

HMIS Webinar 2/16/2022

MARY SCHWARTZ: Alright, little slower going than normal on the attendees. We'll give people a little bit more time to log in. Welcome to the HMIS Lead webinar in this middle of February, getting towards the end of February.

MARY SCHWARTZ: All right. Well, our attendee numbers have slowed down and so let's get rolling.

MARY SCHWARTZ: So welcome again, glad you're here. You should be here if you are involved in this thing we call HMIS. And that could mean you're an HMIS Lead, an HMIS system administrator, a local CoC connected person that's involved in the data work. Welcome to the call. This is a public facing webinar link now so if you are here accidentally, enjoy the show. All the rest of you that intended to be here, let's get going.

MARY SCHWARTZ: We're going to keep you muted today. As always, we're going to have closed captioning running throughout the show. We're going to record this for you and post the recording, the webinar slides, the transcript of the recording, and all the Q and As to the HUD exchange. Hopefully within a week or sooner after the end of this call.

MARY SCHWARTZ: Thanks for your patience on that, and we are constantly trying to improve that process and that timeline. So, thanks for hanging in there with us. If you need any materials from past webinars, you can find them on the HUD exchange. The HUD exchange is also where you'll go to submit AAQs. If at any point today, we can't answer your question, or we ask you to submit the question to the AAQ, the HUD exchange is where you will do that.

MARY SCHWARTZ: As we go through all the slides today Genelle's gonna post the links to anything that we put up in the slide view. Also, when you received the listserv message for this call today you received the resource links that we're sending out now with the announcement of the call so that you can follow along to any links there.

MARY SCHWARTZ: All right, let's introduce our friends and family who are here today. We have Fran Ledger from the SNAPS office, she/they pronouns. Meradith Alspaugh from the Partnership Center, she/her pronouns. Genelle Denzin from Abt Associates, she/her pronouns. Jenni Hernandez from Partnership Center, she/her pronouns. Jesse Jorstad, from Abt Associates, he/him pronouns and Alissa Parrish, a name you might not be familiar with, but we all are cause we love her, Alissa Parish from ICF, she/her pronouns. Brian here, as always, Roccapiore from Cloudburst, he/him pronouns. I'm Mary Schwartz from Abt Associates, she/her pronouns and Kayla Thompson is with us in the background, helping support the technology.

MARY SCHWARTZ: Kayla also just posted the phone number for you. There was a Cisco Webex outage a couple of weeks ago on a national call. Some of you have might have been on that so it could happen. It hasn't happened to us as frequently on Webex as it did on our past platform but if it does some advice would be to...if you are having audio technical difficulties, whatever the case may be, a couple of steps would be to: log out and try to log back in; of course switch browsers if you need to and use the phone number if you can't hear through your computer.

MARY SCHWARTZ: So, let's, oh real fast before we jump into the agenda, Jesse, you wanted to make a quick LSA announcement. I mean person not known as Jesse Jorstad, please make your announcement.

JESSE JORSTAD: Yeah, definitely an anonymous person here just sitting here with a message about the LSA. Alright, so.

JESSE JORSTAD: Appreciate all your hard work. It's been a little bit of a wild morning, wild night last night. Some of you have had special experiences as part of this LSA submission. So, here's some things that are good to know.

JESSE JORSTAD: So, if you either were unable to submit because HDX closed per Eastern time rather than Pacific time as intended, meaning we intended it to close Pacific time, or this morning you attempted to replace your file and therefore the file was deleted because it's closed, your liaison will be reaching out to you with instructions about how to proceed. So please do not panic as a result of that particular situation.

JESSE JORSTAD: We're going to talk a little bit more further along in the presentation about a few other LSA things. But I just wanted to let you all know so we can focus on all the information instead of just panicking, which is totally understandable. So, I'm turning it back over to Mary.

MARY SCHWARTZ: All right, anonymous person, thank you. Okay. We have an agenda today that is extensive, so let's get into it.

MARY SCHWARTZ: Fran is going to cover comparable databases, security reminders, reporting timelines, upload results, NHSDC information. Alissa's going to jump in and talk about the community workshops in reference to the email that we sent a couple of weeks ago to this group. Brian's gonna chat on Data Maturity Assessment Tool finally becoming active and available to you all.

MARY SCHWARTZ: Then we're gonna dig deeper into, of course, LSA and the next steps there. Meradith is gonna walk us through APR and VSP guidance that has come up recently. Or clarifications, not really anything new at all, but clarifications that we think you guys might be interested in. Jesse's going to come back on, do a Stella demo and feedback session.

MARY SCHWARTZ: Genelle is gonna do a quick AAQ analysis. You asked for that to be more of a regular check in on these calls, so we're going to get into the swing of that. And I will wrap this up with a reminder about HMIS data standards for fiscal year 24.

MARY SCHWARTZ: Here we go. I did it again, made the screen bigger instead of moving to the next slide.

MARY SCHWARTZ: Fran, take it away.

FRAN LEDGER: Well, thank you everybody for joining. I'm so excited that you're here today.

FRAN LEDGER: Some of the stuff I'm covering you will have heard before and a little bit of it'll be new. On the comparable database front we always want to keep it at the beginning of our conversation. This is an area that a lot of communities are struggling with and we're providing a lot of technical assistance around. So, if you're a community that is grappling with compliant, comparable databases and you're

needing support, you can make a request in for technical assistance, or if you have questions submit them to the AAQ, please, that would be great.

FRAN LEDGER: We do want CoCs and victim service providers to be working together, supporting each other, and getting compliant, comparable databases. Know that this is a process and HUD is working with communities around making their reporting submissions. Because we know that, you know, systems are working towards getting into that compliance space. So, it is a process.

