CENTRAL FLORIDA

COMMISSION ON HOMELESSNESS

Monthly Members Meeting

May 26th, 2020

Welcome!

Agenda

Welcome & Introductions

HLT- We're Still Housing!

Lived Experience

Referral to CES

HMIS- Data Quality

Self Care- Silver Linings

Announcments

We're Still Housing!

Kerri Barglof

Housing Operations Manager, HSN

March

▶ 25 new move ins (2 of those were ML)

▶ 9 renewed leases- maintained housed PSH

▶ 6 Master Lease Renewals- maintained housed PSH

April

- 25 new move ins
- 2 renewed leases - maintained housed PSH
- 3 Master Lease renewals - maintained housed PSH

May to (current)

- 11 new move ins
- 16 renewals processed - Maintained housed PSH
- 4 Master Lease Renewals- Maintained housed PSH

Lived Experience Sub-Committee

Desmond Meade

Executive Director, Florida Rights Restoration Coalition
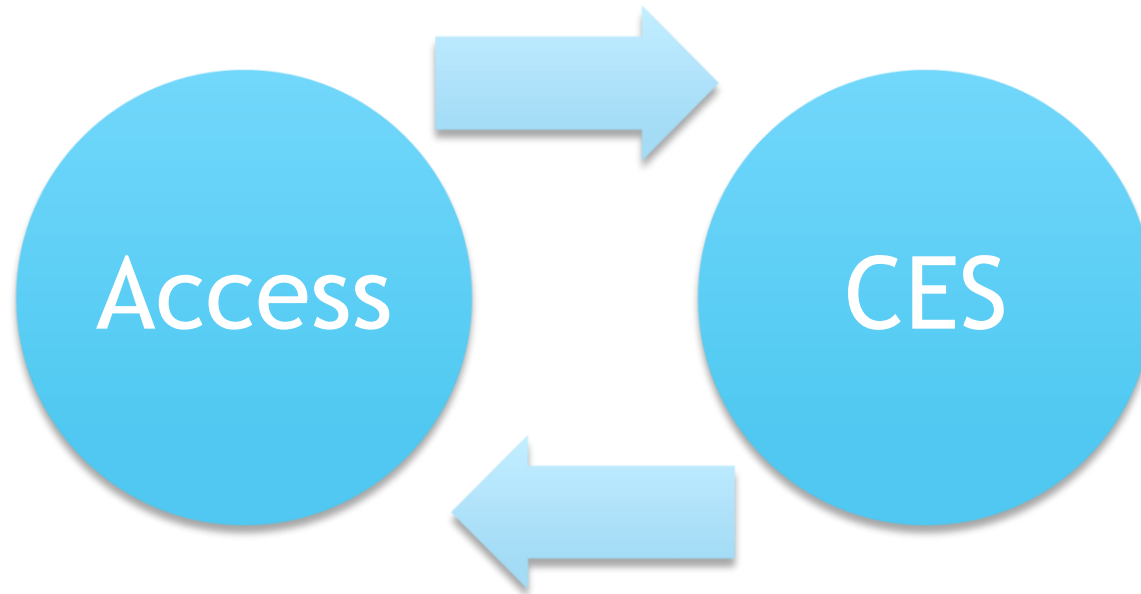
Lived Experience Sub-Committee

- The Lived Experience Sub-Committee is now accepting applications!

  - If you or someone you know is interested in joining, please contact *Christopher.Fowler@hsncfl.org*

