

**Mid-Willamette Valley Homeless Alliance  
COORDINATED ENTRY COMMITTEE and HMIS USERS WORKGROUP  
May 6, 2020 Meeting Minutes - Approved**

**PRESENT:**

<b>Coordinated Entry Committee</b>	<b>Yes</b>
Ashley Hamilton, MWVCAA/ARCHES (Chair)	X
Kim Carbaugh, CHS	
Scott Eastburn, MWVCAA/ARCHES	X
Tricia Ratliff, MWVCAA/HOME	X
Kimm McBeth, SHA	X
Dominique Schoessler, Shangri-La	X
Dana Schultz, MWVCAA/BFZ	
Hilary Dumitrescu, Sheltering Silverton	
Andrew Rice, Easterseals Oregon	
Catherine Todd, Easterseals Oregon	
Christina Korkow, ROCC	X
Staff: Jan Calvin	X
Staff: Breezy Aguirre	X
Lindsey Bittman, VA HUD/VASH Program	X
Cole Schnitzer, VA HUD/VASH Program	X
Michael Livingston, CANDO	X

<b>HMIS Users Workgroup</b>	<b>Yes</b>
Hunter Belgard, OHCS (Co-chair)	X
Jimmy Jones, MWVCAA (Co-chair)	X
Tara Stephen, CHS	
Tricia Ratliff, MWVCAA/HOME	X
Amy Hatfield, MWVCAA/ARCHES	X
Robin Winkle, Shangri-La	X
Jill Tucker, St. Francis Shelter	X
Hilary Dumitrescu, Sheltering Silverton	
Breanna Harig, Easterseals Oregon	X
Staff: Jan Calvin	X
Sarah Owens, CANDO	X
Renata Wakely, MWVCOG	X
Carla Munns, MWVHA	X

**WELCOME / INTRODUCTIONS**

Ashley Hamilton facilitated the welcome and introductions.

**MINUTES**

Tricia Ratliff moved approval of 4/9/20 mtg. minutes; Scott Eastburn seconded; approved unanimously.

**CE/HMIS GOALS AND OBJECTIVES**

The group reviewed and revised the preliminary goals and objectives, which will be incorporated into the MWVHA Strategic Plan. Ashley asked everyone bring their final thoughts to the next meeting, to finalize the goals and objectives. Then an action plan with assignments and timelines will be developed.

The overarching vision is that every person experiencing homelessness in the Marion and Polk region will be in the CoC database, and that information in the database will identify needs and document the system’s response to those needs. The following are updated CE/HMIS goals and objectives that will be part of the MWVHA Strategic Plan:

**1. Develop a Coordinated Coverage Plan to ensure geographic coverage/access to the homeless services system**

**Objectives/Tasks:**

**1.1. Conduct mapping**

- 1.1.1. Map the access points throughout the region where people connect with the homeless services system

- 1.1.2. Map where assessments are being done and where referrals to assessments are done
- 1.1.3. Map which agencies are entering what data into HMIS
- 1.2. Design the Coordinated Coverage Plan
- 1.2.1. Assess gaps and identify necessary components and processes to fill gaps (see Goal 2)
- 1.2.2. Create graphic/flow chart representation of the plan
- 1.3. Launch the Coordinated Coverage Plan
- 1.3.1. Secure agency commitments regarding the role each will play in the Coordinated Coverage Plan (MOU/MOA)
- 1.3.2. Provide appropriate training for agencies to fulfill their roles
- 1.3.3. Test/assess new components; trouble-shoot emerging issues

**2. Increase the number/percent of homeless/housing agencies participating in the Coordinated Entry/Assessment System (conducting and entering assessments) from XX% to XX% by (date)**

