

Session 3: The Future of HMIS

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[Brian Roccapriore] So we're ready everybody and welcome to the future of HMIS.

Thank you. Brian Roccapriore, he/him pronouns. We are gonna get started in just a second and we're gonna do some introductions, and I'm gonna have Alissa come up and start us off.

[Alissa Parrish] Can we go to the next slide, please. alright. So my name is Alissa Parish. My pronouns are she/her/hers, prior to TA, served as an HMIS lead. So how many HMIS leads do we have in the room? Sys admins? All right. That's what I thought. This is the crowd, so there you go. And prior to that I started my job or my career in homeless services as a direct service provider in an emergency shelter. How many started out in direct services, or are still in direct services? Alright great, I do stuff, and things with an on behalf of ICF, including a apparently my special skills that I make Brian very nervous when I show up one minute before our session starts I've done that twice today, so might have to go for a third time later, on and I live in Des Moines, I with my 3 children, and we had a session earlier that had us guess who has whose pets I don't have any non-humans. I am surrounded by people that do have non-humans, because I have 3 children to take care of. So I don't have pets myself, but I love pets so that is a dog named Moose, and I will kick it over to who's next on that Jesse.

[Jesse Jorstad] Hey everybody. My name is Jesse Jorstad, he/him pronouns. I work for Abt Associates. I've been there a little over 2 years, and prior to that I got my start in administering permanent supportive housing and then moved on to the HMIS. Data analytics world if you will. I live in Lake Stevens, Washington, which is only about 30-40 miles from here. So as a quick drive in with my spouse and 2 children. My eldest just started college, which has been quite the adventure. And then we have 2 cats, cricket and tilly, cricket is 22 pounder, and tilly weighs in at about 8 pounds, so they're kind of ridiculous like that same litter, and then our adorable old dog she's 11 years old, and she's just cute every day.

So I'm gonna pass over to Brian, if we could go to that next slide.

[Brian Roccapriore] Thank you. Again, Brian Roccapriore, he/him pronouns. I come from the land of Clinton, Connecticut. You've never heard of it, shocking, it's in south central Connecticut, it's known as the town with the outlet malls. I've been HUD TA for about 3, 3 and a half years now. Before that I was the HMIS lead from the State of Connecticut for 6. In a previous life. I have my undergrad in electronics engineering, and I used to work in the aerospace industry, making jet engines before I made the switch

into nonprofits where I worked for about a decade or so in employment service like work, before jumping into the world of homeless services. The first touch was working as an overnight worker in an overflow shelter of an 80 bed facility, which was quite the experience. Having never done anything like that before. And if you've ever taken the HMIS analytics course, you got to see me and my pandemic hair and all of its glory.

So thank you. We can go to the next one, so what are we going to do today?

What we're gonna do is we're gonna try to go over how HUD is changing the HMIS data collection, how it's gonna authentically engage with people with lived experience, and really bring them into the data and performance work I'll dare say it's been lacking in the past. So how we're going to practice what we preach when it comes to actually involving folks who live experience in the work. Talk about how the data standards get updated, how you all can be involved in that process. Talk about all of the support tools that exist out there, and how those support tools get developed. And then really figure out how all of that stuff informs local strategies. But before we go into the future, Jesse is going to take us into the past to set us with some grounding here.

[Jesse Jorstad] Yeah. next slide, please. Alright. So how many of you have been doing HMIS administration stuff for like less than a year? Alright, it only gets better from here. I think this is a really great time to be in the HMIS realm, because there are so many exciting developments going on, and I think that one of the reasons is because of the way that our understanding of the system is changing and what can be done. So you know, HMIS is actually started because of a Congressional mandate to report on the nature and extent of homelessness and the effectiveness of homeless programs to Congress. You might know that report as the AHAR or the Annual Homeless Assessment Report jeez alright, there it is. So the AHAR and that is compiled of your PIT & HIC count, is part one. And then the LSA data is for part 2, and so that is why we have an HMIS to begin with. So way back in the day when these systems started. The purpose was to record demographics and sort of some circumstances about people as they entered and exited homeless projects. Right? That is a wholly different function from what we expect of an HMIS nowadays. Right, and those reports are pretty straightforward right in terms of like, we just want you to grab this table and that table and count them up, cool.

So what are the large changes that's happened for a number of communities is to begin to use your HMIS to kind of manage the business of housing people, and that takes an understanding of inventory. It takes an understanding of referrals, and just like the rate at which those data are moving is really really different. So for the longest time, you know, when I at least when I started in HMIS. Our only real look at our system was either through the AHAR just locally, or it was through an APR, which is a project specific report. And there was really no talk of system performance measures. and then the HEARTH Act came along and required system performance measures. And I think what we've seen from that effort is this move from, you know, it is useful to know how effective a specific project is, and it can help you make rating and ranking decisions, funding decisions. But we can't end homelessness looking at project performance, right, so we've got to get to that system level measurement. Excellent. I appreciate the TA that's super helpful guys. Thank you. Thank you. I am going to actually pass over to Alissa.

