HMIS Advisory Committee Meeting

Central Florida Commission on Homelessness (CFCH)
CoC FL-507
July 11th, 2023

Wyatt Haro, Committee Chair

HMIS Advisory Committee Mission

Our mission is to effectively use data, which includes inputs from those in need of services, those providing services, and from members of the community, to eliminate homelessness in Central Florida.

HMIS Advisory Committee Purpose

Oversee the CoC's implementation of HMIS, what we do with the data and how we use it.

HMIS Advisory Committee

Chair	Wyatt Haro | Miracle of Love
Vice Chair	
Secretary/Recorder	
Voting Member	Brad Sefter | Health Care Center for the Homeless
Voting Member	Latoya Sheffield | Wayne Densch
Voting Member	Danielle Landaal | IDignity
Voting Member	
Voting Member	
HMIS Team Liaison	Brittney Behr | HSN - HMIS Project Coordinator

Agenda

- Call to Order
- Committee Roll Call
- Approval - Minutes from May 9th, 2023
- Voice Vote - Agenda for July 11th, 2023
- HMIS Team Reports:
  - Advisory Committee Structure - Upcoming Elections - Wyatt Haro
  - Client Rights to Information - Chuck Vroman
  - Deceased Clients Workflow - Angel Jones
  - Data Quality Update - Ashley Brozenske
  - Referrals Discussion - Brittney Behr
  - Breakout Rooms Discussion - Topic recommendations, concerns, questions about ClientTrack menu options, etc.
- COMMITTEE VOTE - All motions before committee

Officer Reports

Upcoming Elections - Wyatt Haro

Client Rights to Information - Chuck Vroman

Deceased Clients Workflow - Angel Jones

Data Quality Update - Ashley Brozenske

Referrals Discussion - Brittney Behr

HMIS Advisory Committee Nominees

- Accepting nominations (from supervisors, liaisons, peers, and self)
- Current and former clients are eligible as well
  - Email hmis-advisory@hsncfl.org
    - Include
      - Name
      - Agency
      - Role with HMIS
      - How long you have worked in HMIS
      - Contact Email
      - Contact Telephone Number
      - Brief Biography
- Voting on nominations will be done virtually
- **Please be sure that any person nominated is able to commit time (approximately 2-3 hours monthly) to the committee and is willing to participate**

Advisory Committee Elections

All Committee Members must be nominated and elected to Committee annually. Term is October 1 through September 30.

Committee **Members** may serve **unlimited** number of terms.

Committee **Officers** may serve **two** terms consecutively.

Nominations for **members**: July 1, 2023 - July 31, 2023.

Nominations for members accepted via hmis-advisory@hsncfl.org.

May be self-nominated or nominate another (must accept).

Elections held between August 1-20 (dates determined by committee)

