MID-WILLAMETTE VALLEY HOMELESS ALLIANCE

COORDINATED ENTRY COMMITTEE and HMIS USERS WORKGROUP

December 14, 2021 Minutes

PRESENT:

Coordinated Entry Committee	Yes		HMIS Users Workgroup	Yes
Ashley Hamilton, MWVCAA/ACHES (Chair)			Hunter Belgard, OHCS (Co-chair)	X
Kim Carbaugh, CHS	X		Jimmy Jones, MWVCAA (Co-chair)	
Andrew Rice, Easterseals Oregon			Tara Stephen, CHS	X
Doug Odell, Family Promise	X		Natalie Doerfler, Easterseals Oregon	X
Glenn Muna, MWVCAA/ARCHES	X		Kaela Lombardi, MWVCAA/ARCHES	X
Michelle Artman, MWVCAA/De Muniz	X		Rachel Miller, MWVCAA/ARCHES	X
Tricia Frizzell, MWVCAA/HOME	X	…	Tricia Frizzell, MWVCAA/HOME	X
Kimm McBeth, SHA	X		Robin Winkle, Shangri-La	
Hannah Paysinger, Sheltering Silverton	X	…	Hannah Paysinger, Sheltering Silverton	X
Dominique Schoessler, Shangri-La	X		Jill Tucker, St. Francis Shelter	X
Anna Lookingbill-Steele, VA Healthcare			Brenda Newey, UGM, Simonka Place	X
Jim Stackhouse, VetCare	X			
Staff: Jan Calvin, MWVHA	X		Staff: Jan Calvin, MWVHA	X
Staff: Breezy Aguirre, ARCHES	X		Staff: Elliott Lapinel, ARCHES	X

Others in Attendance

Tim Weese, MWVCAA/ARCHES	X		Michael Livingston, CANDO	X
Raymond Powers, VetCare	X		Kimberly Allison, Grace House	X
Robert Marshall, MWVCAA/ARCHES	X		Pam Blanchard, NWHS	X
Lisa Trauernicht, MWVHA	X		Marianne Bradford, MWVHA	X
Desiree' Perry, OHCS	X			

WELCOME / BUSINESS ITEMS

Breezy welcomed everyone and requested people enter their name in the Chat.
Agenda – Tara moved approval of the agenda; Rachel seconded; approved unanimously
Minutes – Rachel moved approval of the 11/9/21 minutes; Tara seconded; approved unanimously

COORDINATED ENTRY TOPICS

a. Client Feedback on CE Assessments

Robert shared data from the client surveys taken after completing a CE Assessment at ARCHES. The survey tool was approved by the CE Committee in June and piloted by ARCHES September though November. Immediately after their CE Assessment, 70 of approximately 450 clients completed the paper survey. (See attached PowerPoint slides.)

The group discussed possible ways to increase survey participation, including making the survey shorter, having assessors enter the demographic information, asking clients prior to their CE Assessment if they would be willing to complete a short survey after finishing their Assessment, finding a way to track the client and engage other providers to have them do the survey within a week of their

Assessment, and/or making it a digital survey (less intimidating). Jill suggested that expanding the pilot beyond ARCHES would provide better data on which to make decisions. Jill, Robert, and Ashleigh will develop plans for expanding the pilot and bring information to the next meeting.

b. Agency Feedback on Coordinated Entry

Jan noted that the second step in the plans to gather feedback on Coordinated Entry is to create tools and a process for agencies engaged in the CE System to provide feedback. This includes agencies that request CE Assessments and use CE to fill vacancies. The group agreed to table this agenda item until the client feedback process is finalized.

c. CE Policies & Procedures – Update

One of the roles of the CE Committee is to recommend policies and procedures to the CoC board. A draft of the CE Policies & Procedures Manual will be ready for review next month.

d. CE System Annual Evaluation – Update

The evaluation work group has completed scoring of the 107 HUD Standards in the CE System Evaluation and is preparing recommendations for review at the next meeting. Doug provided his perspective on the process, including that it was much more involved than he anticipated. Many thanks to this year's evaluation team: Doug Odell, Kimm McBeth, Kim Carbaugh, Robin Winkle, Ashleigh Duda, and Robert Marshall.

