

HMIS Advisory Committee

FL-507 Continuum of Care

May 20, 2019

Agenda

- **Introductions** (10 mins)
- **HMIS Policy & Procedures** (10 mins)
- **Official HUD Reports** (10 mins)
- **System Performance Measures** (10 mins)
- **HMIS Training & Support** (5 mins)
- **HMIS Software Review** (5 mins)
- **Questions and New Topics/Issues**

Introductions

- **Your Name**
- **Your Agency**
- **From your perspective, what is the most important data element in HMIS? (No right or wrong answer!)**

HMIS Policy & Procedures

- **Agency/Project Renaming** (5 mins)
- **HMIS User Subscriptions** (5 mins)
- **Changes to HMIS Agency Administrators role assignments** (5 mins)

[HUD Requirements](#)

Agency/Project Renaming

- **Consistent Naming for All Projects**
 - Agency [Dept.]-Project Name:Project Type
- **EDA Value is NOT Affected**
 - Searching by EDA unaffected
- **Reporting is NOT Affected (APR, CAPER, etc.)**
 - Reporting groups unaffected

HMIS User Subscriptions

- The HUD CoC grant for HMIS is static and doesn't cover all the costs associated with implementing and maintaining HMIS.
- Agencies using HMIS are not the same and HMIS User Subscriptions need to be as equitable as possible for both small, medium & large agencies.
- [CoC FL-507 / HSN HMIS User Subscriptions](#)

Changes to HMIS Agency Administration ServicePoint Role Assignment

- With the new password reset functionality, there is no longer a need for local users with Agency Admin rights in ServicePoint.
- Agency Admin rights are very complicated and rarely, if ever, needed other than for password resets.
- If situations occur that warrant assigning Agency Admin rights, they will be evaluated on a case by case basis.
- Moving forward we will refer to “HMIS Agency Liaison” instead of Agency Admins.

Responsibilities of a HMIS Agency Liaison

- 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

Official HUD Reports

Current Active Reports:

- [Longitudinal System Analysis \(LSA\)](#)
- [System Performance Measures \(SysPM\)](#)

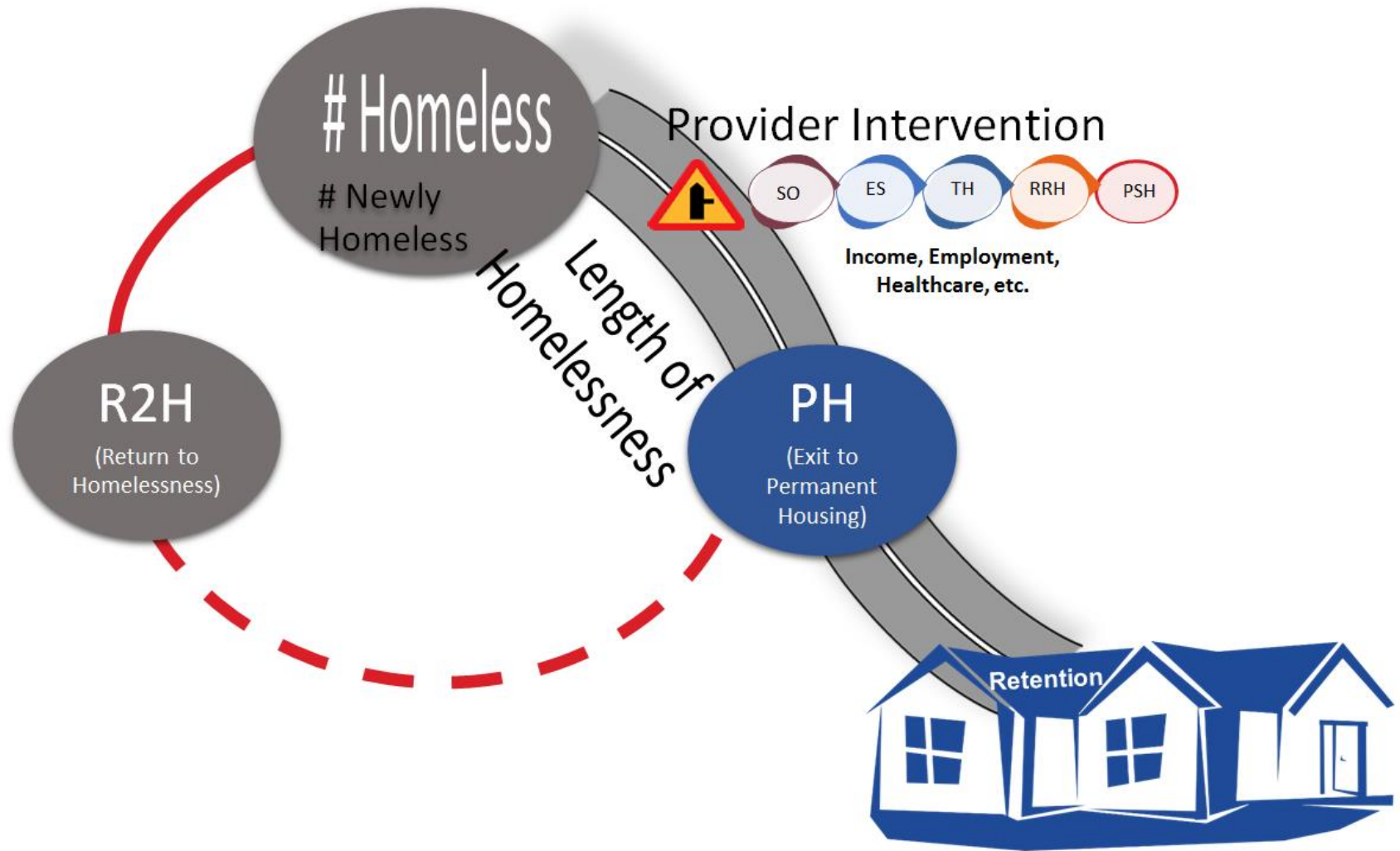
Recently Submitted Reports:

