

---

# TUCSON PLANNING COUNCIL FOR THE HOMELESS

## HMIS Committee

---

### November 10, 2010 Minutes

Co-Chair/convener: Don Logue

<b>Next Meeting:</b> Wednesday, December 8, 2010, 3:00 – 4:30 p.m. SAAF, 375 S. Euclid Avenue
--

<b>Report to TPCCH General Meeting November 18<sup>th</sup></b>
---

■ xxx
-------

### TOPICS DISCUSSED

1. **Minutes.** Mary Beth Jantzen moved and Pearl Bruno seconded that the minutes of the October meeting be approved as presented. **Motion passed.**
2. **Data quality.** Don noted that the U.S. Department of Housing and Urban Development (HUD) is placing increasing emphasis on data quality (completeness and accuracy); that ensuring quality must be an ongoing effort; and that a formal data quality plan may soon be required. Overall data quality in the TPCCH HMIS system remains generally high.

However, he said that he recently found remaining data quality issues after the latest distribution of data quality reports. He distributed updated data quality reports; reviewed areas (including recently revised fields) where most issues appear, and asked that remaining errors be fixed within one week.

Don noted that future APRs and Annual Homelessness Assessment Reports will be accurate only if the HMIS data is accurate. Inaccurate data could mean loss of points on the annual continuum of care application, and subsequent loss of funding and programs. Committee members offered the following ideas for improving and maintaining data quality and for possible integration into a data quality plan.

- Ask that each agency's Advanced Reporting Tool (ART) licensee run a data quality report monthly.
- Ensure that each agency (and committee co-chairs) knows who has their ART license.
- Ensure that each agency designates a person to run a regular data quality report when the ART becomes a standard ServicePoint feature in the new version.
- Establish a TPCCH standard for the frequency of running the data quality report.
- Establish consequences for those who do not run their reports and act on data issues.
- Establish a known administrator for each agency; once a data quality report schedule is established
- Send regular reminders to run the data quality report to the data quality administrator in each user agency.
- Distribute a short checklist of usual problem areas that users can refer to when entering clients.
- Encourage users to use the ART more often.
- Seek a way to print a data quality report that lists only the client records with errors.
- Ask grantees to be responsible for overseeing their sponsors' data quality assurance.
- Encourage intra-agency networking of HMIS users.
- Include reminders to run the data quality reports in several media, such as TPCCH weekly announcements; individual emails; calendar entries; and broadcast text messages.
- Establish deadlines for regular data quality review and control, and tie the deadlines into user log-ins in ServicePoint version 5.0, in which users can schedule reports to run. M
- Include the frequently made errors in the upgrade training.
- Consider reviewing each homeless service program to ensure that each was properly set up in the system.
  - **Next step. a.)** Committee members will email questions to Don at [dlogue@symmetricsolutions.com](mailto:dlogue@symmetricsolutions.com).
  - b.)** HMIS users will clean up continuing data issues within one week.
  - c.)** Symmetric Solutions will set up additional ART trainings.

3. **Data sharing.** Committee members have been considering sharing additional entry assessment fields among agencies that serve the same clients, and a revised version of the client authorization form was distributed to facilitate this. Discussion noted that: training might be needed to help people best present the form; it will be important for clients to understand that signing the form would prevent them from having to repeat the same information over and over and help providers better coordinate services; that a “field test” of a new form followed by a pilot project may be needed; and that the form must state how it can be revoked. Participants reached consensus to table form revision and data sharing until after the software upgrade.
4. **ESG providers on HMIS.** HEARTH Act implementation will require that all emergency solutions grant (ESG) service providers (except those serving domestic violence victims) record their clients in HMIS. Don noted that most of our area ESG providers are already on HMIS. He added that he has spoken with Pima County’s Community Action Agency, the largest provider not yet on the system, and that they have agreed to join HMIS.
5. **ServicePoint® v5.0 upgrade.** Don noted that the software upgrade will require user re-training. The upgrade is currently planned for the weekend of February 18, 2011. There will be training beforehand for HPRP, the Primavera Foundation, and Gospel Rescue Mission, and for others by open sign up. Everyone must attend. Those who do not will be locked out of the system. The training location has not yet been established.
6. **Reporting workgroup/Annual Report.** The Reporting Workgroup is designing the HMIS report for the 2010 calendar year. They which hope to present the committee a draft in late January or early February.
7. **HPRP.** The local HPRP, Project Action, had a stake holders meeting this morning, and announced plans to add staff in January in order to process more applicants. HMIS training will be provided for these new hires. The HPRP APR is new for the year ending September 30<sup>th</sup>, and therefore has a delayed deadline of January, 2011.
8. **HEARTH Performance measurement.** The TPCH HMIS system has been preparing to meet expected standards because of the increasing emphasis on performance measurements and the use of HMIS to report them. Under the HEARTH Act, the entire community will be held accountable for the performance of each grantee. This assigns a new role to TPCH as the local continuum of care.
9. **Users and licenses.** Another 15 licenses have been obtained, and the local need appears to be fulfilled.
10. **Next Meeting:** Thursday, December 8<sup>th</sup>, 3:00-4:30 p.m., SAAF, 375 S. Euclid Avenue.

Submitted by Settle Madden

#### Attendance

Name	Organization	Email
Anne Boettcher	COPE	aboettcher@copebhs.com
Pearl Bruno	Compass	pbruno@compasshc.org
Karen Caldwell	Primavera Foundation	kcaldwell@primavera.org
Leslie Carlson	PTEH Implementation Coordinator	lcarlson@cox.net
Kim Cook	New Beginnings for Women & Children	kcook@nbwctucson.org
Olivia Gutzman	CPSA	olivia.gutzman@cpsa-rbha.org
Leah Jones	Old Pueblo Community Services	leahjones@helptucson.org
Mary Beth Landis-Jantzen	SAAF	mjantzen@saaf.org
Don Logue	Symmetric Solutions	dlogue@symmetricsolutions.com
David Roun	CODAC	droun@codac.org
Phyllis Russell	Esperanza en Escalante	prussell@eeeveterans.org
Leslie Salviano	TMM Family Services	lsalviano@tmmfs.org
Cheryl Sanchez	Sullivan Jackson Employment Center	chsanchez@pima.gov
Claudia Vazquez	Salvation Army	claudia.vazquez@usw.salvationarmy.org
Rodney Williams	The Giving Tree	rodney@thegivingtreeoutreach.org