HMIS TOPICS

a. HMIS Data Quality

Elliott provided information about data completeness versus data quality. One of the things we focus on to improve the quality of the data we use (to measure progress and identify areas for improvement), is the *completeness* of the data. Report #0252 is about data completeness. To understand this report, it is important to know the funding source for each program, which determines the minimum required data to be completed. For example, HUD requires CoC- and ESG-funded programs to complete the seven Universal Data Elements. Elliott noted that we, as a CoC, do not have any additional standards, so the UDEs become the focus. He suggested we develop a Data Quality Plan and will work with Jan, Hunter, and Desiree to prepare an outline of what that would entail and bring it back to the group.

b. HMIS Regional Update (Quad Squad)

Hunter provided an update on the new HMIS instance, noting that one of the benefits will be that Elliott will be able to issue new user accounts, starting in January. (Please let Elliott know of anyone who needs an HMIS user account). Our CoC will have its own "tree" and stand alone and no longer be under the ROCC. There will be one-week pause, December 28-January 4, when data will not be able to be entered directly. However, Hunter has an alternative for programs that need to enter data during this time. They will be allowed to enter data into the "training site," and Hunter will re-enter that data into the live system after January 4th. (Talk with Hunter if you need this option.)

NEXT MEETING:

Agenda Items include CE Policies & Procedures, CE System Evaluation & Recommendations, CE Client Survey Plans, HMIS Data Quality Plan

Tuesday, January 11
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#

MID-WILLAMETTE VALLEY HOMELESS ALLIANCE

ASSESSMENT PARTICIPANT SURVEY

MID-WILLAMETTE VALLEY HOMELESS ALLIANCE
MWVHOMELESSALLIANCE.ORG

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REPORTING PERIOD:

August '21-November '21

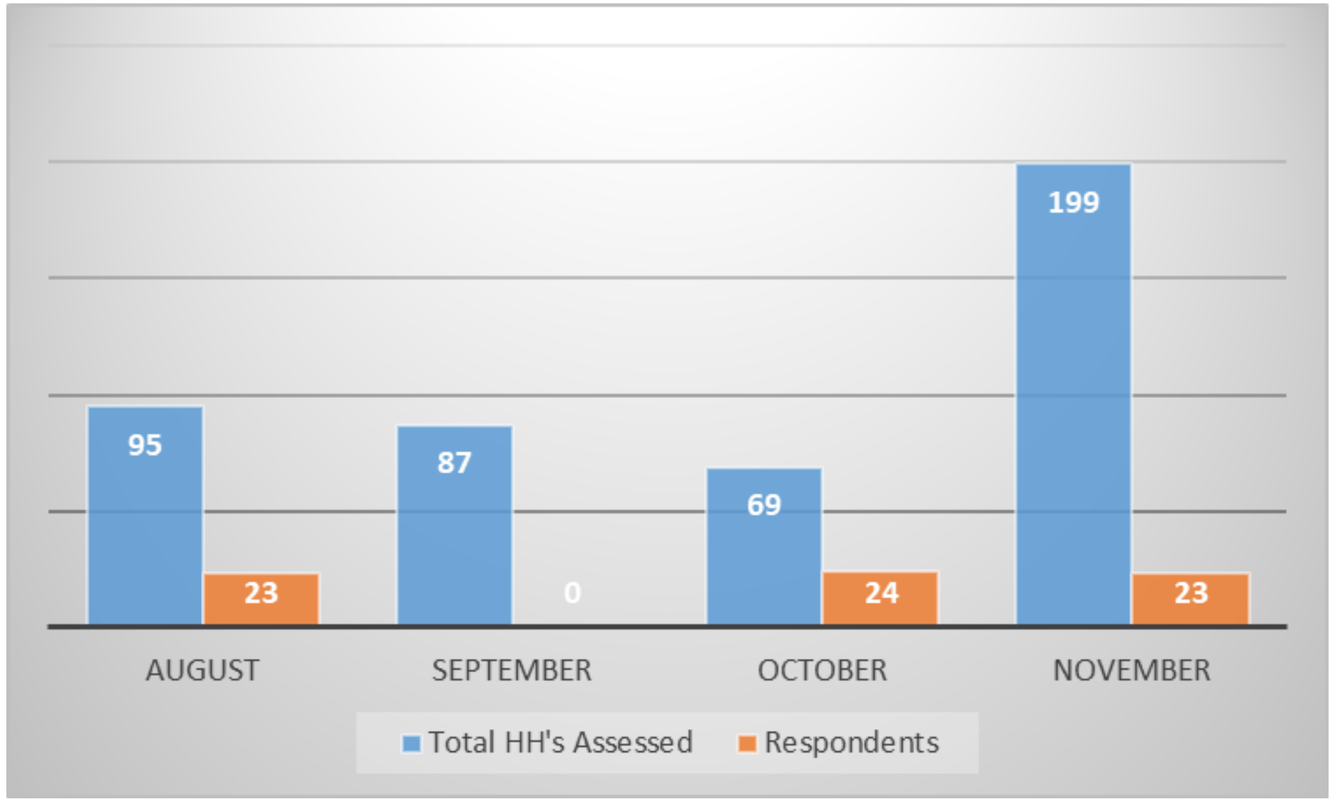
REPORTING LOCATIONS:

