HAND AGENCY ADMINISTRATOR MEETING
AUGUST 23, 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

Alyssa Rietveld	Jamie Wojahn (Lea Allen)	Loretha Nolen
Angela Shand	Jared Leys	Lori Lewis
ANITA POSEY	Jean Griggs	Mary Linder
Anthony Osley	Julia Janco (she/her) (Julia Janco)	Matt Gatti
Austin Williams	June White (Tania James)	Patricia Parker
Bethany Opalewski	Katherine Izzo	Ronnika Harris
Brittany Meade	Katie Carlisle	Scott Jackson
Carolyn Neville	Keith Walton	Shalonda Spencer
Constance Williams	Kelsey Holliday	Shanna Cherubini (HMIS TEAM)
Cynthia Adams	kenneth Cobb	Shautoya Redding
DeJ'a Lowery	Kesha Sawyer	Sheryl Copija
Deb Flowers	Keshona Sterling	Siku Watson
Diandra Gourlay	KIANA Harrison	Staci Hirsch
Dr. Dana Dooley	Kiana Harrison	Stacie Vaughn
Elizabeth Orozco-Vasquez	kyra fisher	Taylor Cloutier
Emily Obrien	Lea Allen	Viki DeMars
Gloria White	Linda McCain	Violet Ponders

Partner Updates

MDHHS HMIS Support (Shanna)

MDHHS is in the process of hiring a new department/data analyst to provide HMIS training and support for most of its projects (I.e., PATH, HOPWA, HYR, etc.). Beginning October 1, 2022, the Center for Innovation – Health and Human Services (CIHHS) will no longer serve in this capacity. CIHHS will, however, continue to provide HMIS support for all DHS-ESP funded projects.

2022 HMIS Summit Resources & Recordings Available (Shanna)

MCAH held its annual HMIS Summit last month. This year there were over 300 attendees from both Michigan and North Carolina! There were several excellent sessions pertaining to the HMIS data warehouse, Business Objects, Data quality & federal funder reporting, coordinated entry, and various HMIS workflows. Recordings of all sessions are available now on the [HMIS Learning Center](#) website.

MCAH's 2023 HMIS Summit will take place July 25-27th 2023.   PLEASE SAVE THE DATE!

Training and Resource Update (Shanna)

MCAH will be hosting their next Lunch and Learn on Thursday, August 25th @ 1pm. The topic of this month's session is 'Street Outreach Data Entry'. The session will cover multiple aspects of the ESG Street Outreach HMIS workflow including how it differs from other program workflows, component definitions, and a live walkthrough of the data entry process. Interested parties are encouraged to register using the link below.

https://attendee.gotowebinar.com/register/6558501522910850316

Community Services (ServicePoint) Updates

2022 Data Purge (Shanna)

On 6/22/2022, MCAH sent out communication regarding the 7 Year Data Purge that is being coordinated in collaboration with WellSky. This purge will remove client data from the system that is 7 or more years old. **If a client was active at any point in the last 7 years, NONE of their data will be purged**; <u>**only clients whose most recent entry/exit, call record or service transaction that is more than 7 years old will be purged.**</u>

WellSky created a "Demo Site" (a copy of the live site) where they completed the data purge. Comparison reports in both sites were completed by communities during the month of July to ensure no active clients were removed from the demo site after the data purge. MCAH staff also ran some comparison tests and found that the data purge script was successful.

 MCAH will be working with WellSky to schedule the 7 Year Data Purge on the live site in the near future. Communication about this process will be sent out in advance.

HUD Reporting Changes (Shanna)

HUD will be making changes to the APR & CAPER, which will go into effect **January 1, 2023.** These changes include:

Updates to Q4a: Project Identifiers in HMIS

- **Issue:** HUD is unable to identify (by project) how many people and households are served in ESG-CV report bundles and APRs run using reporting groups that include multiple providers.
- **Solution:** Add two columns to Q4a (total active clients & total active households by project)

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Organization Name	Organization ID	Project Name	Project ID	HMIS Project Type	Method for Tracking ES	Affiliated with a residential project	Project IDs of affiliations	CoC Number	Geocode	Victim Service Provider	HMIS Software Name	Report Start Date	Report End Date	Total Active Clients	Total Active Households
2																

Updates to Q5a: Validation Tables

- **Issue:** For Street Outreach Projects -the universe of clients that should be reported in the Q6 Data Quality portion of the APR should only include clients with a 'Date of Engagement'. The way that the Q5 Client Count section of the APR is currently structured prevents Outreach providers from seeing what portion of their clients are 'Engaged' and subject to the data quality rules in Q6.
- **Solution:** Add a column to Q5 to break out the Count of Clients for DQ and total Count of Clients served.

