

Balance of State - HMIS Lead Board Report

October 2024

Prepared by Leah Woods, ICA

USER LICENSES BOS

As of 10.1.2024, there were 175 licenses in use by individuals who only enter data for the BoS, and a total of *196.73 licenses in use when we add in users that have access for multiple CoCs.

The CoC currently has several license pools:

- General - 175 licenses
 - 151 currently in use
- CE Only - 35 licenses
 - 25 currently in use
- YHDP – 40 licenses
 - 21 currently in use

STAFFING UPDATES

Beginning on November 1st, Taylor Cummins will transition to work with the Springfield CoC full-time. While we are very sad that she will no longer be working with the Balance of State and St. Joseph CoC's, we are very excited for this new opportunity for Taylor, and we are grateful that we will still have her experience and expertise on the ICA team. We are also pleased that we had sufficient notice of this upcoming transition to allow Taylor to begin bringing the newest addition to our System Administrator team, Georgie Reedy, up to speed. Beginning on November 1, the HMIS System Administrator assignments will be updated as follows:

- Georgie Reedy – Regions 1, 6, 7, 8, 9, and 10
- Diana Kilguss – Regions 2, 3, 4, 5, and St. Joseph

We are also currently in the process of hiring an additional system administrator. Once this new staff member is up and running, they will take over regions 2, 3, and 5 with support from Diana. To ensure that we can provide adequate support for the data quality clean-up efforts that are currently under way for the Longitudinal Systems Analysis (LSA), we are also very pleased to have Derek Ferree from ICA's Special Projects team temporarily joining the team through the end of November.

YHDP

QPR AND SRT

ICA staff will engage in a robust data quality review process with all YHDP agencies throughout the month of October to ensure that the data included in the Quarterly Performance Report (QPR) and Supplemental Reporting Tool will be as accurate and comprehensive as possible. After this data review, we provided CPSEMO with APR and SRT data for YHDP projects that had provided client services during the Q4 reporting period from 7/1/24 to 9/30/24 ahead of the submission deadline on 10/30/24.

SERVICE TRACKING

ICA and CPSEMO worked closely together to provide joint training over the new process for recording direct client services in HMIS on Monday, October 7th. While HUD does not require that these services be tracked in HMIS, YHDP HUD TA and the YAB made the recommendation to collect this information in HMIS to better track service utilization and measure program outcomes. ICA staff worked with CPSEMO to develop a workflow that would allow sub-recipients to produce required reimbursement documentation from HMIS data, and we are in the process of developing this report, as well as a report that would allow CPSEMO to answer key questions in the Quarterly Performance Reports (QPRs) they are required to submit as the recipient.

GENERAL UPDATES

The Annual Renewal process, which all agencies and HMIS users are required to complete to maintain HMIS access, was open from September 23 to October 4th, and three steps were required in order 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 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 was also required to re-sign the Agency Partner Agreement (APA).

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.

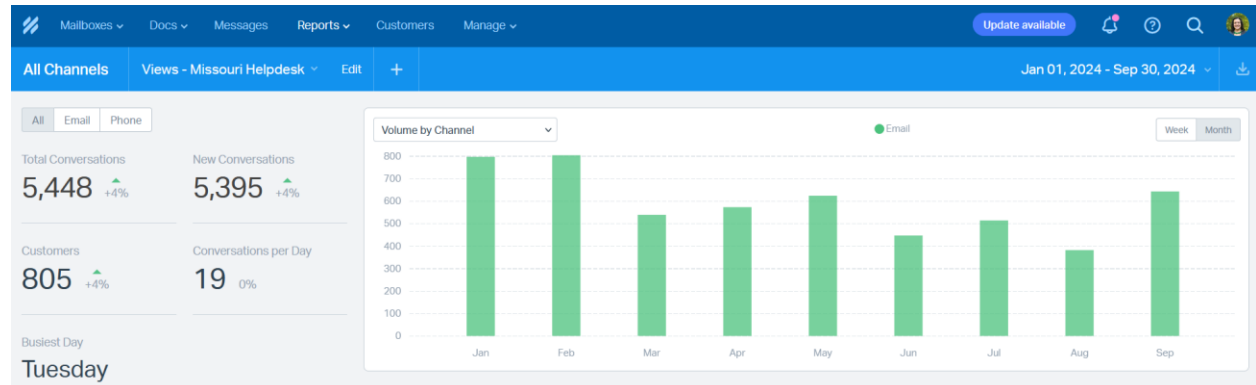
SYSTEM PERFORMANCE MEASURES (SPM)

- **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.

