



HAND AGENCY ADMINISTRATOR MEETING

July 13, 2021

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:

Cynthia Adams	Chris Harthen	Charles Pearson
Alexis Alexander	Luke Hassevoort	Anita Posey
Lea Allen	Julie Herzig	Shautoya Redding
Rodney Barnes	Staci Hirsch	Jennifer Rivers
Lauren Bianchi	Cynthia Hunter	Carolynn Rowland
Shanna Cherubini	Tania James	Sheila Schepman
Ed Cieslak	Tina Johnson	William Sheeley
Kyra Fisher	Michael Kelso	Saad Shouman
Debbie Flowers	Jay Krammes	Amina Smith-Mohammed
Aj Fouts	Elizabeth Lawlis	Bernadette Stamps
Stanley Gardner	DeJ'a Lowery	Lori Stephens
Matt Gatti	Robin Marton	Stacie Vaughn
Diandra Gourlay	Gregory McPherson	Keith Walton
Alana Gracey	Carolyn Neville	Gloria White
Matt Gregg	Bethany Opalewski	Constance Williams
Sonya Gregory	Elizabeth Orozco	Lisa Youngs
Jean Griggs	Anthony Osley	13138877733
Kiana Harrison	Patricia Parker	

Shelter Point Reminders (William)

ShelterPoint Reminders:

- When inputting data into shelter point make sure to only put the clients into the beds that you have requested to be made for your shelter point configuration. There are overflow beds that are automatically created, and they cannot be taken out by the HMIS team, they are at the bottom of your shelter point page, and they say overflow under the bed column, and they do not have a floor designation or room assigned. This will help in efforts to track bed utilization (refer to picture below).

Main Floor	Room 710	Bed 001
Main Floor	Room 710	Bed 002
Main Floor	Room 711	Bed 001
		Overflow
		Overflow
		Overflow

- One last reminder is about holding beds, if you are still doing covid restrictions please hold the beds that you are not using, this goes for holding a bed for client, or if you are a family shelter and you have a family of 3 in a room of 5 beds and you do not want to put anybody else in that room hold the other 2 beds. You will do this by pressing the hold function and when it shows up red you have successfully held that bed.

Room 801	Main Floor	Bed 001		HELD
Room 801	Main Floor	Bed 002		HELD
Room 801	Main Floor	Bed 003	Hold	EMPTY
Room 801	Main Floor	Bed 004	Hold	EMPTY

Vaccine Data Entry – Shelters: Help Needed! (Kiana)

We need your help Detroit Shelters, Street Outreach, Transitional Housing and Project Based or SRO PSH Programs!

We need help tracking data on clients that enter your programs. There are VACCINE QUESTIONS on your current assessments. When clients enter -> IF they have already been vaccinated and have a Vaccine Card or valid information on their vaccine – please record this information in HMIS. If you have the information but do not have time to enter the data or got the information later on - please reach out to Violet Ponders or Tamara Gaines who can assist with getting that information updated in HMIS.

- Please continue to collect the additional Vaccine ROI from your clients (if you need a copy please reach out to Violet or Tamara)
 - Contact information:
 - Violet@handetroit.org
 - Tamara@handetroit.org
- **Important TIPS:**
 - We are not asking you to go in and fill in data just because it is blank
 - Please talk to your clients and ask if they have been vaccinated at the POINT of Entry or when you are doing Case Management
 - For DHD and CCIH coordinated Vaccine Clinics going forward – WE will be on site to help collect that data

Please complete if instructed to do so by your community. These fields are available to help coordinate your COVID-19 vaccination efforts.

Has vaccination information been confirmed via the CDC card?	<input type="text" value="-Select-"/>
Date First COVID-19 Vaccination Dose was Administered	<input type="text" value=""/> /
COVID-19 Vaccine Manufacturer	<input type="text" value="-Select-"/>
Date of Second COVID-19 Vaccine Dose	<input type="text" value=""/> /
Agency/Organization Administering the COVID-19 Vaccine	<input type="text"/>
Did Client Receive Second COVID-19 Vaccine Dose	<input type="text" value="-Select-"/>

ESG-CV CAPER – Third Quarter Submission in July (Kiana)

The ESG-CV CAPER 3rd Quarter reporting period ended June 30th, 2021.

MSHDA ESG – CV: Due to HAND July 5th, 2021 (see document)

City of Detroit ESG-CV: Due to HAND July 15th, 2021 (see document)

There will be more information upcoming in this webinar on running that report.

