1
00:00:06,307 --> 00:00:08,000
[Joan Domenech]
Hi, everybody.

2
00:00:08,000 --> 00:00:13,800
I'm going to get us started. So first of all, I want
to acknowledge that you will see me trembling.

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00:00:13,800 --> 00:00:18,080
It's not because I'm very nervous. It's because
it's very cold in here. And I'm from Puerto Rico,

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00:00:18,080 --> 00:00:24,120
where I'm used to 100-degree weather. So, let's
just start there. So welcome. We're going to be

5
00:00:24,120 --> 00:00:33,240
talking about HMIS project monitoring today. So,
my name is Joan Domenech. I am a CSH provider. I

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00:00:33,240 --> 00:00:39,920
have been a TA provider for about six-ish years.
Before that, I did HMIS-ing. And I did coordinated

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00:00:39,920 --> 00:00:46,320
entry, not at the same time because that's
a lot. And I'll let my co-presenters present

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00:00:46,320 --> 00:00:49,720
themselves real quick. And then we'll get a sense
of who we have in the room. Ooh, probably not do

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00:00:49,720 --> 00:00:59,920
that. I got you. I just got it on mute. No, no.
[Jessica Lurz] Hi, I'm Jessica Lurz. I've been

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00:00:59,920 --> 00:01:07,520
a HUD TA provider for about two years now, but
about 18 to 20-- I don't want to tell you that,

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00:01:07,520 --> 00:01:12,120
years of experience. I don't look at it.
I know, but-- in affordable housing and

12
00:01:12,120 --> 00:01:19,760
homeless services. Prior to coming to TA, I
was a CoC lead agency collaborative applicant,

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00:01:19,760 --> 00:01:28,600
where we also housed the HMIS lead agency in
Northern Virginia. But just before 2019, I moved

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00:01:28,600 --> 00:01:35,040
to the great city of Pittsburgh, which if you've
never been, I encourage you to come, and love

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00:01:35,040 --> 00:01:43,280
doing outdoor activities. So, pass it on to Eric.
[Eric Gammons] Hey folks, good morning. My name is

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00:01:43,280 --> 00:01:50,400
Eric Gammons. I work for TAC up in Boston. I've
been in the TA world for about four years now but

17
00:01:50,400 --> 00:02:02,160
have been in the CoC or homeless field for 20
or 30 years or so. And I definitely look it, so—

18
00:02:03,320 --> 00:02:09,880
So, I'm also freezing because I'm from South
Louisiana. But I've also been HMIS lead,

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00:02:09,880 --> 00:02:15,080
done a lot of work around HMIS, of course, and
governance. And so glad to have everybody here.

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00:02:15,080 --> 00:02:19,640
And for you in the back, believe it or not,
there's available seats in the front. I know

21
00:02:19,640 --> 00:02:27,960
that's a shocker. But you're welcome to come up.
So, thanks. Turn the mic back over to you, Joan.

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00:02:27,960 --> 00:02:34,480
[Joan Domenech] Thank you. So, we wanted to get
a sense of who we have in the room. So we'll just

23
00:02:34,480 --> 00:02:43,040
go old school, raise your hand and just to get
an idea. So, who in here is a CoC lead? Quite a

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00:02:43,040 --> 00:02:53,240
few. It's always good to see in a conference
that is HMIS-driven. So, good. HMIS leads? A

25
00:02:53,240 --> 00:03:08,720
lot more. A few. Service providers? Just a
few. And any other-- all right. Do you want

26
00:03:08,720 --> 00:03:13,720
to shout out? What are you representing? HMIS
admin. An admin, yeah, we should have said,

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00:03:13,720 --> 00:03:25,360
HMIS kind of-- I have no idea what I am— It's OK.
You don't have to identify. All right, perfect.

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00:03:25,360 --> 00:03:29,480
So I wanted to get a sense where you're
at in your community process in terms

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00:03:29,480 --> 00:03:36,240
of project monitoring. So, raise your hand if
you are conducting monitoring, and it's going

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00:03:36,240 --> 00:03:45,600
good. Probably why we have a lot of people in this

session, so good. You're at the right place. Yes,

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00:03:45,600 --> 00:03:55,760
but you need a little help to make it better. A
few of those, no, and we definitely need help.

32
00:03:57,840 --> 00:04:02,880
Shy people because there's not adding up,
but it's OK. No, and we just don't want to

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00:04:02,880 --> 00:04:12,760
do project monitoring. To be honest, we're here.
Thank you for the honesty. All right, perfect. So,

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00:04:12,760 --> 00:04:18,160
the learning objectives of today is that we are
hoping that you leave with a clear understanding

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00:04:18,160 --> 00:04:25,120
of why project monitoring is important and
that you understand the key components of

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00:04:25,120 --> 00:04:30,640
project monitoring, and that you leave with some
best practices so that you can go and implement

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00:04:30,640 --> 00:04:37,240
and get some tools and examples. We'll also
be identifying common findings and solutions

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00:04:37,240 --> 00:04:45,080
for those common findings that you get.
So why is project monitoring important?

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00:04:45,080 --> 00:04:51,806
Let's retract. Why do you all think project
monitoring is important? Any brave people?

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00:04:51,806 --> 00:04:55,840

[Audience Member] It will lead to data accuracy.
[Joan Domenech] Fast reader right here. We have a

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00:04:55,840 --> 00:05:01,764
fast reader. I was slow. I like
it, yes, yes, anybody else?

42
00:05:01,764 --> 00:05:04,520
[Audience Member] Improving project performance.
[Joan Domenech] Improving project performance.

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00:05:05,120 --> 00:05:12,760
What, are you a fast reader, or do you not see
that Fast reader? That was the second bullet,

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00:05:12,760 --> 00:05:18,720
so yes, yes. Anybody else? Why is
project monitoring important?

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00:05:18,720 --> 00:05:22,320
[Audience Member] We're about to launch a
new implementation in Multnomah, Oregon,

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00:05:22,320 --> 00:05:26,800
so I'm primarily concerned about
compliance to our new policies over

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00:05:26,800 --> 00:05:31,760
the next year or two years, forever.
[Joan Domenech] Awesome. Thank you.

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00:05:31,760 --> 00:05:38,600
[Audience Member] I do feel like
good data tells the story. And so,

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00:05:38,600 --> 00:05:43,280
by doing good monitoring and holding people
accountable and continuing training, then we

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00:05:43,280 --> 00:05:49,384
have more accurate data. And we can better tell
the story of what's going on in our community.

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00:05:49,384 --> 00:05:54,898
[Joan Domenech] Absolutely, absolutely.
Yeah, I-- I have somebody else?

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00:05:54,898 --> 00:06:00,160
[Audience Member] I'm sorry. It's for the
camera. I mean, basically-- sorry. That's

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00:06:00,160 --> 00:06:06,560
the second time I've done it. Sorry. Basically,
I mean, to add on there, it helps us find the

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00:06:06,560 --> 00:06:10,760
ultimate-- the solutions that we can have for
the clients. So, we can help them out in the

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00:06:10,760 --> 00:06:16,160
best way. And if our data isn't accurate
or somebody isn't entering in accurately,

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00:06:16,160 --> 00:06:21,480
how can we do that to our best ability?
[Joan Domenech] Absolutely. Mitchell—Mitchell

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00:06:21,480 --> 00:06:28,600
is your name? That is said perfectly. I always--
in my role as a TA provider, I've always wanted

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00:06:28,600 --> 00:06:36,120
to go back because we're a few steps away
from serving clients directly. And we always

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00:06:36,120 --> 00:06:40,760

have to think about how is-- what we're doing,
improving the services that we're delivering,

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00:06:40,760 --> 00:06:45,880
improving the lives of the people that we're
serving. And I think that that is, for me, how I

61
00:06:45,880 --> 00:06:50,440
see monitoring being important. That is accurate.
But why does that matter? It matters so that we

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00:06:50,440 --> 00:06:55,280
can understand our system. And it matters so that
it's accurately reflecting our system, and that we

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00:06:55,280 --> 00:07:01,240
can use that as a baseline for system improvement
and improving services. So, all of these technical

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00:07:01,240 --> 00:07:06,800
things that we'll get into, I always like tying it
back to how is this improving the lives of people

65
00:07:06,800 --> 00:07:11,640
that we are serving. So, good. I didn't have to
do anything in that slide. That's perfect. We just

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00:07:11,640 --> 00:07:19,840
got to keep asking them. So, these are basically
what we talked about. I have to repeat that. So,

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00:07:19,840 --> 00:07:28,000
I wanted to talk a little bit about this. Who
hasn't seen this document before? Very few.

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00:07:28,000 --> 00:07:36,040
So, this is an old-ish document. It was published
in 2018. And it's a really good document because

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00:07:36,040 --> 00:07:44,560
it lays out a vision for technical assistance as
it relates to data strategy and improving how we

70
00:07:44,560 --> 00:07:51,440
use data. And so, HUD published this, and it had
three goals in it. And I think that they relate

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00:07:51,440 --> 00:07:57,120
really well to monitoring. So, one of the first
goals that I said-- so this is a goal meant for

72
00:07:57,120 --> 00:08:02,120
technical assistance. But, through technical
assistance, we're supporting you to be able

73
00:08:02,120 --> 00:08:07,280
to accomplish some of these. But this is not a
measurement that you need to have specifically

74
00:08:07,280 --> 00:08:12,200
for yourself, but it is a vision that HUD has for
the future, which is the future is technically

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00:08:12,200 --> 00:08:18,880
now. But COVID happened because this was 2018,
but yes. So, one, that you would be using

76
00:08:18,880 --> 00:08:24,680
your data to optimize systems of care through
making ongoing system performance improvements

77
00:08:24,680 --> 00:08:30,760
and determining optimal resource allocation,
what we were just talking about. Number two,

78
00:08:30,760 --> 00:08:36,920
that communities would operate data systems that
allow for accurate comprehensive, timely data

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00:08:36,920 --> 00:08:41,360
collection usage and reporting. So, this one's
more on data quality. The other one's more on

80
00:08:41,360 --> 00:08:47,200
system performance. And then three that federal
government coordinates to receive and use data to

81
00:08:47,200 --> 00:08:52,160
make informed decisions in coordination with other
data sets across and within the agency. So, this

82
00:08:52,160 --> 00:08:58,520
is more along the lines of now we have good data.
We're using it-- that good data. Now it's about

83
00:08:58,520 --> 00:09:04,120
how do we tell a complete story. And you're going
to need other data sources to do that. HMIS is a

84
00:09:04,120 --> 00:09:11,920
big data source, but how do you coordinate with
others to do that? And so, HUD laid down three

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00:09:11,920 --> 00:09:18,600
strategies to get to achieving those three goals.
And these are those three overarching strategies.

