

Balance of State - HMIS Lead Board Report

May 2025

Prepared by Leah Woods, ICA

USER LICENSES BOS

As of 5.5.2025, there were 169 licenses in use by individuals who only enter data for the BoS, and a total of *189.57 licenses in use when we add in users that have access for multiple CoCs.

The CoC currently has several license pools:

- General - 175 licenses
 - 143 currently in use
- CE Only - 35 licenses
 - 23 currently in use
- YHDP – 40 licenses
 - 23 currently in use

GENERAL

ICA is seeking to fill the YHDP HMIS Coordinator role, and we anticipate that we will have an excellent candidate in that role starting sometime in June. In the meantime, ICA staff have recently begun turning their attention to working with agencies to complete Technical Assistance Assessments. These can take the form of a virtual Desk Monitoring or an in-person Site Monitoring, and they allow us to identify and address any data quality issues an agency may have, as well as giving us an opportunity to ensure that client data is being treated with the appropriate privacy, confidentiality, and security. At the conclusion of the monitoring, agencies will receive a letter verifying whether they are compliant with the policies and procedures set forth by the HUD and the CoC.

FEDERAL REPORTS

ICA is currently wrapping up 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.

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. This year's count occurred on Wednesday, January 22nd, and the ICA team is working to complete final quality assurance for the Sheltered count. We will submit these numbers, along with the previously aggregated Unsheltered PIT data in HDX 2.0 ahead of the submission deadline on Friday, June 13, 2025 at 7 pm CST.

