



# HAND AGENCY ADMINISTRATOR MEETING

March 7, 2023

## Welcome to the Detroit CoC Agency Administrator's Meeting

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- This meeting takes place every six weeks, from 10:00 am to 11:00 am.
- All users will be muted throughout the meeting – if you have a question, you can 'raise your hand' or type your question into the chat at any time during the meeting as it will be monitored. These meetings will be recorded so please stay muted to reduce background noise.
- Put your name, organization, and role in the chat at the beginning of each call.

**Welcome New Users to the Meeting:** If you are a first-time attendee of the meeting, when we get to this portion, please raise your hand, and introduce yourself to us!

### Attendees:

Alana Gracey	Elizabeth Orozco-Vasquez	Lori Lewis
Alyssa Rietveld	HMIS TEAM	Luke Hassevoort
Andrea Hollins	Javay Coleman	Lydia Goddard
Angela Shand	Jean Griggs	Matt Gatti
Anita Posey	Jennifer Rivers	Matthew Niemi
Anthony Osley	Jennifer Tuzinsky	May Freck
Antonio Broaden	Jessa Murshak	Nia Walker
Ashley Shane	Jessica Yan	Nona Ingram
Bethany Opalewski	Julia Janco	Patricia Parker
Candace Morgan	Julie Herzig	Robin Martin
Carolyn Sebastian	Julie Ratekin	Ronnika Harris
Christopher Johnson	katherine izzo	Saad Shouman
Claudia King	Katie Carlisle	Shalonda Spencer
Constance Williams	Keith Walton	Shantanique Jamerson
Cynthia Adams	Kelsey Holliday	Shautoya Redding
Cynthia Elmore-Lejeune	Kesha Sawyer	Sheila Scheppman
Damon Brooks	Kiana Harrison	Sheryl Copija
Debbie Flowers	Kimberly Benton	Stacie Vaughn
Deja Lowery	Kyra Fishet	Tania James
Denise Goshton	Lea Allen	Kiana Harrison
Donald Montgomery	Leslie A Pugh	Viki DeMars
Dr. Dana Dooley	Linda McCain	Violet Ponders
Edward Cieslak	Loretha Nolen	

## Introductions (Kiana)

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Thank you all for joining us for the first Agency Administrator meeting of 2023. As in the past, we plan to bring you the content that you need & want - as well as share all pertinent information that is relevant to helping your agencies have successful HMIS implementations. We are committed to doing the best job possible and providing the training and technical assistance needed to achieve that goal. I want to take a minute and introduce the HMIS staff.

### HAND HMIS Staff

- **Kiana Harrison**, HMIS Manager
- **Viki DeMars**, HMIS System Administrator, Operations Lead
- **Denise Goshton**, HMIS Reports Administrator
- **Nona Ingram**, HMIS System Administrator
- **Shautoya Redding**, HMIS System Administrator
- **Shanna Cherubini**, Consultant (*MTAN Solutions LLC*)
- **Jared Leys**, Data Analyst
- **Ashley Shane**, HMIS Program Assistant
- **Violet Ponders** – Vaccine Data Entry Coordinator
- **Katherine Izzo** – Vaccine Data Entry Coordinator

## CAM Transition Updates (Kiana)

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See CAM Transition Update on HAND's website @ <https://www.handetroit.org/cam-transition>

We have continued to operate the CAM Transition Team Meeting's weekly as well as the various sub-committees identified last year. Please see the link above for all the up-to-date information.

**RFQ Update:** The RFQ is scheduled to be released March 10.

## PIT/HIC Update (Kiana)

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HIC and PIT sign ups have launched. Everyone should have received a link to sign up for their one-to-one meetings **if you have completed the HIC survey** for all of your agency's programs. If you have not received the link via email, please add your info in the chat with your email and we will follow up with you. The meetings start on March 9<sup>th</sup> and will wrap up at the end of the month.

Please come prepared to these meetings by having all relevant staff present that are familiar with your inventory and aware of your capacity on PIT night 2023 (1/25/2023). We will confirm the PIT number as well as your maximum capacity and address any outstanding data quality issues. We will also discuss any narratives that might be needed in relationship to being grossly under or overutilized for 2023.

