In Attendance:
Andrew Pietzch, Blue Earth County Human Services
Angie Thomas, Partners for Affordable Housing
Ashley Brusse, Zumbro Valley Health Center
Ashley McCarthy, Southwest Minnesota Housing Partnership, Member
Brianna Anick, Minnesota River Area Agency on Aging
Brigette Bednar, Family Promise
Carrie Erickson, Institute for Community Alliances
Dylan Sobota, Horizan Homes
Jacob Radke, Olmsted County
Jen Jorgensen, Semcac
Jen Theneman, Partners for Affordable Housing
Jennifer Cook, Red Wing HRA, Member
Julie Anderson, Steele County Transitional Housing
Kara Hoel-Kleese, Women's Shelter, Member
Kate Henny-Gretz, Minnesota Valley Action Council, Member
Kimberly Stewart, SCHRC
Kris Kvals, Hope Coalition
Madison Arkade, South Central Human Relations Center
Meghan Sawicki, Ruth's House, Member
Nicollette Meyer, Family Promise
Randi Callahan, Three Rivers Community Action, Member
Rebecca Rand, SCHRC
Rick Sundberg, 180 Degrees, Member
Rolanda Sylvester, Partners for Affordable Housing
Sara Kern, Hope Coalition
Sheryl Block, Zumbro Valley Health Center
Sybil Betsinger, Community Action Center of Northfield, Member
Tammy Moses, Lutheran Social Services, Member
Victoria Heun, The Salvation Army, Mankato
Wes Brandenburger, Center City Housing, Member

Facilitator: Nancy Bokelmann, Mankato/Blue Earth County-EDA, Member
CoC Staff: Jennifer Prins, Katherine Cross, Robyn Meixner
Recorder: Michelle Loken, Three Rivers Community Action, Inc.
Welcome, Introductions, and Announcements: Jen Theneman is posting a position for a case manager for the St. Peter location. Minnesota Veterans Stand Down will be Saturday, October 26th from 9:00 a.m. to 2:00 p.m. at the Mankato Civic Center. You can sign up for a booth by calling Minnesota Assistance Council for Veterans. Tammy Moses mentioned they have job postings for youth programs in Mankato and Rochester. Kate Hengy-Gretz said MVAC (Minnesota Valley Action Council) is hiring for a full-time position for working with homeless folks. See their website for details.

Approval of August Minutes & October Agenda: Julie Anderson motioned to approve the August minutes. Victoria Heun seconded. The motion was carried. Jennifer Cook motioned to approve the agenda. Andrew Pietsch seconded. The motion was carried.


Committee Reports and Requests:
Executive Committee - Lael Roberts will be the new representative for the MN Interagency Council on Homelessness.

Clarification of responsibilities for the Chair and Co-chair of committees is in process. An orientation for new members is being considered.

Nancy Bokelmann shared information on the SPARC project. Ramsey, Hennepin, and Blue Earth Counties, as well as Central Minnesota are participating in this project. They will be focusing on disparities within the homeless response system, particularly for black men. They are creating an equity tool, and hoping to come up with solutions to improve the system. Learning sessions are on October 24th and 25th.

Coordinated Entry: There is a New Order Priority for Rapid Rehousing. Coordinated Entry won't necessarily target people in the 4 to 8 range anymore. Going forward, they will be looking at disabilities, and type of homelessness/length of time homeless.

The committee is excepting suggestions for policy updates at this time. Tammy Moses, Jennifer Prins, Katherine Cross, and Kara Hoel-Kleese will be collecting suggestions over the course of the next three to six months. They will be reviewing recommendations, and writing up sample policies. The CoC will vote on the changes at the May meeting.

Kate Hengy-Gretz, Kara Hoel-Kleese, Bill Franken, and Sadie Rezac have one year terms ending soon. They need to consider if they wish to continue. If anyone else is willing to serve on the committee, please let Kate Hengy-Gretz know. Jennifer Prins will send out nominations for committees, as well as Co-chairs. She will also send out a form for recommendations for policy changes.

The CE committee is working on creating a policy to address non-compliance issues. If an agency is enrolling people outside of the CE referrals, or not getting assessments into HMIS in a timely manner, those instances would be considered non-compliance.

Data & TA: The committee is preparing for the Point-In-Time Count, which is coming up on January 22nd. They are working on some guidance for everyone that is involved in local count processes. They want to make sure there is an understanding of which shelters are reporting in HMIS and which ones still need surveys. It will be sent out to all of the homeless response teams as well.

