Balance of State - HMIS Lead Board Report
September 2024
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USER LICENSES BOS

As of 9.13.2024, there were 172 licenses in use by individuals who only enter data for the BoS, and a total of *193.57 licenses in use when we add in users that have access for multiple CoCs.

The CoC currently has several license pools:

- General - 175 licenses
    - 150 currently in use
- CE Only - 35 licenses
    - 26 currently in use
- YHDP – 40 licenses
    - 18 currently in use

GENERAL UPDATES

The Annual Renewal process, which all agencies and HMIS users are required to complete to maintain HMIS access, began on September 23rd and is currently underway. There are three required steps which must be completed by October 4th to maintain access to HMIS:

1. Completion of the User Policy and Responsibilities Form by each HMIS user
2. Completion of the Security and Privacy Awareness training by each HMIS user
3. Completion of the Data Standards training by each HMIS user.

All current HMIS users should have received instructions for completing the user portion of the Annual Renewal process in Moodle. In addition to the user responsibilities, the agency's Executive Director/APA Designated Signatory must also re-sign the Agency Partner Agreement (APA) as part of the Annual Renewal. Signatories for HMIS-participating agencies should have already received instructions for completing these agreements via Signwell.

ICA staff are also working to support data requests from the NOFO Workgroup to help ensure that the CoC has the information needed to establish funding priorities for the year.

STAFFING UPDATES

The ICA Balance of State team is very excited to welcome Georgie Reedy to the team as a new System Administrator! At the same time, we regret to inform the Board that Tessa Cook is no longer with ICA as the YHDP HMIS Coordinator and that we have a second System Administrator vacancy after a candidate rescinded their acceptance of the position. As such, we are currently seeking to fill two vacancies:

- HMIS YHDP Coordinator – This person will be required to have a Missouri residency. They will be working under Leah Woods as part of the Balance of State core HMIS team. This position will

working with the YHDP project in Balance of State CoC. This position will have System Administrator responsibilities and will also be taking a leadership role with this project.

o   HMIS System Administrator – This person will be required to have a Missouri residency. They will be working under Leah Woods and be part of the Balance of State core HMIS team.

FEDERAL REPORTS

Over the next few months, ICA staff will be heading into our busiest season as we work with agencies to help ensure the successful submission of federal reports. These reports are used in funding decisions as well as local and national planning efforts, and it will be essential for HMIS-participating agencies to work with their System Administrators to ensure that the CoC's data is complete and accurate.

WHAT ARE THE REPORTS? WHAT DOES ICA DO?

LONGITUDINAL SYSTEMS ANALYSIS (LSA)

- **Purpose**: Look at how households move through the CoC's homeless response system
- **Data:** Generated directly from HMIS for the year of FY2024
- **Preparation:** ICA conducts data quality cleanup on project descriptor information, including bed inventory, and works with agencies to clean up client-level data
- **Submission Process**: ICA uploads the report to HDX 2.0 and then engages in a lengthy data review process with HUD's Technical Assistance advisors. This is an iterative process where ICA works with agencies to update data as needed, re-runs the LSA report, and re-uploads to HDX 2.0. ICA also works to explain improbabilities in the data (like low or high utilization, significant changes from last year). The data review process typically spans the full three months of the LSA submission window.

SYSTEM PERFORMANCE MEASURES (SPM)

- **Purpose**: Looks at the overall effectiveness of the CoC's homeless response system
- **Data**: Generated directly from HMIS for the year of FY2024
- **Preparation**: ICA works with agencies to clean up client-level data
- **Submission Process**: ICA runs the report and presents preliminary data to CoC boards for approval prior to final submission.

POINT IN TIME (PIT) AND HOUSING INVENTORY COUNT (HIC)

- **Purpose**: Several metrics of system-wide CoC performance
- **Data**: Generated directly from HMIS for the year of FY2024
- **Preparation**: ICA updates and created data collection tools for HMIS and non-HMIS agencies, prepares training documents and materials, and works with agencies and CoCs to prepare for conducting the count on the night of the PIT.
- **Data Review**: ICA System Administrators work with agencies to ensure the submitted data is complete and accurate, and all data quality issues are addressed. ICA Reporting Team aggregates the data across all HMIS and non-HMIS projects and prepares preliminary reports for CoC approval before final submission.

YHDP

SERVICE TRACKING

In addition to providing training and onboarding support for minimum data entry requirements in HMIS, we have also been working with CPSEMO to develop a process for recording direct client services in HMIS. While the funder does not require that these services be tracked in HMIS, this will help subrecipients to provide quarterly performance reports, track service utilization, and measure program outcomes. ICA staff have identified appropriate services and a reporting template and will be working with CPSEMO to work out the details needed to provide subrecipients with training in October.

ICA COORDINATED ENTRY UPDATES

CHANGES TO THE PRIORITIZAITON LIST

ICA recently several changes recommended by the CE Committee, including:

- Rename the Prevention/Diversion Assessment to the Crisis Needs Assessment

ICA is still currently working to implement another change recommended by the CE Committee:

- Adding Current Living Situation and Days Since Last Contact to the List. These fields can easily be added to the HMIS Prioritization List, but Days Since Last Contact isn't collected on the non-HMIS PL.
- Adding a filter to the primary Prioritization List to exclude Category 2 youth. The logic for non-HMIS Prioritization List is not as advanced as the logic for the HMIS Prioritization List, so we are working to identify whether there is a workaround that will allow us to add this filter to the non-HMIS PL.