Initiatives on the Horizon

- ▶ Voter Outreach Drive
- ▶ Institutional Discharge/Re-Entry
- ▶ Lived Experience during COVID-19
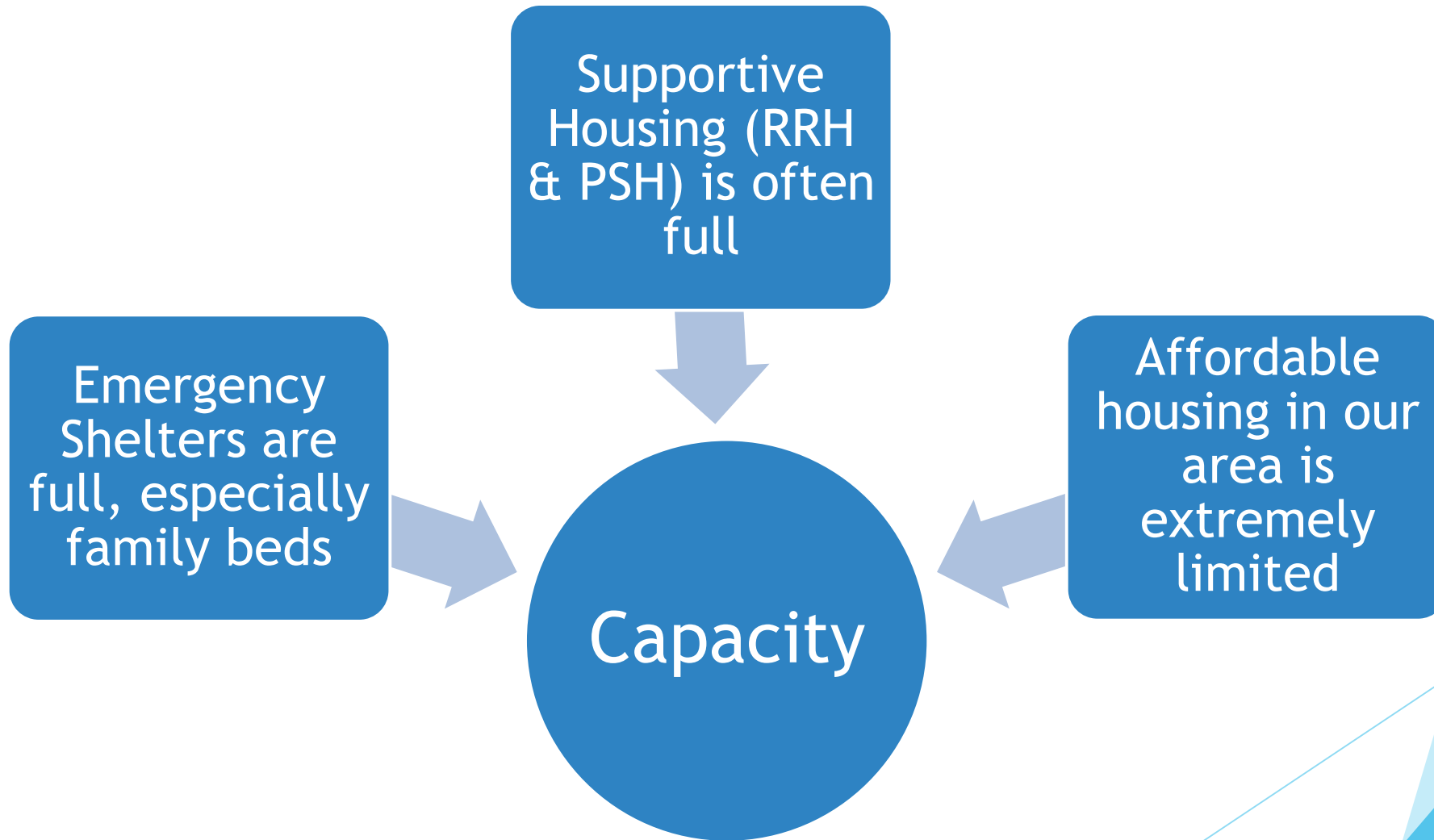
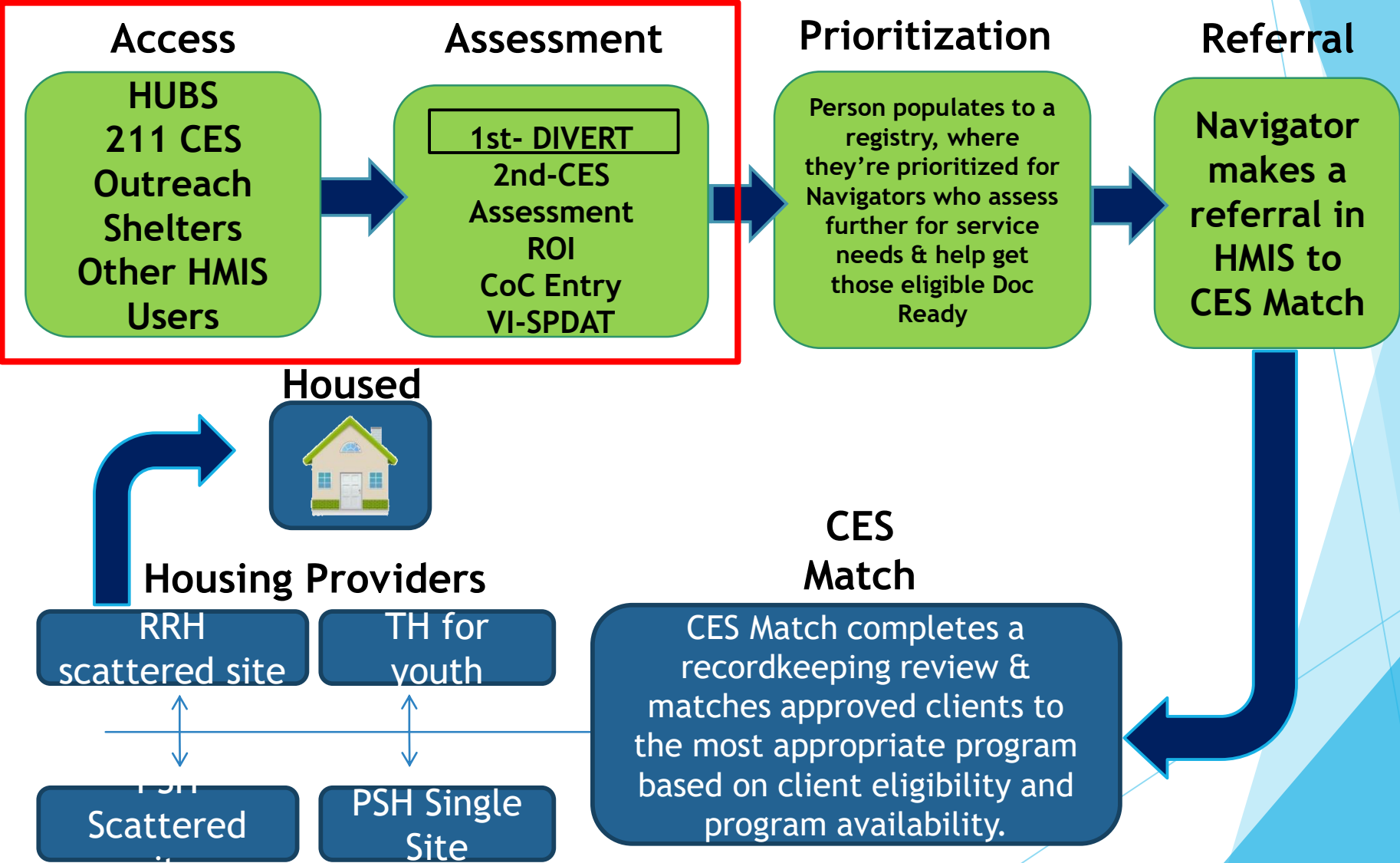# Access Points