## ESG CAPER (Shautoya)

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### ESG-CV CAPER Reporting Reminder

Just passing along a friendly reminder to mark your calendars for the upcoming Quarterly ESG-CV CAPER report which is due to HAND on April 14, 2023. This report covers the quarter of 01/01/23-03/31/23 and is required of any remaining ESG-CV funded Shelter, Warming Center, Rapid Rehousing, Street Outreach or Prevention programs that operated during that period. Please look out for an email that will be sent out soon to the remaining agencies with instructions.

To submit this report, please follow these steps:

- STEP ONE – Run your CAPER and do your DQ (See [Finding/Fixing DQ Errors CoC APR/ESG Caper](#))
- STEP TWO – COMPLETE A SAGE TEST – go to [www.sagehmis.info](http://www.sagehmis.info) & upload your CSV file to TEST (see [instructions](#)).
- STEP THREE – EMAIL PROOF OF ACCEPTED SAGE TEST in PDF FORM TO [shautoya@handetroit.org](mailto:shautoya@handetroit.org)

If you have questions on data errors found in your CAPER report, refer to the [Finding/Fixing DQ Errors CoC APR/ESG Caper](#) job aid.

If you are having trouble submitting the report, please reach out to the HMIS Help Desk at <https://www.handetroit.org/helpdesk>

## Quarterly Audit (Nona)

### Quarterly Audit Sheet changes

We now have a full CY of Quarterly Audits under our belts. As we continue to look for ways to improve system wide data, we have added an update to the audit sheets. In addition to the UDEs and Business Object data quality reports, we have now added a Bed and Unit Inventory Review. Agencies will be expected to review the provided B&U data in the audit sheets and confirm and/or update the data accordingly. This was added to ensure HMIS has the correct B & U inventory data on a quarterly basis, as this information isn't always shared in a timely manner. Thank you all for participating in this exercise thus far and for continuing to strive for improved data quality.

Project Name	HMIS Project ID	How many beds for Youth (18-24)? How many beds are for Couples or Individuals without children? Please specify if any beds are dedicated for Seasonal Only, Veteran Only or Chronically Homeless Only. NOTE: Seasonal Beds = Beds open only during a specific time period, usually in the winter months (NOTE: If seasonal beds (Warming Centers) were reported in January for the PIT Count please verify and enter the start and end date of the Program)													Enter Y for Yes or N for No				Initials of Reviewer	
		Beds HH w/ Children	Units HH w/ Children	Beds HH w/o Children	Beds HH w/ only Children (under 18)	Veteran Beds HH w/ Children	Veteran Beds HH w/o Children	Youth (TAYS 18-24) Beds HH w/ Children	Youth (TAYS 18-24) Beds HH w/o Children	CH Beds HH w/ Children	CH Beds HH w/o Children	CH Beds HH w/ only Children	Total Seasonal Beds	Seasonal Beds Start and End Date	Overflow Beds	Total Beds	Are these beds in HMIS?	Are you using HMIS in the Detroit CoC?		Does this program have any beds that are not in HMIS?
AFG - Detroit CoC - Detroit Youth Collaborative RRH Initiative	11613																			
AFG - Detroit CoC - Rapid Rehousing - City ESG-CV	12840																			
AFG - Detroit CoC - Rapid Rehousing - State ESG-CV	12973																			

## Data Quality Spotlight (Denise)

### Income Adjustments

#### Annual SSI/SSDI Income Adjustments (PSH, TH, RRH CoC Funded Projects)

As you all may be aware, each year, usually in January, the Social Security Administration releases the Cost-of-Living Adjustment (COLA) which details the SSI/SSDI annual increase. **The SSA Fact Sheet can be found [here](#).**

It is expected that if a client in your program is receiving SSI/SSDI that you update their income as soon as possible, to reflect the increase. **Please note that, that during the CoC competition, increasing client income is one of the elements scored.**

Clients whose income has changed at any time (outside of the clients Annual Interim Assessment interview) should be updated immediately once the staff working with the client is informed. This change should be entered as an "UPDATE"

interim assessment. If the client(s) income changes at exit the information should be updated on the “EXIT” assessment. ***Critical times to record this information is at least once annually (while the client is still in the program) and at exit, if any changes occur.***

The job aid for updating sub-assessments (**income, health, disability and non-cash**) can be found [here](#) or on the HMIS Helpdesk Knowledge Base platform.

