2009 Outstanding HMIS Achievement Awards

The U.S. Department of Housing and Urban Development is pleased to award these outstanding individuals, organizations and communities the following awards:

Lifetime HMIS Achievement

- *Ray Allen, Community Technology Alliance*

Ray Allen has worked tirelessly to implement and improve HMIS across the country since its inception, providing assistance and guidance to CoCs through the Community Technology Alliance (CTA) and the National HMIS TA Initiative. Through the CTA, Ray has focused on data integration in the San Francisco Bay Area through the Bay Area Counties Homeless Information Collaborative (BACHIC), which won the 2008 HMIS Technological Innovations Award.

Increasing HMIS Coverage

- *Mid-Florida Homeless Coalition, Inc.*

Mid Florida Homeless Coalition received its first SHP-HMIS grant in the 2005 grant cycle. Since then the Coalition has been working to improve HMIS bed coverage, going from around 50% bed coverage for transitional housing in 2007 to 100% bed coverage in 2008. Having also succeeded in quickly improving bed coverage for Safe Havens and Permanent Supportive Housing, the Coalition is moving on to Emergency Shelter beds, which should reach 50% bed coverage soon.

Increasing Data Quality

- *Lincoln Action Program*

Recognizing the importance of consistent oversight of HMIS, the Lincoln Action Program has invested in a full-time staff person devoted solely to HMIS data quality control, who now holds trainings with staff groupings and individuals; pulls regular reports to monitor data using HMIS and ART; and has worked diligently to ensure consistent entry per HUD guidelines across the agency. Statistically, this has returned a drop in percent null data from 10.65% to 7.41% across the agency's major programs utilizing HMIS. Finally, as the local Continuum of Care gathered to plan for HPRP funding, our crisis assistance data has been used as a reference point for the community's application for stimulus funding.

- *Crossroads Rhode Island*

This past year, Crossroads completely redesigned the intake and data entry process for client records after recognizing that many client records were incomplete. The result has been a very significant increase in data completeness – in January 2008, data completeness for active clients across HUD Required Data Elements

was 79.9%. By May 2009 this figure was 93.8%, due largely to changes in the client intake procedure and targeted training for HMIS users.

Using HMIS Data to Directly Improve Service Delivery or Planning

- *The Salvation Army Energy Assistance Project*

The Salvation Army Energy Assistance Project, a collaborative project collaborative project of The Salvation Army's Divisional Headquarters in Western, Eastern, and Northern Michigan and Michigan's Statewide HMIS uses homeless prevention dollars for emergency utility assistance from Michigan's Public Services Commission and multiple private energy corporations statewide. Requests for assistance through this project were originally being handled through a combination of fax machines and the mail to communicate the initial request, approval and supporting documentation. The approval process took weeks from request to check issuance and reports to funding sources required a month to compile. In order to improve service delivery time, the quality and timeliness of reports, and staff burden, Salvation Army worked with Michigan's Statewide HMIS to use the HMIS to provide District headquarters with daily request reports, collection documentation and improve service delivery time from weeks to days.

Effective Project Management

- *Carolina Housing Information Network and North Carolina Housing Coalition*

CHIN has used modern surveying technologies to become one of the first statewide HMIS implementations to survey all end users about their experience. This information has proven invaluable in identifying that HMIS users that enter data live and on a daily basis find HMIS easier to use and are more effective at collecting accurate, complete information. In addition, CHIN created the HMIS Health Indicator, a new tool developed in collaboration with the state ESG Administrator to aid ESG administrators in understanding and implementing effective HMIS in their programs. A combination of quantitative measurements, concrete technical assistance interventions, and transparent accountability, the HMIS Health Indicator is proving an incredibly useful tool in North Carolina.

Technological Innovations

- *Tarrant County ACCESS-HMIS, Tarrant County Homeless Coalition/CoC,*

Collaboration between TC ACCESS-the HMIS, Tarrant County Public Health, and the Tarrant County Homeless Coalition (lead agency for the CoC), led to process mapping, integration of two types of scan cards to one "smart card", and a more accurate, better integrated method of tracking Tuberculosis outbreaks, especially among the homeless population of Tarrant County. Each month the mobile testing done at the shelters (including X-rays) is provided to ACCESS' HMIS and loaded into the HMIS. Data accuracy is ensured by scanning the card of the person at the testing site. That provides a flawless link to their HMIS service record. Temporary (yellow) cards are issued with expiration dates to encourage those tested to have their skin tests "read" within the test's time requirements. This collaboration is on several levels: its innovative use of computer technology to assist in improving the delivery of public health services; the planning and integration across organizational boundaries to forge this partnership; the operational efficiencies for shelter operators and homeless individuals (one, easily readable, "smart card"), and the expected improvements to public health for this vulnerable population.

Training Services or Delivery

- *Maine Housing and Maine HMIS*

The Maine HMIS system is an integrated system involving all three Maine COCs in a single HMIS instance and serving the entire 35 thousand square miles of Maine. One of the challenges is providing timely and accessible training to HMIS users through-out the state. Over the past year and a half we have been able to move over half of our new HMIS user training from direct in person training to using interactive/remote training using remote control technology, all with standard PC hardware and software using off-the-shelf web cams and microphones. This has improved the responsiveness of our training by reducing the time from request to training. This approach allows the same staff member to literally do training in northern Maine and southern Maine on the same day, as well as reducing the travel time and travel cost involved in HMIS training. For many of the recent events we have included web cam capture of the presenter so that the remote attendees could see the presenter as well as presentation graphics. In short thinking about providing a remote attendance option is now standard operating procedure for meetings and trainings we schedule.