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00:09:18,600 --> 00:09:22,600
If you look at the document, it has a lot of
strategies within. But these are the big ones.

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00:09:22,600 --> 00:09:29,200
So, one, improving your capacity, the community's
capacity to set up, operate, and benefit from data

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00:09:29,200 --> 00:09:35,320
systems. So, you're here in NHSDC. That's one of
the ways that we do that is through having these

89
00:09:35,320 --> 00:09:44,440
conferences. Who has read some documents from the
HMIS lead series? Yes, hands raised. That one's

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00:09:44,440 --> 00:09:51,360
getting popular. So that was-- another strategy is
putting out documents. I've heard a few people say

91
00:09:51,360 --> 00:09:58,120
that every time they have a question, they get a
40-page HUD manual. You're lucky. When I started,

92
00:09:58,120 --> 00:10:02,160
there was nothing. I started implementing
coordinated entry. And they were like, just

93
00:10:02,160 --> 00:10:06,760
go around and see what other people are doing. I
had to travel and see what people were doing. So,

94
00:10:08,040 --> 00:10:13,320
it's challenging because you have to read
a lot, but it definitely is helpful. So,

95
00:10:13,320 --> 00:10:19,600
another of the strategies is that data systems
collect accurate comprehensive and timely data.

96
00:10:19,600 --> 00:10:24,520
And that's where all of the strategies related
to data quality. The HMIS lead series has the

97
00:10:24,520 --> 00:10:30,840
DQMP guide, which is really good. It has a lot
of good examples and so forth. And then the third

98
00:10:30,840 --> 00:10:36,560
strategy is that continuums and interested parties
use data to improve efforts to end homelessness.

99
00:10:36,560 --> 00:10:44,080
So those are all strategies that are either we're
doing through NHSDC, we're doing through products,

100
00:10:44,080 --> 00:10:51,520
we're doing through just the-- who participates
in the HMIS lead calls. A lot of people-- so

101
00:10:51,520 --> 00:10:58,560
those are TA strategies to help you all improve
on those. So that was a level setting. And now

102
00:10:58,560 --> 00:11:04,960
we're going to dive into the actual nuts and
bolts of project monitoring. Pass it to you. Do

103
00:11:04,960 --> 00:11:10,200
you want me to click, or do you want to click?
[Jessica Lurz] Let's see. You can click if you

104
00:11:10,200 --> 00:11:23,400
don't mind. But let me get in here. Oh, my God.
You didn't need your slide deck, and I do. So,

105
00:11:23,400 --> 00:11:28,320
we're going to talk a little bit about what do
you actually have to do in your communities to

106
00:11:28,320 --> 00:11:35,960
monitor projects using HMIS. We talked a bit about
what is HUD's strategy on what TA providers should

107
00:11:35,960 --> 00:11:40,880
be doing to ultimately help you all get to a
place where you're using data to make informed

108
00:11:40,880 --> 00:11:49,040
decisions. And so, what we're going to talk about
now is the parts that you'll be working on.

109
00:11:49,040 --> 00:11:54,080
So, when you're looking at your components of
HMIS project monitoring, you're really looking

110
00:11:54,080 --> 00:12:00,680
at three things, the compliance piece, your data
quality piece, and then your performance. So,

111
00:12:00,680 --> 00:12:05,400
your compliance is really when you're looking
at your privacy standards, what are the laws

112
00:12:05,400 --> 00:12:10,000
and regulations that you have to make sure that
you're following? It's those kind of like, yes,

113
00:12:10,000 --> 00:12:16,320
are you doing these things because if you're not,
you're in trouble, not really. But you're out of

114
00:12:16,320 --> 00:12:22,320
compliance. And the next piece is probably where
a lot of you are spending your time when you're

115
00:12:22,320 --> 00:12:29,200
doing this sort of thing. So, it's your data
quality. Are your project putting in timely?

116
00:12:29,200 --> 00:12:36,560
Are they doing accurate data? Is it consistent?
And how complete is the data quality? But really,

117
00:12:36,560 --> 00:12:43,160
what we want to get to is like all of those things
to help us start to improve performance. So, are

118
00:12:43,160 --> 00:12:52,200
we really meeting the outcomes that we originally
said we would do in the grant agreements? So

119
00:12:52,200 --> 00:12:59,040
again, we keep talking about how HMIS data is
helping us improve the lives of people who are

120
00:12:59,040 --> 00:13:02,920
experiencing homelessness. And that's when
we start to get to this performance piece.

121
00:13:03,440 --> 00:13:09,040
What is happening at that project level? Are there
things that need to change so that people who are

122
00:13:09,040 --> 00:13:14,840
experiencing homelessness are either exiting to
permanent housing faster or maintaining permanent

123
00:13:14,840 --> 00:13:23,480
housing? And so, we want to really just have you
start to think about those performance pieces.

124
00:13:24,280 --> 00:13:29,240
So, some of you said you are currently doing some
monitoring. There are a few of you that said no,

125
00:13:29,240 --> 00:13:36,880
and you don't want to. That's OK. But just to
get a sense of who is currently involved in your

126
00:13:36,880 --> 00:13:44,800
monitoring. How many of you-- and we keep talking
about how CoC lead is not really a thing. But your

127
00:13:44,800 --> 00:13:50,800
CoC lead, your collaborative applicant, how many
of you have that entity involved in the monitoring

128
00:13:50,800 --> 00:14:03,880
process? What about the HMIS lead? What about

the participating homeless service providers?

129
00:14:03,880 --> 00:14:15,720
Local funders and then any other HMIS stakeholders
or CoC stakeholders. So HMIS is really like doing

130
00:14:15,720 --> 00:14:23,160
the bulk of this for many of your communities.
If you don't know who's involved, you should go

131
00:14:23,160 --> 00:14:27,760
to your local policies and procedures to make
sure that it's written down. We want to make

132
00:14:27,760 --> 00:14:33,720
sure that all of that is very clear to all of the
programs that are going to be monitored. But also,

133
00:14:33,720 --> 00:14:38,760
for yourselves as HMIS leads, what are you
actually responsible for? What are some of

134
00:14:38,760 --> 00:14:44,360
these other entities responsible for? But we'll
talk a little bit about what the HUD regulations

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00:14:44,360 --> 00:14:50,480
are so that you know. But what we talk about
today, there'll be some baseline things that

136
00:14:50,480 --> 00:14:55,960
are required. But ultimately, at the local level,
you have to make some additional decisions. And

137
00:14:55,960 --> 00:15:00,560
you know your communities best. You really have to
make sure that you have the right people involved,

138
00:15:00,560 --> 00:15:04,080
the right amount of times that you're going

out monitoring, all of those things. But we'll

139
00:15:04,080 --> 00:15:14,800
talk about sort of what's the minimum standard.
So, who is involved in project monitoring? Really,

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00:15:14,800 --> 00:15:20,160
any project that uses HMIS regardless of the
funding source. So, I know that can be sometimes

141
00:15:20,160 --> 00:15:26,360
challenging. If you have agencies that are not
receiving CoC program funds or ESG funds, they're

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00:15:26,360 --> 00:15:33,200
receiving some other homeless service money or
they're getting fundraising and they're in HMIS,

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00:15:33,200 --> 00:15:39,480
you really should be monitoring them and holding
them to the same standards that you are all of the

144
00:15:39,480 --> 00:15:49,160
programs in HMIS. While HMIS participating
organizations and you all, as HMIS leads,

145
00:15:49,160 --> 00:15:54,320
are really the biggest players in all of this,
the continuum of care really should be an active

146
00:15:54,320 --> 00:16:00,120
participant. You should be sharing with them
what the results of monitoring might look like,

147
00:16:00,120 --> 00:16:07,040
what are some of the plans for improvement that
you're doing with community members or agencies,

148
00:16:07,040 --> 00:16:12,280
and telling them the good and the not so good,

like, what are the things that need to improve

149
00:16:12,280 --> 00:16:18,720
at the project level so that you can continue
to improve your system. And the CoC should also

150
00:16:18,720 --> 00:16:24,400
be involved in approving what your monitoring
checklist or tool looks like. They need to be

151
00:16:24,400 --> 00:16:30,840
involved in that helping in the development of it,
making sure that there's written documentation of

152
00:16:30,840 --> 00:16:39,480
what that's going to look like, and then how
are you going to monitor your projects. Oh,

153
00:16:39,480 --> 00:16:45,600
I forgot the last one. Hold on, let me go back.
And then also, who within the project needs to be

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00:16:45,600 --> 00:16:49,880
in there. So, you may have a couple of different
people at the project that need to be a part of

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00:16:49,880 --> 00:16:54,280
the monitoring process. Some communities have
case managers who are entering data right into

156
00:16:54,280 --> 00:17:00,040
HMIS. Some of them have other staff who are then
taking written documents down and then entering

157
00:17:00,040 --> 00:17:05,440
it for them. Project management staff might
be involved. You need to connect with those

158
00:17:05,440 --> 00:17:10,400
local agencies to figure out who's putting

information into the system, who has access,

159
00:17:10,400 --> 00:17:14,840
who has a login so that you can do all of
those security measures all of that data

160
00:17:14,840 --> 00:17:21,840
quality and all of those performance checks for
everyone that might be involved in the process.

161
00:17:22,760 --> 00:17:31,120
So where should project monitoring take place?
Well, on site, remotely, and a combination of

162
00:17:31,120 --> 00:17:36,040
the two. There are a couple of things that
you can only do on-site. Things like making

163
00:17:36,040 --> 00:17:42,760
sure that people have firewalls on the computer
or logins to certain things. But there are some

164
00:17:42,760 --> 00:17:48,880
data quality components that you can do remotely.
And you can think about that combination of it.

