

SPECIAL POINTS OF INTEREST:

- Monthly Reporting
- BAS-Net Rules and Regulations
- ServicePoint 4.04 upgrade
- BAS-Net User Groups
- Dear BAS-net Betty
- BAS-Net Achievement Award

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What's New with BAS-Net



Training Schedule Change

Attention first-time users of BAS-Net or those interested in honing your skills, we are announcing the following training dates: **All trainings will be held at Cornerstone**

The training dates are as follows:

- October 9, 2007 9:30am-12:30pm
- October 18, 2007 9:30am-12:30pm
- Advanced Reporting Training: October 25, 2007 9:30am-12:30pm.

Please contact Laila or Kristin to reserve your space. **It is**

imperative that one registers prior to attending.

Consult the HAWNY website for the most up-to-date information. Keep in mind, these trainings are not only for new BAS-Net users, but serve as great refresher courses for those who need to brush up on their BAS-Net fluency.

New System Upgrade

On September 17, 2007 Bowman released ServicePoint 4.04. This updated version has several new features that will improve our data collection and analysis

capabilities. Some of these new changes include:

- Household information display is not at the top of the additional profile. Information can be shared across households
- New drop down menus. ClientPoint will allow you to view the last four client records opened.
- Updated HUD 40118 report allows reports to be run on both provider and child

For more information, the ServicePoint Upgrade notes can be found on the Bowman website. We can expect to see the upgraded form by early October.

BAS-Net Rules and Regulations

HMIS usage is crucial to our success as a Continuum of Care. In order to competitive in the HUD Continuum of Care application project, we must demonstrate reliance upon HMIS. To improve our data collection methods and quality of said data, the BAS-Net support staff has implemented some changes that will affect all BAS-Net users. Furthermore, maintenance of BAS-Net is an expensive endeavor, thus we want to ensure proper usage.

Some of the new changes to policy are as follows:

- All emergency shelters must enter client data within five (5) business days of client entry into the program.
- All transitional and permanent housing service providers must enter client information into BAS-net by the fifth (5th) business day of the month following the client's entry. For example, if a client were to enter the program on August 28th, the client's information should be entered by the fifth business day in September.
- Use of ShelterPoint is now mandatory. All clients must be checked into a bed upon program entry.
- Demographic information must be entered ACCURATELY
- Blanks/unknown entries may not exceed 20%
- BAS-Net must be utilized on a regular basis. Users who are inactive for long period of times may lose privileges and may also subject agencies to loss of privileges and/or charged maintenance fees.

For more information regarding these recent changes, please contact Laila or Kristin.

Tip of the Month:

Data quality is of great import to the BAS-Net support staff. One way you and your agency can improve data quality is to make sure that new client intake information is entered in a timely manner. For shelters, we recommend that information be entered into BAS-Net within 48 hours of a client's arrival. For transitional and permanent housing, all client information should be entered by the fifth business day of each month.

Have any unique tips that you would like to share? Email your suggestions to Laila or Kristin so they can be shared with the rest of the BAS-Net community!

Annual Survey

On September 10, 2007 HAWNY mailed out its Annual Survey to all homeless service providers in the area. The goal of this survey research is to obtain information about the homeless population in Erie county and how we can best serve that population. As you have probably noticed, the survey underwent some notable changes, particularly in format. With the help of several agency delegates,

the survey was revised to be more user friendly. In an attempt to ease workload constraints and to increase data quality, the survey has been modeled after the APR that agencies complete on a yearly basis. Recently completed APR's may be submitted in place Section Three on the survey. Outlasting the revisions, however, were the open-ended questions designed to obtain agency comments and reflections. The data collected from this survey serves many purposes.

The data is summarized and published for community access, it is used for completion of the Continuum of Care application and other grants, and also informs policy decision. We anticipate that this year's report will be released by late November. Please feel free to use this data for any grant writing in which your agency partakes. Thanks to all of those who served on our revision committee!

BAS-Net Achievement Award

And the Winner Is... Spectrum Human Services

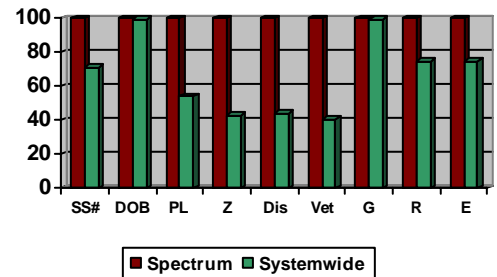
Spectrum is the BAS-Net all-star for Fall 2007. Spectrum has excelled at data entry, reaching 100% data entry for ALL of HUD's universal data elements. Compare these numbers with the system-wide numbers presented in the chart and table to the right. Spectrum has tremendously outperformed the system as a whole. A special thanks to **Alyssa Hebler** for your excellent maintenance of BAS-Net.

