



HAND AGENCY ADMINISTRATOR MEETING

JULY 12, 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

Denise Goshton	Shautoya Redding	Lori Lewis
Shantanique Jamerson	Patricia Parker	Sheryl Copija
Kesha Sawyer	Staci Hirsch	Stacie Vaughn
Bethany Opalewski	Charles Pearson	Melissa Freel
Antonio Broaden	Constance Williams	HMIS Team
Katie Carlisle	Linda McCain	Elizabeth Orozco-Vasquez
Carolyn Neville	Julia Janco	Sheila Scheppman
Brittany Meade	Jean Griggs	Ed Cieslak
Kelsey Holliday	Kiana Harrison	Kenneth Cobb
Viki Demars	Keith Walton	Katherine Izzo
Gloria White	Eric Crutcher	Julie Ratekin
Mary Linder	Jay Krammes	Tess Fisher
Cynthia Adams	Keshona Sterling	Dej'a Farr-Lowery
Violet Ponders	Japheth Agboka	Julie Herzig
Ronnika Harris	Jamie Wojahn	Kyra Fisher
Dej'a Lowery	Matt Gatti	Donald Montgomery
Diandra Gourlay	Lea Allen	Loretha Nolen
Angela Shand	Lisa Todd	Jessica Yan
Anita Posey	May Freck	

Introduction (Kiana)

Thank you all for joining today's meeting. We are pleased to announce new staff at HAND on the CoC Program side:

- System Coordinator – Miosha Zachary
- Program Coordinator – Chelsea Johnson
- Capacity Building and Training Manager – Torrey Henderson

Community Services (ServicePoint) Updates

2022 Data Purge - Denise

WellSky is preparing to complete a system wide data purge in Community Services. This purge will remove client data from the system that is seven or more years old. ***If a client was active at any point in the last seven years, their data will not be purged; only clients whose most recent entry/exit or service transaction that is more than seven years old will be purged.***

Below you will find a link to a “**Demo Site**” WellSky created. This demo site is a copy of the live site made by WellSky in early June. On this demo site they ran the script that will complete the data purge and mirrors what the live Community Services site will look like once the data purge occurs.

Please visit the Demo Site (using the same login as you use with the live site) and run an **APR or CAPER** for all your projects in both the Demo and Live site to confirm the client count is the same. We want to ensure that active clients were not purged from the system when the script was run in the demo site. If you see any discrepancies, please contact the help desk for assistance.

Keep in mind that the demo site was created in early June, meaning if at any point this month you have changed your password in the Live site you may have issues logging into the demo site because it does not automatically sync this information. If you have issues logging into the demo site, please contact the help desk and we will reset your password.

Additionally, because the demo site was created in early June, we recommend using report dates that end sometime in May (for example, 05/01/2021 to 05/01/2022).

Demo Site Link: https://sp5demo.servicept.com/demo_mi_mshmis/

Please complete running comparison reports by **Wednesday, July 20th**.

BusinessObjects 4.3 Reminder - Denise

If you are still using ART to run reports, you need to stop and switch to Business Objects. If you have not yet used Business Objects and are not sure how to begin, refer to the Community Services (ServicePoint) SAP Business Objects training links on HAND's website <https://www.handetroit.org/traininganddocumentation>. MCAH will also be holding a **Business Objects introductory session on July 19, 2022**, during the upcoming **HMIS Summit**. The session is entitled “**An End User's Guide to Business Objects**”.

Keep in mind that ART is targeted to go away and at this point should only be used for comparison purposes. If you run a report in ART and one in Business Objects, you may notice a difference in numbers. This is because when something is scheduled in ART, you need to adjust the time stamp of the report (time and not just the

date) as it runs the report as of the current time you are running the report. On the Business Objects side of things, they have it set automatically set for midnight.

Important HMIS Reminders

ESG-CV CAPER Reporting Reminder – Shautoya

Just passing along a friendly reminder to mark your calendars for the upcoming Quarterly ESG-CV CAPER report which is due to HAND on July 15, 2022. This report covers the quarter 4/1/22-6/30/22 and is required of any ESG-CV funded Shelter, Warming Center, Rapid Rehousing, Street Outreach or Prevention program that operated during that period.

