

DATA POINTS

Bi-Monthly Publication of the Spokane Homeless Management Information System

ISSUE 1.0 July/August 2016



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Program Spotlight: Homeless Family Coordinated Assessment

The primary purpose of our coordinated assessment system is to make rapid, effective, and consistent client-to-housing and service matches—regardless of a client's location within a CoC's geographic area—by standardizing the access and assessment process and by coordinating referrals across the CoC.

Our coordinated assessment helps clients in a variety of ways. Firstly, it reorients housing and service provision to better focus on the needs of the people it serves through the creation of a more client focused environment. Secondly, it minimizes the time and frustration people spend trying to find assistance by providing case workers with real time data on bed and service availability. Thirdly, it maximizes the use of available system resources, including mainstream resources, to meet their needs. And finally, the data obtained through the project helps identify and quantify housing and service gaps.

In 2016 Catholic Charities became the lead agency for the coordinated assessment project directed at families. Catholic Charities seeks to partner with families to find solutions to help them overcome their current housing crisis. They do this with a three point approach. The first is through rapid re-

Thank You!!

The HMIS Team would like to take a moment to recognize the hard work that you have done. In the second quarter of 2016, you have enrolled over **2,612 individuals** into programs throughout the Spokane Area. We can't truly quantify the impact that you have made on those lives, but know that your work is appreciated.

Great work!!

Homeless Family Coordinated Assessment, continued

housing. Rapid re-housing provides time-limited financial and case management service to assist families in obtaining permanent housing. The next is temporary housing. This option can provide families with a shelter or transitional housing unit with support services designed to decrease a family's barriers to permanent housing. The third is permanent supportive housing, an option that assists families that are "chronically homeless" and disabled with long-term housing and case management services. Each of the options has their own qualifications, requirements and programs that participate.

Catholic Charities works closely with the HFCA partner agencies. The partners include: Family Promise, SNAP, The Salvation Army, Transitions, Volunteers of America and YWCA. The HFCA staff sends referrals to them and they contact the client directly to fill any vacancy that they might have in their program.

The HFCA staff has been integral in streamlining the

referral and data collection process. They communicate with the HMIS Team on a regular basis. Through their process they have made new innovations to the HMIS system. The Front Desk Call tracking form has allowed them to follow how many calls came in to the main line and if they had an outcome, what it was. Their input has helped to finalize the Eligibility Data Explorer report as well.

The HFCA office is located at 19 W Pacific, just east of the House of Charity shelter. They have walk-in hours Monday through Thursday from 12:30 to 5:00 pm. If you or clients have questions, you can also call at 509-325-5005 or visit their webpage at <https://www.catholiccharitiesspokane.org/homeless-families-coordinated-assessment-hfca>.

You may qualify for: Rapid Re-Housing	You may qualify for: Temporary Housing	You may qualify for: Permanent Supportive Housing
<i>Re-Housing provides time-limited financial and case management service to assist families in obtaining permanent housing.</i> RE-HOUSING QUALIFICATIONS: <ul style="list-style-type: none">• Literally Homeless couples or families with children only.• Initially: 30% AMI (very low income)• Ability and willingness to increase income in a short period of time.• Provide required documentation as requested. RE-HOUSING PROGRAM PARTICIPATION REQUIREMENTS: <ul style="list-style-type: none">• Be able to find housing with assistance from a case manager in less than 30 days.• Work with Case Manager to come up with a housing stability plan.	<i>Temporary housing provides families with a shelter or transitional housing unit with support services designed to decrease a families barrier(s) to permanent housing.</i> PROGRAM PARTICIPATION REQUIREMENTS: <ul style="list-style-type: none">• Varies by program PARTICIPATING PROGRAMS <ul style="list-style-type: none">• Family Promise of Spokane• Salvation Army• SNAP• St. Margaret's• Transitions: Transitional Living Center (TLC)• VOA: Alexandria's House• VOA: Aston Bleck• YWCA	<i>Permanent Supportive Housing assists families that are 'chronically homeless' and disabled with long-term housing and case management services.</i> PSH QUALIFICATIONS: <ul style="list-style-type: none">• 30% AMI• Literally Homeless• For program placement consideration: documented disability• For program placement consideration: documented history of homelessness PROGRAM PARTICIPATION REQUIREMENTS: <ul style="list-style-type: none">• Varies by program PARTICIPATING PROGRAMS <ul style="list-style-type: none">• St. Margaret's Shelter• Transitions: Transitional Living Center (TLC)• YWCA



Programs will contact you directly once you have been referred from HFCA to fill their program vacancy.

Remember: referrals are based upon 'current level of need' so if your circumstances change, come and see us again to update your assessment information.

