

## Region 1 Bed Utilization Report

Facility Name	Monthly Bed Utilization Rates												Average Monthly Utilization Rate	Minimum Monthly Utilization Rate	Maximum Monthly Utilization Rate
	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May			
Loving Hearts Outreach ES	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	8%	0%	100%
Community Caring Council PH	100%	88%	90%	88%	83%	85%	90%	88%	88%	88%	88%	88%	88%	83%	100%
EMAA S+C	110%	96%	96%	96%	97%	94%	89%	88%	79%	78%	83%	82%	91%	78%	110%
<b>Total Average:</b>	103%	61%	62%	61%	60%	60%	59%	58%	56%	55%	57%	56%	62%	54%	103%

We found that the average utilization rates for Region 1 fall outside of the 65-105% range of acceptable utilization rates for each monthly point-in-time count except for June 2010. The reason the average utilization rate falls below 65% is due to Loving Hearts Outreach not entering data into HMIS following the June point-in-time count. We contacted this agency to determine why data entry is not occurring and have found that the agency is run by one person. As such, we have identified a major staffing constraint for this agency to stay current with HMIS data entry. Loving Hearts Outreach has the option of terminating their participation in HMIS; however, we strongly discourage this course of action due to the fact the Balance of State Continuum of Care needs this agency's beds enrolled in HMIS in order to submit good AHAR data to the federal level.

We are currently working with this agency to discuss the possibility of bringing data entry into the HMIS office; however, this is an opportunity for the agencies in Region 1 to collaborate and address a regional issue. An agency's 0% utilization rate drastically affects a regions average utilization rate. This may cause an undercount of the number of homeless persons served and an underestimate of the need for homeless residential services in Region 1. We also found that although the other agencies in this region have reasonable utilization rates, these rates actually stay the same over a period of several months. This could be an indication of some data quality issues. We are currently working with these agencies to determine if they face any barriers in entering data.

## Region 2 Bed Utilization Report

Monthly Bed Utilization Rates													Average Monthly Utilization Rate	Minimum Monthly Utilization Rate	Maximum Monthly Utilization Rate
Facility Name	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May			
Hope House ES	71%	64%	57%	64%	71%	71%	93%	79%	79%	71%	107%	121%	79%	57%	121%
NECAC S+C	117%	117%	117%	105%	105%	122%	107%	115%	112%	134%	134%	144%	119%	105%	144%
Preferred Family PSH	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Total Average:</b>	94%	91%	87%	85%	88%	97%	100%	97%	64%	69%	80%	88%	66%	54%	88%

We found this region to have overall reasonable utilization rates; however, while the region itself has reasonable utilization rates, there are some concerns on the agency level that have been red flagged. We found high over utilization rates in two agencies and a 0% utilization rate for one agency during each monthly point-in-time count. We have been in contact with Preferred Family Healthcare to determine why there is a 0% utilization rate. From this conversation, we were able to determine an error in data entry, as well as identify a gap in training for this agency's HMIS Users. This agency is currently taking the necessary steps to correct the information in HMIS so they do not show a 0% utilization rate.

In the remaining two agencies we found utilization rates to be above 105%. This could be an indication of data entry error. If the high utilization rates are not due to data entry error, it could be an indication that there are more people who are homeless in Region 2 than there are available beds. This is an opportunity for the agencies in Region 2 to use the data presented in this report to collaborate and address a regional issue.

### Region 3 Bed Utilization Report

Monthly Bed Utilization Rates													Average Monthly Utilization Rate	Minimum Monthly Utilization Rate	Maximum Monthly Utilization Rate
Facility Name	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May			
High Hope - Friendship Apartments TH	75%	100%	100%	100%	88%	88%	75%	88%	88%	88%	50%	75%	84%	50%	100%
Kirksville Housing Authority S+C	58%	58%	58%	58%	58%	58%	49%	60%	64%	69%	82%	89%	63%	49%	89%
High Hope - PSH	75%	75%	75%	75%	75%	75%	88%	88%	88%	50%	63%	63%	74%	50%	88%
<b>Total Average:</b>	69%	78%	78%	78%	73%	73%	70%	78%	80%	69%	65%	75%	74%	50%	92%

