

HMIS Technical Assistance Session Meeting Minutes
Region 4
December 9, 2010 – 11:15 AM
Via GoToWebinar and Conference Call

Attendees:

Martha Buckman, Good Samaritan Center
Jennifer Chappel, Good Samaritan Center
Catherine Driskell, Catholic Charities
Laura Moore, Catholic Charities
Melissa Galbreath, Green Hills Community Action Agency
Tim Rockhold, Green Hills Community Action Agency
Stacy Pacholick, The Salvation Army

HMIS Staffing Changes: Lindsay Wallace stated the HMIS Project is fully staffed now. She reported that Kelli Dorsey was hired as the new HMIS & Special Projects Administrative Assistant.

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.

Laura Moore with Catholic Charities asked if an agency serves multiple counties would HMIS staff be doing site visits at each county. Lindsay stated HMIS staff would do compliancy visits in any county that does data entry in their offices. Melissa Galbreath with Green Hills Community Action Agency stated their agency serves multiple counties, but data entry is done at one office. She asked if the original copy of the Client-Consent Release of Information form needed to be at the central office where data entry is done or would it stay at the county office. Lindsay explained that if they are scanning the client files from the county office back to the central office, including the Client-Consent form, then keeping the original at the county office should be fine so long as if the original is asked for that they can provide it.

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 each month beginning in January 2011 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 User has six weeks to complete each training; however, if a 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 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 an e-mail outlining all the details of such trainings and requirements will be sent to all Users within the next couple of weeks when details are finalized.

New HMIS Training Structure: Lindsay Wallace explained the current process of how HMIS User training is set up. Lindsay reported this training structure would be changing beginning January 1, 2011 and the trainings will be 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 will be posted to the website for individuals to access as new Users are needed to be trained.

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 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.

APR's: Lindsay Wallace reported that if you are an SHP funded agency you are required to run your HMIS APR and use those numbers to complete the HUD APR form. When this form is submitted to HUD, each agency has also been asked to submit a copy to the Continuum of Care (CoC). In the

copy you submit to the CoC, you must include a copy of the HMIS report that you ran and used to complete your HUD APR. Do not include your HMIS APR report with the HUD APR you submit to HUD – only to the CoC. These numbers are to match.

Laura Moore with Catholic Charities asked with the recent changes in the look of the HUD APR if the APR in ROSIE was going to match it better. Lindsay stated she would be in touch with Deb and see if changes could be made and get back with Laura.

HPRP: Lindsay Wallace reported that if you are an HPRP funded agency, you should be looking over your data for the QPR as soon as possible. Lindsay stated the QPR is due on December 31, 2010. Lindsay also reported the first APR for HPRP is due January 7, 2011 and he will continue to schedule site visits with HPRP funded agencies to address their self-monitoring plan.

ROSIE Intake Form: Lindsay Wallace reported the ROSIE Intake Form has been edited and approved by the HMIS Steering Committee and has been posted to the HMIS Website as a helpful tool for agencies' intake workers. Lindsay stated this form should be look at and edited for content if an agency intends on handing the form directly to the client. What is on the intake form is specific to what is in the ROSIE database and what HUD requires the intake worker to ask.

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.

Additional Questions Not Falling Under Any of the Above Topics: Melissa Galbreath with Green Hills Community Action Agency asked how she could ensure she was entering data correctly. Lindsay stated she could be running her agency reports and working with Lindsay to know how to read them and correct any errors. Additionally, Lindsay stated if Melissa wanted to go through a refresher course, she was more than welcome to and Lindsay could get her registered for the next available training. Melissa said she would work with Lindsay to get registered for another training.