FRAN LEDGER: So, we move to the next slide and talk about data security. Oh, this is so exciting. So we, on occasion, have issues around communities having breaches in security. And so I wanted to bring this back up on this call. You know data gets moved around and there's always an opportunity for exposure. So there's uploads, transfers, and reporting. It can happen in any of these times.

FRAN LEDGER: Data security sits with HMIS Lead and making sure that there's good policies in place around security and ultimately the, you know, the CoC is responsible for HMIS policy and procedures and a part of that includes security. And so we want to make sure communities have that in place.

FRAN LEDGER: But just as a...you know, I want to make a couple notes here that your security starts off with your privacy notice. That's the very base of things where you want to understand how things can be shared and cannot be shared. So it's clear when something is done outside of the privacy notice that that is considered a breach.

FRAN LEDGER: And then, are you, when you are able to make, you know, when you're allowed to share, are you doing that in an appropriate way, in a secure way? How are you doing that?

FRAN LEDGER: And how are you storing your data when it's in a static place? What does that look like, where does it live, and are you keeping it secure? And one of the phrases I like, it's not mine, I didn't make this up, but I think it's great is "when in doubt don't take it out". Leave it in the HMIS, leave it in the comparable database. And if you do take it out just, don't just give it out. Be thoughtful about it. Think about that privacy notice first, and make sure that you have your security protocols in place.

FRAN LEDGER: And absolutely don't give your PPI to HUD. So don't send PPI in an AAQ or in a report to HUD. HUD does not want that. That is why, you know, HMIS's began in the 1st place, is we only want aggregate data. So be very careful about that.

FRAN LEDGER: We're gonna have security folks on next month's to dig in deeper. But there's gonna be some links that are thrown into Q&A for you that you can take a look. But the 2004 data and technical standards has some very old security standards that are baseline.

FRAN LEDGER: You build your security standards off of that. That was written in 2004. That was before Facebook was even made public, before anyone could have access to Facebook. So you can imagine how old those are. So, obviously, security is much different in today's world. So those are the baselines. You obviously want to do something much more secure than what's in there.

FRAN LEDGER: But much more recent is the coordinated data and management guide. It also has some security practices in there that you can look at.

FRAN LEDGER: Reporting timeline.

FRAN LEDGER: I want to speak a moment about the LSA. You heard Jesse talk just a moment ago.

FRAN LEDGER: So, we had some requests for extensions. We were not able to extend the deadline. You know generally SNAPS, whenever possible, when we have communities, a great number of communities, asking for extensions we try to extend the deadline. SNAPS wants to be as flexible as possible and we know right now communities are still dealing with COVID and they're still dealing with a lot of deficits in resources and staff are stretched. We understand that completely.

FRAN LEDGER: But we were not able to give an extension and, you know, and hence the Abt AHAR team was not able to do that extension. So that's why you saw that deadline go through on the 15th and you have the final notes due on February 18th, so, reluctantly, we couldn't do that.

FRAN LEDGER: Greatly appreciate everybody's work on the LSA. It's...we know it's a huge lift for everybody. So. Thank you so much for all of your effort on that. Greatly really appreciate it.

FRAN LEDGER: Mary, did you want to talk a moment about the recent uploads?

MARY SCHWARTZ: Yep. And we hear a little bit of static or something on your end, Fran. That's why you saw us all go off camera. We're trying to save your bandwidth a little bit.

FRAN LEDGER: Thank you.

MARY SCHWARTZ: Yeah, we want you here.

MARY SCHWARTZ: Okay, so we thought it'd be kind of nice for you guys to see the results of your hard work and just kind of recap the last few upload cycles or ones that we're currently in. So just a quick rundown. We've been tracking this for a couple months on these calls and the deadline is coming up soon just like Fran stated.

MARY SCHWARTZ: System Performance Measures are due February 28th. You'll need to get those in. We're only at 13% submitted right now. I know you all said on the last call that you were waiting to close out the LSA process before you turn your attention towards that. So, recognizing that we haven't sent out any of those reminder emails through the HUD exchange to remind you of that deadline, but it is now quickly approaching, and you will be seeing those reminder emails go out and want to see those numbers climb up over the next 2 weeks.

MARY SCHWARTZ: LSA, of course, just concluded and as of yesterday, 2.5% complete, 95% working on it, 2% not started. It's closed for uploads but, of course, it's still ongoing and Jesse's gonna cover next steps when he hops up next.

MARY SCHWARTZ: SSVF uploads for February came in at 98% complete. That's a monthly upload and usually it's the SSVF grantees that are doing that upload directly. But I know some of you HMIS leads are involved in those uploads as well so that was 98 complete and, 98% complete, sorry.

MARY SCHWARTZ: RHY uploads concluded in January as well. And that was the very 1st RHY quarterly upload. It's gone to 4 times a year rather than 2 times a year. And that upload was 97% complete across all RHY grantees so great job there.

MARY SCHARTZ: And then finally, on the ESG-CV reports we looked at the last couple of quarters and found that 86% were accepted in quarter 4, 70% accepted in quarter 5, and we'll keep a running kind of tally of that as the quarters pass on this call.

MARY SCHWARTZ: So great job. It's really hard work and you're doing, just like Fran said on the security slide, you know, there's a lot of uploads of HMIS data going to a bunch of different places and the various formats the funders require and this is, you know, one small way to look at the success of that work.

MARY SCHWARTZ: I think back to Fran for NHSDC.

FRAN LEDGER: So I just want to yeah, quickly say on NHSDC is that you see the links there so you can check it out if you're interested in going to NHSDC. HUD will be offering sessions there. We will do our HMIS foundational certificate which we have done in the past, so we'll have quite a few of our base sessions.