- [Point-In-Time \(PIT\)](#)
- [Housing Inventory Count \(HIC\)](#)

System Performance Measures

- [System Performance Measures Video Series](#)
 - System Performance Measure #1: Length of Time Persons Remain Homeless

No one measure by itself tells the whole story!



HMIS Training & Support

- **Current Training Schedule & Opportunities**
 - Refresher Training: Monthly on 2nd Mon. - 06/10/19
 - Agency Liaison Training: TBD
 - Reporting Training: June 18th, 2019
 - Data Quality
 - Performance
 - Other topics
 - New LMS Courses Avail! - HUD UDEs/DQ
 - Upcoming Courses - Reporting series

HMIS Software Review

- **Why are we reviewing other vendor software?**
 - It is our responsibility to make sure the vendor is fulfilling the roles & responsibilities required by the CoC FL-507.
- **What are Request for Proposals (RFP)?**
 - A document that describes a project's needs and asks for proposed solutions from qualified vendors.
- **Where do we go to look at the submitted RFP's & download vendor checklist?**
 - <https://www.hmiscfl.org/hmis-advisory-committee/>
 - **Code: HMISCoCFL-507**

Questions or New Topics and Issues

Next meeting date:

Tuesday, July 16, 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

May 20, 2019 | 1:30p – 3:00p

Meeting Attendees: Tino Paz, Angel Jones, Racquel McGlashen, Chuck Vroman, Janine Summers, Brian Postlewait, Brittany Behr, Daisy Corea, Jennifer Ortiz, and Zoran Illievski

Agenda

- **Introductions**
- **HMIS Policy & Procedures**
 - Agency Project Renaming Convention
 - HMIS User Subscriptions
 - “Agency Admin” Role and Title Changes
- **Official HUD Reports (Status Update)**
 - Point in Time
 - Housing Inventory Count
 - Longitudinal System Analysis
 - System Performance Measures
- **System Performance Measures**
- **HMIS Training and Support**
- **HMIS Software Review**
- **Questions & New Topics/Issues**

Meeting Summary

[Introductions]

- Meeting lead by Tino Paz, HMIS Operations Manager. Meeting attendees conducted self-introductions.
 - o Reminder: Moving forward, HMIS Advisory Committee meeting will be held on a bi-monthly basis as agreed on in the previous meeting. This one is being held to discuss System Performance Measures, which are due to HUD at the end of May.

