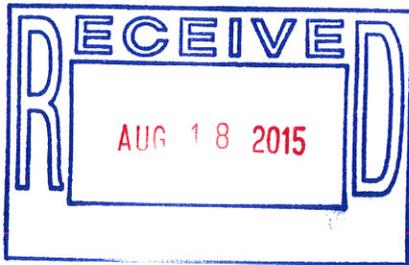


## City of St. Louis

# HMIS Lead Agency Proposal



August 18, 2015

Presented by:





Empowering Community Collaborations  
*powered by Rosie*

**August 18, 2015**

City of St. Louis  
Department of Human Services  
Homeless Services Division

Dear Data Committee Members,

Municipal Information Systems and Pathways Community Network Institute would like to thank the City of St. Louis and the Continuum of Care for the opportunity to respond to your Request for Proposals to for the services of a HMIS Lead Agency. We value our long standing relationship with your Continuum of Care and are committed to doing all we can to continue to provide you a high level of support and service. Please do not hesitate to contact me if you have any questions about the proposal we are submitting.

I look forward to speaking with you soon.

Sincerely,

Deborah Little  
Executive Director

## I. Narrative:

As the HMIS Lead Agency for the St. Louis City Continuum of Care, MISI will provide quality services, in-depth and timely support and training, and coordination of data sharing and analysis as outlined below.

### *HMIS Lead Staffing and Expertise*

The City of St. Louis HMIS Project Staff will consist of three persons; a Project Manager, a Data Analyst/Report Developer and a Technical Assistance Specialist. This team of HMIS professionals will be responsible for providing leadership, support and training to the City of St. Louis HMIS implementation. Team members will be:

#### 1) **Project Manager – Jeremy Knorr**

Jeremy Knorr has a strong background in social services and agency-level systems implementations. He initially became involved with HMIS in 2007. While working for a service provider, Jeremy was assigned the role of HMIS Administrator and was responsible for the implementation of HMIS throughout the agency. Jeremy is now the Technical Assistance Team Lead for Pathways/MISI. He has used his staff training experience to help develop a new online training site ([www.pathwaystraining.org](http://www.pathwaystraining.org)) and to create tutorials that provide ongoing education to system users and partners.

#### 2) **Technical Assistance Specialist – Kurt Pelechek**

Kurt Pelechek, An experienced HMIS professional, Kurt has experience with multiple HMIS systems which gives him the ability to offer valuable insight about how to improve data collection and data quality. He is intimately familiar with the data collection and reporting requirements defined by the federal partners (HUD, VA and HHS) related to HMIS. Kurt is the former Data Quality Coordinator of St. Patrick Center where he worked with management to identify data quality issues and helped define appropriate resolution plans, trained both managers and staff in usage of HMIS system and responded to and resolved HMIS support requests from staff. Now, a Technical Assistance Specialist for Pathways/MISI, Kurt works to provide training and support to all agencies participating in HMIS within the City of St. Louis. He has been instrumental in enrolling new agencies in the HMIS, conducting on-site visits to monitor compliance and provide technical assistance; Kurt works with agencies to resolve reporting issues, define gaps in data collection and ensure agency participation. A social worker by training, Kurt is heavily involved in the VI/SPDAT pilot trainings, extremely knowledgeable about the issue of homelessness from both the client and agency perspective and can provide valuable insight to the importance of data collection for the purpose of advocacy and policy creation.

#### 3) **Data Analyst/Report Developer – To Be Filled Upon Contract Award**

The data analyst role is to help the community and agencies collect, report, and analyze accurate data, while complying with federal, state and local regulations. For the City of St. Louis HMIS implementation a data analyst will assist with the following:

- Analyze project data, produce reports, and provide insight into HMIS data analysis opportunities
- Interpret and communicate findings to HMIS project team and stakeholders
- Assist in the cleaning of project data to improve data quality
- Interpret aggregate data within the larger community and policy contexts
- Compare findings to similar studies in other communities or correlate results to changes in policy
- Work with external research partners to help complete larger scale analyses
- Develop custom reports for agency monitoring and specific data analysis request

- Recommend data collection related improvements to the HMIS system

### *Identify Best HMIS System*

MISI is committed to working with the City of St. Louis to identify the HMIS system best suited to meet the CoC's data collection, quality and sharing needs. MISI is committed to providing the CoC with HMIS software that best meets local needs, and is prepared to implement any software selected by the CoC. MISI will assist the CoC in the selection and implementation of new HMIS software if desired. MISI staff will work with the HMIS Committee and CoC to facilitate the process of choosing the HMIS Operating System best suited to fulfilling the data collection, quality, and sharing needs of the St. Louis City CoC. After the HMIS Committee makes their recommendations and the CoC decides upon a system, MISI staff will work closely with the chosen system provider (and/former system provider) to ensure proper implementation, training, and technical and quality specifications are met, and put into place in a timely fashion.

