



HAND AGENCY ADMINISTRATOR MEETING

March 5, 2024

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:

Andrea Hollins
Angela Shand
Anita Posey
Anthony Osley
Antonio Broaden
Bethany Opalewski
Carolyn Sebastian (Neville)
Constance Williams
Cynthia Adams
Damon Brooks
DeJa Lowery
Denise Goshton
Derynda Winston
Donald Montgomery
Elizabeth Lawlis
Jasmine Donald
Jean Griggs

Jennifer Rivers
Julia Janco
Julie Ratekin
Katie Carlisle
Katina Hedrick
Keith Walton
Kiana Harrison
Lacey Mehlberg
LaQuondra Riddle
Lea Allen
Linda McCain
Loretha Nolen
Luke Hassevoort
Mary Linder
Matt Gatti
Matthew Niemi
Melissa Freel

Natasha Al-Rafie
Nia Walker
Nickole Osley
Penny Warmanen
Ronnika Harris
Shalonda Spencer
Shantanique Jamerson
Shautoya Redding
Sheryl Copija
Starlise Hunter
Terrence Nunn
Viki DeMars
Violet Ponders
Zachary Betthausen
Zoe Kimlick
Zoey Fudge

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 HMIS Staff

- **Kiana Harrison**, HMIS Manager
- **Viki DeMars**, HMIS System Administrator, Operations Lead
- **Denise Goshton**, HMIS Reports Administrator
- **Nona Ingram**, HMIS System Administrator
- **Shautoya Redding**, HMIS System Administrator
- **Shanna Cherubini**, Consultant (*MTAN Solutions LLC*)
- **Jared Leys**, Data Analyst
- **Zoey Fudge**, HMIS YHDP Youth Data Support

PIT/HIC Update (Kiana)

HIC and PIT – Most wonderful time of the year meetings have commenced:

Everyone should have received a link to sign up for their one-to-one meetings if you have completed the HIC survey for all your agency's programs. If you have not received the link via email, please add your info in the chat with your email and we will follow up with you. The meetings started on March 4th and will wrap up at the end of the month. We have a few agencies that have NOT signed up. Typically, these meetings are mandatory, however if you are not participating in 2024, we do require notice from your funder(s).

What to expect at the meetings:

Please come prepared to these meetings by having all relevant staff present that are familiar with your inventory and aware of your capacity on PIT night 2024 (1/31/2024). We will confirm the PIT number and your maximum capacity and address any outstanding data quality issues. This may also include reviewing your APR's (all), Housing Move in Dates (RRH & PSH), overlapping clients etc... We will also discuss any narratives that might be needed in relationship to being grossly under or overutilized for 2024 (under 65% over 105%)

HMIS Policies & Procedures (Viki)

HMIS User Requirements

After rolling out our New User Worksheet/Requirements in October 2023, we noticed there appeared to be much confusion over the steps needing to be taken to onboard a new user, to upgrade/change an existing user license, and to recertify a user for another year.

To clear the confusion and streamline the process, we have revised the worksheet to include all information needed for each of these cases. When completing the form, make sure to check the type of request (i.e. new user, user upgrade/change, or user recertification). In all cases, it is important that we have all user details needed to complete the request. For new users, this includes all fields. For existing users, we need their contact information, and any changes to the existing information on file. This information is used in creating or updating licenses. It is also used to determine what trainings the user is required to take according to their current job role.

The HMIS Training section provides the listing of all current HMIS trainings found in the HMIS Learning center. This section is to be completed for all new users. It is also used to indicate completion of the mandatory recertification training, or to indicate any additional trainings someone may need to take if they have changed job roles (i.e. moving from Case Manager to Agency Administrator).

The HAND Training section on the second page covers all the mandatory training requirements for all users (such as the HMIS P&P training) and the additional training requirements required for specific programs.

Please pay close attention to the instructions related to each section. As you can see on page two, we are unable to have users create their own account on HAND's training site. (<https://training.handetroit.org>). We need to do that for them. BUT to do that, we need to know their name, email address, their job role/function, and any program(s) they may be involved in. This information will ensure we are setting up their account correctly so they can access the appropriate trainings.

HMIS User Licensing Process Recap:

For New User Licensing requests.

1. Download the [HMIS User License Worksheet](#) from our website and follow the guidance provided in the worksheet to identify all training requirements needed for their license type.
2. Complete the MCAH HMIS Learning Center Foundational Training Courses found in the HMIS Learning Center at <https://hmislearningcenter.org/>. (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.
5. Request access to the HAND Training site to complete the applicable HAND courses once access has been given. You can do this by submitting a Help Desk Ticket or sending an email to hmissupport@handetroit.org.
6. Download, read, and sign the HMIS P&P Acknowledgement form that was available through the HMIS Policies & Procedures course.
7. Pass the completed worksheet, training certificates, User Agreement and P&P Acknowledgement to the Agency Admin, who will then secure the remaining signatures and submit a help desk ticket with all materials.

For Upgrading or Changing existing Licenses.

1. Download the [HMIS User License Worksheet](#) from our website and follow the guidance provided in the worksheet to provide the required user details.
2. Complete any additional MCAH HMIS Learning Center Foundational Training Courses, if applicable.
3. Download the certificates and record the training completion dates on the worksheet, if applicable
4. Complete any additional training on HAND's training site, if applicable
5. The Agency Admin will then be responsible for submitting a helpdesk ticket to include the completed worksheet and additional training certificates (if applicable)

For Annual Recertification License Renewal.

1. Download the [HMIS User License Worksheet](#) from our website and follow the guidance provided in the worksheet to identify the Annual Recertification Requirements needed for their license type.

