Balance of State Continuum of Care
HMIS Workgroup
Minutes: Conference Call on July 2, 2014

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

Call to Order
- The meeting was called to order at 10:06 am
- The minutes from the previous June 2014 meeting were approved.

Discussion

- **HMIS Updates**
    - Tricia stated that the 5.10 install happened on June 11, 2014 and no one really had any questions or concern. Everything went smoothly. Question asked 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.
    - Data Standards 2014 will be discussed in August.
    - SPDAT is all in HMIS so we are just waiting on training. No announcement sent yet, but Iain DeJong will travel to different communities like a regional meeting. The VI-FSPDAT is not in HMIS just yet, but the other SPDAT versions are loaded and ready to go in HMIS.
    - CIR was asked about training and feels that things are great and they are doing many trainings at locations.
    - CIR has started building an online training and should go live in a couple months with those trainings.

- **Policies and Procedures Manual**
    - HUD is requiring a posting of privacy notices. We have to also give a client a privacy notice.
    - Anne says finish the document, send to HUD TA, and then get feedback to help answer our questions.
    - Discussion of anonymous clients – those that will not sign the waiver of ROI to HMIS. We must go through CIR when we get a client that will not release their info to HMIS. Policy created "Lock the clients record or anonymous who will not give info to HMIS and the clients numbers will count towards the APR for bed counts."

- At recert all forms by the agency have to be updated annually. "Policy, the end date is one year from the start date." ADOH should send an email each year to remind everyone to update all forms and info.

Question asked "what is a client record?"

Q. ~~AA responsible for assisting with implementation of system upgrades~~? Do we want to specify who must work with System Admin to determine needs of the agency? Testing system upgrades assistance from AAs? AAs must disseminate info to their users?

What is the role of the AA as far as working with the SA staff? SA doesn't need system upgrade help from AA, but SA does need help from AA with help with report and dissemination. Policy Change: ~~AA responsible for assisting with implementation of system upgrades~~ Remove this from the P/P.Policy language – AA, the requestor of the report, will assist with testing custom reports requested by the agency.

Q. What is the AA role in upgrading Agency info in HMIS? Every agency must designate an AA?

Once a year. CIR explained that the agencies should fill out agency update forms and then send those to CIR so that they can do the updates in HMIS due to past experiences where agencies updating their own info caused issues.

Policy language: "SA will update agency information yearly. AA's are responsible to submit agency info changes to SA yearly."

Q. Verification of agency info quarterly? Yearly?

See above policy language

Q. AA role in running reports for the agency. Should this be up to the agency except for the APR report?

Let's not address this – make it a non-issue.

Q. Should we offer separate AA training?

Not separate training needing. Discussed that some of the HMIS training could be added to the regional meeting to make sure AA hears key info and then have breakout session for users.

Q. User must submit reports to AA for verification prior to submission to ADOH?

This is an issue to decide who submits APRs to ADOH.

Q. Prior to publication or final submission, ADOH or System Admin will verify reports?

Policy Language: Any agency using HMIS aggregate data prior to public release that the SA will verify the report.

Q. Code of Ethics violations. ADOH will terminate access to HMIS? Other funders notified?

Policy: Yes, terminate access but no other funders will be notified unless specified by HUD or funder otherwise.

Q. Data sharing and data quality. What happens when client data is in question? Original agency notified?

Policy: AA's can work across each other to solve data issues but only the user AA can change the data.

Q. Who resolves disputes? EDs, ADOH, System Admin?

ADOH would be notified if there is a dispute between agencies for resolution.

Q. Must Acknowledgement and ROI have an end date?

Q. How long must ROI records be kept? (five years?)

Five years.

Q. Adopt a formal denial of service policy?

No client shall be denied a service for failure to release information for data-sharing purposes or refusal to answer informational questions not required for service eligibility screening.

Q. Client access to data? Requests verbal or in writing?
Written.

Q. How long does agency have to respond?
14 days.

Q. Agency may only supply information from that agency?

Remove this from P/P.

Q. Client can request ADOH for entire file?
Yes. HUD allows this.

Q. How long does ADOH have to respond?
30 Days.

Q. If a client requests information to be changed or updated, must agencies comply? If agency doesn't comply, explanation required in client notes?

Policy: Agency regulates this internally to a written request. Case must be noted in HMIS and client file and if client disputes ADOH will be contacted.

Q. Denial of access due to anticipated legal proceedings? Information contains info about another individual? Disclosure may endanger another?

Defer policy to HUD policy.

New Business

- The August meeting questions will be for September for the P/P review.
- Roll out the P/P at the October meeting.
- August meeting all about Data Standards 2014 from CIR.

Next Steps

- Anne will be on vacation at next meeting.

Next meeting: Wednesday, August 6, 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.