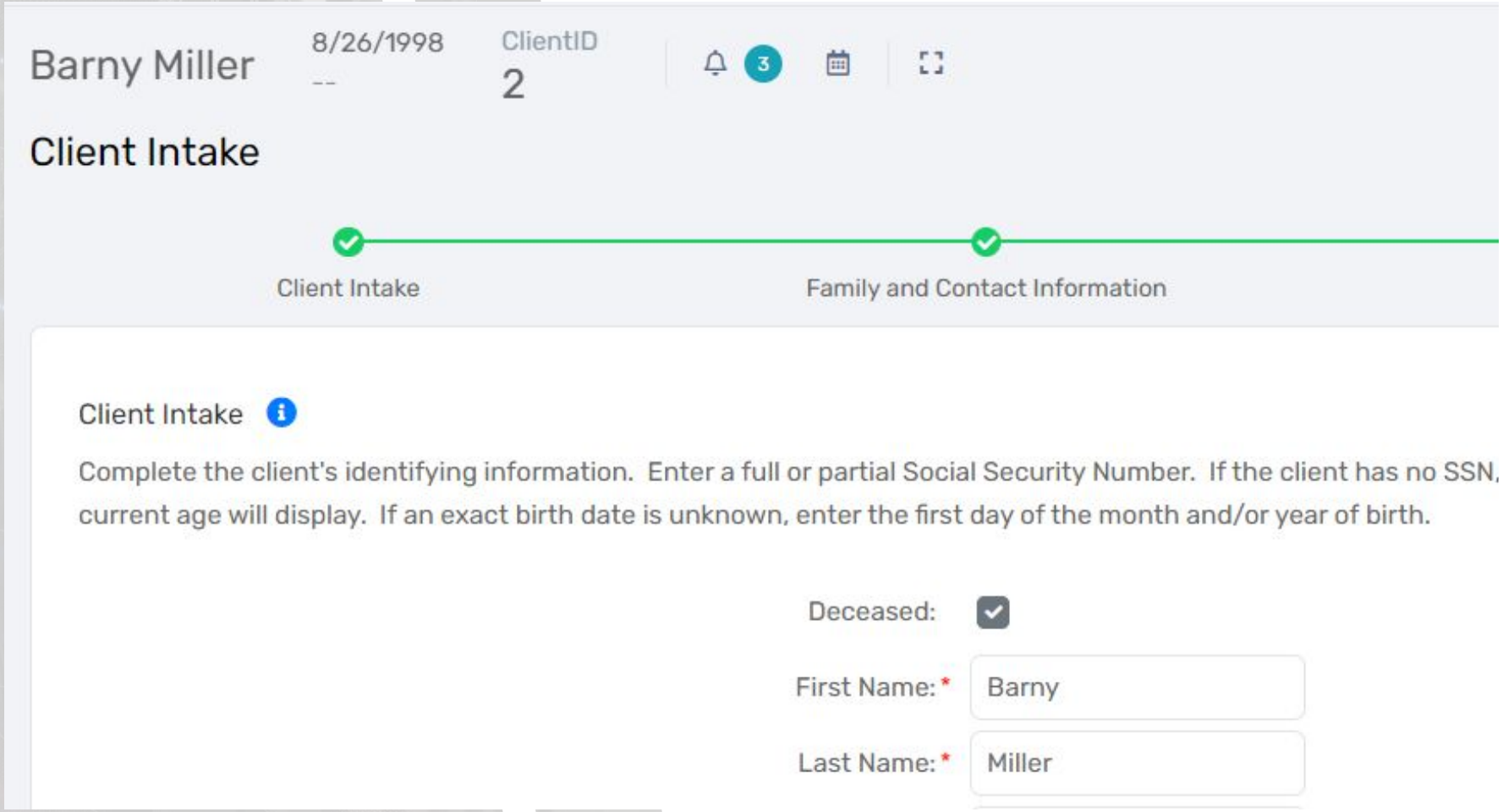
All voting will be conducted virtually - all HMIS stakeholders may vote.

Officer nominations August 25-31. Elections by committee 2nd Tuesday in September.