River Valleys CoC
October 17, 2019
The Data & TA Committee is also working on developing a training plan for 2020. They want to integrate training into the CoC meetings, as well as, make sure that we are connected to other training opportunities that are available.

The Data & TA Committee is working with representatives from the CE Committee on the CE evaluation that will roll out shortly.

**Project Review and Rating:** This committee is updating the process for Project Review and Ratings for 2020. They are asking CoC committee members for recommendations/solutions on how to make the process run more smoothly. Input is needed by the next meeting on November 12th. Jennifer will send out meeting follow-up in an email.

Tammy Moses updated the group on the youth needs assessment. The assessment has been trimmed down to 28 questions. It will all be done through a survey online. They will also be doing stipends/gift cards for youth that complete the assessment. They are forming a Youth Advisory Council. This is all currently happening in Rochester with the intent to focus CoC wide. They are gearing up for a grant in the spring.

**Call for Nominations:** Forms will be out in a link. You can nominate yourself or someone else. Any agency receiving HUD funds cannot be on the Project Review and Rating Committee. Nominations will be accepted now until November 8th. There will be a list of nominations at the November meeting. The vote will take place in December. The term begins in January.

**2019 HUD Application Follow-up:**
Affirm e-vote to Approve Application – The application was sent in on time. We had six yes votes to submit the application, and zero no votes. Kate Henig-Gretz motioned to affirm the e-vote. Andrew seconded the motion. The motion was carried.

Debrief of Application: The application was submitted on September 26th. HUD will announce the funding in late December or early January. They will notify renewals in the first round. New projects will be notified in a second round. Contracts will most likely be in place in August. We had three new projects go in. We applied for all the funds that we were eligible for.

Workgroup and Workgroup Prep: Jennifer will be checking in with workgroup leads in the next few weeks to figure out where everything is at in the process. We will identify if we need to reset a few things based on the goals that have been set, so we are ready for workgroup activities in November. Key areas we want to advance are HMIS coverage for emergency shelters, and Transitional Housing programs.

**HMIS Data Quality – FFY2019 Clean-up, Introducing QDQ:** Carrie Erickson spoke on this topic. The goal was to do a clean up from 10/1/18 to 9/30/19. The deadline for this project was 10/4/19. See attachment for details.

Kate Henig-Gretz motioned to adjourn the meeting. Victoria Heun seconded.
UPDATES  October 2019 eNews

Welcome

SSI/SSDI Outreach, Access, and Recovery (SOAR) is funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) and is a national program designed to increase access to the disability income benefit programs administered by the Social Security Administration (SSA) for eligible adults and children who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder.

The goals of the SOAR program speak directly to one of SAMHSA’s Strategic Initiatives - Recovery Supports. SOAR seeks to end homelessness through increased access to SSI/SSDI income supports, directly addressing SAMHSA’s assertion: “To recover, people need a safe stable place to live.” This is essential, and for many persons in recovery accessing benefits is a first step. But SOAR extends beyond and also encourages employment as a means to increase individual income and promote recovery in line with the SAMHSA assertion that: “to recover, people need meaningful work and the ability to enhance their skills through education.”

Read more
Recent Questions About SOAR

Q: How do I calculate the days to decision for SOAR applications?
A: We calculate from the date of the application (when the completed SOAR packet is turned in) to the date that DDS makes the decision and transfers the case back to SSA. (Not the date of the letter from SSA, as that is often delayed).

Read full answer

Q: Is there an online training or webinar that focuses on SOAR applications for those who have already been denied and are in the appeal process?
A: Yes, we have a number of resources on the SOAR website to help provide information and guidance through the appeals process. They can all be found here in the Library: https://soarworks.prainc.com/topics/appeals I recommend starting with this article about Appeals: https://soarworks.prainc.com/...

Read full answer

Q: Why would someone get two checks?
A: In certain circumstances, someone can get both SSI and SSDI. This happens when someone is approved for SSDI, but their monthly check is lower than the full SSI Federal Benefit Rate (FBR). This could be due to earning low wages throughout the employment history or limited recent work. In this case...

Read full answer

Q: Can I submit a SOAR application for a homeless client who has physical disabilities but not mental illness?
A: Absolutely! SOAR is designed to assist individuals who are experiencing or at risk of homelessness and have a serious mental illness, medical impairment, and/or a co-occurring substance use disorder.

