

**Mid-Willamette Valley Homeless Alliance
COORDINATED ENTRY COMMITTEE and HMIS USERS WORKGROUP
June 9, 2020 Meeting Minutes – Pending Approval**

PRESENT:

Coordinated Entry Committee		Yes	HMIS Users Workgroup		Yes
Ashley Hamilton, MWVCAA/ARCHES (Chair)	X		Hunter Belgard, OHCS (Co-chair)	X	
Kim Carbaugh, CHS	X		Jimmy Jones, MWVCAA (Co-chair)		
Scott Eastburn, MWVCAA/ARCHES	X	..	Tara Stephen, CHS	X	
Tricia Ratliff, MWVCAA/HOME	X		Tricia Ratliff, MWVCAA/HOME	X	
Kimm McBeth, SHA	X		Amy Hatfield, MWVCAA/ARCHES	X	
Dominique Schoessler, Shangri-La	X		Robin Winkle, Shangri-La	X	
Dana Schultz, MWVCAA/BFZ	X		Jill Tucker, St. Francis Shelter	X	
Hilary Dumitrescu, Sheltering Silverton	X	..	Hilary Dumitrescu, Sheltering Silverton	X	
Andrew Rice, Easterseals Oregon	X		Breanna Harig, Easterseals Oregon	X	
Catherine Todd, Easterseals Oregon					
Christina Korkow, ROCC	X				
Lindsey Bittman, VA HUD/VASH Program	X				
Cole Schnitzer, VA HUD/VASH Program	X				
Staff: Jan Calvin	X	..	Staff: Jan Calvin	X	
Staff: Breezy Aguirre	X				
Michael Livingston	X	others	Carla Munns, MWVHA	X	
Sarah Owens	X		Lynelle Wilcox, SafeSleep UNITED	X	

WELCOME / INTRODUCTIONS

Ashley Hamilton facilitated the welcome and introductions.

MINUTES

Kim Carbaugh moved approval of 5/6/20 mtg. minutes; Jill Tucker seconded; approved unanimously.

AGENDA

Hilary Dumitrescu moved approval of the 6/9/20 agenda; Kim Carbaugh seconded; approved unanimously.

ROI SUBCOMMITTEE REPORT

The Release of Information (ROI) subcommittee developed a draft ROI for review. Subcommittee members were Robin Winkle, Scott Eastburn, Lindsey Bittman, and Tricia Frizzell. Group input included:

- Take names of agencies off the form and reference partner or member agencies, a current list of which can be found on the MWVHA website.
- Add a box for client to check and a place to initial if they decline to have their information shared.
- Use the term “care coordination” rather than case conferencing and add a paragraph/statement about it.
- Add the MWVHA anti-discrimination statement (once the statement is approved by the board).
- Ask Bridgeway and Northwest Human Services to review.

The subcommittee will prepare a second draft to be sent with the minutes and 7/14 agenda. Committee members are asked to review and come prepared to finalize it on July 14. Then it will go to the July 15 Collaborative Committee meeting for review, before being recommended for Board approval.

MWVHA STRATEGIC PLAN

Jan presented the framework of the Strategic Plan and walked through the first goal (Homeless Services System), which is most closely aligned with the work of the CE Committee and HMIS Users Workgroup. The Plan is scheduled to be approved at the 6/11 Board meeting.

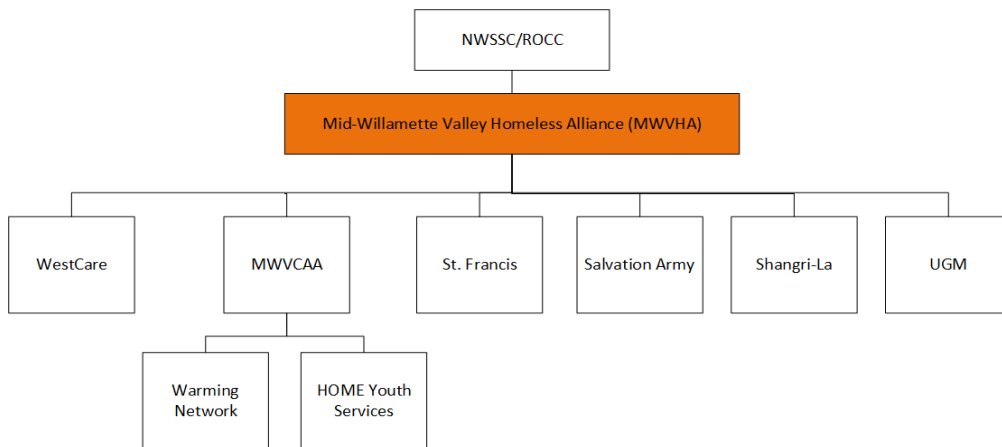
CE/HMIS WORK PLAN

Jan shared the first draft of the CE/HMIS Work Plan (attached). Kim Carbaugh moved approval of the Goals and Objectives; Kimm McBeth seconded; approved unanimously. Next month’s meeting will begin the process of prioritizing the Objectives and Tasks, establishing timelines and making assignments.

