WELCOME!

TPCH CoC Program Grant Committee

Increasing Income Session

October 19, 2023

9-11am

AGENDA

Session Objectives

CoC Data Review – Increasing Income

Entering Data

What Works and Barriers

Share Out: Discussion and Vote

Next Steps

SESSION OBJECTIVES

Lisa Floran & Diego Coronado

Objectives

REVIEW THE 'INCREASING INCOME' (AT ANNUAL ASSESSMENT AND EXIT) PERFORMANCE MEASURE AND DATA COLLECTION PROCEDURES

IDENTIFY TOP BEST PRACTICES CURRENTLY BEING USED AND TOP BARRIERS TO HELPING PEOPLE INCREASE INCOME

IDENTIFY DEEP DIVE PRESENTATION TOPICS RELATED TO INCREASING INCOME FOR GENERAL COUNCIL SESSION

Menti Questions

How to access Menti on your phone:

Menti Questions

1. Which housing programs do you have experience with?

Menti Questions

2. What background and experience do you bring to today's conversation?

TPCH

Tucson-Pima Collaboration to End Homelessness is a common-interest collaboration of many community non-profit and faith-based organizations, government entities, businesses and individuals which:

Work together to end homelessness and address issues that contribute to homelessness

Act as the US Department of Housing & Urban Development (HUD) Homeless Continuum of Care (CoC) for the geographic area of Tucson/Pima County, Arizona.

TPCH is the only body that HUD recognizes to plan for, rate, rank and approve submission of grant applications for Continuum of Care Program and Youth Homelessness Demonstration Program funding in Pima County. Together, these programs account for appx. $14M in Federal funds annually.

TPCH Program Grant Committee

The Program Grant Committee provides expertise and guidance to the TPCH Board:

Monitoring CoC recipient and subrecipient performance; recommending performance improvement plans to the CoC Board.

Recommending priorities and community strategies related to the use of CoC Program funds to the CoC Board.

Developing and recommending performance improvement targets for CoC projects consistent with the CoC's adopted system performance improvement strategies.

Reviewing, updating, and overseeing the implementation of the CoC's approved reallocation policies.

Menti Questions

3. What are common ways that you see people in housing programs make money/income?

CoC Data Review

Elaine MacPherson and Taylor Miranda

What is Quarterly Monitoring?

Required by HUD per 2 CFR 578.7:

- (6) Consult with recipients and subrecipients to establish performance targets appropriate for population and program type, monitor recipient and subrecipient performance, evaluate outcomes, and take action against poor performers

Monitoring is:

BASED ON LOCAL NEED.

