



HMIS Committee Meeting Minutes

June 12, 2019

[Attendees](#)

[Adjustment to Last Meeting Minutes](#)

[Approval of Meeting Minutes](#)

[HMIS SOP changes overview – Sal](#)

[HMIS Helpdesk Metrics - Paul](#)

[HMIS Training - Sal](#)

[HMIS Workgroup updates - CES, Diversion, DQ workgroups](#)

[SNAPS Vision for Data and Performance Success – Padma](#)

[All Chicago Members Leave the Meeting](#)

Attendees

- Benjamin Gembler, Carrie George, Chris O'Hara, Dana Kraus, Eddie Ferrell, Emily Pettersen, Keith Richardson, Letoya Baker, Margarita Gonzalez, Renee Higgins, Licia Knight, Sara Birchler, Tawanda Acosta, Lavon French, Paul Schmitz, Padma Thangaraj, Salvador Munoz, Jonathan Friberg

Adjustment to Last Meeting Minutes

- Carrie George and Eddie Ferrell are not listed as members of the HMIS Data Quality.

Approval of Meeting Minutes

- ***Motion:*** Eddie
- ***Second:*** Benjamin



HMIS SOP changes overview – Sal

- Padma explained that All Chicago is assuming that each agency will have their own technology policies and specs to operate programs from All Chicago. While also maintaining privacy and security of data that contains PPI

HMIS Helpdesk Metrics - Paul

- Paul explained that the amount of unsolved tickets changed because a number of them were duplicated in the DQ feedback form. This was an attempt to gather all of the DQ information in one place for the Data Team to more easily process.
 - Carrie George mentioned that the creation of forms and ATA's is obscuring major data quality problems
 - Paul explained this is a process issue and that all issues should be funneled through the Help Desk
 - Padma explained this issue is separate from the help desk.
 - Dana commented that we have many avenues for problems, the People are used to emailing a person they are familiar with.
 - Paul replied that the current process is to forward to the Help Desk when one receives an email.
- Paul explained that the ticket system was not originally created to function as a normal ticketing system. It was built to serve as a way of tracking issues but not for metrics; Paul is currently working to fill the gaps.
 - Licia Knight suggested a work group be created to address the resources Paul is lacking in his help desk role

HMIS Training - Sal

- Sal explained that the HMIS training is moving towards a video format. This process requires creation as well as editing of new video.
- All Chicago plans on offering post training feed back in the near future.
- Sometimes users are not hitting the complete button once finishing a lesson. This came about because a submit and complete bottom are present on the final page. Having both of these present created confusion on which one was necessary to complete the lesson. Because of this, many users are showing incompletes on lessons they have finished. To remedy this, the page has been modified to have the submit and complete on two separate pages to ensure both are hit to report a completed lesson.
- Dana asked if there is a way to follow up with people who are stuck. To which Sal stated All Chicago is working on that process.



HMIS Workgroup updates - CES, Diversion, DQ workgroups

- Sal explained that All Chicago has started drop in center work by mapping La Casa Norte
- Benjamin inquired how to draw a connection between what the Committee does and how HMIS touches that. The Committee needs more context.
 - Padma responded that a work flow can assist with this.

SNAPS Vision for Data and Performance Success – Padma

- The purpose of this personation is to provide high level information that impacts HMIS that comes from HUD notification emails. This section will be present in future meetings.
- The largest change is that PSH projects must enter data within 24 hours.
 - Projects to crisis response must be entered within 2 hours or project start and project exit.
 - Benjamin inquired how informed were the people who made these decisions
 - Licia Knight informed the committee that HUD is having event August 4-5. The Committee could find a representative from HUD and explain our concerns with shorter time lines for data entry.
 - Padma described how HUD would tell us they have seen all of the data we have sent them.

All Chicago Members Leave the Meeting