**Objectives/Tasks:**

- 2.1 Design tiers/levels of CE/A agencies (e.g., basic, intermediate, advanced)
  - 2.1.1 Create training aligned with each tier/level
  - 2.1.2 Create materials for engaging agencies new to Coordinated Entry/Assessment
- 2.2 Engage agencies to participate in the Coordinated Entry/Assessment System (conduct assessments)
  - 2.2.1 Identify gaps in geographic coverage (see Goal 1)
  - 2.2.2 Identify potential agencies
  - 2.2.3 Explore additional agency participation in CE/A
  - 2.2.4 Secure agency commitment
- 2.3 Launch participation in Coordinated Entry/Assessment
  - 2.3.1 Provide appropriate training
  - 2.3.2 Test/assess and trouble-shoot

**3. Increase the number/percent of homeless/housing agencies participating in the Coordinated Entry/Assessment System (using the By-Name List generated in CE to serve prioritized clients first) from XX% to XX% by (date)**

**Objectives/Tasks:**

- 3.1. Build off of mapping information (see Goal 1) to plan for expansion
  - 3.1.1. Ensure programs that are accessing the BNL to prioritize/identify clients are doing so consistently (conduct a “user audit”), and learn about any issues/concerns
  - 3.1.2. Identify additional programs to approach about accessing the BNL to prioritize/identify clients
- 3.2. Engage agencies to participate in the Coordinated Entry/Assessment System (access the BNL to serve prioritized clients first)
  - 3.2.1. Create informational materials
  - 3.2.2. Share information with agency decision-makers
  - 3.2.3. Secure agency commitment
- 3.3. Launch participation in Coordinated Entry/Assessment
  - 3.3.1. Provide appropriate training
  - 3.3.2. Test/assess and trouble-shoot

**4. Implement Built For Zero (BFZ) Collaborative Case Conferencing Model**

### **Objectives/Tasks:**

- 4.1. Design a work flow to support collaborative case conferencing
    - 4.1.1. Develop a model/structure to support multi-agency collaborative case conferencing
    - 4.1.2. Create roles with descriptions
    - 4.1.3. Craft an MOU for participating agencies
  - 4.2. Pilot collaborative case conferencing for chronically homeless individuals in the Salem/Keizer area
    - 4.2.1. Engage agency participation; secure commitments (MOU)
    - 4.2.2. Conduct orientation for Collaborative Case Conferencing Team
    - 4.2.3. Launch collaborative case conferencing
    - 4.2.4. Test/assess and trouble-shoot
  - 4.3. Use the Built-For-Zero (BFZ) Scorecard to guide development of a Quality By-Name List
    - 4.3.1. Use BFZ Action Pack (tool kit) to assess and track progress
    - 4.3.2. Confer with Community Solutions technical assistance provider throughout pilot project
  - 4.4. Expand collaborative case conferencing beyond pilot
    - 4.4.1. Build off lessons learned in the pilot to enhance current Veterans case conferencing model
    - 4.4.2. Conduct planning for implementing collaborative case conferencing for unaccompanied minors
    - 4.4.3. Determine if development of collaborative case conferencing for unaccompanied minors should be concurrent with or after incorporating youth into the CE System
5. **Increase the number/percent of homeless services agencies using the MWVHA Homeless Management Information System (HMIS)**

### **Objectives/Tasks:**

- 5.1. Develop a coordinated plan and materials for engaging agencies new to HMIS
  - 5.1.1. Develop “HMIS User Levels” (and a system for training and support)
  - 5.1.2. Determine protocols for how we will use parts of HMIS (e.g., case notes capability)
  - 5.1.3. Assess current licensing (Is it collectively what we need? Can we get “view only” licenses?)
  - 5.1.4. Match “user levels” with appropriate license
  - 5.1.5. Confirm funding sources/plans to assure adequate licensing for the region
  - 5.1.6. Update HMIS Users’ Manual
- 5.2. Build off of mapping information (see Goal 1) to plan for expansion
  - 5.2.1. Ensure programs that are using HMIS are doing so consistently (conduct a “user audit”), and learn about any issues/concerns from their perspectives (users’ needs inventory)
  - 5.2.2. Identify additional programs to approach about using HMIS
- 5.3. Engage agencies to use HMIS
  - 5.3.1. Create informational materials
  - 5.3.2. Share information with agency decision-makers
  - 5.3.3. Mitigate barriers to using HMIS (from the new agencies’ perspectives)
  - 5.3.4. Secure agency commitments
- 5.4. Launch new HMIS users
  - 5.4.1. Distribute HMIS Users’ Manual and subsequent revisions

