

**HMIS Information and Discussion Session Meeting Minutes**  
**Region 4 - Trenton**  
**March 9, 2011 – 8:30 AM**  
**Green Hills Community Action Agency**  
**1506 Oklahoma Avenue, Trenton, MO**

**Attendees:**

Melissa Galbreath, Green Hills Community Action Agency (GHCAA)  
Martha Buckman, Good Samaritan Center  
Faye Flanagan, The Salvation Army - Chillicothe  
Lindsay Wallace, Missouri Association for Social Welfare (MASW)

**HMIS Staffing Changes:** Lindsay Wallace stated the southern HMIS Project Coordinator, Roxanne Parker, is no longer with MASW. Lindsay stated MASW is in the process of interviewing applicants and hopes to have a replacement hired within the next month. She reported Sandy Wilson is now the contact for the southern region until a new HMIS Project Coordinator is hired. Notification regarding Roxanne's replacement will be sent out via e-mail.

**HMIS User/Agency Survey:** Lindsay Wallace stated the HMIS Project had created an HMIS User/Agency Survey to evaluate the HMIS Project and to identify areas where the project needs improvement. She stated this survey had been sent out in an e-mail several weeks ago, but will be sent out again within the next week. HMIS Users have until March 25<sup>th</sup> to complete the survey. To complete the survey online, you may access the link at: <http://www.surveymonkey.com/s/Y93R6V7>.

**Agency Procedure Manual:** Lindsay Wallace reported that MASW staff has been working towards completing the Agency Procedure Manual which will include all documents, policies, and procedures that are required by any Agency and its HMIS Users to participate in the HMIS. Lindsay reported the Agency Procedure Manual was submitted to the HMIS Steering Committee in October for revisions and approval and was sent back to HMIS staff for additional topics to be included and edited. Lindsay apologized that the process was taking longer than expected but expected to have the manual approved in 2011 and delivered to agencies at the next Regional Housing Team Meeting or at their site visit. Lindsay also reported an electronic version of the manual will be posted to the website once approved.

**Site Visits:** Lindsay Wallace reported the Technical Assistance Assessment form used during Site Visits has been edited for content and will be provided prior to any site visit scheduled so that should an agency need to fix anything, they have the opportunity to do so before staff comes on site. Lindsay 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. Lindsay 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. In addition, Lindsay asked that each agency be flexible as much as possible in scheduling the site visit as HMIS staff travels in a loop. Lindsay reported that in the 2011-2012 contract year there would be two site visits for each agency. The first site visit will take place between April 1 and October 1; the second site visit will take place between October 1 and March 31.

**Target Population Trainings:** Lindsay Wallace reported the Revised Technical Standards now require the individual who does the client intake to ask a series of 7 health questions. She stated the intention of the medical questions required by HUD is for the intake worker to identify the resources available in their community and connect the client to those resources. She also stated the HMIS Project recognizes that the front line workers are not advocates for each of these particular areas, nor do they expect them to be so MASW has been working in collaboration with agencies throughout the state to create target population

trainings that will provide basic information on that specific health question. This will enable the individual who does the client intake to be more knowledgeable of the resources available to those individuals; to make them feel more comfortable in asking the question so much that they do not skip over the question in the first place; and to make sure that they ask it in a way that is not unethical. Lindsay reported the HMIS Project has already had one successful training entitled the *Intersection between Homelessness and Domestic Violence*. She reported there will be five others taking place on the following topics:

- Mental Health
- Substance Abuse
- HIV/AIDS
- Chronic Health Conditions and Other Physical Disabilities
- Developmental Disabilities

