

HMIS Advisory Committee

FL-507 Continuum of Care
September 10, 2019

Agenda

- **Introductions** (5 mins)
- **HMIS Policy & Procedures** (30 mins)
- **Official HUD Reports** (5 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
- How frequently do you visit the [HUD Exchange resources for HMIS?](#)
 - Daily
 - Weekly
 - Monthly
 - Never
 - What's HUD Exchange?

Additional questions:

- ★ Why did you visit?
- ★ Did you find what you were looking for?
- ★ What keeps you from using the HUD Exchange more?

HMIS Policy & Procedures

- [2020 HMIS Data Standards](#)
- HMIS Agency Liaisons status (3 mins)
- HMIS Advisory Committee structure (15 mins)
- HMIS User Subscriptions (3 mins)
- Business Associate Agreements (BAA) under review

[HUD Requirements](#)

HMIS Agency Liaison

- 29 Users have attended AL Training
- Feedback has been very positive
- HMIS Agency Liaison training available on a monthly basis
- How formal should the requirements associated with HMIS Agency Liaison be? (This question moves us into the next topic.)

HMIS Advisory Committee Structure

- **Committee Officers**
 - Nominations
- **Membership requirements**
 - Representation by jurisdictions, project types, funding sources
- **Meeting processes** (i.e., Robert Rules of Order)
- **Formal Tasks**
 - Evaluation; review new HMIS applications; etc.

HMIS Advisory Committee Structure

Next Steps:

- Further discussion (**before Sept meeting**):
 - Develop Recommendations (GoToMeeting)
 - Prepare/refine Recommendations (GoToMeeting)
- Final proposal for FL-507 CoC Board Approval will be discussed at September meeting

Official HUD Reports

Recently Submitted Reports:

- HDX HMIS Report for NOFA and other reports (i.e., [Racial Disparities](#) - for FY17-18)
- [Longitudinal System Analysis \(LSA\)](#)
 - Introducing "[Stella](#)"
- [System Performance Measures \(SysPM\)](#)
- [Point-In-Time \(PIT\)](#)
- [Housing Inventory Count \(HIC\)](#)

Official HUD Reports

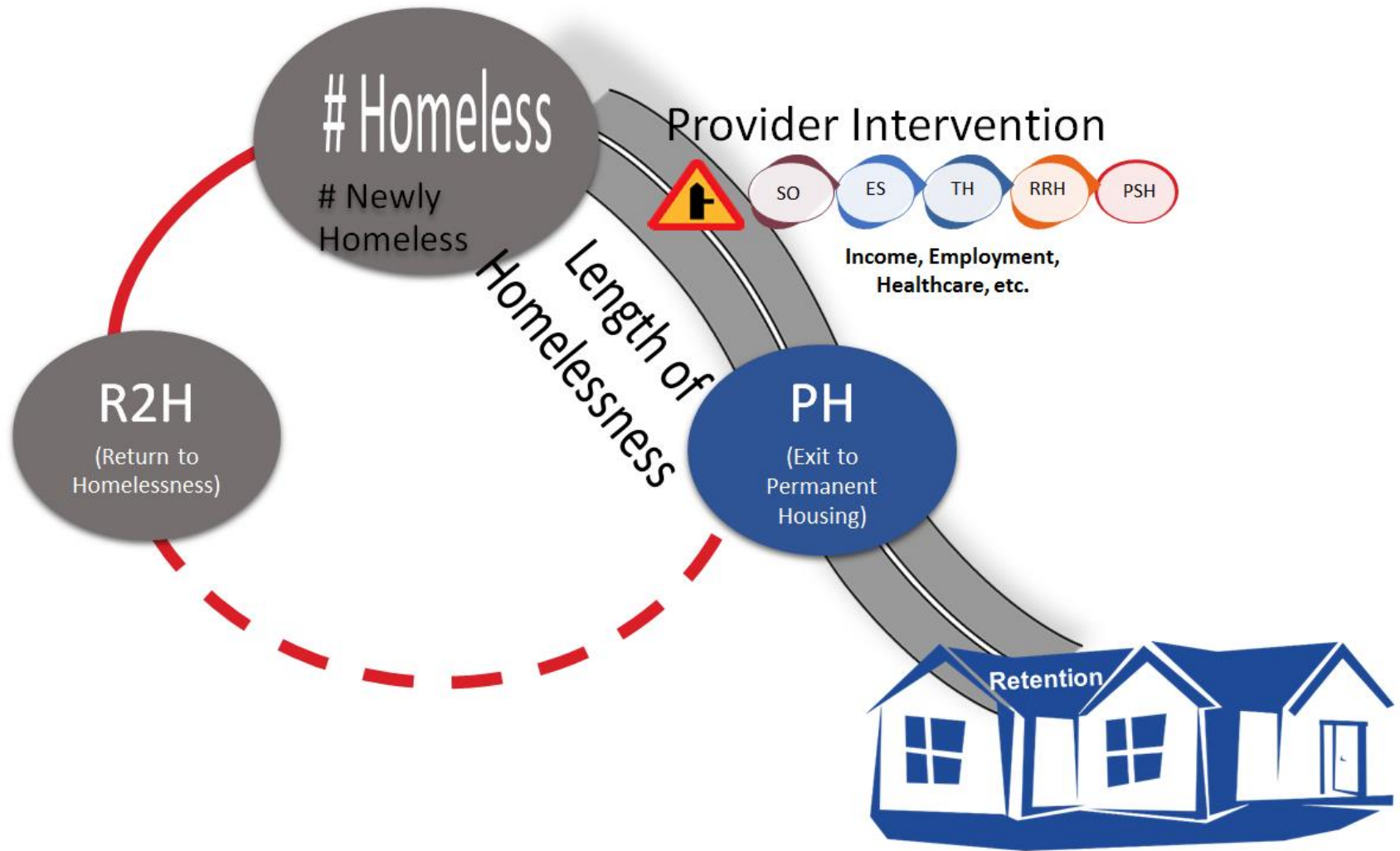
Project-Based Reports Coming Due Soon:

- **ESG CAPER**
- **Email will go out to all ESG projects for technical support as needed**

System Performance Measures

- [System Performance Measures Video Series](#)
 - System Performance Measure #3: Number of Homeless Persons

No one measure by itself tells the whole story!



HMIS Training & Support

Regular Monthly Training Opportunities

See current dates at hmiscfl.org/training

- New User Training
- Refresher Training
- Agency Liaison Training
- Reporting Training
 - Data Quality & Performance
- Other topics
 - New LMS Courses Avail! - HUD UDEs/DQ
 - Upcoming Courses - Reporting series

HMIS Training & Support

Special Focus Topics:

- Upcoming Courses:
 - Annual Assessments
 - Housing Move-in Date
 - Duplicate Management
- **2020 HUD Data Updates - Webinar**
 - **September 26, 10 a.m. to 11 a.m**

HMIS Software Review

Next steps:

- **Create Ad-hoc committee?**
- **Authorize staff to select XX options**
- **Schedule Software Reviews for CoC?**

Questions or New Topics and Issues

Next meeting date:

Tuesday, November 19, 2019
10:30 am to 12:00 pm

HSN HMIS Team

Agustin “Tino” Paz

HMIS Operations
Manager

Angel Jones

HMIS Partner Success
Manager

Brittney Behr

HMIS Data Analyst

Chuck Vroman

HMIS System Success
Specialist

Racquel McGlashen

HMIS Partner Success
Specialist



HMIS Advisory Committee Meeting

4065 L B McLeod Rd, Orlando, FL 32811

Tuesday, September 10, 2019 | 10:30a – 12:00p

Meeting Attendees: Tino Paz, Angel Jones, Racquel McGlashen, Chuck Vroman, Janine Summers, Brian Postlewait, Jennifer Ortiz, Audrey Sanford and Zoran Ilieski

Agenda

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

Meeting Summary

[Introductions]

- Meeting led by Tino Paz, HMIS Operations Manager. Meeting attendees conducted self-introductions and discussed their current use of the HUD Exchange HMIS Resources page.

[HMIS Policies and Procedures]

- *Upcoming 2020 Data Standards Updates*
 - o Biggest changes to be expected: Updates to the CES data collection elements and workflow, as well as changes in place for Street Outreach projects. New fields will be available by 10.01.2019.
 - o Minor changes to be expected: some wording changes for a small handful of collection fields, as well as some adjustments to standard picklists
 - o The HMIS team will hold a GoTo webinar on September 26th, from 10a-11a to review changes. This will also be made available as a recording and sent out to all agencies, as well as posted to our website and on the HMIS News Dashboard.
- *HMIS Agency Liaison Status*
 - o So far, about 29 users have attended the Agency Liaison (AL) training
 - Positive feedback from attendees
 - Training is available on a monthly basis
 - We would love additional feedback from the committee on how formal the requirements for an AL should be? What responsibilities are absolute or should be prioritized?
- *HMIS Advisory Committee Structure updates*
 - o With NOFA, the recent chaos of Dorian, and other various tasks coming up, there has not been much traction on this process to date. We will continue conversations and try to gain back some momentum as we are looking to build our committee and engage attendees that will help us make some big decisions related to HMIS Servicepoint over the next year.
 - Planning to schedule a GoTo webinar/meeting to discuss the next steps and organize an Ad Hoc Committee.
 - Important discussion points: Who becomes a “voting” member; recommendation development and refinement
- *HMIS User Subscriptions*
 - o This process is moving along; currently around 30% of agencies have paid the user subscription invoice. The HMIS department is working with other agencies and being flexible where possible in allowing more time for invoices to be addressed.
 - Breakdown Explained: [CoC FL-507 / HSN HMIS User Subscriptions](#)
- *Business Association Agreements (BAA) under review*
 - o A BAA has been used on several occasions in the past, mostly by agencies that have a hospital/health type of facility and need to have an agreement on their end in addition to the HMIS Agency Partner Agreement.
 - The BAA has stronger legal implications vs the Partner Agreement
 - Several agencies that use this need to have it updated/renewed
 - Staff at HSN/HMIS are reviewing these agreement to ensure compliance and alignment with the goals of the CoC.

