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# TUCSON PIMA COLLABORATION TO END HOMELESSNESS

## HMIS Committee

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### October 12, 2011 Minutes

Chair: Pam Moseley

<b>Next Meeting:</b> Wednesday, November 9, 2011, 3:00-4:30 p.m. SAAF, 375 S. Euclid Avenue
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<b>Report to TPCCH General Meeting October 13<sup>th</sup></b>
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| <ul style="list-style-type: none"><li>■ All HMIS users should request support in-house before approaching system administrators, and run data quality reports regularly.</li></ul> |
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#### TOPICS DISCUSSED – Next step update inc. 10 new licenses obtained.

1. **Minutes.** Susanna Rodriguez moved and Anne Boettcher seconded that the minutes of the previous meeting be approved as presented with the correction of one typographical error. **Motion passed.**
2. **Requesting support.** Don Logue and Scott Rich noted that creation of the annual performance reports (APR) caused a flood of requests for support. They asked that everyone remember before emailing for support to funnel their support issues through one in-house HMIS administrator, ask for support at the earliest possible time, and be very specific about the agency, program and the exact issue to be resolved.
3. **APR problems.** Don noted that, in addition to individual APR problems, there were issues with the HUD eSNAPS system. Because of the latter, HUD extended the deadline for submitting APRs. While Bowman Systems has issued a number of ServicePoint updates to account for problems with the new HMIS-generated APRs, some of the issues – particularly with non-cash income and benefits – are caused by incorrect data entry. Correcting the data entry issues corrects the report. Susanna noted that, in some cases, the APR prints information regarding income in red even though the entries are correct. Don suggested that users review the income sub-assessment tutorial in the HMIS *Documents and Forms* section to best understand how to correct these types of issues.

Scott Rich noted that the entry assessment is a snapshot of the moment that a client enters a program, and should not be changed. If the client obtains non-cash benefits later and the case worker changes the entry assessment, it will cause a problem with the APR. Entry assessment entries should be changed only if they are incorrect. An example of a need to correct an entry assessment would be that the client denied having a disability upon entry, but was later found to have a disability. Changes that occur in the client's benefits should be made in sub-assessments, annual updates or exit assessments. If a client is noted to have a long-term disability, it is important to specify the disability in the sub-assessment. Otherwise, it will show errors in the HUD-specific disability fields included in the disability sub-assessment. Don demonstrated making the change.
4. **Additional ServicePoint<sup>®</sup> 5.5 enhancements.** Don reviewed the new features of ServicePoint<sup>®</sup> 5.5, including the “information dashboard” and the ability to customize that dashboard. He provided a brief demonstration of customization options. Users must create their own dashboard customizations. Don provided advice on how users can use the Advance Reporting Tool to create customized reports that could be added to the dashboard and regularly updated.
5. **New documents available.** The new software version also includes a number of new documents and forms; provision of *exit* buttons at both the top and bottom of screens; and new search functions.
6. **Training.** Scott noted that trainings are now being held the second Thursday morning of each month, and that tomorrow there will be training, 9:00 a.m.-12:00 p.m. in the Kino Service Center Room 301, 2801 E. Ajo Way. Users who need to do hands-on exercises should bring their laptops.

**Training cont'd.**

Participants discussed how to proceed with future training, and decided that it would be best if those who have new staff use the training web site and their own knowledge to work with new users before they come to a “professor” class.

7. **VA & HMIS: SSVF.** Don noted that the Primavera Foundation in collaboration with Old Pueblo Community Services and SAAF has received a grant for supportive services to veterans’ families (SSVF), which is being called Project Action for Veterans. The VA is asking that all related veterans’ data be extracted and uploaded monthly to their HOMES data system.
8. **AHAR.** Don noted that it is time again to report and upload data for the Annual Homeless Assessment Report from HUD to Congress. Users and agencies need only be sure that their data is perfect for the report.
9. **Data sharing/data quality update.**
  - **Data sharing.** Pam noted that the establishing data sharing among emergency shelters is still in progress.
  - **Data quality.** Cheryl Sanchez reported that she is the only one who enters data at Sullivan Jackson Employment agency and that she runs the universal data completeness report regularly. Several participants noted that the CoC detail report can find issues that show up in the APR but do not show up in the data report card. Cheryl noted that she enters transitional housing data only once a month during that week after the monthly transitional housing meeting occurs.
10. **CoC application update.** Pam reported that the Exhibit 1 Workgroup of the Continuum of Services Committee continues to work on the continuum’s submission. Exhibits 2s were already due to continuum of care consultant.
11. **Old Business/Special Report Requests.** Mary Beth Jantzen said that the Reports Workgroup has been considering the protocol for responding to special report requests, and will make a written recommendation after their next report’s conclusion. They expect to recommend beginning the response by asking questions such as “Is the information available in an existing report?”; “Can the user run this report?”; “How will the data be used?”; and “How much will it costs?”. She added that the workgroup has seen little variation in the data between the July-June and calendar year reports and has decided that, going forward, there will be only one annual report. That will be for the TPCH July 1-June 30 fiscal year.
12. **Next Meeting.** Wednesday, November 9<sup>th</sup>, 3:00-4:30 p.m., SAAF, 375 S. Euclid Avenue.

Submitted by Settle Madden

**Attendance**

<b>Name</b>		<b>Organization</b>	<b>Email</b>
Yesenia	Arrellano	Comin' Home	yarrellano@cominhome.org
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Karen	Caldwell	Primavera Foundation	kcaldwell@primavera.org
Vincent	Fricano	SAVAHCS	vincent.fricano@va.gov
Olivia	Gutzman	CPSA	olivia.gutzman@cpsa-rbha.org
Stan	Hamnett	Gospel Rescue Mission	stanhamnett@gmail.com
Mary Beth	Landis-Jantzen	SAAF	mjantzen@saaf.org
Don	Logue	Symmetric Solutions	dlogue@symmetricsolutions.com
Sonia H.	Lopez	Pio Decimo Center	slopez@piodecimoncenter.org
Roseanne	Loya	Open Inn	rloya@openinn.org
Pam	Moseley	Pima County CDNC	pamela.moseley@pima.gov
Sally	Ramsey	Old Pueblo Community Services	sramsey@helptucson.org
Celeste	Reynolds	The Salvation Army	celeste.reynolds@usw.salvationarmy.org
Scott	Rich	Symmetric Solutions	hmissupport@gmail.com
Susanna	Rodriguez	City of Tucson	susanna.rodriguez@tucsonaz.gov
David	Roun	CODAC	droun@codac.org
Phyllis	Russell	Esperanza en Esperanza	prussell@eeeveterans.org
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