

MID-WILLAMETTE VALLEY HOMELESS ALLIANCE

HMIS Users Workgroup

October 10, 2023 | 2:30 pm - 3:30 pm

<https://us02web.zoom.us/j/82448995403?pwd=UHJxeW9UZDYxcTBiV0U1Z1RVSGhRUT09>

Meeting ID: 824 4899 5403

Passcode: 057658

One tap mobile +16699006833,,82448995403#,,, *057658#

AGENDA

Agenda Item	Info.	Action	Time	Lead
1. Welcome & Business Items a. Welcome b. Minutes c. Data Quality Management Plan – revisions	Pgs. 2-6 See Separate Attachment	Approve Review	10 min.	Hunter Belgard Jan Calvin
2. Updates a. Quad Squad Report b. CoC Updates – Data Submitted w/CoC's Consolidated Application (NOFO)	Pg. 7	Info/Discussion Information	15 min. 5 min.	Tim Weese Hunter Belgard
3. Follow-Up Items a. Our Story of System Improvement b. The Different Lists (master, case conferencing) c. Identifying Client's Last HMIS Entry d. Arches Responsibilities as CE Management Entity and HMIS Coordination Entity		Information	15 min.	Hunter Belgard Jan Calvin
4. Q & A		Answers!	10 min.	Hunter Belgard
5. Adjourn				Hunter Belgard

[HMIS Users Workgroup – Mid-Willamette Valley Homeless Alliance \(mwvhomelessalliance.org\)](https://www.mwvhomelessalliance.org)

The purpose of the Mid-Willamette Valley Homeless Alliance Continuum of Care (CoC) HMIS Users Workgroup is to identify barriers to implementation of the CoC Data Quality Plan and ensure agencies and individual users have what they need to be timely, complete, and accurate in their use of HMIS, and to review and make recommendations on HMIS policies and protocols to the HMIS Lead, HMIS Coordination Entity, and CoC Board.

Should you need a place to access the meeting, please contact the COG office 48 hours in advance, (503) 588-6177. For public meeting notice purposes, the central meeting site is at the COG office, 100 High St. SE, Suite 200 in Salem.

The Mid-Willamette Valley Homeless Alliance is pleased to comply with the Americans with Disabilities Act (ADA). If you need special accommodations to attend this meeting, please call (503) 588-6177 at least 48 hours prior to the meeting.



2nd Tuesdays, 2:30-3:30 p.m.

CoC Contact: Jan Calvin - 503.551.4352
calvin.jan@yahoo.com

MID-WILLAMETTE VALLEY HOMELESS ALLIANCE

HMIS Users Workgroup

September 12, 2023 Minutes

Attendance

HMIS Users Workgroup	
Hunter Belgard, OHCS (Co-chair)	X
Jimmy Jones, MWVCAA (Co-chair)	
Shawntel Black, Neighbors	X
Tara Stephen, CHS	X
Matt Herbert, CATP	
Tawny Zellner, Easterseals	X
Doug Odell, Family Promise	X
Christine Sommer, MCHA	X
Kaela Lombardi, MWVCAA/ARCHES	X
Rachel McKee, MWVCAA/ARCHES	X
Yeudiel Alvarez Flores, MWVCAA/De Muniz	
Jan Calvin, MWVHA Consultant	X
Elaine Lozier, MWVHA E.D.	X

HMIS Users Workgroup	
Alisa Tobin, MWVCAA/HOME	X
Lawrenza Gann, MWVCAA/Veterans	
Pamela Blanchard, NWHS	
Nicole Walker Sundby, Polk County FCO	X
Dominique Schoessler, Shangri-La	X
Jill Tucker, St. Francis Family Housing	
Lynelle Wilcox, SafeSleep	X
Megan Smith, Sheltering Silverton	X
Brenda Newey, UGM, Simonka Place	
Stacy Griffin, VA (on leave until November)	--
Kimberly Nowlin, WATW, Grace House	X
Dana Tenoso, Youth ERA	X
Guests Present	
Betty Jordan, SHA	X
Bianca Mendoza, SHA	X
Elliott Lapinel, MWVCAA	X
Michael Livingston, CANDO	X
Brandi Rada, CHS	X
Chris Berg, OHCS	X

Business Items

Minutes – Rachel motioned, and Tara seconded approval of the 8/8/23 minutes; approved unanimously.