[Alissa Parrish] Okay, Oh, good. So Jesse took us a little bit into the past. We're gonna come back into the present and make sure that we really, intentionally, authentically partner and incorporate people with lived expertise and experience of homelessness into our data side of this world.

I think historically, we have not, authentically and broadly incorporated, people who have lived experience of homelessness into our data analysis processes, really understanding our different performance metrics, informing our privacy data sharing policies, how to collect data in a trauma-informed and culturally humble way, roles and responsibilities, decision making for HMIS, ie. HMIS governance and really defining context and qualitative information needed.

We've kind of done that ourselves. because we are seen as HMIS experts in our communities. But really we are only going to be better when we include those people lived experience and expertise of homelessness. The data that we're analyzing is data about them right, so we need to make sure that we are incorporating their voices and really understanding what they are seeing in the system, and potentially, the what the why those things are happening, because I can only I can only make assumptions about what's happening. I need to ask the questions, to really understand the story behind the data. So that is both the current and the future of HMIS of where we are going, of really emphasizing the importance of incorporating people upload experience.

We're just mixing up the talking today, because I think I'm, handing it back over to...

[Brian Roccapriore] I believe you are oh, wait, nope. This is Jesse.

[Jesse Jorstad] We are trying to figure out how many squats we could in in one session.

So that's why, we're just going back and forth like this. alright? So you know, HUD understands that collecting and reporting data on people experiencing homelessness is going to be central to understanding how well, that the homeless response system is working, and what additional solutions are going to be needed.

So as communities are collecting, reporting this data, our understanding of the nuances and the data also evolves, we want that increased understanding to lead to improvements in data collection and reporting, which is why rather than publishing the data standards, and just saying all right let's move on to the next thing HUD has actually implemented a model of continuous quality improvement.

Now is that the same thing as change everything all the time?

No, it is not which is great news. The data standards are on a 2 year cycle.

Now there are sometimes changes that happen in between those things because of something like a pandemic right, and then a new funding stream that needs to be accounted for. But we do try to save all any kind of major changes for that traditional cycle. Obviously making any change to the data standards

requires serious consideration. There's a lot of implications there are you know that that front end user there are programming specifications. There is you know all the analysis that we're doing on the other side. There's the way the client is going to experience those questions things of that nature.

So we wanted to share with you what the guiding principles are that we use on that data standards team to try to make some of these decisions. So the first consideration is the impact that it will have on people experiencing homelessness. And next, we ground that data collection in equity and inclusion.

We then assess the burden on people who are seeking housing assistance on the providers who are collecting that data, and on the vendors. We consider the HUD requirements in terms of operations so things that are regulatory, required, and then reporting. And then we also work really hard to try to keep the Federal partners as consistent as possible, and we place value on collecting necessary data in the simplest way possible.

Even though it doesn't always feel like that got it next slide. I'm not ready to do another squat. So I'm gonna stay up here for just one minute. We wanna make sure that you are all aware that if at any point you have feedback about the data standards, or reporting requirements, or whatever it is, you can always submit that through the AAQ desk. Want you to know that we do read all of those suggestions.

We compile all of them, and we go through them as a team. And we talk about the feasibility of each one, and what the potential impact of those things would be. We do not accept every suggestion obviously, but we do in earnest consider all of them. So please know that your voice is heard. It's a really important part of the process that we go through, because you know, for a lot of us. It's been a couple of years since we've had to administer a system, and so we're just sort of guessing at like what the impact is going to be and So it's really helpful when we get to hear from you as well. Alright, Brian.

[Brian Roccapriore] Thank you, Jesse. Next slide. Okay. So last week, I assume you're all signed up for emails from the HUD Exchange, and you've all checked that little boxes as you want to get your email updates about HMIS so you should have gotten an email about the proposed changes to the race, gender, ethnicity data elements which is very exciting, I think, and it happens to be departure from the ways that this has been traditionally done. So what was different this time is that it wasn't just the data standard team going about this. It was engaging a very, very different group of people to get input on these things. It wasn't just the data nerds of the world. It was advocates, it was CoC directors, it was direct service providers, it was folks with lived experience, it was researchers because they're important, too. We had to bring them into the mix, and it was a process. That was like the better part of a year to come to those recommendations that we had.

So it was quite the long process. and was it a perfect process? Absolutely not. Did we have input from every single corner of every single CoC that we could have gotten? No, and that's what that email on Monday was about, to have all of you go back to your communities and get the input from your folks about how those could be made better where we could change things.