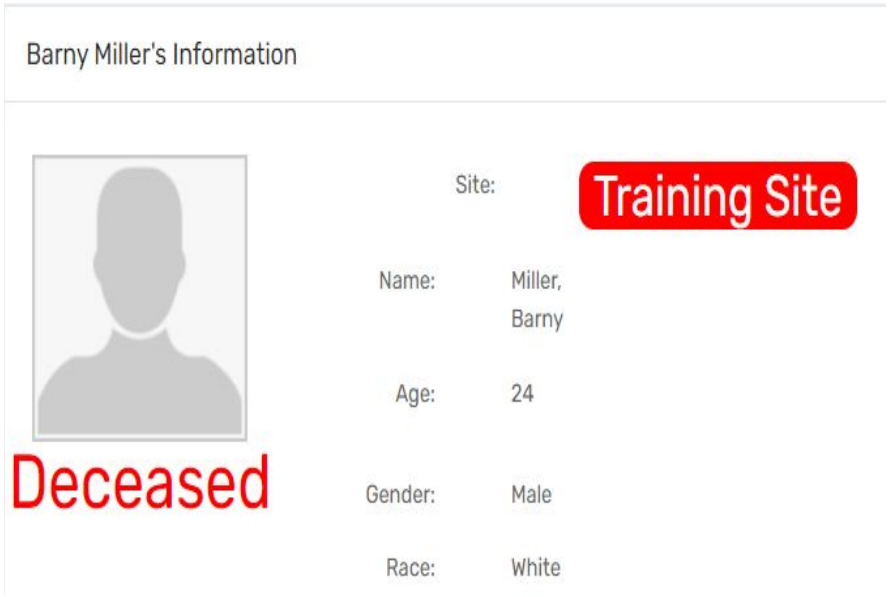
Client Rights to Information

- HUD Data Standards allow clients to request copies of their PPI data saved within HMIS.
- HUD does not provide guidance on HOW this information is processed or provided to clients.
- The “Client Access Rights” document provides instructions to CoC Agencies on the “what information” and “how” steps to take in order to provide data to clients.
- These instructions describe how to protect client confidentiality while providing data to our clients.
- Here’s an overview of the process:
  - Client contact agency requesting their data
  - Agency verifies client identity prior to data collection and delivery
  - Agency collects data, per instructions in document
  - Agency reviews data prior to release to client
  - Communicate to client, deliver data
  - Send copies of data collection form to HMIS Help Desk
- Agencies can deny requests if client repeatedly ask for data or harrasses the agency. Denied requests are also sent to HMIS Help Desk.

