Sage HMIS REPORTING REPOSITORY

Submission Overview: CoC: Rural APR

Project: **MO BoS Rural Set Aside FY2022**   Grant: **MO0344R7P062200**   Type: **HMIS**   Report: **Rural APR**   Period: **11/1/2023 - 9/30/2024**   Your user level here: **Data Entry**

Grant Information: From e-snaps and LOCCS

Grant Number	MO0344R7P062200
Recipient	MO-606: Institute for Community Alliances
CoC Number and Name	MO-606 Missouri Balance of State CoC
CoC Component Type	HMIS
CoC Project Type	HMIS Dedicated
Total Award Amount (from the application in e-snaps)	$386,205.00
Operating Start Date	11/1/2023
Operating End Date	11/1/2024
Grant Term in Months	44
Reporting Period	**11/1/2023 - 9/30/2024**
Grant Information Was Updated on	8/5/2025

Contact Information

Grant Contact Information

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Check all those participating in answering the APR questions:	**HMIS Lead Staff** **HMIS System Administrator** **Grantee/Fiscal Agent**

Please describe any significant accomplishments achieved by your program during the operating year:

During this reporting period, the HMIS project focused on several key areas to improve the Missouri Balance of State (BoS) Coordinated Entry System (CES), including enhanced training resources, data quality monitoring, and support for CoC-wide coordination and system improvement.

Staff provided expanded support for CE List Holders with new training to ensure List Holders understand the overall coordinated entry process, including their key role in prioritization list management and the referral process. We also enhanced training around the importance of avoiding "Side Door" enrollments, in which clients are directly enrolled into housing programs without a referral through Coordinated Entry.

To improve data quality monitoring, staff worked with Regional CE Leads on the CoC's monthly Data Quality Assurance Plan to identify clients with data quality issues that prevent the client from pulling onto the Prioritization List or that impact whether they are being prioritized correctly. We expanded our monitoring efforts over the last year to incorporate additional data elements, including Days Since Last Contact, and providers are now reviewing clients who haven't been contacted in 60 days for removal to streamline the system by ensuring a more accurate, up-to-date prioritization list.

To ensure CoC-wide coordination with Victim Service Providers continued uninterrupted while the CoC navigated the loss of the Lead Agency, HMIS staff have also worked closely with non-HMIS list holders over the last year. This allowed us to identify shortcomings in the current non-HMIS process, including issues with the functionality of the current tool. At the request of the Coordinated Entry and Victim Services Committees, staff will provide an Excel tool for non-HMIS list management that aligns with the HMIS prioritization list, while the CoC will develop the policy and process for integrating non-HMIS clients into the CES.

Finally, to support conversations around overall system improvement, staff led discussions with the Coordinated Entry Committee to demonstrate that there is a significant pattern of Side Door enrollments appearing in HMIS. This led to the development of a system improvement plan, in which ICA staff will meet with CE Leads to review side-door data and determine what additional training or resources are needed to ensure that providers are aware of coordinated entry referral requirements and that referrals made through CES are properly documented in HMIS.

Describe the HMIS activities that have been provided this year using these grant funds.

In our SNOFO grant application, ICA committed to supporting the CoC in its efforts to expand access to coordinated entry through the Rural Setaside program, including the training, licenses, and technical support required for up to 30 additional end users. However, HMIS activities were significantly impacted by the delay in the execution of the CoC's project, which is still pending a decision from the HUD Field Office on a transfer request. In response, ICA has shifted focus to supporting the overall CE process, which covers the 101 counties of the BoS, including the 86 rural counties eligible under this grant. In the face of significant operational challenges, ICA has remained committed to advancing the CoC's broader goals of improving the Coordinated Entry system, prioritizing the development of additional training resources, and enhancing data quality monitoring and reporting support.

