



CENTRAL FLORIDA
**COMMISSION ON
HOMELESSNESS**

Monthly Members Meeting

July 28th, 2020

Welcome!

Agenda

Welcome & Introductions

ESG/CDBG Funding & NOFA Update

Adapting During Challenging Times

HMIS- Data Quality Monitoring

Announcements

ESG / CDBG Funding



NOFA

The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. These shapes are primarily located on the left and right sides of the frame, creating a modern, dynamic border around the central text area.

Adapting During Challenging Times

Alissa Kraman | Supportive Housing Advisor

Adapting During Challenging Times

Guest Panelists:

Shantel Graves- Director, Pathway Homes

Rebecca Postlewait- Case Manager,
Catholic Charities



POLL:

How are you ADAPTING to CHANGE?

- Great- I love change I'm adapting easily
- I adapt when I have to
- I'm not sure....
- I feel overwhelmed by the changes
- I don't like change, it's hard to adapt



**What are your words of
wisdom or encouragement
as we go forward?**

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 Updates



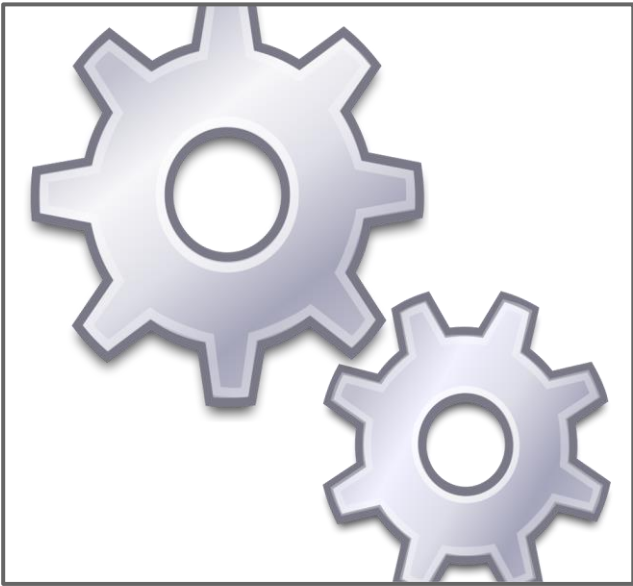
- Quarterly
 - Based on HUD's federal reporting year: Oct - Sept
- Monitoring occurs in the month following the end of each quarter.
- Due to Covid-19, tentatively all monitoring processes will occur virtually
- 17 DQMs completed so far with 12 more on our calendar
 - These monitors set up a baseline for us to track system administration and data quality improvement.

Data Quality Monitoring Reports



- CoC APR (Annual Performance Report)
- 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

System Performance Measures



- ➔ Data Quality directly impacts our System Performance Measures

- ➔ 7 Metrics:
 - ➔ Length of Time Homeless
 - ➔ Shelters & Transitional Housing
 - ➔ Number of People Homeless
 - ➔ Annual Count and PIT Count
 - ➔ Number of People First-Time Homeless
 - ➔ 2 year lookback
 - ➔ Exits to Permanent Housing
 - ➔ From Street Outreach, Emergency Shelter, and Permanent Housing projects
 - ➔ Returns to Homelessness
 - ➔ 2 year lookback period for people who exited to permanent housing
 - ➔ Number of People Who Increased Income
 - ➔ Only for CoC-Funded projects
 - ➔ Homeless Prevention (not applicable)

Reminder - “Newish” HMIS Fields: Medicaid Insurance

- ➔ In efforts to better partner with Medicaid managed care plans (MMAs) and to create an effective "Move On" Strategy, we are trying to gather more information on the plans in which your program participants with Medicaid coverage are enrolled. This information will help the CoC plan as well as support the coordination of more services for which your participants may be eligible.
- ➔ The "Medicaid Insurance Company" field is currently available from the Client Profile tab and may also be visible in places like entry/exit assessments and interim reviews.

The screenshot shows a software window titled "Add Recordset - (90057) ZZ-Doe, ZZ-John". Inside the window, there is a section titled "Medicaid Plan Provider Company History". This section contains three input fields: "Start Date *" with a date picker set to 07 / 27 / 2020, "Medicaid Insurance Company" with a dropdown menu showing "-Select-", and "End Date" with an empty date picker. Each date field has a small icon with a red 'X' and a green checkmark, and a blue 'G' icon. At the bottom of the window, there are three buttons: "Save", "Save and Add Another", and "Cancel".

