



HAND AGENCY ADMINISTRATOR MEETING

OCTOBER 4, 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

Antonio Broaden	Elizabeth Orozco-Vasquez	Matt Gatti
Anita Posey	Gloria White	Mary Linder
Anthony Osley	Kiana Harrison (HMIS TEAM)	Nona Ingram
Angela Shand	Julie Herzig	Patricia Parker
Bethany Opalewski	Julie Ratekin	Rozeta Rox
Cynthia Adams	Julia Janco	Scott Jackson
Cynthia Elmore-LeJeune	Jamie Wojahn	Sheryl Copija
Carolyn Neville	Katherine Izzo	Shanna Cherubini
Constance Williams	Katie Carlisle	Shautoya Redding
Carolynn Rowland	Kesha Sawyer	Shantanique Jamerson
Dana Dooley	Keshona Sterling	Shalonda Spencer
Denise Goshton	Kiana Harrison	Taylor Cloutier
DeJ'a Lowery	Kyra Fisher	Viki DeMars
Ed Cieslak	Linda McCain	Violet Ponders
Emily Obrien	Lori Lewis	

Updates- Kiana

MDHHS HMIS Support

Upcoming transition from CIHHS to MDHHS. Contract with David & Jayne Youngs of CIHHS ended September 30th. They will continue supporting DHS-ESP emergency shelter program and MDHHS the remaining programs previously supported by CIHHS. MDHHS is still in the hiring process to handle administration of those programs. In the interim, Scott Clark is the contact for any questions.

Contact Details: Scott Clark
Division of Housing and Homeless Services
Michigan Department of Health and Human Services
Phone: (517) 284-8013 Fax: (517) 335-4624

HMIS Learning Center Transition Feedback Meeting

The MCAH HMIS team are in the process of changing the Learning Management System (LMS) that supports HMIS Learning Center to make the Learning Center a more effective means for HMIS trainings and making sure it is easier to navigate.

To be sure everyone who utilizes the system gets to voice their opinions about the current Learning Center and hopes for the future system, MCAH Staff will be hosting listening sessions. The listening session for **Agency Administrators and end users** will be held on **Tuesday, October 18th from 10:00 to 11:00 AM**. To register for this session click [here](#).

Prior to attending the listening session, please complete the survey linked below. This will help MCAH to make the most of the meeting time, allowing staff to be fully prepared to engage in meaningful conversation with all attendees about this transition!

Complete the survey by clicking [here](#).

The survey will close on Thursday, October 13th, so please complete it before that date.

Upcoming Training / Conferences- Kiana

NHSDC Conference – October 24-26, 2022

The NHSDC Fall Conference will be held from October 24th through 26th 2022 in Seattle, WA. The theme this year is “Innovate, Integrate, Motivate.” NHSDC’s flagship fall conference features thought leaders and innovative solutions from across the country. You can register for the conference [here](#).

2022 Michigan’s Virtual Summit on Ending Homelessness – October 24-25, 2022

The Michigan Campaign to End Homelessness partners offer a Summit on Ending Homelessness in the fall of each year. The Summit provides a forum for federal and state government, as well as statewide services agencies, to share best practices in ending homelessness. This two-day event allows time for networking and collaboration for case managers and administrators alike who are diligently working to improve the welfare of people in Michigan who are living in poverty and homelessness.

For more information visit: <https://amr.swoogo.com/summit2022/home>

Affordable Housing Summit – October 14, 2022

Gamechangers and key stakeholders from around the city come together to have a candid conversation about the Affordable Housing crisis. This event is hosted by Neighborhood Service Organization (NSO), Real Times Media, and Senator Adam Hollier (District 2). Discussions will be facilitated by McKinsey & Company.

This free event will be held Friday October 14, 2022, from 8:00 am to 1:00 pm at the Charles H. Wright Museum of African American History, 315 East Warren Avenue, Detroit, MI.

