

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2A-1 Describe how the CoC ensures that the HMIS is administered in compliance with the CoC Program interim rule, conformance with the 2010 HMIS Data Standards and related HUD Notices. (limit 1000 characters)

The CoC has in place an HMIS Governance Charter with the HMIS Lead which defines the HMIS Lead's responsibilities and duties. These include entering into an HMIS Participation Agreement with each CHO, monitoring and enforcing HUD requirements, and contracting with an HMIS vendor who will provide an HMIS that meets HUD standards. The selected HMIS (ETO) meets all requirements of the HUD 2010 Technical Standards, and is required by contract to provide updates as technical standards and reporting requirements are updated. The HMIS and Data Committee monitors compliance with all HMIS requirements on an ongoing basis.

2A-2 Does the governance charter in place between the CoC and the HMIS Lead include the most current HMIS requirements and outline the roles and responsibilities of the CoC and the HMIS Lead? Yes If yes, a copy must be attached.

2A-3 For each of the following plans, describe the extent in which it has been developed by the HMIS Lead and the frequency in which the CoC has reviewed it: Privacy Plan, Security Plan, and Data Quality Plan. (limit 1000 characters)

Privacy Plan and Security Plan - Prior to 2013, the CoC followed privacy and security recommendations in the 2004 HMIS Data Standards. During the period August through December 2013, the Data and HMIS Committee worked with the HMIS Lead to fully develop privacy and security practices and procedures and document them in written plans. The Committee recommended that the Board of Directors adopt these plans, and it did so at the Jan. 24, 2014 meeting. The CoC will provide training on these plans to all HMIS users in 2014.
Data Quality Plan - The CoC worked with a technical assistance consultant in 2008 and 2009 to create initial written data quality standards, and the HMIS Lead has been utilizing the procedures from that documents on an ongoing basis. This Plan was updated in 2011, and the Data and HMIS Committee again reviewed and amended this Plan in 2013. The CoC Board of Directors reviewed and approved the amendments to this plan at its Jan. 24, 2014 meeting.

**2A-4 What is the name of the HMIS software selected by the CoC and the HMIS Lead?
Applicant will enter the HMIS software name (e.g., ABC Software).** Efforts to Outcomes

**2A-5 What is the name of the HMIS vendor?
Applicant will enter the name of the vendor (e.g., ESG Systems).** Social Solutions

2A-6 Does the CoC plan to change the HMIS software within the next 18 months? No

2B. Homeless Management Information System (HMIS) Funding Sources

2B-1 Select the HMIS implementation coverage area: Single CoC

2B-2 Select the CoC(s) covered by the HMIS: (select all that apply) MA-504 - Springfield/Holyoke/Chicopee/Westfield/Hampden County CoC

2B-3 In the chart below, enter the amount of funding from each funding source that contributes to the total HMIS budget for the CoC.

2B-3.1 Funding Type: Federal - HUD

Funding Source	Funding
CoC	\$29,732
ESG	\$0
CDBG	\$36,988
HOME	\$0
HOPWA	\$0
Federal - HUD - Total Amount	\$66,720

2B-3.2 Funding Type: Other Federal

Funding Source	Funding
Department of Education	\$0
Department of Health and Human Services	\$0
Department of Labor	\$0
Department of Agriculture	\$0
Department of Veterans Affairs	\$0
Other Federal	\$0
Other Federal - Total Amount	\$0

2B-3.3 Funding Type: State and Local

Funding Source	Funding
City	\$0
County	\$0
State	\$0
State and Local - Total Amount	\$0

2B-3.4 Funding Type: Private

Funding Source	Funding
Individual	\$0
Organization	\$0
Private - Total Amount	\$0

2B-3.5 Funding Type: Other

Funding Source	Funding
Participation Fees	\$0
Other - Total Amount	\$0

2B-3.6 Total Budget for Operating Year	\$66,720
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2B-4 How was the HMIS Lead selected by the CoC? Agency Volunteered

**2B-4.1 If other, provide a description as to how the CoC selected the HMIS Lead.
(limit 750 characters)**

2C. Homeless Management Information System (HMIS) Bed Coverage

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2C-1 Indicate the HMIS bed coverage rate (%) for each housing type within the CoC. If a particular housing type does not exist anywhere within the CoC, select "Housing type does not exist in CoC" from the drop-down menu:

* Emergency shelter	86%+
* Safe Haven (SH) beds	86%+
* Transitional Housing (TH) beds	65-75%
* Rapid Re-Housing (RRH) beds	86%+
* Permanent Supportive Housing (PSH) beds	76-85%

2C-2 How often does the CoC review or assess its HMIS bed coverage? Annually

2C-3 If the bed coverage rate for any housing type is 64% or below, describe how the CoC plans to increase this percentage over the next 12 months. (limit 1000 characters)

2C-4 If the Collaborative Applicant indicated that the bed coverage rate for any housing type was 64% or below in the FY2012 CoC Application, describe the specific steps the CoC has taken to increase this percentage. (limit 750 characters)

The bed coverage rate for TH beds was below 64% in the FY2012 application. A key reason for improvement of TH coverage is that the CoC requested a TH program that had been been submitting data into an alternate system to begin uploading the data into the CoC's HMIS on a regular basis. In addition, the CoC began funding a specialized youth TH program, which is required to contribute HMIS data due to the funding source. The TH coverage rate was also impacted by conversion of a number of TH beds to PSH and loss of funding for another TH program.

2D. Homeless Management Information System (HMIS) Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2D-1 For each housing type, indicate the average length of time project participants remain in housing. If a housing type does not exist in the CoC, enter "0".

Type of Housing	Average Length of Time in Housing
Emergency Shelter	
Transitional Housing	
Safe Haven	
Permanent Supportive Housing	
Rapid Re-housing	

2D-2 Indicate the percentage of unduplicated client records with null or missing values on a day during the last 10 days of January 2013 for each Universal Data Element listed below.

Universal Data Element	Percentage
Name	0%
Social security number	1%
Date of birth	0%
Ethnicity	0%
Race	1%
Gender	0%
Veteran status	23%
Disabling condition	2%
Residence prior to program entry	27%
Zip Code of last permanent address	24%
Housing status	0%
Head of household	0%

2D-3 Describe the extent in which HMIS generated data is used to generate HUD required reports (e.g., APR, CAPER, etc.). (limit 1000 characters)

HMIS is used to generate data for all APRs and for ESG reporting in the CAPER for the City of Springfield.

2D-4 How frequently does the CoC review the data quality in the HMIS of program level data? Monthly

2D-5 Describe the process through which the CoC works with the HMIS Lead to assess data quality. Include how the CoC and HMIS Lead collaborate, and how the CoC works with organizations that have data quality challenges. (Limit 1000 characters)

The HMIS Lead produces monthly data quality reports which are provided to HMIS Contributing Organizations and the the CoC HMIS and Data Committee. The HMIS Lead provides technical assistance and training to organizations with data errors. The assistance may be on-site or over the phone, and may consist of instructing the organization about how to correct errors, the HMIS Lead correcting errors, and the HMIS Lead assisting the organization staff the reason for the errors, so that errors will be avoided in the future. The CoC's Performance and Outcomes Committee includes review of HMIS data quality as part of its ongoing performance monitoring. The CoC Application Committee considers HMIS data quality performance in its funding and ranking decision-making process.

2D-6 How frequently does the CoC review the data quality in the HMIS of client-level data? Monthly

2E. Homeless Management Information System (HMIS) Data Usage and Coordination

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2E-1 Indicate the frequency in which the CoC uses HMIS data for each of the following activities:

* Measuring the performance of participating housing and service providers	Quarterly
* Using data for program management	Quarterly
* Integration of HMIS data with data from mainstream resources	Never
* Integration of HMIS data with other Federal programs (e.g., HHS, VA, etc.)	Never

2F. Homeless Management Information System (HMIS) Policies and Procedures

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2F-1 Does the CoC have a HMIS Policy and Procedures Manual? If yes, the HMIS Policy and Procedures Manual must be attached. Yes

2F-1.1 What page(s) of the HMIS Policy and Procedures Manual or governance charter includes the information regarding accuracy of capturing participant entry and exit dates in HMIS? (limit 250 characters)

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2F-2 Are there agreements in place that outline roles and responsibilities between the HMIS Lead and the Contributing HMIS Organizations (CHOs)? Yes

2G. Continuum of Care (CoC) Sheltered Homeless Point-in-Time (PIT) Count

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2G-1 Indicate the date of the most recent sheltered point-in-time count (mm/dd/yyyy): 01/30/2013

2G-2 If the CoC conducted the sheltered point-in-time count outside of the last 10 days of January 2013, was an exception granted by HUD? Not Applicable

