

**HMIS Information and Discussion Session Meeting Minutes**  
**Region 3**  
**September 7, 2011 – 4:00 PM**  
**Northeast Missouri Community Action Agency (NMCAA)**  
**215 N Elson, Kirksville, MO**

**Attendees:**

Mindy Garrett, Northeast Missouri Community Action Agency (NMCAA)  
Patti Preston, Kirksville Housing Authority  
Lindsay Wallace, Missouri Association for Social Welfare (MASW)

**HMIS User/Agency Survey Feedback:** Lindsay Wallace presented the “HMIS Project Response to Agency Feedback” handout. It was explained that the HMIS staff took all the comments received in all 10 regions and worked with MISI to address each comment, issue or concern. While the HMIS team structured user/agency surveys to go out every quarter, Lindsay stated they should look for the next survey in December. The surveys will now be structured in a way that there is time to discuss surveys at a regional housing team meeting and then work with MISI to address any concerns.

**Target Population Training:** Lindsay announced the fourth target population training which is on HIV/AIDS. The first live webinar will be Tuesday, October 4 at 10 a.m. The second live webinar will be in the afternoon on Thursday, October 20. A notice will be sent to all HMIS Users to register for the live webinars. For those who are required to take it, they have six weeks after the first live training to take the training to be in compliance, so for HIV/AIDS, the training needs to be viewed and the evaluation form completed before November 15. Agencies out of compliance with the target population training requirements are Kirksville Housing Authority.

**HPRP:** Lindsay presented the handouts created by the HMIS HPRP Project Coordinator, Krystal Searcy. All HPRP programs need to meet the reporting requirements and ensure their data is accurate with HMIS before they are closed out of the system. Even if an agency’s contract with DSS is ending, it does not mean the contract between HMIS and DSS is ending. Agencies are still responsible for data entry errors and corrections until such time HMIS closes out their contract with DSS. If there are any questions, Lindsay said that they should contact Krystal.

Lindsay reminded all agencies to update the client file at program exit, including housing status. HMIS has found discrepancies among all funded agencies, not just HPRP, that show a housing status of literally homeless at program exit and a destination to permanent housing. Patti Preston asked if updating the housing status during updates would change the eligibility status of the client. Lindsay stated the housing status should only be updated at exit and not while the client is currently in the program.

**Performance Improvement:** Lindsay explained the HMIS Team is starting to look at performance measurement across the agencies, and the first report focused on bed utilization.

A bed utilization rate shows on a given night the percentage of beds occupied in an emergency shelter or housing program. Lindsay referenced attendees to the HMIS Bed Utilization report and walked through the four common problems outlined in the handout.

Agencies provided explanations for red-flagged cells in the HMIS bed utilization report. Patti Preston stated her percentages didn't seem to be right, especially with the wait list Kirksville Housing Authority currently has. Lindsay explained that for Shelter plus Care agencies, these numbers may not be a true indication since their capacity fluctuates on a monthly basis. Lindsay will work with Patti to address the discrepancies.

Lindsay referenced the bed utilization tip sheet as a helpful tool for shelters and housing agencies to calculate bed utilization rates on their own. As grants continue to hold agencies more accountable, Lindsay encouraged agencies to use the data they put into HMIS for community planning and funding purposes.

With the increased focus on data, Lindsay reminded agencies of the self-monitoring plans that are set up to ensure agencies are reviewing their data. To help with that process, the HMIS Project is working with MISI to develop data self-monitoring webinars, which we hope to present in October. Those webinars – which are not required – will help you know which reports to run, how to run them, and perhaps more importantly, how to identify potential errors and fix them.

**HMIS Resource Sheet:** Lindsay referenced the resource sheet within the packet given to attendees. Many were touched on during the meeting, and she also referred agencies to the cultural competency resources as a follow-up to conversations during the June Regional Housing Team Meetings.

**Agency Updates:** Mindy Garrett stated NMCAA would not be applying for the ESG or MHTF grants for FY2012. Lindsay stated she will work with Mindy to close out this agency's access into HMIS for these two funding streams.