

**HMIS Technical Assistance Session Meeting Minutes**  
**Regions 8 & 9**  
**December 1, 2010 – 11:15 AM**  
**Via GoToWebinar and Conference Call**

**Attendees:**

Alan Catron - Christian Associates of Table Rock Lake; Jocelyn Fisher - Christian Associates of Table Rock Lake; Terry Sanders - Ozark Action, Inc. West Plains; Carolyn Hayes - Ozark Family Regional Planning Commission; Sister Clare Reinhart - Texas County Food Pantry; Camiel Wilson – Salvation Army – Branson; Roxanne Parker – MASW; Bob Sobule – MASW; Jennifer Miller – MHDC.

**HMIS Staffing Changes:** Roxanne Parker stated the HMIS Project is fully staffed now. She reported that Kelli Dorsey was hired as the new HMIS & Special Projects Administrative Assistant. Roxanne then directed everyone to the HMIS website and demonstrated the location of the “Staff” page of the website which contains contact information for the HMIS staff.

**Agency Procedure Manual:** Roxanne Parker 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. Roxanne 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. Roxanne 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. Roxanne also reported 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 has been edited for content and will be provided to the agencies when their site visit is scheduled. Roxanne reported that if she has not already done so, she will visit each agency by March 31, 2011. 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. 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:** Roxanne Parker 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. Roxanne reported the HMIS Project has had one successful training entitled the Intersection between Homelessness and Domestic Violence. She reported there will be five others taking place in 2011, with the first one being offered in January. The following topics will be covered:

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

Roxanne reported these are all required trainings for HMIS Users who work for a Supportive Housing Program (SHP) or Shelter Plus Care (S+C) funded agency. She stated two live trainings will be offered through GoToWebinar for the topics mentioned. The third one will be recorded and posted to the HMIS website. Roxanne 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. Roxanne 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 at the HMIS project office. Roxanne 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, Roxanne 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:** Roxanne Parker explained the current process of how HMIS User training is set up, with HPRP, Basic & Advanced trainings being offered. Roxanne 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. Roxanne 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:** Roxanne Parker reported that the HMIS Steering Committee voted to require all agencies to develop and utilize a self-monitoring plan. Roxanne 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. Roxanne 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 during their next site visits.

**APR's:** Roxanne Parker reported that SHP funded agencies are required to run 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 must to match – any data errors in HMIS must be corrected prior to completion of the HUD APR.

**HPRP:** Bob Sobule reported that HPRP funded agencies should be looking over data for the QPR as soon as possible. Bob stated the QPR is due on December 31, 2010. Bob 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:** Roxanne Parker 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. Roxanne stated this form should be looked 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:** Roxanne Parker reported that in 2011, Technical Assistance Sessions during Regional Housing Team Meetings will be covering more broad topics and will focus less on agency-specific questions. Roxanne stated that HMIS staff is 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 in addition to other topics as the need arises.