…but aspires to meet or exceed national benchmarks

Set by us as community

Measured quarterly via quantitative ad qualitative data

Used for reallocation

Quarterly Monitoring Routine
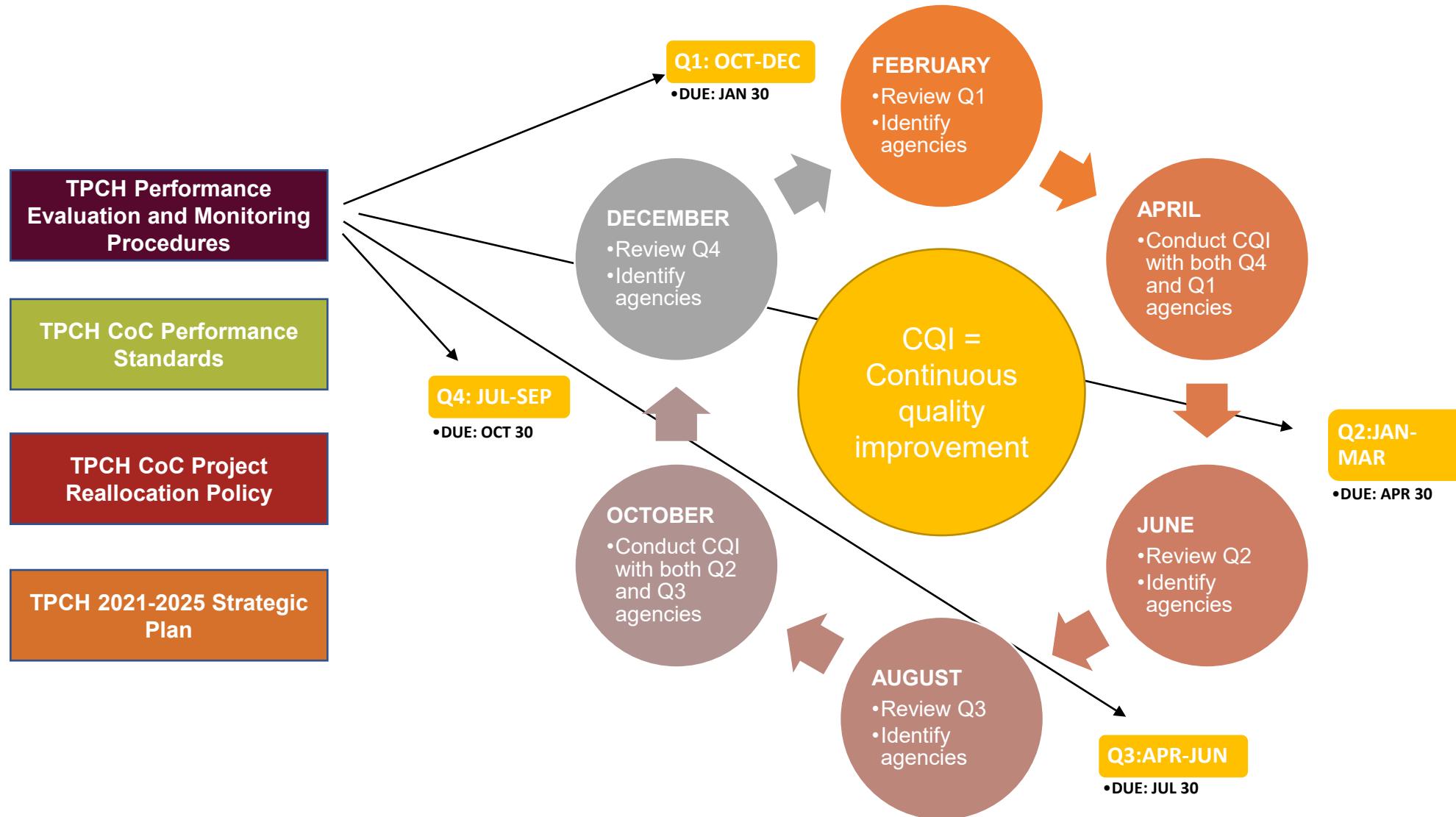
How is our community doing?

COMPONENT	STANDARD – INCREASING INCOME AT EXIT	STANDARD – INCREASING INCOME AT ANNUAL ASSESSMENT
TH / RRH	50%	40%
PSH	50%	40%
SH RESIDENTIAL	50%	40%
SH TOTAL PROJECT	20%	20%
NAVIGATION	No standard	No standard

How is our community doing?