**Note:** Old income that is no longer valid must be “end dated” at least one day prior to the new income entry (this should be done within the same interim or exit assessment). This prevents the client’s gross monthly/annual income totals from being overestimated. **Also, there should always be a new source of income to replace the ones that have been end-dated. Otherwise, data quality issues will occur.**

**Income Data Entry Tips:** If clients have been in your program for one year or more, you must enter an “Annual” interim assessment within 30 days of the client’s Anniversary date, every year until the client exit the program. Anniversary Date = Project Start Date (if a client project start date is 10/1/2018 and the client stays in the program for 3 years they must have an Annual Assessment within 30 days of the project start date for each year the client is in the program, ex. 1st AA = 9/3/2019; 2<sup>nd</sup> AA=10/30/2020, 3<sup>rd</sup> AA 10/15/21 or you may update on the same day every year , ex. 10/1/19, 10/1/20, 10/1/21). **There should only be 1 Annual Assessment per year. Otherwise, data quality issues will occur.**

We encourage you to review the Overview of Income and Non-Cash Benefits training hosted by the Detroit CoC HMIS team that can be found [here](#).

### **Overlapping Entries**

There is an ongoing issue of providers creating overlapping entries for clients in HMIS. It is expected that Safe Havens (Low Demand), Transitional Housing, and Emergency Shelter providers make sure their clients are not enrolled in another ES, SH, or TH program at entry. Providers need to enter and exit clients in a timely manner to avoid these type of data errors. Providers are to exit client(s) when the client(s) actually leaves the program. Below are some examples of overlapping entries.

Examples of overlaps:

Project Type 1	Tracking Method 1	Dates	Project Type 2	Tracking Method 2	Dates	Overlap	Potential Data Quality Issue
Emergency Shelter	Entry/Exit	Entry: 1/1/2021 Exit: 1/7/2021	Emergency Shelter	Entry/Exit	Entry: 1/5/2021 Exit: 1/15/2021	1/5/2021 - 1/7/2021	Yes
Emergency Shelter	Entry/Exit	Entry: 1/1/2021 Exit: 1/7/2021	Emergency Shelter	Entry/Exit	Entry: 1/7/2021 Exit: 1/15/2021	No overlapping nights	No
Emergency Shelter	Entry/Exit	Entry: 1/1/2021 Exit: 1/7/2021	Emergency Shelter	Night-by-Night	Bed nights: 1/4/2021	1/4/2021 – 1/5/2021	Yes
Emergency Shelter	Entry/Exit	Entry: 1/1/2021 Exit: 1/7/2021	Transitional Housing	N/A	Entry: 1/5/2021 Exit: Still Active	1/5/2021 – 1/7/2021	Yes

Please look at the knowledge base article for more information [here](#).

## Housekeeping (Ashley)

### User Licensing / Recertification Process

At the top of last year, we launched a new process for submitting new user license requests and recertifications. When your agency admin submits this request to the helpdesk, the only required documents are a completed [New User License Worksheet](#) and a signed [User Agreement and Code of Ethics](#) for new users and a [Recertification Worksheet](#) for annual recertifications. However, we are still receiving multiple training certificates with these requests. Please remember to only submit the pertinent information as mentioned and linked above when submitting these requests to the helpdesk and remember to complete all boxes on the forms. If there are no changes to the Default Provider or EDAs, you will enter "N/A". You may also find this information on HAND's website; <https://www.handetroit.org/hmis>.

### Merge Request

Please remember to use the Merge Request spreadsheet that can be found on our website; <https://www.handetroit.org/hmis> (look for 'merge records' button on the right menu). Please remember when completing the form, the oldest (lowest) HMIS number should be listed in Column A and the HMIS number that will be eliminated (the higher number[s]) will be listed in Column B. Make certain the lock in the upper right corner of the client profile is Green before entering Yes in Column C. If it is not, then enter No in Column C and describe how the lock appears (either Red and locked or Red with a Yellow triangle). And also make sure all letters are identical in the name spelling and all numbers are identical in the SSN and DOB, before submitting your completed secured sheet to the helpdesk request. All of this will ensure your request can be completed in a timely manner.

