



HAND AGENCY ADMINISTRATOR MEETING

November 3, 2020

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:

Last Name	First Name				
Adams	Cynthia	Harp	Sama	Scheppman	Sheila
Agboka	Japheth	Hassevoort	Luke	Shand	Angela
Alexander	Alexis	Herzig	Julie	Sheeley	William
Allen	Lea	Johnson	Tina	Shouman	Saad
Assenmacher	Emily	Johnson	Sharyn	Singleton	Selena
Briggs	Deborah	Kade	Joel	Stephens-	
Brown Nelson	Lois	Kelso	Michael	Harper	Lori
DeMars	Viki	Lawlis	Elizabeth	Tuzinsky	Jennifer
Ekanem	Genola	Montgomery	Donald	Tyus	Tara
Flowers	Debbie	Neville	Carolyn	Vasquez	Elizabeth
Gardin	Edward	Parker	Patricia	Vukmirovich	Dorothy
Goshton	Denise	Posey	Anita	Walton	Keith
Gracey	Alana	Rankin	Richard	Williams	Constance
Griggs	Jean	Ratekin	Julie	Wojahn	Jamie
HARRISON	KIANA	Redding	Shautoya	Fisher	Kyra
		Rivers	Jennifer	Dye-Farginson	Andrea

Working with Immigrant Populations (Elizabeth Orozco-Vasquez)

Elizabeth Orozco-Vasquez presented on special considerations that should be taken when working with immigrant populations.

Please contact Elizabeth with any questions, concerns or comments.

Elizabeth Orozco-Vasquez (Freedom House)

Email: evasquez@freedomhousedetroit.org

Phone: 248-491-3597

2019-2020 ESG CAPER Submissions (Kiana)

- The City of Detroit CAPER covering July 1st 2019 to June 30th – 2020 is DUE SOON to HUD.
- **Preparation to submit CAPER:**

ALL Agencies had a deadline of 10/23/20 to submit Corrected CAPER or SAGE TEST to HAND.
The FINAL deadline to submit those items is 11/9/20.

IF you were funded with ESG dollars during those periods you are required to participate in the CAPER. Running your report and following the **Finding & Fixing Data Quality Errors in the ESG CAPER** Job Aide is an important part of the submission.

TYPES of PROJECTS included:

- Emergency Shelter (including Warming Centers)
- Prevention
- Rapid Rehousing
- Street Outreach

Please see attachment: **City of Detroit CAPER – 2020 Instructions** for specific details

ESG-CARES Funding/Reporting (Kiana)

ESG-CV CAPER – First Submission was a success! Thank you to the agencies that cleaned up their data prior to the submission.

The first submission allowed for a very flexible clean-up period. Going forward the timeline is a lot tighter. It will be critical for agencies to clean up data along the way versus waiting until the end of the quarter to do so.

The **Finding & Fixing Data Quality Errors in the ESG CAPER** Job Aide is also required to clean up ESG-CV data.

The 2nd quarter's data is being collected now and will be submitted in January 2021!

We will be adding ANY AGENCY that is spending ESG-CV dollars as of 10/1/2020 and continuing to include programs that started 7/1/2020 until they otherwise close.

The next round of programs scheduled to be added are the Warming Centers, SW-RRH & UCHC Prevention. IF you have an agency that is going to start spending ESG-CV dollars before January 2021 and you are NOT listed please contact HMIS.

ESG-CV – REPORTING SCHEDULE:

ESG-CV REPORTING TIMELINE		
Reporting Period	Agency Due Date	COD-HRD Due Date
	DQ clean up complete/ Proof of test upload done at hmis.sage.info (emailed to kiana@handetroit.org) from each ESG-CV funded agency by project.	HUD due date for City of Detroit submission via hmis.sage.info
7/1/20-9/30/20	10/26/20	10/30/20
10/1/20-12/31/20	1/15/21	1/30/21
1/1/21-3/30/21	4/15/21	4/30/21
4/1/21-6/30/21	7/15/21	7/30/21