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 & upload your CSV file to TEST (see [instructions](#)).
- STEP THREE – EMAIL PROOF OF ACCEPTED SAGE TEST TO 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>

Reminder Quarterly Audit – Check Ins (April-June) - Viki

Just a reminder that we have sent out the Quarterly Agency Audit Spreadsheets for Quarter 2 covering 10/1/2021-6/30/2022. We offered training in relation to the Quarter Audit on June 30th, you may find the materials from that training [here](#).

These agency-based spreadsheets highlight high level data quality from the following reports: CoC-APR, Modified 0266 Head of Household Data Quality Report, Unexited Clients with Summary Tab with Max Exit Date, Discharge Summary – All Client Sub populations, Clients with Missing or Expired ROI, and Clients Location Audit Report. In addition to these reports, there is information about how many Agency Admin Meetings have been attended and a snapshot of your end users and licenses at your agencies to date.

Reviewers should add notes in the audit where data could not be corrected and explain what may have caused the errors. Person(s) should initial each section they review and correct. Once reviewing is complete, ensuring any data errors in the audit sheets have been corrected, the person(s) responsible will need to sign, date, and return the Quarterly Audit Sheet with Finalized copies of APR(s) to HAND via the [Helpdesk](#) no later than August 1st.

If you have any questions in relation to what you have received, if there are any missing programs or need to update the contact list that these emails will be sent out to, please reach out to the [helpdesk](#) so we can update our records for these data quality and completeness efforts moving forward.

Duplicate Records - Shautoya

Since the beginning of the year, we have again been working on addressing hundreds of duplicate records in the system. By the end of June, we have processed over 400 records and have emailed many of you to verify certain client details such as spelling of name, dob, ssn, etc.

As a reminder when creating records, make sure you thoroughly search the entire list in ServicePoint, keeping in mind there are multiple pages in the search results.

- If you find an existing record for your client but see that there is an error in that record (i.e., misspelled name, partial ssn, etc.) do not create a new record, just modify what is there as long as you are certain it is your client's record.
- If you come across clients with duplicate records already in the system. Make sure to look at both records to determine which is the most appropriate to use and immediately submit a request to HAND to have the record merged.

Upcoming Training - (Kiana)

REGISTRATION OPEN - HMIS Virtual Summit

MCAH has finalized the session list for this year's **HMIS Summit, Using Data to Create an Equitable Tomorrow**. This event will be held from **July 19 to 21, 2022**. Please plan to attend! We are excited that Community & Home Supports is presenting on the CASE MANAGEMENT track. Please support our Local Partners as they help move the needle on Data!