	A Category	B Count of Clients for DQ	C Count of Clients
2	Total number of persons served		
3	Number of adults (age 18 or over)		
4	Number of children (under age 18)		
5	Number of persons with unknown age		
6	Number of leavers		
7	Number of adult leavers		
8	Number of adult and head of household leavers		
9	Number of stayers		
10	Number of adult stayers		
11	Number of veterans		
12	Number of chronically homeless persons		
13	Number of youth under age 25		
14	Number of parenting youth under age 25 with children		
15	Number of adult heads of household		
16	Number of child and unknown-age heads of household		
17	Heads of households and adult stayers in the project 365 days or more		

New Q27J-L Questions Added to the Youth Section of the APR

- **Issue:** Need additional data about youth served for analysis of YHDP and CoC projects
- **Solution:** Add youth filter to the questions listed below and add them as Q27j, 27k, 27l
    - Average and Median Length of Participation Days
    - Length of time between project start date and housing move-in date
    - Length of time homeless prior to housing – Based on 3.917 Date Homelessness Started

BusinessObjects 4.3 Update (Shanna)

As of August 11th, we have transitioned to Business Objects and ART is no longer accessible. All users who have an ART license assigned to their account will be able to access Business Objects, and despite this change they will continue to be referred to as ART licenses.

End users needing additional training on running reports in Business Objects can review the **Business Objects Orientation** session that MCAH held on August 11th. The recording can be found here:
https://vimeo.com/mcah/review/737983042/9ab3fbcd52

Please contact the HAND Help Desk if you have further questions.

Important HMIS Reminders

Caper Reporting due September 6 (Shautoya)

2022 City of Detroit CAPER Season is NOW!

Reporting Period – July 1, 2021 – June 30, 2022

If you got ESG funds and operated a program during that time frame you need to report for the CAPER

THIS IS NOT REFERRING TO ESG-CV

Please reach out to the Help Desk if you need to know which projects, we need the CAPER for

City of Detroit will be in touch in the days to come with more information about the FINAL Upload

Reminder Emails sent out on August 22nd – 2022 – Please type in chat if you did not receive one.

Please refer to 2022 CAPER Instructions for specific details about cleaning data as well as running your CSV export & doing SAGE test by the deadline.

Recording Referral Outcomes (Shanna)

The tracking of HMIS referrals and outcomes is a critical component of Detroit's HMIS data collection process. It is a requirement of several grants, impacts COC scoring, and is used heavily in data analysis to determine the percentage of clients referred that received services and to calculate the total length of time from referral to housing.

Unfortunately, it is becoming increasingly difficult to adequately analyze referral data due to the various data quality issues identified below:

- Project entry dates occurring BEFORE the referral date (for non-ES projects)
- Clients referred but no outcome is recorded by the receiving agency
- Clients with project entries that are missing referrals, either because the referral wasn't recorded in HMIS at the front-end or (more often) the client transferred from one project to another, but no referral was made in HMIS.
    - **NOTE**: The service provider that is making the referral is required to enter the referral in HMIS -- even if the receiving project is within the same agency.
- Clients referred and accepted by a project, but no project entry is created, either because the client was returned to CAM and the referral outcome wasn't updated, or the provider opted not to create an entry (in the case of security deposit/HCV clients), or because the provider is behind on data entry.
    - **NOTE**: Security Deposit/HCV clients must be tracked in HMIS the same as any other RRH client. After the security deposit is made and the HMD is recorded, the client can be exited from the project if they are no longer going to be receiving any services.

Please speak with your HMIS data entry staff regarding the issues identified above so that we can improve the data quality surrounding this element and ensure more accurate reporting moving forward.

