

# HMIS Committee Meeting

February 10<sup>th</sup>, 2021 – 10:00 – 11:00 am

**Attendees:** Jim McShane (CareerSource); Eric Layton (BBCoC); Broderick Seabrooks (BBCoC); Justin Barfield (CCYS); Emily Sellner (City Walk); Bret Oglesby (CESC); Jeannine Fier (CoT); Horace Thompson (CoC Board); Alicia Gibson (BBHC); Mike Solomon (BBHC); Melissa Bourcier (BBHC); Alex Blom (CESC); Liza McFadden (CESC); Greg Downing (Gadsden County Schools); Ashlee Barbel (Ability1st); Malinda Harris (Leon County); Shington Lamy (Leon County); Marie Vandenberg (BBHC); Sylvia Smith (BBHC); Megan Duncan (CESC); Jackie Fortmann (Ability1st); Jacklyn Burkett (Catholic Charities); Tracie Simmons (Catholic Charities)

## Minutes

### 1. Welcome and Introductions

- **Jim McShane** called the meeting to order at 10:04am, welcomed all participants and performed a roll call.

### 2. PromisSE Merger Update

- **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 was originally targeted to occur in late-January 2021, however due to HUD-mandated report work and Wellsky's availability, this has been postponed until late March. The CoC will provide announcements and in-depth training on the new implementation well before the change-over.

### 3. Annual Reports

- **Eric** updated the committee that the LSA (Longitudinal Systems Analysis) has been completed and was submitted to HUD on January 29<sup>th</sup>, 2021. This report summarizes all client-level data such as homeless clients by gender, race, ethnicity, income, etc. and is submitted to HUD. The CoC has been working on data quality and error correction in preparation for this report since late October 2020.
- **Eric** also advised that the SPM (System Performance Measures) report is currently being worked on, and will be submitted to HUD on February 28<sup>th</sup>, 2021. The SPM report outlines the performance of the all HMIS-participating agencies and measures their performance in metrics such as “length of time homeless,” “returns to homelessness” and “jobs and income.”
- **Sylvia Smith** inquired regarding client income, stating that some of their programs are collecting income data but she has not seen anything on the existing HMIS canned reports (APR) that produces useful data for income. **Eric** will reach out to Sylvia offline to show her how to use the Employment and Income Growth for CoC Funded Projects report (ART report # 703).
- **Alicia Gibson** inquired as to whether their program was required to collect income data, as they had not been collecting this data previously. **Eric** explained that all projects creating entries into HMIS are required to collect and update income data.

### 4. Data Quality Reviews

- **Eric** informed that in preparation for the submission of the SPM report to HUD, the CoC is working with all agencies to identify and resolve data quality issues and errors, with the intention of providing the most accurate data to HUD.

- Further, these data quality sessions are only the beginning of what will become monthly data quality sessions with all HMIS-participating agencies to proactively identify and resolve HMIS data quality issues before they accumulate.

## 5. HMIS User License Policy Update

- **Eric** informed the committee of updates to the HMIS User Policy: When a staff person leaves the organization or when revision of the user's access level is needed because of a change in job responsibilities, the BBCoC must be notified within 24 hours of the change, if not immediately.
- In addition, when an agency requests new user access to HMIS, if an HMIS user license is not available, and cannot be swapped from another user, the requesting agency will be required to pay at that time for a new user license from Wellsky. In the past, the CoC would charge for this new license along with the next scheduled invoice.
- Payments can now be made through PayPal on the BBCoC website ([www.bigbendcoc.org](http://www.bigbendcoc.org)) as an alternative to sending a check to the CoC office.
- **Sylvia Smith** requested that this policy update be provided in writing. **Eric** will provide this via an email to ALL HMIS-participating agencies, as well as update the HMIS user policy on the CoC website.

## 6. HMIS Help Desk Update

- **Eric** provided updates on the HMIS helpdesk. As of its inception on August 23<sup>rd</sup>, there are 50 active users (more than double from our last HMIS Committee meeting in December 2020), 119 tickets have been opened, and an average resolution time of under 30 minutes. **Eric** also provided a breakdown of helpdesk ticket types, YTD.
- If HMIS users or agency leaders need Helpdesk access, they can email Broderick or Eric with the CoC who will issue credentials right away.

- **Alex Blom** asked if there is a way users can be automatically notified when their ticket has been updated by the helpdesk. **Eric** advised that all helpdesk ticket updates generate an email to the user, however Outlook treats these emails as junk/spam and puts them into the junk/spam folder. Users should be on the lookout for these emails in this folder and set a rule to not treat them as spam.

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

- **Mike Solomon** asked about a situation where HMIS users mark the question “does the client have a disability” as “no,” yet under the individual disabilities sections they mark “yes” to one or more disabilities. Mike asked what are the ramifications of this, both HMIS-wise and ethically. Eric will research this further and contact Mike offline.

## **8. Adjourn**

- **Jim McShane** adjourned the meeting at 10:44am

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