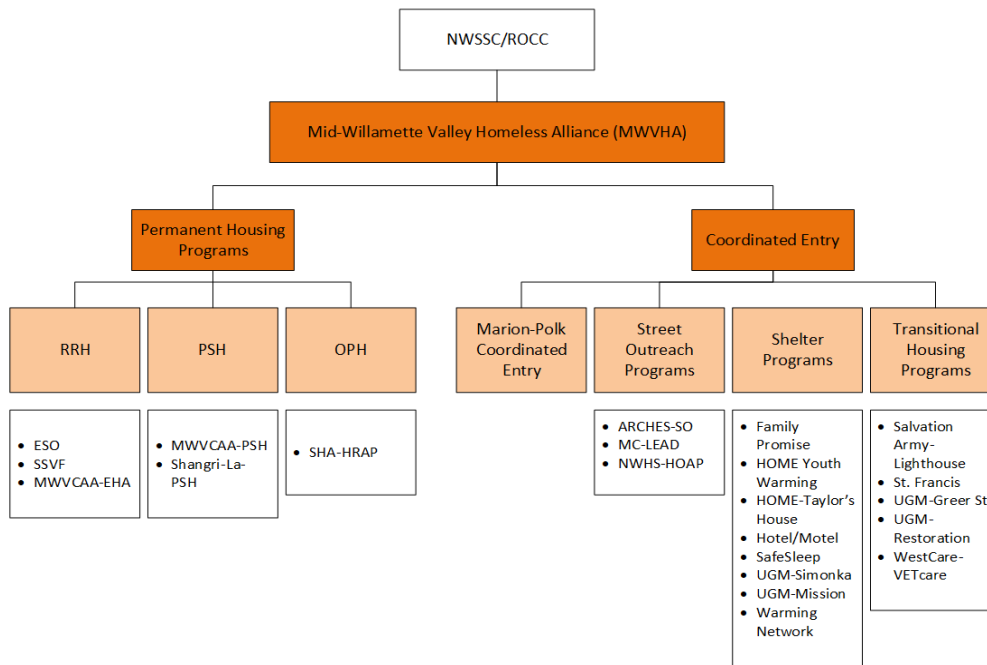
HMIS TREE OPTIONS

Hunter described how information in HMIS “flows down.” Where the information is entered or the person is created determines who can see the information. He showed the current HMIS Tree, noting that it is very “flat.” Agencies have to do quite a bit of work if they want to share information.

CURRENT MODEL



2nd OPTION



EDUCATION: Golden Rules of Data Entry

Hunter demonstrated **Where Data is Entered in HMIS Makes a Difference!** He will bring a training calendar to the next meeting.

Time constraints led to tabling the rest of the education items (Types of HMIS Licenses) and HMIS Data Quality Report to the next meeting.

NEXT MEETING:

Tuesday, July 14, 2020

1:30-3:00 p.m.

by Zoom video & phone

Attachment: Draft CE/HMIS Work Plan

CE/HMIS WORK PLAN – Goals and Objectives Approved 6/9/20

Goal	Objectives	Tasks	Lead (Agency or Individual)	Due By	Status as of: _____
1. Develop a Coordinated Coverage Plan to ensure geographic coverage/access to the homeless services system	1.1. Conduct mapping	1.1.1. Map the access points throughout the region where people connect with the homeless services system	CE Committee & Staff		
		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)	CE Committee		
		1.2.2. Create graphic/flow chart representation of the plan	Staff		
	1.3. Launch the Coordinated Coverage Plan	1.3.1. Create a Coordinated Coverage Memorandum of Agreement (MOA)	Staff		
		1.3.2. Secure agency commitments regarding the role each will play in the Coordinated Coverage Plan (via MOA)	As Assigned		
		1.3.3. Provide appropriate training for agencies to fulfill their roles	OHCS		
		1.3.4. Test/assess new components; trouble-shoot emerging issues	OHCS and CE Committee		
	2. Increase the number/percent of homeless/housing agencies participating in the Coordinated Entry/Assessment System (conducting and entering	2.1. Design tiers/levels of CE/A agencies (e.g., basic, intermediate, advanced)	2.1.1. Create training aligned with each tier/level	OHCS	
2.1.2. Create materials for engaging agencies new to Coordinated Entry/Assessment			CE Committee		
2.2. Engage agencies to participate in the Coordinated		2.2.1. Identify gaps in geographic coverage (see Goal 1)	CE Committee		
		2.2.2. Identify potential agencies	CE Committee		