### *Ensure System Compliance*

As an HMIS administration services provider since 1993, MISI is experienced in reviewing, interpreting, and ensuring compliance with all HUD technical and data standards, as well as HUD's programmatic guidelines and other related policies. On behalf of the National Human Services Data Consortium (NHSDC), MISI led an effort to collect feedback from concerned service providers nationwide regarding newly proposed HMIS Data and Technical Standards. A summary report sent to HUD helped frame the context of the final 2010 Data and Technical Standards. In addition, MISI is an active participant in all HUD vendor calls and face to face meetings held to solicit input on suggested or proposed changes to federal HMIS standards.

### *Training and Technical Assistance - Ensuring Complete and Accurate Data*

Training and technical assistance will be provided to all agencies and users enrolled in the St. Louis City HMIS system using a variety of methods. The primary goals of training will be to:

- 1) Introduce New Users to HMIS
- 2) Increase the user's proficiency with HMIS.
- 3) Improve data quality entries.
- 4) Discuss the HMIS security and privacy policies.

Training Sessions will be offered on a published schedule in the following areas:

- 1) New User Group Trainings: Hands-on training conducted in a computer classroom where the new user can undergo initial HMIS software training. Some new user trainings will be conducted one-on-one depending on the role specificity. The HMIS trainer will decide who would benefit from this type of training.
- 2) Refresher Trainings: Additional training offered to existing users for the purpose of increasing a user's HMIS knowledge and proficiency. These trainings are designed according to user role, program type, and user needs. Refresher trainings will be conducted either one-on-one or in a small group.
- 3) Report Trainings: This training is designed for agency executives and administrative staff who will use the system data for performance measurements, grant writing, and funding reports.
- 4) Program Specific Training: Personalized training for program managers and their staff as requested and/or as recommended by the HMIS Committee.

Guiding documents and other informational materials will be available through MISI's website to provide ongoing access to training and standards as well as contact information for one-on-one training. On-site training visits to all enrolled agencies will provide additional opportunities to meet technical assistance needs. On-site

individual or group technical assistance and training visits to enrolled agencies will be provided on a case-by-case basis dependent on need.

#### *Help Desk Assistance for Agencies*

Technical Assistance staff will be available to provide support and/or training via phone and email Monday through Friday from 6:00 a.m. to 5:00 pm CST. MISI staff will ensure that all requests for assistance from enrolled agencies and funders will be responded to within 24 hours of initial contact, with follow-up as needed until the issue or request is fulfilled. Contact information will be available on the website, as well as being disseminated during all group trainings and email by staff.

#### *Coordinate Sheltered/Unsheltered Point in Time Count*

As HMIS Lead, MISI will create a project team of three persons to handle the point in time (PIT) project. Dr. Josie Parker, MISI's resident expert on homelessness research and homeless point in time counts, would oversee the effort for the City of St. Louis CoC. Dr. Parker earned a doctorate in Sociology at Georgie State University (GSU) and is an adjunct professor. She has extensive knowledge in homelessness, class inequality, urban studies, disabilities and social psychology. She is experienced in qualitative, quantitative and applied research methods, design and analysis and has been personally managing homeless point in time counts since 2007.

A comprehensive plan defining the components of the point in time count includes:

- Review Stakeholder (City of St. Louis) requirements for count
- Secure commitments from project partners, identify deployment sites\volunteers
- Review existing PIT documents, forms, training materials, make revisions and updates as required
- Revise, finalize and distribute flyers and press releases
- Schedule and deliver presentations to CoC and other popular community meetings
- Procure supplies and other materials necessary to conduct count
- Schedule training for shelter and transitional housing staff to review steps for creating sheltered PIT reports from HMIS
- Conduct unsheltered point in time count
- Clean data and enter in the database in preparation for generating required reports
- Run PIT reports/Review with CoC in preparation for submission to HUD

#### *Work with Providers Serving Domestic Violence Victims*

MISI staff will work with agencies serving domestic violence victims to establish guidelines, train, and facilitate the entry of required client data into the Apricot database (or other comparable software). This is to ensure an HMIS comparable database is in place for agencies needing such a resource.

