HAND AGENCY ADMINISTRATOR MEETING

July 11, 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
- Alyssa Rietveld
- Angela Shand
- ANITA POSEY
- Anthony Osley
- Bethany Opalewski
- Carolyn Sebastian
- Charles Pearson
- Claudia King
- Constance Williams
- Cynthia Adams
- Cynthia Elmore-Lejeune
- damon brooks
- Debbie Flowers
- DeJ'a Farr-Lowery
- Denise Goshton
- Donald Montgomery
- Edward Cieslak

- Elizabeth Lawlis
- HMIS TEAM
- Javay Coleman
- Jean Griggs
- Jennifer Rivers
- Jennifer Tuzinsky
- Jessica Bembas
- Julie Ratekin
- Katherine Izzo
- Keith Walton
- Kesha Sawyer
- Kiana Harrison
- LaQuondra Riddle
- Lea Allen
- Linda McCain
- Loretha Nolen
- Lori Lewis
- Luke Hassevoort

- Mary Linder
- Matt Gatti
- Natasha Al-Rafie
- Nona Ingram
- Paige Henson
- Robin Martin
- Ronnika Harris
- Saad Shouman
- Shalonda Spencer
- Shantanique Jamerson
- Shautoya Redding
- Sheila Scheppman
- Sheryl Copija
- Stacie Vaughn
- Viki DeMars
- Violet Ponders
- Zachary Betthauser

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

CAM Transition Updates (Kiana)

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.

City of Detroit Reporting (Shautoya)

ESG-CV CAPER Quarterly Reporting Reminder
Just passing along a friendly reminder for the upcoming Quarterly ESG-CV CAPER report, which is due to HAND, on Friday, July 14, 2023. This report covers the quarter of 04/01/23-06/30/23 and is required of any remaining ESG-CV funded Shelter, Warming Center, Rapid Rehousing, Street Outreach or Prevention programs that operated during that period.

To submit this report, please follow these steps:
- STEP ONE – Run your CAPER and do your DQ (See Finding/Fixing DQ Errors CoC APR/ESG Caper)
- STEP TWO – COMPLETE A SAGE TEST – go to www.sagehmis.info & upload your CSV file to TEST (see instructions).
- STEP THREE – EMAIL PROOF OF ACCEPTED SAGE TEST in PDF FORM TO shautoya@handetroit.org

If you have questions on data errors found in your CAPER report, refer to the Finding/Fixing DQ Errors CoC APR/ESG Caper job aid.

If you are having trouble submitting the report, please reach out to the HMIS Help Desk at https://www.handetroit.org/helpdesk

Annual CAPER Reporting Reminder
The 2023 Annual CAPER for ESG will be due in September. The reporting period for this CAPER is July 1, 2022 – June 30, 2023. If you have received ESG funds and operated during this time frame, you will need to report for this CAPER. Please note, **THIS IS NOT REFERRING TO THE ESG-CV CAPER. This report is for ALL ESG funded programs.**

You will receive additional information on the steps and submission details from The City of Detroit and HAND via email prior to the **September** deadline. In the meantime, we highly recommend you start focusing on finding and fixing any data quality errors you may have so you will be prepared when it is time to run and submit your annual CAPER Report.

HAND Quarterly Audit Reminder (Nona)

The Quarterly Audit for Q2 2023 is upcoming and will be sent to all providers for compellation by July 15th, 2023. The QAR sheet should be completed and returned to the Helpdesk by August 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.

2023 HMIS Policies & Procedures Mandatory Requirements (Viki)

The 2023 Detroit CoC Homeless Management Information System (HMIS) Operating Policies and Procedures were approved by the Board of Directors in May 2023. All users are required to be trained and familiar with the standards set forth in that document. See: https://www.handetroit.org/hmis-policies-and-procedures for details.

All users are also required to review and sign a **HMIS P&P Acknowledgement Form** stating they:
- acknowledge they received and have been educated on the 2023 Detroit CoC Homeless Management Information (HMIS) Operating Policies & Procedures Manual.
- acknowledge they have access to the online version of the Policies and Procedures Manual is located on HAND's website at https://handetroit.org/hmis.
- attest they have read and agree to abide by all requirements, associated policies and processes, and any future updates to any of these documents.

As an Agency Administrator, it is your responsibility to ensure that all end users have fulfilled these requirements and have submitted the fully-executed acknowledgement form. **Failure to comply with these requirements will have a negative impact on the user's ability to access the HMIS.**

New User Licensing Worksheet Changes (Viki)

As you know, in addition to submitting a fully executed User Agreement and Code of Ethics document, we also require a New User Licensing Worksheet to be completed for every user onboarding to the HMIS. This worksheet includes the pertinent details needed for setting the license up in the HMIS such as the users contact information, license type, Business objects access, as well as the project default bin and additional EDA access. It is very important that you fill all fields out including the user's phone number.