Number of Times Standard Not Met

Increased Income at Exit - 118

Increased Income at Annual - 113

Bed Utilization - 113

Data Quality (Exceeding 3 Days) 96

Exits to Positive Housing Destinations - 91

90 Day Access Housing - 41

Filled through CE - 28
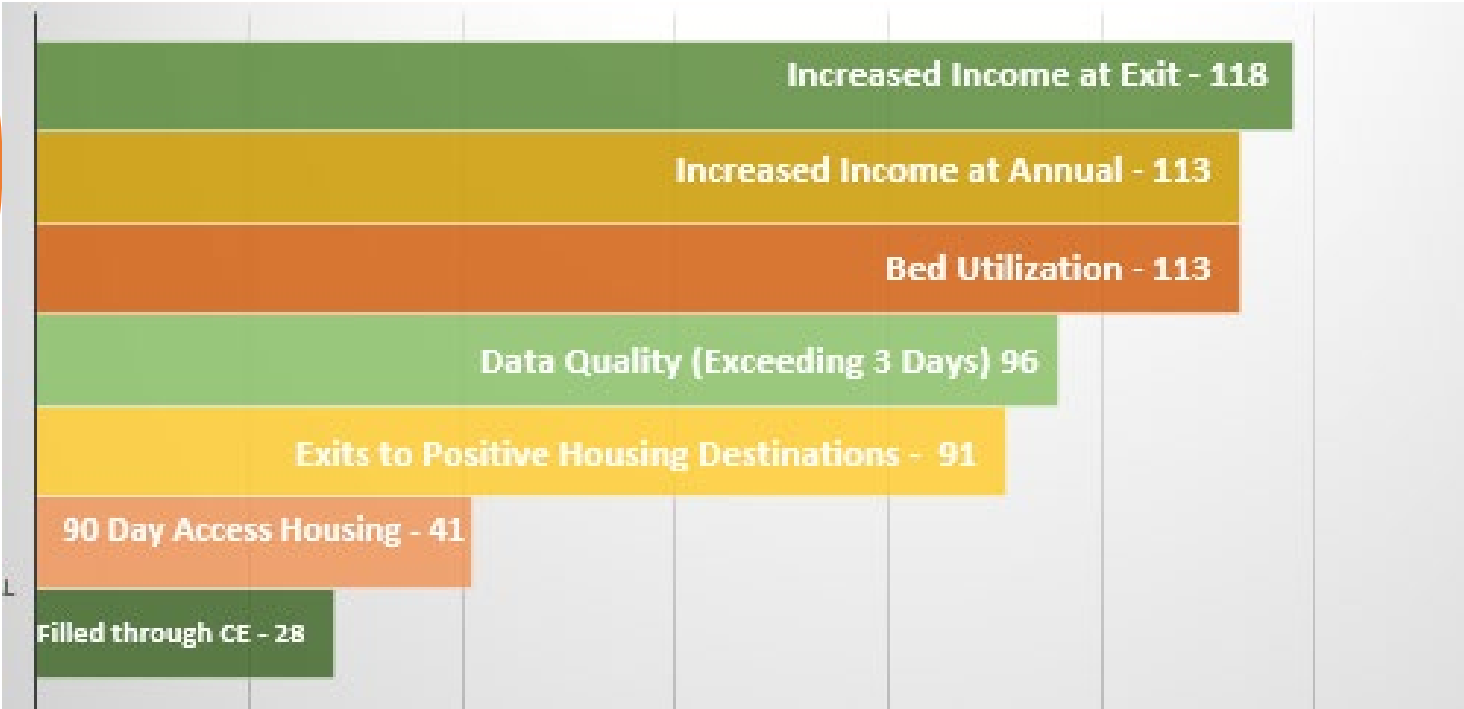
Data Entry

Susanna Rodriguez

Updating a Change in Participant's Income using HMIIS

Create and Interim Review anytime the participant reports a change in cash income.

An example of a change can be an increase or decrease in income. The Review Date is the date the participant reports the change. The Annual Assessment must be completed 30 days before or on the Head of Household's anniversary date.

- **Find your client... - Click on the entry/exit tab across the top of the screen.**

Release of Information: None

ient Information					Service Transac
Summary	Client Profile	Households	ROI	Entry / Exit	Cas

Added to the system 03/12/2010 03:44 PM
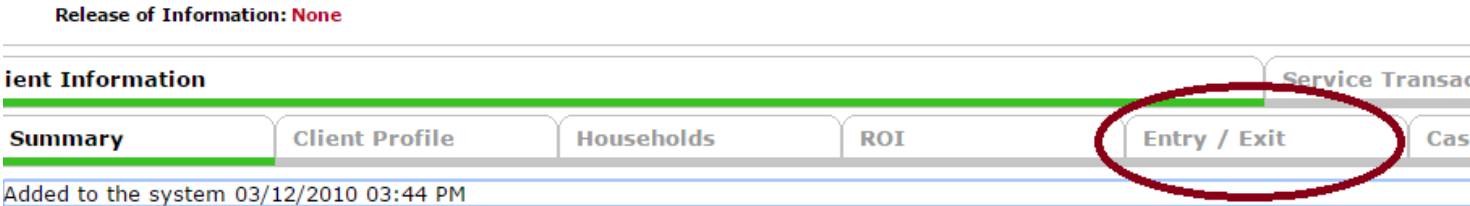
- **Click on the review icon in the 'Interims' column.**

Service Transactions

Client Profile	Households	ROI	Entry / Exit	Case Managers	Case Plans	Measurements	Assessmen

ⓘ Reminder: Household members must be established on Households tab before creating Entry / Exits

	Type	Entry Date	Exit Date	Interims	Follow Ups	Cl Co
Housing (15)	HUD	📝 06/05/2015	📝		📄	📄