▶ The Coordinated Entry System (CES) Access Center and CES Community HUBs serves as access points where Diversion conversations and Assessments take place.

▶ At these access points, persons experiencing homelessness can have a conversation with trained workers who will explore alternative resources and supports to try keeping the person off the streets or out of shelter.

Why Diversion is important for a system

Supportive Housing (RRH & PSH) is often full

Emergency Shelters are full, especially family beds

Capacity

Affordable housing in our area is extremely limited

Coordinated Entry: Workflow

Access

HUBS
211 CES
Outreach
Shelters
Other HMIS
Users

Assessment

1st- DIVERT
2nd-CES
Assessment
ROI
CoC Entry
VI-SPDAT

Prioritization

Person populates to a registry, where they're prioritized for Navigators who assess further for service needs & help get those eligible Doc Ready

Referral

Navigator makes a referral in HMIS to CES Match

Housed

Housing Providers

RRH scattered site

TH for youth

PSH Scattered

PSH Single Site

CES Match

CES Match completes a recordkeeping review & matches approved clients to the most appropriate program based on client eligibility and program availability.

Referral to CES Access Center

If a person is experiencing homelessness, they can all **2-1-1** for assistance:

- **2-1-1** will connect those persons with the CES Access Center.

- A CES Intake Specialist will reach out to persons to conduct a conversation to explore the person's resources, support systems and all possible safe housing alternatives.

- Services are not provided at the time of visit, nor are they guaranteed.

**Calls are returned within 3 business days

Referral to CES Community HUBS

A set and safe locations where those experiencing homelessness can have an in-person conversation to explore the person's resources, support systems and all possible safe housing alternatives.

▶ Services are not provided at the time of visit, nor are they guaranteed.

▶ Housing conversations take place on a First come, first seen basis until capacity is reached.

CES Community HUB Locations

CES Community HUBS will reopen, but are currently closed.

Seminole County HUB:
Northland Church (Care Center in The Rink)
522 Dog Track Road, Longwood, FL
Mondays 1:30 pm – 4:00 pm

Osceola County HUB:
The Community Hope Center Inc
2198 Four Winds Blvd
Kissimmee, Florida, 34746
Tuesdays 1:00 pm – 4:00 pm

Orange County HUB:
Health Care Center for the Homeless (HCCH)
816 W Central Blvd, Orlando FL
Fridays 9:00 am – 12:00 pm

- ▶ Ideal for individuals, but open to anyone experiencing homelessness

Orange County HUB:
United Against Poverty (UP Center)
150 West Michigan Street, Orlando, FL
Fridays 1:30 pm – 4:00 pm

- ▶ Ideal for families, but open to anyone experiencing homelessness

Orange County Veteran HUB:
The VA Medical Center
5201 Raymond St.; Building 507, Orlando FL
1st & 3rd Friday's of the month
9:00 am – 2:00 pm

Questions?

- Tamara Frazier– CES Access Supervisor
  - 407-893-0133
  - Tamara.Frazier@hsncfl.org

- Allison Nye – Operations Manager for Coordinated Entry
  - 407-893-0133
  - Allison.Nye@hsncfl.org

HMIS

Data Quality Monitoring

The HMIS Lead Team

HMIS Operations Manager	**Angel Jones** Angel.jones@hsncfl.org 407-893-0133 x642
HMIS System Success Specialist	**Chuck Vroman** Chuck.vroman@hsncfl.org 407-893-0133 x636
HMIS Partner Success Specialist	**Racquel McGlashen** Racquel.mcglashen@hsncfl.org 407-893-0133 x640
HMIS Senior Data Analyst	**Agustin "Tino" Paz** Agustin.paz@hsncfl.org 407-893-0133 x611
HMIS Data Analyst	**Brittney Behr** Brittney.behr@hsncfl.org

HUD's 2020 Data Quality Focus

Focus for the next few years:

▶ Data completeness

▶ Data accuracy

▶ System performance measure improvement

    ▶ Comprised of 7 metrics

    ▶ Looks at homelessness from various angles

What is the point of enhancing our data quality?

▶ Required by HUD/maintaining compliance

▶ Supports our community's funding (federal, state, and local/private).

▶ To accurately "tell the story" of a household's journey towards stable housing.

▶ To document the amazing work being done by each of our CoC partners.

▶ Ensures reliable data to support data driven solutions in our community.

