

Wisconsin ServicePoint Steering Committee

Thursday, October 23, 2008

9:00 AM

Hope House of Milwaukee

Members Present

Adam Smith (WI Bureau of Supportive Housing); **Patti Abbott** (Hope House of Milwaukee); **Candice Amil** (Hope House of Milwaukee); **Jessica Schafer** (ECHO, Inc.); **Karen Smith** (Western Dairyland); **Joana Hemschemeyer** (Hebron House of Hospitality, Inc.); **Jennifer Allen** (House of Hope, Green Bay)); **Cristalina Dunkerson** (Homeless Assistance Leadership Organization – HALO, Racine); **Vicki Berenson** (WCADV); **Sarah Lim** (Tellurian); **Chris Lashock** (Appleton Emergency Shelter); **Emily Palmer** (Intern - WI Bureau of Supportive Housing); **Steph Karpinski** (WI Bureau of Supportive Housing); **Jayne Wanless** (WI Bureau of Supportive Housing)

Members Absent

Randy Hahn (The Salvation Army of Wausau)

Welcome and Updates: Randy and Melisa will not be here. Jennifer will be late.

Commerce Updates and Introduction of New Member and Intern: Chris Lashock, a new member to represent the Fox Valley. Chris is a fast learner of HMIS and logical choice to join committee. Emily Palmer is an intern at BSH working on four projects. She is a graduate student at UW in Social Work. Emily also works at Hope House. 2008 Emergency Shelter Survey is one of Emily's projects. The survey will ask what shelters are doing with the money and how BSH can be more supportive to shelters. Some comments about survey from those present are: clarify if want unduplicated count on Part A and add multiple choice question to define at capacity; Part B Case management and education are extras at all shelters; Multiple programs provide multiple services and also list what volunteers do as the task are different; Part C- Staff biggest budget part, need to add in-kind donations; Budget in \$ not %; Part D – not reporting unmet need.

Agencies need to start tracking unmet needs so BSH knows what needs are unmet and can help get more funding. Figure out if we are funding equally through state thru SSSG.

Housing Inventory Chart for BoS CoC was inaccurate. Point in times showed that BoS was at 13% capacity. Putting too many beds in chart or not using WISP regularly. Showing maximum potential number of beds in past was beneficial but it is not accurate anymore. Better to be over capacity periodically than under capacity all the time. Point in time will be once a month on the last (4th) Wednesday or Thursday of the month. AHAR PIT will be done 4 times – mid point in each season, geared to capture seasonal beds.

Documenting in-kind can be used for leverage in continuum applications. Everyone is lowering capacity in the US, trend nationwide, more accurate. Housing charts still have agencies on that are closed or not serving homeless. Others have Housing Authorities on housing charts – major no-no. Housing inventory chart a key part of SHP because it's tied closely to HMIS.

Review of last meeting's minutes: Melisa, Jayne, Lashock, Cristalina names were spelled wrong.

SkanPoint Update: Going slow but progress being made on testing equipment. Took pictures of men at HALO. Computers needed in front, and then everyone will get cards. Other agencies are ordering equipment. Clients will get the cards. Saved pictures on WISP and USB drive. No pictures taken for children, file will have a picture with bar codes for family. Wrote out information form for each client about SkanPoint in WISP and told them future goal that card can be used at other agencies. Bought a Kodak camera that can have a sound tag so Nina can know who the picture goes with. Needs to change settings for Adobe, pictures are moving on business cards. Within next few weeks, should be up and running at HALO. Waukesha and Milwaukee most likely will put applications in next time. For big shelters SkanPoint is the way to go. Takes Madison's shelter 2-3 hrs to get 100-130 clients in daily.

SHP Application Process Review: SHP electronic application went well for 1st time. OMB has set IT budget for all of HUD and fight over who gets what money. Very limited on what they could do to make it user friendly, little money was available. Will be able to submit information from HMIS to the esnaps program. APR will be directly exported from WISP to grant application, can't do hand written APRs anymore. Need to get agencies to not input data once a year. Candice was extremely happy with BSH in working through SHP grant questions. Start data clean up earlier than we did this year or do it twice a year. Need to enforce locally what BSH sends out and make sure agencies are cleaning up the data. Twice a year from BSH and local PGA's can do more frequently. Next clean up in spring. Application will be back on schedule for July next year.