ARCHES

*NO DATA WAS COLLECTED DURING THE MONTH OF SEPTEMBER

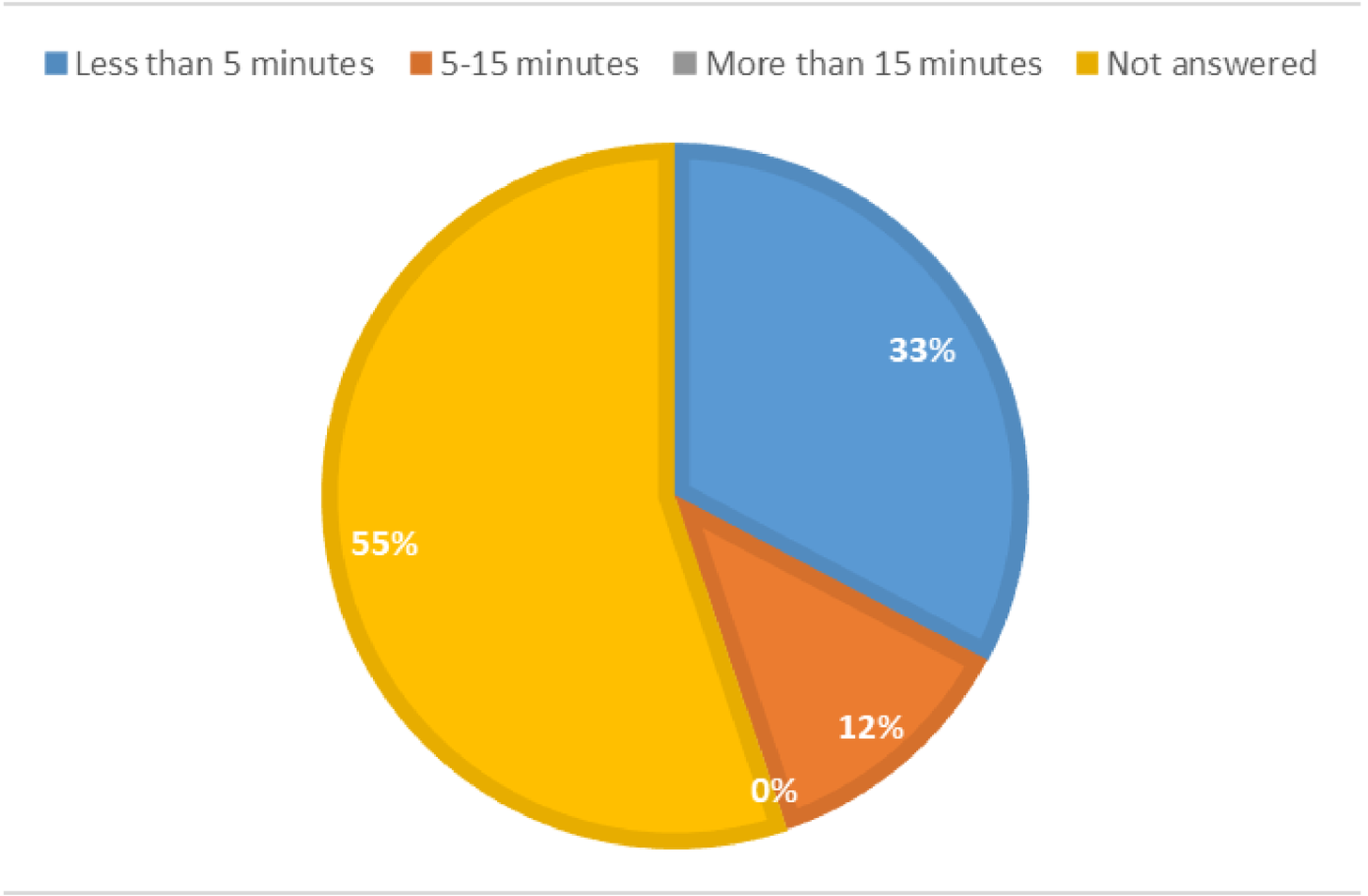
ASSESSED V. RESPONDED

- **Total households assessed August-September:** 450
- **Total respondents:** 70
- **Percentage of respondents:** 15.56%