Agenda:

- I. Continental Breakfast and Networking
- II. Opening Remarks
- III. Opening Plenary
- IV. Breakout Sessions
- V. Plenary II - Panel Discussion
- VI. VI. Best Practices for Workforce Housing

Sessions:

- The Data Don't Lie: State of Housing in Detroit
- Affordable Housing is not Affordable in Detroit
- Creating an Equal Playing Field: Statewide Housing Plan
- Current Solutions for Workforce Housing
- One Bad Day: A Real-Life Story
- Solution Development
- Lost in the Sauce: Understanding and Navigating the Complex Housing System

For more information and tickets to this free event, visit: <https://www.eventbrite.com/e/affordable-housing-summit-tickets-419999659287>

Community Services (ServicePoint) Updates - Shanna

7 Year Data Purge Update

On September 15th and 16th WellSky began prepping the MSHMIS system for the 7-year data purge by running pre-scripts. These pre-scripts flagged all client data that was within the timeframe to be purged. On Saturday, September 17th at 8am WellSky began the official 7-year data purge script on the MSHMIS database. This process was anticipated to take 12 hours, unfortunately, the script ran into issues with clients whose record had been accessed by an end user after it was flagged by the pre-script as inactive and to be purged from the system. WellSky worked throughout Saturday to try to write custom code to address these issues, but the deeper the process ran, the more apparent it became that more records had been touched than could be corrected within the time available. Late Saturday afternoon, the decision was made to restore the site and cease attempts to complete the purge.

WellSky's tech team plans to reassess this process and create a new course of action to complete this data purge. We will send out communication as this project progresses and once a new plan is in place.

HUD HMIS Data Standards Updates

Just a reminder, HUD is moving to a biennial calendar for updating the HMIS Data Standards, meaning that the next implementation of data standards changes will not go into effect until 2023. There will be minor changes to various federal partner programs to align with the new fiscal year, but these will be limited. HUD has released the calendar for changes moving forward:

- **December 2022** – HUD will end collecting feedback on proposed changes to the 2023 Standards
- **April 2023** – HUD will release draft data standards to vendors, receive vendor feedback.
- **Summer 2023** – HUD will release final standards to CoCs. TA provided to communities.
- **October 2023** – Data Standards go live

CAPER and APR updates for 2022/2023

1. The reports will be renamed FY2023 CAPER and FY2023 APR.
2. January 1st, SAGE will only accept the new spec of the CAPER and APR

CareConnect 360/Updated ROI

For the last several years, MDHHS has been matching HMIS data with Medicaid claims data to identify utilization patterns among people experiencing homelessness. Because there is great value in understanding a person's medical vulnerability during the housing assessment process, MDHHS is currently building a Medical Vulnerability Level which displays a person's level of health risk based on multiple risk factors without revealing any specific medical information.

This vulnerability level will be available to HARAs for use in their prioritization process through the web-based tool, CareConnect 360 (also known as CC360). This MDHHS tool is currently used by a variety of stakeholders including Medicaid Health Plans, Prepaid Inpatient Health Plans, and Community Mental Health to facilitate stronger care coordination. MDHHS anticipates that the Medical Vulnerability Level will be fully available as early as this December.

SDoH - List View 2 / 3

CC360 QA Instance

Michigan.gov Application Home Housing Agency Clients Training My Profile Contact Exit

Client List

My Lists: My Lists/Agency Clients

First Name	Last Name	Birth Date	Medicaid ID	HVL	MFS	Contact
Mary	Pickles	1/4/2 (19)	1234567890	L	3	Contact
Dill	Pickles	7/4/21 (6 months)		H	2	Contact

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What does this mean for Detroit?

Further discussions will need to be held to determine if and how CC360 will be incorporated into our local prioritization process. Once that determination has been made, our Coordinated Entry Policies and Procedures will need to be updated to incorporate the use of CC360.

To have access to the Medical Vulnerability Level in CC360, MDHHS also requires interested CoCs & HARAs to sign a Data Use Agreement (DUA). It was brought to our attention that emails have gone out to key CoC and HARA contacts across the State. If your agency received this email, we ask that you let us know and that you hold off on signing any agreements at this time.

New HMIS Releases of Information:

To support the future work of partnering between Coordinated Entry, Health Plans, and CMH's, MCAH has updated all standard MSHMIS Release of Information templates to include the addition of item 6 under Section 4: The Outreach Sharing plan, which is as follows:

- 6. Medicaid Benefits:** If you are already a Medicaid beneficiary or could be eligible for Medicaid, the regional organization responsible to provide you with those benefits or that can enroll you for those benefits may contact you about potential healthcare services. With your permission, they may use the information you give this agency to contact you, if you are eligible for benefits.

