

HMIS Committee Meeting

October 1, 2008

Attendees: Frank Barger, Mike Chapman, Lynn Cowart, Judy Detrick, Suzanne Graham, Rosa Reich, Carrie Thomas

Agencies Represented: 2-1-1 Brevard, BCCHT, City of Titusville, CCH, Crosswinds Youth Services, SBSC, UW of Brevard

Rosa Reich called the meeting to order at 1:05 PM.

Minutes of last meeting were reviewed. Carrie moved to accept minutes, Frank seconded. Vote taken, Ayes carried. Minutes accepted as is.

Floor turned over to Mike Chapman. Handout examples of available reports to monitor agency information input for quality, quantity and accuracy. Also a bed management report. (See Attachment I)

Mike wants to work on the reports and put into an easy to read format for presentation at CoC meetings. We need to know what information the CoC would like to see in the reports. This tool will also be helpful for agencies in identifying staff training needs and give CoC awareness of areas of improvement before "grant" time.

Volunteers: Several agencies need volunteers. If one of the things they need volunteers for is to input data into HMIS, Mike would have to write a job description so volunteer will know exactly what their task(s) will entail.

Exhibit 1 has issues – 1) data technical standards, agency level & HMIS database; is it secure? HUD requires that user name and password cannot be seen and need to have a way of blocking the password. A couple of things we can do: look at locking screensavers, make sure staff locks computer when away from area.

Discussion as to what safeguards will be used, locking screensavers, anti-virus software, HUD gives list of anti-virus software. We can actually decide which anti-virus software we want to use as long as it is on the HUD list.

Mike says we could test our security by hiring an outside agency to try a security break-in to find possible holes which could then be fixed. There are also HMIS self-assessment worksheets available so we can assess ourselves.

Procedures: Discussion on wording of procedures, what should be included. Mike said he will work up a draft procedures manual for committee review. Also, the membership agreements should be reviewed to ensure they meet with new HUD standards.

North Brevard Charities started the Access Card Program, printed the first card today. They are anxious to get cards made for all of their clients.

New standards coming out in January, but HMIS conference isn't until March, so we must be up on the new standards.

Unmet needs discussion; Everyone's in agreement we must track unmet needs. HUD wants numbers as backup in the grant requests. Rosa stated we can no longer tell HUD about clients, we must have numbers to back it up. In order to track unmet needs, we must input that information so it can be extracted via report.

Frank asked if there is a way of tracking services related to specific disasters. So they could be pulled as a separate report and be identified from the everyday basic needs services provided. When funds are donated specifically for certain disasters, we could show where the funds were actually used. Mike says we have a module available for that, we just need to know what information is required. Rosa said that you can usually tell by the dates that monies/services were spent for a certain disaster; unless they overlap as they did in 2004.

Lynn attended a recent national HMIS conference. She brought back stacks of new information, including new standards, not yet in place, but are in the works. Information on these can be found at www.hud.gov.

Rosa said Exhibit 1 rules have already changed a bit. HUD is now telling us what our goals will be; we used to have local goals which we provided to HUD. No more. Our ten-year plan (HUD national goals) has five objectives. Where, how can we get this information?

1. Create permanent beds for chronically homeless.
2. Increase % of homeless moving from shelters to homes to 71.5% staying 6 months.
(This will have to be tracked, case workers will have to do a 6-month follow-up.)
3. Increase % of homeless moving from transient housing to permanent housing to 63.5%
63.5 % of homeless exiting the transient housing program must be moved to permanent housing. (This will entail case manager follow-up as well.)
4. Homeless exiting programs: goal is 19% must be employed when they exit the program.
5. Decrease number of homeless households with children.

HUD wants measurable outcomes. Feeling is if person stays at least six months in permanent housing, they are truly on the road to recovery from homelessness.

The committee must look into, if we are not already collecting the data, how do we start?
Rosa will do manual bed count this time around, but need data collection in place for next time.

Mike says get him information as soon as possible he will get with BellData to set up daily reports. The report can be run to determine, quantity & quality of data input for that day. Agencies will then have a way of ensuring proper data input as they go along.

Rosa asked about setting alarms for follow-up, case worker comes in, goes into system and something alerts them that it is time for follow-up. Mike says a follow-up report could be run periodically to show client follow-up dates. This report would also show case-worker assigned to do the follow-up. (EX: report would show case-worker AJ to follow-up with clients 1-3 on such and such a date.)

He also stated that the APR can be run at any time. The APR could be run monthly to keep track of where homeless clients are, how long they have been there, etc.