[Official HUD Reports]

- No new updates regarding any of our federal reporting processes (HIC, PIT, LSA, SysPM). Everything submitted for FY 18-19 looks good and HUD has not reached out to our CoC with any questions or concerns.
- We previously discussed the debut of “Stella”, which we hope to get our hands on and roll out to the community in the near future.
 - o It is a data visualization tool being supported by HUD that can help to also support our community efforts in regards to ending homelessness and improve our data quality.
 - Please use the link in the presentation slides for more information about “Stella”.
- HUD is paying more attention to data on Racial Disparity across all CoCs. While it is not a required federal report (at this time), there are some questions asked surrounding this issue in the NOFA. Our CoC has also been attempting to collect and analyze data surrounding this issue
 - o The HMIS team is currently working to update results for the most recent federal reporting year.
 - Results from last year are available in the meeting presentation, which is posted on our website. View the slide labelled “Official HUD Reports” for more information on where our community stands on the issue of Racial Disparity.
- *System Performance Measures*
 - o For the sake of time, the short video clip for Metric 3 was not played in today’s meeting. However, agencies are encouraged to keep informed about each of these 7 metrics.
 - Either click the link in the presentation slides or visit the HUD Exchange HMIS page to view informational clips and other resources about the System Performance Measures.
- *Project-based Reports Coming (due soon!)*
 - o ESG CAPER – this is a required report for all projects that receive ESG funding
 - An email will go out soon to all ESG projects for technical support as needed. An online, GoTo webinar/support session will likely be scheduled for recipients to participate in.

[HMIS Training and Support]

- Regular monthly training sessions are being offered. Please check dates for upcoming training opportunities, which is available on our website at: www.hmiscfl.org. Check the calendar of events, and register for training sessions via the training link: www.hmiscfl.org/training
 - o New User Training
 - Intended for new users or current/former users needing an in-depth walkthrough of the system
 - o Refresher Training: Intended for current or recently returning users
 - o Agency Liaison Training: intended for HMIS lead staff at agencies
 - o Reporting Training: intended for all users interested in or required to do reporting for their agency
 - A new session is available related to reporting: Data Quality Cleansing Workshop; this session will offer users the ability to come on site, bring or run your data quality reports, and we will use the two hours as a workgroup to address any data quality issues giving users a difficult time. This session is intended to look at data for FY 18-19.
 - o Special focus topics for our community include: annual assessments, housing move-in dates, and duplicates managements
 - These three areas are critical to the overall well-being of our data quality and need to be addressed. Courses are available in the HSN University that can provide users information and support on how to get this data corrected. We will continue to develop additional methods of support for areas such as these.

- 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]

- The HSN HMIS team would like to move forward into the next steps of software review and need the support of our partnering agencies on this process. Product review, selection and rollout will take up to a year and we would love to have a final decision made on what direction our community will take on this within the next few months. The goal is to either stick with our current HMIS software (which is ServicePoint), or move in the direction of a new vendor with the intention of transitioning to that software vendor prior to the next federal reporting FY2020-21.
 - 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@hsncfl.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!
- Janine Summer, with Health Care Center for the Homeless, has volunteered to step up and chair an ad hoc committee to lead the efforts on this, working closely with Angel Jones, the HMIS Partner Success Manager.
 - Suggestions made to:
 - Discuss who else would be a good fit for this ad hoc committee
 - Schedule a GoTo Meeting for agencies/Agency Liaisons to get involved in the conversation and develop a list of questions/requirements for potential software vendors (system needs of the community)
 - Current system needs as discussed in the meeting:
 - A system that has more preventative measures (i.e. system alerters) in place for data quality
 - Flexibility to be able to view more than one tab at a time so users do not have to go back and forth, potentially creating data quality errors in the process
 - Streamline keystrokes

Next HMIS Advisory Committee Meeting: Tuesday, November 19th, 2019 [10:30a – 12:00p]