FRAN LEDGER: We'll also have some newer sessions. We have an Understanding the Prioritization and Data Connection. So it's really around prioritization 101 and HMIS and we'll also have one on spending down ESG-CV or expiring funds and using data analysis, so it'll be a connection in that. So we're excited about that. We'll also have a session on the 2024 HMIS data standards process. Those sessions we'll have available for folks that aren't, who don't make the conference also, so be aware of that.

FRAN LEDGER: There is a COVID policy on the registration page. If you're interested in seeing what the COVID policy for the conference will be, you can go there and take a look.

FRAN LEDGER: That's March 28th through the 30th. It'll be in Minneapolis.

FRAN LEDGER: I am going to hand it off. Thank you, everyone.

ALISSA PARRISH: Thanks Fran. Hi, everyone, this is Alissa Parrish. I use she/her pronouns as Mary mentioned in the beginning and I'm here to talk today about community workshops.

ALISSA PARRISH: So community workshops have been called different things throughout time. So, pre pandemic, they were called communities of practice. And then during the pandemic, I think last year, they were shifted to being called the intensive TA workshops. We have pivoted the name again now to be called community workshops and really there's been changes in the timeframes for how long these last and really the focus over the different iterations of this, but the overall model is really still the same.

ALISSA PARRISH: It's really peer to peer support with some TA facilitation. So these aren't trainings. They really are action oriented. So we're asking that communities be engaged, involved, and really take back action steps to their communities that they can then implement throughout, and after the workshop, after they end. So, each workshop has some suggested participants, including like, CoC leadership, data leadership, people with lived experience, providers, so on and so forth, and it really depends on the topic.

ALISSA PARRISH: There are also equity foundational sessions that are required for any community that signs up for the topic specific community workshops. So, for this semester, those equity foundational sessions start on March 2nd, and they run for 3 weeks for all the communities that are registered.

ALISSA PARRISH: So the unfortunate thing that I am here to tell you about is that the deadline for these community workshops was actually on Monday. So, February 14th. If your community is already registered for a topic this semester, then you are good to go.

ALISSA PARRISH: We are lightly, still accepting potential communities. So if you are interested in community workshops, or just want to learn more, we will be offering fall semester community workshops as well. And we will make sure to get some messaging to this group in like July, August timeframe.

ALISSA PARRISH: But if you're interested in the spring session that will start next month, please contact me ASAP. So, my email address is here and thank you Genelle for posting it in the chat. And we'll see if there's space left.

ALISSA PARRISH: So, the topics specifically offered for the spring are on the screen here. We have Building Community-Wide Support for Housing Focused Practices. Coordinated Entry: Prioritization and Assessment focus. Coordinated Entry: Referral Best Practices focus. Partnering with People with Lived Experience. And then System Performance Improvement using Stella P.

ALISSA PARRISH: There are syllabi offered for all of the workshops so if you reach out and you're interested in a specific one, we can send you more information about that specific topic.

ALISSA PARRISH: And then, Genelle, I'm really sorry for the amount of links that you are kind of, blowing the chat up with but here are some additional resources. So, if your community isn't registered for a workshop this semester, but you're interested in one or more of the topics, there are some other existing resources and they're listed on this slide.

ALISSA PARRISH: Also, as Fran just mentioned NHSDC is coming up, and there will be sessions focused on like Stella P, and Stella M, and system performance improvement as well as that coordinated entry prioritization and serving the most vulnerable households.

ALISSA PARRISH: So, there's still other opportunities. And I think I am passing it over to Jesse.

BRIAN ROCCAPRIORE: Oh, you are passing it over to me. Thanks, Alissa. Hi everyone, here to talk about the data maturity assessment tool or DMAT if you really like acronyms.

BRIAN ROCCAPRIORE: You may remember us talking about this, like, a year or so ago, but we are very happy to announce that it is officially released. And what it is is a self assessment tool that helps communities reflect local data practices and really identify the conditions necessary for effective data informed decision making.

BRIAN ROCCAPRIORE: It's designed to motivate discussion to the degree which data is actually being used or leveraged in the community. And then really drive folks to action for improvement.

BRIAN ROCCAPRIORE: So it's a confidential self assessment of strengths and gaps in current data practices. Nobody's going to see your answers outside of your community so you can be as honest as you need to be in this tool. The only thing that HUD is going to see is aggregate information of all the completed answers of all of the assessments that got completed.

BRIAN ROCCAPRIORE: It also contains an action plan template to help you implement and measure your progress towards your objectives. And at the end of it, there is a resource library to help design and implement the improvement strategies that you come up with along the way.

BRIAN ROCCAPRIORE: It really centers work around 4 main areas: data quality, analytics capacity, leadership, and data informed system improvement.

BRIAN ROCCAPRIORE: It is officially available today. It has not yet been broadcast via message from the HUD exchange. So this is the 1st time that link has been made available to anybody. Genelle has put it in the chat right now, so you all have first access to it.

BRIAN ROCCAPRIORE: It is available to anybody with a HUD Exchange login that is associated with a CoC. So I would really encourage you in all of your spare time to go check that out.

BRIAN ROCCAPRIORE: And Jesse over to you for your next one.

JESSE JORSTAD: Thank you so much Brian. Okay, let's talk about the LSA a little bit more.

JESSE JORSTAD: Okay, so it's over sort of, right? So submissions ended yesterday. We have until the end of this week in order to put in your final notes. Want to sincerely thank you for all of the work that you have put into this. We do understand that it's a tremendous effort.

JESSE JORSTAD: I want you to know that the way the LSA is designed, we all have this vision of the future where in working on the LSA is not going to be a large burden. That it's going to be like, you export it, you import it, and then you answer a few questions about your data. That's really the goal here. And we realize that there's a lot of ground to work through in order to get to that vision but that is what we're aiming for.