Please remember: there is no guarantee of homeless housing placement. Our community model looks at serving families based upon homeless status, income and level of need, so please partner with us to explore every housing option available for you and your family. During our walk-in hours, please visit 19 W Pacific where an intake specialist will meet with you and help identify services and resources for your family. They may also walk you through an assessment, which will capture the current level of need your family is experiencing in order to assess your family for homeless housing options.

The **HMIS Summer Series** has been a great opportunity for new and seasoned users. We are nearly two-thirds of the way through it, and there are still opening for the month of August. You are encouraged to register for any of the trainings that seem interesting to you. This is a great opportunity to learn how to expand your knowledge base and the functionality of ClientTrack, especially now that we have upgraded to the new version. Be sure to review the remaining trainings at <https://my.spokanecity.org/chhs/hmis/trainings/>.

As we move towards September we will be rolling out the HMIS Fall Series. Since you have been working in the new version for a little over a month, we would love to hear your ideas on what you would like to learn more about. Have the locations and schedule been accommodating enough? If you have been to one of our trainings this summer have you done the [Survey Monkey survey](#)?



Spokane HMIS Website

Be on the lookout for the Spokane HMIS website. In the HMIS Team's continuing work to make your data collection experience be the best it can, a new website has been developed. While it hasn't been officially launched, it is currently accessible. As always our mission is to create more for our users, through access to program specific data standards, relevant training and timely announcements. David Lewis feels that, "Our users should have ready access to the same sources of information that we use when managing the HMIS [system]."

Our website is meant to help inform about the current requirements, training, and support opportunities that we're able to provide to our current users as well as those interested in relevant subject matter on the subject of data, systems analysis, and how it supports the work being done to reduce and eliminate homelessness! We appreciate any and all feedback. [Take a look](#) and let us know what you think at hmis@spokanecity.org.



Annual Performance Review

There are a lot of Annual Performance Reviews (APR) at the end of summer. The APR is your projects report to HUD on the Universal Data Elements, Barriers/Financials and Performance Measures. Many organizations have the pleasure of doing multiple APRs throughout the year. They can be a challenge when data quality isn't the best it can be. This is another reason that the monthly data quality is so important. How many times have you or another case manager had to dig through old files to review an assessment that was done ages ago, but wasn't properly recorded in HMIS? You work hard to make a positive impact on your clients and recording data can be the drudge work. Remember that it's through the data that you collect that funders are able to make an informed decision.

If you aren't doing the monthly data reporting, take the time to run an APR on your CoC funded project and take a look at the data. Use the Q7 drill down report and export it into Excel. Look for missing data or entries that seem incorrect. Did someone get confused and enter a year income amount rather than a monthly one? Are you collecting data on all the clients/family members that you should be? If you aren't sure check out the newly updated [HMIS Data Standards](#). If

you are interested in reviewing what data points were impacted with this latest round of updates, check out the [Data Entry for HMIS Critical Data Standards Changes](#). These changes are actually going to need to be "back entered" to October 1, 2015.

The HMIS Team is here to help you with any issues you face. Many of the projects have been operating long enough to recognize outliers in their data sets. If you need a team member to do a deep dive when you find an issue, we are happy to do that. We are going to be doing random quality checks to make sure you aren't having any major issues, and you should be making internal choices that make your data quality a priority. You are working hard enough that doing the work twice isn't fair.

There are instructions on the Spokane HMIS website show you how to properly run an APR report if your project is CoC funded. If it isn't, check out the Data Explorer 2016 Data Quality Report series. These reports were created with the notion to give you a comprehensive picture of your data across the board. The HMIS Team is here to support your data collecting process. If you are having issues, be sure to enter a support/help desk ticket.

Sheila Morley Leaves Community Housing & Human Services

Please join the HMIS Team in wishing Sheila Morley good luck at her new position with the Family Impact Network. In an e-mail on Wednesday, July 13th Sheila made her announcement,

"I will be leaving the City of Spokane's Community Housing and Human Services Department to take the Director of Programs and Operations for the Family Impact Network. It has been my privilege to work with all of you over the past five years at the City and my previous thirteen years with non-profits serving the homeless. My time at the City has afforded me the opportunity to work closely with many of you in implementing significant changes to the homeless delivery system and I appreciate your great partnership in this work. You are all incredible people to work with and I will miss your great collaboration. I am confident, through Dawn's leadership and the talented staff in our department we will continue to provide strong support to all of your programs and the great work will continue. I hope to have the opportunity to work with you in the future in my new role at FIN."