Data Quality Monitoring Schedule

- Quarterly
  - Based on HUD's federal reporting year:
    - Q1: Oct 1 – Dec 31
    - Q2: Jan 1 – Mar 31
    - Q3: Apr 1 – Jun 30
    - Q4: Jul 1 – Sep 30
- Monitoring occurs in the month following the end of each quarter.
- Due to Covid-19, tentatively all monitoring processes will occur virtually

Data Quality Monitoring Reports

- CoC APR (Annual Performance Report)
  - For the first quarterly monitor, the HMIS Lead Team will initially send Agency Liaison's this report for all of their organization's active projects.
- HUD CoC APR Data Quality Completeness Report (detailed report)
- User Login Report
- Most Recent Client Activity Report
- Project Descriptor Elements Data Quality Report
- System Performance Measures
  - HUD Data Quality Framework report

HMIS Duplicate Record Merges

- Current number of merges completed = 900+

- Measures to avoid new merges

- LMS Course Available - Avoiding the Creation of Duplicates

Client Profile Duplicates

Explanation:

Profile duplicates occur when a system user does not **thoroughly** search for a client in the system before deciding to create a new profile for them.

It can also occur if a client has requested to have their profile "locked down" from other providers being able to view them in the system. These is a rare occurrence.

To date, there are roughly 1000 client duplicates in our database!!!

DO NOT DUPLICATE

- ▶ Establish Agency Liaisons for all Partners
  - ▶ Attend required Agency Liaison Orientation
  - ▶ Will receive a CoC APR with recommendations for improvement from HMIS Lead Team by June 15, 2020.
  - ▶ Corrected Report due back by June 30, 2020.

Interested in being the HMIS Agency Liaison for your Agency?

Please email us: hmis@hsncfl.org

Upcoming Training Sessions
Due to Covid-19, all training and support sessions are now being held virtually.

May 27: HMIS 101 New End-User Training *(9:00a - 3:30p)*

June 2: HMIS 101 New End-User Training *(9:00a - 3:30p)*

June 8: HMIS Agency Liaison Orientation Training *(2:00p - 4:00p)*

June 9: HMIS Reports 101/102 and Data Quality *(10a:00a - 12:00p)*

June 9: HMIS Reports 101/102 and Data Quality *(10a:00a - 12:00p)*

June 16: HMIS 101 New End-User Training *(9:00a - 3:30p)*

June 18: HMIS Agency Liaison Orientation Training *(2:00p - 4:00p)*

June 24: HMIS 101-102 Refresher Training *(1:00p - 3:00p)*

Virtual office hours now available on Mondays and Thursdays from 1p - 2p.

Questions or Comments?

File a case to our HMIS Help Desk, and one of our Support Agents will respond!

Visit our site:

https://www.hmiscfl.org/

And click the **blue** support button at the bottom of the page.

Self Care- Silver Linings

Alissa Kraman

Supportive Housing Advisor- HSN

Every cloud has a Silver Lining…..

Our "Silver Lining" Moments:

- Engaging in Self-Care

- Creative interactions/wellness activities

- Reflective conversations about practice

- Celebrating participant success

- Acknowledging best practices

- Proactively planning for the future

What has been *your* Silver Lining Moment?

"We are the silver lining
in any and every dark cloud we
could ever find.
There is no need to go looking for
the light
when you bring it with you."~

Tyler Knott Gregson

Announcements

Upcoming Events

CFCH Planning Committee

- May 28th, 1:30-3:30 pm
- To register, please contact *l.rashad.haynes@hsncfl.org*

HMIS 101-102 End User Training

- June 2nd, 8:45- 3:30 pm
- To register, submit a request at *hmiscfl.org*

CFCH Youth Committee

- June 9th, 1- 2:30pm
- To register, please contact *l.rashad.haynes@hsncfl.org*

HSN Job Opportunities

- ▶ SSVF/Coordinated Entry System Intake Specialist

- ▶ Grant Accountant

- ▶ Housing Accounting Specialist

- ▶ Senior Finance Specialist

- ▶ Grant Services Administrator – Veterans Specialization

For more information about job opportunities, please visit: www.cfch.org/careers/

COVID-19 Resources

- To find resources on COVID-19, please visit the CFCH *Disaster Response and Disease Preparedness* page:

  - https://www.cfch.org/covid-19/

Next Meeting

Tuesday, June 23rd

9am (Networking at 8:30am)

Location: TBD