JESSE JORSTAD: I also want to let you know that during our next System Administration call here there will be an opportunity to provide feedback about how the process went for this year. I think there were a lot of improvements and there are definitely still areas for improvement. And we want you to know that we're dedicated to continue improving that process. We genuinely want to hear from you and hear about your ideas. So we will be doing that next month.

JESSE JORSTAD: So what you can do and what to expect this week, the AHAR team members are going to continue to review the notes that you're submitting through the end of this week. You can provide final notes in response to warning flags through 2PM Pacific time on Friday, February 18th. These notes are critical to our understanding of the data.

JESSE JORSTAD: And then we ask that you continue to work on your data quality issues that could be problematic either for other reporting that's due for this period, for example, your system performance measures or for future reporting, right? Cause when you go do your LSA for next year things that happened for this last reporting period still do have an impact on your data that you're reporting.

JESSE JORSTAD: Want to make sure that you understand that you will not be able to enter any notes beyond this Friday, 2/18 at 2PM.

JESSE JORSTAD: In terms of what we're doing on our side this week, want to let you know that we really appreciate there were over 200 CoCs that did an upload in the final 2 days that data submission was open and this greatly reduced the overall number of flags. So. Really appreciate the hard work on that. Both from you all at the community level, and then also vendors who are working to get things figured out there.

JESSE JORSTAD: So that being said the review teams are working as quickly as they can, although, you know, that's a lot of CoCs to review. They won't be doing any additional reviewing notes so, at this point, there's not going to be a continued back and forth. And you may not get a response to your final note until next week.

JESSE JORSTAD: And again, this is not the time for liaisons to be engaging in, like, intensive communication or even answering questions about specific flags. So, at this point, we want you to just give any information that you think would be helpful for us to understand what's going on with your data. And then our usability team will go through that and figure out what needs to happen next.

JESSE JORSTAD: After the 18th those regional inboxes that you have been interacting with will no longer be monitored. So there'll be just an auto message that goes out saying that it's not being monitored and to redirect your questions to the AAQ. So if you did have any questions beyond this Friday that would be the place to send those things.

JESSE JORSTAD: What's going to happen to after the review is finished on our side, the AHAR team members are going to hit complete. You all will get an email when your submission has been marked complete. Unlike prior years, you won't have to go in and confirm your dataset. We've taken that step out of the process.

JESSE JORSTAD: And that is the update that I have for you all on the LSA. Of course, you can submit your questions in the box, and I will get back to you there. I'm going to turn it over to Meradith.

MERADITH ALSPAUGH: Thanks Jesse. Good afternoon, everyone. Thank you all for joining us. Wanted to spend a few minutes today talking again about coordinated entry data, and specifically around coordinated entry annual performance reports.

MERADITH ALSPAUGH: I know we've talked about this several times. There are a handful of different resources between data standards manual, Sage manual, CE-APR specifications. Lots of different sort of resources out there that speak to data collection and reporting and, you know, we kept finding that we're continuing to get questions and we're continuing to have different interpretations. Some folks reading the same thing and hearing two different messages from it.

MERADITH ALSPAUGH: So, to that end, one, I want to talk about coordinated entry data collection and APRs again today. Two, you're gonna see some updated resources coming out on this topic in the coming weeks. The Sage APR guidebook is going to be updated. The CE-APR specifications are getting a slight update and, I think like Mary said at the beginning of the call, we're not intending to change

anything. We're trying to get everyone on the same page being very clear about what the expectations are here.

MERADITH ALSPAUGH: So, we focused here on 4.19 coordinated entry assessment, 4.20 coordinated entry event. Any projects receiving these HUD funds for coordinated entry have to collect the coordinated entry data elements.

MERADITH ALSPAUGH: Now, we recognize that this might look different in different communities. Right? Like, there are myriad ways that communities have set up their coordinated entry system. The application of these coordinated entry data elements within specific projects is by design of the CoC. So, it's really going to be dependent upon how your coordinated entry is set up in your community.

MERADITH ALSPAUGH: So, on the screen here, there's a couple of just, common examples, I guess. You might have a single HMIS project. You have a call center, coordinated entry hotline, 211 number. Maybe you have different regions that are all collecting data in a single HMIS coordinated entry project. There is one project in the HMIS, multiple folks are entering data into it. But it's a single project in your HMIS. We also know though that there's sort of a different perspective, right? There's a 'no wrong door' approach. Maybe there's mobile team, you know.

MERADITH ALSPAUGH: In other words, these coordinated entry data elements have been applied at different projects throughout your continuum of care. So you may have your street outreach folks that have added 4.19 to their street outreach project. You might have a shelter that is doing those assessments and referrals and so those data elements have been added to the shelter project. You might also still have a coordinated entry like a project type 14 in your HMIS where prioritization is taking place. You know, there's there's a ton of different ways that this could be set up in your HMIS.

MERADITH ALSPAUGH: What we really just want to get very clear about is how all of that information gets reported back to HUD. So we'll talk about that a little bit more, but we just want to say, we recognize that this is going to look different in different systems. But what's really important is that the 4.19, 4.20 data are collected in the projects where people are receiving those coordinated entry services.

MERADITH ALSPAUGH: So then let's talk a little bit about VSP also, because I know that's always a hot topic when it comes to coordinated entry. Victim service providers who receive an SSO coordinated entry grant are required to collect coordinated entry for their own reports, for their own APR generation. And also to provide an APR to their continuum of care for their coordinated entry reporting.

MERADITH ALSPAUGH: As a reminder, HUD is interested in knowing about your entire coordinated entry system. So, if you have victim service providers who are funded to operate coordinated entry, to conduct coordinated entry activities, HUD would like that information included with the CoC's APR and likewise, when the VSP, when the victim service provider does their APR, the CoC should provide them with a coordinated entry APR for inclusion in their report.