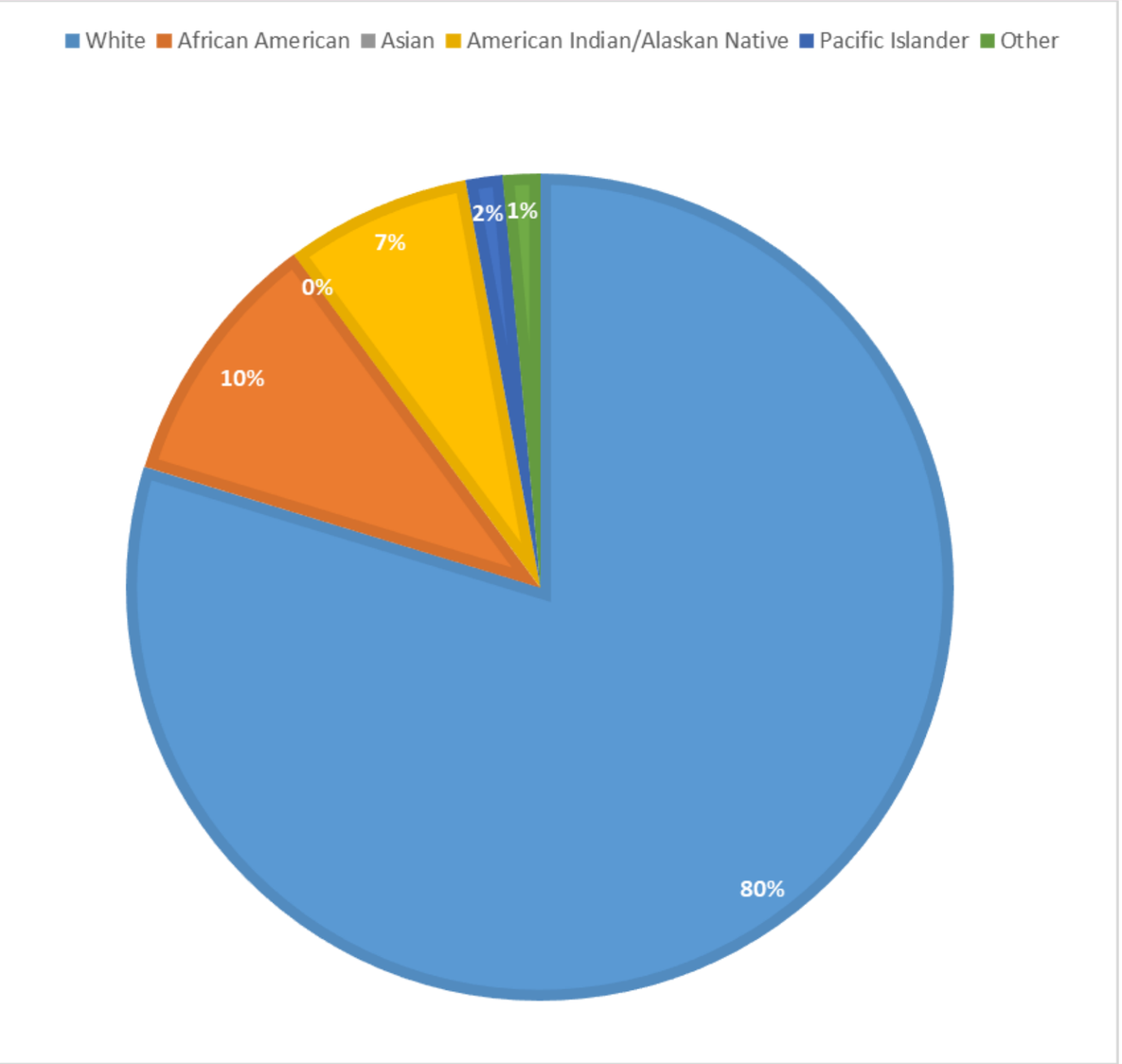
WAIT TIME

- **Less than 15 minutes:** 19
- **5-15 minutes:** 7
- **More than 15 minutes:** 0
- **No answer:** 32