We found this region to have reasonable utilization rates for half of the monthly point-in-time counts and high utilization rates for the other half. We also found multiple red flagged cells indicating that one agency is under utilizing their bed space and another agency is over utilizing their bed space. Furthermore, the utilization rates for all agencies within this region stay the same over a period of several monthly point-in-time counts indicating flat utilization. When we compare the utilization rates of the agencies within this region, we find a large difference. Having a large difference among agencies within one region often results from data quality issues. We are currently working with these agencies to determine what might be causing these data quality issues so we can correct them; however, this is an opportunity for the agencies in this region to collaborate and address a regional issue.

### Region 4 Bed Utilization Report

Facility Name	Monthly Bed Utilization Rates												Average Monthly Utilization Rate	Minimum Monthly Utilization Rate	Maximum Monthly Utilization Rate
	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May			
SALT- Simply Achieving Life's Triumphs ES	0%	0%	0%	0%	0%	0%	0%	0%	25%	50%	0%	75%	38%	0%	75%
CC Northland Co. TH	92%	92%	92%	92%	92%	115%	138%	138%	115%	115%	85%	85%	104%	85%	138%
Good Samaritan Center	8%	17%	8%	8%	8%	8%	8%	8%	17%	17%	14%	8%	11%	8%	17%
CC Maryville PH	80%	80%	87%	87%	107%	107%	107%	107%	107%	93%	93%	107%	97%	80%	107%
CC NE Metro PH	54%	54%	49%	56%	62%	62%	74%	74%	82%	82%	92%	92%	69%	49%	92%
<b>Total Average:</b>	59%	61%	59%	61%	67%	73%	82%	82%	69%	71%	57%	73%	64%	44%	86%

We found this region to have reasonable utilization rates for most of the monthly point-in-time counts; however, some monthly point-time-counts show a low utilization rate. We contacted Good Samaritan Center to determine why their utilization rates are so low. From this conversation we determined this agency has a high bed capacity but few program participants. This could be an indication that this region has more beds available in one area than there are people who are homeless. This is an opportunity for Region 4 to collaborate and address a regional issue and possibly reassign some of Good Samaritan’s beds to those agencies within the region that have high utilization rates. Although high utilization rates can be an indication that an agency is not recording exits on the clients they serve, it can also be an indication there are more people who are homeless in that community than there are available

## Region 5 Bed Utilization Report

Monthly Bed Utilization Rates													Average Monthly Utilization Rate	Minimum Monthly Utilization Rate	Maximum Monthly Utilization Rate
Facility Name	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May			
Harvest House ES	10%	14%	28%	7%	10%	14%	14%	14%	17%	10%	31%	10%	15%	7%	31%
Lake Area Helping Hands ES	53%	43%	67%	37%	63%	70%	77%	73%	77%	80%	80%	90%	68%	37%	90%
Haven House ES	0%	38%	29%	5%	5%	19%	29%	52%	52%	19%	19%	38%	25%	0%	52%
Wiley House ES	35%	6%	0%	0%	12%	12%	12%	29%	47%	47%	47%	47%	25%	0%	47%
Sal Army - Columbia Harbor House ES	79%	67%	63%	83%	50%	75%	25%	50%	46%	42%	67%	88%	61%	25%	88%
Sal Army - JC Center of Hope ES	90%	90%	68%	85%	83%	88%	88%	93%	93%	83%	90%	90%	86%	68%	93%
Harvest House TH	21%	29%	57%	14%	21%	29%	29%	29%	36%	21%	64%	21%	31%	14%	64%
Columbia Housing Authority S+C PH	53%	58%	58%	63%	69%	94%	81%	100%	98%	102%	105%	105%	82%	53%	105%
MOCA S+C	72%	72%	92%	95%	97%	110%	110%	110%	110%	110%	108%	108%	100%	72%	110%
MOCA PSH	83%	83%	83%	67%	67%	67%	67%	83%	67%	67%	67%	67%	72%	67%	83%
Phoenix Programs MTC PH	0%	0%	0%	0%	0%	33%	56%	78%	167%	67%	89%	89%	83%	0%	167%
Phoenix Programs At Home PH	44%	56%	63%	63%	56%	44%	56%	56%	56%	44%	31%	31%	50%	31%	63%
Sal Army - JC Center of Hope PSH	103%	91%	103%	115%	97%	100%	106%	100%	100%	100%	106%	106%	102%	91%	115%
<b>Total Average:</b>	54%	54%	59%	53%	53%	58%	58%	67%	74%	61%	69%	68%	62%	36%	85%