So it was very clearly a proposal I think we put that word in that email like a dozen times to make sure that nobody went back and updated their HMIS immediately with the new things because Sage won't like that it will spit it back out at you when you start making up new gender elements for it.

So the way that we are looking at this is, what Jesse said before, all inputs are going to be considered. But we've we've already gotten a lot of input and it's not all the same, right? So some people like A, some people like B, some people like C and all of that's gonna come back and that's going to influence how these go forward and let's say by the time the 2024 data standards come out that we got it absolutely perfect, and everybody loves it does that mean by the 2026 data standards, it's not going to change again No because this is a living thing that evolves over time. Language evolves things change, so it is an iterative process for stuff as we go. so that is for the race, gender, ethnicity data elements. There was also a new data element of preferred languages, which was the, I think, the top 7 languages spoken in the United States of America, and all of that is a proposal for you to go back to your communities there is supporting documentation for you to bring back to your communities to how like engage in those conversations with folks who lived experience. So we're not just asking you to go back and like tell us what you think. But here are some ways that you can go about doing that, and you all of the experts in your own communities. You know how to get that information. We're just giving you some tools to go back to be able to do that, and if you are looking to learn more about these, there is an entire workshop tomorrow at 4 well I'm gonna say 4 if not check the Whova app happen you could figure out what no workshop is. But there is an entire workshop dedicated to going over those data elements. How we got there, what they mean. 3:15 thank you Alissa. It's at 3:15 tomorrow and we can go to the next slide.

So how we figure things out. One is what we are doing right now, right? So we haven't been able to get together in earnest like this in a bit to get feedback in a real live way. So we use situations like this later today. I'm gonna say 4 o'clock again, even though I might be wrong.

There's a listening session with HUD where you can come, and you can give those feelings and opinions about things, and all of that gets documented and taken down. So there's what we're doing here today, Jesse talked before about the HMIS AAQs. I know, I was a lead for 6 years, it sometimes feels like You're shouting into a void when you put in an AAQ. And you get a response that says, thanks for your input, it'll take it under consideration. I know I'm the guy who hits send on those so I can also guarantee that those are all looked at, and they are all considered so it's not just shouting into a black box that nobody ever looks at. It's something that every single one is looked at and considered, and we started off with our awful joke from the HMIS lead calls. I like to think it's a hilarious joke but I got so both feedback on it. That's also a great way for focusing hop in and have your voices heard there. Every month If you signed up for updates from the HUD Exchange you could figure out when those are there's Q & A there. So you can get your questions answered, in real time or provide and put as we're going along there. And then there's other TA initiatives, technical assistance. So it's not just the HMIS TA. Because there's like HMIS capacity building TA, HMIS transition TA. But there's also like a rural TA initiative that is happening in an unsheltered initiative that's happening. there's more COVID help than we ever imagine would be a thing that's going on, and all of that helps us understand where the needs are in communities, so we can

figure out how we can better support folks by using the systems that we have, or if we're missing anything else in those systems that we already have, so we could help build those out.

Then there's the other Federal partners there's the veterans administration. There was just a Federal partner call today with all of our good friends, from all of the other Federal agencies. Health and Human Services there's a bunch and we're trying to bring as many people as we can in to make it as common across all Federal partners as possible, so you're not reporting differently for your HUD, your VA, your RHY, whatever. We try to make it as concise as possible, and all of them come with a different lens to that work. So they bring more input and with different ideas into this work there's also a HUD TA work group which is comprised of TA providers who are touching all of those other initiatives. So it's not just reliant on one person being involved in all of that, or just the ideas coming from HUD.

It's coming from a variety of different TA providers, and what that work group is responsible for is identifying where things could be better and helping to fill those gaps. Part of what that work group came up with was those 2 institutes that happened yesterday. I'm on a different coast right now. I'm not sure what day it is anymore. But part of the identification was that there's a lot of new folks in the world of HMIS there's been a lot of turnover. There's certainly been a lot of burnout and people need that fundamentals to get into the work to begin with, so part of what is going to be identified and worked on is institutionalizing that in a way that isn't just available for the people who can fly to Seattle, but making it available for everybody. And then HUD like we still listen to HUD. It was not taking them completely out of the equation, but then, and our fellow TA providers. We all have input as to how these things go forward. So next slide.

Resources you might not know about. I heard in a session earlier that the HUD Exchange was difficult to navigate. Is that true? Okay, I know HUD's here you could say It's okay. Thank you.

I believe you were the one that actually said it was difficult to navigate. Okay, it's him. So detective pikachu is up here because you sometimes have to be a detective to figure out what's going on the HUD exchange and I say that because there are a ton of really great resources on there, they're just buried in different pockets in other areas.

