

**COMMUNITY DEVELOPMENT ACT ADVISORY COMMITTEE  
(CDAAC)  
MINUTES  
10/28/2021**

**ZOOM Virtual Public Meeting**

**Members Present:** Tami Rey, \*Margaret Wilson, James Martin, Megan Buwalda, \*Amina Shakir, Tiffany Burns, Chelsea Viere, Candice Howell  
\*Joined after roll call

**Members Absent:** Betsy Farmer

**City Staff:** Christopher Raschke, Community Development Compliance Specialist  
Sharilyn Parsons, Housing Development Project Coordinator  
Antonio Mitchell, Community Investment Manager  
Jaime Marsman, Community Investment Secretary

**Also Present:** Commissioner Eric Cunningham  
Carrie Bosch, HMIS Systems Administrator, United Way

**CALL TO ORDER**

The meeting was called to order at 5:31 p.m.

**ROLL CALL (Quorum 5)**

Ms. Marsman conducted roll call of CDAAC Members and determined quorum existed.

**APPROVAL OF AGENDA**

Ms. Rey asked if there were any changes to the agenda.

**Ms. Buwalda, seconded by Mr. Martin, motioned to approve the agenda as presented. A voice vote was taken, and the motion passed.**

**APPROVAL OF SEPTEMBER 2021 MINUTES**

Ms. Rey asked if there were any changes/additions/deletions to the minutes from September 23, 2021.

**Mr. Martin, seconded by Ms. Viere, motioned to approve the September 23, 2021 minutes. A voice vote was taken, and the motion passed.**

**CITIZEN COMMENTS ON NON-AGENDA ITEMS**

No citizen comments.

**OLD BUSINESS**

- **Application Committee**
  - o The application will be available online after the Pre-Submission Training.
    - Applications are due December 3, 2021
    - Applications may be submitted for review by November 19, 2021 if desired.
  - o Chris stated that he would update the calendar dates in the application to be applicable for 2022.
  - o Ms. Buwalda affirmed that the dates allowed for sufficient time.
  - o

## NEW BUSINESS

### **HMIS Presentation from United Way**

Ms. Bosch introduced herself as the HMIS Systems Administrator for United Way of the Battle Creek and Kalamazoo Region.

**HMIS stands for Homeless Management Information System.** This is a local system designed to collect client-level data on the provision of homeless services in order to:

- Coordinate client care
- Examine system & program performance
- Inform community, state and national planning
- Meet funder reporting requirements
  - o Department of Housing and Urban Development (HUD)
  - o Michigan State Housing Development Authority (MSHDA)
- HUD requires each Continuum of Care (CoC) to operate an HMIS & specifies standards for HMIS governance, privacy and data.

In Michigan, we have a statewide implementation of HMIS. This means the entire state uses the same software to operate one HMIS for the entire state.

Governance of the Michigan HMIS is shared between MSHDA, MCAH and local CoCs as outlined in a Joint Governance Charter.

- Michigan Coalition Against Homelessness (MCAH) acts as the state lead agency, responsible for managing the contact

Michigan Statewide HMIS operates as a tree structure. Ms. Bosch oversees numerous agencies that each have numerous projects that feed into the HMIS system.

### **Who currently uses HMIS within the Kalamazoo County CoC?**

- HUD-required users
  - o Housing Resources, Inc.
  - o Integrated Services of Kalamazoo
  - o Catholic Charities Diocese of Kalamazoo
  - o Volunteers of America Michigan
  - o Community AIDS Resources & Education Services (HOPWA)
    - This is received as anonymous data and there is no jurisdiction over them as far as usage
- Other users
  - o Kalamazoo Gospel Ministries
  - o Open Doors Kalamazoo
  - o Kalamazoo CoC (RentAble)
- New agencies can work with the System Admin to join HMIS

### **Privacy & Data Sharing**

- HMIS users must follow strict privacy practices in line with HIPAA.
- All clients are asked to sign a Release of Information which dictates how information can be shared.
- Data sharing between agencies within the CoC is outlined in a sharing agreement (QSOBAA). Agencies must sign off on this agreement- which must be reflected in the client Release of Information – before client-level data can be shared between agencies.
- The HMIS Systems Administrator oversees the system for the entire CoC & uses data from all agencies to generate aggregate & de-identified reports.