#### *Coordinated Assessment technical assistance*

MISI is working with several communities who are in the process of implementing Coordinated Assessment within their CoC. MISI will assist the St. Louis City CoC in identification of an appropriate assessment tool and defining the assessment protocols that will be used to evaluate the vulnerability and need of clients seeking services. MISI's experience with coordinated assessment comes from nearly 20 years of work with the Catholic Charities Homeless Hotline in St. Louis, which has been recognized as a best practice by HUD.

### *Budget Narrative*

The costs for MISI's HMIS Lead Agency proposal are broken down into three categories that are tied to the personnel proposed to staff the project. Staff costs amount to \$120,000. This includes 1 full time Technical Assistance Specialist, 1 Full Time Data Analyst and Project Manager who dedicated 50% of his time to the project.

### **II. Client Population:**

As the Lead Agency for the St. Louis City CoC HMIS, MISI will provide technical assistance, training, coordination, data quality assurance, and other services as outlined above to all enrolled agencies within the St. Louis Continuum of Care area, while providing outreach and working with un-enrolled agencies.

### **III. Organizational Capacity and Experience:**

Municipal Information Systems, Inc. (MISI) is a 501(c)4 non-profit organization which provide systems design, application development, and project management services. Our mission is "to strengthen responses to poverty and homelessness through increased collaboration and effective use of data and technology."

MISI's three primary areas of focus are:

- Information Systems - Homeless Management Information Systems and Community Information Sharing Systems (CISS)
- Technical Assistance and Training - to support our community partners as they implement HMIS and CISS
- Research and Data Analysis - to help our partners turn the data they collect into power information that can change lives.

MISI's activities are led by the Executive Director, Deb Little, with oversight from the organization's five member Board of Directors. One member of the Board is a formerly homeless individual. The board sets and assures adherence to all fiscal and organizational policies in keeping with MISI's purpose. MISI receives federal, state, and local funds from the communities it serves to contribute to the operation of HMIS. In addition, MISI is itself a sub-recipient of federal funds.

MISI works closely with Pathways Community Network Institute (PCNI), a 501(c)3 nonprofit agency based in Atlanta, Georgia with over 20 years of experience in community information systems, training, and research related to poverty and homelessness. MISI collaborates with PCNI in the development of the COMPASS ROSE HMIS and provides coordinated support to communities via its highly skilled Technical Assistance Team.

MISI and Pathways currently partner with communities in eight states. Together these community partners have used COMPASS ROSE to coordinate care for more than 1.6 million people, at a rate of 35,000 new service transactions each week.

### *Organizational Leadership*

MISI's Management Team has a combined total of more than 70 years in nonprofit organization leadership. In addition, each team member had significant experience with HUD regulations, supportive housing programs and community information sharing. The team consists of:

- **Deb Little**, Executive Director, Municipal Information Systems. Little has over 23 years of experience in information systems management. She is an accomplished provider of HMIS systems administration services; including system design, implementation, user training and User support. She has spent two years as part of HUD's national HMIS technical assistance team, providing guidance to continuums on a variety of issues including: HMIS management, supportive housing reporting, program performance measurement, and data quality strategies. She is the current Chairperson of the Saint Louis County HMIS committee, and a member of the Board of Directors of the National Human Services Data Consortium (NHSDC) - a national organization focused on developing effective leadership for the best use of HMIS and other technologies to manage human services.

- **William Matson**, Executive Director and co-founder of Pathways Community Networks Institute. Matson has 20 years of experience in nonprofit administration and project management, and 18 years of media experience including stints at Cox Broadcasting, Gannett Newspapers, United Press International and Jacor Broadcasting (now Clear Channel Communications). He is a former Chairman of the Board of the National Human Services Data Consortium (NHSDC)

- **Tommy Phillips**, Director, Community Partnerships. Phillips has over thirty years of information technology in sales, marketing, personnel management, administration and systems integration including 25 years at IBM. He also has over 25 years of community service experience, including experience as chairman of the board of Atlanta Enterprise Center, a nonprofit organization that provides employment assistance to homeless people.