Read full answer
Appendix B: Sample Staff Training Record

Staff Member Name: ___________________________  Staff Member Signature: ___________________________

Position: _______________________________________

<table>
<thead>
<tr>
<th>Required Trainings/Core Competencies</th>
<th>Supervisor Initials</th>
<th>Date</th>
<th>Total Hours</th>
<th>Source/provider</th>
<th>Location/method</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

Certificates of attendance, registration confirmations, sign-offs on policy documents, and other materials should be maintained as evidence of training completed.
Training and Development policy

Date approved: March 21, 2019
Date effective: Immediately for CoC training coordination; October 1, 2019 for individual projects

Background
The River Valleys CoC is committed to ensuring high quality service provision for those receiving housing and/or services in the CoC region’s homeless response system. The CoC also desires to support ongoing performance improvements for programs and the homeless response system as a whole to ensure better outcomes for communities and to remain competitive for project funding opportunities.

Policy
The policy of the River Valleys Continuum of Care (MN-502) is to ensure that programs within the CoC homeless response system both 1) have staff and volunteers equipped and ready to provide services to participants in the homeless response system and 2) are active and engaged in improving program and system outcomes through training and peer support opportunities. Further, the policy of the CoC is that agencies administering programs within the CoC will document staff participation in training and stay current on relevant topics.

Relevant training topics
Relevant training topics for HUD CoC program grantees and for agency/program partners in Coordinated Entry are as follows. Topics are sorted by those considered Core Competencies and therefore required, and those that are recommended for high-quality program delivery and outcomes.

Additional subtopics and advanced training topics related to required and recommended topics are included in Appendix A.

Training topics for recipients of HUD CoC program funding

<table>
<thead>
<tr>
<th>Required/Core Competencies</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>At employment</strong></td>
<td></td>
</tr>
<tr>
<td>- HUD Regulatory Requirements, including Grantee Start-up trainings</td>
<td>- CoC Project Grant application preparation</td>
</tr>
<tr>
<td>- Understanding Project and System Performance Measures</td>
<td>- Harm Reduction principles and practice</td>
</tr>
<tr>
<td>- Fair Housing/ Equal Access/ Housing Law</td>
<td>- Trauma informed service delivery</td>
</tr>
<tr>
<td>- Housing First</td>
<td>- Crisis assessment and intervention/De-escalation</td>
</tr>
<tr>
<td>- VAWA requirements and compliance</td>
<td>- Strengths-based or Client-based approaches</td>
</tr>
<tr>
<td>- Coordinated Entry policies and procedures</td>
<td>- Advocacy to reduce barriers to housing</td>
</tr>
<tr>
<td>- Motivational Interviewing</td>
<td>- Long-term stability and housing choice: Moving on from PSH</td>
</tr>
<tr>
<td>- HMIS (or alternative equivalent database) user training</td>
<td>- Positive Youth Development</td>
</tr>
<tr>
<td>- Supporting education of children and youth experiencing homelessness</td>
<td>- Increasing income and employment</td>
</tr>
<tr>
<td></td>
<td>- Working with LGBTQ identified individuals</td>
</tr>
<tr>
<td></td>
<td>- Mental illness first aid</td>
</tr>
<tr>
<td></td>
<td>- Report writing and documentation</td>
</tr>
</tbody>
</table>
**Anually after initial training**
- HUD Regulatory Requirements, including Grantee Start-up trainings
- Coordinated Entry policies and procedures
- Fair Housing/ Equal Access/ Housing Law
- Housing First
- VAWA requirements and compliance
- Motivational Interviewing

**As available after initial training**
- HMIS (or alternative equivalent database) user training
- Understanding Project and System Performance Measures
- Supporting education of children and youth experiencing homelessness

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**Training topics for agency partners in Coordinated Entry System**