*HELP DESK TICKETS - YEAR TO DATE (1-1-2024 thru 9-30-2024)



| | |
|--------------------------|--|
| Messages Received | 8,475 |
| Status Rating | 96% of users have rated the support as "GREAT" |
| Response Time | 62% of all tickets are responded to within 2 hours, with 24% being responded to in less than 15 minutes. |

TRAININGS - YEAR TO DATE (1-1-2024 thru 9-30-2024)

| Type of Training | Totals Users Completing Training |
|--------------------|----------------------------------|
| Security & Privacy | 79 |
| Data Standards | 79 |
| Practice Cases | 170 |

ICA COORDINATED ENTRY UPDATES

CHANGES TO THE PRIORITIZATION LIST

ICA has recently implemented two changes 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, and this filter cannot be added to the non-HMIS PL.

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 28 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 31 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 95 clients with a missing or outdated Current Living Situation.

COORDINATED ENTRY APR - YEAR TO DATE (1-1-2024 THRU 9-30-2024)

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 | 8 | 20 |
| Metro Lutheran Ministries – Rural Setaside | n/a | n/a |
| Foster Adopt Connect- YHDP | 45 | 67 |
| All Other CE Access Points | 2,242 | 3,752 |

COORDINATED ENTRY INFLOW/OUTFLOW SEPTEMBER 2024

| Inflow/Outflow BoS Report | 7.2024 Look back period 7.1.2022_Inactive 5.1.2024 | 8.2024 Look back period 8.1.2022_Inactive 6.1.2024 | 9.2024 Look back period 9.1.2022_Inactive 7.1.2024 |
|---|---|---|---|
| Clients on PL | 1844 | 1839 | 1934 |
| Additional HH Members | 1283 | 1308 | 1403 |
| Total Veterans | 130 | 131 | 128 |
| Total Chronic Veterans | 26 | 26 | 25 |
| Total Chronic | 484 | 485 | 500 |
| Total Persons | 3127 | 3147 | 3337 |
| Individuals Newly Identified | | | |
| Client on PL | 236 | 264 | 269 |
| Additional HH Members | 194 | 240 | 222 |
| Total Persons | 430 | 504 | 491 |
| Individuals returning from Permanent Housing | | | |
| Client on PL | 18 | 12 | 12 |
| Additional HH Members | 5 | 10 | 15 |
| Total Persons | 23 | 22 | 27 |
| Individuals returning from Inactive | | | |
| Clients on PL | 18 | 16 | 21 |
| Additional HH Members | 10 | 5 | 11 |
| Total Persons | 28 | 21 | 32 |
| Actively Homeless Persons All Deduplicated | | | |
| 0-17 | 10 | 15 | 17 |
| 18-24 | 170 | 183 | 221 |
| 25-54 | 1325 | 1298 | 1335 |
| 55 and up | 338 | 343 | 361 |
| Null (No DOB Entered) | 1 | 0 | 0 |
| Total | 1844 | 1839 | 1934 |
| All clients housed PH or Permanent Destination | | | |
| Total Clients on the PL | 93 | 96 | 83 |
| Total Persons | 156 | 144 | 139 |
| Clients Moved to Inactive | | | |
| | 139 | 121 | 256 |

