



HAND AGENCY ADMINISTRATOR MEETING

October 3, 2023

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:

Alana Gracey	Elizabeth Vasquez	Lydia Goddard
Alyssa Rietveld	Japheth Agboka	Mary Linder
Amanda Sternberg	Jasmine Donald	Matt Gatti
Angela Shand	Javay Coleman	Matthew Niemi
Anita Posey	Jean Griggs	Matthew Tommelein
Anne Vicini	Jennifer Tuzinsky	May Freck
Antonio Broaden	Jessica Bembas	Natasha Al-Rafie
Bethany Opalewski	Julia Janco	Nickole Osley
Brandon Johnson	Julie Ratekin	Rebecca Switzer
Carolyn Sebastian	Julie Ratekin	Robin Martin
Charles Pearson	Katherine Izzo	Ronnika Harris
Christopher Johnson	Katie Carlisle	S.Spencer
Claudia King	Keith Walton	Saad Shouman
Constance Williams	Kiana Harrison	Shantanique Jamerson
Cynthia Elmore-Lejeune	Kimberly Benton	Shautoya Redding
Damon Brooks	kyra fisher	Sheryl Copija
Debbie Flowers	Lacee Mehlberg	Shevonne Woodson
deborah powell-conner	LaQuondra Riddle	Viki DeMars
DeJa Lowery	Lea Allen	Violet Ponders
Denise Goshton	Leslie Pugh	Zachary Betthausser
Edward Gardin	Linda McCain	Zak Saruna
Elizabeth Lawlis	Lori Lewis	Zoe Kimlick

Introductions -Kiana

Thank you all for joining us for the Agency Administrator meeting today. We are dedicated to sharing 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.

HAND Quarterly Audit Reminder -Nona

The Quarterly Audit for Q3 2023 is upcoming and will be sent to all providers for completion by October 15th, 2023. The QAR sheet should be completed and returned to the Helpdesk by November 1st, 2023, at 11:59pm. If anyone has any questions in relation to the QAR or reports associated with the QAR, they should reach out via the helpdesk at handetroit.org/helpdesk.

New HMIS Learning Center Platform - Viki

The Michigan Coalition Against Homelessness (MCAH) has moved to a new HMIS Learning Platform. The HMIS Learning Center is still available via <https://hmislearningcenter.org>, however you will see some changes to note, including:

- **User Accounts** - You need to create a NEW account on the platform to gain access to the [Michigan HMIS Certification](#) courses. This holds true even if you had an account on the old platform. NOTE: When creating your account, you will need to 'Join Group' using the MI-501 CoC code. Details on this are found in the [HMIS Learning Center User Guide](#).
- **New streamlined courses**. The course listing is different than the course listing in the old site. Each course in the new site is made up of a series of short videos followed by a quiz. (refer to this [MCAH LMS Training Catalog](#) for details on the components of each course). **Important! Please make note of the courses in this document that reference functions requiring involvement from the HAND HMIS Team. These courses include:**
 - 201: Unnamed and Anonymous Records
 - 202: Locking and Unlocking Client Profiles
 - 205: Street Outreach Workflow
 - 302: Establishing Visibility
 - 304: Creating and Managing Provider Pages
- **Access to MCAH HMIS Resources** – Users no longer need to log in to gain access to MCAH resources such presentations, documents, etc.

HMIS User Licensing Requirements - Viki

In conjunction with the rollout of the new MCAH HMIS Learning Center, we have revised our process regarding course requirements and processes surrounding onboarding new users and recertifying existing staff. This new process also involves the roll out of a new HAND Training Platform, which we sometimes refer to as our LMS (Learning Management System). These details are outlined here.

New User Worksheet / Requirements

Because of the significant changes to MCAH's course offerings, content, and requirements, we have eliminated our old Training Grid and have developed a [New User License Worksheet](#) that contains all the information needed for a new user to onboard to the HMIS. This worksheet is located on our website's HMIS page (<https://handetroit.org/HMIS>) and will be updated there as changes occur.

The first page of the worksheet contains a section asking for user details. **It is very important that you complete ALL FIELDS presented in that top section.** This includes the user's title/role and contact information (including telephone number). It also requires you to identify the Projects/Programs this user will be involved with, the project default bin and any additional EDA access the user needs. All this information is important for us to identify any additional HAND specific user trainings or resources the user will need to perform their role/function. Also make use of the notes/comments section to provide any additional clarification needed.

The middle half of the form covers the License Requirements that need to be fulfilled (including the required [MCAH User Policy, Responsibility & Code of Ethics Doc](#) that needs to be signed by all parties). The bottom half of the forms contains the listing of courses available through the HMIS Learning Center. Please pay a special note of courses that are required of All Users and additional courses required of Agency Admins and others. We have also made sure to note the only circumstances where a course may be optional.