165
00:17:48,880 --> 00:17:56,080
Some of you probably serve a very large geographic
area. And doing an on-site monitoring every single

166
00:17:56,080 --> 00:18:01,720
year for every single project really does not make
the most sense. And so, you need to be thinking

167
00:18:01,720 --> 00:18:07,560
about those kinds of things. Like, how many staff
do you have that can be involved in this? Are you

168
00:18:07,560 --> 00:18:12,760

going to do a full monitoring on-site every year?
Maybe you're going to do a staggered approach,

169
00:18:12,760 --> 00:18:17,960
where you're going to do like annually the data
quality piece, where you can do that remotely.

170
00:18:17,960 --> 00:18:24,080
But then maybe every other year, you're going out
in person. You're looking at those on-site kinds

171
00:18:24,080 --> 00:18:32,520
of activities. Anybody doing that currently, that
combination of or are you all trying to just be

172
00:18:32,520 --> 00:18:37,480
everywhere all the time? All right, so a couple
of you are doing combination. Did you know that

173
00:18:37,480 --> 00:18:47,040
you could do that kind of a combination approach?
Perfect. And then how often should you do it?

174
00:18:47,040 --> 00:18:53,040
So, your regulation is at least annually, you
should be monitoring. But there are going to be

175
00:18:53,040 --> 00:18:59,680
times where you may need to do it more frequently.
Maybe you have a particular program or an end user

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00:18:59,680 --> 00:19:03,600
that's just really struggling, and you're
providing technical assistance to them. It

177
00:19:03,600 --> 00:19:08,080
makes sense to maybe do it more frequently. But
again, you want to make sure that whoever's being

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00:19:08,080 --> 00:19:14,280
monitored is aware of what your plan is, how often
you're going to do it. Yesterday when we talked

179
00:19:14,280 --> 00:19:18,800
about-- I don't know if some of you were here.
But when we talked about HMIS lead monitoring,

180
00:19:18,800 --> 00:19:23,760
so when you're getting monitored, we don't want
it to be a gotcha moment. It's the same for your

181
00:19:23,760 --> 00:19:31,000
service providers, communicating with them when
you're going to come and then thinking about the

182
00:19:31,000 --> 00:19:36,560
times of year when you're doing it. Maybe you
try to coincide the HMIS monitoring with some

183
00:19:36,560 --> 00:19:42,160
of the other CoC monitoring that's going on. Maybe
you do it when people are starting to think about

184
00:19:42,160 --> 00:19:49,480
doing CAPERs and close-outs of programs. And then
maybe there are times that you choose not to do it

185
00:19:49,480 --> 00:19:55,040
because your service providers are very busy with
other things. Like, holidays are probably hard for

186
00:19:55,040 --> 00:19:59,480
some of your emergency shelter programs because
they're thinking about donations and all of the

187
00:19:59,480 --> 00:20:06,960
things that are coming in. An additional stress
of being monitored might be challenging. And then

188

00:20:06,960 --> 00:20:11,520
also when, you all are very busy, you don't want
to be doing that. Maybe when the LSA is due or

189
00:20:11,520 --> 00:20:17,480
when there's some application due, make sure that
you're thinking about it. But the minimum that

190
00:20:17,480 --> 00:20:21,465
you need to do is at least annually.
[Joan Domenech] Can I add something?

191
00:20:21,465 --> 00:20:23,920
[Jessica Lurz] Yes.
[Joan Domenech] I wouldn't call

192
00:20:23,920 --> 00:20:30,960
it necessarily monitoring. But when you train new
agencies, you definitely want to be looking at the

193
00:20:30,960 --> 00:20:37,720
data that they're entering because they need some
extra hand holding and extra support. Usually,

194
00:20:37,720 --> 00:20:42,640
we train folks. We give them the keys to the
kingdom, go have your thing. APR is due. We're

195
00:20:42,640 --> 00:20:47,600
like, what? They're not even doing entries.
They're just entering. So, I think that that

196
00:20:47,600 --> 00:20:54,600
definitely requires some planning to prevent you
going in and having to clean up a lot. So that

197
00:20:54,600 --> 00:20:59,120
is another instance where it's not technically
monitoring, but you're keeping an eye out and

198
00:20:59,120 --> 00:21:02,840
providing a little bit extra support.
[Jessica Lurz] Perfect. Eric's going to

199
00:21:02,840 --> 00:21:10,120
walk us through what should be included.
[Eric Gammons] My standard way. Can I have

200
00:21:10,120 --> 00:21:30,520
that back? That one-handed-- sorry.
Sorry about that, folks. This arm has

201
00:21:30,520 --> 00:21:37,960
stopped working for whatever reason. So, I'm
doing the one-handed presentation today. So,

202
00:21:37,960 --> 00:21:44,200
what is included in HMIS project monitoring
visit? Well, first, let's go back to what

203
00:21:44,200 --> 00:21:51,720
Jessica said and Joan said. We should be talking
to the CoC. So, the CoC should have governance

204
00:21:51,720 --> 00:22:00,240
around the expectations of its providers or its
CoC recipients. Those documents or that governance

205
00:22:00,240 --> 00:22:07,280
can include data quality plan, can include HMIS
policies and procedures, the privacy policy,

206
00:22:07,280 --> 00:22:14,880
privacy plan, and any other local policies and
procedures that the CoC has or that the community

207
00:22:14,880 --> 00:22:23,400
has. You should have those documentation-- that
information when you're preparing a visit or a

208
00:22:23,400 --> 00:22:29,160
monitoring. And I say-- I'm going to say, visit
a lot. But I know there can be a virtual visit,

209
00:22:29,160 --> 00:22:35,560
or it's going to be an on-site in-person visit.
So, some of the things you're going to look for

210
00:22:35,560 --> 00:22:43,680
or prepare for is, are all the forms between
the HMIS lead and the participating agency

211
00:22:43,680 --> 00:22:50,120
in place? Meaning, have you done your job, and
have they done their job? Certainly, you need

212
00:22:50,120 --> 00:22:55,840
user agreements. Anybody that's using a system
should have signed a user agreement. But you may

213
00:22:55,840 --> 00:23:02,680
also have participating agency agreements. You may
also have some other agreements between the agency

214
00:23:02,680 --> 00:23:09,920
and the CoC. You want to know what the roles and
responsibilities are of that participating agency

215
00:23:09,920 --> 00:23:15,200
prior to doing a monitoring visit. And that
includes your expectations, but also includes

216
00:23:15,200 --> 00:23:24,480
the expectations of the CoC. Do you have the
clicker? Oh, hey, watch out, it's magic.

217
00:23:25,680 --> 00:23:36,200
So, the HMIS policies and procedures, you should
have them. So how many folks have seen or have

218
00:23:36,200 --> 00:23:43,720
HMIS policies and procedures? All hands go up,
hopefully. Most hands go up. If you don't have

219
00:23:43,720 --> 00:23:49,360
policies and procedures, that's something to
begin working on immediately with your CoC

220
00:23:49,360 --> 00:23:54,560
and your providers and your HMIS data committee
or whatever you have working in your CoC toward

221
00:23:54,560 --> 00:23:59,200
improving your data and telling your story
through your HMIS system. So those policies

222
00:23:59,200 --> 00:24:06,760
and procedures should indicate how monitoring is
performed, who's involved, how often it occurs,

223
00:24:06,760 --> 00:24:12,560
and what happens after the monitoring. And
everything should be transparent. Those

224
00:24:12,560 --> 00:24:19,640
policies and procedures should not be sitting on a
shelf collecting dust since 10 years ago when you

225
00:24:19,640 --> 00:24:25,760
wrote them. They should be active. They should be
reviewed annually. And they should be transparent,

226
00:24:25,760 --> 00:24:34,080
a website, however you relay information to your
providers. Within those policies and procedures,

227
00:24:34,080 --> 00:24:42,240
they should indicate at least who's involved
and how often you're going to monitor projects.

228
00:24:42,240 --> 00:24:49,000
Remember that when you're monitoring, this is
what you think about. This is not checking off

229
00:24:49,000 --> 00:24:56,640
a box. You're not saying I'm monitoring. You're
saying, I'm going in there to help my providers

230
00:24:56,640 --> 00:25:02,720
improve all aspects of their HMIS data collection.
That's the idea behind monitoring. Not going in

231
00:25:02,720 --> 00:25:12,680
there going, gotcha. You're bad. Fix your stuff.
You're going in there to create an actionable,

232
00:25:12,680 --> 00:25:22,280
measurable, and time-bound event that's going
to increase the capacity of your providers. So,

233
00:25:22,280 --> 00:25:30,640
in addition, I know everybody has a privacy plan,
right? Hands up privacy plan, security plan,

234
00:25:30,640 --> 00:25:38,280
people that don't know if they have a plan.
Those plans are the CoC's responsibility to

235
00:25:38,280 --> 00:25:44,520
have in place for every CoC. So not HMIS leads
responsibility, the CoC's responsibility.

236
00:25:44,520 --> 00:25:49,640
Certainly, you're going to play a part in
those. But those plans are your guidelines,

237
00:25:49,640 --> 00:25:55,480
your backbone of your monitoring. You want to
ensure that your providers are following those

238
00:25:55,480 --> 00:26:03,160
plans. And if they're not, this is—monitoring is a
perfect time to bring them up to that standard. In

239
00:26:03,160 --> 00:26:10,360
addition, data quality plan. Everybody has one of
those. That's the frustrating thing. Most times,

240
00:26:10,360 --> 00:26:16,600
it's getting data quality up. But remember,
monitoring should be not about targets,

241
00:26:16,600 --> 00:26:22,000
but about baselines. So, whatever your baseline
is, as far as data quality, that's what you're

242
00:26:22,000 --> 00:26:29,480
going in to monitor for, not hey, we're
shooting for 99%. And you're at 95%. Well,

243
00:26:29,480 --> 00:26:34,640
if the baseline is 95%, then that's a good
monitoring. Certainly, you want to improve,

244
00:26:34,640 --> 00:26:47,640
but again, not the gotcha. Oh, I didn't-- that was
too quick. You have the clicker, Joan? Yeah, OK.