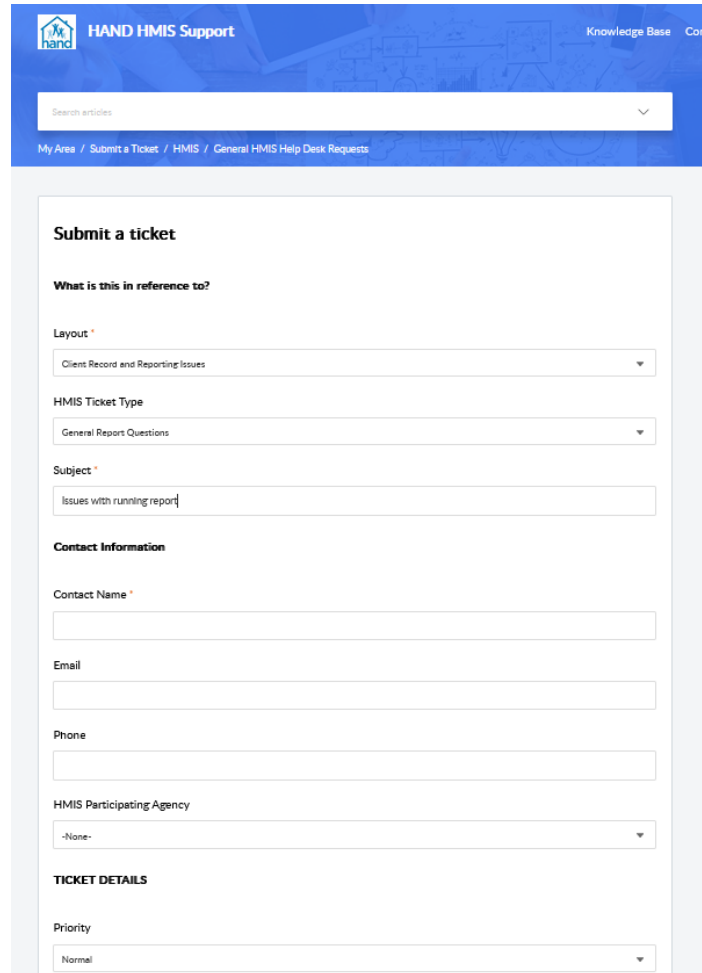
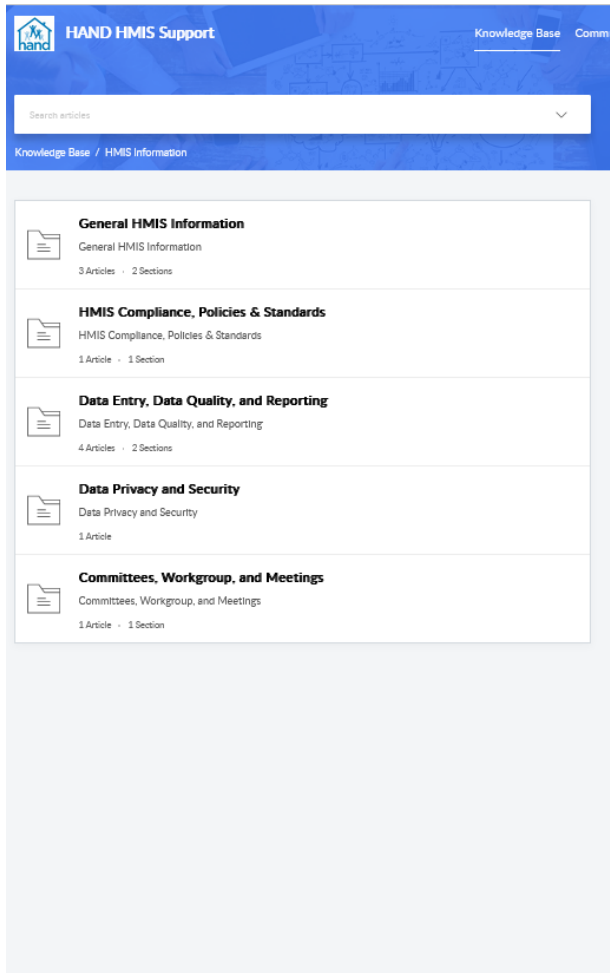
The list of sessions and general summit information can be found on [this page in the HMIS Learning Center](#). They will be using **Whova** as their platform for this year's event. [Registration can be done on the Whova platform.](#) [Registration can be done on the Whova platform.](#) After clicking the link, select "1" from the dropdown list under "Quantity," then click "Next." You will then see a short registration form containing a few questions that will let them know who you are and what topics you will be interested in. If you are not able to attend a particular session that you are interested in, **all the sessions will be recorded and made available on the HMIS Learning Center following the conclusion of the summit.**

Also note that if you miss an earlier session, you may still attend one of the later sessions with the same tag and will not need to worry about having missed key information from the first session. For example, if you are unable to attend the Data Warehouse Introduction session, you may still attend the Data Warehouse 2: Core Demographics session and not be behind the other attendees.

