

Technology Committee

February 8, 2006

Attendance:

Mark Foote, EHC LifeBuilders; Wolfram Alderson, Kevin McKenney, Denise Scovel, InnVision; Rebekah Laffoon, Jeff Davis, CityTeam; Eduardo Moreira, Robert Smart, Health Trust; Loc Chau, John Reed, Sacred Heart; Alison Dougherty, Santa Clara Adult Ed; Sandra Murillo and Ray Tovar, City of San Jose, Department of Housing; Maureen Wadiak, Community Service Agency of Mountain View; Jacquy Carey, Cupertino Community Services; Margaret Gregg, County of Santa Clara, Office of Affordable Housing; Jen Hoey, Ray Allen, Michelle Ogburn, Betsy Arroyo, Steve Sangervasi, Marc Byrd, Community Technology Alliance

Introductions:

Ray Allen stated that the main purpose of the meeting was to emphasize the importance of HMIS, highlight successes and areas where we need improvement. He stressed that much of the meeting's information would need to be passed along to Executive Directors at HMIS partner agencies

Demographics report:

Community Technology Alliance staff presented some of the demographics that could be gleaned from HMIS:

83% of the beds identified in the 2005 Exhibit 1 are currently participating in HMIS.

22% of clients had been "touched" by more than one agency.

There was some discussion about the meaning of the various demographic charts presented.

Policies & Procedures Update: The recently updated policies had been approved and made available on HMIScc.org.

HelpSCC>>HMIS Integration

HelpSCC had been successfully migrated into HMIS SCC. The integration would aid in collaboration and referral efforts throughout the continuum.

There was a brief demonstration of the use of ResourcePoint in ServicePoint.

HUD Expectations

Ray Allen reported that there were four basic questions that HUD wanted answered:

1. Number of homeless persons receiving services
2. Number of these who were chronically homeless
3. Number of unhoused people placed into permanent housing
4. Number of homeless people who increased their income

Information currently available in HMIS SCC would not be able to answer these questions accurately due to nulls.

HUD may soon require a printout from HMIS for questions 2-15 (Clients Served portion) of the APR.

AHAR II (Annual Homeless Assessment Report)

After running AHAR from HMIS for the CoC, Community Technology Alliance had decided our community wasn't ready for voluntary participation in AHAR this year.

Data Quality Tools

Community Technology Alliance staff reviewed several tools available to help with data quality.

- ServicePoint Report Writer
- APR and AHAR reports in ServicePoint
- Exception Reports
- Locking Fields

Exception Reports

Of the Exceptions identified on 9/16, 55% had been fixed.

Locking Fields

Mixed results were reported on the effects of locking fields. Some users had figured out ways to skirt the locking fields

HMIS Usage Statistics

Community Technology Alliance had been asked by several jurisdictions to provide statistics from HMIS to evaluate grant applicants' participation and commitment to using HMIS SCC.

Ray Tovar reported the need to see reliable data. Reports for City of San Jose would soon need to be run from the HMIS system. These reports would be used to inform the Mayor, City Council, etc. and advocate for funding of homeless service provider projects. Every homeless service and shelter funded by the City of San Jose would need to part of HMIS. Ray reported possible funding for Community Technology Alliance staff to work with all agencies to help resolve HMIS issues.

Margaret Gregg emphasized that all agencies that receive any federal funds need to participate in HMIS and not only have to do it, have to do it well.

It was discussed how programs that have different objectives will report out of HMIS. There were efforts by ESG for San Jose to require grant reporting that be drawn from HMIS. The criteria would be made available in HMIS.

Similar effort is happening with CDBG coordinators from throughout the county.

It was requested by several committee members that a letter go out to EDs outlining the expectations. Margaret and Ray Tovar agreed to collaborate on a letter.

It was proposed that training is needed for front line staff about the importance of our Continuum's previously agreed standardized intake form and ALL the information that was included on the form.

Usage Statistics Recommendations:

Community Technology Alliance staff reviewed the suggested criterion for 06/07 McKinney Vento applications:

- Submission (by applicant) of ServicePoint generated APR for previous year
- Community Technology Alliance would provide funder on request:
 - Acknowledgement that signed certificate of compliance with HUD privacy and security standards was on file
 - Statistics on percentage of Universal and Top level Program data fields completed
 - Acknowledgement that emergency shelter providers were using ShelterPoint module
 - Explanation of any extenuating circumstances (e.g.: DV or Unaccompanied Youth programs)

Additional criterion to identify data quality and completeness included:

- Percentage of duplicate records created
- Percentage of client records that include non-shelter Service Transactions, Service Referrals and Goals
- Percentage of records that include completion of optional fields (HUD data elements that were not yet required but probably will be in the future)
- Percentage of data fields updated as client's circumstances change, such as income and employment

New ServicePoint features were discussed:

Scan Cards – Way to enter one service for many clients

Multiple Services – Great way to enter several services for one client.

Un-named clients – Possible way to work with DV and Unaccompanied Youth.

Next Steps

Margaret Gregg and Ray Tovar would send a letter to all affected agencies about HMIS participation requirements.