

Wisconsin ServicePoint Steering Committee

Thursday, August 7, 2008

9:30 AM

House of Hope – Green Bay

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 Hemschmeyer** (Hebron House of Hospitality, Inc.); **Jennifer Allen** (House of Hope, Green Bay); **Melisa Perez** (WI Bureau of Supportive Housing); **Cristalina Dunkerson** (Homeless Assistance Leadership Organization – HALO, Racine); **Vicki Berenson** (WCADV)

Members Absent

Randy Hahn (The Salvation Army of Wausau), **Sarah Lim** (Tellurian)

Welcome and Updates: Joanna has a new job, Tim left and went to Mental Health, and she is Director of Operations now.

WISP office update: Randy couldn't make it. Sarah is in Korea visiting family and also is pregnant. Adam would like us to add a member from Fox Valley, Chris Lashock, from Appleton Emergency Shelter of Fox Valley. Chris is excited to be on the committee. He is integrating SP into the whole agency. Not PGA position at this point. Motion by Joana to Chris to join the committee and second by Jennifer. Motion passed.

Review of last meeting's minutes: Candice name spelled wrong. Jayne is the correct spelling.

Feedback on Statewide Meetings: Jennifer did a fabulous job on presenting in Madison per Patti. Nina and Candice also did a great job presenting in Stevens Point. Jennifer got great feedback from everyone she heard from. They told her they learned a lot and glad they came to the meeting. Best practice part was the best part everyone said. DV agency crashed the Stevens Point training, told everyone that they don't have to do it. Vicki thinks we should send DV agencies a reminder if they need to come to future trainings. Stevens Point participants had a lot of complex questions. Learning curve for SP is starting to grow. Was suggested to provide training every other year opposite the homeless conference. One question brought up was who to contact in the northern part of state. Not a lot of WISP users up there for a PGA, so please contact WISP Helpdesk. Do we have a map with agency and PGAs to go to for help? Patti would like to see a map with PGA, and agencies that use WISP. Adam thinks training should be turned it into a WISP Academy. There are many different skill levels of WISP users. There should be a couple general sessions and then 100, 200, 300 level sessions to meet the need of all users. Two meetings were hard on the BSH staff. Would need to have one meeting in the middle of the state, Stevens Point or Wausau. Patti doesn't think it would be that bad for the south east to drive up north. It shows the north that we are committed to keeping them involved. Attendance: 70 Madison, 40 Stevens Point. Madison - 22/70 responded to the survey. Stevens Point - 16/40 responded to the survey. Computer labs were hard to find in Stevens Point. Training at BSH wasn't well because WHEDA would not let their computer lab be used. Department of Corrections was brought up as another location for computer labs in Madison. Melissa will email out the full survey results.

SkansPoint RFP Update: Many agencies inquired about the RFP but only 3 applications were submitted. The winner is HALO and they will receive \$2500 in reimbursement of equipment. Nina did a great job. TSA, Racine/Kenosha CAI, and HALO will be involved. After all 3 agencies are up and running, they will work on getting more agencies involved. HALO will use it for emergency shelter, TSA and CAI will use it for meals. Cards will start getting issued in September. The cards will have the persons' picture on it. TSA-Madison and Porchlight did two separate RFPs. Every continuum needs to work together on RFPs, not separately. If you want to see the RFPs, email Adam.

SHP Application Process: The application came out two Fridays ago. Now is done electronically. Scoring has changed; WISP usage was 5 pts and is now 24 pts. HMIS is creeping into everything. Point in time counts need to include HMIS. Other continuums have used this so it can be done. Unmet needs will need to be tracked in WISP. Can create reports showing unmet needs based on the person or how many denials were made. There is \$18 million grand dollars from SHP in WI. We need to be able to prove that the need is there to keep it here. Local levels need to take the lead and enforce the system. A perfect APR is needed in HMIS; HUD will request HMIS administrators to verify the APRs submitted. APR numbers don't match from WISP with ones done by hand at agencies. Some agencies are only putting in successful clients, for SHP in some areas. Need to be tracking everyone and not just make themselves look good. Housing inventory chart – list all community resources. Beds not in WISP but available can count against you, will bring coverage percent down. BOS needs to do more work, its not just one person, its all of the BOS. Need HMIS component to every local continuum, evaluation committee that evaluates WISP reports on a monthly or quarterly. Part of HMIS is funded through BOS SHP grant. Agencies that use WISP but don't put in other funded programs need to start putting that information in and then we need to move on to agencies that don't use WISP and get them entering their information. WISP needs to be a bigger part of the SHP application. 12% drop in homeless from AHAR, which means we are getting better at counting. AHAR has four Points in Time, Oct 1 thru Sept 30, then 90 days to run report. People need to start using WISP. Project performance evaluations help getting funding. HUD's process will start showing who the weak links are. Everybody's money is at risk, need to do program evaluations. Agencies need to be held accountable by each other not by BOH. Will be sending reports out to clean up old data to be done by August 30. Tell BOH which programs in WISP are SHP funded. HMIS training in Atlanta in September will unveil new APR. Don't procrastinate on doing SHP application.

Review State of the State Report: Have good photos of homelessness forward them to Melisa for the cover. Taking snapshot of 2007 data, general info, and agencies and putting it into a report. This report is going to be signed by the Steering Committee. This is not the final draft. Children, single, family, vet sections with charts and text. DV data is not included because it's not in HMIS. All data is from HMIS. Needs to be rewritten in spots so it's easier to read. Will send it out to us before it's published to preview.

Preview 2009 Homeless Conference: July 21, 2009 in Madison Marriott West by Greenway Station. Legislative Action was recommended as a session. Traumatic brain injury was a great session this year. Harm Reduction track on the day before it maybe. Might have a Health and Wellness track next year. Please forward topics of interest to Adam for next year's conference. HMIS track session next year. DV and Housing session suggested by Vicki. Housing First suggested by Jennifer. Mental illness and Housing by Vicki. Would like to see about 400 people at the conference. National Alliance for Homeless Conference – only 3 people from WI out of 1200. Have in DC so they can go talk to legislature.

WI FrontDoor Update: Changing keywords has been done. Looking for items for housing news. There have been a lot of exhibit booths and speaking engagements. Dip in search in May/June but back up in July. This dip may be from the stimulus check but with foreclosure at a high it should be the other way. August looks to be up also.

Other business: Data quality issues. Reports in ART don't reflect this issue; it takes the most recent response instead of the accurate response. Remaining open is better than close. Household Data in Household is not working, please use the profile Household. Edit in Entry or Exit, there is a timestamp issue. All materials from User Training are online. Need name, gender, and date of birth for tracking unmet needs. Adam will send lead applicants the compliance reports. Next meeting is Oct. 23, in Milwaukee at Hope House. Parking will be more of an issue. March 5 – Tellurian. Terms may be renewed if no one in the continuum would like to be on WISP Steering Committee. Put Membership on agenda next time.