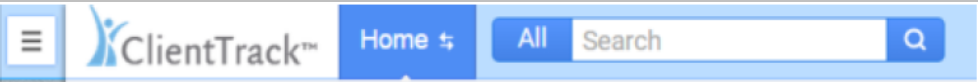
The HMIS Team echoes everyone's well wishes. She has been a driving force in the City's efforts to end homelessness. Her work with HMIS has been integral in reporting and designing of the workflows you are dealing with everyday. She will be missed.



Function Focus

ClientTrack 15 features a very exciting new capability available to all users in both the desktop and mobile version of ClientTrack. ClientTrack Global Search enables users to search for any type of entity (a client, provider, employer, funding source, etc.) or any available menu option from a single place.

ClientTrack Global Search is always available to users at the top of their screen and can be accessed quickly by clicking Ctrl + / or simply clicking in the search box at the top of the screen. Typing the word “Cruz” and pressing Enter, will search for all clients, providers, employers, etc. that have “Cruz” in their name (if those workspaces and search options are available to this user). Additionally, searching on the word “Referral” will show all menu options related to referrals, as well as providers or other entities with “referral” in their name.



When the search is executed, all search types will be presented to the user with their related results.

All cruz				
FIND PROVIDER				
Displaying 1-20 of 42 results. Next Last				
Provider	Address	City	State	Zip Code
Arizona Department of Transportation - MVD - Santa Cruz County	3030 N. Grand Ave.	Nogales	AZ	
Boys and Girls Club of Santa Cruz County	590 N. Tyler	Nogales	AZ	
Carondelet Home Health Services - Santa Cruz County	857 W. Bell Rd.	Nogales	AZ	
Carondelet Hospice of Santa Cruz County	857 W. Bell Rd.	Nogales	AZ	
Catholic Social Service - Santa Cruz Project	140 W. Speedway Blvd #130	Tucson	AZ	

Users can scroll through all the search results and select one in order to be immediately directed to that menu option or entity’s workspace. In instances where there are more than 20 results for each search type (e.g. more than 20 clients with a name like “Cruz”), a user can page through the results to display 20 at a time.

Additionally, users can choose to narrow their search results by selecting a specific search option next to the search textbox. By default the search option is “All.” Users should click “All” to reveal other search options.

User should note that the Global Search results will first present search results that are applicable to the current workspace, followed by results from other workspaces.

Welcome to House of Charity

As some of you may know our own Samantha Dompier along with Heather Schleigh are the new Executive Directors of House of Charity. One of their first projects was to begin logging shelter stays and services in HMIS. That gave us a new batch of users. Please, welcome:

Amanda Briggs, Anthony Foster, Tyler Mills, Jeff Harris, John Malone, Josh Morden, James Ochiltre, Kari Chapman, Karilynn Cooper, Kathleen Moloney, Laurie Farley, Lee Ann Winters, Naomi Gaspard, Pete Lockwood, Stephany Beernink, Sabrina Bukowski, Samantha Dompier, Shelly Viers, William Lapke, Zachary N Tanaid

HOC is one of the largest night-by-night shelters in the Spokane area. The staff has faced a variety of challenges while trying to implement HMIS in their organization. They deserve a shout out for their effort. Great job everyone!

System Performance Measures

HUD has released the following statement:

“A critical aspect of the [McKinney-Vento Homeless Assistance Act](#), as amended, is a focus on viewing the local homeless response as a coordinated system of homeless assistance options as opposed to homeless assistance programs and funding sources that operate independently in a community. To facilitate this perspective the Act now requires communities to measure their performance as a coordinated system, in addition to analyzing performance by specific projects or project types.

The Act has established a set of selection criteria for HUD to use in awarding CoC funding in section 427 that require CoCs to report to HUD their system-level performance. The intent of these selection criteria are to encourage CoCs, in coordination with ESG Program recipients and all other homeless assistance stakeholders in the community, to regularly measure their progress in meeting the needs of people experiencing homelessness in their community and to report this progress to HUD.

CoCs also play an integral role in Consolidated Plan (Con Plan) jurisdictions’ planning process. They are required to provide the jurisdiction with the information necessary to complete the Con Plan(s) for homeless assistance provided to persons within the CoC’s geographic area that falls within the Con Plan jurisdiction’s geographic area, including data on performance measures. HUD will use the system-level performance information as a competitive element in its annual CoC Program Competition and to gauge the state of the homeless response system nationally.”

What this means for you is that in the next month we will be pulling data on a system level. This is one of the reasons that the monthly data reporting is so integral to the HMIS work that you do and why it has been included in your contracts. The data will come from October 1, 2014 through September 30, 2015. So, you may be hearing from us in the coming weeks. Since this is on the system level there may not be much work that you need to do, but we want to keep you in the loop. For more information visit <https://www.hudexchange.info/programs/coc/system-performance-measures>.