2. Complete the MCAH HMIS Learning Center Annual Recertification Courses found at <http://mshmis-mcah.talentlms.com/>.
3. Download the certificates and record the training completion dates on the worksheet
4. Pass the completed worksheet and training certificates to the Agency Admin, who will then submit a help desk ticket with all materials.

Removing HMIS User Accounts

It is imperative that the HMIS helpdesk is notified when an HMIS user of your agency has left your agency. Whether it is permanent or if they are on an extended leave of absence, the HMIS helpdesk needs to be notified so the HMIS user licenses can be made inactive and/or deleted. This is to ensure our license bank has an accurate count and if there is a need to acquire more licenses, we may do so. Also, from a data security standpoint, it ensures the user will not have access to any client information without having the 'business need to know'.

Also, remember user accounts are deactivated for users who have not logged in for more than 30 days. Please make sure all your users log in on a regular basis so there is no disruption to their service.

Provider Pages

While we are aware there are trainings available on the MCAH training site that imply Agency Admins may make configurations to provider pages; **however, it is a part of our Detroit CoC HMIS Policy and Procedures that only HAND System Administrators may make modifications to the providers pages.** If there is any need for a change to your provider pages, you as an Agency Admin need to submit a helpdesk ticket so a HAND System Administrator can make those changes for you. This includes closing provider pages. **Under no circumstance should any Agency Admin attempt to close a provider page.** Please review all of your provider bins, if any provider bin needs to be closed you **MUST** ensure all clients have been exited from the bin and then submit a [HD ticket](#) to request the bin to be closed. Also make sure to include the dates that the project ended.

Updated Paper Assessments - (Kiana)

It was brought to our attention that there were two exit destinations missing from the various program exit forms. These destinations were 'Staying or living with family, permanent tenure' and 'Staying or living with friends, permanent tenure'. This error has been corrected. The updated forms can be found on our website at <https://www.handetroit.org/assessments>.

HMIS Report Dashboard Updates – (Kiana)

CoC APR

- Resolved label with Q10
- Resolved issue with Q22f

SSVF Export

- "SSVF Export" relabeled to "VA Repository Export"
- "SSVF Data Quality" is removed and no longer available

WellSky has updated the SSVF Export to allow both SSVF and GPD-CM grantees to generate exports for upload into the VA Repository.

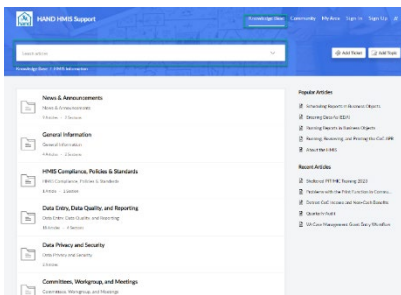
Beginning in FY2024 the Department of Veterans Affairs (VA) now requires all Grant and Per Diem Case Management (GPD-CM) grantees to contribute veteran data into the local homeless management information system (HMIS) and report on this data in the VA Repository. GPD-CM grantees should use the FY2024 GPD assessments in Community Services. If grantees wish to collect the optional data element “V2 Services Provided - SSVF” the project’s “Provider Grant Type” should be set to “SSVF” to ensure that the correct service fields are displayed when creating service transactions.

PATH Reporting update

Community Services does not currently have a working PATH report. As the PATH reporting deadline was January 31st, HUD and SAMHSA collaborated with the TA to create a PATH report generator. This generator uses the FY2024 hashed CSV format (known as the “Hashed HMIS CSV” in Community Services). Step by step instructions on how to use the PATH report generator, including links to the generator, are [available via this link](#).

HMIS Helpdesk (Viki)

Knowledge base/Help docs



While HMIS users may use the helpdesk to request assistance, we have a robust knowledge base that may provide users with the help they are seeking. Our helpdesk knowledge base is a self-serve online library of information and help articles. The knowledge base is available to all helpdesk users and is the opening page to the helpdesk. It displays the most popular and recent articles on the right side of the page. Users may enter keywords into the search bar that will lead them to any article that could be of some assistance.

The goal of the knowledge base is to provide a centralized place of helpful information that can be easily accessed and used by our HMIS users at any time and as a benefit users would be able to use their time more efficiently rather than waiting for one of our system administrators to reply to a helpdesk request. Some suggested articles to review would be, Detroit CoC Income and Non-Cash Benefits and Running, Reviewing, and Printing the CoC APR. Please feel free to make suggestions on some articles/help docs you may find useful in the chat.

Contacting the HMIS Team

While we want you use the HMIS Support Portal (<https://hmis.handetroit.org/portal>) to submit help desk tickets, we do understand there are times when you may want or need to send a quick email to someone on HAND HMIS team. In these cases, we ask that you utilize our HMIS Support email address (hmissupport@handetroit.org) rather than sending emails to individual staff members or using our old hmisinfo email address. This will ensure the email reaches our help desk and gets responded to in a timely manner.

Looking Ahead (Viki)

NHSDC Spring Conference

NHSDC's conference will be held in Kansas City from April 10-12, 2024. You can register through NHSDC's website [here](#).

2024 Agency Admin Meeting Schedule:

Meetings generally take place every 6 weeks on Tuesday, from 10:00 AM - 11:00 AM. The anticipated schedule for 2024 is:

- March 5, 2024
- April 16, 2024
- May 28, 2024
- July 9, 2024
- August 20, 2024
- October 1, 2024
- November 12, 2024

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

Our next meeting is scheduled for Tuesday, April 16, 2024 @ 10:00 am