<table>
<thead>
<tr>
<th>Required/Core Competencies</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>At employment</strong></td>
<td></td>
</tr>
<tr>
<td>Coordinated Entry policies and procedures</td>
<td>Housing First</td>
</tr>
<tr>
<td>Fair Housing/ Equal Access/ Housing Law</td>
<td>HMIS (or alternative equivalent database) user training</td>
</tr>
<tr>
<td>Trauma informed service delivery</td>
<td>Harm Reduction principles and practice</td>
</tr>
<tr>
<td>Crisis assessment and intervention/De-escalation</td>
<td>Strengths-based or Client-based approaches</td>
</tr>
<tr>
<td>VAWA requirements and compliance</td>
<td>Advocacy to reduce barriers to housing</td>
</tr>
<tr>
<td>Motivational Interviewing</td>
<td>Long-term stability and housing choice: Moving on from PSH</td>
</tr>
<tr>
<td>HMIS (or alternative equivalent database) user training as required by funder</td>
<td>Positive Youth Development</td>
</tr>
<tr>
<td>Understanding Project and System Performance Measures</td>
<td>Increasing income and employment</td>
</tr>
</tbody>
</table>

| **Annually after initial training** |             |
| Coordinated Entry policies and procedures | Working with LGBTQ identified individuals |
| Fair Housing/ Equal Access/ Housing Law | Mental illness first aid |
| Housing First | |
| VAWA requirements and compliance | |

| **As available after initial training** |             |
| HMIS (or alternative equivalent database) user training | |
| Understanding Project and System Performance Measures | |
| Supporting education of children and youth experiencing homelessness | |
Training as a component of performance development
The CoC may require or recommend training or peer support for CoC Program grantees or program/agency partners in Coordinated Entry in response to program and/or system reviews in order to support performance improvement and compliance with HUD CoC and/or Coordinated Entry standards. All peer support or training that is recommended or required as part of performance development will be communicated in writing and will allow reasonable timelines for completion.

Access to training and development
CoC provision and support of training opportunities: Assuming adequate and continued funding of CoC planning by HUD and other sources, the CoC will provide, coordinate, or arrange for training opportunities for all topics identified as Core Competencies/Requirements at least once per year. Provision methods may include in-person trainings, webinars, conference calls, peer groups, and other methods as identified. Training provided or arranged by the CoC will be delivered at no cost or a low reasonable cost to participants, and will be offered in the most accessible methods possible for the CoC. Peer support activities may include visits to other program sites or matching new staff with experienced staff mentors in a similar role to provide guidance on data quality, program requirements, and other elements to be identified.

Other training opportunities: CoC program grantees and agency/program partners in Coordinated Entry may access training delivered by other trainers for any of the topics listed, with the exception of two topics: Coordinated Entry policies and procedures and CoC project grant application preparation. CoC program grantees and agency/program partners in Coordinated Entry are responsible for all costs associated with training provided by other entities. CoC program grantees and agency/program partners in Coordinated Entry that choose to attend other trainings to meet Core Competencies/Requirements are advised to consult with CoC staff before attending to ensure that the training will be accepted by the CoC. Additional documentation may be required.

Documenting staff participation
Completion of training activities must be documented in training logs, personnel files, program files, or other standard and viewable agency files. A sample training record is attached in Appendix B with required data elements for tracking: agency name, program name, name of staff person, signature of staff person, position/title, training topic, date of training, total hours, source/provider of the training, location/method of training, and initials or signature of supervisor.

The River Valleys CoC and other funding partners may monitor projects for compliance with this policy. During the CoC project review process, organizations will be asked to provide the detail of individual staff training records, the agency/program’s annual staff training policy and protocol, and information on the on-boarding process for new employees. The CoC strongly encourages organizations to utilize any and all available training provided via the Continuum of Care to meet these training expectations.

Supporting Materials
Appendices are attached to provide additional detail on key policy components.

Below is a list of recommended training and professional development topics for individuals working in homeless service programs. The list focuses on the training needs of staff members working in programs and directly with the organization’s clientele; however, it is likely that all employees of a social service agency could benefit from the knowledge base gained from receiving training in any of these areas.

Program Models: Homeless service provision in the U.S. is generally categorized, and funded, in the following ways:

- Emergency Shelter: (As defined by HUD) Any facility whose primary purpose is to provide temporary or transitional shelter for individuals experiencing homelessness in general or for specific populations of the homeless for a period of 90 days or less.
- Transitional Housing: (As defined by HUD) A project that is designed to provide housing and appropriate supportive services to individuals experiencing homelessness to facilitate movement to independent living within 24 months, or a longer period approved by HUD.
- Permanent Supportive Housing: An evidence-based housing intervention that combines non-time-limited affordable housing assistance with wrap-around supportive services for people experiencing homelessness, as well as other people with disabilities. (www.usich.gov)
- Rapid Re-housing: Places a priority on moving a family or individual experiencing homelessness into permanent housing as quickly as possible, ideally within 30 days of a client becoming homeless and entering a program.
- Prevention: Provides rental assistance, utility assistance and supportive services directly related to the prevention of homelessness to eligible individuals and families who are in danger of eviction, foreclosure or homelessness or are currently homeless.
- Drop-in Center: Generally operate as a safe, supportive community environment for individuals experiencing homelessness and/or mental illness where they can have some or all of their basic needs met, receive case management services and have access to rest areas, computers and phones.

