



# HAND AGENCY ADMINISTRATOR MEETING

May 30, 2023

## Welcome to the Detroit CoC Agency Administrator's Meeting

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- 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
- Alyssa Rietveld
- Angela Shand
- Anita Posey
- Antonio Broaden
- Bethany Opalewski
- Candace Morgan
- Carolyn Sebastian
- Claudia King
- Constance Williams
- Cynthia Adams
- Cynthia Elmore-Lejeune
- Damon Brooks
- Debbie Flowers
- Deja Lowery
- Denise Goshton
- Dr. Dana Dooley
- Elizabeth Lawlis
- Elizabeth Orozco-Vasquez
- Jacquelin Dukes
- Jean Griggs
- Julia Janco
- Julie Ratekin
- Katherine Izzo
- Kelsey Holliday
- Kesha Sawyer
- Kiana Harrison
- Kyra Fisher
- Linda McCain
- Luke Hassevoort
- Mary Linder
- Matt Gatti
- Nona Ingram
- Paige Lee
- Patricia Parker
- Ronnika Harris
- Shalonda Spencer
- Shantanique Jamerson
- Shautoya Redding
- Tania James
- Twana Norwood
- Viki DeMars
- Violet Ponders

## **Introductions (Kiana)**

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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
- **Violet Ponders** – Vaccine Data Entry Coordinator
- **Katherine Izzo** – Vaccine Data Entry Coordinator

## **CAM Transition Updates (Kiana)**

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**See CAM Transition Update on HAND's website @ <https://www.handetroit.org/cam-transition>**

We have continued to operate the CAM Transition Team Meeting's weekly as well as the various sub-committees identified last year. Please see the link above for all the up-to-date information.

After a thorough process, the Detroit Continuum of Care (CoC) General Membership designated a new Coordinated Assessment Model (CAM) Lead. With the support of 88% of the present members, the Homeless Action Network of Detroit (HAND) will serve a three-year term as the CAM Lead Agency. The General Membership also authorized (by an 80% affirmative vote) the CAM Transition Team to work with HAND, the City of Detroit, and Wayne Metropolitan Action Agency to develop and finalize a more fulsome plan to provide call center and in-person access as well as back-office services for CAM. For more details, check out the meeting material [here](#).

## **PIT/HIC Update (Kiana)**

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The most recent Housing Inventory Count (HIC) and Point-in-Time (PIT) reports are now available on HAND's website [here](#).

The HMIS team will present an analysis of the PIT and HIC at the next Detroit CoC Board Meeting July 3rd. You can register for the meeting [here](#).

## **CoC Competition Reminder (Nona)**

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### **Renewal Project Applications**

The FY2023 CoC Renewal Project Application Policies and Form may be accessed via the following links. Renewal project applications are due to HAND by 12:00 pm (noon) on June 12, 2023.

- FY2023 Renewal Project Application Policies may be accessed [here](#).
- Renewal application only (Word format, for downloading and completing) may be accessed [here](#).

### **Renewal project application webinar:**

A webinar was held for renewal projects on May 18. The slides and recording from this webinar may be accessed here:

- [Slides](#)
- [Recording](#)

## Renewal Project Self-Scoring Tools

Renewal projects may complete a self-scoring tool to understand how their project may score. Completion of these tools is optional. Note there are different tools for the different types of projects.

- [Permanent Supportive Housing \(PSH\)](#)
- [Rapid Rehousing \(RRH\)](#)
- [Transitional Housing \(TH\)](#)
- [Transitional Housing-Rapid Rehousing \(TH-RRH\)](#)
- [Coordinated Entry Supportive Services Only \(CE-SSO\)](#)

## ***HMIS Helpdesk Requests (CoC Competition)***

As all agencies should have been reviewing and maintaining their data quality at least quarterly via the Quarterly Audit, there may still be questions about data quality for the renewal applications. Should you have questions or need assistance with data cleanup, it is highly recommended that you first refer to the various [data completeness and quality job aids and resources](#) available through our website or by searching our [helpdesk knowledge base](#) for answers.

If you still need assistance, requests must be submitted via the HMIS helpdesk. In your request, please indicate it is related to your CoC renewal. We cannot guarantee that requests for assistance for applications received after June 5 will be addressed by the application due date of June 12.

## **Housekeeping (Anita)**

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### ***HMIS User Accounts***

It is imperative that the HMIS helpdesk is notified when an HMIS user of your agency has left. 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 are 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, 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.

### ***Personal Identifiable Information (PII)***

Our helpdesk is still receiving many requests that include client's PII. To reiterate, you are **never** to include a client's SSN or name within a file name, email, or the description field of the helpdesk form; to do so can result in substantial harm to our client's, including identity theft or other fraudulent use of their information. When sharing client information electronically you need to limit sharing to only the HMIS Client ID. If you must share any of the client PII electronically you must send the information over in an encrypted/password protected document. And the password must be sent to the recipient in a separate email. Additionally, there are secure ePHI fields provided in the helpdesk form.

Client SSN ⓘ

ePHI

File Access Code ⓘ

ePHI

## Looking Ahead (Viki)

### **2024 HUD Data Standards Rollout**

The FY 2024 HMIS Data Standards materials are available for HMIS Vendors, HMIS Leads/System Administrators, and HMIS end users to begin reviewing and using to prepare for implementation effective October 1, 2023.

On October 1, 2023, HUD expects that all HMIS software are updated to the FY 2024 HMIS Data Standards for all data collection and reporting purposes.

You can find the documents on the HUD Exchange and links are below.