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

YHDP ALL PROJECTS SUMMARY

Report Start Date 1/1/24

Report End Date 10/1/24

All clients (current and exited)
263

Adults no children
112

People in households with children (adults and chil...
144

Currently fleeing domestic violence
23

Moved in with Rapid Rehousing
43

Current clients
219

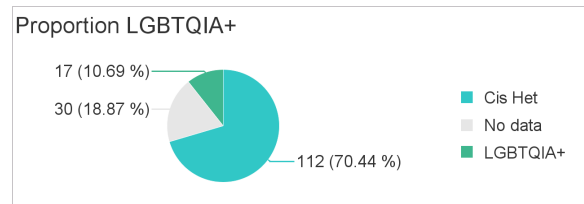
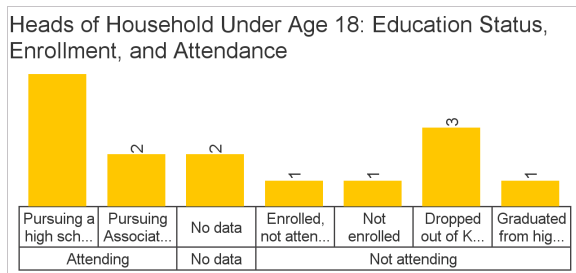
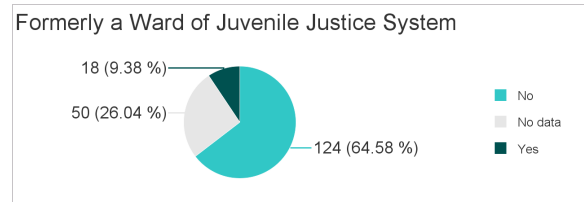
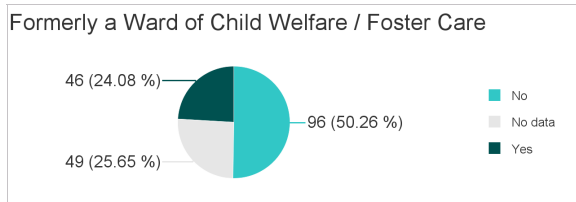
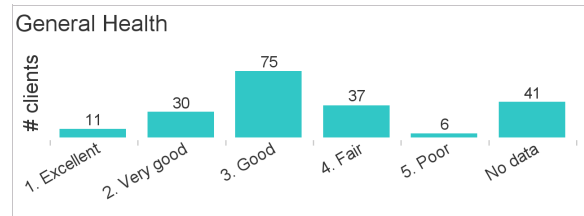
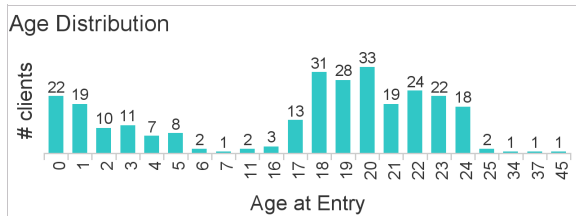
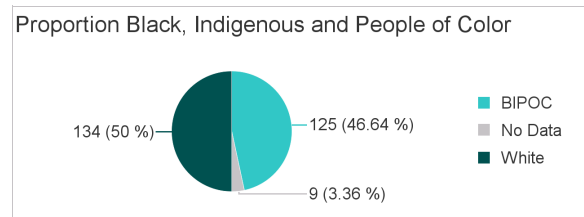
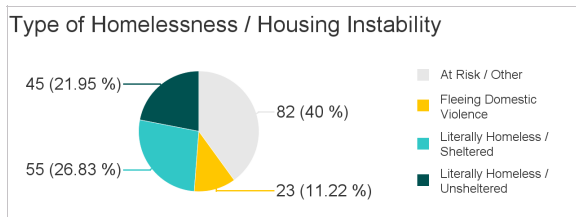
Minor heads of household
14