assessments) from XX% to XX% by (date)	Entry/Assessment System (conduct assessments)	2.2.3. Explore additional agency participation in CE/A	As Assigned		
		2.2.4. Secure additional agency commitments	As Assigned		
	2.3. Launch participation in Coordinated Entry/Assessment	2.3.1. Provide appropriate training	OHCS		
		2.3.2. Test/assess and trouble-shoot	OHCS and CE Committee		
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)	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	TBA		
		3.1.2. Identify additional programs to approach about accessing the BNL to prioritize/identify clients	CE Committee		
	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	CE Committee		
		3.2.2. Share information with agency decision-makers	As Assigned		
		3.2.3. Secure agency commitments	As Assigned		
	3.3. Launch participation in Coordinated Entry/Assessment	3.3.1. Provide appropriate training	OHCS		
		3.3.2. Test/assess and trouble-shoot	OHCS and CE Committee		
	4. Implement Built For Zero (BFZ) Collaborative Case Conferencing Model	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	BFZ Strategy Team	5/5/20
4.1.2. Identify roles; create descriptions			5/15/20		Done
4.1.3. Craft a Case Conferencing MOA for participating agencies			Staff	6/15/20	
4.2. Pilot collaborative case conferencing for chronically		4.2.1. Conduct orientation for Collaborative Case Conferencing Team	Dana Schultz (CAA)	5/29/20	Done
		4.2.2. Engage agency participation; secure	As Assigned	6/15/20	5/29 - Verbal

	homeless individuals in the Salem/Keizer area	commitments (MOA)			agreements from SHA and NWHS
		4.2.3. Launch collaborative case conferencing	Case Conferencing Core Team	6/30/20	
		4.2.4. Test/assess and trouble-shoot	BFZ Strategy Team	Ongoing	
	4.3. Use the Built-For-Zero (BFZ) Scorecard to guide development of a Quality By-Name List	4.3.1. Clean CE list	Breezy Aguirre (CAA)	March	Done
		4.3.2. Update protocols		April	Done
		4.3.3. Use BFZ Action Pack (tool kit) to assess and track progress	BFZ Strategy Team	Ongoing	Tool kit shared at 5/29 orientation
		4.3.4. Confer with Community Solutions technical assistance provider throughout pilot project	Dana Schultz (CAA)	Ongoing	Sandy attended 5/20 Strategy Team meeting
	5. Increase the number/percent of homeless services agencies using the MWVHA Homeless Management Information System (HMIS)	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)	HMIS Workgroup	
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. Identify funding sources/plans to assure adequate licensing for the region			TBA		
5.1.6. Update HMIS Users' Manual			OHCS		
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	TBA		
		5.2.2. Identify additional programs to approach about using HMIS	HMIS Workgroup		

	5.3. Engage agencies to use HMIS	5.3.1. Create informational materials	HMIS Workgroup		
		5.3.2. Share information with agency decision-makers	As Assigned		
		5.3.3. Mitigate barriers to using HMIS (from the new agencies' perspectives)	HMIS Workgroup		
		5.3.4. Secure agency commitments	As Assigned		
	5.4. Launch new HMIS users	5.4.1. Distribute HMIS Users' Manual and subsequent revisions	Staff		
		5.4.2. Provide appropriate/customized training and technical assistance	OHCS		
		5.4.3. Test/assess and trouble-shoot	HMIS Workgroup		
6. Improve HMIS data quality and move MWWHA toward being a "high performing continuum."	6.1. Conduct data quality assessment	6.1.1. Use the CoC Data Quality Report to identify areas for improvement	HMIS Workgroup		5/13 – Reviewed data reports
		6.1.2. Review HUD benchmarks			
		6.1.3. Survey HMIS users about their experience with data entry	TBA		
	6.2. Develop data quality improvement plans	6.2.1. Prioritize areas for improvement	HMIS Workgroup		
		6.2.2. Identify targets (e.g., 95% completion of a certain data point)			
		6.2.3. Determine action steps, responsibilities and timelines to meet targets			
	6.3. Implement data quality improvement plans	6.3.1. TBA, based on 6.2	HMIS Workgroup		
		6.3.2. Track implementation timeline; trouble-shoot barriers			
	7. Ensure ongoing data quality	7.1. Develop quality assurance tools	7.1.1. Update HMIS Users Handbook	OHCS	
7.1.2. Survey HMIS users about their experience with data entry (6.1.3.)			TBA		
7.1.3. Create and deliver a range of training opportunities and modalities			OHCS		

		7.1.4. Facilitate an HMIS peer learning	HMIS Workgroup		
	7.2. Use data for planning and evaluation	7.2.1. Analyze data on a regular basis, including identification of trends and influencing factors	HMIS Workgroup		
		7.2.2. Share data analysis throughout the region	Staff		
		7.2.3. Incorporate data into the ongoing strategic planning process	Staff		
8. Ensure quality HMIS Vendor services	8.1. Align with the OHCS HMIS plans	8.1.1. Update OR-504 HMIS tree	Subcommittee		
		8.1.2. Track progress on OHCS legislative budget note	OHCS & Staff		
	8.2. Monitor HMIS Vendor service-delivery	8.2.1. Review current service contract	TBA - Subcommittee		
		8.2.2. Use HUD's HMIS Vendor Monitoring Tool to evaluate services			
		8.2.3. Identify 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			