Information that will be shared includes: Name, date of birth, coordinated assessment information, homeless status, housing history, contact information, chronically homeless status

Yes - I agree to share my HMIS data for Medicaid benefits: (circle response): Yes/No/NA

A minor wording change was also incorporated under SECTION 1 to clarify that initials are not needed on that first page unless the client wants to secure their information. The sentence now states: **Do not initial here unless you have discussed this with your case manager. Please initial here ONLY IF YOU WANT TO SECURE this basic identifying information.**

Regulatory Reporting Season Kickoff

Quarterly Audit Reminder – Nona

The Quarterly Agency Audit Spreadsheets for Quarter 3 covering 10/1/2021-9/30/2022 will be sent out by October 14th, 2022. We offered training in relation to the Quarterly 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 of the Quarterly Audit should add notes in the audit excel sheet where data could not be corrected and explain what may have caused the errors. Person(s) should initial each section they've reviewed and corrected. Once reviewing is complete, 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 November 1st.

Longitudinal System Analysis (LSA) & System Performance Metrics (SPM) Reporting Period - Denise

The regulatory reporting season for the LSA and SPMs is underway for the reporting period of October 1, 2021-September 30, 2022. Therefore, cleaning up any necessary data from the Quarterly Audit Reports (QAR) will play a pertinent role in preparing for the report submissions. The HAND System Administrators will be reviewing QARs as well as other system reports to monitor data quality and we may contact providers to clean up data quality issues. Providers must respond to any data quality related request during this period.

Quarterly Housing Move-In Date Audit Reminder – Shanna

The Quarterly Housing Move-In Date Audit Exercise for August-October 2022 is scheduled to take place in early November. This exercise applies to RRH & PSH providers ONLY and is necessary to help ensure accurate reporting of the total clients housed during the last quarter. The information is also used to update the quarterly bed and unit inventory in HMIS for all RRH projects.

Providers can expect to receive a copy of this quarter's Housing Move-In Date Audit report (along with step-by-step instructions for completing the exercise) sometime during the first week in November. Please contact Shanna Cherubini (shanna@handetroit.org) with any questions that you may have regarding this process.

City of Detroit - ESG/CV CAPER 2022 Reminder – Shautoya

The City of Detroit will be submitting the ESG-CV CAPER to HUD 10/30/2022

The CAPER applies to the following ESG-CV funded programs:

- Temporary Shelter
- Emergency Shelter (including Warming Centers)
- Prevention
- Rapid Rehousing
- Street Outreach

If you have a special program funded under any of the above program types, you will also need to submit a CAPER report.

- CAPER Reporting Timeframe: 7/1/2022 - 9/30/2022.
- Correct CAPER reports (PDF) or Proof of Accepted SAGE Test is due to HAND by October 14th.

Refer to this [Handout](#) for additional details on the process and requirements. If you have any questions, contact shautoya@handetroit.org.

Other Important HMIS Reminders

Adult Only Households to Single Shelter – Kiana

This issue was brought to shelter workgroup as well as the Agency Admin meeting at the beginning of June, but we are noticing it is still causing some data issues, so we would like to bring it to light once again.

Some of our single shelters are under the impression that if they receive a referral from Coordinated Entry for an adult only household (no children), they will need to create separate intakes for each adult with each adult listed as the Self Head of Household. It has been confirmed that relationship to HoH is **not included** in the MDHHS billing report and shelters would not need to update the head of household status to properly bill the bed in use.

Moving forward, should single shelters receive an Adult Only household referral from Coordinated Entry, each member of the household should be checked in separately in ShelterPoint, **BUT** members of the household should share a project entry where only one member of the household is identified

as *Self Head of Household*. Guidance on this issue is included with today's minutes. See Guidance document located [here](#).

Immediate Notification Needed when Users Leave – Anita

Once an HMIS User leaves your agency or no longer has need to access client records, the Agency Administrator is to submit a HelpDesk request to have that User's license deleted. Upon deletion, the license is returned to the Agency's license bank to be assigned to a new user.

PLEASE NOTE: User licenses are to be used **only** by the User assigned to them and access should **never** be granted to anyone other than that user.

Business Objects Training requirement - Anita

The HMIS Learning Center training site no longer has a module for ART licenses. However, there is a presentation named "BusinessObjects Orientation in the 900 series, 914 specifically. There is no quiz for this module, so we are depending on the honor system that all EndUsers seeking an BusinessObjects (formerly ART) license need to complete this 65-minute presentation.

There are several useful Presentations in the 900 series, and I strongly advise All Agency Admins to set aside time to review them as they have been created to keep us all informed of HMIS's ever-changing processes.

Looking Ahead - Viki

HAND P&P Webinar (Date TBD):

HAND is currently working on updating their HMIS Policies and Procedures. The information contained in this document 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. Once the document has been completed, a HAND P&P Webinar will be scheduled to review the document with all HMIS users.

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, November 15, 2022 @ 10:00 am