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# TUCSON PLANNING COUNCIL FOR THE HOMELESS

## Homeless Management Information System Committee

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### April 16, 2009 Minutes

Co-chairs/conveners: Karen Caldwell, Mary-Beth Landis-Jantzen

<b>Next Meeting:</b> Thursday, May 21, 2009, 3:00 – 4:30 p.m. SAAF, 375 S. Euclid Avenue
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<b>Report to TPCCH General Meeting May 14<sup>th</sup></b>
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| <ul style="list-style-type: none"><li>■ Motion to adopt HMIS Participant Agreement as presented</li></ul> |
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### TOPICS DISCUSSED

1. **Minutes.** Susanna Rodriguez moved and Cheryl Sanchez seconded that the March minutes be accepted as presented. **Motion passed.**
2. **Governance Protocol.** Karen noted that the General Council approved the HMIS governance protocol on April 9<sup>th</sup>. She noted that the committee needs to follow through on its outlined responsibilities. One of them is the annual performance evaluation of the HMIS vendor and consultant prior to submission of each year's application. This should begin next month. The committee also needs to develop a protocol for dealing with any security protocol violations.
3. **Schedule.** Scott Rich reported. The most recent training and user group meetings were held last week, and included the Salvation Hospitality House. Upcoming trainings and user meetings are Mondays, May 11<sup>th</sup> and June 8<sup>th</sup>, and Wednesdays May 13<sup>th</sup> and June 10<sup>th</sup> respectively. Participants discussed training and user group schedules and content. They reached consensus to: move user meetings to the mornings, pending room availability; again review queries, agency reporting for data quality, and APRs in the user meetings; and begin a requirement for data quality reports at least 60 days before APRs are due.
  - **Next steps. a.)** Grantees will email their program sponsors that they should attend committee and user group meetings, and regularly report on their data quality.
  - b.)** Grantees who are able to do so will insert requirements for submitting reports with invoices in their contract renewals.
  - c.)** Scott and Don Logue will work on developing reports that agencies can use to submit to grantees.
4. **Data Quality.** Scott reported. The most common data quality issues are: not applying the client to a program; not entering all clients; adding a client without first searching (duplicating clients); incorrect entry dates (allowing default to the current date); not completing data for all household members; forgetting to enter the "service transactions" for housing/shelter; not entering supporting services; forgetting to exit clients; and not checking data by running reports in the Reportwriter.

Scott provided and participants reviewed detailed lists of HMIS client characteristics and null field numbers. Scott has or is in the process of making appointments with agencies that have null fields to help them complete the fields and avoid future null fields. He noted that having only 76 clients with null fields out of 2,968 total clients represents very good data quality.

  - **Next step.** System administrators will continue working with agencies with null fields.
5. **Advanced Workshops.** Discussed above.
6. **APR Work Sessions.** There will be an advanced APR workshop on May 13<sup>th</sup>.
  - **Next step.** Per consensus, they will try to reschedule the workshop to the morning.

7. **HPRP.** Scott explained that HUD has required communities to document services provided by the new Homeless Prevention and Rapid Re-housing Program (HPRP) funding in their HMIS systems, and to do so in compliance with HUD's new, soon-to-be-released data standards. It currently appears that two specialists will be hired to enter HPRP data. Client data from agencies not already using HMIS will be routed through them. ServicePoint® is revising the software to better accommodate persons who are not homeless. Scott and Don Logue will create reports as TPCH directs. It appears that the system will need to accommodate HPRP data entry by September.
- **Next step.** Scott or Don will keep TPCH abreast of any software changes and/or training needed.
8. **New HUD Data Standards.** Scott noted that the HPRP is driving HUD to release its new data standards earlier. Most anticipated changes have already been included in the TPCH HMIS system. Scott noted that he expects there to be more need for adjustment at the software and administrator levels than at the user level.
9. **Meeting Schedule.** Karen noted that when the committee began, it met twice a month. Recently, the committee has met monthly as required by TPCH Operating Policies. The new HUD data standard plus protocol responsibilities will be primary business items for the near future. Participants discussed how to ensure that agency/program receiving grant funds has a representative at each committee meeting. Scott noted that it is very helpful to have everyone represented in order to better answer questions for all parties.
- **Next step.** Co-chairs will send a participation reminder to committee members and the listed contacts for 2008 Exhibit 2 submitters.
10. **Old Business.**
11. **Future Implementation Schedule.** Scott distributed a list of additional agencies not required by HUD funding to use HMIS which should be added to HMIS between now and October 2009. He noted that the May 11<sup>th</sup> training includes some of these transitional housing programs. Administrators need to know whether and how many new users will be needed and/or how many additional program names should be entered to the system. Mark Salcido noted that Old Pueblo Community Services has three programs for veterans that are not yet listed in the HMIS system, and will probably need to add a user for those programs' data entry.
12. **Next Meeting.** Thursday, May 21<sup>st</sup>, 3:00-4:30 p.m., SAAF, 375 S. Euclid Avenue.

Submitted by Settle Madden

## Attendance

Name	Organization	Email
Jodie Barnes	City of Tucson	Jodie.barnes@tucsonaz.gov
Karen Caldwell	Primavera Foundation	kcaldwell@primavera.org
Mary Beth Landis-Jantzen	SAAF	mjantzen@saaf.org
Rosanna Mendoza	TMM Family Services	rrodriguez@tmmfs.org
Scott Rich	Symmetric Solutions	hmissupport@gmail.com
Susanna Rodriguez	City of Tucson	Susanna.rodriguez@tucsonaz.org
Mark Salcido	Old Pueblo Community Services	marksalcido@helptucson.org
Cheryl Sanchez	Jackson Employment Center	chsanchez@pima.gov
Amy Wittmer	Comin' Home	awittmer@cominhome.org