

HMIS Advisory Board Meeting Minutes

Monday, May 23, 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), , Rachel Waltz (Vice-Chair, Orange, Orange County Hsg Dept.), Lloyd Schmeidler (Secretary, Durham, City of Durham CDD), Hanaleah Hoberman (Durham, City of Durham CDD), Valaria Brown (Durham, Housing for New Hope), Kat Weis (Orange, Orange County Hsg Dept.), 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), Donna Biederman (At large, Duke U School of Nursing), Kristen Armstrong (At large, UCCS), Bettie Teasley (At large, NCHFA),</p> <p>Members Absent: Mike Fliss (At large, UNC-Chapel Hill), Debra Vestal (At large, IFC), and Erika Walsh (At large, NC DHHS).</p> <p>Also present: Katie Wiseman (ICA), Allison Winston (ICA), Nicole Purdy (NCCEH), Adriana Diaz (NCCEH), Tim Bender (NCCEH) and Allie Card (NCCEH) joined us.</p>
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APPROVAL OF MINUTES

TWO	Presenter: Lloyd Schmeidler	
	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
	Lloyd presented the minutes of the March 28, 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.	
Supporting Material:		
<ul style="list-style-type: none"> • Draft March 28, 2021, minutes emailed and posted to NCCEH.org prior to the meeting. 		

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:

HMIS Hiring

- Tim Bender was hired as NCCEH’s new Data Analyst. Andrea was promoted to Data Center Director. A new Project Specialist position will be posted on June 1 to fill Andrea’s previous position.

HMIS Licenses

- Durham CoC has 90 licenses and 85 in use
- Balance of State CoC has 251 licenses and 236 in use
- Orange CoC has 26 licenses and 23 in use

HMIS Implementation Updates

The Configuration Subcommittee has met once and will be examining Social Security Number settings at its meeting on June 6. Nicole Purdy staffs the committee for the Data Center and provided the update.

The Data Center is re-working its support for current HMIS users. Monthly HMIS Users meetings with essentially the same content for each CoC were not an efficient use of staff time and had low engagement rates. The Data Center is shifting to a new framework:

- Monthly HMIS Training opportunities for all users, which are optional but encouraged:
 - 5/6 & 5/12: Training for BusinessObjects Transition
 - 6/22: [Training for Using Your Data to Track and Evaluate Program Outcomes](#)
 - 7/20: [Training for Identifying and Fixing Common Data Quality Errors](#)
 - 8/24: [Training for BusinessObjects Reporting](#)
- Monthly HMIS System Update meetings for agency representatives (at least the Agency Administrators)
 - Proposed time: 2nd Tuesday 10:30-11:30 am
 - Required for agencies; attendance reported to CoC Leads
- The ZenGuide Knowledge Base for self-directed guidance for users launched in April!
 - Website: <https://ncceh.zendesk.com/>
 - 31 helpful articles published, with another 10 drafts under review
 - Most popular articles are Updating Sub-Assessments, How to Run the CoC-APR, BoS BNL Report Guide, Creating/Managing Case Plans, and Using BusinessObjects 101.

Kristen and Rachel commented that ZenGuide has been very helpful for their staffs.

ART & Business Objects

ART (Advanced Reporting Tool) has been retired, and it is anticipated to disappear May 27. BusinessObjects is now in place. Two trainings were conducted May 6 and 12, with additional support in the form of open Office Hours on May 19 and June 29. This transition is an opportunity to develop stronger guidance for advanced reporting in HMIS. Reporting guides that were PDF presentations are being converted and updated into ZenGuide. A reference guide identifying reports by topic is also being developed and will be posted within BusinessObjects and ZenGuide for easy access.

Andrea shared the following visual on Helpdesk Performance Benchmarks:

Metric	Performance Range		Current Performance
	Worst Case	Best Case	
Customer Satisfaction	90%	100%	97.9%
Average speed of initial reply	8 hours (business)	1 hour (business)	40 minutes
Average speed of initial reply for new user	16 hours (business)	1 hour (business)	32 minutes
Median speed of time to resolution	7 days (business)	1 hour (business)	54 minutes
ZenGuide visits per month	100 (30% users)	320 (~92% users)	146 visits

HUD TA

Nicole and Andrea are reviewing draft documents ahead of the next meeting with HUD TA on June 7. One is an FAQ for information about the basic elements of the implementation and the other is a checklist for communities interested in joining HMIS@NCCEH.

