HAND AGENCY ADMINISTRATOR MEETING

April 20, 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 on the control panel or type your question into the chat box at any time during the meeting. If you are calling in via telephone, don't forget to enter your Audio Pin.

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	STACI	HIRSCH	Shautoya	Redding
Japheth	Agboka	Kiana	Harrison	Jennifer	Rivers
Lea	Allen	Chris	Harthen	Sheila	Scheppman
Rodney	Barnes	Luke	Hassevoort	Angela	Shand
Paige	Beasley	Cynthia	Hunter	Saad	Shouman
Lauren	Bianchi	Tania	James	Lori	Stephens-Harper
Christine	Chapa	Sharyn	Johnson	Lisa	Todd
Shanna	Cherubini	Tina	Johnson	Emily	Troyer
Viki	DeMars	Joel	Kade	Jennifer	Tuzinsky
Dana	Dooley	Elizabeth	Lawlis	Tara	Tyus
Andrea	Dye-Farginson	Deja	Lowery	Elizabeth	Vasquez
Genola	Ekanem	Robin	Martin	Stacie	Vaughn
Kyra	Fisher	Linda	McCain	Keith	Walton
Debbie	Flowers	Gregory	McPherson	TaKesha	Washington
Edward	Gardin	Donald	Montgomery	Constance	Williams
Diandra	Gourlay	Bethany	Opalewski	Jamie	Wojahn
Alana	Gracey	Anthony	Osley	matthew	tommelein
Sonys	Gregory	Patricia	Parker		
Jean	Griggs	CAROLYNN	ROWLAND		

Changes to the HMIS team (William)

Welcome two new members of the HMIS Team Tamara Gaines and Violet Ponders who will be working as COVID-19 Data Entry and Vaccine Coordinators. Kiana Harrison will function as Interim HMIS Manager as Denise Goshton's last day was 4/1/21.

- Alternative Shelter – Overlapping Entries

Entry/Exit Reminder: If a client leaves to go to a DHD quarantine shelter, the client should be exited & re-entered once the individual is back at your shelter. It is important that your entry/exit reflects when the client is residing/sleeping at your shelter.

- Reporting Guidance by Project Type & Frequency

As requested during our last Agency Administrator meeting, we have created a tool that highlights some helpful reports. The tool is broken down by project type and frequency for each report. In addition to this overview, there are program specific detail tabs that point out important areas to look in relation to program specific measures, elements, and outcomes. We recommend looking over this reporting tool and at a bare minimum scheduling these reports for your programs.

- Quarterly Agency Audit/Check Ins

As of today, we are relaunching our quarterly agency audit check ins. By the end of the day, your agency will receive an email with your Quarterly Audit/Check In. 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. Moving forward this information will be sent out on the 15th after each CY quarter. These data check ins are something we have done in the past and are bringing back to help address system wide data quality and completeness. If you have any questions in relation to what you have received or are missing any program-based information in the email, please reach out to Lauren (lauren@handetroit.org) so we can update our records for these data quality and completeness efforts moving forward.

- Client Location Report

The client location drop down in a client's entry is directly tied to which CoC your agency is a part of. The answer for client location will always be MI-501. This data element is required by HUD and has an impact on system wide reports. Report guidance to run/review the client location report is below.

#Data Quality & Audit Reports				
REPORT NAME	REPORT PROMPTS	REPORT SUMMARY	DATA PULL	REPORT UPDATES

Client Location Audit Report	EDA Provider: Leave on default if using reporting group or selecting more than one provider below. EE Provider(s): Select one or more providers. (Leave blank if selecting a provider group). Provider Group: Select appropriate reporting group or Leave on 'None Selected' if selecting individual providers. Report Start Date: Select start of reporting period. Report End Date (PLUS ONE DAY): One day after the end of the reporting period.	Client Detail Report Highlights clients with missing/incorrect responses to the 'Client Location' field. Includes client HMIS ID#, client location response and project entry/exit dates for all clients listed as the head of household with an active entry during the report period.	Includes clients with 'Relationship to HoH = Self (head of household)' that have an active project enrollment on or between the report start and end dates.	

Covid Vaccination Data Elements (Kiana)

- The COVID Vaccine elements were added to the HMIS assessments in 2020. There was no "official" guidance provided to our agencies around entering data or tracking vaccines.
- The COD has partnered with HAND to provide Vaccine Coordination. The HAND HMIS Vaccine Coordinators will be centralizing the process and entering data for all coordinated vaccine efforts.
- What this means for you (as of April 2021):
  - All Emergency Shelter Providers can stop entering vaccine data going forward (Guidance will be provided in certain situations) There are some providers who are NOT sharing and will need to enter vaccine data.
  - The Vaccine Coordinators are reviewing data from past clinics hosted by DHD and will be in touch with you to confirm, update and reconcile data. This data was obtained from the COD.
  - The Vaccine Coordinators will be assisting with data entry for some unsheltered vaccinations as identified by the COD.
  - Please look forward to contact from these HMIS staff – they are here to support you and provide a resource to the community.