This list is not comprehensive as there are nuances and qualities of every organization that are unique and training procedures should be developed to ensure staff are confident in performing all aspects of the work that is expected of them. In addition, there may be topics in this list that are not relevant to the work of some programs.

<table>
<thead>
<tr>
<th>Basic Training Topic</th>
<th>Advanced Training Topic(s)</th>
<th>Most Relevant Program Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connecting agency mission, vision and values to each staff member's work</td>
<td>All</td>
<td></td>
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<tr>
<td>Cultural Competency or Cultural Humility (may also include Restorative Justice)</td>
<td>All</td>
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<tr>
<td>Understanding Mental Illness, including information on common diagnoses,</td>
<td>Suicide/Homicide Assessments Petitioning for Hospitalization Safety Planning</td>
<td>Drop-In; Shelter; Permanent Supportive Housing</td>
</tr>
</tbody>
</table>

River Valleys CoC Training and Development policy
<p>| Interventions and Introduction to psychopharmacology | Non-Suicidal Self Injury |
| Mental Health or Psychological First Aid | All |
| Strength Based or Client Centered Counseling | All |
| Motivational Interviewing | Stages of Change |
| Harm Reduction | All |
| Housing First | Permanent Supportive |
| Trauma Informed Care | Vicarious Trauma and Self-care Therapeutic Milieu Brain Development |
| Positive Youth Development | All youth-serving programs |
| Crisis Intervention and De-escalation | Drop-In; Shelter |
| Best Practices in working with specific populations | Youth LGBTQ Identified Individuals Trans or Gender Expansive Substance Users Domestic Violence Survivors Veterans Families |
| Providing Effective Supervision (management training) | All |
| Topics that may be required by specific funders | Mandated Reporter CPR/First Aid Universal Precautions DCFS Regulations Crisis Intervention Food Handler Certification SNAP SOAR |
| Basic Milieu Management | Drop-In; Shelter; Transitional/Interim Housing; Permanent/Supportive Housing |
| Ethics in Social Services | Personal and Professional Boundaries Client Confidentiality |
| Working with Law Enforcement | Legal Rights and Responsibilities of Staff and Clients Alternatives to Calling the Police |
| Addiction and Substance Use | Overdose Detection and Response |
| Engaging and Collaborating with Community Partners and Volunteers | All |
| Report Writing and Documentation | Unusual Incident Reports Progress/Case Notes Clinical Writing Shift Notes |
| Understanding Government Funding Sources | All |</p>
<table>
<thead>
<tr>
<th>Program Models and Required Activities</th>
<th>All</th>
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<tbody>
<tr>
<td>Program/Role Specific Tasks</td>
<td>All</td>
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<tr>
<td>Examples: Shift Tasks</td>
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<tr>
<td>Outreach Protocol Medication</td>
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<tr>
<td>Protocol Intake/Discharge Procedures</td>
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<tr>
<td>Caring for Client’s</td>
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<tr>
<td>Children/Parenting Property Management</td>
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<tr>
<td>Procedures in Working with Minors</td>
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<tr>
<td>Case Management 101</td>
<td>All</td>
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<tr>
<td>Creating Service Plans and Goal Setting Promoting Self-Determination Obtaining Mainstream Benefits Advocacy Referrals and Resources</td>
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<tr>
<td>Understanding HUD Standards</td>
<td>All</td>
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<tr>
<td>Tenant’s Rights and Responsibilities</td>
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<td>Leadership/Consumer Council</td>
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<tr>
<td>Board Participation</td>
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<tr>
<td>Empowering Clients</td>
<td>All</td>
</tr>
<tr>
<td>Basics of Customer Service</td>
<td>Drop-In; Shelter; Rapid Re-Housing/Prevention</td>
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<tr>
<td>New Manager Training</td>
<td>All</td>
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<td>Hiring/Terminating Practices</td>
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<td>Onboarding New Employees</td>
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<td>Creating Job Descriptions</td>
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<td>Performance Evaluations</td>
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<tr>
<td>Working with Interns and Volunteers</td>
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<td>Performance/Outcome Measurement</td>
<td>All</td>
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<td>Quality Assurance</td>
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<td>Data Entry and Tracking Logic Models</td>
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<td>Using Data to Inform Service Provision</td>
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HMIS QUARTERLY DATA QUALITY MONITORING PROCESS

ALL NEW HMIS QDQ - WHAT'S HAPPENING?