Showing 1-1 of 1
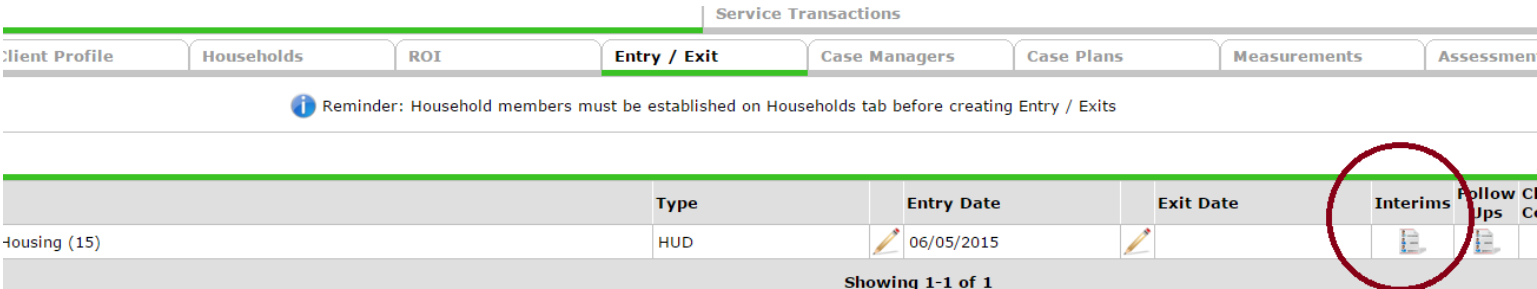
- **Click on 'Add Interim Review'**

ient Information		Service Transact
Summary		Case

Interim Reviews ☒

Interim Reviews Associated with this Entry / Exit

Review Date	Review Type	Client Count

Add Interim Review   No matches.

Entry / Exit	
Program	
🗑 Primavera - Brid	
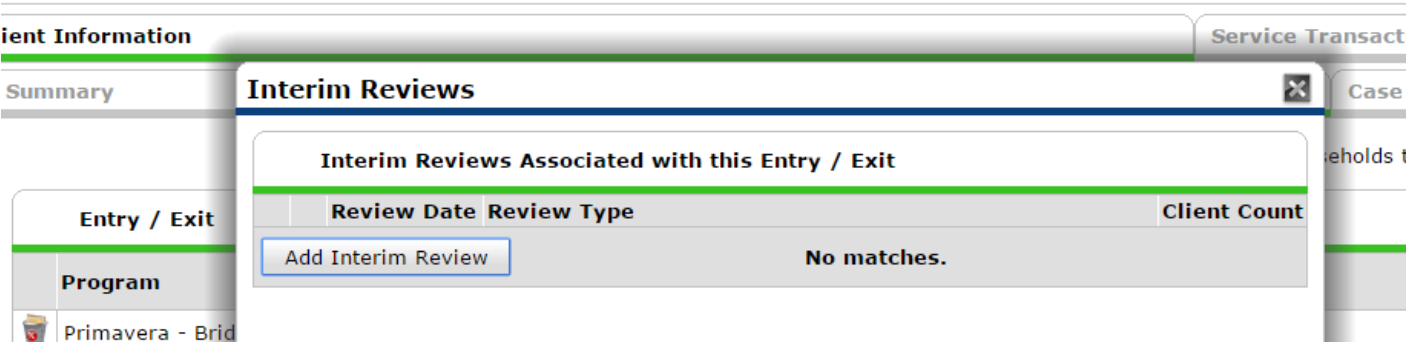
- **Click to include household members if applicable.**

- **Select the review type:**

  - **'Update' – Used for any updates during the client's program participation.**

  - **'Annual Assessment' – Required if the participant is in the program for one year or longer.**

- **Click 'Save and Continue'.**

Add Interim Review - (72036) Ophi, Test

Household Members

ℹ To include Household members associated with the Entry / Exit for this Interim Review, click the box beside each name.

☐ (156055) Female Single Parent

☑ (72036) Ophi, Test (Entry Date: 08/25/2014 2:19 PM)

☑ (531174) Krpf, Child (Entry Date: 08/25/2014 2:19 PM)

☑ (503805) Vthm, Test (Entry Date: 08/25/2014 2:19 PM)

Interim Review Data

Entry / Exit Provider	1 Flamingo PT:TH TA1:SF+HC (2691)
Entry / Exit Type	HUD
Interim Review Type*	-Select- ▾
Review Date*	08 / 27 / 2014 4 ▾ : 12 ▾ : 29 ▾ PM ▾

Save & Continue   Cancel

- **Update the change(s). The example below relates to an income change.**

IMPORTANT – When updating a 'Source of Income' – you must end the previous 'Source of Income'. For example, a person now has 'Earned income'.

