

HMIS Committee Meeting

December 9th, 2020 – 10:00 – 11:00 am

Attendees: Jim McShane (CareerSource); Amanda Wander (BBCoC); Eric Layton (BBCoC); Broderick Seabrooks (BBCoC); Melissa Bourcier (BBHC SSVF); Jo Gewanter (BBHC SSVF); Regina Flowers (CCYS); Justin Barfield (CCYS); Jacklyn Burkett (Catholic Charities); Emily Sellner (City Walk); Jeannine Fier (CoT); Delmas Barber (CoT); Megan Duncan (CESC); Bret Oglesby (CESC); Rosemary Farrell (Leon County); Sylvia Smith (BBHC); Marie Vandenberg – (BBHC); Horace Thompson; Liza McFadden (CESC); Melinda Harris (Leon County); Audra Peoples (CESC); Gina Dozier (CCYS)

Minutes

1. Welcome and Introductions

- a. **Jim McShane** called the meeting to order at 10:01am, welcomed all participants and performed a roll call.

2. PromisSE Consolidation/Merger Update

- a. **Eric Layton** provided an update on the PromisSE Consolidation/Merger. PromisSE is a group of approximately a dozen CoCs who share a common HMIS implementation. The Big Bend CoC is merging into the PromisSE implementation, which will allow us additional support and HMIS benefits such as enhanced fund tracking and other perks. This new implementation will have zero impact on current agency-specific HMIS workflows, nor will there be a cosmetic difference. Only the server we connect to and the HMIS policies/procedures we abide by will change. This merger is expected to occur in late-January 2021, and the CoC will provide announcements and in-depth training on the new implementation well before the change-over.

3. Adoption of PromisSE HMIS Policy & Procedure

- a. **Eric** explained that when the PromisSE merger happens, we will be expected to abide by the PromisSE Policies & Procedures. A link to these policies can be found on the CoC website: <http://bigbendcoc.org/wp-content/uploads/2020/10/10.01.2020-PromisSE-Policies-and-Procedures.pdf>. **Eric** requested that everyone review these policies prior to the merger, and reach out to the CoC with any questions, problems or concerns as soon as possible.

4. HMIS New User Documents Change

- a. **Amanda Wander** updated that the CoC will has previously required a level 2 background check for HMIS access. Due to the time requirements for a level 2 check vs a level 1 check, the need for quick turnaround time for HMIS access of new users, and based on the practices of several other CoCs who only require a level 1 background check (also known as a National Criminal Background Screening), the CoC will only require a Level 1 background check going forward. The CoC will also require new HMIS users sign the updated DCF Affidavit of Good Moral Character.
- b. **Sylvia Smith** expressed concerns that many Florida agencies have a requirement of level 2 screenings when working with PPI (Protected Personal Information). Amanda and Sylvia agreed that for DCF-funded positions which require a level 2 screening, these screenings will still take place, however for HMIS access, the CoC will only require a level 1.
- c. **Bret Oglesby** and **Justin Barfield** shared their agencies' practices, and their preference for a new user workflow which allows users access as quickly as possible.
- d. For agencies which already run level 2 background checks, these agencies can submit the screening results to the CoC, and this screening will suffice without a need for the CoC to run an additional background check.

5. HMIS Help Desk Update

- a. **Eric** provided updates on the HMIS helpdesk. As of its inception on August 23rd, there are 24 active users, 48 tickets have been opened, and an average resolution time of under 30 minutes. **Eric** also provided a breakdown of helpdesk ticket types, YTD.
- b. If HMIS users or agency leaders need Helpdesk access, they can email Broderick or Eric with the CoC who will issue credentials right away.

6. Data Quality Updates

- a. **Broderick Seabrooks**, who has been working with agencies for several weeks on data quality, provided a quick presentation on the importance of data quality and how to improve it. Individual agency data quality scores will be posted to the CoC website in the coming weeks for 2020.

7. New Coordinated Entry Procedures

- a. **Eric** informed that a new Coordinated Entry program is on the horizon. This new Coordinated Entry program will eliminate potential duplicated CE program entries due to each agency having their own CE program in HMIS. The new CE workflow involves a single Coordinated Entry EDA (Enter Data As) which will be visible to ALL current and new CE users.
- b. An in-depth video tutorial and quiz will be emailed out to all current HMIS users next week (beginning 12/14). Users will receive their updated CE EDA automatically, shortly after they complete the quiz.

8. Community Partner HMIS Concerns and Comments

- a. **Liza McFadden** asked what impact the additional CoCs in the PromisSE HMIS implementation will have on insurance (as they will then share access to our

HMIS data). **Amanda** said she is discussing with the PromisSE and OneRoof to see if they have additional coverage. If they do not, BBCoC will investigate our policy to ensure it is covered accurately.

9. Adjourn

- a. **Jim McShane** adjourned the meeting at 10:58am

*Next HMIS Committee meeting is scheduled for **Wednesday, February 10th, 2021– 10-11am***