2G-3 Enter the date the CoC submitted the sheltered point-in-time count data in HDX: 04/23/2013

2G-4 Indicate the percentage of homeless service providers supplying sheltered point-in-time data:

Housing Type	Observation	Provider Shelter	Client Interview	HMIS
Emergency Shelters		100%		
Transitional Housing		100%		
Safe Havens		100%		

2G-5 Comparing the 2012 and 2013 sheltered point-in-time counts, indicate if there was an increase, decrease, or no change and then describe the reason(s) for the increase, decrease, or no change. (Limit 750 characters)

There was a decrease of 337 people in the sheltered point-in-time count between 2012 and 2013, from 2409 to 2072. The most significant reduction was in the number of persons in families, which decreased from 2062 to 1722 due to the state's focus in reducing family homelessness and particularly the state's funding for rapid rehousing for families. The youth population decreased by 8, which is related to the closing of an RHY transitional housing program. The population of adult individuals increased by 11. The CoC does not know the reason for this increase, but it is so small that it is not likely to be significant in indicating any trend.

2H. Continuum of Care (CoC) Sheltered Homeless Point-in-Time (PIT) Count: Methods

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

*** 2H-1 Indicate the method(s) used to count sheltered homeless persons during the 2013 point-in-time count:**

Survey providers:	<input checked="" type="checkbox"/>
HMIS:	<input checked="" type="checkbox"/>
Extrapolation:	<input type="checkbox"/>
Other:	<input checked="" type="checkbox"/>

2H-2 If other, provide a detailed description. (limit 750 characters)

Reconciliation: Comparison of survey and HMIS data for discrepancies, and identifying the reason for any discrepancy and resolving it.

2H-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population during the 2013 point-in-time count was accurate. (limit 750 characters)

1. Survey providers: All emergency shelter and transitional housing providers participated in the count. Prior to the count, reporting forms and instructions were given to providers. Providers returned the forms within the following two days and were called if forms were not received on the first day after the count.
2. HMIS: The HMIS Lead ran HMIS point-in-time reports for the night of the count for each provider that participates in HMIS.
3. Other-Reconciliation: HMIS and survey responses were compared, and, if any discrepancies were identified, providers were asked to explain and reconcile.

2I. Continuum of Care (CoC) Sheltered Homeless Point-in-Time (PIT) Count: Data Collection

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

*** 2I-1 Indicate the methods used to gather and calculate subpopulation data for sheltered homeless persons:**

	HMIS:	<input checked="" type="checkbox"/>
	HMIS plus extrapolation:	<input checked="" type="checkbox"/>
Sample of PIT interviews plus extrapolation:		<input type="checkbox"/>
Sample strategy: (if Sample of PIT interviews plus extrapolation is selected)		
Provider expertise:		<input type="checkbox"/>
Interviews:		<input type="checkbox"/>
Non-HMIS client level information:		<input checked="" type="checkbox"/>
Other:		<input checked="" type="checkbox"/>

2I-2 If other, provide a detailed description. (limit 750 characters)

Reconciliation: Comparison of survey and HMIS data for discrepancies, and identifying the reason for any discrepancy and resolving it.

2I-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population count during the 2013 point-in-time count was accurate. (limit 750 characters)

1. Non-HMIS client-level information: All providers completed reporting forms on subpopulations; providers were instructed to use client files for this purpose.
2. HMIS: For all HMIS providers, the HMIS Lead completes HMIS point-in-time counts on subpopulations.
3. Other: Information on survey forms and HMIS are cross-checked, and providers are asked to resolve any discrepancies.
4. HMIS plus extrapolation: In January 2013, the state of MA was placing homeless families in motels, and did not collect subpopulation data on these families. For this population, HMIS data on families in shelter was used to extrapolate to estimate numbers of subpopulations within the homeless motel families, using the method described in HUD's Guide to Counting Sheltered Homeless People.