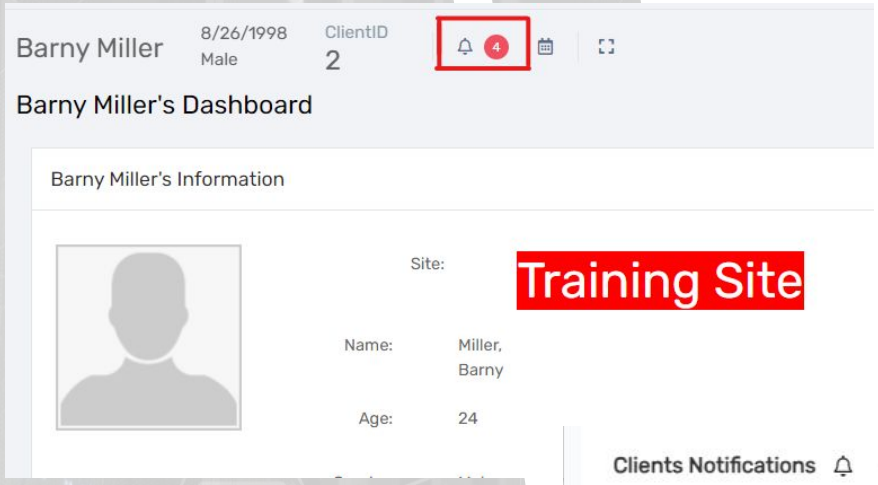
Deceased Checkbox

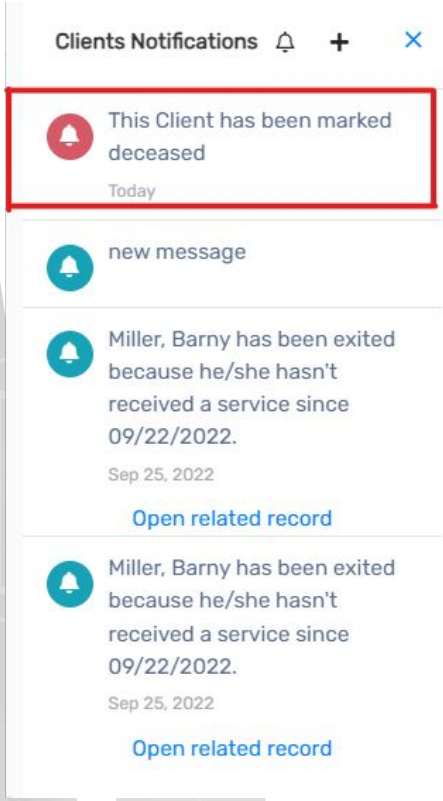


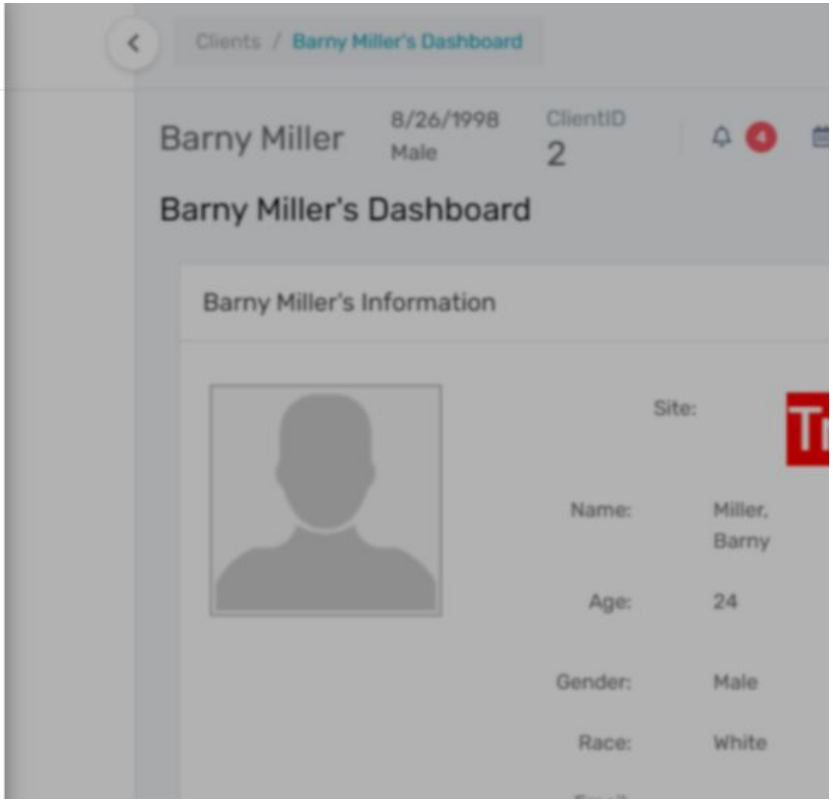
Deceased Status on Dashboard



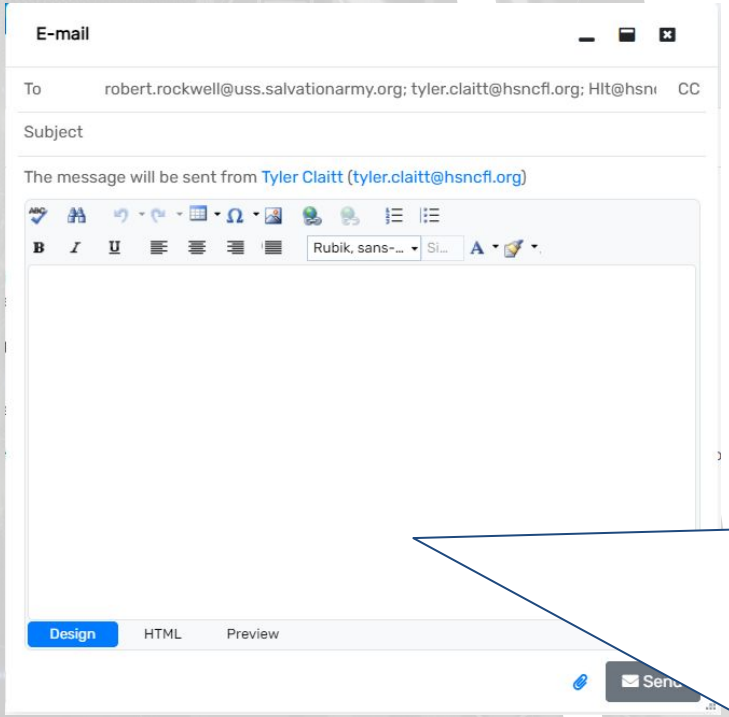
Deceased Client Notification







Deceased Client Email



Sample Client Deceased Message:

Subject: Important Notification: Deceased Status Update

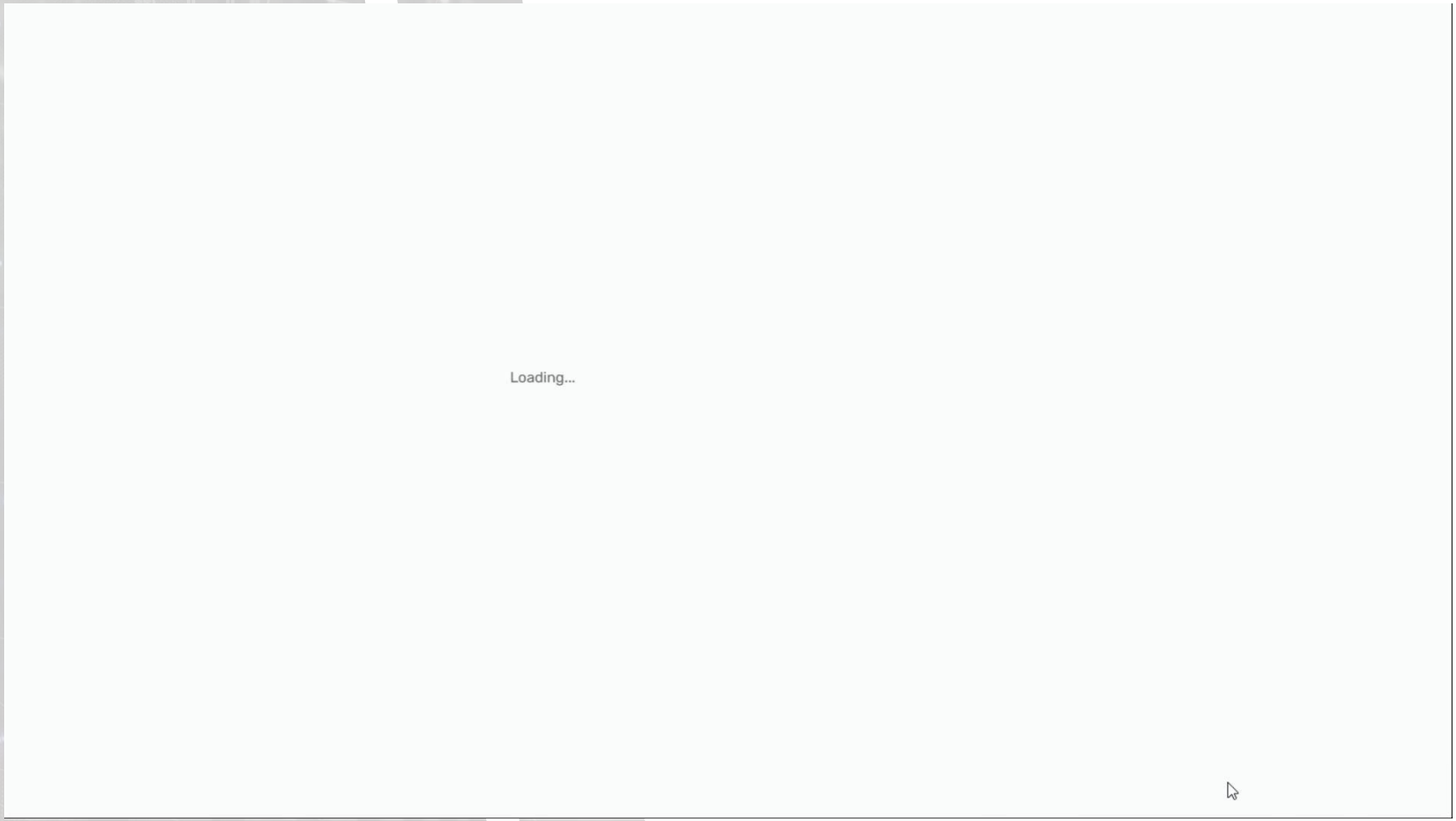
Dear [User],

We regret to inform you that the client [Client Name] has been marked as deceased in our records. Please be aware of this status update when accessing and interacting with the client's profile. Kindly refrain from adding new services, case notes, goals, or enrollments as this client is no longer active.

If you have any questions or require further information, please reach out to the appropriate personnel.

Thank you for your attention to this matter.

Deceased Client Warning



Data Quality Update

- Congratulations Seminole County!!
  - 1126 - Seminole County-HUD I Housing & Support Services:RRH (100% A)
  - 921 - Seminole County-DCF ESG:RRH (100% A)
  - 385 - Seminole County-SEM Shelter Plus Care:PSH (92% A)
- Met with 9 agencies (14 projects) for Quarter 2 Data Quality Monitoring
  - Only met with agencies with projects needing extra support.
  - Will meet again in Quarter 3 (August) to determine if improvements have been made.