Atlanta HMIS Training Review and Discussion of all the Work it Created: All 4 continuums were represented at training. Most important training out of all trainings and conferences they have had. Breakouts were boring and stuff already knew and put more focus on new APR. Did not really mention PGA and would have liked feedback on PGA. APR sectioned was rushed. Lot of info presented. Dane County made recommendations to HUD about the APR. HUD is proposing changes in data standards by expanding red questions. Some make sense and will be useable to us and others do not. HUD wants more in depth info on children, which had a huge backlash. Privacy structure needs to be more explained or provided and will fall on to HMIS-BSH. A really long list for HMIS administrators to do from HUD to become compliant like: will need a security question plus user name and password which is an industry standard; users are competent and able to use the system. AHAR will be here to stay and will be a big component to WISP and will be scored in future. AHAR will expand beyond SHP. Housing Inventory Chart needs to match what WISP says. RHYMIS module in WISP hopefully in 2009 for homeless youth. Some agencies are doing duplicate entry so will be this will be nice when RHYMIS happens they can just use WISP. HUD is working with different agencies that get HUD McKinney Vento money and about using HMIS, some were welcome to the idea and others were not. Progress is being made on making DV data useable and unduplicated. Change in APR, more outcomes based. Most likely cutting stuff out and will change with HMIS data standards. Bowman will be responsible for reports to come out correctly. HUD doesn't know when it will happen, hopefully all on board by 2011. Train on new data standards and APR, AHAR data is pristine. AHAR – bed coverage and entering all data and beds that are on Housing Inventory Chart. HUD will be giving a minimum number of beds you need to have covered. Unbelievable how much AHAR 3 attention it got, everyone thought it was a really low number. Server crashed because so many people wanted to see it. Technology is expanding with handheld computers and phones with outreach workers. Using HMIS and warehousing it with other databases. Michigan HMIS warehoused with Human Services, VA, Corrections, etc. being all cross matched and stored together, very costly and timely. Potential for finding out how many services the homeless people are using. Kenosha is using CARES/HMIS to see if all homeless are receiving benefits and put outreach workers at agencies. Will this generate more funding? In Michigan they have received more funding. Some things that BOH will be doing to help: improve learning curve of users, need to set up a regular training schedule at Commerce, PGA needs to identify users or agencies that need extra

training, non-compliant agencies need to come in for training. User meeting from June is online from Madison training.

Other business:

Unmet needs: Hope House - get name and birth date and put them on hold then tell them you are full. Add/Need function is really slow. Public comment period for HUD is coming up, Adam will email it out. How do we pay for this when you require more of us? Technology needs to run better. 5.0 pages refresh faster. 4.04 is like dial-up speed compared to 5.0. Only have to ask to share info not put it in. Ones with unmet need who get served will show up in served not unmet. If able to meet need after unmet need was added, create a new need and service. Better to get one day's worth of information a week than no information. Close assessment but leave name open because WISP is not an open database.

December meeting: Dec. 2 overview of ESG application. Biggest change: One document versus consolidated or single apps. Consolidate applications get 3 extra pts. Persons who have a component to application should attend. WISP news will send out the information. Dec. 3 will be a meeting about WISP. Go over changes to WISP like summer meetings. Increase in standards for WISP. At minimum agency administrators or main users, person responsible for data coming out should attend the meeting.

Sex Offenders: Emily will be asking local communities what they do about sex offenders. Green Bay has a no sex offender policy: shelters have no sex offender policy but other programs will serve them.

Using SP to turn away: Using info to deny services because of information in SP. For example, receiving food at one place then going to another place the next day and being denied. We need come up with a policy. By doing this action it will devalue SP for the client's view and then will not want to share their info. BSH will create a policy and reinforce what WISP is for. Need Wisconsin Shelter Assoc. who work together and get homeless into stable housing. WISP is an easier way to share info and denials. Will help clients and agencies be held accountable. Way of knowing that the services they have received will be following them to another city. Will also help advocate for dollars for shelters.

Next Meeting is in Madison on March 5th at Commerce.