

## Balance of State - HMIS Lead Board Report

November 2024

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### USER LICENSES BOS

As of 12.2.2024, there were 170 licenses in use by individuals who only enter data for the BoS, and a total of \*192.73 licenses in use when we add in users that have access for multiple CoCs.

The CoC currently has several license pools:

- General - 175 licenses
  - 146 currently in use
- CE Only - 35 licenses
  - 25 currently in use
- YHDP – 40 licenses
  - 22 currently in use

### STAFFING UPDATES

Our team continues to evolve as we work to achieve full staffing for our project. Beginning on November 1st, Taylor Cummins transitioned 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 excited to announce the addition of a new System Administrator, Ben Cohen, as well as the addition of a new YHDP HMIS Coordinator, Jennifer Davis. While Ben and Jennifer are still in training, we anticipate that system administrator assignments will be updated going into the new year accordingly:

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

### YHDP

#### HUD QUARTERLY REPORT

ICA staff have been asked to meet on a quarterly basis with Regina Lee, with HUD's Office of Community Planning and Development, to ensure that we are on track with spending down the YHDP HMIS grant and to report on the work that we are doing in the community to support YHDP projects and to help further the goals outlined in the Coordinated Community Plan. For the meeting on 11/7/24, we prepared a written report outlining our process for planning and implementing these projects as the HMIS Lead, discussing where we are currently at in the process of training and supporting users, identifying our goals for the future, and reviewing the lessons that we have learned that may help set other communities up for success as they launch their YHDP projects in HMIS. This *HMIS Lead YHDP Report* has been included as a separate document.

## 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 7<sup>th</sup>. 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. We currently have a follow-up meeting on 12/5 with CPSEMO to discuss how to fine-tune these reports.

## 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.

## LONGITUDINAL SYSTEM ANALYSIS

ICA has successfully completed the first LSA upload to HDX 2.0, and we will now begin a data review process with HUD's Technical Assistance advisors to correct or explain any errors or warnings. 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. The final submission deadline for LSA is January 9<sup>th</sup>, and the data review process will continue throughout November and December.

## SYSTEM PERFORMANCE MEASURES (SPM)

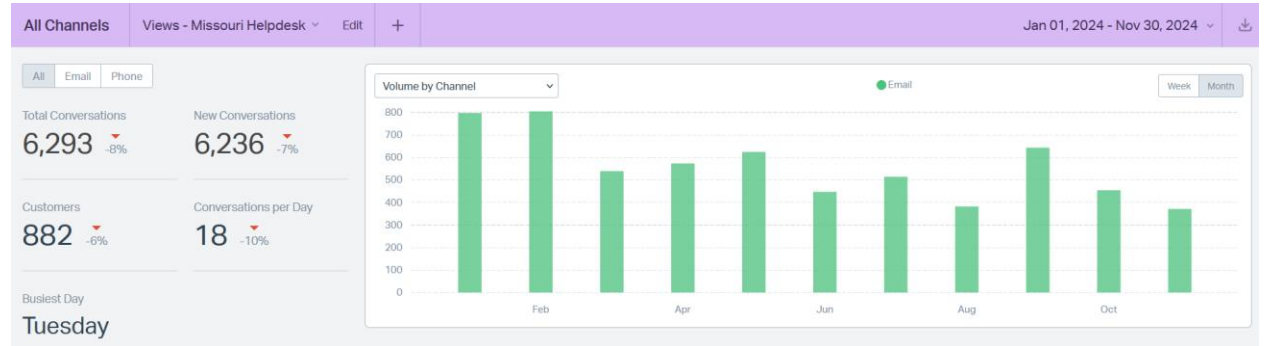
Our performance on the System Performance Measures has a major impact on our CoC's score on the NOFO, so it is essential that the data is accurate. With this in mind, ICA will be doing additional data quality clean-up work with the CoC using HUD's new data quality tool, [Eva](#). To prepare for this data clean-up effort, Diana Kilguss provided a training for all St. Joseph and Balance of State end users on **Tuesday, 11/18, at 3 PM** to explain what System Performance Measures are and how the data entered by agencies impacts those measures. We will work with agencies on corrections through November and December so that we are ready to submit this data when the portal opens in HDX 2.0, which we anticipate will happen sometime in January or February. Prior to the final submission, ICA will run the SPM report and presents preliminary data to CoC boards for approval.

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

The Point in Time Count is a census of all those who are experiencing homelessness on a single night within the last 10 days of January, and the Housing Inventory Count provides an estimate of all of the beds available to serve those who are experiencing homelessness on that same night. The Missouri Interagency Council on Homelessness has recommended that all Missouri CoC's conduct this year's count on Wednesday, January 22<sup>nd</sup>. HUD has announced that there will be no changes from the [2024 Housing Inventory Count \(HIC\) and Point-in-Time \(PIT\) Count Notice](#), which means that the tools and

processes used last year will require minimal updates. Please note that ICA conducts the Sheltered PIT and the HIC, while the CoC conducts the unsheltered PIT (with support from ICA for data collection in Formstack).

**\*HELP DESK TICKETS - YEAR TO DATE (1-1-2024 thru 11-30-2024)**



<b>Messages Received</b>	9,897
<b>Status Rating</b>	96% of users have rated the support as “GREAT”
<b>Response Time</b>	63% of all tickets are responded to within 2 hours, with 25% being responded to in less than 15 minutes.

**TRAININGS - YEAR TO DATE (1-1-2024 thru 11-30-2024)**

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

**ICA COORDINATED ENTRY UPDATES**

**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 45 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 28 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 120 clients with a missing or outdated Current Living Situation.

**COORDINATED ENTRY APR - YEAR TO DATE (1-1-2024 THRU 11-30-2024)**

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	8	26
Synergy Services – CE DV SSO	8	20
Metro Lutheran Ministries – Rural Setaside	n/a	n/a
Foster Adopt Connect- YHDP	100	141
All Other CE Access Points	2,685	4,479

## 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

COORDINATED ENTRY INFLOW/OUTFLOW OCTOBER 2024

<b>Inflow/Outflow BoS Report</b>	<b>8.2024 Look back period 8.1.22_Inactive 6.1.24</b>	<b>9.2024 Look back period 9.1.22_Inactive 7.1.24</b>	<b>10.2024 Look back period 10.1.22_Inactive 7.1.24</b>	<b>10.2023 Look back period 10.1.21_Inactive 8.1.23</b>
<b>Clients on PL</b>	1839	1934	1941	1886
Additional HH Members	1308	1403	1402	1320
Total Veterans	131	128	131	109
Total Chronic Veterans	26	25	25	22
Total Chronic	485	500	504	514
Total Persons	3147	3337	3343	3206
<b>Individuals Newly Identified</b>				
Client on PL	264	269	234	245
Additional HH Members	240	222	196	214
Total Persons	504	491	430	459
<b>Individuals returning from Permanent Housing within 2 years</b>				
Client on PL	12	12	14	12
Additional HH Members	10	15	10	8
Total Persons	22	27	24	20
<b>Individuals returning from Inactive</b>				
Clients on PL	16	21	20	17
Additional HH Members	5	11	8	7
Total Persons	21	32	28	24
<b>Actively Homeless Persons All Deduplicated</b>				
0-17	15	17	21	17
18-24	183	221	224	183
25-54	1298	1335	1336	1354
55 and up	343	361	360	331
Null (No DOB Entered)	0	0	0	1
Total	1839	1934	1941	1886
<b>All clients housed PH or Permanent Destination</b>				
Total Clients on the PL	96	83	92	86
Total Persons	144	139	149	151
<b>Clients Moved to Inactive</b>	121	256	306	161