Another thing HUD wants is for us to report on is accuracy of data. How can we ensure good, accurate data input? Discussion: Maybe get donations from local businesses and give out rewards to agency with best record of the month or go to a point system. Something to entice folks. Agencies can use the daily reports to see the accuracy of their daily input.

Recruitment: discussion – how do we get more agencies to sign up for HMIS? How many can we, in reality, recruit without burdening the system. And, again, before we recruit, we must know what fees to charge. What is a reasonable price to charge?

In the past couple of weeks, the county and other agencies have met with the faith-based community. One purpose is to get them interested in joining HMIS. We need to tell them what it will cost them and the benefits to them if they join.

Mike to get with 2-1-1 Director and set up fee schedule to present to committee at next meeting.

Lynn brought up that the name "Homeless" Management Information Systems for the program might deter some people from joining. A lot of services are given out to people who are not homeless and don't want to be looked upon as homeless. We may want to think of calling it something else when presenting to recruits. Mike says that is it our program, we, as a committee, can determine what we want to call our community program.

Gift/Holiday Baskets: we want to track these types of things, so we must come up with a common name. Some agencies call it one thing right now and other agencies call it something else. With all agencies using the same language - if someone gets gift(s) at Salvation Army, then try the same thing at a Sharing Center, it can be tracked.

Lynn made the motion for Mike to look into getting a module for holidays set up. Carrie seconded, vote taken, ayes carried, motion approved.

Homeless Assistance Providers enrollment and participation in mainstream programs: (See Attachment II) This is another follow-up action whereas case managers assist clients to complete mainstream benefits (right now we give them the info and tell them to do it) Give them transportation to appointments for mainstream benefits, employment opportunities, jobs. Homeless assistance providers use a single application to enroll in four or more mainstream programs. Have staff systematically follow-up to ensure mainstream benefits are received. All of these items need to be in place.

(Note: Ran out of time, more discussion at next meeting.)

Frank made the motion to adjourn the meeting. Judi seconded. The ayes carried. Meeting adjourned at 2:42 pm.

Next meeting to be held Wednesday, November 5, 2008, 1:00 pm at United Way of Brevard.

Mike Chapman

Subject: HMIS UW Office 1:00
Start: Wed 10/1/2008 12:00 AM
End: Thu 10/2/2008 12:00 AM
Show Time As: Free
Recurrence: (none)
Categories: Important

HMIS Committee Meeting

- Exhibit 1 Challenges
- Agency Directors Meeting
- Bed Management
- Procedures Manual
- Membership Agreement
- Membership Fees
- Data Quality reporting
- Agency Activity
- CoC Reports

2-1-1 Brevard, Inc		October 1, 2008
HMIS Bed List Summary		
Bed Type	Agency	Total Beds
ESF		
	NBSC	19
	PIT	6
Subtotal:		25
ESI		
	CYS	10
	NBSC	8
	PIT	14
	SANCB	14
	VOA	160
Subtotal:		206
PHF		
	CHH	39
Subtotal:		39
PHI		
	CHH	22
Subtotal:		22
THF		
	CHH	78
	GENH	43
	NBSC	8
	SASB	42
	WC	48
Subtotal:		219
THI		
	CHH	52
	CYS	14
	GENH	7
	PIT	5
	SASB	6
	VOA	80
WC	1	
Subtotal:		165
Report Totals:		676

2-1-1 Brevard, Inc
 HMIS Data Quality by Agency

StartDate: 09/01/2008; StopDate: 09/30/2008;

Agency Name	Missing SSN	Unknown SSN	Missing DOB	Unknown DOB	Missing Ethnicity	Unknown Ethnicity	Missing Race	Unknown Race	Missing Gender	Unknown Gender	Missing Vet Status	Unknown Vet Status	Missing DC	Unknown DC	Missing Housing	Unknown Housing	Missing Zip Code	Unknown Zip Code
CBSB	0.00%	0.00%	0.00%	0.20%	0.00%	0.00%	0.00%	0.00%	0.00%	1.01%	0.00%	0.00%	1.62%	0.20%	0.20%	0.00%	0.00%	0.00%
CC	0.00%	0.00%	0.57%	0.00%	3.20%	0.00%	3.20%	0.00%	0.00%	0.08%	0.00%	0.00%	0.00%	11.58%	0.00%	0.00%	0.00%	0.00%
CHH	0.00%	0.00%	19.93%	0.00%	1.95%	0.00%	1.46%	0.00%	0.00%	2.85%	0.00%	0.00%	4.88%	2.44%	0.00%	0.00%	0.00%	0.00%
CYS	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
GENH	0.00%	0.00%	6.06%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.03%	0.00%	0.00%	0.00%	6.06%	0.00%	0.00%	0.00%	0.00%
HTMCT	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
NBSC	0.00%	0.00%	0.15%	0.00%	0.08%	0.00%	0.08%	0.00%	0.00%	0.61%	0.00%	0.00%	0.46%	2.66%	0.00%	0.00%	0.00%	0.00%
SANCB	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	5.08%	0.00%	0.00%	1.69%	84.75%	0.00%	0.00%	0.00%	0.00%
SASB	0.00%	0.00%	0.69%	0.00%	0.69%	0.00%	0.00%	0.00%	0.00%	8.33%	0.00%	0.00%	2.78%	22.92%	0.00%	0.00%	0.00%	0.00%
SBSC	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
VOA	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
WC	0.00%	0.00%	2.38%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.19%	0.00%	0.00%	5.95%	3.57%	0.00%	0.00%	0.00%	0.00%