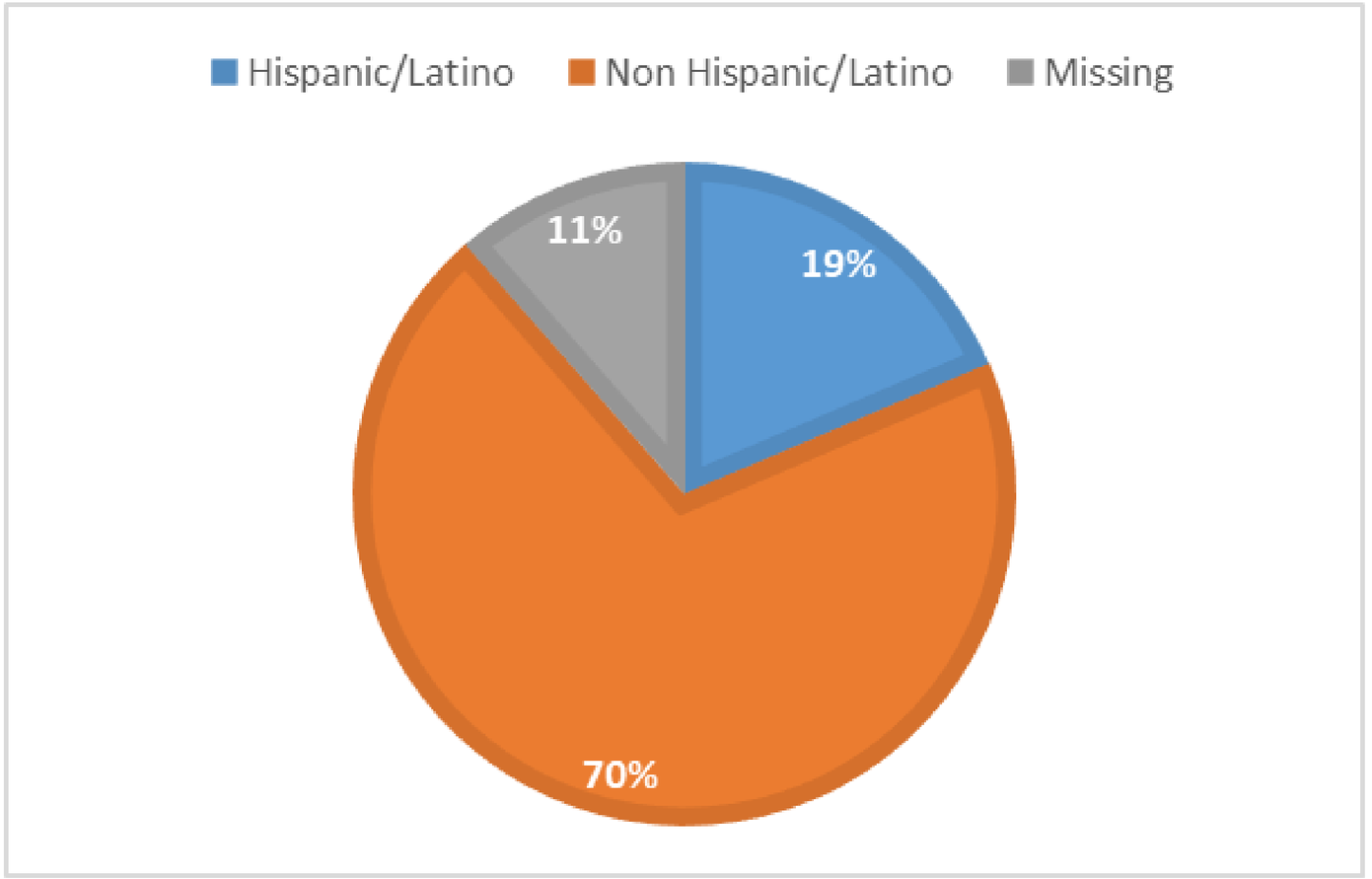
RACE

- **White:** 55
- **African American:** 7
- **Asian:** 0
- **American Indian/ Alaskan Native:** 5
- **Pacific Islander:** 1
- **Other:** 1