245
00:26:48,280 --> 00:26:54,600
So, transparency is really key in monitoring.
And what does that mean? It means you want to

246
00:26:54,600 --> 00:27:02,200
let whoever you're monitoring know everything
you're going to be doing during that monitoring,

247
00:27:02,200 --> 00:27:06,960
all the people you're going to want to talk to,

all the documents you're going to want to see.

248
00:27:06,960 --> 00:27:14,280
And whatever guidelines, baselines, governance,
requirements, responsibilities that you're going

249
00:27:14,280 --> 00:27:21,000
to be monitoring for, they need to know ahead of
time. And prepare for that monitoring. I mean,

250
00:27:21,000 --> 00:27:25,960
it makes sense. But a lot of times, monitoring
is just something you do. You go in, you do

251
00:27:25,960 --> 00:27:30,480
the thing, you check the box, and you leave.
That's not what it's about. If you bring that

252
00:27:30,480 --> 00:27:36,960
transparency to your providers, then internally,
they may start having the expectation of getting

253
00:27:36,960 --> 00:27:42,760
up to those standards. If you just go in and hey,
you're not doing this and leave, then are they

254
00:27:42,760 --> 00:27:48,720
really self-improving in all areas? Probably not.
But if you provide them with all the expectations,

255
00:27:48,720 --> 00:27:54,480
then they may improve in areas that you might
not even monitor in. I know Jessica mentioned

256
00:27:54,480 --> 00:27:58,960
monitoring doesn't have to be all inclusive.
You may just be going in there for one thing,

257
00:27:58,960 --> 00:28:05,200
data quality. But bring the entire monitoring

expectations to them. These are all the

258
00:28:05,200 --> 00:28:10,680
things that we have expectations for. This is the
thing we're going to be looking at today. It make

259
00:28:10,680 --> 00:28:21,160
sense to everybody? Good to go? And then,
of course, this is a big one, findings.

260
00:28:21,160 --> 00:28:27,720
Like, let them know ahead of time, hey, if we
have findings, this is what's going to occur.

261
00:28:27,720 --> 00:28:32,960
We're going to set up a plan. We're going to
have a deadline. This is the expectations of

262
00:28:32,960 --> 00:28:38,120
change we're going to have. But before you even
have findings, just let them know it's going

263
00:28:38,120 --> 00:28:44,200
to ease them up a little bit. Make them relax.
Maybe pull the curtain back a little bit further,

264
00:28:44,200 --> 00:28:49,680
so you can see what's going on and maybe detect
what actually is affecting their data quality

265
00:28:49,680 --> 00:28:55,160
or their privacy concerns. Monitoring is
not easy. I've done a lot of monitoring.

266
00:28:55,160 --> 00:29:00,360
And people tend to pull the curtains, nothing
to see here, and only provide you with what

267
00:29:00,360 --> 00:29:05,520

you ask. But if you're very transparent
about what's going to happen afterwards,

268
00:29:05,520 --> 00:29:18,400
then they may be a little more open to letting
you know about the issues they're having.

269
00:29:18,400 --> 00:29:25,520
So, examples of what can be reviewed in a
visit, the real key. So, when I talk about

270
00:29:25,520 --> 00:29:32,160
visit in this case, typically, it's going to be
on-site. When you go on-site, what's the first

271
00:29:32,160 --> 00:29:39,120
thing you're going to look for? Where are users
entering data? That's so incredibly important,

272
00:29:39,120 --> 00:29:46,600
especially around privacy and security. So that's
what you need to know, who's accessing the system

273
00:29:46,600 --> 00:29:52,680
and where are they accessing that system at.
Let me see the computers. What kind of internet

274
00:29:52,680 --> 00:30:00,440
connections do you have? Are you Wi-Fi? Are you
landline? How secure is it? Are there firewalls,

275
00:30:00,440 --> 00:30:12,600
all those things. Also, as you hopefully know,
you should have a public notice above or around in

276
00:30:12,600 --> 00:30:20,280
plain sight of any computer where a client level
data is being collected. So that's important. But

277

00:30:20,280 --> 00:30:25,080
what does that public notice say? Typically, it's
going to say, hey, if you need to see the privacy

278
00:30:25,080 --> 00:30:30,640
notice, we have one available. So, what else are
you going to look for? Where are those privacy

279
00:30:30,640 --> 00:30:36,920
notices? Are they available? Can you hand me
one right now from this computer you're entering

280
00:30:36,920 --> 00:30:44,080
data? That's key because just saying there is a
privacy notice means nothing if you don't have

281
00:30:44,080 --> 00:30:54,280
one available for somebody that wants to look at
it. And then this is-- this one, I run into a lot,

282
00:30:54,280 --> 00:31:02,040
users that are no longer employees. So, as you
as HMIS lead, if you're part of a monitoring,

283
00:31:02,040 --> 00:31:08,160
and you're going in, have that list of users
for that participating agency and go through

284
00:31:08,160 --> 00:31:15,720
one by one. Does John still work here? Does John
work with clients, and do they enter data? Do

285
00:31:15,720 --> 00:31:22,160
they have a reason to have a user license, right?
Because I have seen so many times where just list

286
00:31:22,160 --> 00:31:30,120
and list of users who haven't touched the system
in six weeks, six months, sometimes a year. A lot

287

00:31:30,120 --> 00:31:35,400
of times, they don't even work for the agency
anymore. And they have an open user license,

288
00:31:35,400 --> 00:31:54,520
so big privacy, big security concern. Next.
So, this is a great time to improve data quality

289
00:31:54,520 --> 00:31:59,600
on your end, especially. And when you're thinking
about monitoring, always think about, when am I

290
00:31:59,600 --> 00:32:05,960
going to do this? This is like a horrible time to
do it. It's the LSA. It's the SPMs. It's the HIC,

291
00:32:05,960 --> 00:32:12,480
the PIT. All the other reports are due. Summer's
a great time to do monitoring. I'm not saying you

292
00:32:12,480 --> 00:32:18,000
have to do it in the summer, but it's a great time
because part of that monitoring can be making sure

293
00:32:18,000 --> 00:32:25,080
your project descriptor elements are correct
because as you know, sometimes participating

294
00:32:25,080 --> 00:32:30,320
agencies don't actually know what they do. They
know how to do the things. But they don't know

295
00:32:30,320 --> 00:32:37,720
what it's called in HMIS speak. So, the perfect
time to start asking about their unit inventory,

296
00:32:37,720 --> 00:32:44,840
about their components, are you an emergency
shelter because I only see folks coming in and

297

00:32:44,840 --> 00:32:50,840
leaving here? So, they may have indicated the
wrong project type to you, perfect time to do

298
00:32:50,840 --> 00:32:58,000
that. In addition, your federal funding sources,
they may have picked up new federal funding

299
00:32:58,000 --> 00:33:03,480
sources, or some may have ended. It's a great
time to update that information, too, while you're

300
00:33:03,480 --> 00:33:10,120
sitting down with the folks during your on-site
visit. Here's a key, and it's perfect timing,

301
00:33:10,120 --> 00:33:18,800
data elements have changed. A lot of people use
hard copy intake forms. So, ask them for their

302
00:33:18,800 --> 00:33:26,360
intake forms. Have they updated them to the new
data element standards-- data standards? Because

303
00:33:26,360 --> 00:33:32,400
if they have it, then their users are going to be
trying to figure out how to make that hard copy

304
00:33:32,400 --> 00:33:39,440
fit into the new data standards. So again, we're
monitoring, but really, we're also improving at

305
00:33:39,440 --> 00:33:52,120
the same time. That's the whole idea behind this.
I don't know if I was done. Did she go back?

306
00:33:54,880 --> 00:34:02,480
So, in addition, while you're monitoring-- and
this is important to me, has data quality gone

307
00:34:02,480 --> 00:34:10,560
up or down? And if it's gone down, this is a
great time to ask why, what's going on. Maybe

308
00:34:10,560 --> 00:34:19,640
it is that old paper copy intake form. But if data
quality is improved for the participating agency,

309
00:34:19,640 --> 00:34:27,440
it's a great time to give them a hurrah, like, pat
them on the back. Let them know how much better

310
00:34:27,440 --> 00:34:31,760
they're doing than last year because they may
not have an idea. They just know they have to do

311
00:34:31,760 --> 00:34:36,920
HMIS. So, this is a great time to, wow, things are
really improved. We don't know what you're doing,

312
00:34:36,920 --> 00:34:41,880
or maybe some changes that we recommended
are working. But let them know that they're

313
00:34:41,880 --> 00:34:47,320
improving. So, monitoring can be, let them
know where their faults are. But it also can

314
00:34:47,320 --> 00:34:53,794
be let them know where they've really made
improvements. Now-- where is she? I can't

315
00:34:53,794 --> 00:34:55,960
even see her. I don't know where she is.
So, we're providing just a couple sample

316
00:34:55,960 --> 00:35:02,880
checklists. And really all this is is things
that you might want to collect. I know Jessica

317
00:35:02,880 --> 00:35:08,120
mentioned difference between compliance and
data quality. So, here's an idea of things you

318
00:35:08,120 --> 00:35:15,400
might want to look or collect for compliance,
user agreements, agency agreements. What's an

319
00:35:15,400 --> 00:35:21,760
agency agreement you want to look at? Roles and
responsibilities. What are the expectations of

320
00:35:21,760 --> 00:35:31,920
the participating agency? Meeting attendance.
A lot of CoCs have HMIS user meetings. And

321
00:35:31,920 --> 00:35:36,800
there's an expectation of attendance, so--
or it could be a data committee attendance,

322
00:35:36,800 --> 00:35:43,240
but-- or training attendance. So, if you have
those available, then you're able to indicate

323
00:35:43,240 --> 00:35:48,720
to the participating agency, hey, so, your
folks haven't been attending this training

324
00:35:48,720 --> 00:35:56,800
or haven't been attending the user group. Of
course, the privacy notice, the public notice,

325
00:35:57,560 --> 00:36:05,240
ROIs, if your CoC requires release of information
to enter client level data or not to enter but to

326
00:36:05,240 --> 00:36:13,760
share client level data, then are those ROIs being
completed? Are they dated? Are they up to date, or

327
00:36:13,760 --> 00:36:20,080
have they expired? So, things to look at, things
to ask for from that participating agency. Again,

328
00:36:20,080 --> 00:36:26,080
if you technically are proficient, you can check
their firewalls, make sure that their systems

329
00:36:26,080 --> 00:36:36,280
have antivirus software. Big one is, is your
screen blanking out, and does it take a password

330
00:36:36,280 --> 00:36:44,200
to get back on? That's hard to do virtually,
definitely hard to do if you're just calling

331
00:36:44,200 --> 00:36:49,240
them and asking them. So, when you're on-site,
take advantage. Go to every computer and test

332
00:36:49,240 --> 00:36:55,560
it. Make sure that's happening because it's our
clients that we're trying to protect with that.

