

HMIS Advisory Board Meeting Minutes

Monday, March 28, 2022, 1-3 PM

Call-in info (audio): 1 218-382-7174

PIN: 583 198 445#

Web: meet.google.com/qaz-bmus-eea

WELCOME AND INTRODUCTION

ONE	<p>Chair: Brian Alexander</p> <p>Brian called the meeting to order at 1:03 PM and welcomed everyone to the virtual meeting.</p> <p>Members present: Brian Alexander (Chair, Bal. of State, NCCEH), Lloyd Schmeidler (Secretary, Durham, City of Durham CDD), Hanaleah Hoberman (Durham, City of Durham CDD), Valaria Brown (Durham, Housing for New Hope), K’leigh Mayer (At large, NC 2-1-1), Ashley VonHatten (Bal. of State, NCCEH), Andrea Carey (Data Center), Nicole Wilson (At large, Durham VA Medical Center), Kristen Armstrong (At large, UCCS), Mike Fliss (At large, UNC-Chapel Hill), Bettie Teasley (At large, NCHFA), Debra Vestal (At large, IFC), and Erika Walsh (At large, NC DHHS).</p> <p>Kat Weis (Orange, Orange County Hsg Dept.) joined at 1:10 pm.</p> <p>Members Absent: Rachel Waltz (Vice-Chair, Orange, Orange County Hsg Dept.) and Donna Biederman (At large, Duke U School of Nursing).</p> <p>Also present: Katie Wiseman (ICA), Allison Winston (ICA), Nicole Purdy (NCCEH), Adriana Diaz (NCCEH), and Allie Card (NCCEH) joined us.</p>
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APPROVAL OF MINUTES

TWO	<p>Presenter: Lloyd Schmeidler</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Goal: <input checked="" type="checkbox"/> Share Info <input checked="" type="checkbox"/> Obtain Input <input checked="" type="checkbox"/> Make Decisions</td> <td style="width: 40%;">Formal Approval Needed?</td> </tr> <tr> <td></td> <td><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</td> </tr> </table> <p>Lloyd presented the minutes of the January 31, 2022, Advisory Board meeting and asked for their approval. Bettie moved for their approval, and K’leigh seconded the motion. The minutes were approved unanimously.</p> <p>Supporting Material:</p> <ul style="list-style-type: none"> • Draft January 31, 2021, minutes emailed and posted to NCCEH.org prior to the meeting. 	Goal: <input checked="" type="checkbox"/> Share Info <input checked="" type="checkbox"/> Obtain Input <input checked="" type="checkbox"/> Make Decisions	Formal Approval Needed?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				

THREE

Presenter: Andrea Carey

Goal: Share Info Obtain Input Make Decisions

Formal Approval Needed?

Yes No

Andrea provided the following updates about the Data Center’s work since our last meeting:

Reporting for the Data Center:

- Longitudinal System Analysis (LSA) was due and submitted by February 14th
 - FY21 LSA was uploaded into Stella P per CoC and is up to date
 - Data quality and accuracy issues are still unclear
- System Performance Measures (SPMs) was due and submitted by February 28th

Brian asked when the submission of the PIT/HIC will be available to share with partners across the state. Andrea answered that it is not final until it is submitted to HUD and should not be shared until it is in the HUD Exchange system.

Bettie asked how involved the Data Center was in supporting HMIS users with using the Sage reporting portal. Andrea responded that the Data Center is ready to support grantees and grantee subrecipients working with the ESG office in working with Sage. Bettie noted that Sage and the Data Center’s support can be a good resource for agencies.

Nicole Wilson asked if Stella P is open to CoC providers to obtain information or if that data must be requested. Andrea answered that Stella P is a CoC tool just for CoC lead staff to use as a visualization tool for the LSA. Brian added that the LSA has been difficult to use and there has been ongoing troubleshooting by HUD.

Andrea noted that the LSA and SPMs have never been more accurate, but there are still known issues for SPMs (such as income), while identifying issues for the LSA is more difficult. Brian added that these are not implementation issues but HUD-related as it has to do with the specifications that HUD is giving software providers.

Lloyd asked about the differences between LSA reporting and SPMs. Nicole Purdy answered that while the LSA is a report of raw data pulled, SPMs are reports that have been calculated and are run. Stella P helps visualize the raw data and is currently based more around SPMs.