## **Knowledge base/Help docs**

While HMIS users may use the helpdesk to request assistance, we have a robust knowledge base that may provide users with the help they are seeking. Our helpdesk knowledge base is a self-serve online library of information and help articles. The knowledge base is available to all helpdesk users and is the opening page to the helpdesk. It displays the most popular and recent articles on the right side of the page. Users may enter keywords into the search bar that will lead them to any article that could be of some assistance.

The screenshot shows the 'HAND HMIS Support' website. The header is blue with the 'HAND' logo and navigation links: 'Knowledge Base', 'Community', 'My Area', 'Sign In', and 'Sign Up'. A search bar is prominently displayed with the placeholder text 'Search articles'. To the right of the search bar are buttons for 'Add Ticket' and 'Add Topic'. Below the search bar, the page is divided into two main columns. The left column lists several categories with folder icons and article counts: 'News & Announcements' (9 Articles, 2 Sections), 'General Information' (4 Articles, 2 Sections), 'HMIS Compliance, Policies & Standards' (1 Article, 1 Section), 'Data Entry, Data Quality, and Reporting' (18 Articles, 4 Sections), 'Data Privacy and Security' (2 Articles), and 'Committees, Workgroup, and Meetings'. The right column features two sections: 'Popular Articles' and 'Recent Articles'. 'Popular Articles' includes 'Scheduling Reports in Business Objects', 'Entering Data As (EDA)', 'Running Reports in Business Objects', 'Running, Reviewing, and Printing the CoC APR', and 'About the HMIS'. 'Recent Articles' includes 'Sheltered PIT/HIC Training 2023', 'Problems with the Print Function in Commu...', 'Detroit CoC Income and Non-Cash Benefits', 'Quarterly Audit', and 'VA Case Management Grant Entry Workflow'.

The goal of the knowledge base is to provide a centralized place of helpful information that can be easily accessed and used by our HMIS users at any time and as a benefit users would be able to use their time more efficiently rather than waiting for one of our system administrators to reply to a request. Some suggested articles to review would be, Detroit CoC Income and Non-Cash Benefits and Running, Reviewing, and Printing the CoC APR. Please feel free to make suggestions on some articles/help docs you may find useful in the chat.

### **Reminder: Agency Administrator Responsibilities**

One of the responsibilities of being an agency administrator is to share the information from these meetings with your end users. Please make sure to share the applicable information from these meetings as well as materials to all HMIS End Users at your agency.

## Looking Ahead (Viki)

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### **MSHMIS Governance Agreement Updates**

The Michigan Coalition Against Homelessness (MCAH) is currently in the process of updating the MSHMIS Administrative QSOBAA and the MSHMIS Participation Agreement. The comment period ended on March 3, 2023, and the MSHMIS Governance Agreements Workgroup is beginning the process of reviewing all changes and releasing final versions of the documents.

Once complete, the agreements will need to be signed by all HMIS participating agencies. It is MCAH's intention to make the process completely electronic, meaning that all signees will be able to do so digitally through electronic signatures. When the process is complete, they will announce and demonstrate the new document signature process.

### **HAND HMIS Policies & Procedures Update**

We are in the process of finalizing updates to the Detroit CoC HMIS Operating Policies and Procedures. This document is updated routinely as HUD publishes additional guidance, as part of an annual review, and/or in coordination with updates to the MSHMIS Operating Policies and Procedures which regulates the Detroit CoC's participation in the MSHMIS.

Once finalized, all HMIS users will be expected to attend training on these operating policies & procedures, which includes, but is not limited to, the minimum standards of participation on the Michigan Statewide Homeless Management Information System (MSHMIS) as defined in the [2022 MSHMIS Operating Policies and Procedures](#) and as identified in the [HUD HMIS Lead Standards](#).

We expect this training to occur in the next month or so and will send out more information at that time.