Referrals Discussion

- To use referrals, an Organization must establish a central email address to assign to their Provider
  - Recommendation: Multiple staff at your organization should have access to this email
  - This helps to ensure that referrals are not missed

- Referral Form - Zendesk ticket form???
  - The following information will be required:
    - Organization Sending Referrals
    - Organization Receiving Referrals
    - Referral Code
    - Central Email Address
    - Message to Referrals - what standard messaging would you like to accompany the referral
    - Any eligibility criteria, descriptions of intake process, fees, or other information necessary to complete a referral (If applicable)

- Referrals have visibility restrictions - how do we want to approach permissions? Should both organizations agree to referrals? Are organizations willing to accept referrals from all organizations?

- Idea: Referral MOU - sets roles and responsibilities around managing referral data

HSN University Training

Just as a reminder - when training requests are submitted to our team for New User training, the trainee is automatically assigned to the virtual course. This allows for your staff members to get through the training and into the live system more quickly vs waiting for the next available live training session (via Zoom).

- No more waiting for 1st and 3rd Tuesday to train
- Audio and visual support all throughout
- Complete conveniently on your own schedule
- Support available via Live support hours and the Helpdesk
- Live training still able to be scheduled as needed
- Access to the live system provided 1-3 business days after requirements are met.

Requirements include:

  - Completion of all required course modules;
  - Demonstration knowledge in the practical portion of the training by completing required tasks/workflows in the HMIS training site;
  - Review, sign and submit the HMIS User Agreement

Upcoming: Virtual courses for HMIS 102: SSVF, Street Outreach & PATH

HMIS 102: SSVF course launch date set for 7/14/2023!

HMIS Training & Support

Our routine monthly training calendar:

1st & 3rd Tuesday: HMIS 101 New User Training (9a - 2p)

2nd & 4th Wednesday: HMIS 101/102 Refreshers (2p - 4p)

3rd Tuesday: ClientTrack Introduction to Reports Training (3p - 4:30p)

Ad-Hoc Reports Training (request via HMIS Support Ticket)

APR/CAPER in ClientTrack

Everyday Reporting in ClientTrack

Explore Data Explorer

Data Quality Workshop

Join us for our office hours M/W from 1p - 2p for additional one-on-one HMIS support.

Reminders:

*All **new user** training requests must come through the Agency Liaison.*

***Agency Liaison** needs to **let the HMIS team know ASAP when someone leaves the agency** so we can inactivate accounts. This is to protect the system and keep an accurate count of available subscriptions for assignment.*

Support

HMIS Data Quality Monitoring

What to expect?

- Data Quality Monitors Scheduled for 2023
  - **Communicated via agency liaisons**
  - **Primarily focuses on the CoC APR/Data Quality Report**
  - **We are looking at Q3 for FY22-23 (April - June) - invite will be sent out soon to schedule for August 2023.**
  - **Supportive Service Only (SSO) project will now be reviewed as well.**
- Recommendations for improvements and a timeline for addressing data quality issues
- Follow up with a scorecard (grading system)
- Targeting agencies with projects that need a little “TLC” this quarter

Interested in sitting in on a DQM? Let us know at hmis@hsncfl.org!

Support

Breakout Rooms Discussion

- What are things in ClientTrack that you find cumbersome, unclear, and/or could be better?
- Are there any menu options in ClientTrack that you would like to learn more about, or have questions about?
- Do you have suggestions for what you want to see/do differently in ClientTrack?
- Are there parts of ClientTrack that you want to learn more about?
- Have you needed additional support from colleagues, leadership, or HMIS staff to complete tasks? If so, what were the tasks?
- Are you finding the layout and functionality of ClientTrack is enabling you to complete your duties in a more efficient manner? Why or why not?
- Do you have any topic recommendations for upcoming HMIS Advisory Committee meetings?

Committee Roll-Call Vote
HMIS Committee Officers

Committee Roll-Call Vote
Any other motion before committee

Thank you for Attending!

Next meeting date:

Tuesday, Sept 12th, 2023
10:30 am to 12:00 pm

HMIS Guides, Documents, Training, Acronyms & More

hmiscfl.org

https://www.hmiscfl.org/training/datadefinitions/

HSN HMIS Team

Angel Jones
HMIS Operations Manager

Agustin “Tino” Paz
HMIS Senior Data Analyst

Ashley Brozenske
HMIS Data Analyst I

Brittney Behr
HMIS Project Coordinator

Chuck Vroman
HMIS System Success Specialist

Racquel McGlashen
HMIS Partner Success Specialist

Tyler Claitt
HMIS Partner Support Specialist