ART & Business Objects:

- The Annual Reporting Tool (ART) is going through an upgrade and has not been updated for several years. There is no specific timeline, but Andrea noted that hopefully there will be embedded visualizations resulting from the upgrade.

HMIS PIT/HIC:

- Point in Time and Housing Inventory Count (PIT/HIC) is in progress and due on April 29th
- The PIT/HIC has been more of a focus for the Help Desk when supporting HMIS agencies recently

HMIS hiring:

- Two positions for Data Analyst and Data Center director are still open. Interviews are ongoing with promising candidates.

HMIS Licenses:

- Durham CoC has 90 licenses and 87 in use
- Balance of State CoC has 251 licenses and 249 in use
- Orange CoC has 26 licenses and 21 in use

Andrea introduced a data quality/licensing policy change:

If a user does not login to the HMIS for 60 days, after the period has elapsed a notification will be sent to the user and agency administrator (AA). The notification includes a new form to formally re-request access and get more information to help prevent the violation in the future. The license will inactivate immediately, and given the form results the Data Center may want to follow-up with the CoC the user belongs to.

A complete list of license violators will be sent to CoC Leads each month. CoC Leads will be able to confer needs with the Data Center, such as discussing efficient use of licenses and repeat offenders. The Data Center will be asking CoC Leads for feedback at individual check-ins.

HUD TA:

- Brian, Andrea and Hanaleah have been meeting with the consultants assigned by HUD for technical assistance (TA). HUD TA is gathering materials to help evaluate new members and working with the HMIS Capacity Building Checklist.
- One TA provider has worked with the Texas Balance of State in splitting and combining CoCs, but otherwise there was no model found that could be followed to design the expansion of the HMIS@NCCEH implementation.

Research and Data In Use:

- **Vaccine Linkage Data with DHHS** – Has been updated for February data.
 - Gives DHHS another solid evidence-based reference point for where people are in seeking services from homeless system.
 - Brian noted that DHHS is in the process of creating a 5-year State strategic housing plan. A workgroup met a few weeks ago to discuss the allocation of funds, and Brian offered to provide aggregate data for the 81 counties of HMIS@NCCEH to provide insights on the differing needs across the state. The data was collected by Andrea and Nicole.
 - Lloyd asked if DHHS was seeking data from NC HMIS. Brian answered that DHHS was encouraged to do so, and he will follow-up.
- **CODI Community and Clinical Data Initiative: Project for Social Determinants of Health Network Linkage** – Contracting for secure Data Linkage practices with National Association of Community Health Centers (NACHC) are in process.
- **Dashboard opportunities being explored with CoCs individually** – Scheduling time with each CoC for options for this funding cycle.
- **NC Strategic Housing Plan** – included HMIS data about clients seeking services (not moved in) by county for our three CoCs for calendar year 2021 to complement the Target Key Waitlists that were already being used.
- **Back@Home Hurricane Evaluation Project** – The Urban Institute is working with Duke University to evaluate the previous iteration of Back@Home for hurricane disaster response.

Supporting Material:

- [Form to Request to Re-Activate HMIS License](#)
- [Back@Home Hurricane Evaluation Project Summary](#)