ICA is also working on the development of an Excel Macro that would automatically combine the HMIS and non-HMIS Prioritization Lists and re-sort all client according to the Order of Priority established by the CoC. This is currently undergoing quality assurance testing, and we are hopeful that it can be released in the coming month.

BOS CE DATA QUALITY ASSURANCE PLAN

ICA reaches out to regional list holders on or before the 3rd Monday of the month with a list of clients in their region who have not been successfully added to the list in the previous 60 days so that list holders can follow up with the agencies to request corrections to the PL. There were 47 clients impacted in this month's cleanup. We also review clients who are missing the VI-SPDAT information required to prioritize them correctly, and there were 23 clients impacted in this month's cleanup. At the request of the CE Committee, we have also begun including information about clients with a Current Living Situation that is more than 60 days old, since these clients need to have an updated Current Living Situation recorded or need to be removed from the list if they are inactive. This month, there were 21 clients with a missing or outdated Current Living Situation.

The CoC has been awarded several grants that require the submission of a CE-APR, a report that pulls information for all coordinated entry providers in the CoC, regardless of funding source. The CE-APR looks at the number of CE Events and CE Assessments recorded during the reporting period, along with demographic information for those clients. Please see below for a summary of the clients served, broken down by funding source:

Provider	Total Active Households	Total Active Clients
Callaway Cares – CE DV SSO	7	22
Synergy Services – CE DV SSO	4	16
Metro Lutheran Ministries – Rural Setaside	n/a	n/a
Foster Adopt Connect- YHDP	29	43
All Other CE Access Points	1,962	3,282

*HELP DESK TICKETS - YEAR TO DATE (1-1-2024 thru 8-31-2024)
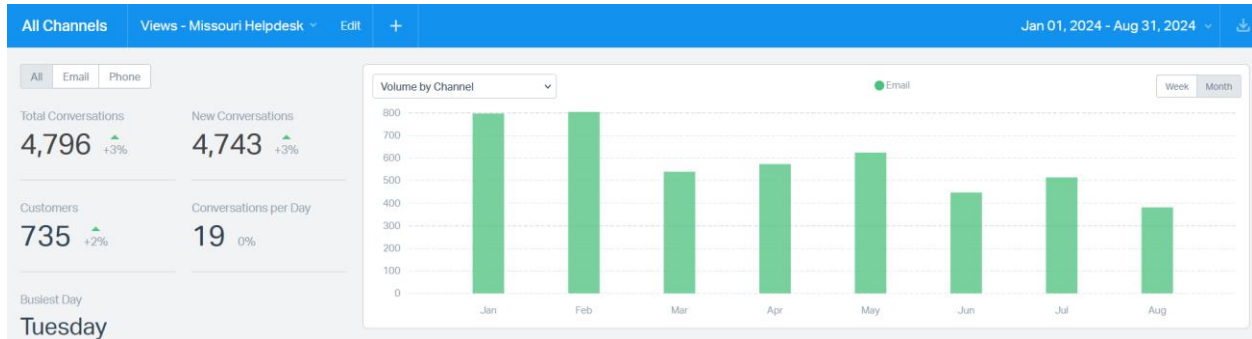
Messages Received	7,571
Status Rating	96% of users have rated the support as "GREAT"
Response Time	59% of all tickets are responded to within 2 hours, with 22% being responded to in less than 15 minutes.

TRAININGS - YEAR TO DATE (1-1-2024 thru 8-31-2024)

Type of Training	Totals Users Completing Training
Security & Privacy	70
Data Standards	70
Practice Cases	144

COORDINATED ENTRY INFLOW/OUTFLOW JULY 2024

Inflow/Outflow BoS Report	6.2024 Look back period 6.1.2022_Inactive 4.1.2024	7.2024 Look back period 7.1.2022_Inactive 5.1.2024	8.2024 Look back period 8.1.2022_Inactive 6.1.2024
Clients on PL	1836	1844	1839
Additional HH Members	1311	1283	1308
Total Veterans	127	130	131
Total Chronic Veterans	26	26	26
Total Chronic	484	484	485
Total Persons	3147	3127	3147
Individuals Newly Identified			
Client on PL	225	236	264
Additional HH Members	205	194	240
Total Persons	430	430	504
Individuals returning from Permanent Housing			
Client on PL	14	18	12
Additional HH Members	15	5	10
Total Persons	29	23	22
Individuals returning from Inactive			
Clients on PL	18	18	16
Additional HH Members	10	10	5
Total Persons	28	28	21
Actively Homeless Persons All Deduplicated			
0-17	10	10	15
18-24	176	170	183
25-54	1316	1325	1298
55 and up	332	338	343
Null (No DOB Entered)	2	1	0
Total	1836	1844	1839
All clients housed PH or Permanent Destination			
Total Clients on the PL	105	93	96
Total Persons	187	156	144
Clients Moved to Inactive	110	139	121

BOS MEETING PARTICIPATION

- ➢ Coordinated Entry Committee
- ➢ Grants Committee
- ➢ HMIS Committee
- ➢ Performance Committee
- ➢ Policy and Planning Committee
- ➢ PIT Committee
- ➢ Victim Services Committee
- ➢ Youth Services Committee
- ➢ Governance Workgroup
- ➢ NOFO Workgroup
- ➢ Bos CoC Transition Team
- ➢ YHDP Round 6 HMIS & Data TA Workgroup
- ➢ YHDP TA Bi-weekly Check-In
- ➢ Regional Meetings throughout the CoC
- ➢ MO-606 HUD TA Meeting
- ➢ HMIS Lead/System Admin Meeting-via webinar
- ➢ MICH Meeting – Chair
- ➢ MHDC Bi-Monthly HMIS Lead Meeting