



**Sonoma County HMIS/Data Committee**

**Agenda for July 14, 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.	Staff Report- Committee Membership Applications (Potential Action Item)	Staff	10 mins
3.	Staff Report- HMIS Support Request Process (Action Item)	Staff	10 mins
4.	Future Agenda Items for Committee Discussion	Chair	10 mins
5.	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

June 9, 2025

10am, Zoom

Topic: HMIS Data Committee

Start Time: June 9, 2025 10:03 AM

### Welcome and Roll Call

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

### 1. Approve Meeting Minutes

- Sasha made motion to approve, Karla seconded.
- No Public Comment.
- Motion passed to approve meeting minutes without objection

### 2. Notice of Member Resignation and Committee Membership Selection Process (Potential Action Item)

- Staff was directed to follow up with previous 2025 HMIS Data Committee applicants to confirm continued interest. Responses and applications will be shared at the next meeting for the Committee's decision.
- No Public Comment.

### 3. Staff Report- HMIS Support Request Process

- Recommendation to Staff to include additional fields for tracking purposes, sent to HMIS Agency Leads for review and posted online.
- No Public Comment

### 4. Staff Report- Summary of Changes to HMIS Policies and Procedures (Action Item)

- Danielle made motion to approve, Lindsey seconded
- Motion passed without objection
- No Public Comment

### 5. Future Agenda Items for Committee Discussion

- HMIS Satisfaction Survey still in process of being finalized and sent out to users

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

- No Public Comment



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

**Item No:** 2  
**Subject:** Committee Membership Applications  
**Meeting Date:** July 14, 2025  
**Staff Contact:** Adam Siegenthaler, [Adam.Siegenthaler@sonoma-county.org](mailto:Adam.Siegenthaler@sonoma-county.org)

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**Summary-** At the June meeting, the Committee approved and directed Staff to contact individuals who applied to the HMIS Data Committee in March 2025 but were not selected. Staff contacted the three applicants that were not accepted earlier this year, and two applicants confirmed their continued interest in joining the HMIS Data Committee :

- Christina Hulse- West Sonoma County resident with Lived Experience of Homelessness
- Lisa McIntyre- Dry Creek Rancheria Band of Pomo Indians employee serving native tribal members

External Links to download copies of these candidates' application documents can be found below:

Christina Hulse Application link: <https://share.sonoma-county.org/link/yqX4Vmkt9nI/>

Christina Hulse Letter link: <https://share.sonoma-county.org/link/HWFyP-vhSiw/>

Lisa McIntyre Application: <https://share.sonoma-county.org/link/jeCuNgSS2EO/>

**Potential Action Item:** Review Committee Membership Applications of applicants for consideration in filling membership seats on the HMIS Data Committee.



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

**Item No:** 3  
**Subject:** HMIS Support Request Process  
**Meeting Date:** July 14, 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 replied 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. A section for internal tracking purposes has been added for HMIS Lead Agency use.

**Action Item:** Approve HMIS Technical Support Request form for distribution to HMIS Partner Agency Administrators and online publication.

## 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\*:

☐ 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

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.

#### LEAD ADMINISTRATOR USE ONLY

Direct Request: E-mail \_\_ Phonecall \_\_ Date: \_\_\_\_\_

Status: Closed \_\_ Pending \_\_ Escalated to Vendor\_\_

Status Notes: \_\_\_\_\_