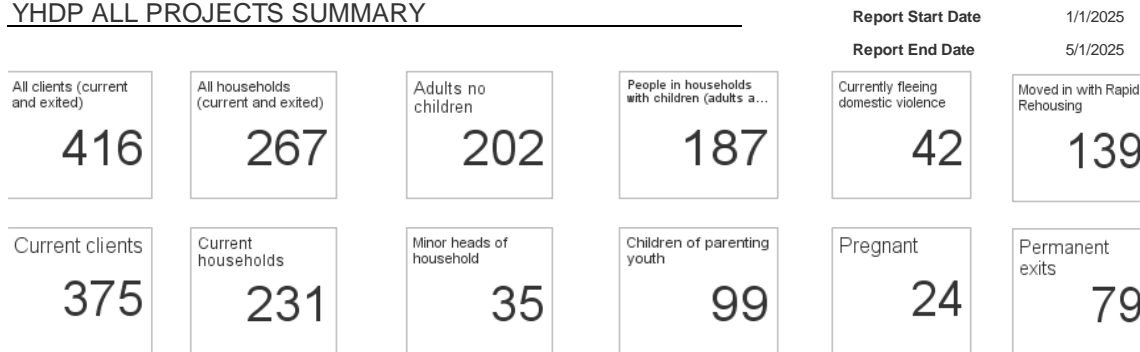
YHDP

HUD QUARTERLY REPORT

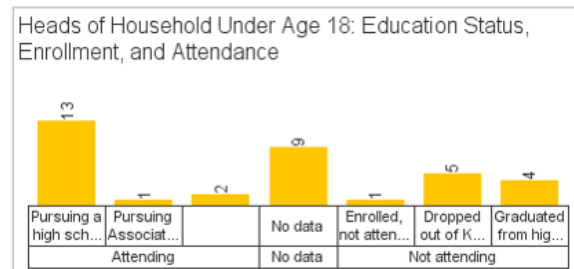
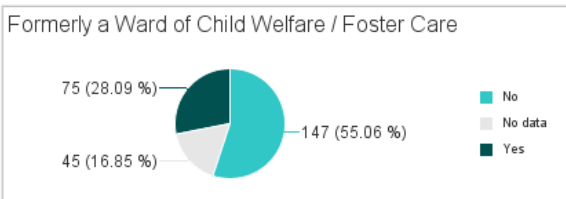
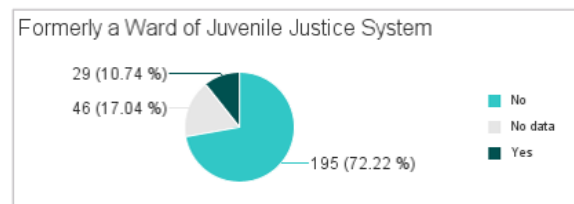
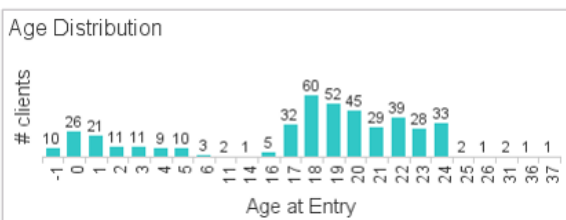
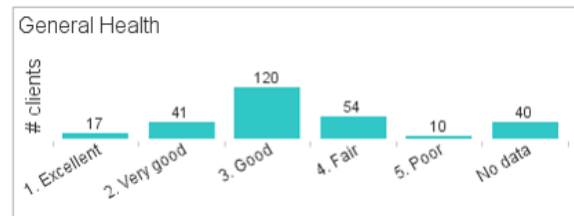
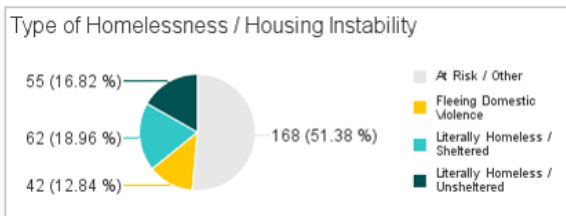
ICA staff have been asked to meet on a quarterly basis with Jeanine Beasley, with HUD's Office of Community Planning and Development, to ensure that we are on track with spending down the YHDP HMIS grant and to report on the work that we are doing in the community to support YHDP projects and to help further the goals outlined in the Coordinated Community Plan. The *YHDP Quarterly HMIS Lead Report* has been included as an appendix at the end of the report.

YHDP MO BOS YHDP SUMMARY (1-1-2025 THRU 4-30-2025)