MERADITH ALSPAUGH: So, victim service providers, again, have to be collecting this information. Similarly, to what we just looked at for the full CoC, it may look different in your coordinated, or in your comparable database system, based on how you're doing coordinated entry.

MERADITH ALSPAUGH: So, a victim service provider might have a whole separate standalone coordinated entry project that gets set up, that type 14 project. Or they could be collaborating with the CoC where the VSP project, let's say it's a shelter, is providing services like a "no wrong door" kind of approach would. But the services are limited to the survivors being assisted in that victim service provider project. You would again, like we had on that prior slide, you would just have the shelter project then that has those coordinated entry data elements included in that shelter project.

MERADITH ALSPAUGH: I want to...so that's a little bit about data collection, right? So, we understand who's collecting this data. We also want to talk about the reporting. And so this is one of those places where we're making an update to the specifications. We'll be talking through all this with the vendors on their next call as well.

MERADITH ALSPAUGH: We did some analysis on the CE-APRs for the 1st quarter, for fiscal year 2022. And we saw that there was there was a lot of missing information. There was very incomplete data. We're not sure why. We're not sure if that's the data wasn't collected, we're not sure if it wasn't the right projects getting picked up in the report.

MERADITH ALSPAUGH: You know the coordinated entry APR is very different than any other APR. It is a system level report. And like I mentioned, everyone has their system set up a little differently so we were afraid there might be some confusion about which projects are getting included in the APRs so we went back to the programming specifications and found some opportunities to make it very, very clear which projects should be getting included in an APR for coordinated entry to make sure that HUD is getting the complete picture of coordinated entry from your CoC.

MERADITH ALSPAUGH: This specific example that you see on the screen here, we're going to walk through. We pop this into the specs too, just as an example. So that again, hopefully making it clear how these reports should be generated.

MERADITH ALSPAUGH: So the example you see on the screen here is our fake little system. It's a multi CoC HMIS implementation. You've got CoC 500, you've got CoC 601. What we're looking to do is run the CE-APR, generate the CE-APR, for CoC 500. So you can see that projects 1, 2, and 3 all collect coordinated entry data elements.

MERADITH ALSPAUGH: Project 2 is serving folks in both CoCs within the HMIS implementation. So this is going to be one of those important parts that that client location comes into play. But I just want to...we'll come back to that.

MERADITH ALSPAUGH: Project 4, you can see on your screen here, is grayed out. So this is an approach with "no wrong door", but project 4 doesn't collect the data. So, project 4 is maybe a rapid re-housing project or maybe it's some other project that doesn't collect coordinated entry data.

MERADITH ALSPAUGH: When we go to run this report since project 1 operates exclusively in 500 there's no client location filtering necessary. Projects and...I'm sorry, clients in project 2 will need to be filtered by client location. So that we're only getting that yellow, you know, person on the left there picked up in the xx-500 CoC APR. Clients served in 601 are completely ignored for the purpose of the APR for the CoC 500. Again, project 4 does not collect any coordinated entry data. Project 3, irrelevant because it's not in the CoC.

MERADITH ALSPAUGH: So those are the specific clients that would be picked up and then, you know, within, this is picked out of the specs here, but within the specifications, it goes on to further detail about using the latest assessment and the events associated with that assessment, et cetera.

MERADITH ALSPAUGH: But we just wanted to try and put a picture together for folks so that people could see how clients should be getting picked up. What the universe of projects is and then further what is the universe of clients within those projects. We have seen a mixed bag of things come in, right? We've seen some coordinated entry APRs that have thousands of projects because they literally ran it on an entire state, the state's HMIS project, all of the projects in HMIS for the state when most of those projects weren't collecting any data that was relevant to coordinated entry.

MERADITH ALSPAUGH: So we want to be clear that we're only looking for those projects, as determined by the local coordinated entry system, as designed by the CoC, only those projects that are collecting those 4.19 and 4.20 data, are getting reported on to HUD.

MERADITH ALSPAUGH: So, again, there's some updated information coming out. The Sage guidebook will have an update, the CE APR specs will have an update. I think there will be some standalone documentation that is also provided to continuums of care just to try and continue to help folks understand what the expectations are around reporting and coordinated entry set up.

MERADITH ALSPAUGH: Just a couple more points I want to make before I pop up here and turn it back over to Jesse. The report, the coordinated entry report, is different than the regular APR. You cannot use a regular APR when going to generate the report for HUD that goes into Sage.

MERADITH ALSPAUGH: Also, when running the report, it should be on the entire system. So, if you're a state, let's say you're a state, a big balance of state, you've used regions for your coordinated entry process. HUD wants the whole CoC, not just the particular region, not just 2 of the 4 regions, or anything like that. HUD wants the entire CoC included in the report.

MERADITH ALSPAUGH: Yeah, those were the two points I wanted to make so I think that's all I wanted to say on that. Look out for messaging about the updated resources, and, as always, feel free to submit questions in the AAQ.

JESSE JORSTAD: Okay, thank you Meradith.

JESSE JORSTAD: So, let's talk a bit about Stella. So one of the advantages of participating in the LSA is that then you also have access to Stella, which is the data visualization of all that data. If you looked at all at the CSV that's used to produce the LSA, it's pretty unreadable. So, it's helpful to have these visualizations.

JESSE JORSTAD: In addition to the data standards, which were updated and had a change to the way that the gender data element is collected and it also has a change to the labels for race and ethnicity, those things are being updated in Stella, but then there were also some new populations that the specifications included, that we're working on pulling through and visualizing in Stella P.

JESSE JORSTAD: In terms of timing we are really close. We expect to go into testing quite soon and so we appreciate your patience as we bring this back online to you.

