HMIS Committee Meeting Minutes

September 6, 2017

Thank you for being patient while this new system is being used. If there are questions or something needs to be reviewed (i.e. problems with a report), please contact Glennifer Mosher to discuss on a one-to-one basis.

I. Call to order

Glennifer Mosher called to order the HMIS Committee Meeting via webinar at 10:27 a.m.

II. Roll call

Glennifer conducted roll call. Thirteen (13) new providers joined the call. They are not new to HMIS; the Policies and Procedures state at least one (1) person for every provider who inputs data into HMIS will participate.

If you joined late, please send Glennifer an e-mail to include you in the attendance.

- **ACHIEVE**
- **ACTS - Kathleen Heredia**
- **American Red Cross - John and Frank**
- **Arizona Youth Partnership - Kelly Tanner**
- **Community Bridges - Megan Lee**
- **WTP - Megan Lee**
- **CIR - Ty Rosensteel and Thaddaeus Gassie**
- **CPSA - Melissa Fellure**
- **Horizon - Jennifer Blomquist**
- **NCHP - Maribel Najar**
- **Veterans Resource Center-Sara Sweaney**
- **Northland Family - Missy Paulsell**
- **Pinal Hispanic Council - Andrea**
- **Southwest Behavioral - Kevin James**
- **US Vets - Laurie Morenson**
- **WYGC - Tim Abraham**

III. Approval of minutes from last meeting

Maribel Najar motioned to approve the minutes from the previous meeting; Kevin James seconded the motion. The minutes were approved as written and distributed.

IV. Open issues

<u>CIR update:</u> Michelle Thomas is no longer with CIR; Ty Rosensteel is the new Director. CIR has added new team member with backgrounds in data analysis and trainings. CIR will be implementing a ticketing system to record and track down all requests sent to the Help Desk. An automated reply or a reply from a CIR team member with a ticket number will be sent. CIR is working to create an on-line portal with basic information on how to submit a ticket or request. By utilizing this portal, users will

receive an automatic response with detailed information on what to expect and when the ticket will be completed. CIR's hours of operations are: Monday - Friday 9:00 a.m. – 5:00 p.m.

Time requirement for HMIS data entry: Last month it was discussed changing the data entry time requirement from seven (7) to five (5) business days. The system system and everything in Service Point is time stamped and reports are showing how many days it took to input data into HMIS. This information is will be reflected in the Performance Measures.

Updated Forms: It was agreed all the updated forms will be sent to everyone in the HMIS Committee list.

Client acknowledgement form: This form is not being used as it has been by the Release of Information form. Only providers with ADOH contracts are required to use this form; the COC does not require the use of this form. Glennifer reviewed the list of forms posted on the 211arirozna.org website. The self-sufficiency matrix will be removed as no one is using it.

Intake forms: For Permanent Supportive projects - use the HMIS intake form; for RRH - use the RRH intake form. The RRH form which it has a on the "Move-In" date; during the Point In Time, a lot of people were not counted in RRH because their move-in date was on the same date as the entry date in HMIS or the move-in date was a date prior to the entry date. It was clarified last month some providers have clients who have identified house or apartment and are enrolled in the program the same as the move-in date. The system is set up to have a different entry date than the move-in date. Starting October 1, 2017, permanent housing will be required the move-in date; the entry date must be different (earlier) than the move-in date.

Adding new people: Please search thoroughly and do not create a new client unless your client is not found in the system. Should you have any questions, please contact the Help Desk to assist.

Multiple head of household: When creating an entry, the head of household needs to be designated. This is typically the client, the person being served.

Data not collected. Do not use this option. All questions need to be answered.

Missing social security number: Use the client ID number preceding by zeros and then answer the "client refused" or "client doesn't know" box. This will show as an error in the APR but at least the question was asked. Data quality questions are extremely important as the new APR looks these questions.

ROI: The system gets confused with the ROI dates. The ROI is extremely important in the system now. If there is a ROI that says "no", that period of time is not going to show up when providers look for that client. One issue discovered was if the client says no for Coordinated Entry, all providers can still see their information as an EDA Coordinated Entry project. When the client is entered under your EDA project and says no to the ROI, the other providers cannot see the data you entered under your project.

V. Adjournment

Melissa Fellure motioned and Megan Lee seconded it to adjourn the meeting. The meeting adjourned at 11:33 a.m.

The next meeting will be October 4th at 10:00 a.m.