ICA is working with MN HMIS stakeholders to redesign data quality monitoring and improvement processes in our system.

Over the past year, ICA has been planning for a new data quality monitoring process. Now, we are reaching out to end users, CoC Coordinators, agency leadership, and state and tribal partners to make sure our ideas for a new process benefit everyone and are aligned with our goals as a community.

WHY IS IT IMPORTANT?

With high-quality data, a community can accurately tell the story of the individuals and families it serves. For the information in the system to be useful in measuring our progress or understanding our system, it must be accurate, complete, consistent, and timely.

Our system is big and complex, and it requires regular attention to ensure that the data in it meets our quality standards.

WHAT'S DIFFERENT ABOUT THIS NEW PROCESS? WHAT'S THE SAME?

In recent years, ICA has focused on data quality in response to federally mandated efforts like System Performance Measures and the Longitudinal System Analysis (formerly known as the AHAR). These efforts look at data in the system in specific ways, and require ICA and users to respond to specific timelines.

While those efforts won't go away, our new process proposes more frequent review of the HUD and MN Universal Data Elements, all of which are important in those projects, as a way to reduce the effort spent looking at and attempting to correct data from years ago during crunched timelines.

In the proposed process, four times per year, agencies will hear from their CoC coordinator and/or their RSA that it's time to start the Quarterly Data Quality monitoring process.

Agencies will run a special report that 'scores' their providers' data quality based on the extent to which the HUD and MN universal data elements meet criteria for completeness, accuracy and consistency, and timeliness. Agencies will have time to correct issues and then re-run the report, with support from ICA in HMIS User Groups and via the HMIS MN Helpdesk during that time.

Agencies will then submit a form indicating they reviewed their report and documenting their scores. In return, agencies will receive charts that can help them track and celebrate their data quality progress.

CoC leadership and state funding partners will be briefed on agencies' participation and progress every quarter, and all partners will work together to make sure agencies receive support and recognition aligned with their performance and needs.

Last Updated: 9/12/2019
PROPOSED FLOW

Agencies

- Agency runs Data Quality reports and communicates errors to relevant staff
- Data entry staff makes corrections for provider x
- Data entry staff makes corrections for provider y
- Data entry staff makes corrections for provider z
- Ready to submit
  - Agency re-runs reports and submits via portal in Data Portal
  - Agency receives confirmation email with progress claims

CoCs and state programs

- ICA, CoCs: Homeless programs work together to support agencies needing targeted technical assistance and to celebrate high-performing agencies
- State homeless program reviews summary
- CoC reviews summary

ICA

- ICA prepares homeless program summary
- ICA reviews submissions

PROPOSED 2020 TIMELINE

<table>
<thead>
<tr>
<th>Activity</th>
<th>Lead</th>
<th>PIT</th>
<th>SPMs</th>
<th>Funder reports</th>
<th>LSA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time to finish data entry</td>
<td>Agency data entry staff</td>
<td>Jan 1 - Mar</td>
<td>Apr 1 - 14</td>
<td>Jul 1 - 14</td>
<td>Oct 1 - 14</td>
</tr>
<tr>
<td>Reports run and errors communicated</td>
<td>Agency data quality lead</td>
<td>Jan 22 - 28</td>
<td>Apr 22 - 28</td>
<td>Jul 22 - 28</td>
<td>Oct 22 - 28</td>
</tr>
<tr>
<td>Final reports run and form submitted in Data Portal</td>
<td>Agency data quality lead</td>
<td>By Feb 11</td>
<td>By May 11</td>
<td>By Aug 11</td>
<td>By Nov 11</td>
</tr>
<tr>
<td>Submissions reviewed</td>
<td>ICA</td>
<td>Feb 12 - 28</td>
<td>May 12 - 28</td>
<td>Aug 12 - 28</td>
<td>Nov 12 - 28</td>
</tr>
<tr>
<td>Summaries submitted</td>
<td>ICA</td>
<td>By Feb 28</td>
<td>By May 28</td>
<td>By Aug 28</td>
<td>By Nov 28</td>
</tr>
<tr>
<td>Summaries reviewed</td>
<td>CoCs, state partners</td>
<td>By Mar 15</td>
<td>By Jun 15</td>
<td>By Sep 15</td>
<td>By Dec 15</td>
</tr>
<tr>
<td>Feedback to agencies</td>
<td>ICA, CoCs, state partners</td>
<td>By Mar 31</td>
<td>By Jun 30</td>
<td>By Sep 30</td>
<td>By Dec 31</td>
</tr>
</tbody>
</table>