On Page 2 of the form, you will see the additional HAND HMIS Specific Training Requirements that are required. These are courses that are specific to job role/function as well as the HMIS Operating Policies and Procedures Trainings and associated requirements of all users. Review the information on that page as to how to gain access to that training site to complete those courses.

In summary, here is the new process that needs to be followed for New User Licensing requests. The user needs to:

1. Download the [HAND HMIS New User License Worksheet](#) from our website and follow the guidance provided in the worksheet to identify the training requirements needed for their license type.
2. Complete the MCAH HMIS Learning Center Foundational Training Courses found at <http://mshmis-mcah.talentlms.com/>. (Note: when accessing this site for the first time, make sure to follow the instructions in the [HMIS Learning Center New User Guide](#) to get started. Also, make sure you have them Join Group using MI-501 as the CoC code.
3. Download their certificates and record their training completion dates on the worksheet
4. Download, read, and sign the [User Agreement and Code of Ethics form](#) from our website. Once signed, they need to pass the Worksheet and User Agreement to the Agency Admin for the additional signatures needed on the form.

As before, make sure that you, as Agency Administrator, work with your new staff to complete these requirements and submit a helpdesk ticket on their behalf with the associated documentation.

Once received, access and instruction will be given regarding our new HAND Training site (LMS), where the user will be able to complete any remaining HAND specific required trainings including the HMIS P&P Training and those connected with specific job roles, programs, or functions.

User Recertification Requirements

As you can see in the [MCAH LMS Training Catalog](#) that I referred to earlier, we are only requiring Privacy and Security Training to be completed on an annual basis. This includes course **001: Client Privacy and Data Security Essentials (for all users)** and **301: Advanced Privacy and Security Training (for Admins)**. However, please note course 301 is not yet available. We are also evaluating the potential for additional recertification courses in the future, but for now we are only requiring the above-referenced courses.

As such we won't be utilizing a User Recertification Worksheet to be completed, but we are asking to have the certificate(s) of completion attached to the helpdesk request for renewing the license. Also make sure to note any additional changes that need to be addressed such as name changes, programs, default bin, license type, or EDA access.

HMIS Data Standards Rollout - Kiana

As you are aware, the 2024 HUD Data Standards became effective on Sunday, October 1. While developing the 2024 standards, HUD and the Federal Partners have taken a new approach that was focused on improving language for data collection to make it more client centric. To that end, they incorporated feedback from persons with lived experience and other stakeholders and made great strides to include more client centric changes when talking about various populations. For example,

- Discontinuing the use of the word “abuse” and using “use” when talking about the use of alcohol or drugs
- Renaming the term “Domestic Violence Victim” to “Survivor of Domestic Violence”
- Replacing the “Client refused” option with “Client prefers not to answer”

We previously provided you with a [2024 Data Standards Informational Guide](#) which highlights the key changes from the old standards.

These changes include:

- **Race/Ethnicity are now combined.** Two new added elements “Middle Eastern/North African and “Additional Race/Ethnicity (text field)” Old fields were marked as “Retired”
 - Record the self-identified race(s) and ethnicity, if applicable, of each client served. Help the client select as many race and/or ethnicity options that they identify with.
 - Staff observations should never be used to collect information on race and ethnicity.
 - When enrolling a client who already has a record in the HMIS, verify that race and ethnicity information is complete and accurately reflects how the client identifies.
 - This element also includes an open text box field for clients to report any additional race or ethnicity information they wish to share.
 - HMIS end users/staff should review information with active clients at the next appropriate encounter. Verify accuracy and update if incorrect.
- **Gender Category Changes.** Updated terminology and added new picklist items
 - Record the self-reported gender of each client served. Clients may select as many of the seven responses as they wish.
 - Staff observations should never be used to collect information on gender. If they prefer not to provide it or say they do not know, do not select any response other than “Client doesn’t know” or “Client prefers not to answer”.
 - The availability of these options is not intended to indicate that individuals are expected to disclose a single status; each response is provided as an option in case an option (or more than one option) is better suited to a client’s identity, needs, or situation.
 - Also keep in mind that “Questioning” is not the same as “Client doesn’t know”. “Questioning” is used to articulate the client may be at a point of exploration around their identity.
 - HMIS end users/staff should review information with active clients at the next appropriate encounter.
 - Verify accuracy and update if incorrect.
- **Living Situations** have now been renumbered and broken out into 4 categories (homeless situations, institutional situations, temporary housing situations and permanent housing situations) and a dependent rental subsidy type added for the Permanent Housing Situation: Rental by client, with ongoing housing subsidy.