Newly developed training resources have largely focused on enhancing the overall understanding of the coordinated entry process, including the key role that data quality plays in an effective prioritization and referral process. We also enhanced our data quality monitoring plan, working with Regional CE Leads on the CoC's monthly Data Quality Assurance Plan to identify clients with data quality issues that could prevent the client from pulling onto the Prioritization List or that impact whether they are being prioritized correctly.

To support the reporting needs of the project, we have implemented several refinements to the Prioritization List. This included the development of youth and veteran prioritization lists to help ensure these sub-populations are effectively prioritized for targeted programs like YHDP and SSVF, as well as the addition of new data elements to improve the usability and function of the list, including Days Since Last Contact and Current Living Situation.

In addition, ICA is developing a Coordinated Entry dashboard to help monitor system performance and evaluate the effectiveness of the Coordinated Entry System. This dashboard will utilize data from funded projects to assess system usage and pinpoint areas of improvement. A draft of the dashboard is scheduled for presentation in the first quarter of 2025. Finally, ICA's reporting team is developing a tool for agencies to monitor their own CE Events and Assessments within HMIS to help improve data accuracy and completeness for the CE-APR.

Has the HMIS activity been approved by the local CoC or HMIS Committee of the CoC?

Yes

How does what you are doing fit in with the total HMIS effort of the CoC?

The HMIS project is charged with the responsibility to ensure the CoC's Homeless Management Information System meets all regulatory requirements as outlined by HUD and federal partner regulations. As the HMIS Lead, ICA provides technical assistance and training for all end users, along with data reporting and analysis at agency, regional, and CoC levels. Currently, the CoC has 67 agencies enrolled in HMIS, with 219 end users entering data for 241 separate projects. This includes 119 end user entering data into the 47 active coordinated entry access points that serve the 101 counties of the Missouri Balance of State. While the SNOFO HMIS project is specifically intended to support CE efforts in the 86 designated rural counties of the BoS, the technical assistance and training provided under this project improve the effectiveness of the HMIS as a whole and helps ensure that the CoC has the quality data necessary for effective performance monitoring and informed decision-making.

This project has specifically enhanced our capacity as the HMIS Lead to offer in-depth technical assistance to coordinated entry access points. Our efforts have previously focused on agencies receiving federal partner funding, and the SNOFO project will allow us to expand our efforts to provide Technical Assistance Assessments (TAAs) for additional CE access points. These TAAs give our staff the opportunity to meet with HMIS-participating agencies to ensure compliance with all HMIS data security, privacy and confidentiality policies, to address data quality issues, provide additional hands-on technical assistance and training, and discuss ongoing data collection, data entry, and reporting assistance needs.

The HMIS Project is also responsible for ensuring that federal reporting requirements can be met. For the Rural Setaside project, this includes providing guidance on CE APR and offering support to agencies in preparing reports and correcting data for accuracy. As an extension of ICA's overall commitment to ongoing data quality monitoring and improvement, ICA's reporting team is developing a tool for agencies to monitor their own CE Events and Assessments within HMIS. This tool, combined with targeted training and technical assistance, will allow agencies to proactively identify and address data discrepancies to further strengthen CE data quality.

Are there specific limitations/issues you have experienced in rural settings that relate to HMIS (e.g. connectivity, equipment, data standards, etc.)

There are several challenges unique to rural settings that impact HMIS efforts, particularly in the 86 rural counties of the Balance of State (BoS). One barrier is cost. Agencies often have limited budgets, and acquiring and maintaining up-to-date equipment, software, and reliable internet can be expensive. Smaller organizations in rural areas often lack the funding required to cover these needs, and many agencies rely on outdated technology that makes data entry and reporting less efficient. Financial limitations also create other challenges, with the labor needs at many agencies outpacing the capacity of the staff, which limits the availability of dedicated time for HMIS data entry and clean-up. These challenges are exacerbated by the fact that agencies often face geographic isolation that limits access to technical assistance and training opportunities. Finally, limited internet connectivity in rural areas makes live data entry difficult, which can lead to delayed updates to client records and lower overall data quality. These barriers—limited access to equipment, staffing shortages, and connectivity challenges—not only affect the performance of individual agencies, but also impacts the BoS's ability to achieve consistent, high-quality HMIS participation across all regions.

