
TUCSON PLANNING COUNCIL FOR THE HOMELESS

HMIS Committee

April 15, 2010 Minutes

Co-Chairs: Karen Caldwell, Mary Beth Landis-Jantzen

Next Meeting: Thursday, May 20, 2000, 3:00 – 4:30 p.m. SAAF, 375 S. Euclid Avenue

Report to TPCH General Meeting May 13th

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| <ul style="list-style-type: none">■ Motion to approval HMIS participants agreement with changes as suggested at April General Council. |
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TOPICS DISCUSSED

1. **Minutes.** Minutes of the previous meeting were approved by consensus.
2. **Statistics and data quality.** Don Logue reported. There are now almost 12,000 entries and more than 7,000 unique clients in the system. Data quality remains good with the number of null fields in the low 40s. Most null fields are related to chronic homelessness and involvement with domestic violence.
3. **Case study on data quality assurance.** Julie Kurdna described the Primavera Foundation process to assure data quality. She noted that Primavera uses ServicePoint[®] software as its organization-wide tracking system. She runs data quality reports for each program a month before that program's quarterly reports are due. She then provides printed and verbal feedback on data errors, null fields, and the consistency of data (i.e. are the contents of a clients' or program's entries consistent with other entries in the same record) to each program. She also provides in-house training; compiles data entry procedures for each program; and has created consistent measures for properly reporting completion of a program in HMIS. She noted that Primavera also uses ShelterPoint[®] software, which allows her to perform checks regarding the agency's currently served population and whether all goals are reported upon for persons who have exited a program.

Karen Caldwell noted that reviewing individual records for internal consistency is something that each agency or program must do for itself. Philip Pierce said that he has stepped into a similar role at the Gospel Rescue Mission (GRM), which is also using ServicePoint[®] and ShelterPoint[®] software for internal records, and described how they track client entry and exit dates, and how he was able to create a daily population report that does not contain duplicate clients. He noted that, because of overnight shelter operations, he finds it necessary to review and correct data daily.

Julie added that Primavera's Homeless Intervention & Prevention (HIP) program is using ServicePoint to track mail for clients who receive it there. Both Julie and Philip said that they are exploring the Advanced Reporting Tool (ART) but are not yet using it routinely. Don Logue noted that an ART training was held Friday, April 9th, and that the ART has a new data quality report that will provide users a data quality letter grade based on 20 different factors. He plans to work with it in the near future.

- **Next steps:** a.) Julie will provide the committee with samples of quality assurance feedback reports.
b.) Don will email committee member samples of ART data quality reports to review for usefulness and applicability.

4. **Housing Inventory Chart (HIC).** Don Logue reported. He noted that the purpose of the HIC is to document the bed capacity of all programs within the continuum of care. The TPCH CoS Committee created a workgroup to clarify and ensure accuracy of TPCH's HIC. That inventory will no longer be submitted in the annual HUD application, but will be maintained from now on in the new HUD Data Exchange (HDX).