Commissioner Cunningham asked if there is context provided with the data that is shared with other state agencies. Ms. Bosch stated that the biggest use is for an annual report which looks at the extent of

homelessness and demographics across the state. It is de-identified data. The State will occasionally ask for additional data, for example, a decrease in homelessness was identified in 2020 and the State asked for additional context as to what had happened. HUD also asks for additional information. The HMIS data is used to compile an annual homelessness report to Congress and there's a number of factors that goes into that report.

### **What data are tracked in HMIS?**

HUD sets specific data standards as to what the CoC is required to track and how each data element is defined when it needs to be collected.

HMIS also gives information about extent of our homeless service system and our capacity to serve clients.

#### **Project Descriptors**

- Using the tree structure, provider pages are set up for each specific program or project run by the agency that serves homeless clients. These provider pages capture data about the project but is not limited to:
  - o Project type (as defined by HUD)
  - o Operating start and end date
  - o Funding sources
  - o Bed and unit inventory information
    - Household type
    - Facility- or voucher-based

This information is used every year and reported to HUD and looks at the ability to serve.

Ms. Bosch affirmed, that every agency has purview over the data of their specific programs and projects. She stated that if the City or another stakeholder has a question that can be answered by HMIS data, she would be the contact person.

### **Client Demographics & Information**

- Universally Collected (any HMIS program is required to collect these pieces of information.)
  - o Date of birth (age)
  - o Race & Ethnicity
  - o Gender identity
  - o Veteran status
  - o Disability status
- Generally Collected (most often collected)
  - o Income & non-cash benefit information
  - o Health insurance information
  - o Information about specific disabilities & chronic health conditions
  - o Domestic violence history
  - o Pregnancy status

Mr. Martin asked how the data is collected and who is responsible for that? Ms. Bosch stated that case managers are generally responsible for an intake assessment with the individual that they are working with. Each agency is different, but either that person inputs it into HMIs or they have a data person that does all inputting for the agency. When an agency starts working with a client, the client signs a release of information and the agency will collect this information as they begin working with the client. Mr. Mitchell asked if someone doesn't sign-off on the release of information, what happens? Ms. Bosch stated that the person entering the data can lock the record so that it is not shared.

Ms. Viere asked if there was a way to estimate the percentage of how many choose not to share their information? Ms. Bosch stated that she could run a report as an administrator, but she has never done so. She stated that it is not very likely that a client would refuse to sign a release as it does assist them as they move to other agencies for assistance. The main reason that someone would choose not to share information is when they ask for a particular agency not to have access to their record.

Ms. Wilson asked for clarification about the unique identifying tracking number used for each client. Ms.

Bosch stated that the SSN is not this tracking number, but is used, instead, to remove/identify duplicates. The HMIS ID # is used to pair records to clients. Ms. Bosch stated that if someone doesn't have a SSN, it is not a problem and that field is left blank. A client can still receive all services regardless of whether or not they have a SSN and whether or not they choose to share that SSN.

### **Program Participation**

- Universally collected
  - o Date client began and ended participation with the specific project
  - o Household composition
  - o Prior living situation
  - o Exit destination
- Generally collected
  - o Homelessness history
  - o Documented needs & services received from the project
  - o Housing move-in date (for permanent housing programs)
- Additional data may be collected depending on type of program

Mr. Martin asked who the information is shared with. Ms. Bosch stated that performance metrics (returns to homelessness, etc) those are required to be shared with HUD each year, with the System Performance Report that tracks 6 outcomes across the system. They are also almost ready to launch a dashboard that will be shared publicly. They are looking at more ways to share data publicly and hoping to be more creative about how they share data with CoC partners.

Ms. Viere asked for the definition of homelessness. Ms. Bosch stated that one of the data elements that they collect is whether or not the household is considered homeless by HUD's definition or if the household is at risk of losing their housing, etc. Literal homelessness only includes individuals who are residing in a shelter, Safe Haven (Kalamazoo does not have one of these), Transitional program or un-sheltered. This would not include an individual living with friends or anyone who is in a rapid re-housing program.

Mr. Mitchell asked how the homeless are tracked in the street? Ms. Bosch stated that they have street programs that connect with un-sheltered individuals. When they work with a client, they ask the client to sign the release of information that is then tracked in HMIS. Street outreach workers are also required to collect additional information and are required to track their engagement with that client over time. The street outreach programs are ongoing. Client information is collected throughout the year. Generally, those clients stay in the Street Outreach Program until they go to an emergency shelter, secure housing or go missing. There is also a yearly count where they do a large count of all homeless individuals. This is a one-night count where street outreach workers go out into the community to do a count of individuals who are homeless on one particular night.