2021-2022 GOALS UPDATE AND DISCUSSION

FOUR.	Presenter: Brian Alexander	
	Goal: <input checked="" type="checkbox"/> Share Info <input checked="" type="checkbox"/> Obtain Input <input type="checkbox"/> Make Decisions	Formal Approval Needed? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	<p>Brian and Andrea provided an update on the approved HMIS@NCCEH Advisory Board FY22 Goals and Strategies:</p> <p>Goal #1 reads: Implement a feedback/evaluation process for Helpdesk requests that provides an opportunity to evaluate our work and do ongoing quality improvement.</p> <ul style="list-style-type: none"> • Helpdesk Satisfaction feature was turned on to allow quick review of whether tickets addressed the requestor's issues. <ul style="list-style-type: none"> ○ Since implementing this feature there has been a 35% response rate and a 98% satisfaction rating. • Median Helpdesk response time is just 2.6 hours for this first quarter of 2022. • 1,547 issue tickets resolved this quarter. • Additionally, the Data Center is working to better utilize the ZenDesk software for support outside of Helpdesk agent responses with a new tool called ZenGuide. This feature will have searchable articles for User Support to replace PowerPoint PDF guides. • Brian suggested establishing a broader goal around advanced reporting for the next fiscal year. <p>Goal #2 reads: Use HUD HMIS Lead improvement document to evaluate each of the nine categories to set a baseline understanding of the implementation and to set a framework for how to move toward improvement.</p> <ul style="list-style-type: none"> • Brian provided an update in the absence of Donna Biederman. The HMIS@NCCEH Evaluation Subcommittee will meet on Thursday, April 14th from 1 to 2 pm. An update will be provided at the following HMIS@NCCEH Advisory Board meeting. <p>Goals #3 reads: Increase end user participation/engagement</p> <ul style="list-style-type: none"> • The Data Center developed a mandatory Housing Move-in Date training for permanent housing projects in July 2021 and additional training material for addressing issues with Housing Move-In Dates. Housing Move-In Date checks were implemented into Data Quality Plan checks and Federal Reporting Clean-Up with agencies. • The Data Center developed Data Quality benchmarks for the HMIS@NCCEH implementation with user surveys and focus group support. • The Data Center ran and processed CoC Annual Performance Reviews (APR) to review client level data corrections and ahead of LSA and SPM report reviews. <ul style="list-style-type: none"> ○ Andrea noted that the CoC-APR is a great tool for individual agency and project reviews, but it is difficult to use for implementation-wide evaluation of data quality. <ul style="list-style-type: none"> ▪ The Data Center is looking for an adaptation of the 0252 and 0640 reports from the South Carolina ICA implementation. The ART upgrade that was promised in February has delayed investigation. ○ Andrea emphasized the Data Center's desire to pursue more integration with CoC Leads to reflect CoC policies and scoring. The 	

	<p>HMIS Lead evaluation tool development may also help outline different roles for improving data quality.</p> <ul style="list-style-type: none"> • Federal Reporting data quality clean-up was structured differently this year: <ul style="list-style-type: none"> ○ LSA and SPM corrections were completed together in the Fall, reducing the iterations of corrections. ○ PIT/HIC reports were due earlier in February than in previous years, corrections were sent out earlier, and submission was via Helpdesk Tickets instead of a Smartsheet Form. • HMIS Happy Hour opportunities were initiated for open questions for Federal Reporting. Fifty-three users attended the six fall sessions and gave positive feedback for the opportunity. The Data Center is considering how to adjust the HMIS Users Meeting model into more specialized training and update opportunities in March strategic meetings. <ul style="list-style-type: none"> ○ Lloyd emphasized the need for better utilizing the monthly HMIS users' meetings in order to garner more participation. • The Learning Management System was launched with ICA. A "Start Here", "2022 HMIS Data Standards", and "NC Security & Privacy Training" course was launched in early December. Introduction to courses for Basic Users are being recorded now and reviewed by the Data Center team. The Data Center intends to launch New User basic courses simultaneously so that there is a smooth transition to the new system. <ul style="list-style-type: none"> ○ Andrea highlighted the follow takeaways: <ul style="list-style-type: none"> ▪ Back-end reporting needs additional tailoring to the Data Center's needs. ▪ Facilitating feedback: the order of Data Entry course development will begin with a model training for ShelterPoint to fill a training gap and allow for a built in focus group. In April, the Data Center will be asking for volunteers for users who want the opportunity to review trainings when Data Center staff do. There is no time commitment up front, and the intent is to gather interest for a nimble list-serv. ○ Supporting Materials: Step by step text workflows are also being developed side-by-side the video courses as supplemental materials for user reference. Data Standard videos to support data collection will be developed after New User Data Entry courses are launched. • Configuration Subcommittee is being developed to engage HMIS users on HMIS workflow, assessment, or other technical changes. The first meeting was on April 4th to determine key priorities, meeting schedule, and decision-making procedures. • The HMIS@NCCEH Advisory Board will continue to discuss Goal #3 to refine strategies.
	<p>Supporting Material:</p> <ul style="list-style-type: none"> • 2021-2022 Strategic Goals

The meeting adjourned at 2:57 PM.

Respectfully submitted,
Lloyd Schmeidler, Secretary with staff support from Adriana Diaz

Next Executive Committee Meeting: April 25, 2022, from 1-2 pm
Next Full HMIS Advisory Board Meeting: Monday, May 23, 2022, from 1-3 PM