Are there recommendations/suggestions you can make for TA and/or HUD to assist with the limitations or issues you experienced?

The single biggest issue with the implementation of the HMIS Rural Setaside project has been the significant delay in processing the transfer request for the CoC's Rural Setaside project from Community Partnership of Southeast Missouri (CPSEMO) to Metro Lutheran Ministry (MLM). This request was submitted to the Regional Field Office in February 2024, and a resolution has still not been reached. The proper execution of the HMIS SNOFO grant fundamentally depends on our ability to support the CoC as it expands access to Coordinated Entry in the rural counties of our CoC, and we cannot do this effectively while the CoC SNOFO dollars remain in limbo.

In addition, the significant delay between the execution of the HMIS contract, which began in November 2023, and the execution of the CoC contract, is now likely to result in a situation in which the HMIS funds for the project will be spent down before the CoC funds for the project. This puts the HMIS project in a serious bind, given that we will still be obligated to provide the technical assistance and reporting required for this project as the HMIS Lead once it begins operating. With this in mind, we would like to strongly advocate for a rapid resolution to this transfer request, and we would like to respectfully request that HUD prioritize responding to these requests in a more timely manner in the future.

Finally, with the resignation of the lead agency and collaborative applicant during the summer, the Balance of State CoC faced significant disruptions in its operations. In the absence of the programmatic direction provided by the lead agency, progress on many of the CoC's initiatives has stalled significantly. HUD and TA can play a critical role in supporting the CoC during this transition by providing clear and timely direction as the CoC navigates the process of identifying a new lead agency and collaborative applicant. Additionally, specific guidance to address gaps in the CoC's current governance would help stabilize operations in the future.

Financial Information

	Current	Previous	Cumulative

Funding Sources (associated with this dedicated HMIS project during the operating year)

	Current	Previous	Cumulative
HUD: CoC Grant (Dedicated HMIS Grants Only)		0	0.00
HUD: CoC Administration/Planning/UFA Funds		0	0.00
HUD: CoC Project Grants		0	0.00
HUD: ESG (Dedicated HMIS Grant)		0	0.00
HUD: HOPWA		0	0.00
HHS: RHY − Through RHY Grantees		0	0.00
HHS: PATH − Through PATH Grantees		0	0.00
HUD: VA Grantees − Through VA Program Grantees		0	0.00
Local Government		0	0.00
State Government		0	0.00
Private/Foundation/Fundraising		0	0.00
Participation/User Fees from Projects/Agencies		0	0.00
Other		0	0.00
Total of All Funding Sources for Operating Year	0.00	0	0.00

HUD Funds expended from this Dedicated HMIS Grant

	Current	Previous	Cumulative
Equipment (Server, Computers, Printers)	0.00	0	0.00
Software (Software Fees, User Licenses, Software Support)	0.00	0	0.00
Services (Training, Hosting, Programming)	0.00	0	0.00
Personnel (Costs Associated with Staff)	81,423.33	0	81,423.33
Space and Operations	3,063.57	0	3,063.57
Administration	1,901.95	0	1,901.95
Total HUD-funded Expenditures	86,388.85	0	86,388.85

Match Used for this Dedicated HMIS Grant

	Current	Previous	Cumulative
Cash Match	0.00	0	0.00
In-Kind Match	37,550.88	0	37,550.88
Total Match	37,550.88	0	37,550.88
Total Expenditures requiring a match	86,388.85	0	86,388.85
Percentage Match	43.47%	0	43.47%
Total Dedicated HMIS Grant Funds Used (Expenses + Match)	123,939.73	0	123,939.73