333
00:36:55,560 --> 00:37:02,400
We don't want screens with people's information
on forever, so anybody can look at it.

334
00:37:02,400 --> 00:37:06,840
And of course, audit logs, that's the back-end
stuff that you can do as HMIS lead, as system

335
00:37:06,840 --> 00:37:14,160
administrator, checking how often they're logging
in, what they're doing while they're logging in.

336
00:37:14,160 --> 00:37:18,560
Most software vendors have audit logs. I think
it's a requirement. So, you're able to go in

337
00:37:18,560 --> 00:37:25,360
there and see what's going on with the users that
are accessing the system. And then data quality,

338
00:37:25,360 --> 00:37:31,920
again, looking at those forms. Of course, the
APR, the CAPER is a great place to look at data

339
00:37:31,920 --> 00:37:41,520
quality. It's part of the report. And most times,
the participating agency can run the same report

340
00:37:41,520 --> 00:37:47,040
and look at that same data. So, you can actually
have them run the reports. When you come to do the

341
00:37:47,040 --> 00:37:53,480
monitoring, you'll look at it together, talk about
where their deficiencies are in data quality,

342
00:37:53,480 --> 00:38:01,200
and where their improvements are. Timeliness,
everybody-- look, raise your hand. Every provider

343
00:38:01,200 --> 00:38:09,160
is timely in their data entry, right? No? Oh,
well, that's a hard one. So, it's continual

344
00:38:09,160 --> 00:38:15,520
work. And that's a great time during monitoring to
examine why their timeliness is not where it needs

345
00:38:15,520 --> 00:38:24,840
to be. What is the process for collecting
data and entering it into the system?

346
00:38:24,840 --> 00:38:31,320
List of participants, so list of participants

is great for monitoring what? Can anybody tell

347
00:38:31,320 --> 00:38:42,000
me? It's part of the data quality. Go
ahead. Duplication. Duplication is good.

348
00:38:42,000 --> 00:38:51,120
But the real key-- go ahead in the back.
So why do you want a list of participants

349
00:38:51,120 --> 00:38:58,120
is to ensure that they're entering everybody
that they're working with into the system,

350
00:38:58,120 --> 00:39:04,160
the completeness piece. So, it's really hard for
you to-- you can't look at a CAPER and tell if

351
00:39:04,160 --> 00:39:11,360
everybody is in there. So, you have-- you need
that list to compare with who they're entering

352
00:39:11,360 --> 00:39:19,800
into the system. In the back? What do they use
to collect hard data? Can you-- I didn't hear

353
00:39:19,800 --> 00:39:25,840
it. What do they use to collect hard data?
[Audience Member] What if they use HMIS as

354
00:39:25,840 --> 00:39:29,880
their main mode of collecting data,
like, they don't have hard copies?

355
00:39:29,880 --> 00:39:36,680
[Eric Gammons] I would recommend just for risk
management, for controls to have a secondary

356
00:39:36,680 --> 00:39:41,640

list of participants I would recommend that to
the participating agency. You need an additional

357
00:39:41,640 --> 00:39:48,640
list somewhere that had-- that keeps track of who
you're actually working with because typically,

358
00:39:48,640 --> 00:39:56,800
you want some control, which means dual
list, one in HMIS, and one somewhere else.

359
00:39:56,800 --> 00:40:03,840
[Audience Member] I can recommend stuff. But
if we have a large agency that processes a

360
00:40:03,840 --> 00:40:09,360
lot of people, I'm thinking of like a
large emergency shelter, like night by

361
00:40:09,360 --> 00:40:17,600
night. And I don't control their funding.
[Eric Gammons] I would think you would-- for

362
00:40:17,600 --> 00:40:23,160
shelter, it's a little bit easier because you
can look at capacity. You have 99 people out

363
00:40:23,160 --> 00:40:28,840
of 100. So, there should be 99 people in the
system. That would be a little bit easier,

364
00:40:28,840 --> 00:40:33,440
especially for large numbers. I realize
that when it comes to maybe the day shelter,

365
00:40:33,440 --> 00:40:40,040
this becomes a very difficult process. But
certainly, for shelter, for housing projects,

366

00:40:40,040 --> 00:40:47,160
which were incredibly important around LSA-- I'm
running late? I keep thinking I'm running late.

367
00:40:47,160 --> 00:40:54,080
But for the housing projects, definitely, you want
to know that what their bed capacity is and what

368
00:40:54,080 --> 00:40:59,400
their-- who's in their beds is accurate. You don't
want people lingering in beds when they've left

369
00:40:59,400 --> 00:41:10,840
the program two months ago. And again, if you've
been monitoring and you monitored last year,

370
00:41:10,840 --> 00:41:16,640
did they resolve some of those concerns? They
should have resolved findings. But maybe concerns

371
00:41:16,640 --> 00:41:20,560
that you made or recommendations you made,
did they take those recommendations from the

372
00:41:20,560 --> 00:41:29,480
last time you monitored? Oh, you can go.
So, this is just another example. Again,

373
00:41:29,480 --> 00:41:34,800
this one is broken down into off-site, on-site.
These slides are going to be available to you all

374
00:41:34,800 --> 00:41:40,600
through the Whova app. So, you're welcome to use
this. But don't think it's all inclusive. Don't

375
00:41:40,600 --> 00:41:46,680
think it's HUD recommended. It's just an example
of potential checklists that you can use to

376

00:41:46,680 --> 00:41:55,480
prepare for your monitoring. And now we're going
to have a test-- a quiz. So, we're handing out--

377
00:41:55,480 --> 00:42:01,160
what you can do because you're scattered out. Just
pair up or threesome up. We're just going to have

378
00:42:01,160 --> 00:42:13,480
you-- get your number 2 pencils out, too. Can you
go one more? Yep. Oh, did I-- did I miss a slide?

379
00:42:13,480 --> 00:42:23,000
I missed a slide. I'll go back to it. So, here's
the thing, guys, you're preparing to monitor

380
00:42:23,000 --> 00:42:30,360
for an emergency shelter. I want you to think
about-- and you don't have to write these down,

381
00:42:30,360 --> 00:42:48,840
but you certainly can. I want you to think
about-- let me see. Actually, leave one.

382
00:42:48,840 --> 00:42:55,440
So, I want you to think about what you're going
to be requesting from the continuum of care,

383
00:42:55,440 --> 00:43:01,680
from the HMIS system administrator, from the
agency. So, what do I need from each of those

384
00:43:01,680 --> 00:43:11,120
three? And then what am I going to be looking at
on-site? And who do I need to talk to on-site?

385
00:43:11,120 --> 00:43:18,720
And as you think about this list, this is the
same list you're going to provide to your agency

386
00:43:18,720 --> 00:43:24,680
you're monitoring. It's the same thing. Here's
the things I'm going to look for and talk to.

387
00:43:24,680 --> 00:43:33,280
And want? You're providing it to them. So, I'll
give you-- how much time do we have? Five? Five

388
00:43:33,280 --> 00:43:35,933
minutes-- three minutes. Five minutes. I think
I skipped this slide. Yeah, I skipped this one.

389
00:43:35,933 --> 00:43:35,988
>> They're here.[a]
>> But I think I skipped this one.

390
00:43:35,988 --> 00:43:36,056
>> I think it's all right.
>> How much time do you need at the end?

391
00:43:36,056 --> 00:43:36,120
>> Probably not much. Can I start
here? That's a nice one, too.

392
00:43:36,120 --> 00:43:36,183
>> Yeah, listen to them. Listen to them.
>> I know. It's good.

393
00:43:36,183 --> 00:43:36,244
[SIDE CONVERSATION]
>> Two more minutes. Y'all running? Yep.

394
00:43:36,244 --> 00:43:36,318
>>[b] All right, one minute. It's this
one? You have one minute left. Oh,

395
00:43:36,318 --> 00:43:36,880
I don't think it matters.
[Eric Gammons] All right,

396
00:43:36,880 --> 00:43:40,960
all right, all right, let's wrap it up.
We're going to do a little bit of report out,

397
00:43:40,960 --> 00:43:50,560
so if we could finalize our list. And so, I
don't need you to report out the entire list,

398
00:43:50,560 --> 00:43:55,360
just certain parts. We're going to call out
different areas. The first one's going to be

399
00:43:55,360 --> 00:44:01,200
what would you ask from the continuum of care.
Who wants to report out on that section? Raise

400
00:44:01,200 --> 00:44:09,440
your hand, and we'll get a mic to you.
[Audience Member] You should look for your

401
00:44:09,440 --> 00:44:14,800
policies and procedures, and make
sure that it's updated to the year,

402
00:44:14,800 --> 00:44:20,760
and that the agency that you're going to
has a copy of this updated version of it.

403
00:44:20,760 --> 00:44:23,640
[Eric Gammons] That's awesome. So,
you want to make sure that the CoC's

404
00:44:23,640 --> 00:44:29,640
most updated version of the P&P is the one

that the service provider has, outstanding.