Medicaid Plan Provider Company History	
Start Date *	07 / 27 / 2020
Medicaid Insurance Company	-Select-
End Date	

Save Save and Add Another Cancel



- ➔ Establish Agency Liaisons for all Partners
 - ➔ Attend required Agency Liaison Orientation
 - ➔ Schedule a DQM with our team if you haven't already
- ➔ Scorecards with DQM feedback will be sent to our partners in August.
- ➔ Next round of DQMs will take place in October

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.

August 4th: HMIS 101 New End-User Training (9:00a - 3:30p)

August 5th: HMIS 101-102 Refresher Training (1:00p - 3:00p)

August 11th: HMIS 101-102 Reports and Data Quality (10:00a - 12:00p)

August 11th: HMIS 101-102 Refresher Training (1:00p - 3:00p)

August 18th: HMIS 101 New End-User Training (9:00a - 3:30p)

August 19th: HMIS Refresher: Interims, Move-in Dates, and Exit Destinations (2:30p - 3:30p)

August 20th: HMIS 101-102 Reports and Data Quality (10:00a - 12:00p)

August 25th: HMIS Agency Liaison Orientation (1:00p - 3:00p)

August 26th: HMIS 101-102 Refresher Training (1:00p - 3:00p)

Virtual support hours now available on Mondays and Thursdays from 1p - 2p. Check for the session link in the HMIS System News Announcement.

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.



Announcements

Social Security Administration Memo

- ▶ SSA remains committed to providing ongoing benefits and vital services
- ▶ They remain ready and able to help you by phone with most Social Security matter
 - ▶ You can speak with a representative by calling your local Social Security office or their National 800 Number
 - ▶ Alternatively, They provide local office phone numbers conveniently online with their [Social Security Office Locator](https://secure.ssa.gov/ICON/main.jsp) (<https://secure.ssa.gov/ICON/main.jsp>)

Social Security Administration Memo

- ▶ SSA also wants you to know they have many secure and convenient [online services](#) to:
 - ▶ Apply for [Retirement](#), [Disability](#), and [Medicare](#) benefits,
 - ▶ Check the status of an application or appeal,
 - ▶ Request a replacement Social Security card (in most areas),
 - ▶ Print a benefit verification letter, and
 - ▶ Much more.

Social Security Administration Memo

- ▶ Most business with SSA can be done online, but they want you to know you can still count on them by phone.
- ▶ If you have a critical situation, they cannot help you with by phone or online, they may be able to schedule an appointment for you.
- ▶ If you need help from SSA, please don't wait until they can see you in person. Reach out now and get the help you need.
- ▶ Lastly, SSA also understands that getting medical and other documentation can be difficult due to the pandemic. So, they are continuing to extend certain deadlines wherever possible.

Florida Housing Coalition Courses

- ▶ Ending Homelessness - ***Components of Trauma-informed Care - System (Bundle) \$125.00***
- ▶ Ending Homelessness - ***Trauma-informed Care - Six lessons (FREE)***
- ▶ Ending Homelessness - ***Cultural Competency - Five lessons (\$50)***
- ▶ Ending Homelessness - ***Harm Reduction - Five lessons (\$50)***
- ▶ Ending Homelessness - ***Motivational Interviewing - Five lessons (\$50)***
- ▶ <https://flhousingcoalition.thinkific.com/collections>

Florida Housing Coalition

2020 Annual Statewide Affordable Housing Conference

August 31-September 2, 2020

► Register at the link below:

► <https://flhousingcoalition.thinkific.com/courses/2020-conference-registration>

National Alliance to End Homelessness: Center for Learning

- ▶ NAEH & NHCHC: COVID-19 Learning Series
- ▶ Effective Emergency Shelter: An Introduction
- ▶ Rapid Re-Housing: An Introduction
- ▶ Strengthening Your Rapid Re-Housing
- ▶ Understanding Housing First
- ▶ Keeping People and Pets Together
- ▶ <https://naeh.catalog.instructure.com/>

HMIS 101-102 End User Training

- August 4th, 8:45 am- 3:30 pm
- To register, submit a request at *hmiscfl.org*

CFCH Youth Committee

- August 11th, 10:30 am- 12 pm
- For information on how to join, please contact *l.rashad.haynes@hsncfl.org*

CFCH Technical Expertise Committee

- August 27th, 1- 2:30pm
- For information on how to join, please contact *l.rashad.haynes@hsncfl.org*

HSN Job Opportunities

- ▶ SSVF/Coordinated Entry System Intake Specialist
- ▶ Grant Accountant
- ▶ Housing Accounting Specialist
- ▶ Senior Finance Specialist
- ▶ Chief Financial Officer

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, August 25th

9 to 10:30 am

Location: Online