- **Click on the HUD Verification.**

TPCH HP, PSH, RRH, SSO & TH Update (2021)	Interim Review Date: 10/17/2023 12:00:00 AM 🔒

Enrollment CoC *	AZ-501 ⌄ G
Housing Move-in Date (RRH & PSH Only)	05 / 01 / 2022 📅 ↺ 📅 G
Income from Any Source *	No (HUD) ⌄ G

🔍 **Monthly Income**   <mark>HUD Verification</mark> ✅

- **Click on the Source of Income pencil you want to update.**

HUD Verification: Monthly Income for 05/01/2022

ⓘ Per Source of Income, the current records for Monthly Income as of 05/01/2022 are displayed below. Any previous records for Monthly Income not overlapping as of this date are not displayed. In the event that multiple records exist per Source of Income as of 05/01/2022, records containing "Yes" values will be displayed and take precedence for reporting purposes.

Source of Income	Receiving Income Source?			
	Yes	No	Data Not Collected	Incomplete
✎ Alimony or Other Spousal Support (HUD)	○	◉	○	○
✎ Child Support (HUD)	○	◉	○	○
✎ Earned Income (HUD)	○	◉	○	○
✎ General Assistance (HUD)	○	◉	○	○
✎ Other (HUD)	○	◉	○	○
✎ Pension or retirement income from another job (HUD)	○	◉	○	○
✎ Private Disability Insurance (HUD)	○	◉	○	○
✎ Retirement Income From Social Security (HUD)	○	◉	○	○
✎ SSDI (HUD)	○	◉	○	○
✎ SSI (HUD)	○	◉	○	○
✎ TANF (HUD)	○	◉	○	○
✎ Unemployment Insurance (HUD)	○	◉	○	○
✎ VA Non-Service Connected Disability Pension (HUD)	○	◉	○	○
✎ VA Service Connected Disability Compensation (HUD)	○	◉	○	○
✎ Worker's Compensation (HUD)	○	◉	○	○

Save   Save & Exit   Exit

- **Income Source changed –**

 Do not change the 'Receiving Income Source' response because this will change the history of the person's previous income source.

Only enter an 'End Date' which is the date the income source ended. Click 'Save'.

This will make the bullet for this Income Source as 'Incomplete'.

- **This will make the bullet for this Income Source as 'Incomplete'.**

HUD Verification: Monthly Income for 10/17/2023

ℹ️ Per Source of Income, the current records for Monthly Income as of 10/17/2023 are displayed below. Any previous records for Monthly Income not overlapping as of this date are not displayed. In the event that multiple records exist per Source of Income as of 10/17/2023, records containing "Yes" values will be displayed and take precedence for reporting purposes.

Select the Receiving Income Source? value for all incomplete Source of Income records

- ○ No
- ○ Data Not Collected
- ◉ Incomplete

Source of Income	Receiving Income Source?			
	Yes	No	Data Not Collected	Incomplete
Alimony or Other Spousal Support (HUD)	○	◉	○	○
Child Support (HUD)	○	◉	○	○
Earned Income (HUD)	○	○	○	◉
General Assistance (HUD)	○	◉	○	○
Other (HUD)	○	◉	○	○
Pension or retirement income from another job (HUD)	○	◉	○	○
Private Disability Insurance (HUD)	○	◉	○	○
Retirement Income From Social Security (HUD)	○	◉	○	○
SSDI (HUD)	○	◉	○	○
SSI (HUD)	○	◉	○	○
TANF (HUD)	○	◉	○	○
Unemployment Insurance (HUD)	○	◉	○	○
VA Non-Service Connected Disability Pension (HUD)	○	◉	○	○
VA Service Connected Disability Compensation (HUD)	○	◉	○	○

- **Click on Yes for the Source of Income and enter the Monthly Amount' and click Save.**

Income change has been made in HMIS and will be reflected in the reports.

What Works / Barriers

Diego Coronado and Steph Santiago

What Works

Will need a pen and something to write on.

Pairs

Please find a person in the room with the same number or letter on their card.

What Works

Each person will have 5 minutes to answer the following question.

What Works

1. What has worked well for helping your program participants increase their income?

2. If you could share one tip with a new program staff member about helping clients increase income, what would it be?

Group Up

Now, with your partner, look for the other pair in the room who also has the same number or letter on their card as you do.

What Works

In the next 15 minutes, quickly review the best strategies for 'what works' from your previous discussion.

As a group, what do you think are the top 2 strategies overall for increasing income that your group would recommend?

Barriers

In the next 15 minutes, discuss the barriers with your group.

What does your group think are the two biggest barriers to increasing income?

Discussion, Vote and Next Steps

Jen Darland and Lisa Floran

Share Out

What were your group's top 2 barriers?

What were your group's top 2 recommendations?

General Council

Take a few minutes to vote via sticker about which topics you would like to explore further at the next General Council meeting.

tpch@tucsonaz.gov

Wrap Up

What will you do as a next step?