

AZ BOSCOG Statewide Annual Meeting

Wednesday, October 22, 2014

Attendees:

Claude Alley, *Volunteers of America*
Ross Altenbaugh, *Flagstaff Shelter Services, Inc.*
Karia Basta, *AZ Department of Housing*
Leah Bloom, *City of Flagstaff*
Barbara Blythe, *Mohave County*
Benita Boyd, *Flagstaff Shelter Services*
Shannon Braman, *Achieve Human Services*
Laura Brant, *CAHRA*
Tricia Cano, *CIR-HMIS*
Sarah Darr, *City of Flagstaff*
Valarie Donnelly, *WACOG*
Candee Stanton, *Consultant*
Cindy Flores, *CIR-HMIS*
Cindy Furrh, *OCCAC*
Myra Garlit, *Crossroads Mission*
Dianna Guerrero, *CAHRA*
Gilberto Gutierrez, *Pasadera BHN*
Mike Hutchison, *Horizon Human Services*
Tom Isakson, *Veterans Resource Center*
Linda Jansen, *TGC*
Joy Johnson, *AZ Department of Housing*
Rafael Jubera, *National Community Health Partners*
Daniel Kamau, *CCCC*
Marjorie Keeto-Paxson, *White Mountain Catholic Charities*
Jordan Layton, *CPSA*
Leon Lead, *Cenpatico*
Megan Lee, *Pasadera Behavioral Health Network*
Romelia Lopez, *WACOG*
Eliza Louden, *Catholic Charities*
Jenny McLellan, *ABC*
Michele Meyerkorth, *AZ Department of Housing*
Barbara Mikkelsen, *NARBHA*
Melissa Montaño, *CIR-HMIS*
Julie Montoya, *Housing Solutions/Sharon Manor*
Barbara Montrose, *CPSA*
Floyd Nelson, *The Guidance Center, Inc.*
Annette Olson, *U.S.VETS - Prescott*
Suzanne Payan, *CAHRA*
Marc Peoples, *DES*
Fran Plakstis, *DES*
Dorine Prine, *Gila County CAP*
Carol Quasula, *Catholic Charities*
Camie Rasband, *Catholic Charities*
Ken Repkie, *Sunshine Rescue Mission*
Anne Scott, *AZ Department of Housing*
Michelle Skurka, *ADHS/DBHS*
Shantae Smith, *CIR-HMIS*
Michele Thomas, *CIR-HMIS*
Jenifer Thornton, *City of Sierra Vista*
Denelle Valenzuela, *ADHS/DBHS*
Tad Zavodsky, *City of Yuma Neighborhood Services*

Karia Basta started the meeting at 9:05 am and welcomed everyone. We introduced ourselves and Karia thanked us for attending.

HMIS POLICIES AND PROCEDURES:

Karia then turned the meeting over to Anne Scott. Anne stated that copies of the HMIS Policies and Procedures which was adopted by the HMIS Committee on October 1, 2014 are available for review. Michele Meyerkorth will be "cleaning" up this document (reviewing the language, standardizing the font, etc.). We sent this document to HUD Technical Assistance for review and we heard from them this morning. They would like stronger checks on monitoring and remote access. One minor detail is that we have highlighted two (2) sentences in the report that refer to posting documents on the HMIS homepage in ServicePoint. Users have noted that it was available at some time in the past. We are looking into it. Finally, we will be using the term "project" for what we used to call your "program." As you know, the HUD data standards now refer to a "program" as either PH, TH, RRH or Services.

As HMIS users, it is important that we get used to using the new terminology set forth in the data standards.

Several folks helped create the document. Barbara Blythe led us through the process. Megan Lee kept track of the changes and discussion points. Tricia Cano and Michelle Thomas provided guidance on the workings of the system and how various decisions might impact functioning and data quality issues. This process started in February 2014. The committee adopted this draft on October 1st and spent over thirty (30) hours drafting and revising the document.

