Continuum of Care Board Meeting
November 16, 2023
11:00 AM - 1:00 PM

Joint Office of Homeless Services

Land & Labor Acknowledgement

Multnomah county rests on the stolen lands of the Multnomah, Kathlamet, and Clackamas Bands of Chinook Indian Nation; Tualatin Kalapuya; Molalla; and many others along the Columbia River. This country is built on stolen Indigenous land and built by stolen African people. This land was not stolen and people were not enslaved by ambiguous entities and actors. The land was stolen by, and African peoples were enslaved by White settlers who had government support.

We also want to honor the members of over 400 tribal communities who live in Multnomah County. Many of these People and their cultures still survive and resist despite the intentional and ongoing attempts to destroy them.

Let us please take a moment of silence to acknowledge the history of how we are here in this place and to honor the People.

Credit to: Dr. Aileen Duldulao and Heather Heater, Multnomah County

Community Agreements

1. Account for power dynamics in the room and in the work.
2. Assume best intentions while honoring impact. Acknowledge that intent does not trump impact.
3. Be accountable. Commit to acknowledging and working through harm caused.
4. Be mindful of privilege, historical structures of oppression, and the shared goal to lead with a lens of equity, inclusion, diversity, and anti-racism.
5. Expect and accept non-closure.
6. Honor the diversity in the room and stay open to different perspectives. There may be several different roads that lead to a great outcome.
7. Language matters. Use intentional, direct, non-violent language. Speak your truth responsibly.
8. Make space, take space. Make space for those who are not speaking up as often, take space if you usually don't speak up.
9. Maintain confidentiality. share lessons learned while keeping names and identifiers confidential.
10. Meet folks where they are at. Do not assume knowledge on behalf of others. Be thorough, clear, and transparent in our dialogue.
11. Refrain from stigmatizing language and use people-first language.

Racial Equity Lens Tool

Questions from GARE and BHD to guide us when a quick decision is needed (longer Equity Lens Tool here):

- What are the racial equity impacts of this particular decision?
- Who will benefit and who will be burdened by the decision?
- Are there strategies to mitigate these consequences? What targeted strategies do we add to meet the needs of people of color in order to reduce disparities?

Agenda

Time	Agenda Item	Facilitator
5 min	Community Agreements, Land and Labor Acknowledgement	Co-Chairs
30 min	HMIS Strategic Analysis	Daniel Cole Lori Kelley
5 min	**Break**	
1 hr 20 min	Action Plan Discussion	Co-Chairs

