HMIS Advisory Board Meeting

3/12/2024

Attendees

Ashley Brozenski, Racquel McGlashen, Angel (HSN, HMIS Operations Manager), Brad Sefter (HCCH Outreach Specialist), Tim Reed (HMIS Partner Support Specialist), Amanda, Angel Jones, Janice Roberson (Orlando Union Rescue Mission Family Home Director), Andrea Chirinos (Impower, Supportive Housing Program Manager), Annina Quarantello (City of Orlando, Homelessness Outreach Coordinator), Devon (Step Up), Jennifer Ortiz (Seminole County, Project Manager), Ixchelle Hicks (Impower, PESS Case Manager), Juan Correa (The Transition House, Shallow Subsidy Case Manager), Michael Harris, Kare, Pupo (CASL), Lucasch, Marlo Pearson, Mary Jo Reynolds, Jill Poffenbaugh (Hope Partnership – Director of Hope Center & Cares), Elizabeth (Step Up, Outreach Coordinator,), Reyes (Step Up), Raymond Luther (Step Up), Sabrina Weier, John Jones (CASL Orange County TEAM LEAD), Nadia Beaubrun, Zeus Gonzalez (Pathlight HOME, Administrative Coordinator), Erik Perez (Community Legal Services, MLP – Staff Attorney), Eric Bello (United Against Poverty, Crisis Navigator), Greta, Steven DelRe (Sunshine Health, Housing Pilot Supervisor), NHenderson, Twalla Williams, Kelly Kritikos (HOPE Helps Resource Specialist), Dewey Wooden (HCCH), David Schneider (IMPOWER Florida, Supportive Housing Case Manager), Caren Olson, Phillip Mccormick (Aspire Health Partners Veterans GPD, Director), Linda Shiflett, Noor Al-Suffi (PATH Team Lead with CASL), Karrie Beebe (Community Legal Services), Tyler Claitt, Danielle Landaal (IDIgnity, Program Director), Warren (HCCH Program Manager), StepUp – Outreach, Norris Henderson (Heart of Florida United Way, Mission United Manager), Mike H (Covenant House, Case Manager)

Notes

- Call to order (Brad Sefter)
- Committee Role Call
    - In attendance: Brad Sefter & Danielle Landaal
- Approval of minutes from 1/9/2023 (no quorum)
- Agenda approval (voice vote): (no quorum)
- Kohoot Introduction: Icebreaker game
- Data Quality Plan Updates (Ashley)
    - 2023-2024 Data Quality Plan is on the website: www.hmiscfl.org/data-quality-plan
    - Changes:
        - Race & Ethnicity have been combined (October 2023) (1 score now)
        - Monthly monitoring – reduced to quarterly (mid-2023)
        - Consistency (user log-in review) – automated instead of manually pulling monthly. This sees who is logging into the system.
        - Projects with Auto-exit feature are not evaluated for income at exit – this feature doesn't allow for the income field to be filled in. SSO projects not evaluated for exit destination if they have auto-exit feature

- Review of Q1 Data Quality (Ashley)
  - Oct 23 – Dec 23
  - CoC as a whole:
    - Goal: errors below 15% (no tolerance for errors above this)
    - Most error rates are below 15% (especially relationship to household, etc)
    - Highest error: inactive records for street outreach (doesn't count against score, but shows up on scorecard)
      - Enrolled for 90 days without living situation update
      - There is documentation being prepared around this for SSOs
    - Highest error rates: income at annual assessment
      - HP projects: highest average error rate
      - This is how we evaluate income changes. Income increases are something we report on (these are a positive!)
    - Second highest: Timeliness (entering data within 3 days)
      - PSH: highest
    - Most prevalent grade: F
      - Second most prevalent: A
      - HP: highest percentage of failing grades
      - Services Only: highest percentage of As
    - Agencies with the highest: Family Promise, Park Place Behavioral Health Care, Recovery House, Rescue Outreach Mission, Seminole County, Transition House, Wayne Densch
  - Reporting Season Updates
    - 1/17/24: LSA – completed
    - 3/13/2024: System Performance Measures – being submitted tomorrow (10/1/22 – 9/30/23)
    - 4/30/24: PIT Count. Important data: Relationship to HoH, Date of Birth, Race, Gender, Vet Status, Enrollments
    - 4/30/24: HIC Data Points. Important data: Total Beds, Total Units, Household Types
- SPM Submission Review (Ashley)
  - System Performance Measures – metrics that are used to evaluate system-level performance. Nearly everything each agency does is included in SPMs. These encourage communities to coordinate efforts across different projects / funding sources. This data is reported to HUD in the NOFO.
  - Projects that are not in SPM: Services only, Homelessness Prevention, Other
  - Evaluate each year against the previous year; chart shows the goal of those trends for each measure
  - Measure 1: Length of time homeless
    - How long people experience homelessness in emergency shelter & transitional housing projects
    - Goal: decrease this number
    - Number has decreased in our community (or stayed stable)
    - Timely exits affect these values
  - Measure 2: Returns to Homelessness
    - Enrolled, exited to permanent housing, then reentered system
    - Goal: decrease