5. **Programs not on HMIS.** Don reported that overall coverage of homeless beds is very good, but a number of small programs have not yet entered data into HMIS. These include ones from Comin' Home, Compass' (New Directions, which may not have dedicated beds for homeless persons), COPE, La Frontera/RAPP, GRM women's transitional housing, La Paloma Family Services' EYMA program, Open Inn, the Salvation Army, and DES transitional housing, and RAPP.
6. **Committee attendance.** Karen Caldwell reminded participants that all agencies that enter data into HMIS are required to participate in the HMIS Committee. Some are not doing so. She asked for ideas to encourage attendance. Suggestions included: serving refreshments; and enlisting city/count contract administrators to remind their contractees that attendance is part of their contractual responsibility to participate in HMIS.
- o **Next steps. a.)** Don will send contact data that he has for users not currently attending committee meetings to the co-chairs.
 - b.) TPCB administrative coordinator will send contact data for contacts in non-participating agencies/programs.
 - c.) Co-chairs will send a reminder to HMIS users that they need to participate, and request feedback on why those who are not attending have not participated. .
7. **Homelessness Pulse Project and HDX.** Don reminded participants that HUD is currently tracking homelessness on a quarterly basis in order to provide up-to-date information on the challenges of homelessness prevention and recovery in the current recession. HUD began the pulse in nine cities and is now inviting all AHAR participants to join. He is waiting for further instructions on how TPCB will participate. Users' only responsibility regarding the Homeless Pulse Project is to keep the data current and data quality high. The pulse will be processed through HDX.
8. **2010 AHAR.** Don reported that HUD plans to add data on permanent supported housing programs to the upcoming Annual Homeless Assessment Report (AHAR) to Congress.
9. **Co-chairs election.** Karen noted that her term limit expires with the 2009-2010 fiscal year. She described the co-chairs' duties and opened the floor for volunteers and nominations. Mary Beth Jantzen agreed to stand for reelection.
- o **Next steps. a.)** Participants will email nominations to the co-chairs no later than Friday, April 23rd.
 - b.) Co-chairs will verify nominees' willingness to serve the following week, and then arrange an electronic vote.
10. **Reporting Workgroup.** Mary Beth reported. The workgroup will make recommendations to the HMIS Committee, which will decide upon the appropriate reports and/or procedures. The group concentrated at today's meeting on a proposal for a standard report to be created twice yearly to be used by TPCB and the community to create a coherent picture of the status of homelessness and homeless people. They plan to include primarily basic data to begin with, and will consider more cross-populations data in future reports. The workgroup will request committee guidance as to the process for making recommendations to the Executive Committee and the General Council regarding content of the reports and approval at the point when the reports are ready for distribution..
11. **Governance protocol document.** Participants reviewed the additional changes to the HMIS participants agreement that were recommended at the April 8th General Council meeting and distributed by email prior to the meeting. All suggestions were accepted by consensus. Additional edits were made to: realign the definition of the Continuum of Care to that specified by HUD; change an "it's" to "its"; and change section XI A. to "the most recently amended version of the Tucson Planning Council for the Homeless Operating Policies". Consensus was not to attach the edited agreement to these minutes.
- Phyllis Russell moved and Leah Jones seconded that these changes be approved. **Motion passed without opposition or abstention.** The committee further reached consensus that any typographical and grammatical corrections submitted would be automatically accepted.

Governance protocol document cont'd.

- o **Next step. a.)** Karen Caldwell will update the participants' agreement document and distribute to committee members by email
- b.)** Committee members will discuss revisions with their agency's General Council representative and submit any replies or comments no later than April 23rd.

12. Old Business / Housing Inspections and HMIS. Don reported that he is working on Joyce Alcantar's request to track housing inspections for Shelter Plus Care and Supported Housing Program units in HMIS. This may involve some changes and some re-training on reporting for people involved in those programs. He asked that all members check whether their agencies/programs have a need to track unit-related data and let him know. He tentatively plans training for this tracking in June.

13. Next Meeting: Thursday, May 20th, 3:00-4:30 p., SAAF. 375 S. Euclid Avenue.

Submitted by Settle Madden

Attendance

Name	Organization	Email
Joyce Alcantar	City of Tucson	joyce.alcantar@tucsonaz.gov
Russell Beaudry	La Frontera	rbeaudry@lafrontera.org
Pearl Bruno	Compass Health Care	pbruno@compasshc.org
Karen Caldwell	Primavera Foundation	kcaldwell@primavera.org
Leslie Carlson	Implementation Coordinator PTEH	lcarlson@cox.net
Kim Cook	New Beginnings for Women & Children	kcook@nbwctucson.org
Kelli Gacic	COPE	kgacic@copebhs.com
Olivia Gutzman	CPSA	olivia.gutzman@cpsa-rbha.org
John Hudson	Pima County CDNC	jhudson@pima.gov
Leah Jones	Old Pueblo Community Services	leahjones@helptucson.org
Mary Beth Landis-Jantzen	SAAF	mjantzen@saaf.org
Margaret Kish	Pima County CDNC	margaret.kish@pima.gov
Julie Kudrna	Primavera Foundation	jkudrna@primavera.org
Don Logue	Symmetric Solutions	dlogue@symmetricsolutions.com
Philip Pierce	Gospel Rescue	ppierce@grmtucson.com
David Roun	CODAC	droun@codac.org
Phyllis Russell	Esperanza en Escalante	prussell@eeeveterans.org
Cheryl Sanchez	Jackson Employment Center	chsanchez@pima.gov
Megan Sanes	Our Family Services	msanes@ourfamilyservices.org