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# TUCSON PIMA COLLABORATION TO END HOMELESSNESS

## HMIS Committee

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### September 7, 2011 Minutes

Conveners: Chair, Don Logue and Vice-chair Pam Moseley

<b>Next Meeting:</b> October 12, 2011, 3:00 – 4:30 p.m., SAAF, 375 S. Euclid Avenue
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<b>Report to General Council</b>
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| ■ Discussion of data sharing and quality standards ongoing; 10 more user licenses to be sought. |
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#### TOPICS DISCUSSED

- Minutes.** Stan Hamnett moved and Sally Ramsey seconded that the minutes of the previous meeting be accepted as presented. **Motion passed.**
- Training update.** Scott Rich reported that there will be an on-site training this Friday September 9<sup>th</sup> for La Paloma Family Services and he has additional time available if others need on-site assistance. The same day Don Logue will lead a data sharing meeting at 9:00 a.m. at the Kino Service Center in the conference room, and an Annual Performance Report (APR) training at 10:30 a.m. in the Center's second-floor computer lab, room 223. Anyone with an APR due in the near future who has not already attended APR training should attend Friday's APR training.

Scott asked if the committee would like to reinstitute open-question hours, for instance one morning a month (perhaps the morning of the HMIS Committee or General Council meetings) for individualized help sessions. Consensus was to do so.

  - **Next steps. a.)** There will be a monthly open-training session beginning October 13<sup>th</sup>.
  - **b.)** Open-question session will be announced in the TPCCH weekly announcements, the committee meeting reminders and on HMIS.
- User licenses.** Don noted that last month's survey found some unused licenses and others that could be reassigned, and current needs are met. However the system remains close to running out of licenses given projected need. Because of the Pima County procurement process, new licenses need to be ordered well in advance of expected need. Participants discussed licensing needs. Discussion included that: sometimes fewer users leads to improved data quality; discussion needs to continue about whether organizations should obtain their own additional licenses and whether unused grant funds could be transferred to HMIS needs; the licenses currently used for Project Action will become available when that Homeless Prevention and Rapid Re-housing Program (HPRP) finishes its third year and ends; and all participants need to relay committee discussions throughout their organizations and bring back their organizations' feedback.

Susanna Rodriguez noted that licenses obtained by individual organizations could be used as HMIS grant matching funds. The Primavera Foundation, Old Pueblo Community Services and Esperanza en Escalante will need each one more license for their new Project Action for Veterans grant. Gospel Rescue Mission expects to need approximately five more licenses in the near future.

  - **Next step.** System administrators will look into obtaining 10 more user licenses.
- Data quality reports.** Don noted that it is important that each agency or program run its own data quality reports, and fix any errors. He suggested using the *data report card*, *universal data completeness* and other reports to ensure that APRs and submissions to the Annual Homeless Assessment Report (AHAR) to Congress are accurate and complete.

**Data quality reports cont'd.**

Pam requested that participants report on their best practices as requested at the prior meeting.

Stan noted that Gospel Rescue Mission enters data in near-real-time as clients enter shelter, so that any review of system entries will be an accurate reflection of the shelter's status at that time.

Karen Caldwell noted that the Primavera shelter also enter data immediately; all other programs have a two-day turn-around expectation for all entries and exits. They have a dedicated person who runs data quality reports for all Primavera programs.

Celeste Reynolds noted that due to some personnel turnover, the Salvation Army's entries are somewhat behind. Currently, an overnight shift worker does all entries on weeknights, but no one enters data on weekends. They hope to move the data entry responsibility to the intake workers. Celeste runs the data quality report. Occasionally the Salvation Army finds that a client entering their transitional housing has not been entered in HMIS although they had been staying in the shelter immediately prior to entering the transitional housing program.

Celeste noted that the winter shelter season, which requires clients to be entered and exited daily, is coming up soon and will require some changes in working methods. RICH will get with Celeste.

Don noted an increase in duplicate clients, and urged everyone to be sure to search for each client name before entering that person, and to select the existing client rather than enter the client into the system again. Once a client has been duplicated, the user who notices the duplication must contact the system administrator with the client's identification numbers so that the administrator can merge those records. This will be increasingly important as data sharing is implemented. Don noted that that data sharing will also provide a real time look at which shelters actually have openings.

Rich noted that case management files and/or case plans and/or case notes should not be shared, and that it will be important that case managers understand how to place attachments to avoid breaching confidentiality.

- **Next steps. a.)** Rich and Celeste will discuss Salvation Army workflow and a possible evening training scheduled around the committee meeting.

- b.)** Participants will continue their reports on their working methods, best practices and challenges next month.