Children of parenting youth
70

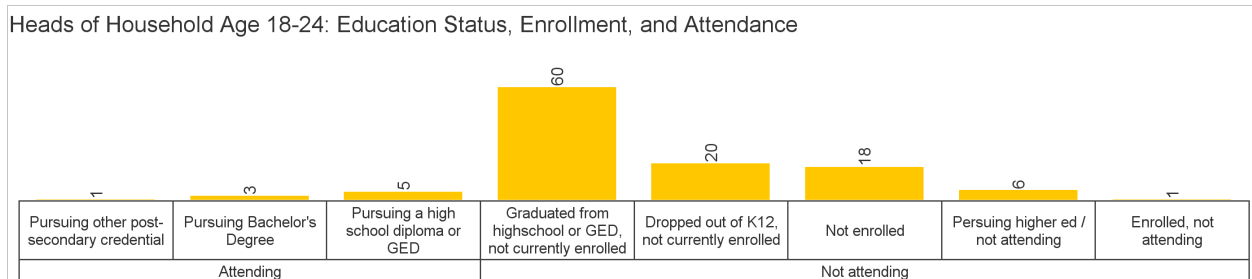
Pregnant
22

Permanent exits
45

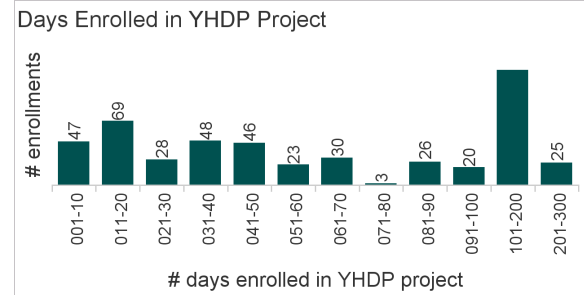
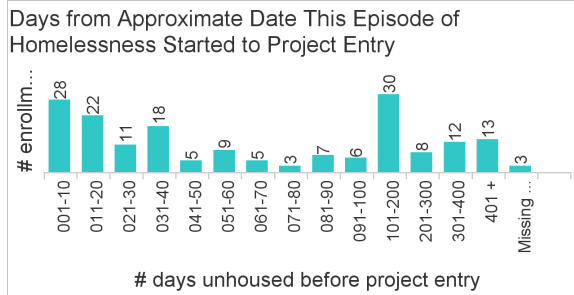
CHARACTERISTICS



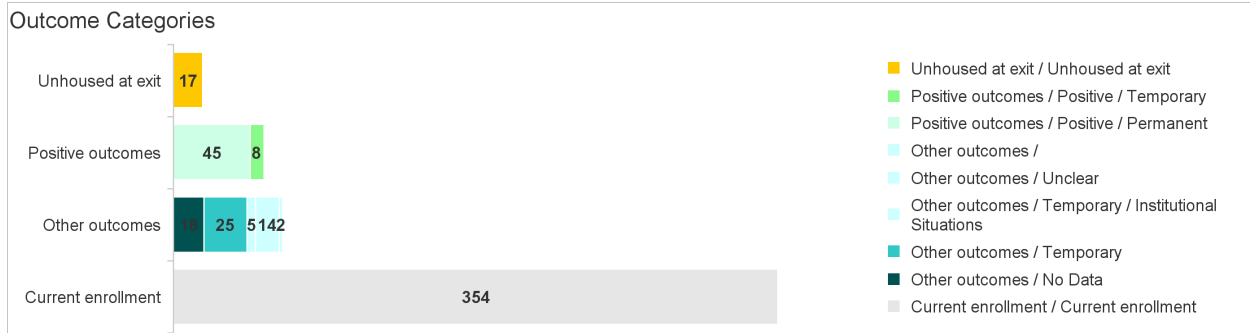
* LGBTQIA+ is an abbreviation for lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual, and more. These terms are used to describe a person's sexual orientation or gender identity. Cisgender means identifying with the gender you were assigned at birth. Heterosexual means being attracted to people of the opposite sex. Cis het refers to people who have both these identities.



LENGTH OF TIME



OUTCOMES

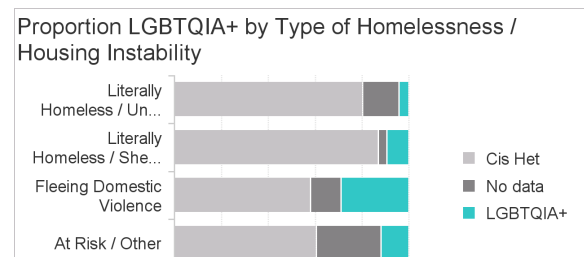
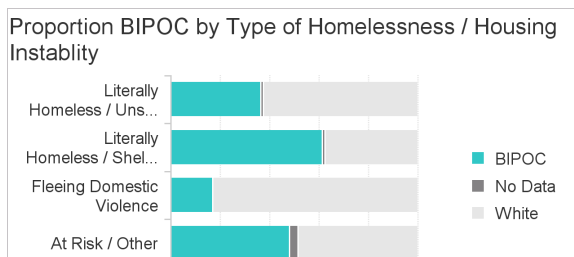