So we know, we're working to make that better there's a redesign initiative that's going on. If you've ever typed like something into the search bar of the HUD exchange you may have gotten a resource from like 2012 that isn't necessarily what you were looking for. So we're figuring out how we can make that better and up here on the screen. I will say that these slides are available in your Whova app for the folks at home. Hopefully, it's going into that chat but it's going into the chat box and getting a thumbs up. There was a lot of great stuff that was developed during COVID. That is tangentially related to HMIS so there's a qualitative data 101 like, what is it? How can you use it for your coordinated entry evaluations? There's a really great document with data sources other than HMIS to help you navigate what else is available for you to use in your communities to help inform your decision making. And of course this is going to be different in every community, because not every community has the same data sets available. But there are some national level data sets on things like social determinants of health or eviction data that are available for you to use. And there's a giant list of them right there for you but

again it's buried on a COVID-19 page somewhere. So all all of these links are going to be available for you.

There's ways that working with the people who lived experience and expertise group of client informed data collection best practices. So working with the folks in your community to understand not just what data you're collecting, but how you are collecting that data like how you can have that conversation, how you can make those questions more client-centered than they might currently be worded in your systems. One of my favorite ones "Helping HMIS leads solve complex fund source problems." It's a complicated title, but it is a giant resource of: If you have this funding source and that funding source in this funding source, you know, using services to pay for these services and this to pay for this rental assistance - how do you set that up in HMIS, and what that kind of implications does that have on your other parts of your system?

Does it cover a 100% of what you're looking to know? No, but it does cover the majority of questions that we'll get in an AAQ about, how do I set this up? And then how do you handle dual enrollments and what does that do to your HIC when you do that? Because if we learned anything during ESG-CV and the EHV's that came out is that that happens a lot. And people needed some guidance to help with navigate that system, and we can go to the next one, advanced users groups – we are going to Alissa.

[Alissa Parrish] Fun fact about the HUD X search bar. Don't use it. If you actually wanna find something on the HUD Exchange. Pull up Google type in HUD Exchange and then type in the thing they're looking for. You're gonna find it 90% of the time much easier than using the HUDX. So this is the future there's plans for an advanced user group and peer sharing. So what this is kind of serving 2 purposes, where there will be an opportunity for communities to express interest and projects and examples of innovation around their HMIS and addressing, and how they have used that to address homelessness in their community. This will be posted on the HUDx right it'll be posted on the HUD Exchange. So use that Google, and search for when it comes out. What it's asking for is examples from you all of what you are doing, and how you are innovatively using your HMIS. So the second box just says: communities using data modeling techniques for shaping and managing their systems resources while responding to outcomes in real time will be better prepared to participate in this opportunity. So basically, I mean, this is this: is the advanced part of this this opportunity. So you're really using HMIS beyond setting up the projects, doing your required Federal porting, really using it in new and different ways to be able to address and then homelessness in your community.

The other piece of this is that those communities that are selected to participate in this advanced user group will have the opportunity to work with HUD, HUD TA and other communities that are selected to really participate in developing some white papers that will be available. i'm probably the HUDx, again Search. Available on the HUD exchange about the things that you're doing and the innovative ways that you're using HMIS in your community.

It will also be an opportunity space for you all the peer share with each other, and just learn in lifetime about what you're doing.

Did you have stuff you wanted to add, because that's Cloudburst.

[Brian Roccapiore] We were hoping to have that link for you all right now. But things being what they are with like various competitions and such. We expect that to be announced within the next month. So just make sure you're signed up for the HUD Exchange, and you'll get more information on that.

But it really is to show what is possible out there because you all are doing really, really cool stuff with your systems and like linking up with other systems, or how you're using it to prioritize.

And think about things in new ways that unless you are plugged into all of the other HMIS leads somewhere. It's really hard to get that information out there, and you know, not everybody has a full team of data analysts on their HMIS team.

Sometimes It's just you right, and you are the only person who has your job, and you're just like I need to do this. LSA, and this is the only thing I care about right now. So it gives you the opportunity to like, understand what is possible out there, and gives you the resources to be able to do it.

[Alissa Parrish] Can we go to the next slide I don't know if this one is line or not?

That one mine. It is mine. So data, HMIS, and equity again, like we are both, this is both speaking to you, current and future and really understanding. And we mentioned the qualitative 101 resource earlier. How are we bringing that story behind the data in with also our not that we have from HMIS and other data sources, and really starting to understand that story behind the data we are also looking at.

You know. How are we sharing across fields more advanced with us? We just talked earlier about Federal partners and some of those folks, but also just other fields altogether in what they've already been doing, as it relates to equity, data usage, data sharing, matching cross-sector collaboration and really streamlining so that I mean, we know that the folks that we serve aren't just experiencing homelessness - they are a whole human that are accessing several different services. And so the easier and more streamlined that we can make the data collection processes across that that easier and better it is for people, people like all people.

