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ARIZONA BALANCE OF STATE CONTINUUM OF CARE
AZBOSCOC HMIS Committee

August 21, 2024 9:00am to 10:30am

TOPIC	OUTCOME/NOTES	
Welcome and Introductions	ADOH- Cristina Benitez, Connie Howell, Shannon Haines AHCCCS- Ali De La Trinidad ANL- Amanda Flores CAHRA- Suzanne Payan CCCS- Autumn Patton, Chris Moller DES/DDD- Megan Akens Gila County- Hannah Lynch, Kacey Heimer GNA- Matthew James, Kyle Allen	Mariposa- Sarah Castillo Mohave- Cheisea Marshall, Joyce Sanchez-Torres SAAF- Frankie Hernandez SAVAHCS- Jocelyn Muzzin Solari- Randy Hade, Sam Debus US Vets- Laurie Morrison, Brian Campbell VA- Joseph Acevedo WACOG- Julia De Los Reyes
Approval of the Draft HMIS meeting notes from the 5/30//2024	Kyle made a motion to approve the notes from 05/30/24, Brian seconded the motion. Motion passed.	

• **Data Quality Overview and Update**
• **Importance of Data Quality**
  1. **Direct**
  2. **Indirect**
• **Existing Policy**
• **Proposed Changes to Default Sharing**
 	
Two Policies impacted- HMIS Security and Confidentiality, HMIS Policies & Procedures
 	
Policy Excerpts:
HMIS Security and Confidentiality
Clients must sign a Release of Information (ROI) form acknowledging that their information is in HMIS and indicating whether they want their information shared with other providers.
 	
Confidentiality – Closed Record
In the ServicePoint HMIS, by default, all client project entry and exits are "Closed" except for
the data elements used to aid in the de-duplication process. Those data elements are: name,
social security number, date of birth, and veteran status. These data elements which consist of a
AZBOSCOC HMIS Security & Confidentiality Revised March 5,
	Currently in the midst of NOFO season, so data is very important when applying for renewal grants for the BOS. There are several Federal reports with the HIC, the PIT, SPMs, the LSA, and then there's a separate APR that HUD looks at. We're graded on our data quality, which is really important.
	
	Sam gave an overview of HMIS and the importance of data quality.
	  HMIS: It's a tool used to track and collect client-level data for individuals experiencing homelessness. CoC in the U.S. is required to choose an HMIS software solution that meets HUD's reporting requirements. WellSky is the chosen vendor for AZBOSCOC.
	  Administration: Solari administers the HMIS software for AZBOSCOC, covering around 55 agencies and 250 users. However, Pima County uses the same software but is administered separately by another entity.
	  Help Desk: Solari provides a Help Desk to assist users with HMIS-related queries. It operates during regular business hours, though the ticketing portal is available 24/7.
	  Training and Resources: Solari offers live and recorded online training, workflow documents, and assistance with federal reporting, such as the HIC process and various dashboards.
	  Data Quality: HUD has set specific data quality metrics, and accurate data is crucial for assessing and improving the outcomes related to homelessness, such as making it rare, brief, and non-recurring. Proper data entry, including accurate entry and exit dates, is vital for reliable reporting and decision-making. Poor data quality can negatively impact federal reporting and funding opportunities.
	   o **System Performance Measures:** Income growth is a critical factor that HUD evaluates	

2024

ARIZONA DEPARTMENT OF HOUSING 3 subset of Universal Data Elements (UDE's) are shared globally throughout the system so that each client has only one record in HMIS. When a client record is closed, only authorized users from the agency that created the record may view the client information. Users from any other agency cannot view any of the client information. It is also possible to enter clients as "anonymous" or you can use proxy or coded names.

However, leaving the profiles closed or entering clients as anonymous or using proxy or coded names all can lead to the duplication of clients in the system.

[HMIS Policies & Procedures](#)
E. Data Shared Information (pdf pg. 30)
Policy: All client information in AZBOSCOC HMIS is locked down and not shared until the
agency enters the ROI and indicates whether or not the client gives permission.
Procedure: An ROI is required for each project through which the client is receiving access to
services. Since all clients served by a participating AZBOSCOC project are required to enter a
Coordinated Entry assessment, there has to be a corresponding Coordinated Entry ROI. Then the project serving the client also requires a corresponding ROI. ==The client needs to sign only one ROI form, but the agency has to enter a separate ROI for each entry into AZBOSCOC HMIS in order to share data correctly and for reports to be able to pull correct data.== Agencies are responsible for making sure that the client understands the importance of sharing their data for
more efficient servicing of their needs, especially for Coordinated Entry.