ESG-CARES Funding/Reporting (Kiana)

ESG-CV Reporting & Reminders:

- ESG-CV second third report is due to HAND 4/15/2021.
- This report will cover clients served between 1/1/2021 through 3/31/2021
- See Attachment for details

ESG-CV Reporting Schedule:

ESG-CV FUNDED PROJECTS
APPLIES TO: ES (including Warming Centers), Temporary ES, RRH (including CE), Prevention & Street Outreach

Time Frame	Report	Due Date to HAND	Due Date to HUD
10/1/2020-12/31/2020	CAPER PDF or SAGE upload	1/15/2021	1/31/2021
1/1/2021-3/31/2021	CAPER PDF or SAGE upload	4/15/2021	4/30/2021
4/1/2021-6/30/2021	CAPER PDF or SAGE upload	7/15/2021	7/30/2021
7/1/2021-9/30/2021	CAPER PDF or SAGE upload	10/15/2021	10/31/2021
10/1/2021-12/31/2021	CAPER PDF or SAGE upload	1/15/2022	1/31/2022

Review of COD Quarterly Performance Reports (Kiana & Shanna)

The Detroit ART Report Matrix v3 document has been updated to include all new COD Grantee Reports. End users can access the most recent version of the Report Matrix Document right in ART.
Location: *ART>Public Folder>Provider Specific>Detroit*

COD Case Note Audit Report
The COD Case Note Audit Report will only pull case notes that were entered according to the mandated workflows covered at the HMIS Bootcamp training back in February. You can find a recording of the trainings and corresponding materials HERE.

The requirement to capture case notes using this new workflow impacts all clients that are active in COD-funded projects on or after March 1, 2021.

The case notes must be entered under the Case Plans tab in ServicePoint and they must be attached to the specific ESG goal classification and type outlined below and in the attached job aids.

- Goal Classification: ESG
  - Emergency Shelter & Street Outreach Goal Type: Discharge to Permanent Housing (initial ES & SO goal)
  - Rapid Rehousing Goal Type: Find Safe and affordable housing (initial Rapid-Rehousing goal)

- Prevention Goal Type: Retain or resettle/safe affordable housing (initial Prevention goal)

Also, please note that the report is filtered to only look at case notes entered for the head of household. That said, the 'Relationship to Head of Household' assessment question must be answered correctly for everyone in the household. The assessment question is located on your project entry/intake assessment in HMIS.

Quarterly Bed and Unit Reports Next date for Submission (William) (ES, TH, SH)

Quarterly Bed/Unit Inventory Checkup for all providers– The HAND HMIS Lead will be conducting quarterly bed/unit. inventory checkup for all providers. Providers will need to complete and return the Bed/Unit Inventory form on a quarterly basis for all housing programs.

The information requested on the forms will be for the 4 Point in Time (PIT) Dates:
October 28, 2020
January 27, 2021
April 28, 2021
July 28, 2021

The next submission will be due on Wednesday, May 12, 2021 by 11:59:59pm. We will send out a form to all providers to submit by the due date.

Quarterly Housing Move In Date Audit (RRH & PSH) (Shanna)

It is time, once again, for the quarterly Housing Move In Data Audit exercise. HAND will be reaching out to all RRH & PSH providers during the first week in May regarding the specific steps that need to be taken to complete the exercise. As a reminder, this exercise is necessary to help ensure accurate reporting of the total clients housed and it is also necessary for updating the quarterly bed and unit inventory information in HMIS for all RRH projects.

Data Sharing QSOBAA And Updated ROI

We have updated our Detroit HMIS Collaborative Implementation Interagency QSOBAA to include modifications to the list of assessments and table of data to be shared. We have also created an associated Interagency QSOBAA Addendum to include three new organizations that are implementing HMIS and participating in Detroit's CoC Wide Data Sharing.

We sent a copy of all associated documents out for signature and are asking that they be returned no later than April 28, 2021. These signed agreements are needed before we can proceed with publishing this information in an updated ROI.

Housekeeping (Anita)

Updated forms on the HAND website:

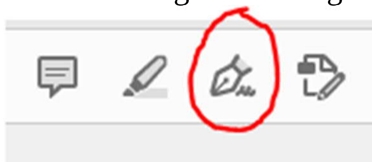
- Fee Schedule (https://static1.squarespace.com/static/5344557fe4b0323896c3c519/t/606c8269569ae0790b06f69c/1617724010233/HMIS+FEE+SCHEDULE-Rev+3-2021.pdf)

- Training Grid (https://static1.squarespace.com/static/5344557fe4b0323896c3c519/t/606b167fe2679d1cc49120bf/1617630849367/HMIS+Training+Grid+Rev+03-2021.pdf)

Please remember that all ServicePoint EndUsers are required to login **at least** every 30 days.