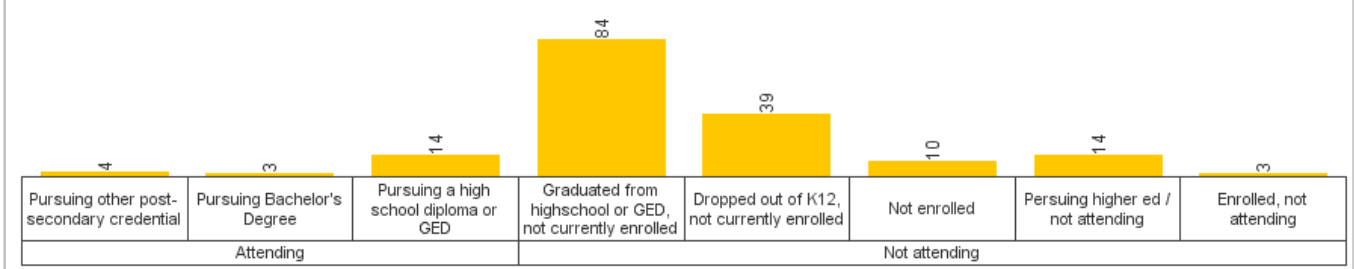
YHDP ALL PROJECTS SUMMARY



CHARACTERISTICS

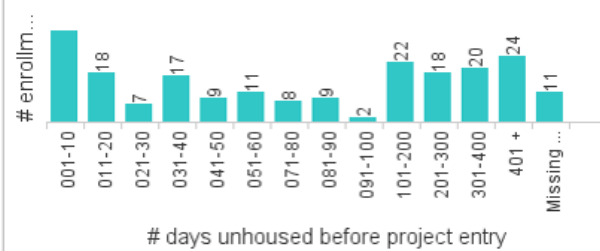


Heads of Household Age 18-24: Education Status, Enrollment, and Attendance

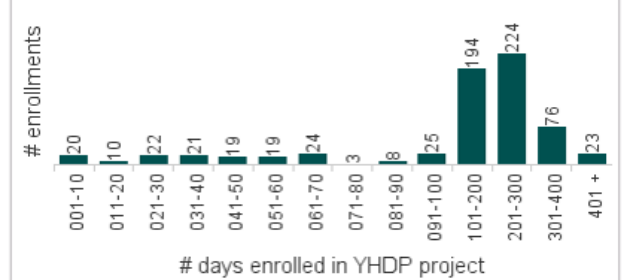


LENGTH OF TIME

Days from Approximate Date This Episode of Homelessness Started to Project Entry



Days Enrolled in YHDP Project



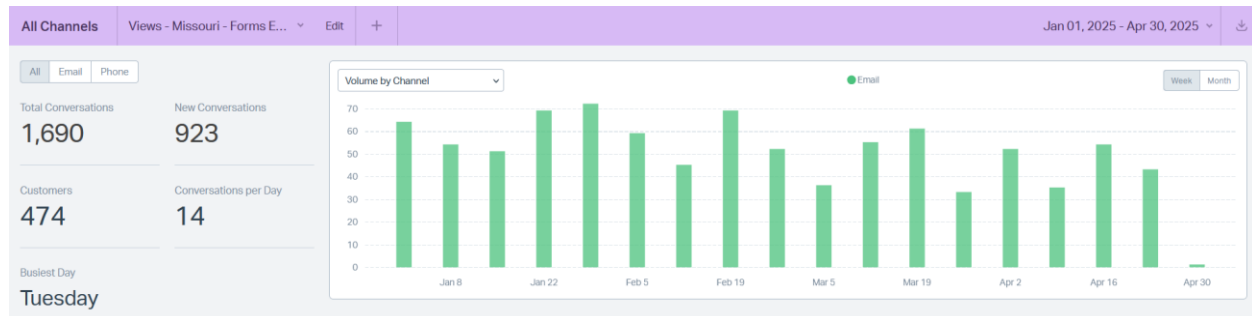
Exit destinations and outcome categories

	Current enrollment	Other outcomes	Positive outcomes	Unhoused at exit
Client prefers not to answer		1		
Data not collected		4		
Deceased		2		
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter		3	2	2
Jail, prison, or juvenile detention facility		1		
No exit interview completed		7		
Other		3		
Owned by client, with ongoing housing subsidy			1	
Psychiatric hospital or other psychiatric facility		2		
Rental by client, no ongoing housing subsidy			26	
Rental by client, with ongoing housing subsidy			34	
Residential project or halfway house with no homeless criteria		1		
Staying or living with family, permanent tenure			15	
Staying or living with family, temporary tenure		11		
Staying or living with friends, permanent tenure			3	
Staying or living with friends, temporary tenure		9		
Transitional housing for homeless persons (including homeless youth)		4		
	557			

TRAININGS - YEAR TO DATE (1-1-2025 thru 4-30-2025)

Type of Training	Totals Users Completing Training
Security & Privacy	30
Data Standards	30
Practice Cases	44

*HELP DESK - ALL COCS, FORMS EXCLUDED, YEAR TO DATE (1-1-2025 thru 4-30-2025)



Messages Received	2,032
Status Rating	98% of users have rated the support as "GREAT"
Response Time	76% of all tickets are responded to within 2 hours, with 32% being responded to in less than 15 minutes.

BOS MEETING PARTICIPATION

- Coordinated Entry Committee
- Grants Committee
- HMIS Committee
- Performance Committee
- Policy and Planning Committee
- PIT Committee
- Victim Services Committee
- Youth Services Committee
- NOFO Workgroup
- YHDP HUD TA Check-Ins
- Regional Meetings throughout the CoC
- MO-606 HUD TA Meetings
- HUD HMIS Lead/System Admin Meetings
- MICH Meeting – Chair
- MHDC Bi-Monthly HMIS Lead Meeting

ICA COORDINATED ENTRY UPDATES

BOS CE DATA QUALITY ASSURANCE PLAN (2-21-25 THRU 4-21-25)

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 data quality issues impacting their ability to be successfully added to or correctly prioritized on the PL:

- Clients who have not had the ADD/REMOVE Subassessment Completed: 35
- Clients missing VI-SPDAT information: 14
- Clients with missing or outdated Current Living Situation: 31

COORDINATED ENTRY APR - YEAR TO DATE (1-1-2025 THRU 4-30-2025)

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	3	9
Synergy Services – CE DV SSO	1	4
SNOFO Rural Setaside	n/a	n/a
CPSEMO - YHDP	49	77
All Other CE Access Points	882	1,412