Charter Review – The group charter is to be reviewed each year. The group did so and had no recommended changes. The unique portion of the charter is the group's purpose:

The purpose of the Mid-Willamette Valley Homeless Alliance Continuum of Care (CoC) HMIS Users Workgroup is to identify barriers to implementation of the CoC Data Quality Plan and ensure agencies and individual users have what they need to be timely, complete, and accurate in their use of HMIS, and to review and make recommendations on HMIS policies and protocols to the HMIS Lead, HMIS Coordination Entity, and CoC Board.

Updates

Quad Squad (Multi-Continuum HMIS Governance Committee) – Tim reported on the 9/11 Quad Squad meeting, noting the 10/1/23 date when the HUD 2024 HMIS Data Standards go live; Hunter shared that there are two training sessions this week on the new data standards. There will also be some assessment updates, so they match the new data standards.

Hunter reminded everyone of the monthly Data Workflow Training time, which will focus on reports from SAP-BO, tomorrow, 9/13.

Data Workflow Training - 2nd Wednesday, 8:30am-10:00am

[Click here to join the meeting](#)

Or call in (audio only) +1 503-446-4951,,435739190#

Phone Conference ID: 435 739 190#

CoC Updates – Jan reported on the 9/5/23 Performance & Evaluation Committee meeting, which included a quarterly review of selected System Performance Measures. The Committee has been doing quarterly reviews for a year now, adding a quarter each time, and now has a 12-month picture. They are seeking to better understand the trend lines, which can be impacted by shifts in data reporting. One example is a marked increase in exits from Street Outreach last quarter, when the protocols were highlighted and people who should have been exited earlier were “caught up.”

Michael Livingston, member of the P&E Committee, noted that the group is really at the very beginning of understanding all that impacts our System Performance Measures.

LSA – Steps to Reduce Errors

HUD created the LSA (Longitudinal System Analysis) a few years ago to track the movement of clients through the system. It is visualized in Stella P. Reporting data to HUD for the LSA is an iterative process, in which the CoC uploads data and HUD identifies “flags” to be corrected prior to the next upload (and so on), until time runs out and the last upload becomes the CoC’s LSA.

HUD sent a report in August, stating that the majority of our LSA data was “not usable.”

- **Usable** data indicates that both data on the number of people served and data on the inventory of beds used to serve people were of sufficient quality to be used for this purpose.
- **Partially Usable** data indicates that while the quality of data on people served was sufficient, the data on inventory was not able to be used.
- **Not Usable** data indicates there were remaining and considerable issues with the data.

Usability Results

CoC	ES, SH, TH – Adult Only	ES, SH, TH – Adults and Children	ES, SH, TH – Child Only	RRH – Adult Only	RRH – Adults and Children	RRH – Child Only	PSH – Adult Only	PSH – Adults and Children	PSH – Child Only
OR-504	Not Usable	Not Usable	Not Usable	Usable	Usable	Usable	Not Usable	Not Usable	Not Usable

Hunter shared information about the types of errors and how we can ensure fewer “flags” in this year’s LSA.

Our #1 error is the wrong CoC is listed. Only (2%) are missing client location, which is now called “client enrollment” (OR-504), but a much larger number of clients have the WRONG CoC (still says OR-505).

Our second most common error is around households, often when an adult is entered and the user forgets to enter the child and goes back to enter the child and enters them all by themselves (which shows up as an unaccompanied minor and a new household, when they aren’t). The error flag, currently 18%, is under “relationship to household.”

He showed how the Data Quality Framework report can be run by ANY user and encouraged everyone to see where they can address their own errors.

Inflow/Outflow Data

Elliott Lapinel presented a PowerPoint and dashboard for the purpose of encouraging better data. He also expressed concern that, due to limitations of canned reports in SAP-Business Objects, the CoC can't comply with its own Coordinated Entry (CE) policies and procedures. He also noted that it is not possible to run a report that identifies the client's last entry into HMIS. He stated that these factors led to a large number of households being exited from CE, including people who may think they are still on the CE list. He explained that the problems with our reports can be resolved by using industry standard software, like Python.

Elliott mentioned that he has moved to a new position within Community Action Agency, as a data analyst, and is no longer with the Arches Project.

