

Meeting Minutes

CSP All Agencies Administrators Meeting

March 19, 2019 3:00 pm – 5:00 pm

Location: CSB Conference Room

Attendees: Equitas- Tianna, Trey, VOA- Betsy, William, Netcare- Helen, LSS- Joy, HuckHouse- Amanda, VA- Rich, Jaime, YWCA- Paula, Christina, NCR- Marsha, Tonya, HFF- Tiffany, TSA- Brittani, YMCA- Kevin, Community Shelter Board- Lianna Barbu, Thaddeus Billman, Travis Theders, Jeremiah Bakerstull, Jaynina Manibusan

A. Welcome and Flow of the Day

- a. Travis went over the flow of the day and introductions.

B. ServicePoint 6 Update

- a. We will not be transitioning end of spring or early summer.
- b. Medware merged with a new company and is now called WellSky. We are going to try to keep the CSP acronym.
- c. The merging has pushed back their development timeline again and there is no projected due date for the release.
- d. The reporting tool is almost available. They are wrapping up some security updates around visibility and making sure you cannot report on other agencies' data. Hopefully it will be available within the next two months to those who have access to ART.
- e. CSB is also exploring other HMIS solutions and reporting tools.
- f. We are working with all the Ohio implementations that use Service Point to discuss shared concerns. We had a call with the WellSky leadership to express our concerns that the system is not up to date. It does meet HUD standards and is compliant with HUD, but is not user friendly. CSB is hosting all other Ohio implementations for another call with WellSky scheduled for April 11th.

C. Data Visualization Feedback

- a. Thaddeus used a tool called PowerBI to create the Data Visualization tool on the CSB website. Data was exported from ART.
- b. Travis demonstrated how to use the Data Visualization tool and the different data points that can be seen.
- c. CSB discussed the potential to use PowerBI to host a server for agencies to login and run future QA reports.
- d. Thaddeus will look into adding more data points to the tool: employment, disability type, insurance, more options for gender & race, and project level reporting.
- e. Kevin pointed out that the mobile version does not show the 'Other' option for Gender & Race.
- f. Travis will look into a more printer friendly option for the tool.

D. System Performance Measures

- a. Lianna reviewed the System Performance Measures for Federal FY18 (10/1/17 – 9/30/18)
- b. Measure 1: Length of Time Persons Remain Homeless
 - i. Looks at Average and Median Length of Time Homeless
 1. We saw a slight increase in both the average and median for FY18. This is not a positive change.
 2. We think the affordable housing crisis is the culprit and leads to longer shelter stays because of the difficulty on the back end to find affordable housing for clients to move into.

- c. Measure 2: The Extent to Which Persons Who Exit Homelessness to Permanent Housing Destinations Return to Homelessness.
 - i. Compared to last year, we saw a small increase in the total number of people returning to homelessness within 6 months, from 9% to 10%.
 - ii. We saw an increase in the total number of people returning to homelessness within 6-12 months, from 8% to 9%.
 - iii. We saw small decrease in the total number of people returning to homelessness within 13-24 months, from 10% to 9%.
 - iv. The total number of people returning to homelessness within 2 years has increased from 28% to 29%
- d. Measure 3: Number of Homeless Persons
 - i. Change in PIT
 - 1. For the Point-In-Time count we have an increase in the Total Sheltered Count, which is mainly due to more families in the system. However, there is a significant decrease in the unsheltered count from 340 to 288.
 - ii. Change in Annual Counts
 - 1. We are currently showing an increase in the total sheltered homeless numbers from 9684 to 9804. Emergency shelter numbers have also increased from 9519 to 9705. Transitional housing numbers have decreased from 323 to 241.
- e. Measure 4: Employment and Income Growth for Homeless Persons in CoC Programs
 - i. We are looking at income for individuals in continuum of care programs, which is restricted to programs that receive HUD funding. HUD is separately looking at those that continue to stay in PSH vs. those that leave PSH.
 - ii. The data is showing an increase in all income categories which is great news because we usually struggle with this measure.
 - iii. It is so important for the income records to be captured within the 30 days anniversary window as only this income is reflected in this report. The improvement here is partly due to improvement in data collection.
- f. Measure 5: Number of Persons Who Become Homeless for the 1st time
 - i. We have an increase in the number of persons homeless for the first time. HUD defines homeless for the first time if they did not have a street outreach or an emergency shelter stay in the past two years.
 - ii. HUD does not currently fund prevention activities. HUD has a standard for "High Performance Communities" that can apply for funds if you meet the high performance community status. It is a high standard that no one nationwide current meets.
- g. Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing
 - i. We have an improvement of 1% in successful exits from Street Outreach.
 - ii. We have a small decrease in successful placements from shelter and RRH from 47% to 46%. Is it worth to look at clients that are recorded as disappeared or with no exit destination to see if we can increase this rate. Thaddeus will review and send potential corrections to partners.
 - iii. The successful exit rate from PSH is stable for the past three years at 93%. This is a good rate.