- **“Approximate Start Date of Homelessness”** updated to “Approximate date this episode of homeless started”
 - Record the actual or approximate date this episode of homelessness began (i.e., the beginning of the continuous period of homelessness on the streets, in emergency shelters, in Safe Havens, or moving back and forth between those places.)
- **New Translation Assistance Needed element added.**
 - Required for Head of Household at Project Start
 - If the response to “Translation Assistance Needed” is “Yes” then a new dependent question “Preferred Language” will show. The user can then select one of from the picklist of choices or “If Different Preferred Language, please specify” to enter text into the text box.
- **Several program specific element changes** (new, changed, or deleted elements)
- **A number of language changes**
- etc.

Hard copy assessments have been prepared and are now available through <https://www.handetroit.org/assessments> . Please immediately begin using these forms for data collection. Note: you will want to make sure that you replace any current forms you may have with the new ones.

In addition to the above referenced Informational Guide, refer to the Data Standards page on HAND’s website (<https://www.handetroit.org/data-standards>) for additional resources including optional training/presentations regarding the data standards themselves and links to the 2024 HUD documents and program specific requirements.

Reports

In addition to the element changes themselves, there are several factors to consider regarding HMIS reporting. All reports that are run will use the new standards and reporting formats. This includes the CAPER/APR/CE APR, Data Quality Framework, SSVF Export and Data Quality and the Hashed HMIS CSV. Wellsky is updating all the stock reports in the system, and we will be continuing our work on updating any custom reports. We are prioritizing the critical reports first and appreciate your patience as we work through these.

HUD Resources – DID YOU KNOW!!! -Kiana

The HUD Exchange provides resources and assistance to support HUD’s community partners. <https://www.hudexchange.info/>. Did you know that among the many resources the HUD Exchange has to offer, they offer HMIS Guides and Tools for the various programs through their [Federal Partner Participation page](#). They also offer Federal Partner Manuals [Homelessness Assistance CoC and ESG Virtual Binders](#) which cover a number of topics related to those programs. They also provide many training opportunities to include live webinars and on-demand courses such as the HUD CE Fair Housing Training <https://www.hudexchange.info/trainings/courses/coordinated-entry-as-a-tool-for-equity/>.

To keep abreast of the latest developments, resources, training opportunities, HUD policies, and more, you may want to consider signing up for email updates <https://www.hudexchange.info/maillinglist/>

Housekeeping -Nona

Removing User Accounts

We are still running into issues getting notified of users who have left an agency. Keep in mind that as an Agency Administrator, **it is your responsibility to ensure user accounts are promptly removed from the HMIS** when a staff member leaves the organization, or when changes to a staff member's job responsibilities eliminate their need to access the system. **Notification of such changes should be immediately sent to the HAND HMIS System Administrators** by submitting a helpdesk ticket via the HMIS Support Portal at hmis.handetroit.org/portal. This helps to keep our system clean and license bank/allocations accurate. And most importantly, it also ensures that client records remain secure and only accessible by those with the 'need to know'.

Removing Provider Pages

We have also had some issues with getting notification of project closures. It is also your responsibility as Agency Administrator, to **auditing agency provider pages regularly to ensure program bin setup is correct and compliant, including grant funding updates, Bed & Unit information is accurate, and that the project is still operational.** **Notification of these changes should be immediately sent to the HAND HMIS System Administrators** by submitting a helpdesk ticket via the HMIS Support Portal at hmis.handetroit.org/portal.

Licensing Changes/Upgrades

In addition to addressing the removal of old user accounts, it is also very important that you monitor the existing user accounts to ensure there are no changes needed regarding license type, default bin, or EDA access. We often find users have changed job roles/functions and their HMIS license does not coincide with the role they are now serving.

Looking Ahead

Updated Detroit CoC Sharing Agreements and ROI

Now that the data standards are in place, we will be reviewing our existing ROI and updating the Data to Be Shared table, if necessary. We will also be updating our Detroit HMIS Collaborative Implementation Interagency QSOBAA and associated Addendum to include new organizations that are implementing HMIS and will also be participating in Detroit's CoC Wide Data Sharing. Information will be coming out on this soon.

Michigan Homeless Summit

The Michigan Homeless Summit will be taking place October 23rd and 24th at Shanty Creek Resort in Bellaire, near Traverse City. This will be a conference full of excellent presentations from national experts, state partners and local peers from throughout the state. For more information on the Summit, please visit:

<https://www.michigan.gov/mcteh/annual-summit-on-ending-homelessness>.

NHSDC Fall Conference Announced

NHSDC have announced their fall conference: it will also be held October 22nd-25th in Philadelphia, and registration is now open. See [their website](#) for more information.

Agency Admin Meeting Schedule:

Meetings generally 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, November 14, 2023 @ 10:00 am