HAND AGENCY ADMINISTRATOR MEETING

March 8, 2022

Welcome to the Detroit CoC Agency Administrator's Meeting

- 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:

Cynthia	Adams	Sonya	Gregory	Patricia	Parker
Antonio	Broaden	Luke	Hassevoort	Violet	Ponders
SHANNA	CHERUBINI	Julie	Herzig	ANITA	POSEY
Ed	Cieslak	Kelsey	Holliday	Rozeta	Rox
Taylor	Cloutier	Nona	Ingram	Kesha	Sawyer
Sheryl	Copija	Tania	James	Sheila	Scheppman
Eric	Crutcher	Julia	Janco	Angela	Shand
Leah	Damron	Elizabeth	Lawlis	Shalonda	Spencer
Viki	DeMars	Lori	Lewis	Keshona	Sterling
DeJ'a	Farr-Lowery	Mary	Linder	HMIS	TEAM
kyra	fisher	Linda	McCain	Jennifer	Tuzinsky
Tess	Fisher	Carolyn	Neville	Nicholas	Vaghy
Edward	Gardin	Emily	Obrien	Stacie	Vaughn
Denise	Goshton	Bethany	Opalewski	Austin	Williams
Diandra	Gourlay	Elizabeth	Orozco-Vasquez	Constance	Williams

Introductions (Kiana)

Thank you all for joining us for the first Agency Administrator meeting of 2022. This year 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 and share some vacancies we are currently filling and looking to fill in the future.

HAND HMIS Staff

- Kiana Harrison, HMIS Manager
- Denise Goshton, HMIS Reports Administrator
- Anita Posey, HMIS Program Assistant
- Violet Ponders – Vaccine Data Entry Coordinator
- Igwe Nyeche – United Way Vaccine Incentive Lead
- Viki DeMars, HMIS System Administrator, Operations Lead
- Nona Ingram, HMIS System Administrator
- Shanna Cherubini, Consultant *(MTAN Solutions LLC)*
- *July 1st – Vacant – HAND Data Analyst*
- *Vacant – HMIS System Administrator (FT - ESG/ESG-CV)*
- *Vacant – HMIS Data Support (2 PT - Temporary positions)*

Special Guest Introduction: Emily O'Brien, Salvation Army, ESP

Data Quality Spotlight (Denise)

ShelterPoint Issues

We have had some Shelters report that some of their clients have been automatically exited from their program one day after the client was entered into the program. Some providers have attempted to fix the error by re-entering the client, or deleting the original entry, unfortunately we have found that this is creating a duplicate entry or may remove the referral link that the clients were initially connected to, which causes overlapping and data quality issues.

If you notice this issue, please do not attempt to fix the error yourself; instead submit a helpdesk ticket describing the error and we will follow-up with you with the next steps.

Issues with clients having HMD into PSH while still being open in other programs

We have received word from providers that there are some clients who have moved into PSH however they remain open in other programs such as ES, or TH. To prevent overlap and data quality issues, clients must be exited from programs immediately after receiving housing. (Per the HMIS Policies and Procedures *"Data should be entered into HMIS as close to real-time as possible or within 48 hours of an entry/exit. ES should attempt to have data entered on the same day of entry or exit."* (Policy and Procedures page 18) We are aware that in some very rare cases that clients who are permanently housed may remain in or go back to the ES/TH programs for various reasons; in these cases, we ask that you note why in the Case Plans and/or if contacted be prepared to speak to why the client remained in your program after being permanently housed.

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.

If a client in your program is receiving SSI/SSDI we request 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 SSI/SSDI COLA release) should be updated immediately after the staff working with the client is informed. This update should be done as an "UPDATE" interim assessment. If the client(s) income changes at exit the information should be updated on the "EXIT" assessment.

The job aid for updating sub-assessments (income, health, disability and non-cash) can be found here.

