

**Mid-Willamette Valley Homeless Alliance
COORDINATED ENTRY COMMITTEE and HMIS USERS WORKGROUP
June 8, 2021 Meeting Minutes**

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) | | |
| Doug Odell, Family Promise | X | | Tara Stephen, CHS | X | |
| Tricia Frizzell, MWVCAA/HOME | X | .. | Tricia Frizzell, MWVCAA/HOME | X | |
| Kimm McBeth, SHA | X | | Robin Winkle, Shangri-La | X | |
| Dominique Schoessler, Shangri-La | X | | Jill Tucker, St. Francis Shelter | X | |
| Josh Lair, Marion County LEAD | | | Breanna Harig, Easterseals Oregon | X | |
| Andrew Rice, Easterseals Oregon | X | | Kaela Lombardi, MWVCAA/ARCHES | X | |
| Catherine Todd, Easterseals Oregon | X | | Rachel Miller, MWVCAA/ARCHES | X | |
| Emily Neves, Sheltering Silverton | | .. | Emily Neves, Sheltering Silverton | | |
| Glenn Muna, MWVCAA/ARCHES | X | | | | |
| David D'Auteuila, Portland VA Healthcare | X | | | | |
| Jim Stackhouse, VetCare | | | | | |
| | | | | | |
| Staff: Jan Calvin | X | .. | Staff: Jan Calvin | X | |
| Staff: Breezy Aguirre | X | | Staff: Paul Haytas | X | |
| Lindsay Dent, MWVCAA/ARCHES | X | others | Robert Marshall, MWVCAA/ARCHES | X | |
| Leah DeVito, CHS | X | | Chris Barber, Curandi | X | |

1. BUSINESS ITEMS

- a. **Agenda:** Kimm moved approval of the agenda; Robin seconded; approved unanimously.
- b. **Minutes:** Ashley reviewed the HMIS Users Workgroup minutes from May 2021 (lack of quorum prevented CE Committee from meeting). Tara moved approval of the minutes; Kaela seconded; approved unanimously.

2. COORDINATED ENTRY ITEMS

- a. **Update on New Access & Assessment Sites**
Breezy Aguirre noted that she has been doing site visits to agencies interested in conducting CE Assessments for specific populations and/or anyone experiencing or at risk of homelessness. She and Jan are meeting on 6/11 to review site evaluations, then Assessment Training will begin. MOUs will be ready in July.
- b. **CE System Improvements: Review Assessment Feedback Tool**
Breezy provided background information on the CE System evaluation that was conducted last fall, which identified areas that need improvement. One of those areas is getting feedback from participants.

The CoC is required to gather feedback on the quality and effectiveness of the entire coordinated entry experience for both participating projects and households. The discussion focused on the best ways to gather feedback from clients and included a review of the current survey tool.

- *Are the questions appropriate?*
- *Can the questions be improved to get better feedback?*
- *How, when, where should the questions be asked?*

Feedback from the group:

- Have at least two surveys – 1) collect feedback right after the assessment, and 2) collect different feedback when they do program intake with a provider.
- Ask, “Did you answer honestly?”
- Tie survey to client in HMIS for demographics. Do not ask demographics on survey.
- Identify when, where, and who the assessor was.
- Ask about time between assessment and program referral (do we already know this in HMIS?)
- Ask how easy/friendly/helpful the process has been.
- Ask feedback related to cultural responsiveness.
- Use appropriate reading level, graphics, shading for scales
- Make it as easy/informal as possible.

A work group was formed to prepare recommendations for when, where, and how to gather CE participant feedback (two meetings, hopefully). The work group will include Chris Barber, Tricia Frizzell, and Breanna Harig.

3. HMIS ITEMS

a. HMIS Administrators’ Meeting – June 2

Hunter and Paul hosted the first CoC HMIS Administrators’ Meeting on June 2. These meetings are a place to provide “mini-trainings” and problem-solve HMIS issues. Meetings will continue to occur the first Wednesday of each month.

b. HMIS Participation Rate – HIC

Jan Calvin presented a summary of the updated Housing Inventory Count (HIC), which was submitted to HUD on May 17, 2021. More detailed information is attached.

c. Vision for our HMIS

Paul Haytas is the CoC’s new HMIS Local System Administrator. The discussion included his thoughts and the group’s vision for HMIS training and technical assistance.

Paul stated that he wants to create a number of different learning tools to meet various learning styles (hard copy that can be downloaded, one-on-one time for technical assistance). Will need to research the technology that is available and how accessible it is to

everyone (Microsoft Stream, SharePoint, etc.). For example, Kentucky HMIS has YouTube videos.

Feedback from the group:

- The group encouraged development of videos and use of YouTube.
- All resources should live on the Alliance website, including links to videos.
- Graphics and flow charts are helpful.

FOLLOW-UP ITEMS

- Breezy will schedule workgroup meeting on CE participant feedback.
- Jan will include HIC details with the minutes.

HMIS Administrators Meeting on the 1st Wednesdays, 10:00-11:30 a.m. Contact Hunter Belgard hunter.belgard@oregon.gov to be added to the list. Next meeting is July 7.

NEXT MEETING

Tuesday, July 13, 2021

1:30-3:00 p.m.

by Zoom video & phone

<https://us02web.zoom.us/j/82342567683?pwd=QkJuNzdVclk0QWNUd3Z1UDZic2Ewdz09>

Meeting ID: 823 4256 7683 Passcode: 701432

One tap mobile +12532158782,,82342567683#,,,,,0#,,701432# US