Roles and Responsibilities: The Lead Agency for HMIS is ADOH. The System Administrator is CIR. You are the Participating Agencies. It is important to note that Executive Director and Agency Administrator do not necessarily reflect the professional title of the person that fulfills that role in HMIS. The Executive Director is the person who has decision-making authority and may not even be active in HMIS but will authorize users in the system and be responsible for signing the HMIS Partnership Agreement and submitting the initial Agency Profile. Ultimately, the Executive Director is responsible for the safety and security of the system and ensuring that HMIS users from their agency abide by all policies and procedures. The Agency Administrator is an HMIS user who has visibility rights to all of the projects you administer. Agency Administrators oversee the system, reset passwords for users in their agency and run and verify reports. Agency Administrators will have a broader user role than most end users. The Agency Administrators must also verify the agency's information quarterly and notify the Lead Agency and/or System Administrator of any changes. Changes would include the addition of units, services, change of address and or contact information. It is important to note that the Agency Administrator and/or Executive Director contact the Lead Agency within twenty-four (24) hour if an end user is no longer employed by the agency. If the employee is terminated, contact the Lead Agency and/or System Administrator prior to the termination.

Training: Users must receive training before using the system. New user training is generally held from 9:30 am to 3:00 pm. It is offered at CIR's offices in Phoenix or the training staff will come to you. Refresher trainings are scheduled every month and we will be offering refresher training at the BOS regional meetings. Agency Administrator training will be a one (1) hour training session. Agency Administrator refresher training will be incorporated into the user refresher training.

Data Standards: It is important that each person remembers that information entered into the HMIS is personal and therefore very private. There are strict standards set forth in the document for handling confidential information. In addition, the Continuum adopted a data quality plan last year. Security includes basic requirements like logging out of HMIS if a user leaves his/her workstation for any period of time; ensuring screens may not be seen by the general public or other office staff; prohibiting sharing of user ids and/or passwords; prohibiting agencies from changing the data that another agency may have entered (there is a process for discrepancies and disputed data). Unethical use of data will result in immediate suspension of the user from the system. The agency may also be denied access,

funding may be impacted and the ADOH legal department will be consulted. Barbara Montrose wanted to know if there was a breach in the system (with Bowman or ADOH), what is the process? Who will notify agencies? What are the consequences? Is there an indemnification clause with Bowman and ADOH? This will be researched and added to the Policies and Procedures.

Forms: Client Acknowledgement Form and Release of Information Form need to be updated at recertification. Every client has the right to deny that their information be shared in the HMIS system. If a client denies release of information, contact the System Administrator to lock the client record. The Release of Information Form will allow the client's information to be shared with other agencies and ADOH which will facilitate data sharing. The Code of Ethics Agreement must be signed by new users before set up in the system. The Code of Ethics Agreement must be re-signed every year. The Agency Partnership Agreement is the contract allowing agencies to use HMIS and must be signed annually. The Agency Profile Form is the information we use to set the projects up in the system. Agency Administrators must review their profile quarterly for accuracy and communicate with the Lead Agency and/or System Administrator of any changes.

Reports: Every agency has access to the standard reports created by Bowman. In addition, agencies may request custom reports be developed by the System Administrator; however, all custom reports must be approved by ADOH.

Communication: Users are responsible for providing and updating their contact information. Agency Administrators are responsible for ensuring that end users have received relevant information and for distributing information to employees who may not use the system. Wherever possible, we have decided to err on the side of over-communicating. Help requests should come through the HMIS help desk. This includes data entry questions, request for reports and questions about the system.

Access: In consultation with the Executive Director or Agency Administrator the user role will be determined. Default position is the most restrictive access. Users must receive new user training and attend at least one (1) refresher course every year. Clients have a right to their data; however, changing the data may be denied. Also, if there are pending legal proceedings, or if the case manager feels that there may be a threat to others by releasing the data, the agency may contact ADOH to deny the request. All clients have the right to deny that their information be shared through HMIS. Even if the client has initially given permission, permission may be revoked at any time. Agencies will be required to post a "Privacy Notice" in the office informing clients of their rights.

Security: Much of the security section is written to address the system standards that Bowman must adhere to. For agencies, the major security requirements are to protect client-level data. Any breach of security and/or release of client-level data will result in suspension of the user and may result in suspension and/or a reduction or repeal of funding for the agency. Monitoring will contain an HMIS

component including data report cards, physical review of the workstation, and specific data-entry review.

