



**Sonoma County HMIS/Data Committee**  
**Agenda for June 9, 2025**  
**10:00 AM – 11:00 AM Pacific Time**

**Virtual Public Meeting Information:**

<https://sonomacounty.zoom.us/j/98153122625?pwd=71rV1795pPRxvzP84-LOeXiG1hf8Qw.9dH13vPP-WRsmPID>

Passcode: 915059

Or Telephone: 669-900-9128

Webinar ID: 981 5312 2625

	<b>Agenda Item</b>	<b>Presenter</b>	<b>Approx. Time</b>
	Welcome and roll call.	Staff	
1.	Approve Meeting Minutes (Action Item)	Chair	5 mins
2.	Notice of Member Resignation and Committee Membership Selection Process (Potential Action Item)	Staff	10 mins
3.	Staff Report- HMIS Support Request Process	Staff	10 mins
4.	Staff Report- Summary of Changes to HMIS Policies and Procedures (Action Item)	Staff	10 mins
5.	Future Agenda Items for Committee Discussion	Chair	10 mins
6.	Public comment for items not on the agenda.	Chair	

**PUBLIC COMMENT:**

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



SONOMA COUNTY  
**HOMELESS  
COALITION**

## HMIS Committee Meeting Minutes

May 12, 2025

10am, Zoom

Topic: HMIS Data Committee

Start Time: May 12, 2025 10:02 AM

### Welcome and Roll Call

- Roll Call was taken:
  - *Present: Sasha Brown, Manny Galvan, Sandford Robinson, Karla McLaren, Lindsey Hazelwood, Dannielle Danforth, Margaret Sluyk, Nichole Bankson.*
  - *Absent: Maleah Giron, Amy Marshall, Teresa Moore, Jessica Wolfe, Stig-Struve Christensen, Hua Su,*

### 1. Welcome and Introduction of New Committee Members

- Danielle Danforth, West County Community Services
- Sandy Robinson, Committee on the Shelterless,

### 2. Approve Meeting Minutes

- Sasha made motion to approve, Karla seconded.
- No Public Comment.
- Motion passed to approve meeting minutes with 1 abstention.

### 3. Staff Report April 2025 HMIS Office Hours

- No Public Comment.

### 4. Non-Cash Benefits Memorandum (Action Item)

- Sasha made motion to approve, Manny seconded
- Motion passed to approve without dissent or abstentions

### 5. HMIS User Fee Policy Update (Action Item)

- Manny made motion to approve, Nicole seconded
- Motion passed with 5 approvals and 3 objections/abstention

### 6. Committee comment for items not on agenda

- Manny requested an update on status of HMIS Satisfaction Survey.
- Survey will be sent to Staff for review.

### 7. Public comment for items not on the agenda.

- No Public Comment



**Sonoma County HMIS Data Committee  
Agenda Item Report**

**Item No:** 2  
**Subject:** Notice of Member Resignation and Committee Membership Selection Process  
**Meeting Date:** June 9, 2025  
**Staff Contact:** Adam Siegenthaler, [Adam.Siegenthaler@sonoma-county.org](mailto:Adam.Siegenthaler@sonoma-county.org)

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**Summary**

On May 28, 2025, Nicole Bankson (COTS) notified HMIS Staff that she would be stepping down from the HMIS Data Committee. With Nicole leaving, that would bring the HMIS Data Committee to a total of 11 members, leaving two vacancies on the committee.

Outside of the annual committee application period the Sonoma County Homeless Coalition Governance Charter states:

*Committee vacancies may also be referred to the Board Chair and Vice Chair to select a replacement if vacancies occur outside the annual open application period. The Committee may recommend a replacement candidates as approved by a majority of seated Committee members.*

Based on this information, HMIS staff are requesting recommendations to fill the current vacancies. Suggested individuals approved by a formal vote of this committee may be submitted to the Homeless Coalition Chair and Vice Chair for consideration and approval. Recommendations are welcome during the upcoming meeting, or the item may be tabled until the next meeting to allow additional time for discussion and identification of potential candidates.

**Potential Action:**

Approve recommendations to fill the two current vacancies on the HMIS Data Committee or table the recommendations for the HMIS Data Committee in July 2025.



