

CoC System Capacity Committee
February 28, 2019
8:30-9:30 am
Center for Nonprofit Management
37 Peabody St # 201, Nashville, TN 37210

Present: Ryan Ellis, chair; Meg Morgan; Maj. Ethan Frizzell; John Krenson; Burkley Allen

Staff: Rachel O Cook

Meeting Notes:

Ground Rules:

- Begin and end on time
- Everybody's participation is important
- It is important that everybody has a voice – allow people to finish their thoughts
- Please stay on topic

Priorities for this Committee and Annual Goal Setting:

- Updated the Systems Capacity Committee Reason/Purpose statement to reflect the following:

To create and implement a plan that ensures that the Nashville Davidson County Homelessness Continuum of Care has a fully functional, comprehensive, relevant, and readily accessible management information system to effectively provide services and continue efforts to effectively end homelessness* in our community.

**effectively ending homelessness means that homelessness is prevented whenever possible and when not, the community has a system in place that makes homeless episodes rare, brief, and one-time.*

Report from the HMIS Lead:

- HMIS NOFA – We passed Phase 1 and are working with a TA assigned to us by HUD on project proposals and a budget to enhance our system. We're focusing on shelter bed additions, training of new staff, training of relevant committees, and other measures to improve data quality.

- In addition, HUD has agreed to provide Nashville with another Technical Assistant to work with us to ensure we have a system in place that meets HEARTH requirements. This we believe can serve us as well as leverage with our Phase 2 NOFA application.
- Judy hired an outside consultant to do a quick evaluation of our current HMIS. We will do a survey to learn how users and organizations feel and evaluate current functionality.

Discussion was had about the survey. This group primarily discussed the timeframe of this survey as well as the intended audience. This group is interested in who this survey will be distributed to, and asked what support this committee could offer in that regard. It was discussed that the Strategic Planning group might have a list, or the United Way. It was discussed that it would be helpful to have a “comprehensive” list of groups who are *not* currently utilizing ServicePoint (and why), and what methods are currently working for those groups, in order to understand whether our current system in ServicePoint is the best overall option. This group also discussed adding some more specific questions to the survey, including inquiries about the number of people the agency is currently serving, their number of days from intake to housing, and their level of data quality, in order to gauge how effectively organizations who are not currently utilizing ServicePoint are managing their data in other ways.

Discussion was had about putting more focus on the smaller groups in the community who aren’t currently utilizing ServicePoint, and the possibility of prioritizing bringing them on board to HMIS as opposed to just the larger agencies. This group would like to put together a list of smaller agencies that are not currently using ServicePoint.

This committee discussed the option of sending out a separate, second survey with a target audience of groups who are not currently using ServicePoint, in order to find out why and to find out what else is working for them.

Next Steps – Discussion was had about the survey. This group requested an opportunity to review the survey itself as well as the list of intended recipients.

- Next Meeting: March 28, 2019