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 overestimating. Remember: If clients have been in your program for one year or more, you must enter an "Annual" interim assessment within 30 days of the clients 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 2 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; 2nd AA=10/30/2020). 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 webinar hosted by MCAH the video can be found here. The Income and Non-Cash Benefits Guidance document that accompany the webinar can be found here.

Save The Date

The HMIS Team will be hosting an Income Assessment Training specific to PSH, TH and RRH CoC funded programs on *April, 21 2022 from 10:30am-12:30pm.*

PSH/RRH Housing Move-In Date Audit Exercise (Shanna)

We are still working through the housing move-in date audit reconciliation process. Several emails have gone out to providers requesting more information. If you received one of these emails and you have not yet responded, please do so immediately. The data must be finalized by tomorrow morning (3/9/22).

Issues with data changes after HMD Audit Exercise is complete

Before you submit your final HMD inputs each quarter, it is imperative that you ensure all information contained within the spreadsheet is correct. The purpose of the exercise is to get an accurate count of the total number of clients receiving services and the total number of clients housed during the quarter. By submitting your spreadsheet with inputs, you are verifying that the data is correct. Once the inputs have been submitted and the data has been reconciled the total numbers served/housed should not change.

This will likely impact your renewals moving forward so we encourage you to stay on top of your data. Make sure that all clients served have been entered into HMIS, clients that are no longer being served have been exited, and all clients in housing have the appropriate housing move in date listed. This should be done as close to real time as possible, but at a minimum it must be done before submitting any reports, including the quarterly HMD exercise inputs.

New User Licensing / Recertification Process (Nona)

We are pleased to let you know that the HAND HMIS team implemented a new process relating to User Licensing. While the former process required you to open a helpdesk ticket and submit multiple training files, this new process only requires a single worksheet to be submitted with the pertinent information relating to the license request.

New User Licensing Process

1. User successfully completes the appropriate trainings as outlined in the Training Grid and records the date of successful completion in the New User License Worksheet .
2. User signs their User Agreement and Code of Ethics document and submits the document along with the New User License Worksheet and quiz results or certificates (if applicable) to their Agency Administrator.
3. The Agency Administrator verifies the training, ensures the worksheet has been fully completed, and signs off on the User Agreement.
4. The Agency Administrator prepares a helpdesk ticket (https://handetroit.org/helpdesk) by selecting ServicePoint License (Delete/Add/Upgrade/Adjust) and uploading the fully executed User Agreement and completed New User License Worksheet.
5. Keep in mind the license is only good for one year at which time the user will need to recertify. The Agency Administrator and End User needs to make note of the license expiration date (which is 1 year plus 1 day before the earliest date of certification) and complete those trainings on time, so the license doesn't lapse.

User Recertification Process

1. User successfully completes the appropriate recertification trainings (category 700-705) as outlined in the Training Grid and records the date of successful completion in The User License Recertification Worksheet.
2. The Agency Administrator verifies the training and ensures the worksheet has been fully completed.
3. The Agency Administrator prepares a helpdesk ticket (https://handetroit.org/helpdesk) by selecting ServicePoint License (Delete/Add/Upgrade/Adjust) and uploading the completed User License Recertification Worksheet.
4. Keep in mind the license is only good for one year at which time the user will need to recertify again. The Agency Administrator and End User needs to make note of the license expiration date (which is 1 year plus 1 day before the earliest date of certification) and complete those trainings on time, so the license doesn't lapse.

HelpDesk Feedback

We have been doing a lot on our end to help streamline our processes in order to provide you with the best possible service and support. Changing our process for user licensing is just one example of this. We are currently assessing the functionality and usage of our current helpdesk platform and are looking for solutions that may assist in providing more efficient service and support. However, to properly evaluate our helpdesk service we need your input. We have prepared a short survey https://forms.office.com/r/kbQwkib0Dx to gather feedback from all users, which will help us identify what is working, what is not working, and what we might be able to do differently. With that said, we are gathering feedback on the following questions:

- Rate the following as Very satisfied, Somewhat satisfied, Neither satisfied or dissatisfied; Somewhat dissatisfied: or Very dissatisfied.
  - How satisfied are you with the ability to access the HMIS technical assistance you need?
  - How satisfied are you with the current HelpDesk process and navigation?
  - How satisfied are you with the amount of time it takes to get your concerns/issues addressed by the HelpDesk?
  - How satisfied are you with the HelpDesk responses you receive to questions you submit?