<https://www.hudexchange.info/resource/3824/hmis-data-dictionary/>

<https://files.hudexchange.info/resources/documents/HMIS-Data-Standards-Manual-2024.pdf>

<https://files.hudexchange.info/resources/documents/HMIS-CSV-Format-Specifications-2024.pdf>

<https://files.hudexchange.info/resources/documents/HMIS-CSV-Format-Specifications-2024.pdf>

Some notable changes taking place in the implementation include:

- Race/Ethnicity are now combined. Two new added elements “Middle Eastern/North African and “Additional Race/Ethnicity (text field)”
- Coordinated Entry Assessment 4.19 and Coordinated Entry Event 4.20 will be retired and will now be combined into one new element called Coordinated Entry Activity 4.21.
- Living Situations have now been renumbered and broken out into 4 categories (homeless situations, institutional situations, temporary housing situations and permanent housing situations)
- Language change to “Approximate date **this episode** of homeless started”

### **HMIS Summit – Save the Date Announcement**

The 2023 HMIS Summit is coming up quickly! MCAH is working on presentations, including some outside partners from throughout the country who will be talking about innovative work that will inspire Michigan. Dates for the summit will be July 25th-27th. The summit will be virtual, as in previous years, to encourage as broad of participation as possible and the conference is no cost to attend! More details to come in the months

ahead, and if you have any innovative work you are doing in your community, please keep your eye out for requests for proposals from community partners which will be coming out soon.

The date for this year's HMIS Summit has been set for **Tuesday, July 25th to Thursday, July 27th**. The theme of this year's summit will be **Expanding HMIS Outcomes for Greater Inclusion**.

As part of the summit, MCAH is looking to feature several sessions presented by local communities. If you or your agency are interested in sharing some of the work you have been doing as it relates to the HMIS, this is your opportunity! The goal is to highlight real-world outcomes that have resulted from HMIS work that has been done particularly as it relates to the concept of diversity, equity, and inclusion. However, other ideas not within theme will be considered as well. If you are interested in presenting, send the following information to the MCAH help desk at [nchelp@nchmis.org](mailto:nchelp@nchmis.org) by the end of the day Wednesday, May 31st:

- Title of the session
- Names of the presenter(s)
- A one or two paragraph description of the session
- The target audience of the session

If your presentation is chosen to be featured at the summit you will be notified in early June.

Additionally, if you or anyone in your community has a topic in mind that they would like to see presentations about at the summit, suggestions are welcomed. Please send any suggested topics into the MCAH help desk by May 31st.

### **National Conference on Ending Homelessness and Capitol Hill Day**

NAEH DC July 17 - 19, 2023. The 2023 National Conference on Ending Homelessness and Capitol Hill Day will bring together service providers, system leaders, advocates, and people with lived experience of homelessness to learn from each other, discuss best practices, and share new innovations in the field. This year also marks the return to an in-person Capitol Hill Day on Wednesday, July 19! The conference is sold out, however, NAEH is still looking for volunteers and they are also taking wait list applications. Visit <https://endhomelessness.org/event/2023-national-conference-on-ending-homelessness/> for more information.

### **NHSDC Summer Institute Registration Now Open**

The National Human Services Data Consortium is pleased to announce the Summer Virtual Institute happening on July 12, 2023. This institute is an exciting addition to NHSDC's In-person Fall and Spring Conferences.

Through the ease of virtual meetings, our goal is to be able to share the valuable knowledge of our speakers to as many people as possible. The NHSDC 2023 Virtual Summer Institute will feature some of the best-attended and highly reviewed sessions from our in-person fall and spring Conference, plus an exciting plenary and other sessions from our partners. All sessions will be presented live, so you will be able to ask questions of the speakers and interact with other attendees.

- HMIS funds awarded under the Continuum of Care (CoC) and Emergency Solutions Grants (ESG) Programs may be used to attend the conference. Projects without funds designated for HMIS can use admin funds to attend this event. For more information and to register, visit: [https://whova.com/portal/registration/nhsdc\\_202306/](https://whova.com/portal/registration/nhsdc_202306/)

## **HAND HMIS Policies & Procedures Update**



We are pleased to announce that on May 1, 2023, the CoC Board approved the 2023 Detroit CoC Homeless Management Information System (HMIS) Operating Policies and Procedures. This document is updated routinely as part of an annual review process and/or to align with the HUD Data Standards and the Michigan Statewide Homeless Management System (MSHMIS) Operating Policies and Procedures, which regulate the Detroit CoC's participation in the MSHMIS. This current revision contains changes needed to comply with the HUD Data Standards that became effective in 2021 and the MSHMIS Operating P&P that became effective in 2022. This document was last updated in 2019. In addition to formatting changes and removing time-dated content, the key changes from that version include adding or clarifying HAND specific content relating to:

- 30-day verbal release of information or protocols
- Detroit CoC Data Sharing
- Addressing Security or Privacy Incidents
- Data Corrective Action Plans
- And more...

All users are required to be trained on these Policies and Procedures. As an Agency Administrator, it is your responsibility to ensure that this information is disseminated to all your Agency end-users and to ensure compliance with the information contained within that document.

We are planning on rolling out this training at the end of June and will be sending invites to all HMIS users.

### **Save the Date**

- **Monday, June 26 at 10 am – the invitation will come out soon. All HMIS End Users are required to take this training!**

### **2023 Agency Admin Meeting Schedule:**

Meetings generally take place every 6 weeks on Tuesday, from 10:00 AM - 11:00 AM. The anticipated schedule for 2023 is:

- July 11, 2023
- August 22, 2023
- October 3, 2023
- November 14, 2023

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

**Our next meeting is scheduled for Tuesday, July 11, 2023 @ 10:00 am**