HMIS Lead YHDP Report - Missouri Balance of State (MO-606)
November 2024
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As the HMIS Lead, we work closely with the CoC to support the YHDP projects funded in the Missouri Balance of State. In this report, we will discuss where we are currently at in the process of training and supporting users, provide updates on our efforts to ensure the CoC is evaluating their progress towards the goals outlined in the CCP, discuss challenges impacting the project, and identify our goals for the future.

STAFFING UPDATES

Regrettably, Tessa Cook is no longer with ICA, and the YHDP HMIS Coordinator position has been vacant since the beginning of September. Fortunately, the YHDP HMIS Data Analyst and the larger Balance of State HMIS team have been able to temporarily step in to provide uninterrupted agency support, and we are very excited to announce that we have already filled this vacancy. Jennifer Davis, our new YHDP HMIS Coordinator, will join our team beginning on Tuesday, November 12th.

TRAINING (AUGUST - OCTOBER 2024)

We have provided training for 30 users to date, and we are currently providing ongoing data entry and reporting guidance for:

- 5 agencies
- 14 projects
- 25 current users

In addition, 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 these services to 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.

REPORTING AND EVALUATION (AUGUST - OCTOBER 2024)

We continued our efforts to ensure that the CoC can meet YHDP reporting requirements. Highlights of our work this quarter include:

- QPR and SRT Submission
    - ICA provided CPSEMO with APR and SRT data for all required YHDP projects during the Q4 reporting period from 7/1/24 – 9/30/24. This included reports for the Joint Component TH, Joint Component RRH, Supportive Services Only, and Street Outreach projects
        - To ensure that the data in the system accurately reflected the work being done in the community, we held individual data review sessions with each YHDP provider to highlight issues in their data entry and to assist with corrections. As a result of these meetings, an additional 90 enrollments were recorded in the

system, a significant amount of missing data that would otherwise have gone undetected.

- Reporting Support for YHDP Site Monitoring
  - o To assist with the monitoring of their YHDP sub-recipients, ICA worked closely with the YHDP Compliance Specialist to determine how to best meet CPSEMO's data needs. For this year's site visits, ICA provided data to help CPSEMO monitor:
    - Overall Enrollments and Outcomes- this included information about clients still actively enrolled in the programs, and clients who had exited the program. For leavers, we provided additional details about their exit destination and reason for leaving, including any notes in the system about why a client may have been terminated from the program.
    - Rapid ReHousing Services– this included a summary of the status of all clients enrolled in YHDP RRH programs, including whether clients have been housed and whether they are still currently active.
    - Coordinated Entry-this included a summary of clients enrolled in coordinated entry through YHDP, as well as information about whether clients enrollments in YHDP projects had been referred through the coordinated entry system.
- Evaluating Progress towards Goals in the CCP
  - o The MO BoS YHDP Dashboard Report (included separately) provides summary information for clients served by YHDP projects, including priority populations identified in YHDP Coordinated Community Plan. ICA sends a year-to-date summary report to YHDP providers, the BoS Board, and the YAB each month, and the report was recently updated to allow individual service providers to run for themselves.

IMPLEMENTATION CHALLENGES

As part of our work as the HMIS Lead, we are often asked to provide guidance about how to document certain situations and circumstances in HMIS. However, we cannot provide appropriate HMIS guidance in the absence of clear programmatic direction. Unfortunately, there continues to be confusion about the eligibility requirements for some project types, most notably:

- Joint-Component Transitional Housing-Rapid ReHousing
  - o Many agencies seem to be unaware of the programmatic and data entry requirements for Joint Component TH-RRH projects. Specifically, agencies are struggling to understand that only clients who have already been referred to a Joint Component Rapid ReHousing project can be offered placement in a Joint Component Transitional Housing project. Instead, agencies often seem to be enrolling clients in the Joint Component Transitional Housing project first, and then use that as a bridge while waiting for an opening in Joint Component Rapid Rehousing project to become available at some point in the future.
  - o In one instance, an agency is enrolling clients in their Joint Component RRH project as well as their Joint Component TH project. However, they are not intending to serve the clients with their RRH project and are instead waiting for openings to become available

at other provider's Joint Component RRH project to offer youth a permanent housing solution.

- This is of particular concern to us as the HMIS Lead, because transfers like this will create issues with duplicate Joint Component Rapid Rehousing enrollments and will inflate exits to permanent housing destinations.

- Overlapping Enrollments
  - Recent data clean-up efforts for the LSA revealed that some clients are being enrolled in multiple projects at the same time, including simultaneous enrollments in Street Outreach, Supportive Services Only, and Joint-Component Transitional Housing-Rapid ReHousing projects. While these overlaps do not always contradict what is allowable according to Data Standards and YHDP HMIS Manual, it does raise questions about whether clients are being connected with the most appropriate intervention in the beginning, and whether they are flowing through the system in the most optimal way.

We have noted these concerns to CPSEMO and our YHDP HUD TA, and we are looking forward to working together to develop a plan for providing wrap-around support to provide agencies with more clarity about who they can serve, what services they can provide, how clients should be connected with services, and how all of this should be documented in HMIS.

GOALS FOR THE COMING QUARTER

Our initial efforts have focused on ensuring that agencies can meet HUD's baseline requirements for data entry and reporting, and we are currently still working with the CoC as they navigate the challenges associated with implementing new project types in the CoC. However, we have begun to shift our efforts to focus more on reporting and evaluation. In the upcoming quarter, we will work to further refine our reporting capabilities, while also providing expanded resources and training for data entry. Some key goals include:

- Support with Overall Evaluation of YHDP Projects
  - MO BoS YHDP Dashboard Report
    - This report provides summary information for clients served by YHDP projects, including priority populations identified in YHDP Coordinated Community Plan. It is currently sent to YHDP providers, the BoS Board, and the YAB each month, but we will also begin publishing this data to a publicly available dashboard on our website to support data accessibility and transparency for these projects.
  - Movement through the System
    - Our goal is to begin developing a tool that will show the overall movement of youth through our system of care, including outcomes for:
      - Youth who are accessing front-end services like Emergency Shelter, Street Outreach, and Social Services Only projects (including Navigation and Crisis Host Home projects)
      - Youth who are accessing Coordinated Entry, including those who are referred to housing programs and those who self-resolve

- Youth who are accessing housing programs, including both YHPD and non-YHDP projects
- Support for Subrecipient Agencies
  - Federal Reports
    - Data clean-up efforts for the LSA are already underway, and we will be doing some additional data clean-up in the coming months to prepare for System Performance Measures.
  - Educational Supports
    - One-on-one meetings with providers have revealed gaps in understanding that we will address by developing YHDP-specific data desk guides to help agencies visualize how clients are moving through the system and what that means for data entry in HMIS. These guides will address common misconceptions about HMIS data entry and reduce the need for more intensive data clean-up efforts.
- Support for CPSEMO as the YHDP Recipient
  - QPR Reporting Support
    - ICA already provides the .csv files required for the QPRs and SRTs that CPSEMO must submit. Additionally, there are a number of narrative APR Supplemental Questions that can be answered using data from HMIS, and we will be working with CPSEMO to provide them with this information to help streamline their quarterly reporting process.
  - YHDP Billing Report
    - ICA staff worked with CPSEMO to develop a workflow that would allow sub-recipients to produce required reimbursement documentation from HMIS data for client-level services, and we are currently in the process of developing this report.