HOMELESS SERVICES NETWORK of Central Florida

HMIS Advisory Committee Meeting

4065 L B McLeod Rd, Orlando, FL 32811

Tuesday, January 14, 2020| 10:30a – 12:00p

Meeting Attendees: Tino Paz, Angel Jones, Racquel McGlashen, Brittney Behr, Janine Summers, Donna Horton-Robinson, Arlisa Arndt, Richard Wang, Nicole Burich and Zoran Ilieski

Agenda

- ➢ **Introductions**
- ➢ **HMIS Policy & Procedures**
    - o *Advisory Committee Structure*
    - o *HMIS Participation Requirements*
- ➢ **Official HUD Reports**
    - o *Status Updates*
- ➢ **System Performance Measures**
    - o *Agency Engagement*
- ➢ **HMIS Training and Support**
- ➢ **HMIS Software Review**
- ➢ **Questions & New Topics/Issues**

Meeting Summary

[Introductions]

- Meeting led by Tino Paz, HMIS Operations Manager. Meeting attendees conducted self-introductions.

[HMIS Policies and Procedures]

- *Formalizing HMIS Advisory Committee Structure*
    - A participation profile handout was provided to attendees to gather information about any persons interested in filling a position or becoming an official voting member of the committee.
        - Positions to be filled include: Chair, co-chair, and a scribe
        - Positions will be for a year term and renewable up to three years
        - Can self-nominate
        - Ideally would like to see a mix of representatives across all jurisdictions, project types, funding sources, and persons involved with other CoC committees
- *HMIS Participation Requirements: Formerly the Inclusion/Exclusion Policy*
    - Meetings attendees conducted a review of the updated draft of the HMIS Participation and Eligibility Requirements
    - Participation Requirements Summary:
        - Must be engaged with the CoC as a whole (meetings, training, committee)
        - Engagement with the Coordinated Entry System
        - The agency/group should have an established history of providing or involvement with homeless services and programs
        - Agency/group must be legally established (further detail provided in a-d of the draft)
        - This policy must first be reviewed, then upon receipt and approval of the partnership application, a Agency Partner Agreement must be signed
        - Agree to terms of how HMIS data may be used (further details provided in a-b
        - Agree to terms of legal compliance
        - Agree to "active" presence across the CoC
    - Terms of Agreement
        - Required HMIS training for all request access; user agreement must be reviewed/signed
        - Appointment of an Agency Liaison for each partnering agency
        - Adherence to the HMIS Security Plan
        - Adherence to standards for applicable project types
        - Adherence to data quality and performance thresholds
        - Agreement to monitoring participation
        - Adherence to additional applicable data sharing agreements
    - Potential Grounds for Exclusion
        - Adequate reason to believe partnership could be harmful to the well-being of individuals, groups, or the community as a whole (i.e. ill-intent, personal interest)
        - Service non-delivery
        - Fraud/criminal activity
        - Misrepresentation
        - Discrimination
        - Inability to provide on-gong and reliable services
    - Application Process
        - This portion of the draft is still under development
    - Appeals Process

- Items 1 – 4 outline the process for an applicant making an appeal for additional review in the event that the initial application was denied.
  - Comments/feedback from attendees →to be reviewed
    - **Zoran Ilieski:** In reference to the *Potential Grounds for Exclusion*, can the funding source be a reason for exclusion?
    - **Donna Hortan-Robinson:** In reference to *Participation Requirements (section 4c)*, can the language be tweaked to apply to ALL groups and not just faith-based organizations?
    - **Brittney Behr:** In reference to *Participation Requirements (section 4d)*, can we revisit what "social enterprises" refers to in this context?
    - There were no concerns or questions regarding terms of the agreement section.
    - There we no concerns or questions regarding the appeals process section.

[Official HUD Reports]

- Point in Time Count (PIT)
  - The Point in Time Count is taking place on January 22, 2020. If you or your agency have not signed up to participate and complete a training, it is encouraged that you do so.
  - PIT data is due to HUD by April 30, 2020.
- Housing Inventory Count (HIC)
  - The HIC coincides with the PIT count. All agencies with bed inventory of any time are required to report to the HMIS Lead team to ensure the overall CoC HIC count is accurate for reporting. Two remote training sessions will be held for those "bed agencies" to review HIC changes and walk participants through the process of assisting with providing updates to the HIC count.
  - HIC data is due to HUD by April 30, 2020.
- System Performance Measures
  - If your agency has not received any communication from Brittney Behr, the HMIS Lead's Data Analyst, then that means data for your agency has not raised any red flags across the reports. If you have received a communication, please make it a priority to help our CoC address concerns regarding outcomes for your agency in the System Performance Measures.
  - System Performance Measures are due to HUD by February 28th, 2020.