Research and Data In Use

- **Vaccine Linkage Data with DHHS** –April data has been sent; new results are expected shortly.
- **CODI Community and Clinical Data Initiative: Project for Social Determinants of Health Network Linkage** – Contracting for secure Data Linkage practices with the National Association of Community Health Centers (NACHC) is complete. Research request and governance infrastructure continue to progress. In-person strategy sessions are scheduled for June 7-9, but it’s unclear if these can proceed with current COVID surges.

MEMBERSHIP: OFFICERS 2022-2023

FOUR	Presenter: Brian Alexander	
	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
	Members voted on new officer positions for the contract year (CY) 2022-2023, which runs from July 1, 2022, to June 30, 2023. HMIS@NCCEH governance allows a three-year limit for each position and each CoC can hold one position. Brian held the position of Chair and will move to the Secretary role. Lloyd held the position of Secretary and will move to the Chair role. As Rachel has held the position of Vice Chair for only one year, she will continue in that role.	
Andrea moved for the approval of the CY2022-2023 Officer Positions and Donna seconded the motion. The motion was approved unanimously.		

COVID VACCINATION PROJECT UPDATE

Presenter: Brian Alexander

Goal: Share Info Obtain Input Make Decisions

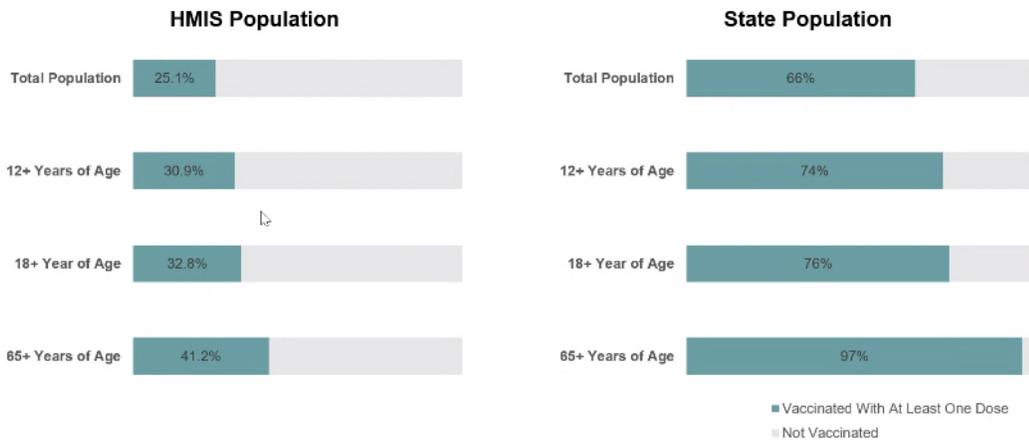
Formal Approval Needed?

Yes No

Andrea presented on the COVID Vaccine Distribution research project for which the HMIS@NCEH Advisory Board approved the use of HMIS@NCEH data. The most up to date data provided is from January 2021 to March 2022. Andrea noted that the vaccination rates presented should be considered the floor for the HMIS population vaccination rate; the project only includes HMIS data, which does not capture certain populations such as those who are incarcerated or those who were vaccinated through Veterans Affairs.

Percent Vaccinated with at Least One Dose

Below are comparisons of different age segments between the HMIS population and the state population for percent of the population vaccinated with at least one dose.

