

**HMIS Technical Assistance Session Meeting Minutes**  
**Region 7**  
**September 9, 2010 – 10:30 AM**  
**United Gospel Rescue Mission**  
**Poplar Bluff, MO**

**Attendees:**

Carolyn Hayes – Ozark Foothills Planning Commission; Margaret Moore – SEMO Christian Restoration Center; Marks Higgerson – United Gospel Rescue Mission; Melissa Morgan – Ozark Family Resource Agency; Kim Kellerman – Ozark Family Resource Agency; Roxanne Parker – MASW; Bob Sobule – MASW.

**HMIS Staffing Changes:** Bob Sobule introduced himself as the new Homeless Prevention Rapid Re-housing (HPRP) Project Coordinator and attendees were informed that all HPRP specific questions would be directed to him from now on. It was stated that Joanne Ivey was now the Project Assistant and that Lindsay Wallace would be the HMIS Project Coordinator for Regions 2,3,4,5, and 10 and that Roxanne Parker is the HMIS Project Coordinator for Regions 1, 6, 7, 8, and 9 Copies of contact information for each staff member were passed out.

**Website Updates:** Roxanne Parker reported the HMIS website, [www.masw.org/HMIS](http://www.masw.org/HMIS), was now up to date and current with all necessary information in regards to Regional Housing Team Meetings, the HMIS Steering Committee, Forms, and Training and Technical Assistance. Roxanne reported the HMIS trainings would be consolidated from its current set up as Basic, Advanced, and HPRP-specific trainings to Homeless Prevention Services and Housing Services trainings. The website will reflect this change as soon as the trainings are set up. Roxanne also requested that any suggestions or concerns about the website be directed to Joanne Ivey, HMIS Project Assistant.

**Agency Procedure Manual:** Bob Sobule reported that MASW staff has been working towards completion of the Agency Procedure Manual which will include all documents, policies, and procedures that are required by any Partner Agency and HMIS Users who participate in HMIS. Bob reported the Agency Procedure Manual will be submitted to the HMIS Steering Committee in October for revisions and approval and will be sent to Agencies at the next Regional Housing Team Meeting or at their site visit. Bob also informed attendees that an electronic version of the manual will be posted to the website once approved.

**Site Visits:** Roxanne Parker reported the Technical Assistance Assessment form used during Site Visits is being edited for content and will be provided prior to any site visit scheduled. Roxanne reported that she will visit each Agency by March 31, 2011 and if an Agency has not received a site visit since April 1, 2010, that Agency will be receiving one soon. Roxanne asked that an Agency notify her of any technical assistance needs prior to the scheduled site visit so that the appropriate amount of time can be allotted and she can be prepared to address specific training needs. In addition, Roxanne asked that each Agency be flexible as much as possible in scheduling the site visit as HMIS staff travels in a loop.

**Target Population Trainings:** Bob Sobule reported on a collaborative training between the Missouri Association for Social Welfare (MASW) and the Missouri Coalition against Domestic and Sexual Violence (MCADSV) entitled the *Intersection between Homelessness and Domestic Violence*. This training came about in response to the series of seven health questions now required by the U.S. Department of Housing and Urban Development (HUD) for the individual who does the client intake

to ask, in particular the one surrounding domestic violence. Bob reported the goal of the training was to identify and connect clients with the resources available to them in their community, to make the individual who does the client intake to feel more comfortable in asking the question, and to provide a suggested framework for how to ask the question and respond to the possible answers. Bob reported there were 31 agencies who participated and for any of those individuals who did not get to participate in the training that a recorded version of the training and its materials will be posted to the website within the next month or two. Bob also reported that this information will serve as an educational component to the 2010 Homelessness Awareness Day event to take place on November 18, 2010 at the Capitol Building. Bob reported that other target population trainings will be taking place in the future for the six other questions also required by HUD, for example, through the Department of Mental Health (DMH) and the Department of Social Services (DSS). Bob encouraged attendees to provide suggestions and/or resources for these trainings/podcasts to take place.

**Data Quality:** Roxanne Parker discussed ways to assess data quality including running the appropriate reports in the HMIS database and cross-checking with that Agency's paper files. Roxanne encouraged all Agencies to run these reports, at a minimum, on a monthly basis to make sure that data is accurate. Roxanne reported during site visits she will be working with each user on which reports s/he should be running, how to read the report and identify the errors, and how to fix them.

**Exiting Clients:** Bob Sobule reported that anyone who has to run an Annual Performance Report (APR) must record case management; this includes any SHP, HPRP, or S+C program. Roxanne reported the most common error among users in the Balance of State Continuum of Care (BoS CoC) is forgetting to exit their clients out of case management and/or to move their clients out of housing. Roxanne stated you must record exits otherwise the individual cannot be put in the database as receiving services from another agency. Roxanne reported that the housing status must be updated upon exiting all programs *except* for Emergency Shelter.

**HPRP Data Monitoring and Reports:** Robert Sobule reported he would be getting in touch with all HPRP Agencies to discuss reports, identifying errors, and correcting those errors. Robert reported he will be working with each agency directly to correct any old data errors. Robert reported he had a tip sheet of how to record service dates for any of those individuals who would like a copy.

**Specific User Questions:**