### **Data Overview: Literal Homelessness Demographics**

- This is data that is collected over the year
- This data is used to inform the state-wide report on homelessness.
- This information is mainly used to be helpful to the agencies and communities to understand homelessness and how it changes from year to year.

Ms. Bosch clarified that a client's record stays with them. HUD requires 7 years, but their HMIS system provides more data than this. Ms. Bosch stated that, in the future, a decision could be made to purge old client data, but that does not happen at this time.

Ms. Bosch shared a visualization of the literal homeless count over the past five years. Ms. Bosch stated that their HMIS system is for the entire county of Kalamazoo. There has been a substantial decrease from 2019 to 2020. Similar decreases were seen state-wide and attributed to a number of factors including:

- Eviction diversion works (keeping folks in their homes during the pandemic)
- Reduction in shelter capacity due to safety concerns raised by the pandemic. The biggest decrease was in households with children.

Ms. Wilson asked if the lower count for 2020 could also be due to under-counting the population that wasn't able to access supports? Ms. Bosch stated that this may be possible. There may have been more of a hesitancy to access supports because of safety concerns. Family and friends may have also been more likely to assist. Ms. Bosch stated that it is likely that the biggest factor was the ability to assist people to stay in their homes.

Ms. Viere asked if the organizations gave additional feedback on the trends and whether the questions were capturing the data needed. Ms. Bosch stated that she convenes a monthly data team meeting to discuss data requirements and questions on whether the data is reflecting the actuality is often discussed.

2020 Literal Homelessness, By Race was shared.

- 56% Black or African American
- 40% White
- American Indian/Alaskan Native, 2%
- Other/Unknown, 2%

2020 Annual Homeless Count

- 33.5% of literally homeless individuals indicated they were a survivor of domestic violence
- 42.3% have one or more disabling conditions
- 30.4% have spent 11 or more months in emergency shelter, a safe haven or in a place not meant for habitation over the past 3 years
  - o 464 individuals were identified as chronically homeless
- 88 individuals were identified as veterans
- 343 individuals were age 55 or older

Tracking system-level outcomes

- Of households in emergency shelter, transitional housing, rapid re-housing or permanent supportive housing:
  - o On average, households spent 176 days homeless
  - o 38% of households exited to known permanent housing destinations
    - Households with children were significantly more likely to exit to permanent destinations
  - o 9% returned to homelessness within six months of becoming housed
- To come:
  - o Public-facing dashboard & annual report
  - o Racial equity analyses

Ms. Bosch clarified that the public-facing dashboard will likely be available on the CoC page of United Way's website.

Ms. Viere asked, if there were programs that were more successful than others. Ms. Bosch stated that the permanent housing programs are the most impactful when it comes to households and permanent stable housing. She stated that it is clear that we need all programs to work together to have a robust service system. Clients interact with a lot of different types of homeless services and it can be hard to differentiate the outcomes between types of programs.

Commissioner Cunningham asked if there was anything that this Board could do to assist. Ms. Bosch stated that any support for the homeless support system is very needed at the moment. It is important that the agencies that are being funded and at the CoC level that there is capacity to make sure that the data that is being collected is accurate and being used to the fullest extent possible. It is clear from the data that we have that there is so much more work to be done in our community both with increasing access to permanent housing opportunities and addressing inequities that show up within our system. The more that bodies like CDAAC can understand and turn to the data that is produced by the HMIS system, the more informed they will be in making decisions. Ms. Bosch stated that she would be happy to share additional information with us.

Ms. Viere expressed her gratitude to Ms. Bosch for her time and knowledge. Ms. Bosch stated that she will send the PowerPoint to the Board members.

### **COMMUNICATIONS/MEMBERS' REPORTS/STAFF UPDATES**

Commissioner Cunningham thanked everyone for their service. He emphasized the importance of this Board. Ms. Wilson thanked Commissioner Cunningham for his service and guidance both for this Committee and for his work for the City. Mr. Mitchell thanked Commissioner Cunningham for all of his assistance. Mr. Mitchell affirmed that this Board is very impactful and encouraged everyone to be an impactful person in their community. Ms. Rey thanked Commissioner Cunningham for his service.

### **CITIZEN COMMENTS**

No citizen comments.

### **ADJOURNMENT**

The meeting was adjourned.