405
00:44:29,640 --> 00:44:36,080
Good one. Anybody else with the CoC?
[Audience Member] With a history of involvement

406
00:44:36,080 --> 00:44:42,880
with the CoC, then you're saying the meetings and
how involved is this shelter in, it's in with the

407
00:44:42,880 --> 00:44:45,760
CoC what kind of history do they have.
[Eric Gammons] Absolutely, so engagement

408
00:44:45,760 --> 00:44:51,600
with the CoC, how much are they participating,
including data committees, stuff like that, yeah,

409
00:44:51,600 --> 00:44:58,720
beautiful, beautiful. What about the HMIS system
administrator, what do we need from those fine

410
00:44:58,720 --> 00:45:11,622
folks? Don't be shy. I heard all y'all talking.
Hopefully, it wasn't about what's for lunch.

411
00:45:11,622 --> 00:45:15,240
[Audience Member] A lot, like the
training, data quality, I mean,

412
00:45:15,240 --> 00:45:18,022
what are they doing for data quality management—
[Eric Gammons] Go slow. Sorry, go slow.

413
00:45:18,022 --> 00:45:21,560
[Audience Member] Data quality management, what
are they doing, systems that they have in place

414

00:45:21,560 --> 00:45:26,942
for program evaluation, user audits.
[Eric Gammons] What is it?

415
00:45:26,942 --> 00:45:29,120
[Audience Member] User audits.
[Eric Gammons] User audits, perfect,

416
00:45:29,120 --> 00:45:35,400
perfect. Anybody else? Somebody in the
back? Joan's back there with a mic just

417
00:45:35,400 --> 00:45:41,360
waiting. Anybody in the front? Go ahead.
[Audience Member] I think everything this

418
00:45:41,360 --> 00:45:46,880
gentleman said. But I added the monitoring
notification would come from the HMIS. Are we

419
00:45:46,880 --> 00:45:52,040
talking about the program or the HMIS lead here?
[Eric Gammons] So in this case, the system

420
00:45:52,040 --> 00:45:57,080
administrator would be like, what do I need
from the system? What do I need from the HMIS

421
00:45:57,080 --> 00:46:00,360
database as part of the monitoring?
[Audience Member] So then everything

422
00:46:00,360 --> 00:46:04,800
this woman said, meeting attendance, of
course, to reconcile that in any trainings

423
00:46:04,800 --> 00:46:07,600
that have been completed, any user--
[Eric Gammons] Beautiful, trainings you've

424
00:46:07,600 --> 00:46:16,144
been completed. Attendance, who attended? Do
they still work for your agency? Beautiful.

425
00:46:16,144 --> 00:46:21,465
[Joan Domenech] Let's go, Team Back. Let's
go team in the back. We can do it. Let's go.

426
00:46:21,465 --> 00:46:23,920
[Eric Gammons] What are you going
to be asking from the agency you're

427
00:46:23,920 --> 00:46:27,480
monitoring? Team Back is not--
[Audience Member] I have a

428
00:46:27,480 --> 00:46:32,960
self-completed self-evaluation, a place
to work, a sampling of files or rosters,

429
00:46:32,960 --> 00:46:38,000
making sure the HMIS rep is available, access
to workstations, and a data quality report.

430
00:46:38,000 --> 00:46:43,545
[Eric Gammons] Outstanding, nice. Well, who else—
[Audience Member] I can help out Team Back.

431
00:46:43,545 --> 00:46:46,200
[Eric Gammons] Nice.
[Audience Member] So on-site,

432
00:46:46,200 --> 00:46:50,040
we're on-site. God, I'm going to fail. I hope I
don't fail. So, if we're on-site, we just want to

433

00:46:50,040 --> 00:46:55,120
check out the firewalls and the user agreements.
You probably just said all this while I was moving

434
00:46:55,120 --> 00:46:59,960
that they have things that the passwords time
out, that they don't have their passwords posted,

435
00:46:59,960 --> 00:47:05,560
stuff like that. And then I guess while you're
there, you're going to check out that all the

436
00:47:05,560 --> 00:47:10,720
users are current and stuff like that.
[Eric Gammons] Perfect, perfect. So,

437
00:47:10,720 --> 00:47:16,400
when you say users are current, the great
thing is, provide me a list of your employees

438
00:47:16,400 --> 00:47:21,520
that are accessing the system, and I'm going
to compare it to my user list in the system.

439
00:47:21,520 --> 00:47:28,120
So, the system admin, you get the user list from
them. Agency, you get the user list from them.

440
00:47:28,120 --> 00:47:34,080
And then you compare the two. So again, you're
monitoring, but you're also improving at the

441
00:47:34,080 --> 00:47:40,160
same time. It's all about capacity building.
So, what would you look at on-site? I already

442
00:47:40,160 --> 00:47:47,300
heard a couple of things. Anybody else come
up with something you want to see on-site?

443
00:47:47,300 --> 00:47:59,360
[Audience Member] Not just on site but reviewing
remotely. But like data completeness, timeliness,

444
00:47:59,360 --> 00:48:06,640
exits to permanent housing, utilization,
clients with non-cash benefits, employment,

445
00:48:06,640 --> 00:48:12,200
health insurance, time from enrolled to move in.
[Eric Gammons] So I hear a lot about accuracy.

446
00:48:12,200 --> 00:48:18,200
That's what I'm hearing. So, I want to know
who has-- whose has non-cash benefits because

447
00:48:18,200 --> 00:48:23,160
there's no way for me to tell if that's accurate
in the system by just looking at the system. So,

448
00:48:23,160 --> 00:48:28,480
asking an agency to provide me a list of
those folks is a way that I can check data

449
00:48:28,480 --> 00:48:35,200
quality accuracy. We have-- oh, in the back.
[Audience Member] So if this is an emergency

450
00:48:35,200 --> 00:48:39,640
shelter, then you need to check their beds.
[Eric Gammons] Yes, the number of beds,

451
00:48:39,640 --> 00:48:44,760
thank you. How many times have I walked into
place that said they had 44 beds. And then when

452
00:48:44,760 --> 00:48:56,880
you count them, there's 32. I'm a back.
[Audience Member] I would say you'd want

453
00:48:56,880 --> 00:48:59,880
to check out the space where they're
doing the client interviewing, making

454
00:48:59,880 --> 00:49:05,840
sure that it's private, away from everyone.
[Eric Gammons] Right. Which way is that Monitor

455
00:49:05,840 --> 00:49:21,142
facing, that's the real key. Is it facing
the public, or is it facing a private area?

456
00:49:21,142 --> 00:49:24,080
[Audience Member] So, I have a question because
I really like what you're saying about checking

457
00:49:24,080 --> 00:49:31,240
on the accuracy and checking on who's got
non-cash benefits and stuff like that. But

458
00:49:31,240 --> 00:49:35,960
we have someone who goes out from our compliance
department and-- because she's already going out

459
00:49:35,960 --> 00:49:42,240
to check on all kinds of other financial issues.
And for us, she checks out-- she works in another

460
00:49:42,240 --> 00:49:46,880
department. But she checks out. She's going
anyways, so she checks out our stuff for like,

461
00:49:46,880 --> 00:49:51,880
are they posting passwords? I don't know
that we could unload on her all of the--

462
00:49:51,880 --> 00:50:01,120
now check out all of this stuff about more HMIS
stuff. And I don't know how we would check that

463
00:50:01,120 --> 00:50:12,400
remote because I'm-- this is the question, how--
because they can't send us PII over an email. So,

464
00:50:12,400 --> 00:50:21,120
any input? Because I do wonder about how do we
know that what's going in the system. It's got

465
00:50:21,120 --> 00:50:27,600
no reconciliation to know that it's accurate.
[Eric Gammons] And what I'm thinking when I

466
00:50:27,600 --> 00:50:33,280
hear you, and maybe this is not possible
where you are, but your HMIS monitoring,

467
00:50:33,280 --> 00:50:40,000
I think Jessica mentioned, doesn't have to be a
solo event. It could be part of a monitoring--

468
00:50:40,000 --> 00:50:45,480
a CoC monitoring because you're poor providers,
they have enough to do all the things they have to

469
00:50:45,480 --> 00:50:52,520
do. They don't want to be monitored twice, one by
HMIS, one by the CoC. Just combine those. So when

470
00:50:52,520 --> 00:50:59,000
you mentioned that, I would think, maybe I'd want
to send somebody with that person to take some of

471
00:50:59,000 --> 00:51:05,280
that load off, or do that section, but make it
part of the monitoring that she's doing or that

472
00:51:05,280 --> 00:51:09,840
person is doing. I think we need to move--
[Joan Domenech] I have a quick suggestion on

473
00:51:09,840 --> 00:51:17,720
the accuracy stuff. Because it is hard to
monitor absolutely everybody on accuracy,

474
00:51:17,720 --> 00:51:22,160
using your reporting period, when you
look at your system performance measures,

475
00:51:22,160 --> 00:51:27,680
when you look at other, there's certain outliers
that just don't make sense. Like, this person is

476
00:51:27,680 --> 00:51:33,680
making five grand. This person has been in the
system five years. And so those are all kind of

477
00:51:33,680 --> 00:51:40,600
outliers that you can look at. And if they're
recurring outliers within a specific agency,

478
00:51:40,600 --> 00:51:47,360
that flags, OK, I need to pay a little bit more
attention to this particular project or agency.