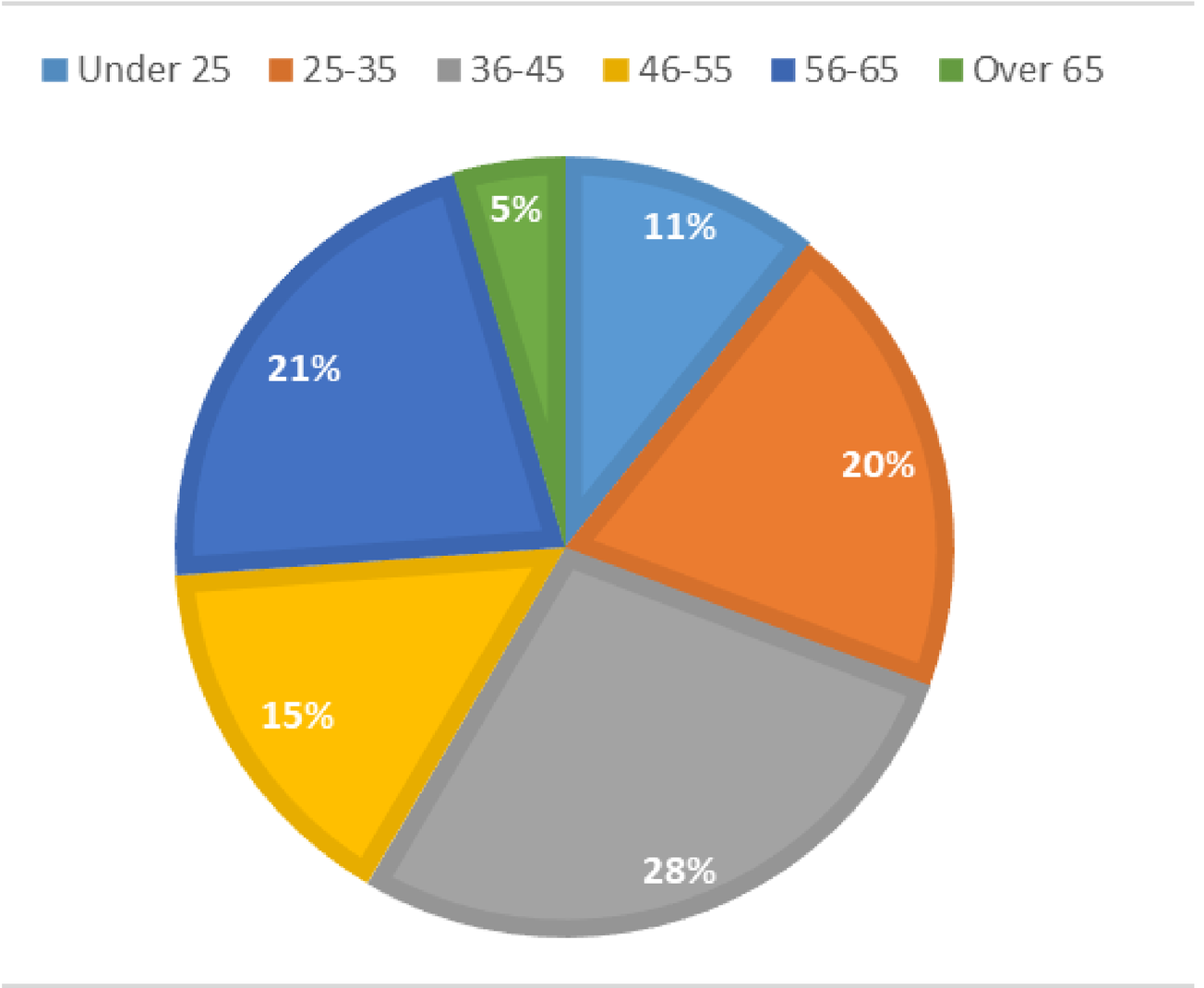
ETHNICITY

- **Hispanic/Latino:** 13
- **Non Hispanic/Latino:** 49
- **Missing Information:** 8