[System Performance Measures]

- Meeting attendees had the opportunity to review outcomes and trends across the System Performance Measures from the previous years.
- Meeting attendees had the opportunity to review ***preliminary*** data for this year's System Performance Measures →not to be shared or made public in any way as this data is likely to fluctuate prior to final submission to HUD.
  - If your agency has not received any communication from Brittney Behr, the HMIS Lead's Data Analyst, then that means data for your agency has not raised any red flags across the reports. If you have received a communication, please make it a priority to help our CoC address concerns.

[HMIS Training and Support]

- Regular monthly training sessions are being offered. Please check dates for upcoming training opportunities, which is available on our website at: www.hmiscfl.org. Check the calendar of events, and register for training sessions via the training link: www.hmiscfl.org/training
  - New User Training
    - Intended for new users or current/former users needing an in-depth walkthrough of the system
  - Refresher Training

- Intended for current or recently returning users
- **All** system users are required to participate in a training on an annual basis to maintain compliance with terms of participation/agency agreement as well as HUD policies.

[HMIS Software Review]

- The HMIS Lead team at HSN will continue to explore option with the community for other HMIS implementation that may better feeds the needs of our CoC. The review process has not been as progressive over the last few months, and this item will be removed from the committee agenda for the time being for the next few months
  - At this time, HUD is recommending that CoC's **do not** make a software transition as it tends to create more issues than not:
    - Community transition and training
    - Data migration
    - There is no perfect system, so other system issues may come up when transitioning from one vendor to another.

[Questions and New Topics/Issues]

- No other comments or concerns noted at this time. As a reminder, the HMIS Advisory Committee meetings have been shifted to the 2nd Tuesday of every other month to avoid conflict with the regular HMIS New User training schedule.

Next HMIS Advisory Committee Meeting: Tuesday, March 10th, 2020 [10:30a – 12:00p]

HMIS Advisory Committee

Purpose: Responsible for overseeing the development and implementation of HMIS in support of the Central Florida Commission on Homelessness' (CFCH) efforts to document the work being done to end homelessness

Duties of Committee:

HMIS Governance and Management Oversight
- Recruitment/Participation on committee
- Assess/ Build Community (CFCH) trust in HMIS
- Approval of HMIS governance model

HUD Reports Compliance and Monitoring
- Review and Approval of all HUD Reports (HIC, PIT, AHAR, SPM)

Data Quality
- Data Quality Plan Approval & Enforcement
- Quarterly review of DQ progress

HMIS Policy Development and Oversight
- Review of coverage rates.
- Community engagement for non-participating agencies
- Ensures existence and Approves HMIS P&P
- Ensures Existence and approves HMIS user agreement, participation agreement, client consent, data release protocol

Planning and Software Selection
- Strategic Plan Approval and monitoring
- Assessment of HMIS software compliance

Communication with CFCH Board
- Regular updates to Board (items TBD, to include policies info and DQ)
- Periodic updates to Board (probably AHAR, HIC, PIT, SPM; other items)
- Feedback to HMIS Team of CoC Board strategy/directions/activities

HMIS Advisory Committee
Central Florida Commission on Homelessness
CoC FL-507
Member Nomination

Full Name:

Agency:

Jurisdictional Location Agency (check primary only):

Orange County

City of Orlando

Osceola County

City of Kississmmee

Seminole County

City of Sanford

Active HUD Project Types within your Agency (check all that apply):

Emegency Shelter

Homeless Prevention

Permanent Supportive Housing

Rapid Re-Housing

Street Outreach

Supportive Services

Transitional Housing

Active Federal Funding Partners (check all that apply):

CoC Competition

Emegency Solutions Grant (ESG)

Housing Opportunities for People with AIDS (HOPWA)

Projects for Assistance in Transition from Homelessness (PATH)

Runaway and Homeless Youth (RHY)

Supportive Services for Veteran Families (SSVF)

CoC Committees (check all that apply):

CoC Planning Committee

Governance Committee

Point-in-Time Count Committee

Priorities and Goals Committee

Veterans Advisory Committee

Full Name:

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Jurisdictional Location Agency (check primary only):

Orange County

City of Orlando

Osceola County

City of Kississmmee

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Runaway and Homeless Youth (RHY)

Supportive Services for Veteran Families (SSVF)

CoC Committees (check all that apply):

CoC Planning Committee

Governance Committee

Point-in-Time Count Committee

Priorities and Goals Committee

Veterans Advisory Committee

HMIS Advisory Committee

FL-507 Continuum of Care

January 14, 2020

Agenda

- **Introductions (5 mins)**

- **HMIS Policy & Procedures (30 mins)**
    - **Advisory Committee structure**
    - **HMIS Participation Requirements** (was HMIS Inclusion/Exclusion Policy)

- **Official HUD Reports (5 mins)**

- **System Performance Measures (10 mins)**
    - **SPM - Agency Engagement**

- **HMIS Training & Support (5 mins)**

- **HMIS Software Review (5 mins)**

- **Questions and New Topics/Issues**

Introductions

- **Your Name**

- **Your Agency**

- **Have you been involved with the Point-In-Time count in the past? If so, what went well and what might be improved?**

HMIS Policy & Procedures

New Items:

● HMIS Participation Requirements (was "HMIS Inclusion/Exclusion Policy)(10 mins)

Update on Previous Items:

● HMIS Advisory Committee Structure (10 mins)

HUD Requirements

HMIS Advisory Committee Structure

- **Committee Officers**
  - Nominations

- **Membership requirements**
  - Representation by jurisdictions, project types, funding sources

- **Meeting processes** (i.e., Robert Rules of Order)

- **Formal Tasks**
  - Evaluation; review new HMIS applications; etc.

HMIS Participation Requirements
(was HMIS Inclusion/Exclusion Policy)

- Review HMIS Participation Requirements

- Develop Application Process

  - Preliminary Interview

  - Role of the HMIS Advisory Committee

- Review Appeal Process

Official HUD Reports

Next Due Date for Submission:

- **System Performance Measures (SysPM)**: due by February 28, 2020 @ 8p.m.

- **Point-In-Time (PIT)**: due by April 30, 2020

- **Housing Inventory Count (HIC)**: due by April 30, 2020

SPM Validation with Providers

- Communications about how to review project data quality and time-frame in which to issue corrections sent to relevant Agency Liaisons on Dec. 31st

  - Specific focus on making sure enrolled clients are active and up-to-date in the project

- Date that final review of project-level data will be complete: January 31st

- Final submission of SPM data to HUD: February 28th

System Performance Measure	2016 Submission	2017 Submission	2018 To be Submitted	△
Number of Homeless Persons				
Annual Count	6591	6113	6285	🔺
Point in Time Count	1670	2074	2053	🔻
Length of Stay				
Average (days)				
Emergency Shelter	64	74	75	🔺
Emergency Shelter & Transitional Housing	110	110	99	🔻
Persons Housed and Retention of Permanent Housing				
Persons Housed				
Street Outreach	26%	26%	33%	🔺
ES,TH,RRH	49%	35%	42%	🔺
Retention PH				
PH	92%	96%	93%	🔻
Returns to Homelessness				
Total Returns from PH	21%	19%	23%	🔺
Growth in Income				
Increase in Employment Income	17%	12%	12%	➖
Increase in Non Employment Income	7%	19%	19%	➖
Persons First Time Homeless (within last 2 years) %	91%	73%	73%	➖

HMIS Training & Support

Regular Monthly Training Opportunities

See current dates at hmiscfl.org/training

- New User Training

- Refresher Training

- Agency Liaison Training

  - **Housing Inventory Count (HIC)**

- Reporting Training

  - Data Quality & Performance

- Other topics

  - New LMS Courses Avail! - HUD UDEs/DQ

? Support

HMIS Software Review

ON HOLD - HUD is recommending that communities NOT transition at this time.

Next steps: TBD

Questions or
New Topics and Issues

Next meeting date:

Tuesday, March 14, 2019
10:30 am to 12:00 pm

HSN HMIS Team

Agustin "Tino" Paz

HMIS Operations Manager

Angel Jones

HMIS Partner Success Manager

Brittney Behr

HMIS Data Analyst

Chuck Vroman

HMIS System Success Specialist

Racquel McGlashen

HMIS Partner Success Specialist