- **Discussion- members**
- **Solari Continues with Training CE Leads for the referral training with the first adopters and making their way to the counties.**
- **ADOH is collaborating with AHCCCS and AzHAC with our Data Sharing.**
- **ADOH and AHCCCS Collaboration with Behavioral Health to HMIS for AHCCCS members will be an SSO project which does not impact our Data Quality. RBHAs will be conducting their data quality with the BH agencies under their organization.**

annually as part of system performance measures. Accurate data reporting is essential for reflecting the true state of the CoC.
- **Data Correction Impact:** A recent example highlighted the importance of accurate data entry. By correcting income data for clients, the BOS's performance in federal reporting improved significantly, even without actual changes in client outcomes. This underscores how data quality affects the perception of the CoC's health at the federal level.
- **Data Elements:** Specific data elements, such as entry and exit dates and housing move-in dates, are crucial for accurately reporting on client progress. Poor data quality, like missing housing move-in dates, can make it appear that clients remain in homelessness longer than they actually do.
- **Importance of Data Quality:** HUD relies on accurate data to assess CoC performance since they cannot verify each continuum individually. Inaccurate or incomplete data can misrepresent the effectiveness of local programs, impacting federal assessments and local lists, such as the by-name list.

Current ROI Process:
- Every client must be asked about releasing their information, with an ROI recorded in the system. The ROI determines whether client data can be shared based on predefined rules.
- If the ROI is marked "no," the data is not shared, even if the project rules allow it. If "yes," data is shared according to the project's rules.
- Certain projects, like those serving minors or domestic violence (DV) victims, never share data, regardless of the ROI status.

Proposed Change:
- The new process would still require asking clients about sharing their information, but the functional aspect of the ROI in the system would be removed.
- Data sharing would be automatic by default unless a project is specifically set up not to share data (e.g., DV projects). This change would simplify data sharing, ensuring that data is shared as intended without relying on the ROI entry, reducing the chances of errors or omissions.

Impact:
- This change would streamline the process, making it easier for agencies to share client data as intended, without the need to manage ROI settings actively.

All clients need to sign the ROI, no matter what. And then, when they sign the ROI, they can check the box to not share or to share.

System Performance Measures For HUD CoC
 	
1. Length of Time Persons Remain Homeless
 	
2. The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 6, 12, and 24 months
 	
3. Number of Homeless Persons
 	
4. Employment and Income growth for Homeless Persons in CoC Program-Funded Projects
 	
5. Number of Persons who Become Homeless for the First Time
 	
6. Homeless Prevention and Housing Placement of Person Defined by Category 3 of HUD's Homeless Definition in CoC Program-funded Projects
 	
7. Successful Placement from Street Outreach and Successful Placement in or retention of Permanent Housing
	What ADOH and Solari are working on:
	
	• **Increased Collaboration:** The HMIS system is moving toward more collaboration, particularly in sharing data with Medicaid (AHCCCS) and universities. This includes cross-referencing Medicaid members with the Balance of State BNL to identify homeless individuals.
	
	• **Partnerships:** New partnerships are being developed:
	
	  o **AHCCCS Medicaid Waiver (H2O):** Involves collaboration with AHCCCS to allow their agencies limited access to HMIS as "support services only," ensuring no impact on core HMIS data while still adhering to confidentiality protocols.
	
	  o **Universities:** Data is being shared with three universities for research and reporting purposes.
	
	• **Security and Confidentiality Updates:** With these new collaborations, there is a need to update HMIS security and confidentiality policies to accommodate more users expected by September-October. These updates will ensure that all new users adhere to Balance of State policies.
	
	• **Future Actions:**
	
	  o The updated language in HMIS security and confidentiality policies will be shared for approval, potentially through meetings or email.
	
	  o Solari will present at an upcoming CE meeting to discuss the sorting of the BNL and related updates.
	
	  o Solari is also training CE leads on referral processes and case conferencing, with several pilot counties already trained.
	