Detroit COE HMIS Agency Administrators Meeting

11/3/2020

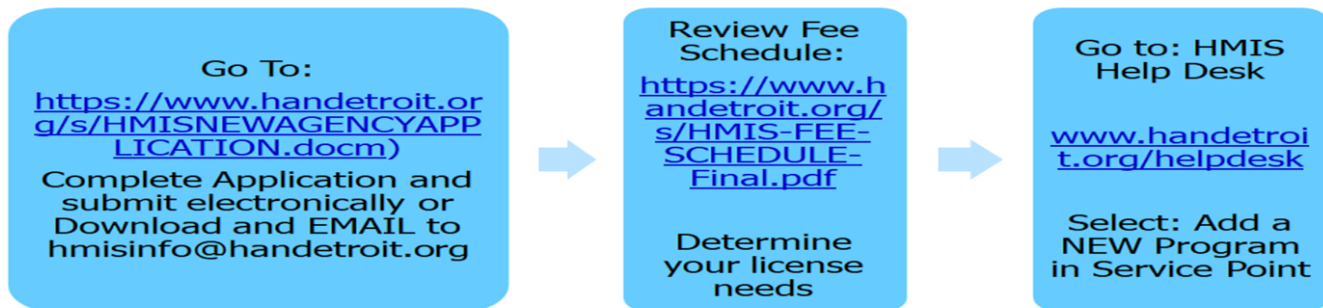


Onboarding New Users/New Agencies (Kiana)

Please see the information below if you need to do the following:

- ADD A NEW PROGRAM TO HMIS
- ADD NEW USERS TO HMIS

ONBOARDING TO HMIS – NEW AGENCY:



- ESG-CV – HAND is providing up to 3 HMIS Licenses FREE of charge to NEW ESG-CV providers. Existing providers will also receive 1 HMIS License FREE if they are adding a NEW ESG-CV project.

EXISTING providers would follow the SAME STEPS above EXCEPT for completing an Application!

ONBOARDING TO HMIS – ADDING END USERS:

ONBOARDING TIPS:

- Prepare yourself with the PROGRAM information prior to submitting the ticket – Important things to know are program start date, name of the program, Who will need access, service requirements, funding sources.
- Incomplete steps may delay your ACCESS to HMIS
- Please do not send an email requesting to add a NEW Project – This MUST be done using the HMIS Help Desk and selecting the CORRECT drop down. This ensures all the needed information is received PRIOR to setting up the project
- Please express any financial concerns upfront – Typically we do NOT issue licenses until payment is received
- DO NOT wait until the last minute

Please reach out to the HMIS Team – www.handetroit.org/hmis if you have any questions or concerns OR if you need HELP submitting a ticket to the HMIS Helpdesk!

Housing Move-In Date Audit (RRH/PSH) (Shanna)

We are in the process of completing the quarterly Housing Move in Date Audit exercise for all RRH & PSH providers. This information is necessary to help ensure accurate reporting of the total clients housed last quarter. The information is also used to update the quarterly bed and unit inventory in HMIS for all RRH projects.

We will be emailing a copy of the *Housing Move-In Date Audit Report (August 2020-October 2020)* to all RRH & PSH providers later this week. **We ask that all agencies complete the steps outlined below no later than COB on Wednesday, November 10th.**

1. Confirm all clients on the **Clients in Housing** tab were in housing during the reporting period.
 - a. Verify that the correct Housing Move-In Date (HMD) was entered for any clients highlighted in yellow.
 - b. Verify that all clients without an Exit Date are still receiving services.

Entry Exit Provider Id	Household ID#	Client HMIS ID	Relationship to HoH	Age	Race	Project Start	Housing Move-In Date (Applicable)	Days from Project Start to Housing Move-In	Entry Exit Date	Total Days in Project
Sample Agency	123	2221	Self (head of household)	23	Black or African American (H)	11/29/2018	3/14/2019	105		610
	123	2222	Head of household's child	7	Black or African American (H)	11/29/2018	3/14/2019	105		610
	123	2223	Head of household's child	0	Black or African American (H)	11/29/2018	3/14/2019	105		610

2. Review the **Clients Not Housed** tab and determine the following:
 - a. **Client NEVER Moved In by 10/31/2020**
 - PENDING housing as of 10/31/2020
 - CLOSED without being housing by 10/31/2020

-OR-
 - b. **HMD Missing**
 - Missing Housing Move-In Dates Must be corrected!
3. Add a Column on the Clients Not Housed tab to record HMD Status as of 10/31/2020 (PENDING, CLOSED NOT HOUSED, or HMD FIXED).
4. Email a copy of the report (with comments included) to shanna@handetroit.org no later than COB **Wednesday, November 10th.**

REMINDERS - - TRANSFERS

If the HMD is not updated for transfer clients, it will always show as missing in the current ART reports as well as the APR. Starting 10/1/2019 ALL Transfers should have a NEW HMD recorded in HMIS that aligns with the new Project Start Date.