- **Steve Conners**, Director, Systems. Conners has over 15 years of experience developing, configuring, and deploying information systems. He provides technical vision, including the strategies, policies, systems, and processes to support development of a world-class HMIS. He oversees the development and operation of COMPASS ROSE and its supporting applications. He is active in service of his community, currently sitting on the United Way of Olmsted County's Technology Solutions Team, having run Ability Built Computers (a computer refurbishing non-profit), and having contributed to numerous non-profit technology committees.

#### **IV. Service Plan:**

MISI will serve as the HMIS Lead Agency providing all services outlined in this proposal, in accordance with the defined requirements of the St. Louis City CoC and all requests of the HMIS Committee.

#### **V. Tracking and Reporting:**

As the Lead Agency for the St. Louis City Continuum of Care, MISI will consistently monitor data quality while facilitating the sharing of information via, but not limited to, the following processes:

##### *Participate and Coordinate with the HMIS Committee*

MISI staff will participate and report to the Committee to provide information and updates, receive feedback, and collaborate in planning. A minimum of one MISI staff member will attend each HMIS Committee meeting.

##### *Bi-monthly reporting on status of HMIS*

MISI staff will provide bi-monthly reports to the CoC on the status of HMIS including information on key performance measures defined by HEARTH. This includes data quality assessments, utilization rates and length of stay averages. Ongoing updates on HMIS activities and other relevant data will also be presented. MISI staff will work with the HMIS committee and CoC to determine any additional information that should be included in the bi-monthly reports.

· *Frequent monitoring of Data Entry, Data Analysis, and Data Quality*

St. Louis City Continuum performance with data entry, analysis, and quality will be monitored on an ongoing basis by MISI staff using both tools available in the City's chosen HMIS platform and external monitoring tools as needed. Identified irregularities found in Continuum-wide or individual enrolled agency data will be analyzed by MISI staff. Once the source of the irregularity has been identified, the staff will provide technical assistance or perform other action steps necessary to correct the problem in a timely fashion.

Proper data entry and quality will also be monitored through on-site HMIS compliance visits. Each agency enrolled in the St. Louis City HMIS will be visited a minimum of once annually to ensure agency compliance with HUD's data and technical standards. The compliance visits will also provide a channel for ongoing dialogue focused on data quality and additional technical assistance as needed.

· *Tracking of Expenditure and Utilization of HMIS funding*

St. Louis City CoC HMIS funds will be spent as outlined in the detailed budget included in this proposal. MISI will provide financial reports as required to provide due diligence and fulfill all federal funding reporting guidelines, as well as those required by the CoC.

	A	B	C
1			
2	<b>HMIS Lead Agency Budget - Municipal Information Systems, Inc.</b>		
3			
4	<b>Eligible Costs</b>	<b>Quantity Description</b>	<b>Annual Amount</b>
5			
6	Equipment		N/A
7	Software		N/A
8	Services		N/A
9	Personnel HMIS Project Staff		
10	Project Manager - Jeremy Knorr	.5 FTE	\$23,000.00
11	Technical Assistance Specialist - Kurt Pelechek	1 FTE	\$38,000.00
12	Data Analyst - TBD	1 FTE	\$45,000.00
13	Training		\$2,000.00
14			
15	<b>TOTAL</b>		<b>\$108,000.00</b>
16			



## Key Personnel Experience Summaries

- **Deb Little**, Executive Director, Municipal Information Systems. Little has over 23 years of experience in information systems management. She is an accomplished provider of HMIS systems administration services; including system design, implementation, user training and User support. She has spent two years as part of HUD's national HMIS technical assistance team, providing guidance to continuums on a variety of issues including: HMIS management, supportive housing reporting, program performance measurement, and data quality strategies. She is the current Chairperson of the Saint Louis County HMIS committee, a member of the Missouri Housing Trust Fund ESG Advisory Committee and a member of the Board of Directors of the National Human Services Data Consortium (NHSDC) - a national organization focused on developing effective leadership for the best use of HMIS and other technologies to manage human services.
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## Job Description

**Position:** Data Analysis Manager

**Supervised by:** Director, Client Services

**Supervises:** N/A

**Basic Function:** Analyze Homeless Management Information System (HMIS) data for the City of St. Louis as part of the City's HMIS project, to inform stakeholders, guide policy and improve services delivery

*Declaration: The statements below reflect the items considered necessary to describe the principal functions of the job identified and shall not be construed as a detailed description of all work requirements that may be inherent in the job.*