### **HMIS Data Standards FY 2024**

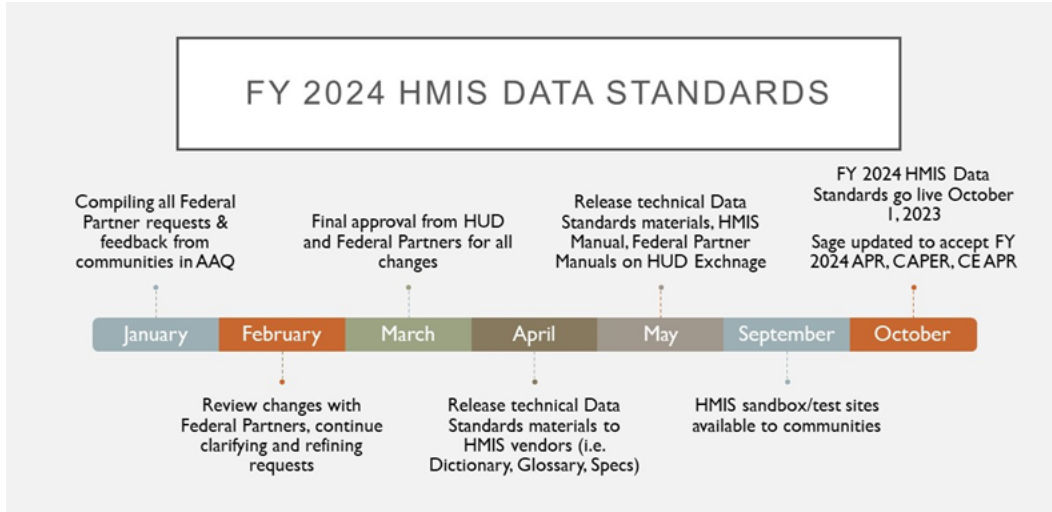
HMIS Data Standards are updated every other year. The 2022 data standards were put into effect October 1, 2021. (See <https://www.handetroit.org/data-standards>). HUD has finished compiling all the Federal Partner requests & feedback from communities. They are in the process of reviewing proposed changes with Federal Partners and continuing to clarify and refine requests.

At this point some of these **proposed** changes include:

- Adding data collection guidance changes for the "legal name" requirement
- Adding data collection guidance changes for the SSN.
- Combining Race and Ethnicity into a single element
- Updating response options for Gender
- Suggestions should be submitted to HUD by 12/31/2022 to be considered for FY2024. These standards would go live October 1, 2023.
- Adding a Rapid Rehousing "subtype" to differentiate between RRH projects that provide services only compared to those that offer housing with or without services.
- Removing the PSH well-being requirement
- Regrouping/renumbering response options for Destination UDE
- Renaming the Client location element and changing the data collection stage to only project start.

In March, they plan to seek approval from HUD and Federal Partners for all the proposed changes.

The remaining timeline is as follows:



**NHSDC Spring 2023 Conference (April 3-5)**

The Spring NHSDC [registration is open](#). The conference will take place from April 3-5, 2023, at the beautiful [Gila Resort Wild Horse Pass](#) located near Phoenix, Arizona. HUD has informed NHSDC that HMIS funds awarded under the CoC and Emergency Solutions Grants (ESG) Programs may be used to attend the conference. Projects without funds designated for HMIS can use admin funds to attend this event.

**Special Note:** *ESG-CV administration funds awarded under the CARES Act may be used for the NHSDC Conference, following all the requirements in the ESG Notice. ESG-CV training funds may not be used for the NHSDC conference because this activity is restricted to training on infectious disease prevention and mitigation.*

**2023 Agency Admin Meeting Schedule:**

Meetings generally take place every 6 weeks on Tuesday, from 10:00 AM - 11:00 AM. The anticipated schedule for 2023 is:

- April 18, 2023
- May 30, 2023
- July 11, 2023
- August 22, 2023
- October 3, 2023
- November 14, 2023

[Find agency admin meeting schedule, and meeting minutes here.](#)

**Our next meeting is scheduled for Tuesday, April 18, 2023 @ 10:00 am**