Balance of State Continuum of Care
HMIS Workgroup
Minutes: Conference Call on June 4, 2014

Attendance
Marilyn Johnson, OCCAC
Alan Wentz, Crossroads Mission
Megan Lee, Pasadera Behavioral
Anne Scott, ADOH
Barbara Blythe, Mohave County
Tricia Cano, CIR
Michelle Thomas, CIR

Call to Order

- The meeting was called to order at 10:06 am
- The minutes from the previous May 2014 meeting were approved

Discussion

- **HMIS Updates**
  - Question answered about what does the HMIS Committee need to approve. CIR explained that HMIS updates happen automatically, but upgrades need to be vetted by this committee.
  - Regarding the changes that we will see with Update 5.10 install is that we will noticed is that the SSOM tab changes to "measurements" that is where the SPDAT and F SPDAT will be shown when we implement those. Anne requested an email be sent to users to tell them of the change, Tricia would send the outline she sent to us to review to the users. Most of the upgrades are about Referrals, but most of our people are not using referrals or referral ranking scale. It is a tool that is used to Coordinated Assessment to do the referral ranking scale.
  - Review the Version 5_10 Outline BOS attachment sent by CIR (see last page of these minutes)
    - Barbara makes motion – Megan Second – No nay votes. Yes unanimous.
  - Expected to make the upgrade at next Wed night, June 11.

- **Policies and Procedures Manual**

  - Anne explained that Megan, Barbara and Anne discussed changes the policy/procedure manual into a format that work for us. To focus less on verbiage and address more policy based issues, for instance the questions below. Anything highlighted below in blue was text the committee worked to develop, Megan wrote a draft of the text, and Anne should incorporate a final draft of text in the P/P manual.

Q. Must users receive training before entering HMIS data?

- Barbara supports training. CIR believes training is important, but they recognize that training is hard in BoS because of location. CIR recommends that people who are too remote for an in person training must do a phone training. CIR has a policy that you must have training before.

- Discussion about having a overview training for all users, and then more specific training as need based on what users need. How are users going to get overview training. Maybe an online training, but right now CIR is being called to visit people onsite for trainings. But they do not yet have an online training system.

- Anne recommended that we just develop training – Must receive New User Training. And then CIR can develop how to do the training with each New User.

- Anne asks if we want a timeframe that a new user has to be trained? It was decided that to get the access as user to HMIS you must be in training. The System Admin has 48 hours to set someone up as a new user , and time to set up a new user and do training.

- **New Draft Policy wording for Training Procedures:**
    - "All new users must have training with the System Administrator before entering data into HMIS. The System Administrator and Agency requesting new user will determine training date(s) within 48 hours of user request for access to system. Training needs to be completed within thirty days of requesting HMIS user status."

Q. How quickly should the System Administrator set up new users and train them?

See above Policy.

Q. How much training? In person?

See above Policy.

Q. How often should training occur so that users can begin using the system? Where will that training be held?

See above Policy.

Q. Are we going to require "refresher" training every year?

CIR will track refresher training, but who needs refresher training is it all with an account to HMIS or just users. New policy: "All users will receive an annual training."

Q. Do Executive Directors need training?

Leave this out.

Q. How much? How often?

NA

Q. Is advance notice of training opportunities required?

At minimum two weeks notice for the interim, but 30 days will be feasible in the future by CIR.

Q. How quickly do we need to notify Bowman of issues with the system?

We decided to keep this out and keep in-between the SOW of the ADOH and CIR contract.

Q. How quickly do we notify users of issues with the system?

"Users will be notified by System Admin within 24 hours of issues via email"

Q. How often do HMIS agency documents (Code of Ethics, Agency Profiles, Agency Partnership Agreements, etc.) need to be updated?

HMIS documents will be updated annually with contracts renewal.

Q. What happens if an agency is noncompliant?

It is already covered in the existing document in multiple places that non-compliance will lead to disciplinary action.

Q. Do agencies post privacy notices at agency that information entered in HMIS is private?

The acknowledgement form is in the files, but is not posted. In Maricopa it is a policy to post in the agency for clients to read. Committee voted no to posting.

New Business

- Discussed and confirmed that the August 6, 2014 will only be used for CIR to discuss the 2014 Data Standards.
- Regional meetings in August 2014 will be SPDAT training with Iain DeJong.

Next Steps

- We covered the first 20 pages of the manual and Anne will add more pages and discussion questions. The call to action is that we review the P/P and make suggestions but we focus our review on the Policy questions as proposed by Anne.
- Anne will work on the P/P and send revised P/P and policy based questions to Megan before the next meeting. Megan will send the info out with agenda and June minutes.
- Meeting ended at 11:21am.

Next meeting: Wednesday, July 2, 2014 at 10:00 am. *Keep the reoccurring meeting time for First Wednesday of each month at 10am.*

Version 5.10 Upgrade – Major Changes

Referrals

-A referral ranking field located in Referrals screen (Service Transactions Tab)

-A new filter on the Referrals tab in service transactions. You can sort by *referral status* and *referred to provider* when you click the "more" button

-A new Referrals report in ServicePoint (reports button on menu)

ShelterPoint

-A "Date In" column has been added to the check in screen, and you can now sort by date in as well

-Select icons (green plus signs) have been added to the check unit availability popup window. The unit list type will also display when unit list is selected.

Measurements

-SPDAT* and F-SPDAT* tools added to ServicePoint via the "measurements" tab on the client record. The Measurements tab will replace the "SSOM" tab. The Self Sufficiency Matrix will be accessed via the Measurements tab.

*These tools must be "turned on" before you see them. The HMIS project will give each program/user visibility to the tool as determined by the lead agency.