### Principal responsibilities:

- Analyze project data, produce reports and provide insight into HMIS data analysis opportunities
- Interpret and communicate findings to HMIS project team and stakeholders
- Assist in the cleaning of project data to improve data quality
- Interpret aggregate data within the larger community and policy contexts
- Compare findings to similar studies in other communities or relate results to changes in policy
- Work with external research partners to help complete larger scale analyses
- Develop custom reports for agency monitoring and specific data analysis requests
- Recommend data collection related improvements to the HMIS system

### Responsibilities may also include:

- Statistical analysis, trend analysis and geographic analysis
- Analyze performance measures on program outcomes for CoCs and their homeless service providers
- Compile, migrate and integrate databases
- Train staff on use of customized reports
- Conduct presentations to stakeholders and policy makers
- Check quality of data submissions to HUD, including the Annual Homeless Assessment Report (AHAR), Housing Inventory Chart (HIC) and the Point in Time count (PiT)
- On request from CoC leadership, assist specific agencies with their reporting needs
- Participate in HMIS user groups and steering committees

### Preferred Knowledge:

- Experience with COMPASS ROSE a plus
- General understanding of HUD HMIS Data and Technical Standards and reporting requirements a plus
- Understanding of relational databases and structured query language (SQL)

To apply, send resume and cover letter to [hr@pcni.org](mailto:hr@pcni.org).

# Kurt Pelechek Resume

kpelechek@gmail.com | 314.409.9521 | St. Louis MO

## Experience

### HMIS Technical Assistance Specialist

Municipal Information Systems, Inc.

Sept 2014 - Present

- Provide on-site assessment of organizations prioritized by the local CoC or other implementation partner, assisting them in implementation planning, intake process and data entry process improvement, reporting and system administration.
- Meet with each CoC or local implementation partner at least once per month, recording progress notes and action steps for each meeting.
- Develop and periodically enhance procedures to assist agencies with documenting and streamlining their current processes, increasing HMIS utilization and ensuring data integrity
- Assist local CoCs by attending community meetings as requested and by compiling community wide best practices for HMIS users
- Achieve and maintain familiarity with current federal requirements for HMIS and other Community Information Sharing Systems, and with reporting requirements of the communities Pathways serves
- Attend conferences and other meetings as required

### Data Quality Coordinator

St. Patrick Center, St. Louis MO

2013-Present

- Profiled data to discover data quality issues.
- Worked with management to discover the reasons for existing data quality issues.
- Trained both managers and staff in their usage of the HMIS system.
- Responded to and resolved HMIS support requests from staff.
- Responded to information requests from other local organizations.

### Retention Specialist/Employment Specialist/Financial Stability Counselor

St. Patrick Center, St. Louis MO

2010-2014

- Performed timely follow ups on agency housing and employment placement by making use of information available in internal HMIS system.
- Acted as a "super user" of HMIS and was involved in rollout of new HMIS system. Activities included user training and participating in planning for roll out of system.
- Set up HMIS for SSVF grant received in 2010. Provided training to other case managers in how to use HMIS for SSVF.
- Received national recognition in data quality from VA SSVF Central Office.

### Computer Lab Attendant

University of Missouri, St. Louis MO

1 Year

- Provided technical support to students with little to no computer experience
- Answered telephone calls in a polite, professional manner
- Ensured the computer labs were kept tidy and in good working order

### Telephone Interviewer

Battelle, St. Louis MO

3 Years

- Collected sensitive information via telephone in a professional and empathetic manner
- Observed strict confidentiality standards without exception
- Successfully engaged a variety of different populations through learning about relevant cultural or locational differences

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## Skills

### Technical

- Strong knowledge of 2010 and 2014 HMIS data standards
- Microsoft Excel, Word, PowerPoint, and Outlook
- ECM HMIS Software, including end user, administrator, and reporting functionality
- Pattern recognition in data sets to better target training efforts

### Training/Interpersonal

- HMIS training for end users and report training for management
  - Technical support and troubleshooting
  - Effective communication of data concepts to persons with little prior experience or interest in the topic
  - Training curriculum development, including sequencing screenshots
- 

## Education

University of Missouri-St. Louis

MSW, Master of Social Work

2009-2013

University of Missouri-St. Louis

BLS, Bachelor of Liberal Studies

2007-2009