COORDINATED ENTRY INFLOW/OUTFLOW APRIL 2025

Inflow/Outflow BoS Report	Feb 2025	Mar 2025	April 2025	April 2024
Clients on PL	1709	1777	1851	1685
Additional HH Members	1080	1143	1232	1118
Total Veterans	106	103	113	121
Total Chronic Veterans	27	28	26	25
Total Chronic	499	503	497	489
Total Persons	2789	2920	3083	2803
Individuals Newly Identified				
Client on PL	161	212	210	217
Additional HH Members	108	168	172	154
Total Persons	269	380	382	371
Individuals returning from Permanent Housing within 2 years				
Client on PL	4	11	13	7
Additional HH Members	2	1	2	1
Total Persons	6	12	15	8
Individuals returning from Inactive				
Clients on PL	20	21	31	24
Additional HH Members	12	7	16	27
Total Persons	32	28	47	51
Actively Homeless Persons All Deduplicated				
0-17	12	18	13	4
18-24	235	268	278	148
25-54	1149	1178	1237	1207
55 and up	313	313	323	325
Null (No DOB Entered)	0	0	0	1
Total	1709	1777	1851	1685
All Clients Exiting to Permanent Housing Destination				
Total Clients on the PL	68	60	104	90
Additional HH Members	45	17	74	50
Total Persons	113	77	178	140
Clients Moved to Inactive	240	207	461	619

APPENDIX A - YHDP QUARTERLY HMIS LEAD REPORT

HMIS Lead YHDP Report - Missouri Balance of State (MO-606)

April 2025

Prepared by Leah Woods, ICA

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, and identify our goals for the future.

PROGRAM UPDATES

Our primary focus this quarter was assisting with the project transfer for the subrecipient projects that are returning to CPSEMO, providing agencies with intensive training and support for data cleanup, working with agencies to meet federal reporting deadlines, and further refining our reporting capabilities.

TRAINING

We have provided training for 38 users since the beginning of the project, and we are currently providing ongoing data entry and reporting guidance for:

- 4 agencies
- 16 projects
- 19 current users

Our YHDP Coordinator has also spent a significant amount of one-on-one time with end users at CPSEMO this quarter to ensure that they understand how to enter information into HMIS correctly, how to run reports to identify errors, and how to fix data issues that they encounter.

PROJECT SETUP UPDATES

CPSEMO has assumed direct operations for the YHDP projects previously operated by Foster Adopt Connect and FCC, as well as the Street Outreach project formerly operated by Love Columbia. In addition, the Navigation SSO project previously operated by Foster Adopt Connect was split up and will be operated by Love Columbia, Project 360 and CPSEMO moving forward. ICA worked closely with CPSEMO and all subrecipient agencies to help ensure a smooth transition by collaborating with our software vendor Wellsky to correctly update the HMIS project setup and by providing technical assistance and data entry guidance for project transfers for end users.

The current project list includes:

- CPSEMO - YHDP Crisis Host Homes (Supportive Services Only)
- CPSEMO- YHDP Joint Component RRH
- CPSEMO - YHDP Joint Component RRH Targeted Rapid Resolution
- CPSEMO - YHDP Joint Component TH (Hotel/Motel Voucher)
- CPSEMO - YHDP Joint Component TH (Site-Based)

- CPSEMO - YHDP MO BoS CoC CES (Level 4 Access Point)
- CPSEMO - YHDP Navigation (Supportive Services Only)
- CPSEMO - YHDP Street Outreach
- Flourish Home - YHDP Joint Component TH
- Flourish Home - YHDP Street Outreach
- Love Columbia - YHDP Joint Component RRH
- Love Columbia - YHDP Navigation (Supportive Services Only)
- Project 360 - YHDP Joint Component RRH
- Project 360 - YHDP Joint Component TH
- Project 360-YHDP Navigation (Supportive Services Only)

While this process took longer than expected due to the need for a thorough review of the impact of the transfer on project setup and client visibility in the system, ICA provided data collections forms and instructions to temporarily add youth to their non-YHDP Coordinated Entry project to help ensure that HMIS access was not a barrier to receiving services (these youth were later transferred into the YHDP project after it became operational again).

We also initiated data entry training for CPSEMO staff so they would be ready to get started with data entry right away. Most individuals finished their training immediately after the new project setup was finalized, and we are currently in the process of working with all YHDP projects to help agencies prepare for the upcoming QPR and SRT submission by exiting clients who are no longer actively enrolled and correct any lingering data quality issues.