Please have your EndUsers pay attention to their ServicePoint License Expiration Date. I recommend they put a reminder on their calendar to complete and submit their recertifications (noted on Page 3 of the Training Grid) at least a week prior to their Expiration Date, to the HelpDesk. Unless we receive those recertifications and reset the Expiration Date, they will not have access to ServicePoint.

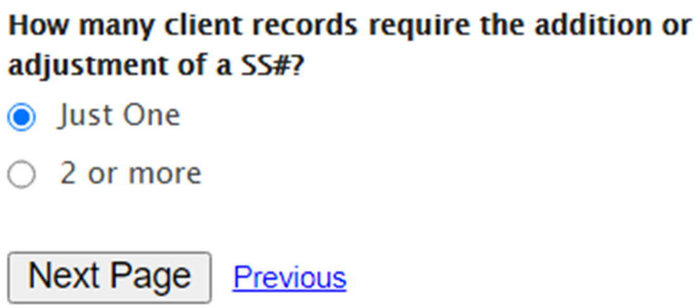
User Agreements may now be signed with an electronic signature. If a “stock” electronic signature is used, the signor may receive an email requesting verification that they did indeed electronically sign the document. You may also store your true signature in Adobe to use in signing PDFs. Here’s how:

- Sign your name on a blank piece of paper (use a Sharpie or a pen that shows up good)
- Scan that paper as a PDF an then open that document
- Use the Snipping Tool (which can be found if you search it on your computer) to create a PNG (picture) of your signature and store it in “Pictures” (or wherever it’s convenient for you) on your computer.
- Open any PDF and click on “Fill and Sign” in the right hand panel
- Click on “Signature Icon”  . A box will open up for you to upload your scanned signature. Click on ”Image” and it will open your library where you can get your saved signature scan and save it. You will be able to affix your signature to any PDF that requires your signature, as long as you’re using the same Adobe account. Here is a link to a video on how to store your personal signature in ADOBE for all PDFs: https://www.youtube.com/watch?v=tTRYqTfzWhA

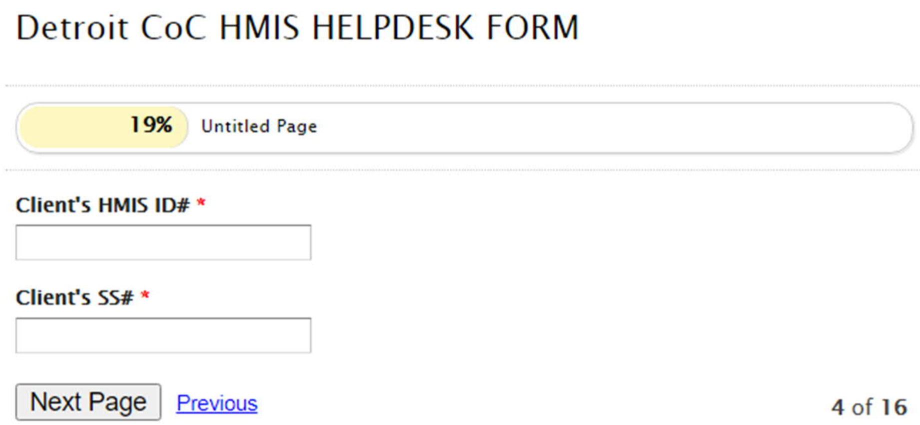
Please take the time to seek out the proper “Problem/Issue” when submitting to the HelpDesk. A number of people are selecting “Other”, when there is a category available.

Any attachments with sensitive client data **must** be protected with a password. Failure to do so is a direct violation of the Privacy Policy set by MCAH and HUD. Failure to do so **may** result in adverse action(s) taken by HAND.

When submitting a HelpDesk request to update a client’s Social Security Number, please pay attention to the last 4 numbers that are on ServicePoint. If what you are submitting differs in any way, plesae note this on your request. **DO NOT** enter Client’s Name, DOB or SSN in the “Details” box or any other area other than that which is provided on the HekpDesk form. If you are submitting only one number, you can enter it in the field



provided, which is encrypted: then you will be taken



to , which is the encrypted field.

Reminder: Agency Administrator Responsibilities

One of the responsibilities of being an agency administrator is to share the information from these meetings with your end users. Please make sure to share the applicable information from these meetings as well as materials to the HMIS End Users at your agency.

Training/Support Feedback (Lauren)

After our session today, you will be receiving an extremely brief survey about trainings/support you wish to see from HAND in relation to HMIS. While completing this form, please think of topics that would benefit your agency's HMIS End Users as well as yourself. Our goal is to get responses from all of our Agency Administrators so we can plan for future meetings and create additional training and support meetings/documents.

Items of Continued Importance

Our next meeting is scheduled for Tuesday, June 1, 2021 @ 10:00 am