When a client leaves an RRH/PSH project to go into another RRH/PSH project, the end date of the first enrollment cannot overlap the start date of the 2nd. The end date of the first enrollment must be 1 day before the start date of the 2nd enrollment's entry date. If they overlap, reports will pick up the old housing move-in date for the new projects.

Password Reset Guidance (Denise)

Demonstration by Denise.

Quarterly B&U Inventory (Denise)

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 first submission will be due on Monday, November 16, 2020 by 11:59:59pm. We will send out instructions on how to submit the form (*attachment*).

Housekeeping (Anita)

Items 1 & 2 are a repeat from our last meeting, but bears repeating, as not everyone has submitted their Annual Recertifications. The Sept 30th deadline has long passed, but I have been unable to get around to deactivating accounts because of the “awkward” way trainings have been submitted. This has caused me to send numerous emails to explain the process and granting extensions when only partial trainings are submitted.

1. When submitting a HelpDesk request to add a new HMIS Enduser, please attach a Signed User Agreement (signed by the User and the CEO/ED of the agency) on the last **2 pages**, along with the certifications of **all trainings** (there should be 14 of them [15 if an ART license is requested]). **See the Training Grid, which also lists all the annual recertifications required.** Hopefully you have the software to combine all certificates into one PDF (or they can be printed and scanned into one document). Make certain to indicate what the Default Provider Number is, as well as any EDAs.

This has become a major problem as an increased number of New HMIS User Licenses have been requested in the last 2 months. When the **total** number of trainings are not submitted with the HelpDesk request, this causes unnecessary delays in issuing the license, as well as when the **entire** HelpDesk request form is not completed or the User Agreement is not included.

2. Many of you have received an email regarding your Annual Training Recertifications, a couple of weeks ago. Some have had difficulty in accessing the required trainings, which are:

Required Annual Updates				
Basic Privacy and Security	Informed Consent Using the ROI	Securing Client Records	Creating Unnamed Records	Advanced Privacy & Data Sharing (For SAs & AAs Only)

As you can see, the last training is for AAs and SAs only, however **all** are to be completed by AAs & SAs. Regular EndUsers are to complete the first four (4).

If when a User clicks on “Recertifications” and does not see the category needed, it is probably because the original training they completed was done before the hmislearningcenter.org site was in use. In that case, have them complete the initial training for that category. It will then show up in their recertifications next year.

Please submit these trainings in a single PDF, if possible (either actual certificates or they should select “Print” or “Email” to get their results and send them to anita@handetroit.org, or submit them to the HelpDesk.

We have extended the deadline to this Friday, Sept. 25th. All Endusers that have not submitted recertifications by

then will be made inactive and will not have access to ServicePoint. Ultimately these licenses will be deleted altogether if recerts are not provided by the end of **September**. **The new deadline is COB, Friday, November 6, 2020.**

3. When requesting a Merge Request or a Social Security Number Update, please remember to password protect the document prior to uploading to the HelpDesk request. Many Spreadsheets/Word Documents have been submitted with no protection of clients’ vital information, even when a password is indicated on the HelpDesk request.

If you need assistance in creating a password for your document, go here: **Spreadsheet:**

<https://support.microsoft.com/en-us/office/protect-an-excel-file-7359d4ae-7213-4ac2-b058-f75e9311b599>

Word Document: <https://www.youtube.com/watch?v=cYYQkDtYWV8>

Please make sure you NEVER include a client’s vital info in any emails. Only refer to client by HMIS ID number or name (never both).

Items of Continued Importance

Sharing Client Information Electronically (Denise)

Sharing Client Information Electronically- In order to protect clients and their Personal Identifiable Information (PII) which includes the First and Last Name, SSN, DoB we must be careful to not share this information via email or other electronic methods, otherwise this could violate the privacy and/or safety of the client.

When sharing client information electronically you should limit to sharing only the HMIS Client ID. If you **must** share any of the client PII electronically you must send the information over in an encrypted or in a password protected document. And the password must be sent to the recipient in a separate email.

If the HMIS Lead does find that an HMIS user is not following the protocol above the person would be instructed to retake privacy trainings on the HMIS Learning Center and the user HMIS license would be **suspended** until we receive the certificate of completion for the privacy trainings.

If you are unsure of how to lock a document, please see the instructions on how to lock a Word doc and Excel Doc. (*attachments*)

Our next meeting is scheduled for Tuesday, December 15@ 10:00 am