REPORTING AND EVALUATION

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

- APR and SRT Submission
 - ICA staff provided CPSEMO with APR and SRT data for all required YHDP projects on 3/24/24 for the full FY2024 reporting period, running from 1/1/24 – 12/31/24, ahead of the submission deadline on 3/31/25.
 - ICA will provide CPSEMO with QPR and SRT data for all required YHDP projects during the FY25 Q2 reporting period from 1/1/25 – 3/31/25 ahead of the deadline on 4/30. This included reports for the Joint Component TH, Joint Component RRH, Supportive Services Only, and Street Outreach projects.
 - In addition to the required APR and SRT .csv output, ICA will also provide data from custom reports created to help CPSEMO answer the QPR Supplemental Questions about Special Activities.
- Federal Reports
 - ICA successfully submitted System Performance Measures for the MO BoS CoC ahead of the deadline on 4/22, including information for all YHDP projects.
 - ICA is currently working with YHDP projects to conduct data quality cleanup for YHDP projects for the Point in Time and Housing Inventory Count.

- Evaluating Progress Towards Goals in the CCP
 - ICA began working on a BoS Coordinated Entry Dashboard that can be easily filtered to Youth 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
 - While this dashboard is still under development and has not yet been published, it has already allowed us to identify a gap in coordinated entry coverage
 - There are currently over 100 youth heads of household who are enrolled in Emergency Shelter, Transitional Housing, Safe Haven, and Street Outreach projects throughout the CoC who do not have an enrollment in Coordinated Entry. Some youth may have already resolved and simply need to be exited from these projects, and other youth may not wish to be added to the prioritization list. However, this still suggests a gap in coverage for youth coordinated entry, and the data could be used for targeted outreach.

CHALLENGES

The biggest challenge this quarter has been in providing data quality cleanup support to CPSEMO as they work to take over the projects that were previously operated by Foster Adopt Connect, FCC, and Love Columbia. The number of records included in the transfer was sizeable: 805 enrollments across 9 projects at 3 agencies. This included 347 enrollments that were still open at the time we were notified by CPSEMO that access to the projects by subrecipients should be restricted. There were 164 open enrollments for the Navigation project alone, and we have been working with CPSEMO to verify enrollments and to clean up data to ensure that federal reports run correctly. However, this has been complicated by the fact that CPSEMO does not appear to have access to all of the paper client records for previously enrolled clients, which means that their ability to verify project data is limited.

GOALS FOR THE COMING QUARTER

In the upcoming quarter, our primary focus will be on supporting the broader work of the YHDP project through peer-to-peer learning, continuing to refine our reporting capabilities, and expanding resources and training for data entry. Key goals include:

- NHSDC
 - The Spring National Human Services Data Consortium (NHSDC) is being held April 28 – 30th in New Orleans. This conference is one of the major events for professional

development and peer-to-peer learning for those who work with homelessness data, and ICA will be presenting a session reviewing the lessons learned through the planning, implementation, and evaluation of the YHDP projects. The HMIS Manager, Leah Woods, will provide an overview of the critical role the HMIS Leads plays in the planning of the YHDP project; the HMIS Manager of Data & Reporting, Kaitlyn Poepsel will highlight the benefit of a high level of investment in HMIS staffing with regard to the development of quality data tools; and the HMIS Data Analyst, Storm Walker, will review the custom reporting products that they have produced for the project and discuss some of the insights that can be gleaned from the data.

- Support with Overall Evaluation of YHDP Projects
 - The MO BoS YHDP Dashboard Report provides summary information for clients served by YHDP projects, including priority populations identified in YHDP Coordinated Community Plan. Using the information from this report, ICA recently began working on a YHDP Tableau Dashboard that can be filtered by Household Type, Project Type, and Type of Homelessness to show a range of key data points to help stakeholders better understand the nature of youth homelessness in our CoC, including:
 - Total Enrollments and Exits
 - Demographics
 - Education Status and Background Information
 - Self-Reported Health Scores
 - Prior to publication, this dashboard will be reviewed by the YAB and the CoC to solicit feedback.
- Continuous Quality Improvement (CQI)
 - While we have already been busy developing tools to dig into the data, we look forward to working with CPSEMO, HUD TA, the YAB, and the CoC on the development and implementation of a formal CQI plan.