

Meeting Minutes - HMIS Advisory Committee

Meeting Notes-07/11/2023

Attendees:

1. Chuck Vroman
2. Brittney Behr
3. Ashley Brozenske
4. Angel Jones
5. Tyler Claitt
6. Racquel McGlashen
7. Tino Paz
8. Wyatt Haro
9. Jaye Silvagnoli
10. Annina Quarantello
11. Caren Olson
12. Danielle Landaal
13. Kaitlyn Lindsay
14. Matt Borchelt
15. Nicole Preston
16. Pamela Ford
17. Richard Wang
18. Sergio Silva
19. Xavian Deniz
20. Kelly Kritiikos
21. Keisha Thomas
22. Doug Little
23. Brad Sefter
24. Norris Henderson
25. Jennifer Ortiz
26. Latoya Sheffield
27. Deborah Del Moral
- 28.

- **Committee Roll Call**

- **Minutes from May 9, 2023**

- Wyatt called for voting member attendance. Danielle, Brad, Latoya and Brittney are in attendance.

- **Agenda for July 11, 2023**

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- **HMIS Team Reports**

- **Advisory Committee Structure - Upcoming Elections**

- Wyatt discussed committee structure and how to apply for membership.

- **Questions: None.**

- **Clients Right to Information**

- Chuck gave an overview of a document to be released in the near future and how data is shared with clients.

- **Question: With a subpoena, notify HMIS. Clients can still ask for their information.**

- **Deceased Clients Workflow**

- Angel gave an overview of information trying to identify clients as deceased. This includes the location of a red “Deceased” string. Feedback was to put it below the client photo. Angel also described how a notification will appear on the notification button/bell. We are also setting up an email notification based on case managers associated with the client.

- **Angel asked for feedback: Brad asked about the notification. Angel mentioned that email goes to all case managers associated with the client. The email will have the Client ID and not client name as shown in**

demo/example in the presentation slide. Danielle asked about the date notified. Angel to research more about how the deceased date will be collected (vs. deceased notification date). Brad asked about the deceased button (accidentally checked) and saving the record. As long as the deceased button is unchecked before email is sent, the box can be unchecked. Users may have to send tickets to the HMIS team to help correct if an error is made. Note that only agency liaisons will have access to the deceased button. Deceased checkbox also need a date of death text box? Is the audit field for deceased checkbox (date) good enough? Notification for "are you sure you want to mark client as deceased?" once the save button is hit.

○ Data Quality Update

- Ashley described the graphic with results for the first half of the fiscal year, including most improved and highest score.**

○ Referrals Discussion

- Brittney gave an overview and demo of the recommended process. Brittney described the importance of services in ClientTrack and the differences between service transactions and referrals. Brittney described currently defined referral services and the emails sent within ClientTrack to the receiving agency. Brittney described how the "Provider Dashboard" works for a receiving agency/provider. Recommendation to have a central email address at each agency. Brittney described a suggested Zendesk form to help HMIS setup referrals for an agency.**

- **Discussion suggestions: How should we set up referrals for agencies?**
- **Comments and feedback from Wyatt Haro and Danielle Landall about client contact information. Additional feedback from Brad Seftor and Kelly Kritikos. Reporting needed for outcomes, discussion about MOU ideas for roles/responsibilities and managing referrals. Kelly asked about incoming notifications, Brittney responded that emails are the notification process available. Caren recommended we use the MOU process. Deborah Del Moral asked about shutting referrals down if an agency is inundated with referrals. Keisha asked about separate MOUs by projects. Discussion focused on agency to agency MOUs. Ashley mentioned larger agencies may have multiple divisions and might need separate MOU. Brittney mentioned multiple providers for each agency. Sergio suggested monthly limits of referrals.**
- **HSN University Training**
 - **Rocky provided an update on current success in HSN training. Rocky also described our new SSVF training, due to roll out on 7/14/2023. Other training under development are for Street Outreach and PATH as well as a refresher course.**
 - **Rocky reminded users about general rules about training needs and users leaving your agency. Brad asks about how to add additional agency liaisons. Rocky asked Brad to submit a help desk ticket.**

- **Breakout Rooms Discussion - Topic recommendations, concerns, etc.**
 - **Angel**
 - **Wyatt Haro - Loves the new system. Is appreciative of how the HMIS Team responds to their needs. He believes that things will get easier once everyone gets used to it.**
 - **Keisha Thomas - main concern is the User Interface is confusing and a lot to understand. She believes with time they will get used to it but right now it is cumbersome. (Refresher Training candidates)**
 - **Chuck & Tyler:**
 - **Nicole Preston - Data Quality Question about SS number collection for minors. Missing minor SS numbers cause data quality errors that agencies cannot correct.**
 - **Ashley:**
 - **Waiting for reports is horrible - takes too long**
 - **Want to be able to import data - having to do double entry because they have their own internal system (Salesforce, Efforts to Outcome ETO)**
 - **Need nickname, alias, or street name (was in SP, not in CT). Should be in entry. Should be able to search by alias/nickname (on find client?)**
 - **Q6 APR/CAPER Data Explorer report?**
 - **HMIS is great at communicating**
 - **Brittney:**

- **Jaye and Deborah identified a need for a report similar to an old ServicePoint report to identify missing data (UAP Annual Report)**
 - **Report may have already been developed for UAP, just needs to be modified for Sharing Center**
 - **Brittney will discuss at Data Analyst meeting to clarify**
- **Jaye highlighted the need for the Supervisor Review feature to be fixed**
 - **Brittney will follow up with the vendor on status**
- **Deborah highlighted a need for more training for Case Managers**
- **Tino/Rocky:**
 - **Participants were very pleased with the responsiveness of the HMIS team in the ticket system.**
 - **Mentions that the transition was a challenge, but as they are getting used to it, has been much easier to work with than Servicepoint - less nuances.**
 - **The breakout room set up was appreciated as it made participants feel more comfortable to voice their concerns and provide feedback outside of the larger group. They would like to see more of this type of engagement for future meetings.**
 - **Sergio Silvas mentioned that when he has a client with an illegal citizenship status, he does not enter them for fear that they would get into legal trouble. It sparked a conversation around privacy and accessibility of data in our system. (We also advised him to go back and add**

those people to HMIS).

- **Suggestion: provide additional language in HMIS on the citizenship intake questions to reassure the community that this data is only collected to understand homeless populations and resources needed.**

- **COMMITTEE VOTES**

- **None.**

- **Next meeting: September 12th, 2023**

Meeting adjourned: 11:56 am by Wyatt