Field Office Awards

- *North Carolina Field Office*
- *Ft. Worth, TX, Field Office*
- *Boston, MA, Field Office*

2009 AHAR Awards

Continued Participation Award
The following communities have provided four categories of usable data for the 2007 and 2008 AHARs:

- AZ-502   Maricopa CoC
- CA-500   Santa Clara County CoC
- CA-501   City and County of San Francisco CoC
- CA-506   Monterrey County CoC
- CT-503   Bridgeport CoC
- CT-510   Bristol CoC
- DC-500   District of Columbia CoC
- IA-501   Iowa CoC
- IA-502   Des Moines/Polk County CoC
- ID-501   Idaho Statewide CoC
- MA-509   Cambridge CoC
- MA-519   Greater Attleboro/Taunton CoC
- MD-501   Baltimore City CoC
- MD-601   Montgomery County CoC
- MI-508   Lansing/Ingham County CoC
- MI-509   Washtenaw County CoC
- MN-500   Minneapolis/Hennepin County CoC
- MN-508   West Central Minnesota CoC
- MN-512   Washington County CoC
- MO-500   St. Louis County CoC
- NJ-501   Bergen County CoC
- NJ-510   Ocean County CoC
- NY-501   Chemung County CoC
- NY-505   Syracuse County CoC
- OH-500   Cincinnati-Hamilton County CoC
- OR-501   Portland-Grasham-Multnomah County CoC
- TN-501   Memphis-Shelby CoC
- TX-603   El Paso CoC
- VA-507   Portsmouth CoC
- WI-500   Forest County/State of Wisconsin CoC
- WV-500   Wheeling-Weirton County CoC*

AHAR Rookie of the Year Award

The following communities contributed data for the first time in 2008 and contributed usable data in all reporting categories:

- AR-506   Arkansas Balance of State CoC
- AR-505   Southeast Arkansas CoC
- FL-602   Punta Gorda/Charlotte County CoC
- FL-503   Polk County, Lakeland/Winterhaven CoC
- HI-500   Hawaii State CoC
- IL-512   Central Illinois CoC
- IL-504   Madison County CoC
- IL-513   Springfield/Sangamon County CoC
- LA-506   Slidell/Livingston/Saint Helena CoC
- MA-515   City of Fall River CoC
- MD-600   Prince George`s County CoC
- ME-500   Maine Balance of State CoC
- MI-510   Saginaw County CoC
- MI-500   Michigan Balance of State CoC
- MN-504   Northeast Minnesota CoC
- MN-509   Duluth/St. Louis County CoC
- MN-510   Scott/Carver County CoC
- MN-506   Northwest Minnesota CoC
- MN-502   Southeast Minnesota CoC
- NJ-507   Middlesex County CoC
- NJ-515   Union County CoC
- NJ-512   Salem County CoC
- NY-509   Troy/ Rensselear County CoC
- NY-509   Allegany County CoC
- OR-507   Clackamas County CoC
- PA-508   Scranton/Lackawana CoC
- TX-503   Austin/Travis County CoC
- TX-611   Amarillo CoC
- WI-502   Racine City/County CoC
- WI-503   Madison/Dane County CoC
- WI-500   Wisconsin CoC

Largest Improvement Award

The following communities were unsuccessful in their first attempt to provide usable data for the AHAR, but were able to provide usable data in all reporting categories for the 2008 AHAR:

- AR-500   Little Rock CoC
- CA-504   Sonoma County CoC
- CA-501   City and County of San Francisco CoC
- CO-503   Metro Denver Homeless Initiative CoC
- CT-503   Greater Bridgeport CoC
- HI-501   Honolulu CoC
- ID-501   Statewide CoC
- IL-517   Kane County CoC
- MA-519   Greater Attleboro/Taunton CoC
- MI-508   Lansing/Ingham County CoC
- MI-508   Lansing/East Lansing/Ingham County CoC
- MI-503   Macomb County CoC
- MI-509   Washtenaw County CoC
- MN-512   Washington County CoC
- MS-501   Mississippi Balance of State CoC
- NC-505   Charlotte-Mecklenberg CoC
- OR-501   Portland-Grasham-Multnomah County CoC
- PA-507   Central Harrisburg Region of Pennsylvania CoC
- TN-501   Memphis-Shelby CoC
- TX-603   El Paso CoC

Data Quality Award

The following communities provided data with missing data rates below 5% for any given data element in all categories:

- FL-602   Punta Gorda/Charlotte County CoC
- IL-504   Madison County CoC
- MI-508   Lansing/E Lansing/Ingham County CoC
- NJ-510   Brick Township (NJ) /Ocean County CoC
- TX-6113   Amarillo CoC

AHAR Herculean Effort Award

Rich Boozell (FL-501 Tampa) Rich worked tirelessly to get his data cleaned up, and his CoC was able to submit in three categories for the 2008 AHAR, their first year participating. After their initial provider participation and data quality assessment, Rich didn't think they'd be able to pull it off, particularly for the ES-IND category. However, he devoted huge effort and attention, poring over AHAR training materials, running data, going over reports with his data collector, and going back to clean up errors. Most importantly, he had to work with ES-IND providers to do lots of retroactive client exits and to clean up "orphaned" child records.

Chuck Steinberg (MSHDA)   Chuck did a fantastic job managing data submission and cleaning for 13 AHAR communities, many of whom were new contributors. He is very conscientious in reviewing

AHAR data, is sensitive to the needs and concerns of HMIS administrators old and new, and is responsive to the TA needs of participating communities (holding trainings, conveying concerns and questions to the HMIS/AHAR TA liaison, holding hands while setting up bed inventory, etc.). Chuck is on a mission to get the whole state of MI participating in the AHAR. He really believes in the importance of good data and likes the AHAR for the feedback it provides to communities.