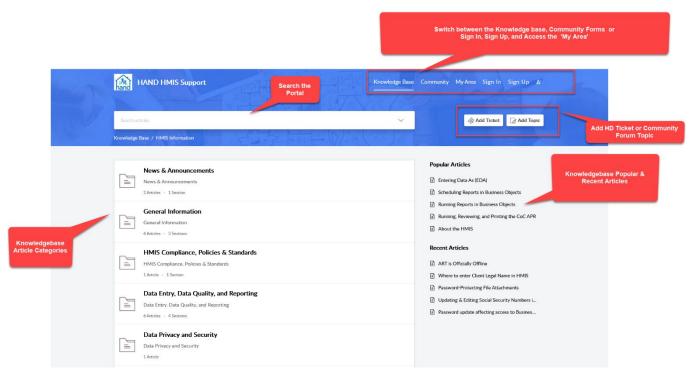## *Timeliness in data entry and exits (Kiana)*

- **See Poll Questions: Launch Poll**

- **The timeliness Data Quality measure on the APR is critical to overall data quality.**
- **The logic behind timeliness measure makes it impossible to have a workaround – the system time stamps when you are recording data and correlates it with the start and exit dates you enter in Entry/Exit.**
- This affects HUD reporting and causes flags on regulatory reports
- Just because uploads go through in Sage it does not mean the HUD rep will not have questions
- Please keep in mind that there are also valid factors that may also affect timeliness like consolidations
- Please refer to the HMIS Policy & Procedure for more information on timeliness requirements
- Reach out to the HMIS Help Desk if you would like to have a Technical Assistance session about your programs and suggestions to improve your timeliness
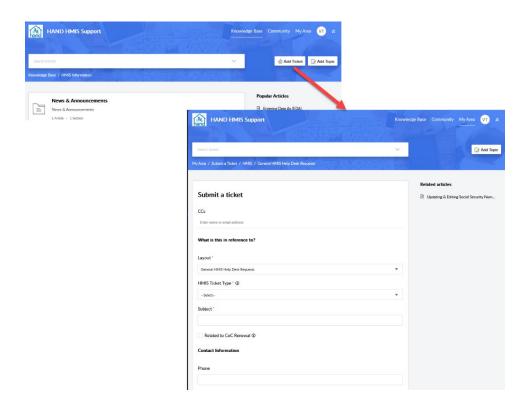
Help Desk Support Initiative (Viki)

As you know, we have been diligently working on developing a new HMIS Support Portal to provide you with a better user experience when seeking answers to HMIS related questions and when submitting helpdesk tickets, when needed. This new feature-rich HMIS Support Portal is built on the Zoho Desk platform and allows form-based ticketing, knowledge base functionality, and community forums.

We have been building out and testing this platform over the last couple of months and are pleased to announce that we will be fully switching from our existing helpdesk platform to this new HMIS Support Portal effective September 1. This portal can be accessed at https://hmis.handetroit.org. The email associated with this new platform is hmissupport@handetroit.org.

Although we are not shutting down our existing platform until September 1, we are asking that you immediately begin using this portal now when submitting your HD tickets. To submit a HD ticket.

1. Select the **Add Ticket** button located to the right of the Search Bar in the header portion of the HAND HMIS Support portal (https://hmis.handetroit.org). (Note: The Add Topic button is affiliated with the HAND HMIS Community Forums and is not used for submitting help desk tickets)
2. Select the **appropriate category your ticket falls under from the Layout dropdown menu**
3. Select the **HMIS Ticket Type** from the dropdown menu of choices. (Note: this designates the type of request you are initiating)
4. Complete each field as presented in the form. (Note: this provides the team with additional information required for your ticket type).
5. Scroll down to the **Additional Information** section of the form
6. Make sure to utilize the **Description** field to include any other pertinent information to help clarify or support your request. Please be as detailed as possible. (Note: **DO NOT include any client protected personal information (PPI) in this description field**. This includes client names, ssn's, dates of birth, etc. If you must share identifying information on a client, it MUST be done through a password-protected file attachment)
7. **Attach your supporting file**, if any. If your file is password-protected, be sure to **include the File Access Code** in the encrypted ePHI field.
8. Complete the **Word Verification Captcha** and click **submit**. (note: This Word Verification Captcha is not required if you signed up for a portal account and are signed in to your account prior to submitting your ticket.)

We also ask that you explore some of the other functionalities this platform has to offer. This will allow us to address any questions or issues that may arise before we roll it out to our full user base.

We will be providing full training to all users prior to the rollout. This training will be held on Tuesday, August 30 at 10:00 am. Watch for the Invite! In the meantime, please refer to the attached "**Getting started with HAND HMIS Support Portal**" document for information and guidance on using the portal.

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

Looking Ahead (Anita)

HMIS Data Standards FY 2024 (Final Call for Inputs)

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, October 4, 2022 @ 10:00 am