[HMIS Policies and Procedures]

- *Agency Project Renaming Convention introduced*
 - o HMIS team are in the process of renaming projects in a structured format. Providers will be contacted prior to the changes taking place. Changes are expected to begin in early June and should be fully implemented by the end of June 2019. Keys things to remember:
 - EDA's will not be affected
 - Reporting will not be affected
 - Project structure will not be affected (only the project names)
- *HMIS User Subscriptions*
 - o HMIS team has been approved to release a formal user subscription invoicing process to help ensure the HMIS department is effectively funded operationally so that they can continue to fully support all agencies and projects in our CoC. Expected to go in effect on July 1, 2019. The new user subscription billing procedure contains 3 user types:
 - Agency Pay: 1st license charged at the full rate, 2nd and 3rd licenses are discounted at 100%, 4th to 8th licenses are charged at the full rate, and 9th plus subscriptions are charged at a 50% discount.
 - Program Pay: determined by the funding source → pay 100% of the subscription cost for the user(s).
 - Program Pay user subscriptions are generally applied before agency pay user subscriptions as some program pay subscriptions are paid directly by HUD program funding sources, while others include an allowance in the contract leaving agencies responsible for the payment
 - Breakdown Explained: [CoC FL-507 / HSN HMIS User Subscriptions](#)
 - o **Potential Issues**: will more users reduce per user fee? Is this adequate time for agencies to prepare/budget for the additional cost? Can we compare old billing to new billing system?
- *Changes to HMIS Agency Administrator's role assignments*
 - o With the new password reset feature, there is no longer a need for local users to have the Agency Admin user rights in Servicepoint. Agency Admin rights are complex and were previously only assigned for password resets.
 - Users requesting these Agency Admin rights will be evaluated on a case-by-case basis.
 - o Moving forward, we will refer to HMIS Agency Liaison (which is a relationship function) vs Agency Admin (which is a ServicePoint specific user setup feature). HMIS Agency Liaison are responsible for:
 - In-depth understanding on data collection requirements
 - Understanding basic project descriptors for all active projects in agency
 - Provide first-line support/guidance to your agency users
 - Communicate regularly with HSN HMIS team
 - Know how to run and use needed reports for monitoring performance/data quality

[Official HUD Reports]

- *Active Reports*
 - Longitudinal Systems Analysis (LSA): HUD has an extended (open) deadline to all CoCs as they work with vendors to continue to fix various bugs with the LSA reporting process
 - System Performance Measures: due at the end of May 31. Our vendor has recently put out several updates for a handful of the SysPM metric reports; results shown in today's meeting are not final
- *Recently Submitted Reports*
 - Point in Time (PIT): submitted and available on the HSN HMIS website. Link available in powerpoint made public on the hmsncfl.org website as well
 - Housing Inventory Count (HIC): submitted and available on the HSN HMIS website. Link available in powerpoint made public on the website as well
- *System Performance Measures*
 - A brief video was shown to provide an in-depth view of one of the most important metrics that HUD looks at, #1 – Length of Time Persons Remain Homeless
 - Reminder: the overview snapshots provided in the meeting today does not reflect the final dataset that will be submitted to HUD by May 31st.

[HMIS Training and Support]

- Upcoming training opportunities discussed:
 - Refresher trainings have now been added to the calendar to take place on the 2nd Monday each month→the first of the reoccurring event will be June 10th, 2019.
 - The refresher training is intended for users that need to be “refreshed” on certain aspects of the database, or for previous users returning to the system that may not need the full-day training
 - HMIS Agency Liaison Training: TBD
 - Reporting Training: taking place on June 18th, 2019
 - Will address key reports that assist with data quality maintenance and project performance
 - New LMS (HSN University) content now available
 - HUD Universal Data Elements: a deep dive into the required data elements
 - Data Quality: Most Common Errors and How to Avoid or Fix Them
 - Upcoming Courses: Reporting series (addressing various useful reports)

[HMIS Software Review]

- HSN HMIS team are reviewing other HMIS vendors and are requesting RFPs (request for proposal) from those other options in the process
 - Looking for vendors that upkeep the roles/responsibilities of HMIS and HUD
 - Collected Request for Proposals (RFPs) from four (4) HMIS vendors as of now and they are available for review on our website with restricted access. (Please send a support request to hmis@hmsncfl.org if you are interested in helping with the review process.) We are hoping to get back two more; feedback encouraged—this will be a community decision!

Next HMIS Advisory Committee Meeting: July 16th, 2019 [10:30a – 12:00p]