JESSE JORSTAD: I want to go over what the changes are going to be, and then do a quick demo of what that actually looks like in Stella. Just a heads up when I do share my screen, it's just fake data. And so if you're like, why don't those numbers add up? It's because it's not real.

JESSE JORSTAD: Okay, so if you look at Stella, you know, you've got the overview dashboard and then you've got 3 primary metrics, right? You have days homeless, exits to permanent housing, and returns. And then there's demographics. Those 3 metrics in the middle of days, exits, returns have some sort of sub pages if you will so they each have their own overview and then there's a view that's by pathway and by population group.

JESSE JORSTAD: The by population group included the specialty populations, system utilization information, and then race and ethnicity data. The new view that we built takes the race and ethnicity out of that population group, and creates a new by race and ethnicity view, which I will show to you. After we go through what some of these other changes are.

JESSE JORSTAD: Okay. So, for race and ethnicity, previously we had each race listed and then White was broken out by Hispanic and non-Hispanic. We got a lot of feedback that there was need to have that data to be more granular. And so we have pulled in some additional populations so now you can look at that information by race. You can look at it by ethnicity. And then you can view it by race and ethnicity.

JESSE JORSTAD: Now, if you look through here, you will see that once we get down to multi racial there is this group that is sort of a bunch of groups pushed together. The reason for this is because of the structure of the LSA data. Every time we add a population the size of the file grows exponentially because it's aggregate data and so for every sort of cross section of groups, we're getting a number and it just generates a lot of data and so given the timeline that we were on for the specs this time around, we tried to identify what were the populations that we most needed to have access to.

JESSE JORSTAD: And so we prioritized American Indian, Alaskan Native or Indigenous by ethnicity, Black by ethnicity, and then White by ethnicity. Which means that everybody else is, we're like reporting them all in one category and the only reason for that is because we want to make sure that when you're looking at it you still have 100% of the view. But we understand that that's not ideal.

JESSE JORSTAD: And so, in the midterm here, there's going to be an additional update after we gather some more feedback from folks that will change the way that these data display and we'll also change the specs for the next time around. We're going to talk a little bit about what you all might want to see in the future of Stella after I've done all this. So we'll take a look at what that looks like in the system.

JESSE JORSTAD: So then the other piece is gender. There was a change to the way in which gender is collected. Folks can now choose multiple options, but just like race they get rolled up. And we also understand that that is not the way that folks want to see the information. And for both race and ethnicity and gender there are work groups that are specifically looking at both the way that the data are collected and the way that the data are recorded. So this is what this will look like for now. And there will be additional changes in the future.

JESSE JORSTAD: I think this change is particularly exciting. It's around household types. So, previously, you could view the data by all households or by adult only, adult child, child only and then we had these breakouts for the adult only group of veterans and non veterans and then young adults. We now have a

view that will give you all child and youth households. If you are working in a YHDP community, that's going to be really helpful for you. Especially if you're doing system modeling and things of that nature.

JESSE JORSTAD: We also have these other 2 groups, one that we are calling long-term homeless and it means that there's...they're households that have 365 days or more where they've experienced homelessness. And then we have the inflow group, which is the folks who have not reached 365 cumulative days of homelessness. So, it's interesting to see the differences in performance between those 2 groups. And I think it'd also be really helpful as we look at modeling. Okay.

JESSE JORSTAD: So, now to take a look at the system itself. Okay, so this is Stella P. If you're not familiar with Stella P Stephanie Reinauer was on our call...I think it was maybe 2 months ago and did more of a demo of the system overall. So you might want to go back and check out that video that's online. But as I mentioned, we have this dashboard and then we have these 3 measures and then the demographic section. So nothing has changed here on this main page, or even in through here.

JESSE JORSTAD: But when you go to days homeless, and then we start looking at things by pathway. At this point, this dropdown menu has changed. So, you can now view this information just for child and youth households, for example.

JESSE JORSTAD: Not sure why it's lagging but I'm not gonna wait all day for that to load. You can look at this by population groups. So again this used to be a longer list. We took out the race and ethnicity that happens over here in the middle and moved it to its own tab. So again you have the same breakdown of household options that were on the other page.

JESSE JORSTAD: We'll also be making the revisions to this page so that you can choose to view it by race, by ethnicity, or by race and ethnicity so that way this list is not as long. As I mentioned, this is fake data, which is why this is all weird. But there's a lot more data exposed than there previously was. So these same types of view are available then also for exits, right? We won't go through all of this, but you've got the same by pathway, by population group, by race and ethnicity. Same thing for returns. There are a few more charts that are available for both of those views.

JESSE JORSTAD: The last thing I want to talk about is demographics. So, because we understand that the way that race and ethnicity is being displayed is not ideal, we are, in this view, all we did was actually update the labels to align with the data standards. And so this is the same breakout that we had before. And again, in the next few months here, there's going to be an additional change to make that more useful. And then we also changed gender to align with the data standards.

JESSE JORSTAD: Something that we're particularly interested in is we've heard that there is a need for things, for example, you know...where you've got here this is, every person is only counted once with the way that the data are currently displayed. But we've also heard that what people want to know is, let's say, for all people who identify as Black, even if they identify as Black and White, or Black and White and Hispanic, or whatever their identity is, we want to know what the number of days homeless is for folks who identify as Black, right? So that's one of the things that we're trying to solve for is how do we both show folks only once and get that message across, but then also allow that overlay to pick up on the nuances of people's identities and how that impacts the way they experience the system.

JESSE JORSTAD: The very final page here is this comparison. So, again, we have done updates throughout here. These again were just label changes and there'll be more to come on that. Are there any questions in the chat to go over about this before we talk about some feedback for Stella?

BRIAN ROCCAPRIORE: I think we are good to move to the feedback, Jesse.

