who got the help were white. Never saw anybody who wasn't get much help. Not until where I work now."
- Person 5 said it is not fair that the only time she has access to services is when she is being taken to jail.

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- Person 6 mentioned being given a “not up to par” feeling by a particular provider who wound up not providing the sought-after service to him, but providing to two others.
- Person 7 did not think race was a factor and mentioned that because he used a phone line that may have helped since they didn’t know what color he was.
- Person 12 said “It’s a certain look...they’re not hiding it.”
- Person 13 said “Man I don’t know why they hate us, what did we ever do?...I’m at this stand, grabbing coffee, he’ll just look up and move away like I’m going to do something to him or something, that hurts more than anything.” He says he is not a threat to anyone, and it is sad for him to go through things like that.
- Person 14 said “I see many pick-and-choose situations with races.”

Were services denied or delayed due to labels such as "service resistant", "aggressive", "violent"?

Of the 11 people who answered the question, 4 said they were delayed or denied services due to labels more readily assigned to BIPOC individuals. Specific labels were mentioned by 3 people.

- Person 1 says he was called a “lazy son of a bitch” and told “it’s just like you people.”
- Person 2 despises the “angry black man” moniker that has been assigned to him in the past.
- Person 12 has been labeled “service resistant.”

An additional person answered no, but said she had observed others get labelled as “aggressive” and “service resistant.”

Person 4 said they had not been labelled, but is impacted by the possibility of being labelled. “I try to keep myself as calm as possible because I know this; I’m a black female and of course seen as aggressive especially coming off of drug addiction, coming off the river all stacked up against me, so I try to be as pleasant as possible.

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SACRAMENTO COCS ACTION PLAN: SUMMER 2021

What would a more racially just system look like?

All 14 people responded, with a general call for equal access and treatment echoed by almost all. In addition, there were a wide variety of other recommendations.

Changes

- Remove program limitations (e.g., one bag limit at shelter)
- Better leadership
- Learn more about people served
- Provide mailing addresses
- More mental health staff
- More communication
- More funding
- More housing
- Expand Roads Home program
- Allow more time in programs
- More promotion of programs
- More training for providers
- Equality
- Compassion
- Accept imperfections
- Challenge each other
- Individual role
- Stop killing each other
- God's judgment
- Accept authority

Person 1 wishes everyone would realize that we all bleed the same blood. We should be judged by the content of our character, not the color of our skin. We need to treat each other better instead of pulling each other down. They need to realize that we are all the same.

Person 2 says equality across the board is the start. Zero tolerance on both sides, both the provider and the participant. Organization leadership needs to set a proper example. The individual coming in for help needs to be open and put their biases aside as well. Funds, more money needs to be poured into this. This is a state of emergency and needs to be addressed as such.

Person 3 says God is the only one that can judge us. She wishes everyone would just get along because we are all children of God regardless of the race.

Person 4 says the professionals in the industry of helping along with education need some training with who they are dealing with. Every staff should have one person on staff for mental health, staff for drugs and alcohol and mental health for sure, it should be required. Need people who are compassionate or do understand that mindset. Need to know if there's mental issues. A training course once a month for the staff because they can be the breaking point for a person being homeless

Racial Equity Committee Interviews Summary

June 2021



Person 5 says equal access to services for all, color of skin shouldn't matter. Start handing out vouchers for everyone who is living on the street. Help those that want to be helped, shouldn't discriminate beyond that. Remove limitations, such as "you can only take one bag with you" Don't place time constraints for individuals, such as showering in 10 minutes, taking only one bag. Also, mailing addresses are needed and often times identification cards are stolen and other things like that.

Person 6 says people should just be treated as people. People who care and listed, showed compassion, understood the system are key to his/and everyone's success. Not everyone is "Cinderella." The attitudes of the employees of non-profits and legislators who are hired/and elected needs to change. They are there to serve the homeless population and he feels that they don't really follow through sometimes. When he was in the service, his job was to protect and serve the country. As a provider of services, they need to do the same. They need to care, that is paramount. You are in the public services to care and empathize with whatever your role entails that is what needs to happen.

Person 7 says if Roads Home could expand their services beyond veterans, it could be very helpful in getting more people off the street.

Person 8 says build more apartments and buildings. More funding to keep more homeless people off the street all the time.

Person 11 says try to love each other more. We got to stop killing each other before we worry about police killing us. As a whole, my race needs to take authority. We don't take authority that well, we don't like other people telling us what to do, that's what we have to get past, until we can do that, then nothing will change. Everyone's perception has to change and in order to do that, we have to look out for each other more. It falls back on that four-letter word, love.

Person 12 says a just system has no barriers holding specific races back. We should be challenging each other on how to better ourselves, society, and the world. We should come together as one, get back into the lawbooks to represent the people as one.

Person 13 says help everyone and everyone get along. Be more communicative, learn about people, don't go about old sayings and what you were you were taught in your household. Things have changed, and I hope so, we're not bad people man, we just need a break like everybody else. Everyone needs to learn how to let it flow and be good human beings. Equality is the goal, doesn't believe it'll happen in his lifetime, but he mentioned that even a little bit of change in his lifetime would be positive.

Person 14 says the reach out should be genuine to where it doesn't matter what race you are but based on the situation you are in and the desire to get out of your situation.



SACRAMENTO STEPS FORWARD

Questions or comments?
Email tgreen@sacstepsforward.org

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Sacramento CoC HMIS Privacy & Security and Data Quality Plans

Michele Watts, Chief Planning Officer
October 14, 2021



SACRAMENTO
STEPS FORWARD

Purpose

- Overview of what is covered by the Sacramento CoC's [HMIS Privacy & Security Plan](#) and [HMIS Data Quality Plan](#)
- Proposed Action: Approve recommendation to CoC Board to adopt the 2020 Plans without changes for 2021
- Next Steps: Conduct a comprehensive review of both plans at quarterly HMIS & Data Committee meetings in 2022



Comments on Plans in General

- These plans outline roles and responsibilities of the HMIS Administrator (SSF) and HMIS Users (provider agencies entering data into the system)
- Both plans provide a good foundation for best practices
- Neither plan has been fully implemented to date



CoC HMIS Privacy & Security Plan Elements- Privacy

- Privacy Plan Overview
- HMIS User Responsibilities
- HMIS User Agency Responsibilities
- HMIS Lead Agency: System Administration Responsibilities



CoC HMIS Privacy & Security Plan Elements- Security

- Security Plan Overview
- Security Plan Applicability
- Security Officers
- Physical Safeguards
- Technical Safeguards
- Disposing Electronic, Hardcopies, Etc.
- Disaster Recovery Plan
- Workforce Security & Background Checks



CoC HMIS Privacy & Security Plan Elements- Security

- Reporting Security Incidents
- Privacy and Security Monitoring
- New HMIS Partner Agency Site Security Assessment
- Partner Agency Self-Audits
- Security Audits



CoC HMIS Data Quality Plan- Data Standards

- Data Quality Overview
- HMIS Data Standards
- Program Specific Data Elements
- Project Descriptor Data Elements



CoC HMIS Data Quality Plan- Benchmarks & Goals

- Timeliness
- Completeness
- Bed/Unit Utilization Rates
- Housing Inventory
- Accuracy



CoC HMIS Data Quality Plan- Monitoring & Compliance

- Roles and responsibilities of HMIS Administrator and HMIS & Data Committee
- Data Review Timeline
- Performance Targets
- Incentives & Enforcement