2J. Continuum of Care (CoC) Sheltered Homeless Point-in-Time Count: Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

*** 2J-1 Indicate the methods used to ensure the quality of the data collected during the sheltered point-in-time count:**

Training:	<input checked="" type="checkbox"/>
Follow-up	<input checked="" type="checkbox"/>
HMIS:	<input checked="" type="checkbox"/>
Non-HMIS de-duplication :	<input type="checkbox"/>
Other:	<input type="checkbox"/>

2J-2 If other, provide a detailed description. (limit 750 characters)

2J-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the sheltered homeless population count during the 2013 point-in-time count was accurate. (limit 750 characters)

1. Training: The CoC provided detailed instructions, phone explanations, and survey forms to all providers. CoC staff were available for technical assistance throughout the count.
2. Follow-up: The CoC sent email reminders to providers prior to the count and on the day of the count. The CoC required providers to submit completed survey forms the day after the count. Starting the next day, CoC staff started calling providers to remind them to submit forms and determine if they needed assistance in completing forms.
3. HMIS: The CoC cross-checked survey responses against HMIS for accuracy.

2K. Continuum of Care (CoC) Unsheltered Homeless Point-in-Time (PIT) Count

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2K-1 Indicate the date of the most recent unsheltered point-in-time count: 01/30/2013

2K-2 If the CoC conducted the unsheltered point-in-time count outside of the last 10 days of January 2013, was an exception granted by HUD? Not Applicable

2K-3 Enter the date the CoC submitted the unsheltered point-in-time count data in HDX: 04/23/2013

2K-4 Comparing the 2013 unsheltered point-in-time count to the last unsheltered point-in-time count, indicate if there was an increase, decrease, or no change and describe the specific reason(s) for the increase, decrease, or no change. (limit 750 characters)

There was an increase of 10 people in the unsheltered point-in-time count between 2012 and 2013, from 35 to 45. The increase may be due to the fact that a seasonal shelter which would ordinarily be open at the time of the point-in-time count was not open in winter 2012-2013. In addition, after several years of providers working aggressively to house the street population with a Housing First approach, the pace of placements has slowed over the last 1-2 years due to a limited number of new units becoming available for this population.

2L. Continuum of Care (CoC) Unsheltered Point-in-Time Count: Methods

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

*** 2L-1 Indicate the methods used to count unsheltered homeless persons during the 2013 point-in-time count:**

Public places count:	<input type="checkbox"/>
Public places count with interviews on the night of the count:	<input checked="" type="checkbox"/>
Public places count with interviews at a later date:	<input type="checkbox"/>
Service-based count:	<input checked="" type="checkbox"/>
HMIS:	<input type="checkbox"/>
Other:	<input type="checkbox"/>

2L-2 If other, provide a detailed description. (limit 750 characters)

2L-3 For each method selected, including other, describe how the method was used to ensure that the data collected on the unsheltered homeless population during the 2013 point-in-time count was accurate. (limit 750 characters)

1. Public places count with interviews on the night of the count: Outreach workers, homeless service providers and volunteers perform a count of the downtown urban areas (including a complete count in downtown Springfield) and in known locations throughout the CoC's urban and semi-urban areas. Interviews include identifying information.
2. Service-based count: For several days after the count, outreach workers interview people at service locations to determine where they stayed on the night of the count. This method is used throughout more rural and suburban areas of the CoC. Interviews include identifying information.

2M. Continuum of Care (CoC) Unsheltered Homeless Point-in-Time Count: Level of Coverage

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

2M-1 Indicate where the CoC located unsheltered homeless persons during the 2013 point-in-time count: A Combination of Locations

2M-2 If other, provide a detailed description. (limit 750 characters)

2N. Continuum of Care (CoC) Unsheltered Homeless Point-in-Time Count: Data Quality

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

*** 2N-1 Indicate the steps taken by the CoC to ensure the quality of the data collected for the 2013 unsheltered population count:**

Training:	X
"Blitz" count:	X
Unique identifier:	X
Survey question:	
Enumerator observation:	
Other:	X

2N-2 If other, provide a detailed description. (limit 750 characters)

Reconciliation: Identifying information for each person counted is compared against shelter/HMIS data to ensure that no person counted as unsheltered was also counted in shelter for the night of the count.

2N-3 For each method selected, including other, describe how the method was used to reduce the occurrence of counting unsheltered homeless persons more than once during the 2013 point-in-time count. In order to receive credit for any selection, it must be described here. (limit 750 characters)

1. Training: All people involved in the point-in-time street count must attend an in-person training event conducted by the point-in-time coordinators, who are experienced street outreach workers.
2. "Blitz" count: the urban area street count is conducted as a "blitz" count in which teams are assigned to different areas and count during the same time period.
3. Unique identifier: The individuals who conduct the count record identifying information for each person counted.
4. Comparison against shelter rosters: All persons identified in the street count are compared against shelter rosters to ensure that they were not also counted in shelter on the night of the count.