JESSE JORSTAD: Okay, thank you, Brian. Okay, so Genelle is going to drop in the chat this link here. It's going to take you to a Menti poll. I'm not going to show the results just because these are all, these are both open ended questions. And so it would just be kinda difficult to display in any kind of meaningful way, but I will read out a few of the answers here.

JESSE JORSTAD: We've got 2 primary questions for you. Um, you know we'll be sitting down and looking at the LSA specs which determines what data we have to potentially visualize in Stella P, right, so that's where we're at in the cycle. So, as we're having those conversations, we want to make sure that we're keeping in mind both how you're using the information and what you wish you had available and how that might be used. So, the 1st question we have for you is how are you using Stella P to understand system performance.

JESSE JORSTAD: Some examples of what the answer to that question might be, it could be, I don't know what Stella P is. Or, you know, I am not comfortable enough with Stella P to use it to inform my understanding. Or hopefully, it's something more like, I use Stella P to enhance my understanding of system performance. Or I use it to help my CoC leadership understand performance. Or the real golden ticket here, is that our community has used Stella P to inform policy.

JESSE JORSTAD: If you're in that last category where you're using Stella P to inform policy, in your response that you type into that poll, if you could include your CoC ID, that would be super helpful to us. We'd love to contact you and learn more about how that's going for you.

JESSE JORSTAD: Just gonna give you all a few minutes to type your answers in. And then you should be able to progress to the next question.

BRIAN ROCCAPRIORE: Jesse, we have a request for some jeopardy music or something to go on. So, if you wouldn't mind, like, humming a little tune for us while we're waiting, I think that'd be great.

JESSE JORSTAD: Yeah, that is pretty brilliant. I wish I would have set that up in advance. I am not a good hummer. I do have a lot of other skills, that's not amongst them.

JESSE JORSTAD: Okay, we do have some answers that are coming through. So, I'll read a couple of those before we move on to the next question.

JESSE JORSTAD: So, somebody who says they're a new administrator, so they haven't used Stella P yet. Somebody else mentioned that it's not happening for them, really using Stella P, because it's hard to share.

JESSE JORSTAD: Sorry, it's kinda like blinking out as I'm reading it. Stella P provides interesting details, but the main challenge is that it can't be shared with non HDX users. That's really helpful feedback. Thank you.

JESSE JORSTAD: Somebody else who doesn't know what it is yet. If you are going to NHSDC there is going to be a session on Stella P if you're interested in learning more.

JESSE JORSTAD: Somebody else using Stella P to identify gaps in data quality. Somebody else who gave access to each of the CoC committee chairs. That's a really interesting idea.

JESSE JORSTAD: You can go ahead and keep on entering that information in there or it looks like some of you've already moved on to the next question which is great. So the other question is, what kinds of questions or analysis are CoCs asking you to do that could be included in Stella P.

JESSE JORSTAD: And this one's moving so quickly it's hard to actually read any of them. Which is really exciting. I look forward to going through these.

JESSE JORSTAD: Somebody mentioning returns, outcomes by project type. Racial disparities and racial equity. A desire for it to be shared in a public platform. Coordinated entry equity data, analysis around youth and age. A better insight into what's lacking in a community. Recidivism and equity analysis, these are all super great.

JESSE JORSTAD: We're going to leave this poll active for the next couple of days. So if something comes to you that you didn't think of while we spent our time together today, please go ahead and enter that in. And the Stella team will be taking a look at that and passing it over to the LSA specs team. We look forward to continuing to improve the utility of that tool.

JESSE JORSTAD: I am going to be passing it over to Genelle.

MERADITH ALSPAUGH: Hey, Genelle. I think you might be muted. Double mute.

GENELLE DENZIN: Yes, it's true. Thanks, Jesse and thanks, Meradith. Can we get to the next slide?

GENELLE DENZIN: Okay, so I'm going to be talking about AAQs that are coming into the HMIS desk. And just thanks to everyone who has been sending AAQs, we really appreciate them. They make a difference, and we hope that the answers are helpful to you.

GENELLE DENZIN: The data that I'm going to present on these slides are only relevant to the HMIS desk. There are other desks that you may interact with as an HMIS admin and those would be like the ESG desk, Sage desk, CoC desk, so, just to put that in perspective, this is just about the HMIS desk.

GENELLE DENZIN: So this is just sort of over the past 13 months. This is a breakdown of sort of the top 6 AAQ topics. The HMIS data standards, you can see, really tops the list and the rest are there for you. Next slide.

JESSE JORSTAD: Genelle, you're now the presenter, so you can actually change the slides over on the left hand side. If you scroll your mouse there.

JESSE JORSTAD: Sorry, I should have prepped you for this. You know what, I'll come back on as presenter and I'll just, I'll pinch hit for you. Here you go. Just give me the signal next time you want your slide change and I'm right on it.

GENELLE DENZIN: Thank you. Okay, thanks. Sorry about that.

GENELLE DENZIN: Okay, so this this plot is meant to sort of detail how in the past 13 months if like, what the asked, how many questions were...how many AAQs were put, were asked in the month versus and then comparing that to how many were answered in that month. And so if the dot is above the line, that means we answered more than were asked. And if it's below the line, we were asked more than we answered. And yeah, so you can see it kind of varies. And that in January we got a lot of questions. So, we'll be probably playing some catch up this month. Next slide.

GENELLE DENZIN: And then the last slide on this is just looking at, sort of how long it's generally taking us on the HMIS desk to get responses back over the months, the median. So this is a box and whisker plot and this heavy line in the center is the median. And then the sort of shaded areas around it are the quartiles. And then, outside of that, these dots are really outliers.