# HMIS Strategic Technology Analysis

November 2023

- Need a longer range view of the technology infrastructure
- Significant technological capabilities have emerged since 2006
- Need to create a shared understanding of the current limitations, to imagine and develop a future strategic view of the needed system capabilities.
- Align the needs with the current market in terms of tools, software, and technology
- Need to think ecosystem, not monolithic system
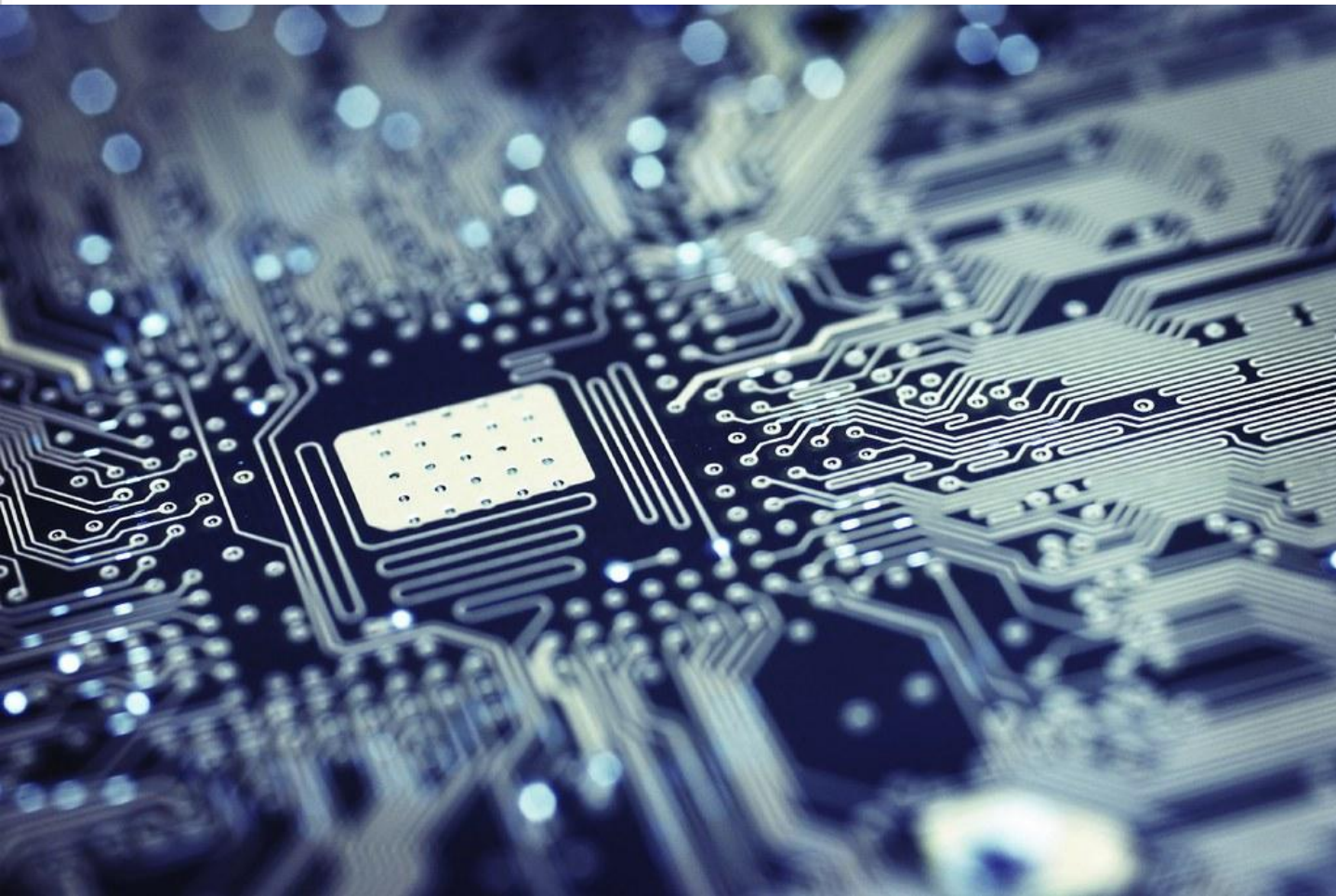
HMIS Background

- What is a HMIS from HUD's perspective?
  - A Homeless Management Information System (HMIS) is a local information technology system used to collect **client-level data** and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness. Each Continuum of Care (CoC) is responsible for selecting an HMIS software solution that complies with HUD's data collection, management, and reporting standards.

HMIS - What is the HMIS in the Tri-County Area

- ServicePoint/Community Services Solutions is our HMIS that is owned by the Wellsky Company
- It is the **single** repository of who is engaging in the homeless system and funded by each of the 3 Counties
- It contains the most up to date information on who is getting services, what services they are receiving, and by which service providers
- It contains first and last name, demographic information, living history, family information, and

HMIS Background - What is Different Now?

- The current HMIS system was first implemented in 2006 (iPhone launched June 29, 2007)
- Homeless services landscape has changed dramatically
- Community based organizations need better functionality, case management, and care coordination (not just HUD reporting)
- Greater need for oversight metrics, analytics, and forecasting
- New funding sources and regionalization of services
- Need for data sharing across systems (Behavioral Health, CCOs, State of Oregon, Metro, etc.)
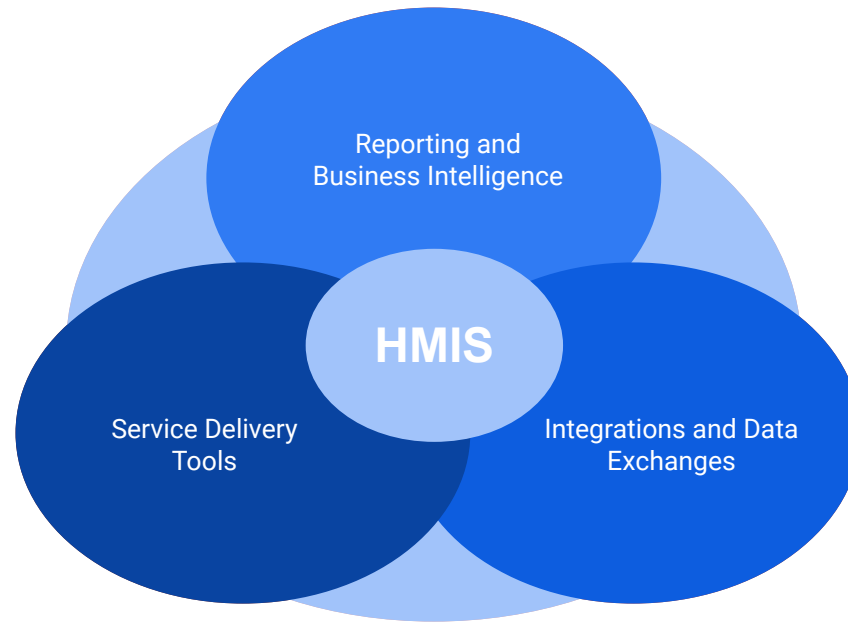
Key Question: Where are we going?

