HMIS Advisory Committee

FL-507 Continuum of Care

April 16, 2019

Agenda

- **Introductions** (10 mins)

- **HMIS Policy & Procedures** (20 mins)

- **Official HUD Reports** (15 mins)

- **System Performance Measures** (10 mins)

- **HMIS Training & Support** (5 mins)

- **Questions and New Topics/Issues**

Introductions

- **Your Name**

- **Your Agency**

- **What do you enjoy the most about your position?**

HMIS Policy & Procedures

- **Committee Structure & Development** (<5 mins)

- **Review of Proposed Updates** (10 mins)

  - HMIS Policies

  - Data Quality

  - Privacy and Security

HUD Requirements

Committee Structure & Development

- **Official Committee Positions**

  ○ Chair, Vice-Chair, Secretary, Other?

  ○ Voting vs non-voting member

  ○ Nomination process

- **Frequency of Meeting**

  ○ Monthly vs Quarterly

- **Comments/Questions**

Review of Proposed Updates

- **Goal: Present to CoC Board in April Meeting**

- **Documents:**

  - HMIS Policies
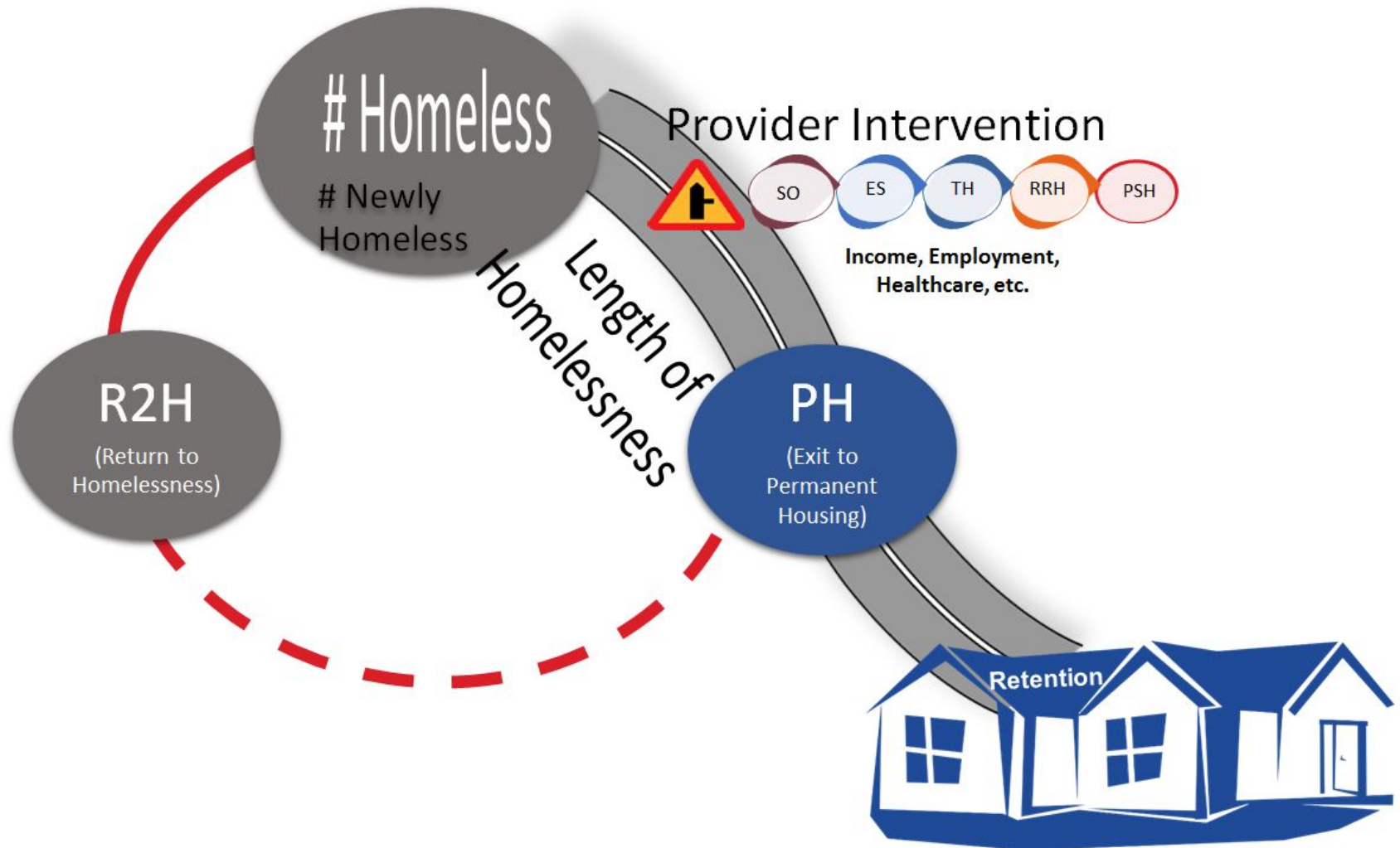 - Data Quality
  - Privacy and Security

Official HUD Reports

Current Active Reports:

- **Longitudinal System Analysis (LSA)**

- **Point-In-Time (PIT)**

- **Housing Inventory Count (HIC)**

- **System Performance Measures (SysPM)**

System Performance Measures

- **[System Performance Measures Video Series](#)**

  - System Performance Measures Overview

No one measure by itself tells the whole story!