GENELLE DENZIN: So there will be questions that take us longer to answer and they're generally like, tougher questions that we really need more eyes on or we need direct HUD input on before we can send it back. So you can see in general we are, if you look at just the median, we're, like 5-ish, 7-ish days for a median.

GENELLE DENZIN: And that's it. I'll hand it back over to Mary.

MARY SCHWARTZ: Thank you Genelle. I actually want to go back a slide just 'cause I love this analysis so much and Genelle made it even better than when I was looking at this data.

MARY SCHWARTZ: So somebody asks how can you get, how can you answer more than you were asked? And that's because we look at the date answered and the date asked each month. And say, in that month only, how many questions came in and how many went out. And so you would get more questions answered than asked if you had a bunch of carry over and you'd get less questions answered than asked if you're taking a really long time to answer questions. So we kind of use it as a gauge to see how long things are hanging out there because that will have an impact in later months.

GENELLE DENZIN: Thanks.

MARY SCHWARTZ: And the other question is does number answered equal how many questions were responded to directly to the requester? Is there a subset of these that become part of FAQ?

MARY SCHWARTZ: Everything is about the direct answer to the requester. So the AAQ is very interactive in that way. You ask us the question, and we answer your question. There are ways that we escalate the questions and answers to this larger audience.

MARY SCHWARTZ: The key way is this monthly meeting. We take the questions and answers in the AAQ and use that as, to inform what topics are kind of hot topics for the month on these calls. The other way that we escalate the questions and answers that go individually to each person asking the question on the AAQ desk, to how to get them out to the broader audience, that is, you all, is through NHSDC presentations. We use that information to inform the content there.

MARY SCHWARTZ: We do sometimes do FAQ. FAQ is a more formal, legal process that we, you know, can go through with HUD. It takes lawyers at HUD to approve the FAQs that get posted to the HUD

exchange, et cetera, et cetera. So, sometimes it goes that route, but it's a little more straightforward and quicker for us to use your very good questions that come through the HMIS AAQ as content ideas for this call, for NHSDC sessions, for additional training and guidance that might be needed in writing et cetera et cetera so it all works together.

MARY SCHWARTZ: I'm kind of looking at questions and not seeing anything specific to AAQs or if there are you can go ahead and take those, Genelle, directly and answer them.

MARY SCHWARTZ: I want to touch on the HMIS data standard updates. So you all know, or maybe you don't, I know there's new people on the call every month. I just think of you as this big group of people that we've been in this game for a long time together. Sorry, I'll turn on my camera.

MARY SCHWARTZ: So data standard updates happen every other year. So we just had a data standard update for fiscal year 2022, which started October 1, 2021.

MARY SCHWARTZ: We will look to changes, suggestions for improvements. Eliminations if that's what is requested, you know. Anything that needs to be updated on the data standards, HMIS data standards, we look to now fiscal year 24 to make those updates which, if you think about that timeline, then they would go live, any changes approved by HUD would go live October 1, 2023.

MARY SCHWARTZ: So, if you have suggestions for data standard changes, if you have improvement ideas, things that should be removed, things that should be added, et cetera, et cetera. This is a long process. It seems way too early to be talking about it, but it's not because the federal partners are involved in the conversation, TA providers are involved, stakeholder groups. There's gonna be lots of feedback opportunities and also processing through the changes that have been requested and whether they make sense. HUD has the final say on that, and to get to that final yes we're gonna make that change or no we're not, takes a very long time.

MARY SCHWARTZ: So, if you want to have your voice heard, we just want to keep reminding you that you have the opportunity to suggest changes through the AAQ. And then we will continue to engage in different stakeholder groups and NHSDC processes, et cetera, et cetera wherever we can. Fran, do you want to add anything to that? Or did I hear anybody else wanting to jump in?

FRAN LEDGER: I think that was great.

MARY SCHWARTZ: Okay. I think we're at the end folks. A little early but that's okay I'm sure.

MARY SCHWARTZ: Remember that we've talked about the Data Maturity Assessment Tool that's available to you today. We gave you some links for NHSDC and I did want to include that TA portal for local support from TA so when we post these slides we'll...you'll be able to, you know, if any of our questions or answers today were like go enter an AAQ, sometimes you do and the answer to that is gonna be you really need some one-on-one support and the TA portal is the way to request that so just wanted to remind you that there are multiple avenues for help from us.

MARY SCHWARTZ: Next meeting is March 16th and this is the time to say as well that we welcome suggestions for next month's meeting. We already know a couple things that we're gonna have on the agenda. We know we're going to do an LSA feedback session and at this point we know we're gonna have a security expert come and talk. We talked about that throughout this webinar. If you have any

other ideas feel free to put them in the chat now as we say goodbye or put it in AAQ, seems to be something I say a lot on this call but it's true. It's really helpful to us.

MARY SCHWARTZ: We're going to keep reporting back to you on what things are interesting to you and use that information to create the content for this call and other guidance. And one more time the AAQ link has been put into the chat.

MARY SCHWARTZ: So, without further ado, Meradith.

MERADITH ALSPAUGH: Hey, Mary.

MARY SCHWARTZ: I was inspired as being the target audience I think for the Super Bowl halftime show age wise. It was a joyous concert and I've been jammin' on music ever since I saw it. So, this is a music related, what's a dragon's favorite band?

MERADITH ALSPAUGH: I don't know.

MARY SCHWARTZ: The Flaming Lips!

MERADITH ALSPAUGH: Oh, I could only think of Imagine Dragons that that was like the 1st thing that popped in my head. But that was a good one.

MARY SCHWARTZ: I'm loving that joke. Okay.

MARY SCHWARTZ: Happy Wednesday, everyone have a great time in your lives, and we will talk to you again in a month.

MERADITH ALSPAUGH: Thanks everyone.

MARY SCHWARTZ: Thank you.