**Sonoma County HMIS Data Committee  
Agenda Item Report**

**Item No:** 3  
**Subject:** HMIS Support Request Process  
**Meeting Date:** June 9, 2025  
**Staff Contact:** Adam Siegenthaler, [Adam.Siegenthaler@sonoma-county.org](mailto:Adam.Siegenthaler@sonoma-county.org)

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**Summary**

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

Partner Agency HMIS Administrators may contact the HMIS Lead Agency for technical assistance and support with HMIS on the following subjects:

- User Account Access- New Set-ups, Additional Programs, Unlocks, Password Resets, Disable
- Scheduling Trainings- New User, Data Quality Improvement, Quarterly Status Reports
- Merging Duplicate Client Records
- System or HUD HMIS Data Entry Errors
- New Program Creation
- Custom Assessment Requests
- Custom Reporting Request

The HMIS Lead Agency Coordinator and/or HMIS Technician can be contacted by email or telephone during regular business hours. Voicemail messages or emails sent after regular business hours are replied to by the next business day.

It has been recommended to Staff to implement a more formal process and create a HMIS Support Request form, attached as “Exhibit A”, to collect information for future analysis on the type and nature of HMIS technical requests are being submitted by Partner Agency Administrators to the HMIS Lead Agency.

**Action Item:** None.

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

SONOMA COUNTY HOMELESS COALITION PROGRAMS

## FIELDS WITH AN \* REQUIRE A RESPONSE

HMIS Partner Agency Name\*: \_\_\_\_\_

Work Email\*: \_\_\_\_\_

First and Last Name\*: \_\_\_\_\_

Phone Number\*: \_\_\_\_\_

Date\*: \_\_\_\_\_

Subject\*: \_\_\_\_\_

Description\*: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

File Attached: Yes\_\_ No\_\_

## INSTRUCTIONS

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

Sonoma County HMIS Data Committee  
Agenda Item Report

**Item No:** 4  
**Subject:** Summary of Changes to HMIS Policies and Procedures  
**Meeting Date:** June 9, 2025  
**Staff Contact:** Adam Siegenthaler, [Adam.Siegenthaler@sonoma-county.org](mailto:Adam.Siegenthaler@sonoma-county.org)

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**Summary**

Per the [Homeless Coalition Governance Charter](#) in regards the Sonoma County HMIS Lead Agency Responsibilities (Page 24) it is the partial duty of the HMIS Data Committee to “review, provide feedback and approve any HMIS procedural and/or document changes.”

The HMIS Participation Agreement between HMIS Partner Agency and the HMIS Lead Agency, Sonoma County Department of Health Service (DHS), has been formalized as a contract and a standard DHS Privacy and Security Exhibit has been added. This Exhibit states that any potential data breaches or security concerns must now be reported to the Privacy & Security Officer at DHS, in addition to notifying the HMIS Coordinator.

To align the Policies and Procedures document to the Participation Agreement contract, the following section items have been added or updated to include reference to the Privacy & Security Officer at DHS.

(Pages 14-15) Partner Agency Security Officer – Responsibilities (e)(a): “Notifications should be sent to both the HMIS Coordinator and the Sonoma County Department of Health Services Privacy and Security Officer.”

(Page 19) Data Collection - Provider Agency will (m): “In the event of a breach of HMIS system security or client confidentiality, the Provider Agency shall notify the HMIS Administrator as well as the Sonoma County Privacy and Security Officer immediately as outlined within the HMIS Participation Agreement.”

(Page 19-20) HMIS Partnership Violations and Termination – Data Transfer Policies- Sequence of Procedures: “In emergency situations i.e. security breach and/or imminent danger to the database, the HMIS Coordinator immediately contacts and reports to Sonoma County Department of Health Services’ (SCDHS) Ending Homelessness Manager and the Sonoma County Department of Health Services Privacy and Security Officer, who have final authority for the impending action.”

(Page 25) Workstation Access Restrictions - End-user Requirements (e): *“Immediately notify the designated Agency Administrator or the HMIS Coordinator and Sonoma County Department of Health Services Privacy and Security Officer of any suspected security breach.”*

(Page 36) Corrective Action Plan Policy and Procedures - Provider Agency Corrective Action Plan (a): *“When an Agency Administrator becomes aware of a security violation within their agency, they will report the violation to the HMIS Coordinator and the Sonoma County Department of Health Services Privacy and Security Officer immediately and provide the appropriate corrective action plan documentation.”*

Other adjustments in the HMIS Policies and Procedures have also been made throughout the document:

- Identifies the Sonoma County Homeless Coalition as representing the Continuum of Care.
- Identifies the HMIS Coordinator and the HMIS Department Information Systems Technician II as employees of the HMIS Lead Agency and are the primary points of contact for all service providers for matters relating to HMIS.
- Reference to “Data Committee” is now listed as “HMIS Data Committee”
- Reference to “Social Solutions” is now listed as “Bonterra”
- Reference to “Continuum of Care” is now listed as “Homeless Coalition”

**Action Item:**

Approve the revised HMIS Policies and Procedures for recommendation to the Homeless Coalition for final adoption.