479
00:51:47,360 --> 00:51:54,520
So those are just things that you can look out.
It's like investigation mode that can help you

480
00:51:54,520 --> 00:51:58,560
look at accuracy a little bit better.
[Eric Gammons] That's a great point. And

481
00:51:58,560 --> 00:52:02,640
we don't really have time to cover the last
one. But the idea of who is it you want to

482
00:52:02,640 --> 00:52:08,480
talk to at the agency during your visit, it
doesn't need to only be the supervisor or

483
00:52:08,480 --> 00:52:16,200
the project manager. Talk to the users, get an
idea of what's going on, how they check things,

484
00:52:16,200 --> 00:52:22,840
how they check for accuracy. So don't limit it
because that's-- what's going to happen normally

485
00:52:22,840 --> 00:52:28,360
is a project manager is going to try to put you in
a room, give you stuff, and try not to let you go

486
00:52:28,360 --> 00:52:34,280
anywhere. So just make sure ahead of time, again,
being completely transparent, we want to talk to

487
00:52:34,280 --> 00:52:40,920
these people. Can you have them available? Is it
possible? Is there a time in their day for us to

488
00:52:40,920 --> 00:52:49,360
visit with them and have a conversation? I think
we-- so after the project monitoring, everything

489
00:52:49,360 --> 00:52:54,800
went perfect. You go home, wipe your hands, hey,
that was a great job. That never happens. You're

490
00:52:54,800 --> 00:52:59,880
always going to find something. So, I've never
been to a monitoring where everything was perfect,

491
00:52:59,880 --> 00:53:07,000
I'm just saying. I've done a ton of monitoring.
So, the idea of it is you just want to improve

492
00:53:07,000 --> 00:53:12,960
on those areas where they were weak. But
you want to make it a project or a plan,

493
00:53:12,960 --> 00:53:18,680
meaning it's got to be timely. There needs to be
action steps. It needs to be measurable. That's

494
00:53:18,680 --> 00:53:28,920
the real key. Can you measure it? Can you measure
an improvement? If there's data quality issues,

495
00:53:28,920 --> 00:53:38,720
then what's the data quality improvement plan?
And then who's involved? So, when you-- after the

496
00:53:38,720 --> 00:53:44,760
monitoring, when you come out with the findings
or concerns, you need to make sure the CoC knows

497
00:53:44,760 --> 00:53:51,480
about them also or whatever that means. The
CoC is different for all of you, whoever that

498
00:53:51,480 --> 00:53:58,120
is. It could be the collaborative applicant.
It could be the CoC board. Maybe it's the data

499
00:53:58,120 --> 00:54:04,120
committee that you're going to be reporting these
results to. How do you know which one to report

500
00:54:04,120 --> 00:54:10,520
to? It should be somewhere in your governance or
in your HMIS policies and procedures. What do I do

501
00:54:10,520 --> 00:54:18,240
with my findings? Who do I report them to? Again,
all that needs to be transparent with the agency.

502
00:54:18,240 --> 00:54:26,640
And I mentioned this earlier but acknowledge the
good along with the bad. It's so important because

503
00:54:26,640 --> 00:54:31,520
providers are there to help folks experiencing
homelessness. They're not there to enter data into

504
00:54:31,520 --> 00:54:36,840
the system. So, you're asking them to do something
that's not really within their mission. But it's

505
00:54:36,840 --> 00:54:43,000
so important to be able to tell their story that
you have to encourage them to use the system. I'm

506
00:54:43,000 --> 00:54:49,240
not telling y'all anything you don't know already.
And then, again, who is informed by the results?

507
00:54:49,240 --> 00:54:55,480
Remember, the results need to be timelined.
There needs to be an endpoint. By this date,

508
00:54:55,480 --> 00:55:11,800
we need you to do this. And it needs to be
measurable. And lastly, so all in one, what that

509
00:55:11,800 --> 00:55:17,560
basically means is you're monitoring—you want to
plan you're monitoring the same time ESG plans are

510
00:55:17,560 --> 00:55:23,960
monitoring or CoC plans are monitoring. Do it all
at one time. It's so much easier. Specify what's

511
00:55:23,960 --> 00:55:31,120
important with on-site and remote. So one of the
keys here, again, mentioned earlier by Jessica,

512
00:55:31,120 --> 00:55:37,320
you don't have to monitor everything all the
time. But be selective. I'm going to monitor

513
00:55:37,320 --> 00:55:43,640
these things virtually. And I'm going to monitor
these things on-site. So just have a plan ahead

514
00:55:43,640 --> 00:55:50,040
of time. Don't go in there random. It's going to
be a waste of time for you and especially a waste

515
00:55:50,040 --> 00:55:57,080
of time for the participating agency. Again,
actionable and measurable steps, if they're

516
00:55:57,080 --> 00:56:03,520
needed, if there are findings, and acknowledge
the good. And if you're transparent and you share

517
00:56:03,520 --> 00:56:07,680
everything you're going to be doing with them,
you share the stuff you're going to be looking at,

518
00:56:07,680 --> 00:56:12,480
you share who you're going to be talking to,
you're going to eventually, hopefully build

519
00:56:12,480 --> 00:56:18,680
some trust with this agency. And what that means
is improvement all the way around in your system.

520
00:56:18,680 --> 00:56:29,360
So, I believe you're next, Jessica.
[Jessica Lurz] Yep. He's so tall. Wow,

521
00:56:29,360 --> 00:56:34,760
I'm really a bit shorter than you. So possible
challenges with monitoring, this is not going

522
00:56:34,760 --> 00:56:40,360
to be new to any of you. We just want you to
think about when you're developing your plan,

523
00:56:40,360 --> 00:56:45,160
when you go back from this great session today and
you sit down and you write your to-do list, some

524
00:56:45,160 --> 00:56:52,200
of the things that you might want to consider.
So, logistics, do you have limited staff to do

525
00:56:52,200 --> 00:56:56,680
this? Who all is involved in it? Do you have a
compliance officer that goes out? Do you have

526
00:56:56,680 --> 00:57:04,720
the CoC committee that goes out? Do you yourself
go out? What are those logistics? How much area

527
00:57:04,720 --> 00:57:10,360
do you have to cover? How many agencies are
there? All of that logistics is really going

528
00:57:10,360 --> 00:57:14,680
to be something that you need to think about--
think through so that you can make sure that you

529
00:57:14,680 --> 00:57:20,600
have a really well-developed monitoring plan and
that you write it all down in those policies and

530
00:57:20,600 --> 00:57:27,360
procedures. Setting those clear expectations and
roles, I mean, I think that this has sort been the

531
00:57:27,360 --> 00:57:34,640
theme of most of what we've been hearing today is
just who's doing what, who's responsible for it,

532
00:57:34,640 --> 00:57:39,240
how are they going to do it, and then who's
going to be accountable for following up with

533
00:57:39,240 --> 00:57:44,520
it. Who is going to go back out once you've
developed that plan that's actionable and has

534
00:57:44,520 --> 00:57:51,120
a timeline? Are you going to make sure that
the person is actually sticking to that plan,

535
00:57:51,120 --> 00:57:54,800
or is it going to be a committee? Who's
going to be involved in that process?

536
00:57:57,040 --> 00:58:01,400
Victim service providers, one of the things
that we really want to make sure we've been

537
00:58:01,400 --> 00:58:06,600
talking about all along is that monitoring isn't
just a onetime thing. You should be having these

538
00:58:06,600 --> 00:58:12,400
relationships with all of your providers,
including your victim service providers. So,

539
00:58:12,400 --> 00:58:17,520
when you go out and you're doing monitoring
and looking at those comparable databases,

540
00:58:17,520 --> 00:58:23,400
making sure that they also are involved in
what are the expectations, what are the roles,

541
00:58:23,400 --> 00:58:30,360
what are you looking for, how are you making sure
that that monitoring of that database is similar

542
00:58:30,360 --> 00:58:38,120
to what you're doing for your HMIS users. And then

programs that aren't required or programs that are

543
00:58:38,120 --> 00:58:42,880
in HMIS, but aren't required to be, so we talked
a little bit about those who maybe don't receive

544
00:58:42,880 --> 00:58:49,600
the funding sources that require it, one program
that I'm thinking about, as some of you might be

545
00:58:49,600 --> 00:58:56,480
moving into HOME-ARP, if you're starting to think
about expanded coordinated entry, maybe you're

546
00:58:56,480 --> 00:59:03,480
going to ask your HOME-ARP people to put things
in HMIS. How are you ensuring that everyone who

547
00:59:03,480 --> 00:59:09,280
is putting data in the system, regardless of the
funding that they're receiving, is understanding

548
00:59:09,280 --> 00:59:14,000
what the expectation is in all of the different
things that we talked about, the compliance,

549
00:59:14,000 --> 00:59:21,840
the data quality, and the performance. And again,
reviewing your local standards, Eric said, at

550
00:59:21,840 --> 00:59:28,920
least annually taking a look at what things are.
At the end of monitoring, it's a nice post-mortem

551
00:59:28,920 --> 00:59:35,720
activity to do, like, here's what we've learned.
Do we need to make changes? Has everybody exceeded

552
00:59:35,720 --> 00:59:40,680
the baseline by a lot? And maybe now we need

to increase the baseline. We want everybody to

553
00:59:40,680 --> 00:59:46,960
stay here. Instead of 95, everybody did
99. So the new baseline is 99 But just

554
00:59:46,960 --> 00:59:56,440
thinking about those local standards as well.
And then just some privacy policy specifics,

555
00:59:56,440 --> 01:00:01,520
are there any local funding requirements that
you know you need to make sure that you have,

556
01:00:01,520 --> 01:00:06,880
those nuanced workflows that maybe some agencies--
we talked about site of the day shelter side of

557
01:00:06,880 --> 01:00:13,640
thing compared to emergency shelters. And then
I don't know-- I know a couple of you said that

558
01:00:13,640 --> 01:00:23,160
you were looking at the HMIS lead page on the HUD
Exchange. But there's the data quality management,

559
01:00:23,160 --> 01:00:30,360
I think, policy baselines? I wrote it down, and
then I forgot to bring it over here. But that DQMP

560
01:00:30,360 --> 01:00:38,680
plan-- thank you, baseline requirements by project
types, again, thinking about your CoC buy-in, do

561
01:00:38,680 --> 01:00:46,240
you have incentives available? And then how do you
enforce non-compliance with things, or if someone

562
01:00:46,240 --> 01:00:52,120
isn't improving, what does that process look like

within your community? And then we keep talking

563
01:00:52,120 --> 01:00:57,960
about this. But you going to do monitoring, it
shouldn't just sit at your desk. People need to

564
01:00:57,960 --> 01:01:05,280
know who's going to be informed of what that looks
like. And then if you're doing annual monitoring

565
01:01:05,280 --> 01:01:11,360
for all of them, what we talked about, if that's
just not feasible, if you cannot get out to every

566
01:01:11,360 --> 01:01:19,880
agency every single year, what are you doing to
look at this past monitoring results to do some

567
01:01:19,880 --> 01:01:27,720
risk? So, was someone not really doing well? Maybe
you do bump them up to the annual. And your high

568
01:01:27,720 --> 01:01:37,000
performers, you do a little less frequently.
So, there's a few tools that you can access. A

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01:01:37,000 --> 01:01:46,120
lot of these are on the HMIS HUD Exchange. But
you have all of your-- there's a monitoring tool

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01:01:46,120 --> 01:01:52,440
that's an Excel file. There's some PDFs for
monitoring plan. But all kinds of things that

571
01:01:52,440 --> 01:01:56,920
you can use to help you in your process, and
again, Eric said you'll have these slides if

572
01:01:56,920 --> 01:02:01,640
you liked any of the things that were in that

checklist, something for you to think about

573
01:02:01,640 --> 01:02:09,760
as you're developing with your CoC, what your
monitoring checklists and things will look like.