5. **APRs.** Susanna questioned the fact that the APRs she has run include questions regarding first and second client contacts that come out as zeroes. Don noted that those questions apply only to outreach efforts. They do not apply to the collaborative programs that she oversees.
6. **HUD CoC application.** Susanna Rodriguez reported that HUD has released its annual notice of funding availability. The TPCH CoS Committee has formed a workgroup to work on the Exhibit 1, and scheduled and issued invitations to a technical assistance session next week for persons responsible for Exhibit 2 preparation.
  - **Next step.** Susanna will alert Don if she finds that specific HMIS reports will be needed for completion of Exhibit 2s.
7. **New ART reports.** Don noted that the Advance Reporting Tool (ART) in Servicepoint<sup>®</sup> now contains many new and updated reports, including APRs and HPRP reports; more outcome reports, including reports on recidivism and goal outcomes; and a greater number and type of data quality reports. These reports can be saved to an individual's computer as PDFs or Excel files. Susanna noted that, under the HEARTH Act, communities will be evaluated on their control of recidivism. Rich added that Bowman Systems has also issued a Servicepoint<sup>®</sup> 5.01 update.
8. **AHAR preparation.** Don noted that the AHAR submission will be due soon. Individual users need only to ensure that their data is up-to-date and of good quality.

- 9. VA and HMIS: SFVF, VASH.** Don noted that a meeting with the local Department of Veterans Affairs (VA) scheduled for this morning was postponed. The VA will be requiring HMIS information about veterans' services to be uploaded into the VA's HOMES system, but do not plan to download HOMES data into HMIS.
- **Next step.** Those invited to the re-scheduled meeting will check the list of invitees and inform Pam Moseley if any individuals who serve veterans should be included in the conversation are omitted.

## 10. Old Business.

- **Open vice chair position.** Don has resigned as chair. Volunteers and/or nominations are needed for a new chair. Pam Moseley was elected committee chair by acclamation. Celeste accepted nomination for the vice chair position subject to her director's approval. Stan volunteered to accept the position if Celeste is unable to accept.
  - **Next steps. a.)** Celeste will report whether she is available within one week.
  - b.)** The committee will hold an electronic vote for the vice chair position. (Electronic vote resulted in unanimous election of Celeste Reynolds as committee vice-chair.)
- **Password resets.** Don reminded participants that each organization has someone who can reset passwords and urged each participant to be sure to let all users know who within the organization can reset their passwords. Users should ask for the reset internally when one is needed.

**11. Next Meeting.** Wednesday, October 12<sup>th</sup>, 3:00-4:30 p.m., SAAF, 375 S. Euclid Avenue.

Submitted by Settle Madden

## Attendance

Name	Organization	Email
Yesenia Arrellano	Comin' Home	yarrellano@cominhome.org
Russell Beaudry	La Frontera	rbeaudry@lafrontera.org
Anne Boettcher	COPE	aboettcher@copebhs.com
Pearl Bruno	Compass Health Care	pbruno@compasshc.org
Karla Calderon	TMM Family Services	kcalderon@tmmfs.org
Karen Caldwell	Primavera Foundation	kcaldwell@primavera.org
Kim Cook	New Beginnings for Women & Children	kcook@nbwctucson.org
Olivia Gutzman	CPSA	olivia.gutzman@cpsa-rbha.org
Stan Hamnett	Gospel Rescue Mission	stanhamnett@gmail.com
Mary Beth Landis-Jantzen	SAAF	mjantzen@saaf.org
Elizabeth Livingston	City of Tucson	elizabeth.livingston@tucsonaz.gov
Don Logue	Symmetric Solutions	dlogue@symmetricsolutions.com
Sonia H. Lopez	Pio Decimo Center	slopez@piodecimocenter.org
Pam Moseley	Pima County	pmoseley@pima.gov
Sally Ramsey	Old Pueblo Community Services	sramsey@helptucson.org
Celeste Reynolds	Salvation Army	celeste.reynolds@usw.salvationarmy.org
Scott Rich	Symmetric Solutions	hmissupport@gmail.com
Susanna Rodriguez	City of Tucson	susanna.rodriguez@tucsonaz.gov
Phyllis Russell	Esperanza en Escalante	prussell@eeeveterans.org
Cheryl Sanchez	Sullivan Jackson Employment Center	chsanchez@pima.gov
Megan Sanes	Our Family Services	msanes@ourfamilyservices.org
Claudia Vazquez	Salvation Army	claudia.vazquez@usw.salvationarmy.org
Rodney Williams	The Giving Tree	rodney@thegivingtreeoutreach.org