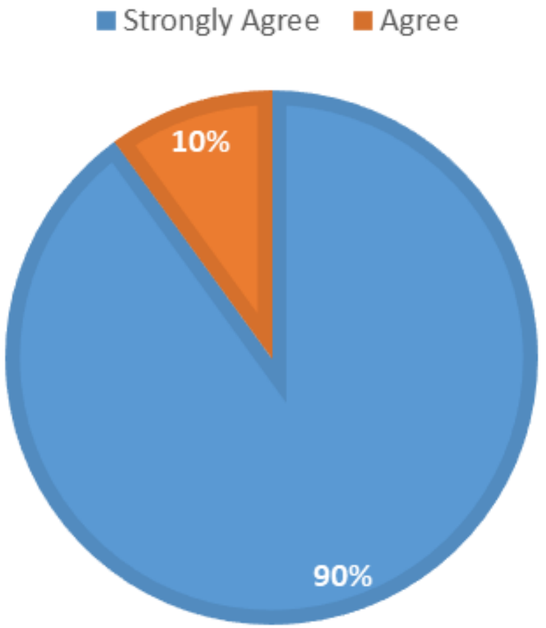


AGE

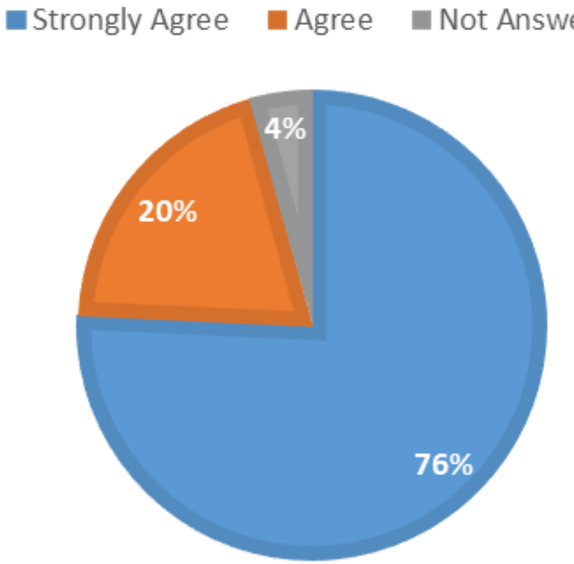
- **Under 25:** 7
- **25-35:** 13
- **36-45:** 18
- **46-55:** 10
- **55-65:** 14
- **Over 65:** 3



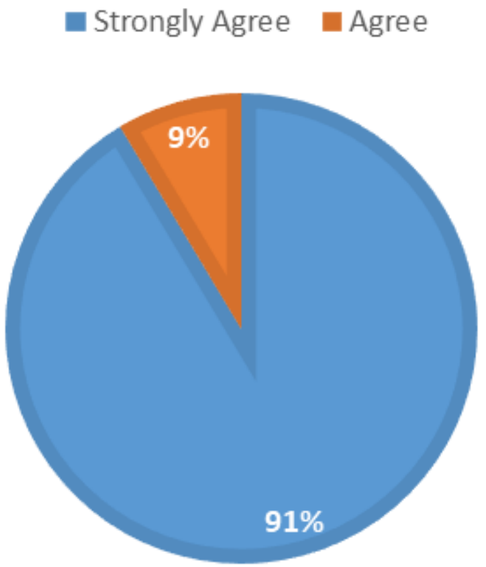
TREATED WITH RESPECT



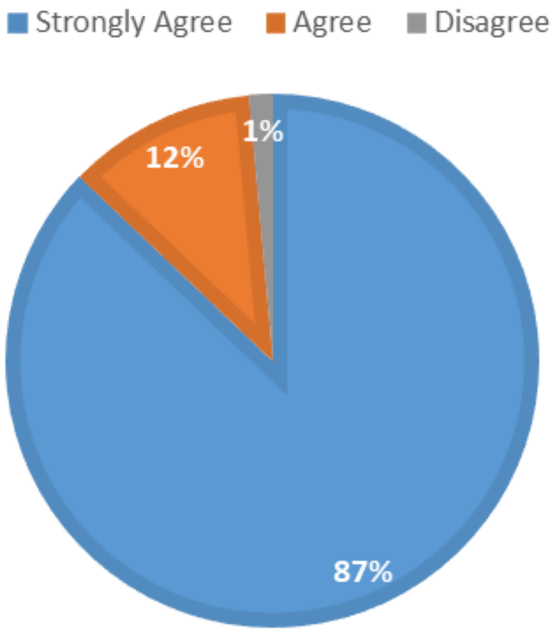
RESOURCES GIVEN TO HELP WITH NON HOUSING NEEDS



FELT SAFE TO ASK QUESTIONS ABOUT THE PROCESS



UNDERSTOOD QUESTIONS BEING ASKED



All participants answered strongly agreed or agreed with the exception of (1) individual answering strongly disagreed to the question "I had a scheduled appointment time and was seen on time."