The worksheet also contains a section regarding the fulfillment of the Licensing requirements. Here is where you must attest that all required trainings have been completed by adding the date of successful completion. Up until now, we had only listed the required pre-requisite and core courses found on the HMIS Learning Center. However, we have now added a section to the worksheet that includes additional HAND Mandated Training such as the Detroit CoC HMIS Policies & Procedures and the required trainings to be completed by Street Outreach / Navigation Staff. We do expect to add to this list as other mandated trainings are identified and will notify you when such changes occur.

Housekeeping (Anita)

Removing User Accounts
As an Agency Administrator, you are responsible for ensuring user accounts are 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 change is to 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'.

Protecting Client Privacy
All electronic records that include client identified information must be encrypted and/or contained in a password protected file.

- When sending a password protected file via email, find another means to share the password for the password protected file – do not include it in the email that contains the file.

- When sending client identified information via the Help Desk Portal, do not include that information in the subject or description field. Upload a password protected file and/or use the encrypted fields marked 'ePHI' in ticket to provide the information.

Looking Ahead (Viki)

Updated Detroit CoC Sharing Agreements

We will soon be updating our Detroit HMIS Collaborative Implementation Interagency QSOBAA and associated Addendum to 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.

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.

WellSky has received the documents and is working on implementing all of the changes. At the WellSky Bootcamp hosted last week, they hosted a session walking through the standards and how they plan to implement them. Candice Hacker will be presenting this session at the HMIS Summit in July. Plan to attend to learn more! MCAH will continue to work closely with them as they work through the summer.

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

As you know, there are quite a few updates/changes in this new release and until we know more about how they will be implemented we won't discuss them all in detail. There are a few we'd like to bring to your attention today.

- **Race/Ethnicity** are now combined. The new data element will include two new added elements "Middle Eastern/North African and "Additional Race/Ethnicity (text field)" We understand that WellSky will be mapping this element based off the current responses for both race (primary and secondary) and ethnicity. If the answer in the secondary race category is "client doesn't know" that answer will not be mapped over. The old questions will be retired and you'll see the new question added to the assessments. The reason for this change is to take a more client centered approach to interviewing.

- **Coordinated Entry Assessment** – In response to concerns raised about the changes to the Coordinated Entry (CE) data elements, HUD sought feedback about whether to proceed with the changes as written in the FY 2024 HMIS Data Standards or to hold off on making any changes until the FY 2026 HMIS Data Standards update. HUD synthesized the feedback from the call in conjunction with the feedback received by HMIS vendors and other key partners. As a result of the feedback Hud has decided to hold off on major CE changes until FY 2026. HUD will, however, be adding CE Participation Status (2.09) which will be leveraged with the Project ID collected in 2.02 Project Information to populate the referral location, based on whether the project receives CE referrals.

- **Destination headers** will now be renumbered and broken out into four categories (homeless situations, institutional situations, temporary housing situations and permanent housing situations). There will also be an

update to the picklist value for "emergency shelter, including hotel or motel, paid for with emergency shelter voucher or RHY funded host home shelter" to "emergency shelter, including hotel or motel, paid for with emergency shelter voucher or host home shelter" and a new dependency when you choose "rental by client with ongoing subsidy" called "rental subsidy type". WellSky plans to map this field and we will know more soon. Additionally, we will be working with Green River to ensure our discharge destination categories all align with these four categories in all data warehouse reports.

- **Prior Living Situation** 3.917a/b will have a language change from "approximate start date of homelessness" to "Approximate date this episode of homelessness started". This is a change that we have wanted for quite some time as this is the process that we have been training on for some time.

HMIS Summit – Registration
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**. You may register [here](#). Here is a sneak peek at a few [sessions](#):

- **Humanizing the Voucher Process through HMIS Data -** Presented by: *Matthew Tommelein (Detroit CoC)*
- **2024 Data Standards -** Presented by: *Candice Hacker (WellSky)*
- **What's new in HMIS -** Presented by: *Gerry Leslie and the MCAH Team*
- **HMIS WellSky Mobile App -** Presented by: *WellSky Staff*
- **How Your Feedback has Informed the Learning Center Changes -** Presented by: *Kaity Hemgesberg and Lauren Grant*
- **The Future of Artificial Intelligence in Human Services -** Presented by: *Gerry Leslie*
- **Ablr Accessibility Session: Accessing Content with a Screenreader -** Presented by: *Ablr Staff*

NHSDC Fall Conference Announced
NHSDC have announced their fall conference: it will be held October 22nd-25th in Philadelphia. Calls for proposals have been extended to May 19th. The links to register will be sent out soon. See [their website](#) for more information. HMIS funds under CoC and ESG grants can be used, if no HMIS funds, you can use admin funds. Planning grants cannot be used.

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:
- 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, August 22, 2023 @ 10:00 am