System Performance Measures

HMIS Training & Support

- **Welcome to Racquel McGlashen**, HMIS Partner

   Success Specialist

- **Most pressing training needs**

   - Refresher Training

   - Agency Administration

   - Reports

      - Data Quality

      - Performance

   - Other topics

Support

HMIS Agency Administration

- **Roles of an AgyAdmin:**
  - Understand the basic project descriptors of all active agency projects using HMIS
  - Provide first-line support and guidance to your agency's HMIS users
  - Communicate regularly with HSN's HMIS teams when changes occur to projects/users
  - Know how to run and use needed reports for monitoring performance and data quality

HMIS Software Review

- ????

Questions or
New Topics and Issues

Next meeting date:

Tuesday, May 21, 2019
10:30 am to 12:00 pm

HSN HMIS Team

Agustin "Tino" Paz

HMIS Operations Manager

Angel Jones

HMIS Partner Success Manager

Chuck Vroman

HMIS System Success Specialist

Racquel McGlashen (new)

HMIS Partner Success Specialist

HMIS Advisory Committee Meeting

4065 L B McLeod Rd, Orlando, FL 32811

April 16, 2019| 10:30a – 12:00p

Meeting Attendees: Tino Paz, Angel Jones, Racquel McGlashen, Roxanne Beardmore, Duane Brittlebank, Katrese Hampton, Donna Horton-Robinson, Annie Johnson, Jennifer Ortiz, Janine Summers, Richard Wang, Whitney Wiggins, Susan Heiskeu

Meeting Summary

[HMIS Policies and Procedures]

- *Should we assign official positions to define committee structure and processes?*
  - o **Feedback:** nominate a chair to present the ideas, proposals, and changes to systems coming from the HMIS Advisory Committee to the Board
    - ▪ Chair does not have to be staffed with HSN
    - ▪ Chair is responsible for:
      - • Ensuring proposals/feedback is effectively communicated to the Board
      - • Feedback from the Board is presented back out to the HMIS Advisory Committee for edits if needed
      - • Action items are voted on by the Board so changes can be implemented— feedback and changes/processes are documented
- *How frequently should we have these HMIS Advisory Committee meetings?*
  - o **Feedback:** monthly reminders sent out and bi-monthly meetings held (recommended by Roxanne)
    - ▪ Meeting attendees unanimously agreed that this is the best option
    - ▪ Tino Paz mentioned that we will still need to have the May meeting to discuss the System Performance Measures that are due May 31st
- *Documents for Review: HMIS Policies, Data Quality, Privacy and Security*
  - o For further discussion→implementation of a background screening process to enhance data security
    - ▪ *Key offenses to check for include*: identify theft/fraud and violent offenses of any type (eg. DV, stalking, assault/battery, animal cruelty)
    - ▪ *Key Reason for Checking*: we collect sensitive data on DV victims actively fleeing, as well as client-level PII and we are an open/sharing system

[Official HUD Reports]

- *Longitudinal Systems Analysis (LSA)*
    - o Tino Paz provided an update on what is going on between HUD and HMIS vendors regarding system bugs still being worked out. HUD sent out an update on 4/15/19 stating that the deadline for corrections and submissions have been extended indefinitely at this time. HUD realizes that CoCs are dealing with the LSA amongst several other reporting processes such as HIC, PIT, and SysPM
- *Point in Time and Housing Inventory Count*
    - o Tino Paz presented an insight into the HUD HDX to show attendees what our unofficial PIT and HIC counts looks like to date. These are due for submission on April 30th and currently still have a couple errors/warnings to be addressed.
    - o Discussed the HIC bed utilization rate and what types of projects are included
    - o Discussed the PIT trend, which shows an overall decrease over the last 5 years
- *System Performance Measures*
    - o A brief video was shown to provide an overview of the purpose of the SysPM and what each of the 7 metrics are
    - o Due at the end of May—next meeting will discuss the metrics in greater depth

[Training Needs]

- Users identified needs and provided feedback to the HMIS CoC staff. As of right now, those needs include: refresher training, agency admin training, reporting to monitor data quality and performance, and "other" topics
- Racquel McGlashen, HMIS Partner Success Specialists, presented attendees with some additional trainings options:
    - o Open Q&A workshops: users can attend and bring their data quality reports, questions, issues/concerns to be addressed on the spot. HMIS staff can directly walk users through correcting specific issues within HMIS
    - o Data Collection Training: walking users through the required HUD UDEs to:
        - ▪ Ensure understanding of the data point
        - ▪ Best way to collect that data
        - ▪ Check that required UDEs are implemented in intake, interim, exit and follow up forms
    - o Most Common Errors: How to Find and Fix Them

[Roles of Agency Admin]

- Meeting attendee(s) requested training manuals that they could refer to vs having to attend a training or submit a ticket for troubleshooting
    - ▪ Angel Jones stated there is such a manual in the works that we will soon be made available to the HMIS Community
    - o Agency admin trainings would be especially useful as it would identify a "strong" user at each agency that would be the HMIS lead/main point of contact to help support users at their agency.
        - ▪ HMIS CoC staff would mainly address changes and needs via this person, and they would pass it on and be able to better train and troubleshoot at their own agency.

Next HMIS Advisory Committee Meeting: May 21, 2019 [10:30a – 12:00p]