

**HMIS Information and Discussion Session Meeting Minutes**  
**Region 8**  
**September 7, 2011 – 8:30 AM**  
**Texas County Food Pantry**  
**102 A East Hwy 17, Houston, MO 65483**

**Attendees:**

Kathy Barron, Christos House  
Cindy Haley, Texas County Food Pantry  
Lori Holden, South Central MO Community Action Agency  
Michelle Jackson (proxy), Samaritan Outreach Center  
Sister Clare Reinert, Texas County Food Pantry  
Terry Sanders, Ozark Action, Inc.  
Melanie Self, Texas County Food Pantry  
Liz Gebhart, Missouri Association for Social Welfare (MASW)  
Jennifer Miller, Missouri Housing Development Commission

**HMIS User/Agency Survey Feedback:** Liz Gebhart thanked everyone for the great comments that were provided at the last round of Regional Housing Team Meetings. The HMIS staff took all the comments received in all 10 regions and worked with MISI to address each comment, issue or concern. Liz referred attendees to the “HMIS Project Response to Agency Feedback” handout that outlines the responses to each concern, highlighting the change that under the family tab is ROSIE, there is now a “significant other” relationship category to capture unmarried couples in a household. While the HMIS team structured user/agency surveys to go out every quarter, Liz said 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 team meeting and then work with MISI to address any concerns. The HMIS team felt it would allow more time for agencies to notice changes before completing another survey.

Melanie wanted to see if there was any progress in having “Don’t know” as a race response option in ROSIE. Liz said it should be updated and she would look into it. Melanie also asked if we could update the ROSIE intake form to reflect the change in relationship status since it was updated in ROSIE to have significant other.

**Target Population Training:** The HMIS team is developing 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. An email will be sent when those are approaching so people are able to register. Liz reminded attendees that target population trainings are required for all Shelter Plus Care and Supportive Housing Program HMIS Users. Those HMIS Users 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 before November 15. Liz was asked if it would be possible to get the trainings or resource sheets in printed form, which Liz said she would bring up with the HMIS Project team.

**HPRP:** As some HPRP agencies come to a close, Liz reminded HPRP agencies that they are obligated to meet all reporting requirements and need to ensure their data is up-to-date and accurate with the HMIS Program before they are closed out with HMIS. For agencies who want to start looking at potential data entry errors, the HMIS HPRP Coordinator Krystal Searcy has provided handouts that agencies can utilize. One important data element to be looking for with all housing programs is the housing status. When exiting a client, the housing status and destination under the shelter/stats tab in the client’s record needs to be updated. Additionally, those two answers should be consistent. There are several clients in ROSIE who have a housing status at exit as “Stably Housed” but the destination was entered as “Unknown.” Those answers aren’t

matching up, so we want to ensure that the information being entered when a client exists is accurate and consistent. Additionally, Liz reported that the HMIS Project noticed that there is some confusion about what to put monetary value with. To prevent confusing people, Krystal asked HPRP agencies to read over the “Value/assistance amounts” section and contact her if they have any questions or remain confused. Finally, Krystal also provided a resource for wrapping up HPRP. On the resource sheet handout is a link to a webinar that has a comprehensive phase-out plan for HPRP programs. It has tips for programs that plan to continue services through year 3 as well as a best practices/lessons learned outline by the Colorado Coalition for the Homeless.

**Performance Improvement:** Liz reported that 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 how many people were sheltered at an emergency shelter or housing program on a given night. Liz referenced attendees to the HMIS Bed Utilization report and walked through the four common problems outlined in the handout. It was stressed that a “red flag” doesn’t mean an agency is in trouble – it just serves as an indicator to the HMIS Project Coordinator to take a closer look at what’s going on with data entry and service at the agency. This type of report can help regions start collaborating and getting a sense for where need might exist.

Terry felt this type of report would be useful for an agency like Samaritan Outreach Center but it would be useless for Ozark Action, Inc. because their S+C program only goes by dollar amount and he has no control over who to house or when. This led to a conversation about turn-aways so that the region could capture people they were unable to serve. Melanie said they would like to track numbers but wouldn’t want to do it in ROSIE. Samaritan Outreach Center does keep track of who they turn away but Terry wasn’t sure what format they used for that.

With the increased focus on data, Liz reminded agencies of the self-monitoring plans that are setup 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. Melanie asked if those webinars could be recorded and put on our website, and Liz said she would bring that suggestion back to the HMIS team.

**HMIS Resource Sheet:** Liz 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 had at the June Regional Housing Team Meetings.

**Best Practices Feedback:** Liz said that the HMIS project would be awarding an agency for being a best practice in using HMIS. She asked how agencies were using their data, particularly if they were using it for more than just the required reports. Agencies said they often use other databases to capture information for grant application. Texas County Food Pantry would like to do more with ROSIE with their different funding sources.

**Agency Update:** Texas County Food Pantry put together their binder for self monitoring, and SCMCAA doesn’t have funding to spend for HPRP.