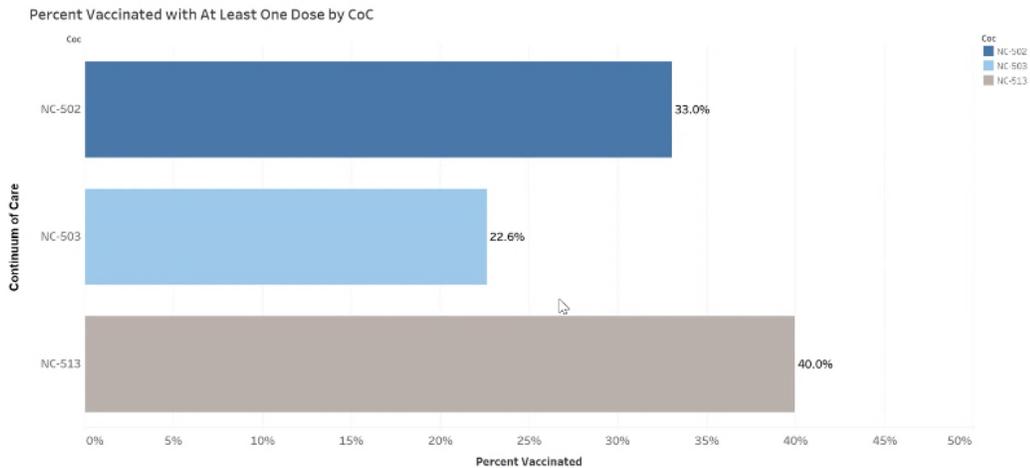


Note: Data includes NC provider and federal pharmacy administrations. It does not include administrations from federal entities such as the Veterans Administration and the Federal Bureau of Prisons which may cause the vaccination rate to be slightly underrepresented as people experiencing homelessness may have been vaccinated through these programs.

FIVE

Percent Vaccinated with at Least One Dose by Continuum of Care

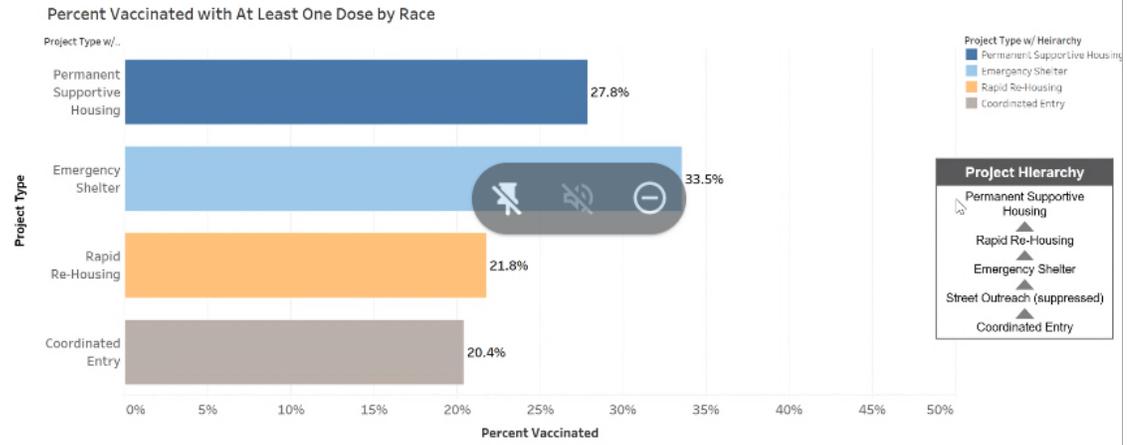
Note: CoCs with population denominators that don't meet the small cell suppression threshold are hidden. NC-506 and NC511 were hidden.



Note: Data includes NC provider and federal pharmacy administrations. It does not include administrations from federal entities such as the Veterans Administration and the Federal Bureau of Prisons which may cause the vaccination rate to be slightly underrepresented as people experiencing homelessness may have been vaccinated through these programs.

Percent Vaccinated with at Least One Dose by Project

Population totals are broken out by project type with the established hierarchy in this chart. Projects with population denominators that don't meet the small cell suppression threshold are hidden. The hierarchy was applied as members may have been engaged by different projects at different times.



Note: Data includes NC provider and federal pharmacy administrations. It does not include administrations from federal entities such as the Veterans Administration and the Federal Bureau of Prisons which may cause the vaccination rate to be slightly underrepresented as people experiencing homelessness may have been vaccinated through these programs.

Rachel asked if there is a method to finding what types of events led to vaccinations. Andrea will talk to DHHS staff to see if that is possible.

Andrea noted that the DHHS COVID vaccination management system is being merged into the general vaccination management system, so there is a future potential opportunity to get information about other vaccination rates.

STRATEGIC GOALS UPDATE

SIX	Presenter: Brian Alexander	
	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
	<p>Brian, Donna, and Andrea provided an update on the HMIS@NCCEH 2021-2022 goals. Members held a discussion to frame the HMIS@NCCEH 2022-2023 goals, making changes to the current goals to better reflect the HMIS@NCCEH's implementation's goals for the CY2022-2023. Lloyd moved for the approval of the suggested 2022-2023 HMIS@NCCEH goals. Rachel seconded the motion. The motion was approved unanimously.</p> <p>2022-2023 Strategic Goals</p>	

The meeting adjourned at 2:58 PM.

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

Next Executive Committee Meeting: Monday, June 27, 2022, from 1-2 pm
Next Full HMIS Advisory Board Meeting: Monday, July 25, 2022, from 1-3 PM