574
01:02:09,760 --> 01:02:13,160
[Joan Domenech] And another really
important resource is look to your right,

575
01:02:13,160 --> 01:02:18,400
look to your left. Ask others what
they're doing, how they're monitoring,

576
01:02:18,400 --> 01:02:25,200
and share those experiences. So, we have a couple
of minutes left. We're happy to take questions.

577
01:02:25,200 --> 01:02:27,880
And then we might have some on the app.
[Eric Gammons] So we have a couple of questions

578
01:02:27,880 --> 01:02:33,265
on the Whova app. The first one is, what
is the most important thing to monitor?

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01:02:33,265 --> 01:02:36,560
[Jessica Lurz] Go ahead.
[Eric Gammons] I mean, I—so look,

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01:02:36,560 --> 01:02:43,560
y'all, you're HMIS leads, most of you. You
know where the weaknesses are. That's what

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01:02:43,560 --> 01:02:49,360
you're going to monitor, the weaknesses. Like,
what are the areas that you feel are weak,

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01:02:49,360 --> 01:02:56,760
or maybe you have a rotating monitor plan.
I'm going to address privacy really in depth

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01:02:56,760 --> 01:03:02,000
this year or this quarter. And I'm going
to monitor for data quality next quarter,

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01:03:02,000 --> 01:03:09,440
for compliance the following quarter. But there's
no specific, most important thing to monitor. It's

585
01:03:09,440 --> 01:03:14,800
just where are the weaknesses in your system.
[Joan Domenech] And ideally, you want to tie that

586
01:03:14,800 --> 01:03:21,520
to your training plan. So, you found out that this
exits. And there's certain things that people are

587
01:03:21,520 --> 01:03:26,520
just not doing good. You found that in your data
quality. So, you know that. What are you going to

588
01:03:26,520 --> 01:03:31,600
do about it? So, monitoring itself is not going to
improve necessarily. It's just going to highlight

589
01:03:31,600 --> 01:03:36,520
the need. It's like a dashboard in your car that
says, bing-bing, engine, you look-- so you need

590
01:03:36,520 --> 01:03:42,120
to fix that. And so, you need to do that through
training and through ongoing other things. So,

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01:03:42,120 --> 01:03:46,640
I think eventually, next year, you probably
won't have the same issues because you adapted

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01:03:46,640 --> 01:03:51,320
your training hopefully. Just turn over, a lot of
factors. But anyways, there's more questions.

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01:03:51,320 --> 01:03:57,440
[Eric Gammons] Oh, wait,
sorry. So, we're streaming. So,

594
01:03:57,440 --> 01:04:04,022
we're trying to capture everything on mics.
[Joan Domenech] Or I can repeat it. Sure.

595
01:04:04,022 --> 01:04:07,560
[Audience Member] Can you discuss the
challenges of data quality monitoring

596
01:04:07,560 --> 01:04:16,280
and comparable databases? I said that
with a big question mark at the end.

597
01:04:16,280 --> 01:04:24,520
[Eric Gammons] I mean, if you're comparable
database, if your VSP is receiving ESG or CoC

598
01:04:24,520 --> 01:04:30,040
money, then there's going to be a CAPER or an APR
you're going to be able to look at. And then you

599
01:04:30,040 --> 01:04:36,560
can have that discussion by looking at that CAPER,
at least on the completeness. You might not be

600
01:04:36,560 --> 01:04:43,800
able to address the accuracy. Again, it's-- I had
that build trust bolded. You have to build trust

601
01:04:43,800 --> 01:04:51,040
with your VSPs. They're not going to want you to

see everything for obvious reasons. But you want

602
01:04:51,040 --> 01:04:56,520
them to share what they can with you. And a lot of
times, that may be an aggregate form. But at least

603
01:04:56,520 --> 01:05:00,360
you can have those discussions with them.
[Audience Member] So they put their CAPER in

604
01:05:00,360 --> 01:05:05,680
their Sage print themselves so that, I mean--
[Eric Gammons] But they could print a CAPER

605
01:05:05,680 --> 01:05:11,480
for you. Oh, yeah. They should be able
to. If not, go to your ESG recipient,

606
01:05:11,480 --> 01:05:19,320
either state or local, and ask them for access
to Sage. They can provide you access to Sage,

607
01:05:19,320 --> 01:05:27,800
where you can look at those CAPERs. Thank you.
[Joan Domenech] And I also-- that would be

608
01:05:27,800 --> 01:05:32,520
helpful. But also talking, a lot of the times,
they can say, hey, I'm having issues understanding

609
01:05:32,520 --> 01:05:37,080
this, or I think just by building the
relationships, it's not the data. You won't see

610
01:05:37,080 --> 01:05:40,200
it. But I think that building those relationships,
you can get a lot of that information and help

611
01:05:40,200 --> 01:05:46,000
target that and help them in that way.

[Audience Member] If you are monitoring

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01:05:46,000 --> 01:05:50,800
specifically program performance, project
performance, could you give some examples

613
01:05:50,800 --> 01:05:53,942
of what you would be monitoring?
[Joan Domenech] For performance?

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01:05:53,942 --> 01:05:56,800
[Audience Member] Yeah.
[Joan Domenech] Yeah. So,

615
01:05:56,800 --> 01:06:03,000
I think that you need to create a plan-- a
performance improvement plan. There's a really

616
01:06:03,000 --> 01:06:07,280
good toolkit. I'm not sure if you're familiar
with the performance improvement toolkit. And

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01:06:07,280 --> 01:06:13,200
it's all about setting baselines. It's a community
process. So, I think that monitoring is important

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01:06:13,200 --> 01:06:17,360
because you can look at your APR. You can look at
the system performance reports. You can look at

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01:06:17,360 --> 01:06:22,400
client level. I love looking at system performance
reports. I could take the client level and do it

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01:06:22,400 --> 01:06:30,680
by projects and see the length of time and see
the other areas. But I think that beyond that,

621
01:06:30,680 --> 01:06:37,040

you first have to have a community plan. And so
that involves having a performance workgroup and

622
01:06:37,040 --> 01:06:41,600
creating that and creating that literacy in your
community so that people understand what they

623
01:06:41,600 --> 01:06:47,000
should be looking at, and they understand, you're
going to monitor me. But you haven't given me the

624
01:06:47,000 --> 01:06:51,840
resources. So, I think the monitoring aspect is
the easy aspect because you pull the SPM. You sort

625
01:06:51,840 --> 01:06:56,040
it by project. You look at outliers. Who's doing
better? Who's doing worse? You look at your length

626
01:06:56,040 --> 01:07:00,800
of homelessness, who has the highest average or
you look at all these things. But the difficult

627
01:07:00,800 --> 01:07:06,200
part is creating that community process, where
you're actually having those meetings, explaining

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01:07:06,200 --> 01:07:11,840
to people what is the length of homelessness,
how do you increase your permanent housing,

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01:07:11,840 --> 01:07:16,560
how do you look at that in your-- because system
level is related to project level. So how do

630
01:07:16,560 --> 01:07:22,400
you look at your APR? And instead of looking at
this huge table, how do you actually understand,

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01:07:22,400 --> 01:07:28,040

how do you zoom in and look at that length
of homelessness field or that exists? And so,

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01:07:28,040 --> 01:07:32,080
I think it's creating that--
so I know we're out of time.

633
01:07:32,640 --> 01:07:35,520
[Eric Gammons] Getting a little late.
[Jessica Lurz] In that community plan,

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01:07:35,520 --> 01:07:39,560
though, the other thing I would just add is
making sure that some of those expectations

635
01:07:39,560 --> 01:07:45,680
are realistic. I mean, I think I've heard
a million times, our average length of stay

636
01:07:45,680 --> 01:07:52,360
goal is 30 days. And we have nowhere for people
to move. We have no affordable housing. So have

637
01:07:52,360 --> 01:07:58,200
those conversations and those meetings. Like,
what is realistic? What are you seeing? And

638
01:07:58,200 --> 01:08:03,080
then how are you going to try to get to those
lofty goals of 30 days and how are you going

639
01:08:03,080 --> 01:08:08,560
to help people move there? But don't set people
up for failure just because you're trying to set

640
01:08:08,560 --> 01:08:12,320
a standard of-- that may not be attainable.
[Joan Domenech] And don't set them yourself.

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01:08:12,320 --> 01:08:16,120
Have the community set those goals. You
don't want to be the HMS person that said,

642
01:08:16,120 --> 01:08:22,945
30 days. No, it's a community process,
and you want them to be involved in that.

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01:08:22,945 --> 01:08:27,680
[Eric Gammons] We just had one more new Whova
app. It was around ROI and what's the best

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01:08:27,680 --> 01:08:33,960
practice around length of time an ROI should--
but really, that's going to be and whoever that

645
01:08:33,960 --> 01:08:40,600
was on the Zoom call, that's really going to
be up to your community. In your privacy plan,

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01:08:40,600 --> 01:08:46,160
you should have indicate whether you're going to
use an ROI and how often it needs to be updated.

647
01:08:46,160 --> 01:08:53,640
Also understand that those agencies may be falling
under some funding that requires more strict ROIs.

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01:08:53,640 --> 01:09:00,584
And then your state or your local government may
have some policies around ROIs and sharing data.

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01:09:00,584 --> 01:09:06,480
[Joan Domenech] So we will wrap up for the
recording. But if you all have questions,

650
01:09:06,480 --> 01:09:09,122
we can stay back for a few minutes and answer
those. Thank you for being here.

651
01:09:09,122 --> 01:09:15,901
And go, project monitor! Let's go.