Last Updated: 10/7/2019
HUD Data Standards Changes

The changes for FFY20 went into effect in ServicePoint on 10/1:

What's Changing?

Below is an overview of the changes to HUD Universal and Program Specific Data Elements. For details about the changes, please review the training materials provided.

Universal Data Elements – Summary of Changes

- Data element 3.917 has been re-named as Prior Living Situation
- Minor changes to Prior Living Situation and Destination Picklist values so that they align (see Appendix A in the HUD Data Standards Manual for more details)
- The 3.917 Living Situation 'Interim Housing' response has been retired

Program Specific – Summary of Changes

- 4.12 Current Living Situation is replacing the Contacts sub-assessment
- Dependent questions in the Disability sub-assessment for Developmental Disability and HIV/AIDS are no longer required
- PATH, RHY, SSVF, YHDP programs: have some new picklist values to current data elements
- Addition of Coordinated Entry Elements – please note these are not going into effect until April 2020! More info to come!
Don't forget to print the newest data collection forms* and recycle the old ones!

*All forms located on our Forms & Instructions page.

Training and Support
This page will be updated as additional materials are released.

Training Materials
- Review the Supplemental Guide – FY2020 HUD HMIS Data Standards Changes for overview of changes and ServicePoint data entry instructions
- Watch the FY 2020 HUD HMIS Data Standards Changes Webinar (PPT Slides)

Documentation
- Data Collection Forms and Assessments in HMIS have been updated with the changes above. Please discard unused print-outs of the previous data collection forms.
- The Minnesota HMIS Data Standards Guide has been updated to reflect the FY 2020 HUD HMIS Data Standards changes.
ART Reports

Based on WellSky’s initial communications, ICA anticipated an opportunity to fully test the Data Standards Changes beginning in mid-September. Due to delays by WellSky, we did not have the opportunity to preview and test them in advance, as changes were only made available to us on the evening of 10/1/2019. Unfortunately, due to the structure of these changes, you may encounter report bugs when running reports this week.

- REPORTcollection: [https://airtable.com/shrhfbuT0jRIVvFhk/tbluQ4XghPeDSlTv?blocks=hide](https://airtable.com/shrhfbuT0jRIVvFhk/tbluQ4XghPeDSlTv?blocks=hide)
  - New column to show you what’s ok, what needs to be revised, and what has been revised
- Before you contact the Helpdesk, check this list and be sure you’re using the most up-to-date ART report version (re: not a report scheduled from your ART inbox).
APRs, CAPERs, & Sage, oh my!

WellSky working on fixing their APR issues as we speak.

**News Alert from last week** - please let your funder know that you are at risk of missing your deadline.

**CoC and ESG Grantees:**

- There are several known issues with the APR and CAPER reports in ServicePoint that are preventing submissions in Sage. WellSky, the ServicePoint software vendor, is aware of these issues and has been in communication with HUD.

- There is not currently a timeline for resolving these issues. We are in contact with the HUD Field Office to make sure they are also aware of this issue.

- If you have an upcoming deadline, we recommend reaching out to your funder directly to let them know you are at risk of missing your deadline. In addition, please notify the Helpdesk at mnhmis@icalliances.org so that we can document this for WellSky.

- ICA is in regular communication with WellSky to stress the urgency of addressing this issue. We will provide updates as we know more.
FFY19 Data Quality Clean-up

**FFY19 DQ Clean-up Project**
- First deadline was 10/4/2019
- HUD has announced LSA & SPMs alignment
- Bed utilization
- RSA emails coming soon!
- Data Corrections Guide
What is the LSA?