- Please elaborate on your responses by answering the following:
    - What do you like about the current process and/or level of support you are receiving (Narrative)
    - What would you like to see improved in the current process (Narrative)
    - What recommendations would you like to offer for the HMIS Team to best support your needs? (Narrative)

The survey will be emailed to all users today and we ask that you highly encourage them to respond as well.

Housekeeping (Anita)

2022 Recertification Courses Now Available in the HMIS Learning Center

We would like to inform you that the 2022 versions of the courses in the Recertification category of the trainings in the HMIS Learning Center (https://www.hmislearningcenter.org) have been set up. The course numbers in this recertification category are 701-705. We ask that all users who are completing their training recertification in the next 12 months complete these courses to ensure that the date on their certificate is accurate. Failure to do so by the User Expiration Date will result in the inability to access ServicePoint.

Sharing Client Information Electronically

To protect clients and their Personal Identifiable Information (PII), which includes the First and Last Name, SSN, DoB we must be careful to not share this information via email or other electronic methods, otherwise this could violate the privacy and/or safety of the client. When sharing client information electronically you need to limit sharing to only the HMIS Client ID. If you must share any of the client PII electronically you must send the information over in an encrypted or in a password protected document. And the password must be sent to the recipient in a separate email.

Completing HelpDesk Requests

When completing a HelpDesk request, please select your "Issue/Problem" mindfully and complete all the pertinent fields related to your "Issue/Problem". Several HelpDesk requests have been received that are Incomplete, which ties our hands on resolving your issue.

1. When submitting a Merge Request, please remember that if there is any vital client information in your spreadsheet, it MUST be password protected. Once you upload the password protected spreadsheet, the next field is where you enter the password to the spreadsheet. This field is encrypted for security on our end, so it is secure.
   You must make certain that the spelling of the client's name matches exactly, as well as the DoB, SSN and Veteran Status. If these fields do not match on both/all profiles, it will delay the processing of your request.
2. When submitting an update to a client's SSN, please make certain that what you are submitting matches what you see on ServicePoint. If it doesn't match, enter a statement in the box under where you enter your email address that "What is on ServicePoint is incorrect. What is submitted below has been verified," This will alleviate delays in processing your request.
   Also, when submitting a request to update your client's SSN, you can enter the HMIS & SS numbers on the sheet. These fields are encrypted for security. However, if you submit for multiple clients, you should upload an Excel or Word document, which is password protected, and supply the password in the field provided, which is also encrypted for security.

3. When submitting a request for a new EndUser HMIS license, please make sure to complete all the fields for that new User. Also, enter the Default Provider number, and the provider number(s) for any EDAs you want that User to have.

Looking Ahead (Viki)

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 is now gathering input for the FY2024 standards. Suggestions should be submitted to HUD by 12/31/2022 to be considered for FY2024. These standards would go live October 1, 2023.

If you have any suggestions that you would like HUD to consider, let us know via the helpdesk and we will pass your suggestion on through the HUD AAQ. When completing the Helpdesk ticket, select Problem Type “Other” and refer to the 2024 data standards when providing your details.

2022 Agency Admin Meeting Schedule:

Meetings generally take place every 6 weeks on Tuesday, from 10:00 AM - 11:00 AM. The anticipated schedule for 2022 is:

- April 19, 2022
- May 31, 2022
- July 12, 2022
- August 23, 2022
- October 4, 2022
- November 15, 2022

Find agency admin meeting schedule, and meeting minutes here.

Our next meeting is scheduled for Tuesday, April 19, 2022 @ 10:00 am