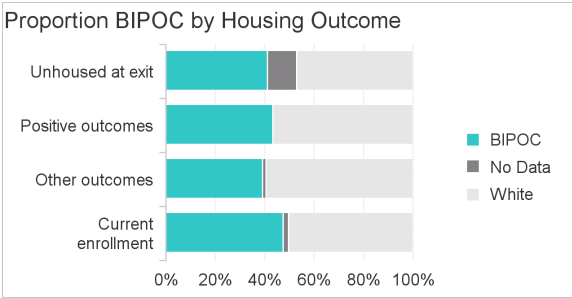
Exit destinations and outcome categories

| | Current enrollment | Other outcomes | Positive outcomes | Unhoused at exit |
|---|--------------------|----------------|-------------------|------------------|
| Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter | | | 5 | 15 |
| Hospital or other residential non-psychiatric medical facility | | 1 | | |
| Hotel or motel paid for without emergency shelter voucher | | 9 | 1 | |
| Jail, prison, or juvenile detention facility | | 2 | | |
| No exit interview completed | | 10 | | |
| Other | | 8 | | |
| Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside) | | | | 2 |
| Psychiatric hospital or other psychiatric facility | | 1 | | |
| Rental by client, no ongoing housing subsidy | | | 4 | |
| Rental by client, with ongoing housing subsidy | | | 20 | |
| Staying or living with family, permanent tenure | | | 19 | |
| Staying or living with family, temporary tenure (e.g., room, apartment, or house) | | 12 | | |
| Staying or living with friends, permanent tenure | | | 2 | |
| Staying or living with friends, temporary tenure (e.g., room, apartment, or house) | | 14 | | |
| Substance abuse treatment facility or detox center | | 1 | | |
| Transitional housing for homeless persons (including homeless youth) | | 6 | 2 | |
| | 354 | | | |

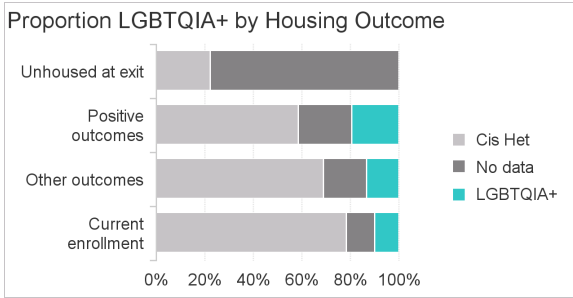
Exits to Emergency Shelter and other temporary destinations count as positive outcomes for unsheltered Street Outreach clients.

EQUITY





78.8% of Missouri residents identify as "White alone, not Hispanic or Latino." [census.gov/quickfacts/fact/table/MO/POP815222](https://www.census.gov/quickfacts/fact/table/MO/POP815222)



*3.8% of Missouri adults identify as "LGBT." williamsinstitute.law.ucla.edu/visualization/lgbt-stats/?topic=LGBT#density

REPORT SPECIFICATIONS

| Provider | Stayers | Leavers | All |
|--|---------|---------|-----|
| FCC - YHDP Joint Component RRH(2126) | 36 | 8 | 44 |
| FCC - YHDP Joint Component TH(2127) | 5 | 3 | 8 |
| FCC - YHDP Street Outreach(2128) | 14 | 20 | 34 |
| Flourish Home - YHDP Joint Component TH(2129) | 8 | 10 | 18 |
| Flourish Home - YHDP Street Outreach(2130) | 2 | 4 | 6 |
| FosterAdopt - YHDP Crisis Host Homes (SSO)(2133) | 1 | 0 | 1 |
| FosterAdopt - YHDP Joint Component RRH(2131) | 6 | 3 | 9 |
| FosterAdopt - YHDP Joint Component TH(2132) | 10 | 1 | 11 |
| FosterAdopt - YHDP MO BoS CoC CES (Level 4 Access Point)(2167) | 64 | 9 | 73 |
| FosterAdopt - YHDP Navigation (SSO)(2134) | 79 | 2 | 81 |
| Love Columbia - YHDP Joint Component RRH(2135) | 82 | 5 | 87 |
| Love Columbia - YHDP Street Outreach(2136) | 18 | 37 | 55 |
| Our Spot KC - YHDP Street Outreach(2191) | | | |
| Project 360 - YHDP Joint Component RRH(2162) | 19 | 13 | 32 |
| Project 360 - YHDP Joint Component TH(2161) | 14 | 15 | 29 |
| YHDP Provider License [Non-HMIS](2160) | | | |