We found this region to have low utilization rates. This could be an indication of some data quality issues. We have made contact with the agencies in this region to determine why there are low utilization rates across the board and from these conversations we were able to identify a gap in training for these agency's HMIS Users. We are currently working with these agencies to provide technical assistance.

## Region 6 Bed Utilization Report

Monthly Bed Utilization Rates													Average Monthly Utilization Rate	Minimum Monthly Utilization Rate	Maximum Monthly Utilization Rate
Facility Name	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May			
DAEOC ES	105%	100%	85%	35%	60%	60%	55%	75%	75%	75%	80%	105%	76%	35%	105%
Sal Army - Cape G. ES	0%	150%	0%	0%	0%	0%	0%	0%	0%	0%	0%	50%	17%	0%	150%
DAEOC Mississippi County TH	115%	111%	63%	89%	89%	107%	107%	126%	93%	93%	93%	93%	98%	63%	126%
Family Counseling Center TH	0%	25%	38%	25%	25%	13%	13%	0%	0%	0%	0%	0%	11%	0%	38%
DAEOC PSH	88%	84%	76%	64%	68%	80%	80%	72%	92%	92%	92%	88%	81%	64%	92%
DAEOC S+C	140%	137%	134%	134%	137%	137%	131%	137%	137%	137%	137%	137%	136%	131%	140%
Family Counseling Center - Cape G. Women's PH	83%	90%	86%	86%	86%	83%	83%	79%	86%	86%	86%	79%	84%	79%	90%
Family Counseling Center PSH	114%	114%	93%	88%	100%	105%	102%	102%	88%	98%	102%	95%	100%	88%	114%
<b>Total Average:</b>	81%	101%	72%	65%	71%	73%	71%	74%	71%	73%	74%	81%	76%	58%	107%

We found this region to have reasonable utilization rates; however, we also found multiple red flagged cells. These cells show some agencies having high utilization and/or low utilization. In addition, one agency has a 0% utilization rate over a period of several monthly point-in-time counts. An agency's 0% utilization rate drastically affects the region's total average; it may cause an undercount of the number of homeless persons served and an underestimate of the need for homeless residential services in Region 6. The fluctuation of high to low utilization rates among the agencies within this region most strongly point to data entry error. We have been in contact with the agencies that have multiple red flagged cells to determine what might be causing these data quality issues so we can correct them, as well as to assess whether there are any gaps in training.

## Region 7 Bed Utilization Report

Facility Name	Monthly Bed Utilization Rates												Average Monthly Utilization Rate	Minimum Monthly Utilization Rate	Maximum Monthly Utilization Rate
	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May			
SEMO Christian Restoration Center ES	59%	59%	47%	44%	72%	63%	72%	63%	69%	69%	59%	66%	62%	44%	72%
SEMO Family Heartland Center	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
United Gospel Rescue Mission	23%	21%	31%	31%	27%	38%	38%	31%	25%	23%	21%	15%	27%	15%	38%
Ozark Foothills S+C	98%	100%	96%	88%	92%	92%	100%	100%	100%	100%	98%	88%	96%	88%	100%
Ripley Co. Community Caring	73%	73%	73%	73%	73%	73%	73%	73%	73%	73%	73%	73%	73%	73%	73%
<b>Total Average:</b>	<b>51%</b>	<b>51%</b>	<b>49%</b>	<b>47%</b>	<b>53%</b>	<b>53%</b>	<b>56%</b>	<b>53%</b>	<b>53%</b>	<b>53%</b>	<b>50%</b>	<b>48%</b>	<b>51%</b>	<b>44%</b>	<b>56%</b>