HMIS Strategic Technology Analysis
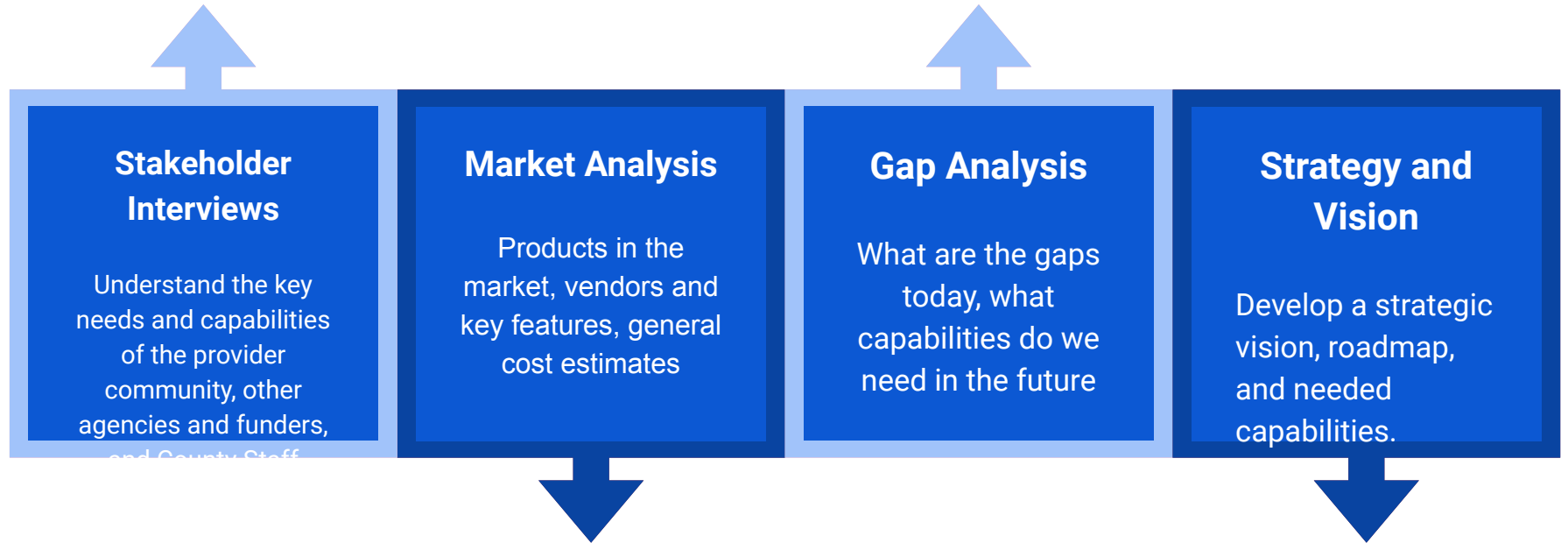
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HMIS Future Ecosystem

HMIS Strategic Technology Analysis Process - Gartner

Stakeholder Interviews

Understand the key needs and capabilities of the provider community, other agencies and funders, and County Staff.

Market Analysis

Products in the market, vendors and key features, general cost estimates

Gap Analysis

What are the gaps today, what capabilities do we need in the future

Strategy and Vision

Develop a strategic vision, roadmap, and needed capabilities.

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An HMIS technology strategy that incorporates the needs of a broad range of stakeholders in the region and allows us to make strategic and intentional investments 1, 3, and 5 years out…

That will ultimately improve the delivery, monitoring, and outcomes in Homeless Services landscape.

HMIS and Built for Zero

Built for Zero is a Quality Improvement Project that focuses on system improvements

- *System Coordination with multiple stakeholders*
- *Data Driven Decision Making at a System Level*
- *Utilization of Information at a Client Level to Navigate to Services*
  - ***This data is stored in HMIS***
  - *Collection of Data in the field (ie, Outreach) has become necessary for comprehensive data analysis AND client navigation*

HMIS Next Steps

5 MINUTE BREAK

Action Plan Discussion