

# HMIS Committee Meeting

October 14<sup>th</sup>, 2020 – 3:00 – 4:00 pm

**Attendees:** Amanda Wander (BBCoC), Eric Layton (BBCoC), Broderick Seabrooks (BBCoC), Bret Oglesby (CESC), Gina Dozier, (CCYS), Justin Barfield (CCYS), Kayla Towle (CESC), Megan Duncan (CESC), Audra Peoples (CESC), Melissa Bourcier (BBHC SSVF), Ashlee Barbel (Apalachee)

## Minutes

### 1. Welcome and Introductions

- a. **Eric Layton** called the meeting to order at 3:06pm (due to another meeting taking place at the same time, to give attendees plenty of time to join), and welcomed all participants.

### 2. Wellsky System Wellness Check Recap

- a. Tyler Pidgeon from Wellsky was onsite Tuesday 9/29 – Friday 10/2. Tuesday was spent on planning with the CoC and streamlining/revisions to our Coordinated Entry system. The Coordinated Entry updates will be coming soon – next week.
- b. Wednesday was spent with CESC; Thursday with BBHC; Friday with CCYS. Tyler will be submitting his report to the CoC “soon” (in the next week or two) and the CoC will be implementing these suggestions as well as updated agency workflows in the coming months.
- c. **Melissa Bourcier** asked if the unanswered questions from Tyler’s visit will be answered in his report. Eric advised that any remaining questions that were not answered onsite should be answered with Tyler’s report.

### 3. PromisSE Consolidation/Merger Update

- a. Wellsky has completed their programming updates and are ready to move forward with the merger. **PromisSE (*Program Management Information System of the SouthEast*)** is a multi-CoC HMIS implementation comprising 12 different CoCs from Northwest Florida (Pensacola) to Central and Northern Alabama. Our CoC and agencies will not be completing the merger until significant training and documentation have been provided to all HMIS-participating agencies, and with the holidays coming up, this will likely not be until early 2021.

### 4. PromisSE Policies & Procedures Training

- a. New Policies & Procedures for use of the PromisSE system can be downloaded from our website: <http://bigbendcoc.org/wp-content/uploads/2020/10/10.01.2020-PromisSE-Policies-and-Procedures.pdf>

**Changes** to our standard policies and procedures include:

- Updated HMIS documentation:
  - General HMIS ROI – reflecting that we are now using the PromisSE system
    - Agency-specific ROIs can remain
  - HMIS Privacy policy
- **New requirement:** All agencies shall now have an assigned HMIS Security Officer
  - This can be the same as the agency admin

### 5. HMIS Help Desk Policies & Go Live Date

- a. The BBCoC HMIS Helpdesk is operational and being used by many HMIS users. The CoC HMIS Team's commitment to helpdesk users is to respond to every ticket entered same day (up to 5pm). New tickets will be responded to within 2 hours max. With this system, the CoC gains the ability to document every problem, new user request, password reset and training request, which will soon be reported to agency directors along with average response and resolution times.

Effective November 1<sup>st</sup>, all HMIS issues and requests must be submitted through the HMIS Helpdesk - <http://bigbendcoc.org/hmis/submit-ticket/>

After November 1<sup>st</sup>, issues, problems, and requests submitted via phone or email will no longer be accepted.

#### **6. Upcoming Training Opportunities**

- a. Orgcode has ongoing training sessions every month, topics ranging from VI-SPDAT, Impactful Street Outreach, Housing-based Case Management, and Onboarding Essentials (among others). Has anyone attended the Onboarding Essentials class? How was it? Upcoming classes can be found by visiting <https://tiny.cc/xewaqz>

#### **7. HMIS Committee Chair Needed**

- a. A new HMIS Committee Chair is needed. **Eric** asked for volunteers, and Amanda reminded that this Committee Chair must also be a CoC board member. Interested applicants can email Eric and Amanda for more details or to apply.

#### **8. Community Partner HMIS Concerns and Comments**

- a. The floor was opened for concerns, comments, complaints or anything else regarding HMIS. No issues were raised or questions were brought up, so...

#### **9. Adjourn**

- a. The meeting was adjourned at 3:32pm

*Next HMIS Committee meeting is scheduled for **Wednesday, December 9<sup>th</sup> – 3-4pm***