We found this region to have low utilization rates. Although low utilization rates could be an indication of some data quality issues, it could also indicate there are more beds available in these communities than there are people who are homeless. We also found one agency has a 0% utilization rate for all monthly point-in-time counts which is concerning. An agency's 0% utilization rate drastically affects the region's total average utilization rate. In addition, it may cause an undercount of the number of homeless persons served and an underestimate of the need for homeless residential services in this region. Furthermore, although other agencies in this region have reasonable utilization rates, these rates actually stay the same over a period of several monthly point-in-time counts. This may point to some data quality issues. We are currently working with all agencies to determine if they face any barriers in entering quality data. The information presented in this report gives Region 7 the opportunity to collaborate and address several regional issues.

### Region 8 Bed Utilization Report

Monthly Bed Utilization Rates													Average Monthly Utilization Rate	Minimum Monthly Utilization Rate	Maximum Monthly Utilization Rate
Facility Name	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May			
Samaritan Outreach Center ES	81%	75%	75%	56%	38%	13%	56%	88%	69%	56%	25%	81%	59%	13%	88%
Ozark Action S+C	106%	103%	112%	100%	91%	88%	97%	97%	97%	97%	112%	103%	100%	88%	112%
<b>Total Average:</b>	94%	89%	94%	78%	64%	50%	77%	92%	83%	77%	69%	92%	80%	50%	100%

We found this region to have reasonable utilization rates with the exception of two monthly point-in-time counts where there was low utilization. We are currently working with the agencies in this region to determine if: (1) one of the agencies has overflow/voucher bed, which may explain why some of their monthly point-in-time counts show a utilization rate over 100%, and (2) the agencies face any barriers in entering quality data into HMIS.

### Region 9 Bed Utilization Report

Facility Name	Monthly Bed Utilization Rates												Average Monthly Utilization Rate	Minimum Monthly Utilization Rate	Maximum Monthly Utilization Rate
	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May			
Christian Associates Harbor House TH	11%	28%	38%	39%	35%	38%	33%	30%	31%	26%	25%	25%	30%	11%	39%
Church Army Branson TH	89%	84%	78%	84%	86%	76%	86%	89%	89%	92%	89%	84%	86%	76%	92%
OACAC S+C	279%	242%	232%	229%	218%	218%	213%	213%	216%	216%	221%	221%	227%	213%	279%
<b>Total Average:</b>	126%	118%	116%	117%	113%	111%	111%	111%	112%	111%	112%	110%	114%	100%	137%

We found this region to have high utilization rates. The reason for this is because OACAC shows a utilization rate for each monthly point-in-time count to be over 200%. A 200% utilization rate means there are twice as many people in the program as there are available beds. Since this is not feasible, it indicates there is data entry error. We also found Christian Associates to have extremely low utilization rates. We are currently working with the agencies in this region to determine if there are any barriers to entering quality data into HMIS, as well as to assess any training needs. Although high and low utilization rates are most commonly due to data entry error, it could also be an indication that this region has more people who are homeless than there are available beds in the area; this is an opportunity for Region 9 to collaborate and address a regional issue.

### Region 10 Bed Utilization Report

Monthly Bed Utilization Rates													Average Monthly Utilization Rate	Minimum Monthly Utilization Rate	Maximum Monthly Utilization Rate
Facility Name	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May			
FAITH, Inc. TH	35%	25%	40%	30%	35%	60%	65%	65%	65%	55%	40%	60%	48%	25%	65%
Johnson County HELP	175%	163%	163%	163%	163%	163%	175%	169%	169%	169%	169%	169%	167%	163%	175%
PCCP PSH	110%	106%	106%	110%	113%	77%	100%	100%	113%	113%	113%	106%	106%	77%	113%
<b>Total Average:</b>	107%	98%	103%	101%	103%	100%	113%	111%	116%	112%	107%	112%	107%	88%	118%

We found this region to have high utilization rates. We are currently working with the agencies in this region to determine if there are any barriers to entering quality data into HMIS, as well as to assess any training needs. Although high utilization rates are most commonly due to data entry error, it could also be an indication that this region has more people who are homeless than there are available beds in the area; this is an opportunity for Region 10 to collaborate and address a regional issue.