Lindsay reported these are all required trainings for any HMIS User who works for a Supportive Housing Program (SHP) or Shelter Plus Care (S+C) funded agency. She stated two live trainings will take place through GoToWebinar for the topics mentioned. The third one will be recorded and posted to the HMIS website. Lindsay reported each HMIS User has six weeks to complete each training; however, if an HMIS User has received other training that meets the requirements of the specified webinar, his/her agency director can certify to the HMIS Project that s/he does not need to attend the webinar. Lindsay reported if a User needs to attend the webinar, s/he will need to complete the on-line evaluation form provided to them and a certificate of completion will be sent to them and placed in their agency's file. Lindsay also stated that since the HMIS Project has already done the live trainings for the DV question, any HMIS User who works with SHP or S+C funding will need to access the podcast via the HMIS website, view it, and complete the evaluation form, or have their agency director submit a self-certification letter. Lastly, **Lindsay reported the next target population training will be on mental health and will take place in April; the first live training will be on April 11<sup>th</sup> at 10 am and the second live training will be on April 18<sup>th</sup> at 1 pm.** On April 19<sup>th</sup>, the training will be recorded and posted to the website sometime during that week. Lindsay reported official notification of this training had not been sent out yet, but would be coming out soon. Registration for this training will be available once notification has been sent out.

Melissa Galbreath asked what the difference was between an SHP and a S+C funded agency and what the programs were for. Lindsay stated the Supportive Housing Program (SHP) was permanent housing for persons with disabilities and so was the Shelter Plus Care Program (S+C). Lindsay also stated the SHP funds were administered through the Continuum and that the S+C program was run by the Department of Mental Health.

**New HMIS Training Structure:** Lindsay Wallace explained the past process of how HMIS User training was set up. Lindsay reported this training structure changed beginning January 1, 2011 and the trainings are set up as HPRP training, Housing training, and Emergency Assistance training which includes all non-housing assistance except for HPRP. Lindsay reported this training schedule is posted to the HMIS website for individuals to access as new HMIS Users are needed to be trained. Additionally, these trainings now include a section on reports. With self-monitoring plans being required of agencies now, Lindsay encourage any HMIS User who was not familiar with what reports they should be running to attend these new trainings as a refresher course. Lindsay stated if an HMIS User wishes to go through a refresher course, they just need to contact her and she will take care of the registration.

**Self-Monitoring Plan:** Lindsay Wallace reported that the HMIS Steering Committee voted to require all agencies to show the HMIS staff during site visits their self-monitoring plan. Lindsay stated the goal of a self-monitoring plan is to ensure data is entered in a timely fashion; to ensure data is entered accurately; and to proactively identify and correct any errors on required funder reports. Lindsay explained that each agency will develop their own self-monitoring plans with the assistance of their HMIS Project Coordinator. She

explained further that once the self-monitoring plan is created, the agency will be required to show how they are following that self-monitoring plan in their next site visits.

**HMIS Partner Agency Expansion:** Lindsay reported that the HMIS Project has identified over 70 agencies throughout the state that need to be enrolled. She reported she has been working with several agencies in the last couple of months and service providers should note the list of partner agencies on the HMIS website will be expanding. Additionally, Lindsay explained most of these agencies are faith-based organizations and so getting them enrolled is a bit more difficult as they are not mandated to enter and most are staffed by volunteers. Lindsay asked for assistance from current HMIS Users in spreading the word.

**HPRP:** Lindsay Wallace reported that Bob will be scheduling site visits for April. If an agency hasn't received one yet, that agency will be top priority. Lindsay stated Bob will also be working with each agency to create a self-monitoring plan in regards to their HPRP funds. Additionally, the QPR is at the end of March and everyone needs to make sure they are documenting their case management and exiting them out. Lindsay stated to contact Bob if there were any questions.

**2011 Regional TA Session Structure:** Lindsay Wallace reported that moving forward into 2011, Technical Assistance Sessions during Regional Housing Team Meetings will be covering more broad topics and will focus less on agency-specific questions. Lindsay stated they are looking at covering topics such as: target population trainings, site visits, website updates, new forms, news stories for best practices, and current HMIS TA issues. Additionally, Lindsay stated other topics will be included as the need arises and asked for feedback from attendees.

Melissa Galbreath suggested reaching out to maaclink to have discussions about being able to bridge the two programs together or to export data as it would make things easier for HMIS Users in the community action agencies throughout the Balance of State. Melissa also suggested having a resource sheet available and a best practices sharing session during the HMIS Information and Discussion Sessions of the Regional Housing Team Meetings.