If you have any questions about this, please reach out to the MCAH help desk

HelpDesk Support Initiative (Viki)

Over the course of the last several months, we have been continuing to work on improving our processes to provide you with the best possible service and support. As mentioned in our last Agency Admin meeting, we are moving to a new context-aware helpdesk platform with enhanced features and functionality. This platform (Zoho Desk) allows us to provide a self-service **HAND HMIS Support portal** which includes a knowledge base of articles and a user community to help you to find answers quickly. It also allows us to provide a more context-sensitive and streamlined form approach for submitting tickets.



We have completed Phase I of this project by feeding our current helpdesk requests into this platform and providing responses via this platform. Many of you may have already noticed responses coming from hmissupport@handetroit.zohodesk.com.

We are currently in Phase II of the project, where we are continuing to work on building out the community features and knowledge base articles. We are also in the process of developing our new forms and customizing other settings to provide a more interactive user experience. It is our goal to have a robust platform designed to meet your needs. With that said, we are asking for your feedback on information that you would find beneficial to be included in the knowledge base. Please drop your comments in the chat or email Viki (viki@handetroit.org) with any suggestions you may have.

Also, please email viki@handetroit.org if you have any questions or additional feedback you would like us to consider as we work on this new initiative.

Racial Equity Survey Reminder (Denise)



We would like to remind you about the Racial Equity Survey that we initiated last month. The goal of this survey is to better understand the racial, social, and demographic composition of our Continuum (**including our clients, advocates, agencies, committees, and CoC Board**). A link to this survey can be found by clicking on the survey banner located on the HAND website.

If you have not already done so, we are asking that you please complete the [survey](#) as soon as possible.

As we mentioned during our last Agency Administrator meeting, our goal is to expand our reach and get as many responses as possible, so we have created a competition to enhance agency participation. Each agency with a completion rate of 40% or above is eligible to be entered in a lottery to win special prizes.

Prizes will be sent to each agency's prospective office for their enjoyment. Prize distribution will be determined by the winning agency drawn at random within each prize category. **Note: Each agency must submit a total headcount before the survey deadline to be considered for any prize.**

More information on this competition can be found in this [flyer](#).

Housekeeping (Anita)

HMIS LICENSE LOGIN FREQUENCY

All HMIS End-users are required to login **at least every 30 days** in order to maintain a license, however, there are quite a few that do not. Quarterly I run a report to show all Users' last login dates. Those who have not logged in for over 30 days receive an email from me with a 5-day deadline to login. For those that fail to do so, their HMIS license is made inactive, and an email notification is sent to the User and all Agency Admins, in the hopes that this reminder will prompt the Users to login. Once the license is made Inactive, the Agency Admin is required to submit a HelpDesk request to reactivate the User's license. If I have not heard back from the second email, I wait at least 2 weeks and then totally delete the license, as it is safe to assume there is no further need for that license. At that time, the Agency Admin will need to submit a HelpDesk request for a new license to be issued.

Unfortunately, there are some Users that chronically make that list. What I recommend is that all Users place a reminder on their calendar for a specific date each month to login, even if they're not entering data, to keep their licenses current.

Currently, I am waiting to hear back from 11 out of the 45 users that initially appeared on this report. I urge all AAs to make contact with the agency End-users and let them know that if they do not respond by this Friday, July 15th, their licenses will be deleted, which will cause unnecessary work for you because you'll have to submit a HelpDesk request to create another new license for them.

HMIS ENDUSER PROFILE ON HMIS LEARNING CENTER

It has come to our attention that quite a few End-users have created multiple training profiles on the HMIS Learning Center site, because they either forgot their password, or their original profile was created under a former work email. To alleviate creating multiple profiles, I recommend that you instruct new Users to create

their training profiles with their **personal email address** or they should change the email address in their profile before they leave the agency under which it was created. That way they will be able to access it if they move to another agency. In any event, whenever a duplicate profile is discovered, I will ask MCAH to delete the “outdated” profile(s) so there is only one to review for training verification purposes.

Looking Ahead (Anita)

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 will 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 (Ask A Question). 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 take place every 6 weeks on Tuesday, from 10:00 AM - 11:00 AM.

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

Our next meeting is scheduled for Tuesday, August 23, 2022 @ 10:00 am