



# HMIS Committee Meeting Minutes

## April 10, 2019

### [Attendees](#)

### [Approval of Meeting Minutes](#)

### [HMIS Committee Roles Discussion: Dana](#)

### [Review Data Quality Plan/HMIS Lead Updates: Sal](#)

### [SPC Letter: Margarita](#)

### [Adjournment](#)

### 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.
  - Mediuware is no longer providing the reporting support that All Chicago needs. Because of this, All Chicago has been looking for other reporting portals/solutions.
    - Mediuware 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.

## Redundant Timeliness and Data Completeness

These items were folded into the expanded timeliness/completeness sections.

### Timeliness:

The ATAs will be required to run a customized report that will aid in measuring the timeliness of data entry into the system. While the ATAs are encouraged to run this report as often as possible, they will be required to submit the reports every quarter to the Lead.

Acceptable threshold for compliance is 90% for all program types. Every program must follow the timeframe outlined in the plan.

The two-day expectation created in Version 1.6 of this document will be measured starting with the January 2018 assessment. Only the timeliness of record creation will be monitored.

### Data Completeness and Accuracy:

Completeness will be measured through the quarterly process to ensure all providers are in compliance for the data elements and bed utilization rates with the thresholds mentioned in the Data Quality Plan (DQP).

The ATAs are required to run a customized report that will check data accuracy and completeness and are required to submit this report to the Lead, following the submission requirements. All requirements will be communicated by the Lead every quarter.

## Incentives

### **3.6 Incentives**

Agencies that are in compliance with all data quality requirements in a given quarter will be recognized publicly by the HMIS Lead (e.g. through newsletter, website, within the CoC). Agencies that meet data quality requirements for four consecutive quarters will receive an incentive that will be determined by the DQSC (e.g. certificate of achievement, training opportunity)

## 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 7<sup>th</sup>, 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