There are several different equity analysis frameworks that we have available to us. Targeted Universalism is named as one of those, but there are many others that really incorporate equity into your data analysis efforts, and really just make that part of the way in which you do this work. Not an extra thing that you bring along with it. And then no single data set will tell us everything. So we were talking about this in system modeling yesterday about you know we have a lot of different data sets available to us to really start to understand our system, and each one individually will tell us one part of this, but when you look at them all comprehensively. it's going to tell you a bigger, better picture, including the qualitative information.

So I think if we go to the next slide I can't even look at this right?

So we actually wanted to like talk through a few of these. All of these are our acronyms cause that's the world we live in. But to think through what these different data sets are and what they've told you in your community over time, and how you may leverage them at the local level.

So the first one in the upper left is the PIT count or the point in time count, and I am curious, and we can leverage the microphone at the local level how have you leverage that to help and understand your homeless response system?

Don't tell me you haven't cause I know you have.

[Jesse Jorstad] And if you haven't I try to tip it, I see then how are you understanding unsheltered homelessness with my follow up question,

[Alissa Parrish] Or those who don't participate in HMIS I guess those projects? That don't participate in HMIS.

[Jesse Jorstad] Indeed, there are several folks. Hey, Fran, I have an idea for a session for the spring. It's coming to me right now, and I have a vision.

[Alissa Parrish] I know a lot of communities have frustrations with PIT count, there are definitely the pitfalls of that, they come on a single count on a single night in within the last ten days of January, that really count the number of people experiencing homelessness on that night. There is so many factors that go into who is counted and why and all of those pieces but that's the question that Jesse asked like how are you understanding your unsheltered homelessness, that's the most comprehensive count of unsheltered folks that you're going to have. The same thing with non HMIS of participating providers, how are you going to understand the people that they're victim services providers a different category of non HMIS participating you know their services providers can't [inaudible]

Qualities that can be used to help understand your homeless response system.

But it's not just looking at that in isolation right So then we go over to our HIC, which is our housing inventory count, are the ways the communities have used that over time at the local level. To understand their homeless response system. I'll make you all stand up and do a circle in place.

Have you, or to a community to use the housing inventory account at the local level.

[Participant] Is this working? Okay? I will say as a TA provider, we have done work for CSH, and we have done a lot of needs, analyses for local jurisdictions. Other CoCs. Or even at the state level, and we use the HIC to determine, you know, in the calculation of what need is presenting. What is it that they have, what's it expected turnover rate, to really make the case for?

You know, additional resources for, particularly on the permanent housing side.

[Alissa Parrish] Awesome kind of sounds like system modeling.

[Jesse Jorstad] Indeed yeah in some ways it's like you're quantifying what it is that you have available, and then you're looking at you know HMIS data to find out how well is what you have available working, and you're using the PIT count to a certain extent it's obviously it's not a perfect data set none of these are but to understand how much need there is, and what size your system might need to be in order to get there, and a tool that can help you is called Stella M. Yeah. and we're going to first talk about her sister Stella P.

So that's our next data Set how many folks have looked at Stella P. Yeah, awesome. What have you found most useful? In that I'm going to make you talk to me? I'm gonna make you talk to me today. Useful with Stella P. System mapping was the and the system map that's the graphic in there.

[Participant] Yeah, the pathways, I think what's really what I find is like, if we have policies in our community, how well are those policies effectuated through that system app so creating a bridge between RRH and PSH, is that what we're seeing in the system map. Are we seeing data quality issues with the length of time between PSH, you know the end date versus the entry date. Is that a really, really long time it's a really really short time? So there's so much information in the system map. I love that visual awesome.

[Alissa Parrish] Yeah, the pathways, I think what's really what I find is like, if we have policies in our So Stella P doesn't just look at like who you're serving, who are the households that are being served.

Also how the system is serving them right? Because it does look at some performance measures.

How long are folks staying in your system who's exiting permanent housing? And who's returning, so that's great. SPM system performance measures anybody? Does anybody look at those. Yes. Do you want to explain how you have leverage those in the community?

[Participant] It's part of how I'm holding the projects accountable by pulling their individual system performance measures, and I'm building a map to show how are they doing compared to the overall system performance in my data quality plan.

[Alissa Parrish] So, figuring out how each individual project feeds into the broader system performance measures.

[Participant] So we looked at system performance measures and use that to figure out where our gaps of maybe where we need to do better stuff like that. And we had a committee meet of case managers and stuff like that to work and share experiences of what they have done to that have been successful of ways that they have increased like length of stay. How many people have how they got people house quicker, or how they kept in contact with people. Who maybe disappear, and we have created a long like tip document for case managers and our direct workers for stuff to how to improve the numbers, but also just how to improve the overall with people.