Data Sharing: Data sharing is permitted between agencies with a data sharing agreement. Data that can be shared includes: assessments, case manager name, case notes, case plan, file attachments, household data, interim/annual assessments, needs, referrals, self-sufficiency matrix, services, shelter bed information, SPDAT and F-SPDAT, Universal Data Elements, VI-SPDAT and VI-FSPDAT. Data that may not be shared is any data related to HOPWA projects.

Miscellaneous: Agencies, clients and the public have a right to file a grievance. Complaints must be in writing. ADOH/System Administrator must respond within thirty (30) days. Termination initiated by the agency or ADOH must be in writing. If required to enter data into HMIS, termination will impact funding decisions. Please allow thirty (30) days for setting up new projects.

Karia asked if we would like to adopt the Policies and Procedures today knowing a few minor changes would be made. The decision was made to send out the revised document in two (2) weeks with a voting option of “Yes” or “No” to approve or reject.

Barbara Blythe encouraged folks to join the HMIS committee.

COORDINATED ASSESSMENT:

The meeting was then turned over to Tricia Cano to review the use of the Coordinated Assessment tool, VI-SPDAT as it functions in the HMIS. This process is a work in progress and can be modified as necessary. The Coordinated Assessment process allows us to enter data into the system so it can be reviewed to house the most acute clients first. CIR has added a Coordinated Assessment Project in HMIS. Initially the client must be added to the Coordinated Assessment Project in HMIS. The project then can be searched and users may generate reports on who is on the list for prioritization. Clients may be referred to more than (1) location for assistance, including your own location. The score the client receives is not the “final” decision as to where a person is housed as the case manager’s input is important in the process. With the Coordinated Assessment project, all agencies using HMIS will have access and be able to see who was referred and the status. If an agency is using the system, they will receive an e-mail stating they have a referral. A copy of the documentation provided by Tricia is attached.

POINT IN TIME:

Karia reported that we are looking at the last Tuesday in January, 2015 to do the next Point In Time count. This unsheltered count is done in the odd years for HUD. A consensus of the Continuum is to conduct an unsheltered count in the even years in the summer. As we have five (5) different climates, and such a large geographic area it is important to capture this data in different seasons.

Karia explained that this year the plan is to establish a PIT Committee that will work to standardize the process in all counties. Karia asked for volunteers to be part of the Point In Time committee. This committee would facilitate in how the count is conducted, standards on establishing teams, how to perform the count, etc. We need to be able to have good data to back up how our projects are working. Dianna Guerrero, Leah Bloom, Eliza Loudon, Laura Brant and Cindy Furrh volunteered to be on this committee. There will be webinar training when it gets closer to the count date but the more volunteers we have the better. More teams, since no one works alone, eases the burden of covering an entire county. This is a great opportunity for educating the local communities. Karia has posters that she can send out.

Candee Stanton gave an overview of the summer Point In Time count. We had 663 surveys returned. We did not receive Coconino County's results but believe it is around 300 surveys. There are twenty-two (22) recognized tribes in the state but we do not count on the reservations. The numbers need to be cleaned up and analyzed before the report is published so please do not share any figures from today. Once the report is ready, it will be e-mailed and posted on the website.

ESG:

Donna Bleyle from DES was not able to attend due to illness but a representative did state there is not information on when the next NOFA will be released. It was brought up that ESG should be meeting with the continuums and it is not occurring; this will be taken back as an action item.

Miscellaneous:

The RFP for the bonus project was released and OCCAC scored the highest. Their project will be submitted in the 2014 HUD NOFA for HEARTH funding.

Candee thanked all the sub-grantees for their assistance and their responses.

There will be a sub-grantee meeting in Phoenix on December 4th.

A public hearing for the five (5) year consolidated plan will be done in January at the regional meetings. There are only three (3) regional meetings this time: January 8th in Parker, January 13th in Benson and January 16th in Cottonwood. Karia will be sending out a "Save the Date".

Hunger and Homelessness Awareness Week is November 16th to the 22nd. There are many events in the Yuma area. Please see the website, www.crossroadsmission.org, for more information.

Karia thanked everyone for their time and attention and concluded the meeting at 11:40 am.