The Annual Homeless Assessment Report (AHAR) is a report to the U.S. Congress on the extent and nature of homelessness in the US. It provides counts* of people experiencing homelessness and describes their demographic characteristics and service use patterns.

HUD bases the AHAR on three separate aggregate data submissions provided by these CoCs:

- **LSA = Longitudinal Systems Analysis**
- **HIC = Housing Inventory Count**
- **PIT = Point in Time Count**

*This is why we look so closely at Bed Inventory and bed utilization during this time of year!
LSA & SPM Alignment

HUD: Next SPM submission window will align with LSA submission in late 2019/early 2020

- Both the LSA and SPM (System Performance Measures) reports provide CoCs with a look at their overall system functioning. The SPM report is a summary and year-to-year comparison of system wide counts, averages, and medians related to seven areas of performance.

- The core difference between the two is that LSA performance data looks at how households are moving through a CoC's system (using the head of household's data), while the SPM report is based on all persons served on a broader level. This difference is because SPMs are intended to be overall CoC benchmarks, while the LSA is intended to give CoCs detail about system functioning to inform interventions to improve that functioning.
FFY19
Data Quality
Clean-up Project

Just **one** big DQ clean-up period for FFY 2019!

- Going on now - our one and only statewide push to clean-up federal fiscal year 2019 data (10/1/2018 - 9/30/2019), to ensure high data quality for your CoC's next submissions of the Longitudinal System Analysis (LSA) and System Performance Measures (SPMs)
  - Once this push for federal fiscal year 2019 data clean-up is complete, we’ll shift toward quarterly review as part of the **Quarterly Data Quality monitoring process** beginning in 2020. We believe this change will result in improved data quality and a reduction in time spent on corrections. We’ll talk more about this in January 2020!

- Carrie is running, filtering, sorting, copy & pasting ALL the reports this week and next.

- **Watch your email** for targeted reach-out to agencies for additional DQ errors and clean-up. If you don't hear from Carrie, then you're all good!
FFY19 DQ Data Corrections

Carrie will be in contact with you if your project or agency has data errors that require attention (ex. incongruent or missing data), clearly laying out data that needs your keen eye and steps to resolve.

If, however, you want to beat her to the punch, consider reviewing your project’s data quality ahead of time using the **076 - 0640 - HUD Data Quality Framework** report.

- **0640 Report Location in ART**: Public Folder >> SSA Report Gallery >> 2. MN Data Quality Tools
- **Report Prompts to use**: [https://hmismn.org/beat-your-rsa-to-the-punch/](https://hmismn.org/beat-your-rsa-to-the-punch/)

QDQ Process Re-design

Launching in 2020!

All the latest info here ➔ [https://hmismn.org/data-quality/](https://hmismn.org/data-quality/)

1. Our new process proposes more frequent examination of the HUD and MN Universal Data Elements, all of which are important in those efforts, as a way to reduce the effort spent looking at and attempting to correct data from years ago during cramped timelines.

2. In the proposed process, **four times per year**, agencies will hear from their CoC coordinator and/or their RSA that it’s time to start the Quarterly Data Quality monitoring process.

3. Agencies will run a special report that ‘scores’ their providers’ data quality based on the extent to which the HUD and MN UDEs meet criteria for accuracy, completeness, consistency, and timeliness. Agencies will have time to correct issues and then re-run the report, with support from ICA in HMIS User Groups and via the HMIS MN Helpdesk during that time.

4. Agencies will then submit a form indicating they reviewed their report and documenting their scores. In return, agencies will receive charts that can help them track and celebrate their data quality progress. CoC leadership and state funding partners will be briefed on agencies’ participation and progress every quarter. ICA is still exploring ways to recognize and show appreciation for all participating agencies, especially high-performers and high-improvers, and welcome users’ ideas.
Start: Quarterly alerts sent

Agency runs Data Quality reports and communicates errors to relevant staff

Data entry staff make corrections for provider x

Data entry staff make corrections for provider y

Data entry staff make corrections for provider z

Ready to submit? Yes

Agency receives confirmation email with progress charts

Agency re-runs reports and submits DQ scores in Data Portal

ICA

ICA prepares homeless program summary

ICA prepares CoC summary

ICA reviews submissions

State homeless program reviews summary

CoC reviews summary

ICA

ICA, CoC, homeless programs work together to support agencies needing targeted technical assistance and to celebrate high-performing agencies

CoCs and state programs