[Alissa Parrish] Awesome. What about your coordinated entry? Prioritization list or by name list, or folks like not just adding folks to the list, but also kind of analyzing that on a regular basis and using it at the local level?

Yes? Maybe?

[Jesse Jorstad] Here, if if your bidding list just magically generated itself. Yeah, What type of information would be helpful to have on there in terms of summary information? So not necessarily like what is going on for each individual client. Is there some summary information that would be helpful to know about your by name list?

[Alissa Parrish] You mean like, How long is it taking between assessment and referral?

[Jesse Jorstad] Yeah, that's a great example yep or even maybe, like of all the people who are prioritized, How many have are in shelters, or how many have been referred to shelters. If there is a different acceptance rate for those folks into various projects than for other folks. Alright alright awesome.

[Alissa Parrish] CoC analysis tool. Anybody use the CoC analysis tool to look at their PIT count compared to Census data. Yes, yes, we also have APRS and CAPERS that Brian mentioned earlier. So those project level reports that do tell part of this story, but they in and of themselves, are not going to solve system level performance.

We have system mapping, so I feel like someone mentioned. Well, you mentioned the system map, but system mapping is the process of. Have you ever had the whiteboard? that's really messy and you're literally going through the process of like, How does the client navigate through the system?

Where did they enter? Where do they go to? How are they referred? Where they referred to? Where are they housed? How are they returning? So that is mapping. What does your system look like today? That does help inform your system modeling, which is what is an ideal, homeless response system look like in the future?

We have victim services provider data. So we mentioned that earlier with our PIT count. But there, are there communities that are partnering with their victim services providers to get data on a regular basis from them, not like identifiable data. But yeah, Marca, like how are you leveraging that information?

[Participant] Oh, okay sorry we So we're kind of in a unique situation in that we have a victim services provider who's kind of the lead amongst that kind of sector within the space and they have their own instances of the same HMIS that we use, and so on a quarterly basis. We asked them for a global APR with identifying information redacted. And then we plug that into our data warehouse to run a project performance for score card that's based on performance metrics that we have identified as a community that we're prioritizing. So it gives them a sense of where they're sitting with respect to the

rest of the projects that we're evaluating. And then we use that information when we're making funding decisions. So it's a portion of the of the score that we use during the NOFO to determine who gets funded. I think though I mean I'm being quiet, because I'm tired and I just ate but I will say that we use all of these things, and some to greater effect than others. But I think that in particular, my, in my opinion, Stella P, for me as an administrator has been the most instructive in terms of you know, we kind of use the PIT and the HIC to start the conversation, and we know that the PIT isn't in exact science. I think in some areas we found that by improving our methodology, we're almost harming ourselves by counting more people, but we know that there are more people to be counted. The HIC, personally, I don't find as instructive it's kind of a nebulous number that changes depending on the will and desire of providers to participate who aren't funded but with Stella P specifically, I find that the the pathways map is awesome it's you know for me it paints a great visual picture of what's going on in the system. But I think more importantly, looking at the drill down of demographics, and in particular the length of time that it's taking us to get people into housing and finding that those numbers are just simply too long it's just taking us way too long. I mean in every other area where we look at performance. We're like well, we're doing reasonably okay but It's that front door of the system where whatever it is that we're doing is delaying people's experience of getting out of homelessness into housing and there are certainly nuances around race, ethnicity, gender identity, sexual orientation, and those things that have jumped off the page. So we've had a couple of groups that are really differently impacted in our community, and they were groups that were surprising to us. So people who I identified as Asian, which is a terrible demographic category. But whatever, and then people who are both Black and Latinx just terrible, for whatever reason, and they're small enough number of these folks that we don't know if it's you know one big family that had a bad outcome or if there is something as a system that we're doing but all of these things, I think to me, speak to the need for increased education and linguistic competency to engage you know, marginalized communities of color that aren't necessarily talking to us, but then also just kind of overall understanding from a 30,000 foot view where we might put not just our financial resources, but also our, you know, human resources and energy and effort into further exploration.

[Alissa Parrish] Thank you and it's interesting. you bring at the Black Latin household specifically in some data analysis that I've done for more than one community. So that's why, it's jumped out to me and now you're mentioning it is that we I've seen. I'll use I statements today, I have seen disparities for that specific subpopulation as well, and that just was added to Stella this last year. Right?

This last round, and it's really small numbers so really small Ns. So then we start having conversations about what do we do with small universes in rural communities, or even not rural communities? Because you're not a rural community, but still have really small numbers for specific subpopulations. How do we handle that? Do we handle that differently than we handle really large numbers and really large percentages, I mean.