	• **Exciting Opportunities:** These collaborations are expected to enhance opportunities for housing programs and funding applications, with recent NOFO releases being a significant milestone.
	
	The HMIS team is recommending a change in the functionality of the ROI process within ServicePoint. This change is intended to improve visibility and coordination across agencies, particularly for the BNL. The team believes this switch will solve many existing problems without affecting any legal aspects of data sharing. However, this change might be perceived as significant because it alters data-sharing permissions.
	
	Solari can generate reports with both global and provider-specific visibility and can also provide a high-level overview of the types of expected errors that might be encountered.
	
	Jocelyn made a motion to move forward with the functionality change with the caveat that the group could see what differences would be in the data quality report. Kyle seconded the motion; the motion passed with a majority voting in favor.

Note with NOFO release we may schedule additional meetings outside of the regular schedule and /or vote via emails for policy updates.	The NOFO was released 7/31/24 FY 25 Continuum of Care and YHDP Notice of Funding Opportunity and 7/22/24the Continuum of Care (CoC) Builds (CoC Builds NOFO
Member Updates	Topic deferred

List of **Acronyms**

ADOH contacts for information/concerns or issues: 1. Cristina Benitez cristina.benitez@azhousing.gov 2. David Bridge David.Bridge@azhousing.gov 3. Keon Montgomery keon.montgomery@azhousing.gov ADOH website: https://housing.az.gov/documents-links/forms/special-needs-continuum >Special Needs-Continuum -What you will find are updates regarding NOFO BOS CoC Policies/guidelines/initiatives/Governance Charter, BOSCOC annual	Resources for Funding and information—many of them have list-serves so you will be updated on information: USICH resource tool for funding for Social and other related Services https://www.usich.gov/tools-for-action/federal-health-and-social-service-programs-that-support-people-experiencing-homelessness/ AZ Housing Fund (Different from the Arizona Department of Housing Trust Fund) https://arizonahousingfund.org/
meetings note; Coordinated Entry Committee; Governance Advisory Board agenda's/notes; HMIS committee/**HMIS documents/form; LCEH Committee; Point In Time Reports; Veterans Work group;** **Special Needs:** **Arizona Department of Housing- https://housing.az.gov/** **HUD Exchange- https://www.hudexchange.info/programs/hmis/** **HMIS- https://files.hudexchange.info/resources/documents/HMISFactSheet.pdf** **Center for Evidence Based Solution to Homelessness-** **http://www.evidenceonhomelessness.com/factsheet/hmis/** **http://www.evidenceonhomelessness.com/resources/** **HMIS Requirements- https://www.hudexchange.info/programs/hmis/hmis-requirements/** **HMIS Data Standards-** https://www.hudexchange.info/resource/3824/hmis-data-dictionary/ System Performance Measure Link https://public.tableau.com/app/profile/hmisaz/viz/BOS-SystemPerformanceMeasures/CountyComparison System Performance Measure Link https://public.tableau.com/app/profile/hmisaz https://public.tableau.com/app/profile/hmisaz/viz/BOS-SystemPerformanceMeasures/QuarterComparison HUD HMIS Data Standards https://www.hudexchange.info/resource/3824/hmis-data-dictionary/	National Alliance to End Homelessness https://endhomelessness.org/ Funds available through Home-American Rescue Plan Program https://www.hud.gov/program_offices/comm_planning/home-arp All things HUD https://www.hudexchange.info/ United States Interagency Council on Homelessness https://endhomelessness.org/ending-homelessness/policy/united-states-interagency-council-homelessness/ Housing Assistance Council—focus on rural areas https://ruralhome.org/ Local First Arizona –Rural Development https://localfirstaz.com/rural-development 2024 HMIS Meeting dates: 2/7/24 4/10/24-1:00pm-2:30pm 5/30/2024-9:00am to 10:30pm 6/1/024- 9:00am to 10:30am Rescheduled to another date to be determined 8/21/24- 9:00am – 10:30am

https://files.hudexchange.info/resources/documents/HMISFactSheet.pdf https://www.hudhdx.info/VendorResources.aspx https://www.hudexchange.info/programs/hmis/hmis-data-and-technical-standards/ https://www.hudexchange.info/programs/hmis/hmis-data-standards/standards/introduction-to-hmis-data-standards/	10/9/24- 9:00am-10:30am 12/10/24 9:00am to 10:30am