all Chicago
making homelessness history

HMIS Committee Meeting Minutes
April 10, 2019

Attendees

- Beatriz Garcia, Benjamin, Chris O'Hara, Dana Kraus, Eddie Ferrell, Emily Pettersen, Keith Richardson, Letoya Baker, Margarita Gonzalez, Renee Higgins, Rikki Moore, Sara Birchler, Tawanda Acosta, Lavon French, Padma Thangaraj, Salvador Munoz, Jonathan Friberg

Approval of Meeting Minutes

- **_Motion_**: Margarita - To approve Minutes
- **_Second_**: Chris

DQSC Updates

- The DQSC meeting in Feb. 2019 was poorly attended
  - Need to restructure DQSC, move away from scheduling via Doodle Polls, and use this as a method to engage more people into the committee

HMIS Committee Roles Discussion: Dana

- **_Motion_**: Margarita - To have monthly HMIS Committee Meetings for the remainder of 2019.
- **_Second_**: Carrie
- **_Motion Passed_**

- Dana sent out a questionnaire to see how the HMIS can support the committee.
- Since adopting SQL/Service Point many of the reports that are sent to service providers contain errors.
  - Currently, All Chicago has to manually perform the necessary functions in SQL.
  - Mediware is no longer providing the reporting support that All Chicago needs. Because of this, All Chicago has been looking for other reporting portals/solutions.
    - Mediware is no longer providing support to ART outside of HUD requirements.
  - The HMIS committee wants to be involved in technical changes and decisions that affect HMIS such as SQL.

- There has been significant confusion from the implementation of the action agenda – but the general consensus is that we need to move back to a committee structure rather than a workgroup structure per the request of the HMIS committee chairs
- The further integration of CES into the general workflows for HMIS is causing HMIS to move quickly, which is part of the concern of the committee
  - Only Margarita attends CES related workgroups/leadership meeting
  - Sal made suggestion that more of the HMIS committee also attend CES workgroups
  - Chris mentioned that CES workgroups are not open to general users/clients of the system
    - Mentioned that an LEC member can only join their workgroup if they were housed from CES

Review Data Quality Plan/HMIS Lead updates: Sal

- The housing move-in date is essential for CES to operate functionally, as such, a timeliness measure was added for housing move-in date
  - Housing move in date should occur after first night stayed.
    - These changes have a trickle down effect on the service providers. Because of this, any changes related to this matter will be voted on.
- Most significant change to data quality plan is the addition of timeliness to housing move-in date
- Many of the other changes are simple updates/clarification to existing language.
- Reviewed PPT comparing changes, see images below.

SPC Letter: Margarita

- HMIS Help Desk Concerns
  - Establish 48 hour response time for help desk requests.
  - Create a FAQ section of the All Chicago site for commons errors and solutions
    - Review Helpdesk tickets every quarter and develop new FAQ articles
- Develop clear path of training for new HMIS users and supervisors.
  - What trainings to complete and in what order?
  - Payment processing errors
  - Create a document on the All Chicago website to navigate these challenges.

- Padma asked if response due date could be delayed to after May 7th, the committee indicated that she should ask the SPC

General Meeting Schedule

- The Committee recommended to meet every month as opposed to every other month.
  - This was agreed upon and a schedule on when to do so will be developed

Adjournment

- ***Motion***: Dana
- ***Second***: Margarita