Yes, but we can't ignore it right so in the communities where I saw this it was like going back to the community, having the conversation. This is really only representing, like two households in your community, and for them that was actually a benefit of, I bet if we looked in our system we could figure

out who these households are. Figure out the case managers attached to them and ask them questions around, is this truly how long you've been experiencing homelessness in our system, or is this a data quality issue, or is there some kind of extenuating circumstance that led it to be this astronomical disparity or is it truly like something we need to look at as a system there's just a small number of folks that fit into that specific subpopulation. But it's still something we need to look at right so awesome, not homeless data anybody bringing in other data sets outside of homeless data to match, look at public health data with COVID, anything around cross-sector data sharing?

I'm looking at you, you've done cross-sector data sharing projects.

[Participant] Yeah, I mean, I think that there is an emerging I mean maybe not in this room today. But there's a lot of communities that are looking to do a variety of matching across sectors. I think one of the most interesting spaces that we're seeing is on the statewide HMIS and Medicaid integration. There are few projects that are kicking off to get, you know, multi CoCs up at a warehouse at the State level, and engaging the Medicaid Agency at the State to then monitor benefits and you know enrollments, and you know, providers and MCOs assigned to that person, etc. in a more real-time basis. I think we could do like a use case brainstorming for like how important and that would be, and how hopeful that would be, but I feel like that's where we're a lot of this is going for sure.

[Alissa Parrish] It's the future of HMIS, alright. And then we have our qualitative data. So that story behind the data and really bringing in that contextual information. So all of that to say is that we do really have a lot of different data sets available to us, and it's really again, not looking at one in isolation. But really looking at all the different pieces that we have to build out a comprehensive picture.

Next slide, please. Oh, this is not me!

[Jesse Jorstad] Oh, alright! I did wanna revisit the system performance measures real quick. It's possible that you're totally accounting for this, and have all that under control. But for some of you who are new or HMIS admins, I did just want to caution that the system performance measures are intended to measure performance at the system level. And so if you apply filters to them, that impacts the way in which the calculations are running. So just be very careful. with that. Okay, how many of you are familiar with the SNAPS Data TA strategy right? Thank you, Kim.

So back in 2018. The data work group which we talked about earlier today came out with this publication, obviously with HUD, because that is the official author, I suppose. And then there was a pandemic. So this strategy initially had a 3 to 5 year window, right. This is all the things that wanted to be accomplished in that 3 to 5 year window. Now, if you were an HMIS admin at that time as I was I'm surprised that the ta providers made it out of the room that day, because we grab the torches and the pitch forks and we came for them. Alright, I have some real sympathy for those folks, now that I'm on this side, what's good about this document is that it gives a peek into what HUD is dreaming about when it comes to HMIS now that dream needs to be modernized, there are pieces that I think HUD would change now, based on what we know now.

So this is not exactly an exact map as to what you'll see coming. But if you're thinking about well, where might HUD be going with all this, it gives some important clues. So there's 3 strategies I'm gonna go over really quickly. and I really encourage you to read this document because it lays out what the expectations are for HMIS systems. So number one is to improve the capacity of people setting up, operating, and benefiting from data systems.

What that means is that the money that HUD is putting into technical assistance is intended to help improve capacity of those communities when it comes to data systems. The next one is to have a data systems collect accurate, comprehensive, and timely data. Stella P is such a great tool, unless your bed coverage rate is 50%. And then it doesn't matter what's happening with 50% of your beds. If you don't know what's happening with the other 50% right? So that bed coverage is really really important. We want to help support you all in finding ways to expand that. And we understand that there are a lot of barriers, and there's also communities who've had a lot of success with it. So, if you need help in that department, you can always put in a direct TA request. And then the last one is continuums and stakeholders use data to improve efforts to end homelessness. So I think we would update that to say key partners. And what that means is that all the data collection. and reporting is nothing more than a checkbox. If your community isn't utilizing that data, the system plan right?

It's a whole lot of work to maintain an HMIS, and to input all of that data, and then to miss out on the kind of the reward for doing it which is insights into how your system is working. You know that's definitely a missed opportunity so we want to support you to the degree possible.

[Brian Roccapriore] You can go to the next one, and we have ten minutes left in here.

So I was gonna spend about five minutes talking about this but I'm not gonna do that to you now. But know that there is going to be a renewed amount of support towards helping folks realize their data integration strategies and it's through all of the stuff up there. Because part of that like advanced users group, there's a whole bunch of people doing really cool things and have a number of requests that come in for help on things like integrating their data with another system or integrating their data with another CoC. And we're like, Why do you want to do that?

They're like We want to see how many people there are. I'm like that's not a really great number. That's not a really great excuse to do all that like if you want to like. put that ever you have to come up with some good use case scenarios for like what you're going to do with that. So helping folks figure out the why they're going to do this making sure that the leadership and governance is there and examples around those local use agreements.