Due to time constraints, the Built for Zero inflow/outflow data topic was tabled.

NEXT MEETING

October 10, 2023

HMIS Users Workgroup, 2:30-3:30 p.m.

<https://us02web.zoom.us/j/82448995403?pwd=UHJxeW9UZDYxcTBiV0U1Z1RVSGhRUT09>

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HMIS Training Plan

All HMIS users are required to attend at least one training session per year. Additional training sessions may be required when new features, policies, or protocols are implemented. The CoC's HMIS Training Plan includes the following standard training sessions:

1. New User Training

- a. Can happen anytime. Located on the MWVHA web-site. User walks through an instruction/activity form to complete the following.
- b. Read these documents:
 - i. Data Quality Management Plan
 - ii. HUD 2024 HMIS Data Standards
 - iii. HUD Technical Standards
 - iv. Local ROI
 - v. CoC policies
- c. Watch a video (of a standard data entry flow).
- d. Take a test. Log into the Training Site. Create a client and enter them into a program. Send the Client ID.
- e. When completed, the user will get a username and login.

New User Training – 2nd and 3rd Mondays, 11:00 am-12:45 pm

Join on your computer or mobile app: [Click here to join the meeting](#)

Or call in (audio only) +1 503-446-4951,,251025274# United States, Portland

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2. Refreshers/Data Workflow Training

- a. Held on the same day of the month, each month.
- b. Open forum, with posted themes.
- c. Themes scheduled 4-6 months in advance, with at least half the time being open.
 - i. October – Data Quality: How to view? Data quality of what? How is it looking in a HUD view?
 - ii. November – 2024 Data Standards: Issues on the new questions? Did all elements 'map' appropriately? RRH Services Only programs?
 - iii. December – Using Shelters? In and Out each night? Night-by-Night? State of Oregon requiring Shelters for Executive Order, why?
 - iv. January – tba

Data Workflow Training - 2nd Wednesdays, 8:30 am-10 am

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3. SAP Business Objects Reports Training

- a. Optional; offered quarterly.
- b. Open to all in the Quad Squad.

4. Visibility Training for Agency Administrators

- a. Optional; offered quarterly.
- b. Open to all in the Quad Squad.

HIMS technical assistance is available by contacting the HIMS System Administrator or the CoC's HIMS Coordination Entity.

HIMS System Administrator

Hunter Belgard, OHCS

CoC's HIMS Coordination Entity

Mid-Willamette Valley Community Action Agency

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FY 2023 Consolidated Application – Data Highlights

Public Housing Agency Name	Enter the Percent of New Admissions into Public Housing and Housing Choice Voucher Program During FY 2022 who were experiencing homelessness at entry	Does the PHA have a General or Limited Homeless Preference?	Does the PHA have a Preference for current PSH program participants no longer needing intensive supportive services, e.g., Moving On?
Salem Housing Authority	23%	Yes-HCV	Yes
Marion County Housing Authority	5%	Yes-HCV	No

The form only allows for two entries. What about West Valley Housing Authority?

Rapid Rehousing–RRH Beds as Reported in the Housing Inventory Count (HIC) or Longitudinal Data from HMIS.	
NOFO Section V.B.1.I.	

	HIC Longitudinal HMIS Data	2022	2023
Enter the total number of RRH beds available to serve all populations as reported in the HIC or the number of households served per longitudinal HMIS data, e.g., APR.	HIC	296	264

How can we increase the number of RRH beds? What counts?

2A. Homeless Management Information System (HMIS) Implementation

Project Type	Total Year-Round Beds in 2023 HIC	Total Year-Round Beds in HIC Operated by Victim Service Providers	Total Year-Round Beds in HMIS	HMIS Year-Round Bed Coverage Rate
1. Emergency Shelter (ES) beds	599	43	251	45.14%
2. Safe Haven (SH) beds	19	0	19	100.00%
3. Transitional Housing (TH) beds	215	0	148	68.84%
4. Rapid Re-Housing (RRH) beds	264	129	135	100.00%
5. Permanent Supportive Housing (PSH) beds	217	0	196	90.32%
6. Other Permanent Housing (OPH) beds	91	0	91	100.00%

How can we increase the number of ES and TH beds in HMIS?