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# TUCSON PIMA COLLABORATION TO END HOMELESSNESS

## HMIS Committee

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### November 9, 2011 Minutes

Conveners: Chair Pam Moseley and Vice Chair Celeste Reynolds

<b>Next meeting:</b> December 7, 2011, 3:00-4:30 p.m. Location TBD
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#### Report to General Council

- Overall data quality is outstanding; AHAR submission in preparation; Data sharing agreements being crafted.

#### TOPICS DISCUSSED

1. **Minutes.** Phyllis Russell moved and Susanna Rodriguez seconded that the minutes of the previous meeting be approved as presented. **Motion passed.**
2. **Training updates.** Don Logue reported. Training is currently being handled by “professor’s hours”, which will occur again tomorrow, 9:00 a.m.-12:00 p.m., in room 301 of the Kino Service Center, 2797 E. Ajo Way. All participants are invited to send new users or users with questions to these office hours.
3. **Data quality reports.**
  - **Updates.** Don reported that he has emailed each agency its data quality report card. Of all programs, 94 received a grade of “A”, and 37 of these were at 100% accuracy. Only 14 programs received a “B”. Only four programs, including one semi-active program, had a “C”. No program received a failing grade. On an agency-wide basis, only two agencies did not get an “A”. Don noted that in the near future timeliness will be included in the data quality reports. He noted that all nine of SAAF’s programs were at 100% accuracy. He complimented the Gospel Rescue Mission Men’s Shelter and Salvation Army Hospitality House and Transitional Housing Program, for earning “As” despite very high client volume.
  - **Agency experiences/best practices.** Claudia Vazquez said that she is having difficulty with changes in family household status, such as the birth of an additional child. Don noted that such interim changes should be made in the *Assessments* tab, not on the entry screen. Pam said that the APRs presented odd results in the areas of incomes and financial resources. Several participants noted the same. Don said that the way that software manufacturer Bowman Systems suggests recording “no financial resources” is partly responsible for this. Mary Beth Landis-Jantzen said that the field that was previously used to record non-cash income, such as food stamps, no longer appears. Don noted that this field was removed because it contributed to the just-mentioned APR oddities; therefore it will not be possible to correct this issue for clients entered into the system using the deleted field.

Sally Ramsey noted that it is important to enter heads of household and then all members of the household at the same time; then return to the screens for the spouse and each child and answer every question that is asked regarding each new adult client regardless of whether or not that question applies. She said that this is how they enter families at Old Pueblo Community Services.

Don noted that data entries regarding services are no longer required for APRs in most programs (exceptions are HPRP and Project Action for Veterans) unless your individual agency requires it. Some participants commented that “services” information might, however, be needed for the annual continuum of care competition. Some agencies reported stopping data entry on services on July 1<sup>st</sup> while others said that they continue to enter data on services.

Don noted that, to his knowledge, the Self Sufficiency Matrix, is required only for programs funded by the Arizona Department of Economic Security (DES).

    - **Next steps. a.)** Pam will ask the Continuum of Services Committee whether TPCH is required to provide information on “services” on the annual HUD application Exhibit 1.
    - b.)** Agencies will continue their current practice until feedback regarding the need for submitting data on “services” is received.

4. **Data sharing update.** Pam noted that some sharing is already occurring. General demographic information is already being shared, and collaborations are sharing client data among collaborators. The decision to do this sharing was made collectively at the start of this HMIS. At the request of the Data Sharing Workgroup, Pima County, as HMIS grantee, is working on appropriate agreements for all involved parties, from clients to agencies, to effect the emergency shelter data sharing.
5. **APRs & HUD CoC application.** Pam noted that some clarifications of APRs were needed for successful completion of TPCH's 2011 Exhibit 1, which has been submitted. APR submissions were delayed this year because the eSNAPS system was overloaded. HUD extended the APR submission deadline because of the technical difficulties. The HUD application was submitted, and grantees now have until November 30<sup>th</sup> to complete their APR submissions.
6. **AHAR – utilization issues.** Don noted that TPCH voluntarily submits information to the Annual Homeless Report (AHAR) to Congress. This earns the continuum extra points in the annual grant competition. He is currently working on this year's AHAR submission, which is due November 15<sup>th</sup>. The data quality for the AHAR submission looks very good with single-digit error rates in reporting several thousand clients. There is a challenge with utilization rates in two categories, emergency shelters and transitional housing for families. It appears that the discrepancy is again caused by the issue of units versus beds. He believes that the emergency shelter issue is due in part to the fact that Gospel Rescue Mission's opened its new facility for women and children late in the reporting year. The transitional housing category may seem low because the report requires "number of beds" and the composition of families may not allow for full usage of beds in the available units. For example a family of two may need to be housed in a unit with four beds. It is possible that the bed capacity for family emergency shelter can be pro-rated to better reflect the year-round number of available beds, Don said. Participants discussed the challenges presented by HUD requiring tracking of "beds" while "beds" may be in units which cannot be fully occupied because of family size.
  - o **Next step.** Don will follow up on the possibility of pro-rating beds due to adding capacity during the reporting period.
7. **Old Business/HOMES.** Vincent Fricano said that the VA's HOMES data tracking is coming along, but not yet presenting regular reports. Their greatest challenge so far is trying to close out veterans who have been assisted at one VA facility in order to open a record for the same person at another facility.
8. **New Business**
  - **PIT Shelter Count.** Pam noted that DES wishes to do the entire state's sheltered point-in-time (PIT) count through HMIS this year. The CoS and 2012 Street Count chairs will participate in a state-side conference about same on November 14<sup>th</sup>.
  - **Winter Shelter.** Celeste reported that after November 20<sup>th</sup>, the Hospitality House will no longer accept seven-night stays as Operation Deep Freeze begins. A person who enters on a seven-day stay on November 20<sup>th</sup> will stay through November 27<sup>th</sup> but will be on a night-by-night bases beginning November 28<sup>th</sup>.
  - **County Fiscal Software Upgrade.** Don noted that Pima County has recently been very slow to pay vendors due to a change in fiscal software. Pam reported that things are going more quickly now, although there seems to be an occasional glitch depending on individual contracts and other factors.
9. **Next Meeting.** Wednesday, December 7<sup>th</sup>, 3:00-4:30 p.m. Location to be determined.

Submitted by Settle Madden.

**Attendance**

<b>Name</b>		<b>Organization</b>	<b>Email</b>
Anne	Boettcher	COPE	aboettcher@copecommunityservices.org
Karla	Calderon	TMM Family Services	kcalderon@tmmfs.org
Karen	Caldwell	Primavera Foundation	kcaldwell@primavera.org
Vincent	Fricano	SAVAHCS	vincent.fricano@va.gov
Olivia	Gutzman	CPSA	olivia.gutzman@cpsa-rbha.org
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
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	Salvation Army	celeste.reynolds@usw.salvationarmy.org
Susanna	Rodriguez	City of Tucson	susanna.rodriguez@tucsonaz.gov
Phyllis	Russell	Esperanza en Escalante	prussell@eeeveterans.org
Cheryl	Sanchez	Sullivan Jackson Employment Center	cheryl.sanchez@pima.gov
Megan	Sanes	Our Family Services	msanes@ourfamilyservices.org
Claudia	Vazquez	Salvation Army	claudia.vazquez@usw.salvationarmy.org