How you can fund this kind of stuff because there's not a magic bucket of money that falls out of the sky for data integration initiatives, and really using that to move into action. Like, Why are you doing this? Are you doing it with your Medicaid data? Are you doing it with your justice data? Are you doing it with your hospital data? Like whatever that might be, how you can use it to further your goals in your system.

We can go to the next one alright.

[Jesse Jorstad] So just talk really quickly about some privacy guidance. So if you're doing data integration or even if you're not, if you're just running your HMIS, it's important to understand what the requirements are. There's federal requirements, there's like you know state requirements, and then there's what your community has opted into in terms of your specific implementation. And it's a really great time to read visit that and dig into it because, as I mentioned with HMIS becoming about housing people, the more open these systems are, the better they can serve those people right.

And if you know, I think when I started we were all like, what do you mean put people's data in a database and it was just like very alarming, right? But you go to see your doctor, and they have all your data. You know what I mean, and then you go to the next door, and magically, they have your electronic medical record, and I don't necessarily remember signing something about that, but I might have you know I didn't read all the fine print, but people are getting more used to that data being shared, and the purpose for sharing it is to coordinate care and to provide services. right? So it is a good time to look into it and make sure you understand. So this is the super quick version. So the data and technical standards are still the regulatory requirements. That was a long time ago. and Then there's privacy guidance for HMIS as well it's important to know that the runaway homeless youth act has a more stringent privacy requirements so it's important to know how that differs, for that group. Communities have shifted away from an HMIS release of information while navigating this.

The last one is depending on the other systems and institutions that are involved in your integration project. Some of them have more stringent requirements, and some of them have, like almost no requirements which is super thrilling. I meant that sarcastically, just to be clear. It's important to have those conversations with your partners about what and how is how it's going to be shared. You know it takes a lot to get people to the table but there is a big payoff for the people that you're trying to help by getting to a place where you can integrate the data and find out what's going on especially across systems.

[Brian Roccapriore] One or when there's going to be a lot more work around victim service providers and the data that they use in their sector. Next slide. Thank you. Okay, So there's another group that is coming together it is going to be not just the HUD TA again. It's going to be an interdisciplinary group involved of folks who have lived experience in the domestic violence system, folks who are state leaders of domestic violence coalitions, direct service providers, advocates, and of course us HUD TA folks - we're going to be there too. To come up with a similar strategy for how victim service providers can use their data to influence how well their programs are operating, and how HMIS folks can support them along the way.

So there is going to be a renewed amount of technical assistance available for folks who have these needs, and all of that will be through the HUD Exchange. There will be more announcing that soon. We have 4 minutes left.

If we could go not to the next but to the slide after the next slide. We're gonna take your questions while you rate this session because we have five minutes left. So if there's any questions you have on any of this if there's anything that you want to see in the future, we've got five minutes to hear it all

right now, and if not I would encourage you to go to the HUD Exchange and put it in AAQ, because I will get it, and I will make sure that your voice gets heard so.

But for right now we can open it up to questions, while you all take out your phone and rate this session.

[Participant] Now that one guy gets all the AAQs and looks at them...

[Brian Roccapriore] There's a team there's a team. I don't want all of the anger directed at me just to.

[Jesse Jorstad] So if you do have ideas that don't get heard today or during this hour, you can attend that session.

[Participant] So most of what I thought I heard during this was really front end around before people get housed. Okay, and only like in the last couple of minutes, have I even gotten the sense that there was some interest in people post housing like, while they're on PSH or rapid or whatever and am I mistaken in my interpretation of that.

[Brian Roccapriore] So probably not I will say that our systems are designed to end homelessness, and when folks are in PSH. They are no longer homeless. We're using the data that we have to impact the direct work of people who are experiencing homelessness. So that's probably why you heard more on the front end of things.

[Participant] Because we've done a lot of research and formal evaluation on people with people for people once they're in PSH as an individual organization with HMIS data. But yeah, yeah,

[Jesse Jorstad] I would also say, I know for me when I think about what is the field need more of? Think about what are the pain points, and data that's being collected while people are in PSH is not a particular pain point. Like, that part of the system is very old and pretty stable. Yay, right? So when I think about like what is causing HMIS admins the most pain. A lot of it is trying to figure out this. How do we get people into housing right so I think that's why you're hearing a lot of energy around that piece.

Thanks for that question.

[Participant] Right. let's give our presenters...

[Jesse Jorstad] I got one. Ok, Brian?

[Brian Roccapriore] Yes, Jesse?

[Jesse Jorstad] Why does Waldo wear stripes?

[Brian Roccapriore] I don't know. Why does Waldo wear stripes?

[Jesse Jorstad] He doesn't want to be spotted.

[Brian Roccapriore] Thank you all for coming to the future of HMIS, Everyone stick around for the HUD Listening Session at 4 o'clock. Thank you all.