2-1-1 Brevard, Inc
HMIS Data Quality

StartDate: 09/01/2008; StopDate: 09/30/2008;

Missing Name	Missing SSN	Unknown SSN	Missing DOB	Unknown DOB	Missing Ethnicity	Unknown Ethnicity	Missing Race	Unknown Race	Missing Gender	Unknown Gender	Missing Vet Status	Unknown Vet Status	Missing DC	Unknown DC	Missing Housing	Unknown Housing	Missing Zip Code	Unknown Zip Code
0.00%	0.00%	5.98%	0.00%	0.42%	1.52%	0.00%	1.35%	0.00%	0.00%	1.54%	0.00%	0.00%	1.96%	6.89%	0.02%	0.00%	0.00%	0.00%

2-1-1 Brevard, Inc
HMIS Data Quality Part 1

StartDate: 09/01/2008; StopDate: 09/30/2008;

Agency	Total Unique Clients	Missing Name	Missing SSN	Unknown SSN	Missing DOB	Unknown DOB	Missing Ethnicity	Unknown Ethnicity	Missing Race	Unknown Race	Missing Gender	Unknown Gender	Missing Vet Status	Unknown Vet Status	Missing DC	Unknown DC	Missing Housing	Unknown Housing	Missing Zip Code	Unknown Zip Code
CBSC	493	0	0	0	0	1	0	0	0	0	0	0	5	0	0	8	1	1	0	0
CC	1,218	0	0	7	0	0	39	0	39	0	0	1	1	0	0	0	0	0	0	0
CHH	1,229	0	0	245	0	2	24	0	18	0	0	35	0	0	60	30	0	0	0	0
CYS	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GENH	33	0	0	2	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
HTMCT	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NBSC	1,318	0	0	2	0	14	1	0	1	0	0	8	0	0	6	35	0	0	0	0
SANCB	59	0	0	0	0	0	0	0	0	0	0	3	0	0	1	50	0	0	0	0
SASB	144	0	0	1	0	1	1	0	0	0	0	12	0	0	4	33	0	0	0	0
SBSC	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VOA	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WC	84	0	0	2	0	0	0	0	0	0	0	1	0	0	5	3	0	0	0	0
Report Totals:	4,590	0	0	259	0	18	65	0	58	0	0	66	0	0	84	296	1	0	0	0

Brevard HMIS Aggregate Services Provided by Category

For the period 09/01/2008 to 09/30/2008

Service	Total Quantity	Total Value
Case Management/Counseling	8.00	0.00
Childcare	1.00	140.00
Clothing/Household/Personal Items	989.00	10,555.45
Education Assistance	3.00	90.00
Food Assistance	1,636.00	54,845.00
Healthcare Assistance	242.00	1,933.76
Housing Assistance (Rent/Mortgage)	62.00	26,187.70
Misc. Support Assistance	4.00	331.00
Transportation Assistance	1.00	10.00
Utility Assistance	144.00	22,545.25
Report Totals:	3,090.00	116,638.16
Count: 10		
Unduplicated Clients: 1056		
Unduplicated Agencies: 8		

4G: Homeless Assistance Providers Enrollment and Participation in Mainstream Programs

Indicate the percentage of homeless assistance providers that are implementing the following activities:

Activity	Percentage
1. Case managers systematically assist clients in completing applications for mainstream benefits. 1a. Describe how service is generally provided:	
2. Homeless assistance providers supply transportation assistance to clients to attend mainstream benefit appointments, employment training, or jobs.	
3. Homeless assistance providers use a single application form for four or more mainstream programs: 3.a Indicate for which mainstream programs the form applies:	
4. Homeless assistance providers have staff systematically follow-up to ensure mainstream benefits are received. 4a. Describe the follow-up process:	