



A Successful HPRP Collaboration

Background

- Need for a Statewide Implementation of HPRP
 - CT Department of Social Services: Main HUD Grantee
 - CT Coalition to End Homelessness: HMIS Admin
 - United Way 211: HPRP Screenings/Referrals
 - 5 ESG Municipalities: HUD Grantees

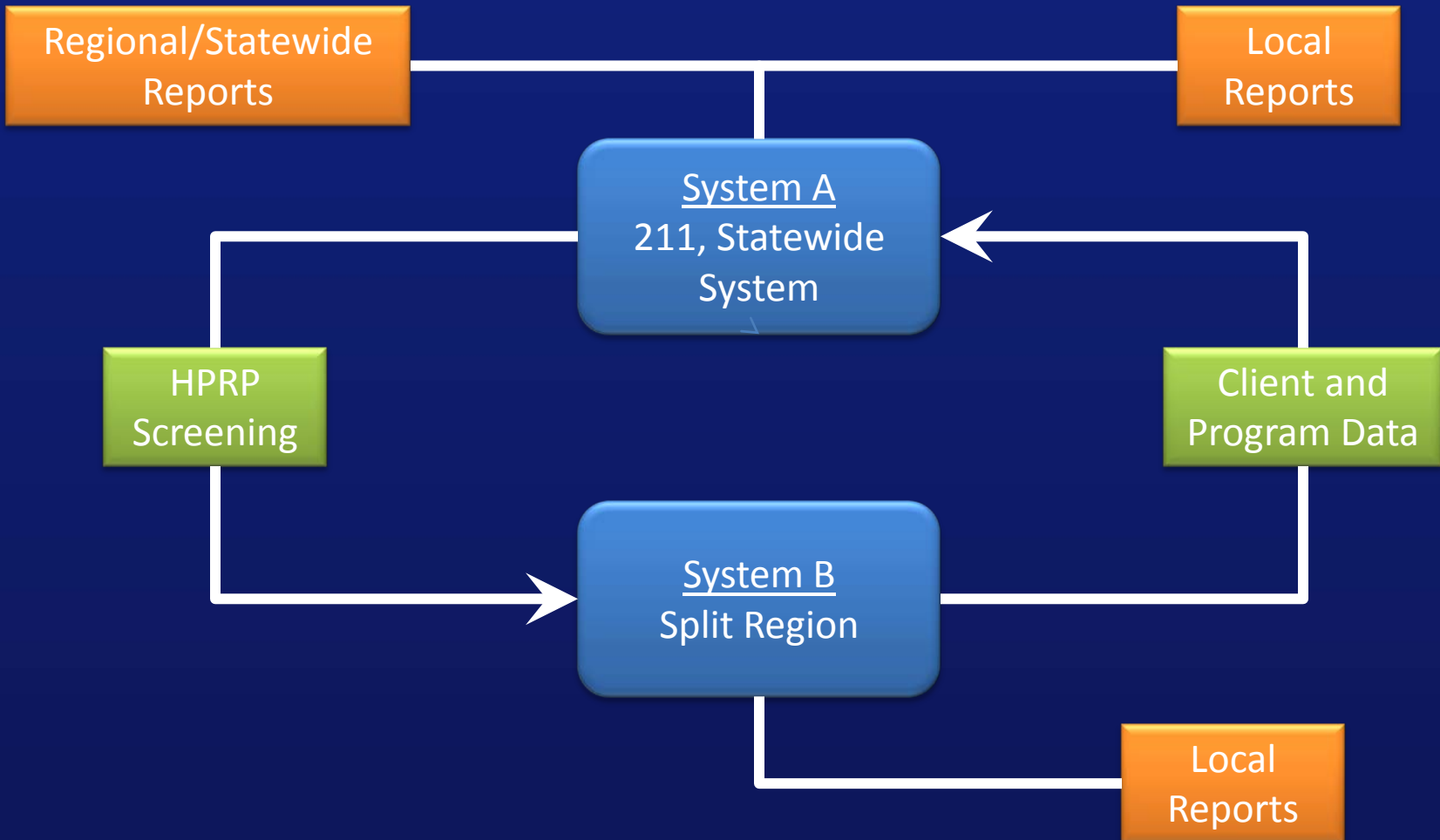
Goals

- Integration of Two Systems
- Conform to HPRP Regulations
- Aggregate State Reporting
- Aggregate Regional Reporting
 - One region was split between both systems
- Preventing Duplication of Services

Integration of Two Systems

- No Common Data Format (HUD CSV/XML)
- Web Based vs Installed Application
- Data Interchange Model vs Data Warehousing Model
 - Data exchange between two systems vs three systems
 - Warehousing model designed primarily for reporting
- Small Programming Budget / Limited Resources

CT HPRP Data Interchange Model





Conform to HPRP Regulations

- HIPPA Compliant
 - Keeping data within an HMIS systems made this simple
- Developed custom middleware tool for maximum flexibility
 - Basic tweaks and changes were easy to do



Aggregate State/Regional Reporting

Standard

- Quarterly Progress Report (QPR)
- Quarterly Finance Report
- Annual Progress Report (APR)

Ad Hoc

- # of Screens
- # of Applications
- # of Referrals from 211



Aggregate State/Regional Reporting

- HMIS Standard Unique Identification Number
- Each region shared data among providers
- 211 shared screening data among ALL providers
- Coordination through a Lead agency
 - Monthly provider meetings
- Financial reports

IT Challenges

- Maintenance of the import mechanism
 - Vendor Changes, etc
- Updates to HUD's data standards as program was progressing
- Understanding the sometimes complex business rules for reporting
- Technical Reporting difficulties
- Shortcomings in HMIS Software
 - Workflow and Logic
 - Security / Reporting limitations

People Challenges

- Initial Program enrollment form too complex and long
- Large amount of staff to train quickly
- Frequent turnover of HPRP staff during program
- Frequent changes to policy and workflow
- Large amount of support calls (especially around report time)
- Too much variety in implementation from region to region

People Challenges

- Overwhelmed agencies began changing workflow to accommodate reality
- Having lead agencies play data quality “gate-keeper” was problematic
- Staff not used to such an intense data entry/reporting turn-around (10 days)
- Data entry proficiency varied greatly from agency to agency

Results

Total Screens: **12979***

Total Applications: **5529**

Total Admissions: **4877**

– Total Follows-ups: **8066**

* 211 screened clients before sending them to the housing section of 211 for full screening.

Results

64% (8312) of screens were done by 211

43% (5529) of the people screened went through the application process

38% (4877) of people who screened were admitted

57% (4606) of all followups were done by 211

Impact

- Screening Data Led to Better Targeting
 - Initial calls to 211 led to too many “eligible” people
- Communities for the first time, shared data freely from agency to agency. Fostering better communication and client results



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