Agency Training Feedback Initiative (Lauren)

Thank you to those that completed the Agency Admin Training/Support Feedback Survey from our last AA Meeting. To move forward with ensuring we are providing the trainings and supports that are requested from our HMIS Agency Administrators and End Users we will be implementing some new processes. Every meeting we will showcase a report and data entry/clean up lesson in our “Report Spotlight” & “Data Quality Spotlight”. We will also have brief polls at each Agency Administrator meeting to get input on which topics we touch base on for our following meeting. Today’s poll will be shared in the minutes, chat & emailed out to our HMIS Agency Admin contact list after our session with today’s meeting minutes & materials.

Link to Report & Data Quality Survey: <https://forms.office.com/r/GsefaPBvVs>

Report Spotlight: APR/CAPER Overview

Today’s report spotlight is on the APR/CAPER. On HAND’s website under the HMIS Training & Documentation section found here (www.handetroit.org/traininganddocumentation). There are sections with resources for the CoC APR & the ESG CAPER. These resources highlight how to find & fix/run & review these reports. All HMIS end users have access to these reports unlike ART reports, so please share this information and materials with your agency staff.

In addition to these resources, there is additional guidance in the “Report Overview_Program+Frequency+Detail” located in the green APR & CAPER detail tabs.

Keep in mind, these reports update in real time so if you are working on data quality you will be able to see the impact when you re-run the report. You do not have to wait 24 hours or for the next data warehouse.

As always, if you run into any errors/issues you are not able to fix – please, submit a ticket to HAND’s helpdesk so we can assist in resolving the issue.

Data Quality Spotlight: Annual Assessments/Interim Reviews

Interim Review Assessments are located under the Entry/Exit tab. An interim review needs to be added when a client has any updates to their entry assessment (i.e., income, noncash benefits, housing move in date). The ‘update’ review type would be utilized for these changes. Please review the “*Interim Reviews+Updates*” job aid included in today’s materials. Annual Assessments are an Interim Review Type.

Annual assessments are required when a client has resided at your program for 365+ days. We recommend completing these annual assessments within 30 days prior or on the client’s project start date anniversary. There are 2 main ways to identify a client needs an annual assessment: the Annual Review Audit Report in ART & in the APR – Section 6c.

Pictured above is where you will locate the Interims icon & the following pop up with the Interim Review Type options. Updates should be utilized for any changes in sub assessments after your client’s entry & for housing move in dates. Annual Assessments are utilized when a client has reached their yearly anniversary (tied to project start date) in your program and is still currently ‘open’.

6c - Data Quality: Income and Housing Data Quality		
Data Element	Error Count	% of Error Rate
Destination (3.12)	XX	X%
Income and Sources (4.2) at Start	XX	X%
Income and Sources (4.2) at Annual Assessment	XX	X%
Income and Sources (4.2) at Exit	XX	X%

APR section 6c. – This data line will highlight flagged errors tied to Annual Assessments (i.e., when a client is past due or there is an issue with the income sub assessment)

REMINDER: Quarterly Agency Audit/Check Ins (Lauren)

We have relaunched our Quarterly Agency Audit/Check Ins. These agency-based check ins will highlight high level data quality from the following reports: 252 Data Completeness Report Card, Unexited Clients w Summary Tab w Max Exit Date, Client ROI Audit, Client Location Audit and the Discharge Summary_ All Client Subpopulations. In addition to these reports, there will be information about how many Agency Admin Meetings have been attended, when the next meeting is and a snapshot of your end users and licenses at your agencies. These reports will be sent out to all agencies by July 15th.

If you have any questions in relation to what you have received, if there are any missing programs or need to update the contact list that these emails will be sent out to, please reach out to Lauren (lauren@handetroit.org) so we can update our records for these data quality and completeness efforts moving forward.

Housekeeping (Anita)

- Please encourage your End Users to note what their HMIS License Expiration Date is, so they can schedule their annual recertification trainings and submit them at least 1 week prior to the date to ensure no interruption in their access to Service Point.
- When submitting HelpDesk requests, please try to find an Issue/Problem that describes your issue, rather than selecting “Other”. If it is not specific enough, choose “General Information”. Other is reserved for non-HMIS users mainly.

Things to Come

- Unit Manager- A new updated version of Shelter Point with similar features and few new additional enhancements. Unit manager will replace Shelter Point come September 1, 2021. There will be trainings and guidance for when the transition happens. MCAH, MDHHS and local HMIS implementations will be working together to roll this out.
- HUD has updated the HMIS Data Standards for 2021. They will be effective October 1, 2021. We will be rolling them out over the next several months as there are specific requirements that affect every aspect of HMIS from Provider set-up to data entry and required reporting changes. It is critical that Detroit complies by the deadline. In conjunction with MCAH we will be communicating all pertinent information in the weeks to come.
 - If you want to look at the materials on the data standards, please do so here: <https://www.hudexchange.info/resource/3824/hmis-data-dictionary/>

Our next meeting is scheduled for Tuesday, August 24, 2021 @ 10:00 am