

Wisconsin ServicePoint Steering Committee

Meeting Minutes of Thursday, November 9, 2006

HEBRON HOUSE, WAUKESHA

PRESENT:

Adam Smith (BSH); **Joana Hemschemeyer** (*Waukesha Housing Authority*); **Karen Smith** (*Western Dairyland*); **Jennifer Allen** (*St. Vincent de Paul Green Bay*); **Tanya Iverson** (BSH); **Melisa Perez** (BSH); **Patti Abbott** and **Nancy Monarrez** (*Hope House*); **Vicki Berenson** (*WCADV*); **Melisa Perez** (BSH); **Sarah Lim** (*Tellurian*); and **Theresa Barrett** (*Caritas*)

ABSENT:

Duane Mireles (HALO); **Lisa Schneider** (*Housing Partnership of the Fox Cities*); and **Randy Hahn** (*The Salvation Army of Wausau*)

BARB RITTER AND MICHIGAN'S HMIS

The group had a discussion about the strategic intent of HMIS and how to better take advantage of the technology in local initiative. The discussion was inspired by a report being created for Dane County. Barb Ritter from Michigan came to the meeting to talk with us about how HMIS is being used to do many interesting things in that state and how Wisconsin could use its HMIS more strategically. Listed below are some the issues and suggestions that came up in our discussion with Barb.

1. Begin to work on publishing and marketing the data from the system. Create an advocacy document (the state of homelessness in Wisconsin). Consider asking an entity to donate production/design equipment and publishing costs. Melisa may be a resource in the development of the publication. Build the reports in ART so that the local areas can also use the document with community or regional information.
2. Evaluate the System configuration to ensure that BSH has the ability to easily parse the data by region or CoC. This is especially important where urban and rural communities exist on the same System. Specifically, BSH will want to be able to identify trends unique to diverse Wisconsin communities to use the data for planning. Rural and smaller cities will view the System more positively if trends that are unique to these communities are not “swamped” by the much larger data set from urban areas. BSH should be prepared to compare and contrast by location.
3. Strengthen the linkage between the HMIS and the local CoCs. Frame their engagement by asking them to complete some concrete tasks. Some tasks might include:
 - a. Ask CoC representatives to participate in the design and writing of the “State of Homelessness in Wisconsin” document. This will not only support a better understanding of how this information can be used to benefit clients, but also insure that what is said in the document reflects the on-the-ground perception of the problem. A critical aspect of statewide publication is to ask CoCs to review local numbers. Schedule this so that there is time to correct and/or add data.
 - b. Offer CoCs the opportunity to use the HMIS System to:
 - i. Create measurement around local issues by adopting a CoC specific short assessment, or even adding a question to an existing assessment. Provide rapid feedback on findings from the data collection monthly.
 - ii. Using the “unmet” needs tool, systematically measure the gaps in services that impact client outcomes, health and safety.
 - iii. Create questions that better assess the demographics of individuals “at risk” of homelessness. In the long run be able to look at those who are at risk and see if intervention prevented homelessness or not.
 - c. Ask CoCs to routinely review aggregated data reports. This would provide CoCs with a chance to really see the relevancy of the system, identify other agencies/organizations that should be participating, and also comment on data quality issues. This data could be used for local advocacy and community education.

4. At least quarterly ask agencies to submit a paper version of their Client Served report with a signature that verifies the numbers are complete and accurate. This would ensure that the agency leadership actually look at the reports and are engaged in the data quality circle. Through this requirement, you have built a data review process at the agency level that occurs routinely independent of BSH corrective action reports. The goal is to help the BSH staff spend more time improving workflows in the role of an IT service provider and less time in negative communication as a funding organization. Data for the IDIS would be drawn from the back end of the System as always.
5. Continue working on innovative use of the System including using the scanning technology. Focus on helping agencies map their business processes onto the database. Streamline the workflow where possible.

STRATEGIC MEETINGS / LOCAL INITIATIVES:

In early 2007, BSH would like to assist local continua leaders in helping to set a strategic direction for HMIS in the various communities throughout the state. Steering Committee members are going back into their various continua and will ask their various policy making entities if and how they would like to proceed. Members will promote the potential local projects that can be done with the HMIS.

UPCOMING TOPICS:

- ❖ More on local initiatives and projects
- ❖ By-laws for the Steering Committee and other potential Standard Operating Procedure Updates

NEXT WISCONSIN SERVICEPOINT STEERING COMMITTEE MEETING

- ❖ Host: Tellurian – Sarah Lim
- ❖ Location: Madison
- ❖ Date: Thursday – February 15, 2007