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BAS-Net Data Quality

Great news BAS-Net community! Our data quality numbers have shown a marked increase since the summer and we are well on our way to meeting our goal of 85% completion of each of the following HUD universal elements. Data quality is of the utmost importance to the BAS-Net support staff. As such, we will begin publishing a list of BAS-Net Stars to recognize those agencies who excel in data quality. We will highlight those organizations who meet and surpass minimum requirements as well as those agencies who show much improvement. Great job!

Universal Elements



BAS-Net Data Quality		
	Summer 2007	Fall 2007
Social Security Number	62%	71%
Date of Birth	87%	99%
Prior Living Situation	45%	54%
Zip Code	29%	43%
Disability	35%	44%
Veteran Status	33%	41%
Gender	87%	99%
Ethnicity	63%	75%
Race	63%	75%

Dear BAS-Net Betty... Your opportunity to find answers to all those pesky BAS-Net Questions



Monthly Surveys

Just a friendly reminder that point-in-time counts should be conducted every 20th day of each month. Be sure to send your counts promptly by fax or mail to Laila or Kristin to ensure that our information is current and accurate.

Mark your calendar!

Our 25 hour Street Survey 2008 will be conducted on January 24, 2008. Find out more about how you can help by contacting HAWNY.

Dear Betty,

I tried to exit a client yesterday and when I went to complete the exit information, it was already filled out. Will I lose that information if I type over it?

Disappearing, Buffalo

Dear Disappearing,

Looks can be deceiving! Go ahead and type in the new exit information as you are in no danger of over-writing the entry information. It will con-

tinue to show in the entry form.

Dear Betty,

I am embarrassed to say, but I have not been using my BAS-Net account frequently and as such, I have forgotten my password. I tried to enter it four times, and I have now been blocked from BAS-Net. What can I do to access my BAS-Net records?

Blocked, Buffalo

Dear Blocked,

No need to fret. Call or email Laila or Kristin and they can reset your password for you. When creating a new password, just be sure to choose one you'll remember.

If you have any questions regarding BAS-Net language, uses and/or functions, write to BAS-Net Betty. Send your question via email to bondi@wnyhomeless.org or cipollone@wnyhomeless.org and write BAS-Net Betty in the subject line.

which Laila said could in fact be done.

- The need for bedlists to be kept current as this will be the first section open to system-wide sharing
- How can we track refugee status?
- Accounting for clients of Middle Eastern dissent.
- The need for universal definitions of terms in the drop down menu.

User Groups

Back by popular demand...BAS-Net User Groups! As we mentioned in our last issue, we would like to reinstate user group meetings. The purpose of user group meetings is to facilitate roundtable discussions amongst BAS-Net users around issues encountered within the system and ways that we can improve it. These meetings will further provide opportunities for agency networking and sharing positive

uses of BAS-Net.

Our first User Group meeting was on September 20, 2007. At this meeting, we discussed the following:

- Policy changes regarding BAS-net usage
- Explanation regarding APR and why some clients may not be pulled into the report.
- Making customized assessment forms for agencies,

New Monthly Issue Reporting

Since August, you have been receiving monthly reports from the BAS-Net Support Staff which focus on data quality issues within BAS-Net. The first report focused on chronic homelessness, evaluating whether or not both disabling condition and

homeless four times in three years/continuously homeless for one year, were selected when the chronically homeless field was chosen. The second report focused on new client entries for the month of August, in an attempt to assess whether new client intake information is

entered in a timely manner. The goal of these reports is to increase data quality, which is the focus of Phase II of our BAS-Net contingency plan. This is in line with HUD expectations for our continuum.





Mailing Address

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Participating Sites

We are well on our way to accomplishing our goal of organizational compliance with HMIS. Currently, 86% of local emergency, transitional, and permanent housing providers are using the system. Below is a current listing our agencies participating in BAS-Net .

- AIDS Community Services of WNY
- American Red Cross
- Buffalo City Mission
- Buffalo Federation of Neighborhood Centers
- Catholic Charities HEARTH
- Cazenovia Recovery Systems
- Community Action Organization
- Community Services for the Developmentally Disabled
- Compass House
- Cornerstone Manor
- Crisis Services
- Gerard Place
- Hispanics United of Buffalo
- Homespace
- Horizon Health Services
- Housing Options Made Easy (HOME)
- Interfaith Hospitality Network of Greater Buffalo
- Lakeshore Behavioral Health
- Living Opportunities DePaul
- Paradise Opportunities House
- Paradise Opportunities Supportive Living Apartments
- Restoration Society
- Southern Tier Environments for Living
- Spectrum
- Teaching and Restoring Youth
- The Salvation Army
- Transitional Services Inc. (TSI)
- Veterans' Life OPS
- Vive, Inc.: An Organization for World Refugees
- YWCA