- Number has decreased in our community (or stayed stable): increased for SO / TH (there is a smaller pool for these); PH & ES have larger amount of participants
- Highest rate of return in shortest months: SO
  - Measure 3: Number of People Homeless
    - Goal: decrease
    - Total has decreased from last year (5301 -> 5105); PIT count from last year: larger number of unsheltered, lower number of ES
  - Measure 4: Employment and income growth
    - Goal: increase
    - Employment as increased for both stayers and leavers, Non-employment income has decreased for both stayers and leavers
    - Annual assessments affect this measure. Make sure we're getting this data in our system.
  - Measure 5: Number of People First-Time Homeless
    - Goal: decrease
    - "First time"= no engagement in the last 2 years; Has slightly increased over time
  - Measure 7: Permanent Housing Placement and Retention
    - Goal: Increase
    - Retention has stayed consistent (>90%); Successful exits decreased significantly for SO
    - COVID funding ended, so projects closed – everybody had to be exited. SO doesn't often know where people went, especially if funding ended
  - Exit Destination Errors
    - Want fewer people to have "client doesn't know, no exit interview, etc)
    - Have consistently been <20% over the last few years; RRH was low in 2023; SO: high because of COVID funding ending and project closure
  - These will be updated on the dashboard (link)
  - How can we help?
    - Clean data quality!
    - Annual assessments make a big difference
    - Summary Dashboard (link)
- Deep Dive: Auto-Exit Feature (Angel)
  - Auto-exit a client if they haven't received a qualifying service in a specific number of days. Exit date = date of the last qualifying service (Qualifying services: can indicate that we want to apply auto-exit to that service.)
  - Agency specifies:
    - Qualifying service
    - Number of days before the auto-exit is enacted (can be done by project type)
    - Can also choose to be notified if client hasn't received a qualifying service in a specified number of days
  - Pros:
    - Help us stay on top of client exits (especially if there is high turnover)
    - Good for projects with high number of enrollments (with overdue exits)
    - SO: improved data quality for inactive records

- - - Better data quality & accuracy for annual assessments
  - Cons:
    - Only good for specific project types (not good for Permanent Housing, RRH, PSH)
    - Poor data quality for those exited by auto-exit because you can't enter where the client went
    - Exits go back to last qualifying service received – this affects reporting for previous months
  - Auto-exits do affect data quality
    - Makes it "no exit interview completed" -> Data Quality error for destination
    - Makes it "no income at exit" -> Data quality error for income
    - Auto-exits may be for many months in the past – they'll then fall off of reports back to their exit date
  - Open enrollments for Street Outreach
    - Considering applying auto-exit to Street Outreach: Have a high prevalence of clients who are not receiving qualifying services. There are a lot of clients who have been enrolled for quite a while who have not received services
  - Takeaways
    - Auto-exit is not meant to replace the exercise of exiting clients when they are no longer being served
      - Best practice is still to exit clients when they are no longer being served
      - Auto-exit should be the last resort to exit the client
    - Auto-exits lower data quality score
  - **Juan Correa** asked if it would be set for the whole project – **Angel:** yes, it would be done by project, not by case manager
  - **Brad Sefter** asked if his project is already enrolled (737) – **Angel:** this is already set. Currently 4/25 SO projects have auto-exit feature
  - HMIS team will communicate in the next meeting to discuss the administrative feature so that it can be a default option
- Update on Referrals: Need Form Submissions (Angel)
  - Email was sent out this week. It can help the participants and effectiveness of our system. Fill out form if you want to be a referral agency in HMIS
- HMIS Training Updates (Racquel)
  - New user training requests must come from the agency liaison. Encouraging HSN university (online course)
  - New course: HMIS Agency Liaison Orientation – helps new agencies understand their role and expectations
    - Training orientation tomorrow morning for future / current liaisons
  - If you cannot attend refresher trainings, you can also request one
  - Data Collection Templates are on the hmiscfl.org website – hard copies for power outages, etc. These are fillable templates
  - Live HMIS Refresher Trainings: In-person – if you are interested, you can schedule at https://calendly.com/hmis/15min-1
  - HMIS Data Quality Monitoring

- Meet with agency liaisons: Review of active users, Project review, Data Quality (1/24 – 3/24). Watch for scorecards from Ashley to correct any errors
- Next meeting:
  - Tuesday, May 14, 2024 10:30am

Action Items

- Make sure data quality errors are cleared up before PIT / HIC reporting
- Complete annual assessments

Meeting Recording:

https://us06web.zoom.us/rec/share/FKYP_t-lCfpsfkZbC3GP-UnhxrshEi9gynm-MAQE6JWx6zEYW_WllObwKonpsd_q.rt7LzldMFUwfbp76?startTime=1710254106000