E. Data Quality Report Update

- a. Lianna went over the progress on the Destination error rates. The goal was to show a decrease in all destination errors. There is great progress since the previous year. Emergency shelter shows a decrease from 13.20% to 6.58%. Transitional Housing shows a decrease from 5.58% to 1.08%. PSH shows a decrease from 7.32% to 3.49%. Rapid Re-housing shows a decrease from

23.67% to 0.58%. Street Outreach needs improvement since there was an increase from 1.75% to 3.85%. Travis will look into the outreach records.

- b. The overall, long term goal is to reach 5% or lower for all.
- c. HUD considers it an error in exit destination if 'Don't Know,' 'Refused,' 'Data Not Collected,' or 'No Exit Interview Completed' are selected.

F. SNAPS: Data TA Strategies to Improve Data & Performance

- a. HUD has a vision detailed in three strategies for the next 3-5 years. As we look at the Current Status, we are meeting the Current Status shown in each strategy. Lianna reviewed the Majority and Advanced CoCs and believes some areas are a stretch.
- b. Lianna asked if we can implement a plan for progression in Quality Data and Timely/Accurate/Comprehensive data strategy.
- c. There is a concern that there are too many people inputting data for some large agencies.
- d. Please keep thinking about how we can work towards HUD's proposed new standards. We will continue topic at the next meeting.

G. Integration of YHDP Fields for Non-Youth-Focused Projects

- a. After receiving the new YHDP grant, CSB will have new youth-focused programs starting July 1st. – PSH/TH, RRH, Coordinated Entry.
- b. Group discussed new data elements for YHDP and the need to collect these elements for Transition Age Youth (ages 18-24) in traditional, non-youth-focused projects. The group agreed upon a number of RHY/YHDP elements. Travis will create a new "TAY Assessment" to capture these new fields in traditional projects. PDF data forms will also be available on the CSB website. Lianna will send an email to agencies explaining the change. These new fields/assessments will be available in CSP immediately and collection will be required starting 7/1/19. .

H. RRH DV Program

- a. As of July 1st a new RRH Program for clients fleeing domestic violence starts. CSB received a new award from HUD for this program. It is the first DV focused RRH program in our community.
- b. By HUD standards, the new program cannot be on the current HMIS, so Travis is working to find an entirely separate comparable database.
- c. CSB is working with YMCA to figure out the operations of the new program. Goal is to serve those in traditional shelters that are DV survivors and in Choices.

I. PR&C Survey

- a. Please review the results and comments. Submit any feedback to Travis.
- b. CSB will update the security and encryption-focused M-standards, as they are outdated. CSB will keep HUD's guidelines (last updated in 2004) but add more current, suggested guidelines for security.

J. Future CSP Trainings

- a. Travis expressed his concern about volume of attendees decreasing since he started training. He proposed new ideas for a different training structure. Proposed creating training videos, a document of frequently asked questions and mock entry -exit testing scenarios instead of traditional training.
- b. Please email Travis if you think of anymore training suggestions.

K. Next Meeting is July 7th, 2019 from 10:00am-12:00pm.

L. Adjourn