- 5.4.2. Provide appropriate/customized training and technical assistance
- 5.4.3. Test/assess and trouble-shoot

## **6. Improve HMIS data quality and move MWVHA toward being a “high performing continuum.”**

### **Objectives/Tasks:**

#### **6.1. Conduct data quality assessment**

- 6.1.1. Use the CoC Data Quality Report to identify areas for improvement
- 6.1.2. Review HUD benchmarks
- 6.1.3. Survey HMIS users about their experience with data entry

#### **6.2. Develop data quality improvement plans**

- 6.2.1. Prioritize areas for improvement
- 6.2.2. Identify targets/measures (e.g., 95% completion of a certain data point)
- 6.2.3. Determine action steps, responsibilities and timelines

#### **6.3. Implement data quality improvement plans**

- 6.3.1. TBA, based on 6.2
- 6.3.2. Track implementation timeline; trouble-shoot barriers

## **7. Ensure ongoing data quality**

### **Objectives/Tasks:**

#### **7.1. Develop quality assurance tools**

- 7.1.1. Update the HMIS Users Handbook
- 7.1.2. Survey HMIS users about their experience with data entry (6.1.3.)
- 7.1.3. Create and deliver a range of training opportunities and modalities
- 7.1.4. Facilitate an HMIS peer learning network

#### **7.2. Use data for planning and evaluation**

- 7.2.1. Analyze data on a regular basis, including identification of trends and influencing factors
- 7.2.2. Share data analysis throughout the region
- 7.2.3. Incorporate data into the ongoing strategic planning process

## **8. Ensure quality HMIS vendor services**

### **Objectives/Tasks:**

#### **8.1. Align with the OHCS HMIS plans**

- 8.1.1. Track progress on legislative budget note
- 8.1.2. Update OR-504 HMIS tree

#### **8.2. Monitor HMIS Vendor service-delivery**

- 8.2.1. Review current service contract
- 8.2.2. Use HUD’s HMIS Vendor Monitoring Tool to evaluate services
- 8.2.3. Determine CoC priorities for HMIS
- 8.2.4. Identify vendor’s strengths and weaknesses
- 8.2.5. Determine ways to address any barriers to quality HMIS vendor services

## **HMIS EDUCATION**

Hunter Belgard shared information about our HMIS tree and how data flows, based on this organizational structure. He noted the “golden rules of visibility,”

- Data flows down
- A child can hide from a parent, but a parent can't hide from a child
- Visibility depends on the where the User Account is assigned:
  - CoC level
  - Agency level
  - Program level

***Hunter will develop options for different trees and users for the June 9 meeting.***

***Hunter will bring a training calendar to the July 14 meeting.***

## **AUTHORIZATION FOR RELEASE OF INFORMATION (ROI)**

The group discussed the different ROIs being used in the CoC (e.g., VA uses their own; DHS/OHA uses the “generic ROI”; Salem Housing Authority is using the one created by the ROCC/BOS; HOME Youth Services uses its own). A subcommittee was formed to review current ROIs and develop recommendations. Members: Robin Winkle, Scott Eastburn, Lindsay Bittman, and Tricia Ratliff.

***The subcommittee will report back to the CE/HMIS group at the next meeting.*** Once the CE/HMIS group has approved ROIs, the documents will be vetted with the Collaborative Committee prior to recommendations being forwarded to the MWVHA Board of Directors.

## **NEXT MEETING:**

Tuesday, June 9, 2020

1:30-3:00 p.m.

***by Zoom video & phone***