



HMIS Committee Meeting
04.18.2019

Attendance: Diana Brown, Jamie Warrick, Amber Teer, Kristen Nolen, Tashama Woodberry, Rayanne James, Jacqueline Jones, Bethany Tanner, and Sarah Francis

I. Welcome and Introductions

Meeting began at 10:01am. Sarah Francis welcomed everyone.

II. HMIS Data Quality Plan

Sarah Francis reviewed the HMIS Data Quality Plan as it stands asking for input from HMIS users on Data Timeliness, Data Completeness, and Data Accuracy and Consistency.

Entering data into an HMIS in a timely manner can reduce human error that occurs when too much time has elapsed between the data collection and the data entry. Currently the data timeliness standard is five business days for all programs to enter all universal data elements and program specific data elements for all entry/exit assessments. HMIS users agreed that this was a reasonable standard for data entry.

All data entered into the HMIS should be complete. Complete data facilitates confident reporting and analysis on the nature and extend of homelessness. The CVCoC's goal is to collect 100% of all universal data elements. However, it is recognized that this is not always possible in all cases. Therefore, the CoC has established an acceptable range of unknown/don't know/refused responses to allow an acceptable error rate of 5%. Since the Salvation Army is not allowed to collect full SSNs, there is a high error rate for SSN element. Because emergency shelters are working with a transient population, research and understanding around an appropriate data completeness standard will be pursued. Sarah Francis will pull data to understand our current rates from past years and will reach out to The Planning Council to understand what other communities use as a standard for completeness.

The purpose of accuracy is to ensure that the data in the HMIS is the best possible representation of information provided by the client, as documented by the intake worker. The data accuracy standard for all programs participating in HMIS is 95%. Thus, the percentage of client files with inaccurate HMIS data should not exceed 5%. Because the CVCoC Intake Form mirrors the HMIS intake assessment, this measure was agreed to be reasonable.

Once previous data is collected pertaining to data completeness and input from The Planning Council is given, changes will be made to the HMIS Data Quality Plan.

III. HMIS Report Card

Sarah Francis explained that at the beginning of 2019 the HMIS Report Cards were created and presented to each HMIS user. The HMIS Report Cards encompass all of the HMIS Data Quality Plan elements using the Technical and Accuracy Audit, APRs, and HMIS Committee Meeting participation as benchmarks. The HMIS Report Card includes CVCoC benchmarking data to allow the individual programs to benchmark themselves against the system as a whole.

IV. New Process for APR Submissions

Sarah Francis announced that at the end of March The Planning Council released a new process for APR submissions. There is now a link provided by The Planning Council to submit the APR file. The file will then be directed to Becky from The Planning Council who will reach out to the user if any technical assistance is needed. Kristen confirmed that a confirmation email will be sent once the submissions is completed. It did take a few times for the submissions to work.

V. Tips from The Planning Council

Sarah Francis reminded everyone that The Planning Council released two updates from the HMIS provider, WellSky. These two tips were changes to how data input is translated in terms of error rates. Previously, when a change to the person assigned as Head of Household was recorded at interim it resulted in an error. Now, a Head of Household change to a new Head of Household by interim is correctly counted.

The picklist value of “No exit Interview completed (HUD)” was not being counted as an error in the Destination row (3.12) of Question 6c. It now counts as an error.

Having another element count towards an error in the destination row gave more grounds for increasing the data completeness rate in the HMIS Data Quality Plan, especially for Emergency Shelters. The plan specify different standards for each program type.

VI. 2019 PIT Count and HIC

Sarah Francis announced that the 2019 PIT Count and HIC data was successfully submitted to the Department of Housing and Urban Development. The HIC and the PIT Count sheltered data relies heavily on the shelter rosters and HMIS data. Both emergency shelters were helpful in providing accurate, timely data for both the HIC and PIT Count reports. It allowed more time to focus on domestic violence shelter and unsheltered PIT Count surveys, both data not in HMIS. The majority of the PIT Count homeless households were staying at Hand Up Lodge and the Salvation Army, making the PIT Count data easier to reconcile since both shelter’s staff were quick in submitting data.

No suggestions were made for changes to the shelter PIT Count roster process or the HIC submission process.

VII. System Map

Sarah Francis reviewed that at the last CVCoC Membership Meeting on April 9 the System Map was slated to be reviewed. Due to time, that item had to be cut from the agenda until next meeting. This information is relevant to the HMIS Committee. The system map was presented and reviewed. Data from the HMIS was added to the system map to showcase the number of people who accessed each intervention throughout the calendar year of 2018. The numbers were duplicated due to some households accessing multiple interventions. CHIA numbers were unavailable. In 2018, 34 people were engaged by street outreach, making up 3% of the population who accessed the CVCoC homeless responses system. 167 people were served through target prevention, making up 16% of the population who accessed the CVCoC homeless responses system. 668 people were served through emergency shelters entering data into the HMIS, making up 64% of the population who accessed the CVCoC homeless responses system. 259 people were referred to the By-Name List (which means they also belong to one or more of our CVCoC priority subpopulations), making up 25% of the population who accessed the CVCoC homeless responses system. 187 people were housed through self-resolution, shelter case management, and target prevention, making up 18% of the population who accessed the CVCoC homeless responses system. 273 people were served through rapid re-housing, making up 26% of the population who

accessed the CVCoC homeless responses system. 56 people were served through permanent supportive housing, making up 5% of the population who accessed the CVCoC homeless responses system.

VIII. Bright Spots by Program Types

Sarah Francis shared some bright spots by program types in 2018 according to HMIS:

- a. Prevention – 167 people served in 2018, comprised of 55 households. Served three times the amount of people since 2016 – from 53 people to 167 people – with a permanent housing exit rate of 93%.
- b. Street Outreach (SO) – 34 people served in 2018, comprised of 27 households with a 41% housing rate.
- c. Emergency Shelter (ES) – 668 people served in 2018, comprised of 568 households with 52% coming from housing, 19% coming from institutions, and 28% coming from homeless situations. The CVCoC ES entering data into the HMIS have a housing rate of 46%, which includes permanent housing and temporary housing. If unknown exits were excluded from the data, there is an 89% housing rate.
- d. Rapid Re-Housing (RRH) – 273 people served in 2018, comprised of 127 households. The average length of time between program intake and housing move-in date has declined since 2015. In 2015, the average length of time to housing was 44 days. In 2018, the average length of time to housing was 26 days. There was a 92% permanent housing exit rate in 2018 for RRH.
- e. Permanent Supportive Housing (PSH) – 56 people served in 2018, comprised of 44 households. Out of those 56 people, 92% either stayed in stable housing or moved to permanent housing.

IX. HUD Reports

Sarah Francis reminded the committee about the upcoming HUD reports:

- a. Longitudinal Analysis Report (LSA) – looks at how households are moving through a CoC's system.
- b. System Performance Measures Data since FY2016 – CoC benchmarks based on all persons served.

X. HMIS Meeting Schedule:

- a. Thursday, July 18, 2019, 10am at Miriam's House
- b. Thursday, October 17, 2019 10am at Miriam's House

XI. Questions/Announcements:

- a. Jackie Jones asked about how many people are exiting as a temporary exit and returning into the system?
- b. Jackie Jones asked how many are exiting from shelters and returning into the system?
- c. Kristen Nolen asked about how other users are determining temporary vs. permanent housing exits – specifically for staying / living with family or friends.
- d. Kristen Nolen asked if projects should add interim updates to be included in System Performance Measures. We will reach out to The Planning Council.

Answers will be researched and addressed at the next HMIS Committee Meeting