# HMIS Committee

# Meeting Minutes

All Chicago

651 W Washington, Chicago, IL 60606

October 9, 2019 10:00AM

1. Call to order

Dana Kraus called the meeting to order at 10:05.

1. Roll call

In person: Dana Kraus, Benjamin Gembler, Rikki Moore, Sara Birchler, Margarita Gonzalez, Emily Petterson, Paul Schmitz, Alex Fuller, Julece Glaum. Carrie George Eddie Ferral; Padma Thangarj; Sal Munoz; On phone: Lavon French; Chris O’Hara

1. Approval of minutes from last meeting

Minutes from August meeting were approved.

1. New Business

Paul Schmitz: Help Desk Metrics: Top Five Drivers; Average time to First Contact 7 hours (business hours 9-5) down from 8 Hours; Average Time to Resolution Hours; Count of Reopened Tickets 80% complete on first attempt; Paul Schmitz: Training request breakdown;

Sal Munoz: Training Metrics: ATA training condensed to 4 hours of training; HMIS Training User Evaluation 4.5% overall

Kim Schmit: Data Quality: Qtr. 3 is complete and Qtr. 4 is coming up; database is updated and will come out soon; data quality will now have access to information not previously available; Wellsky will improve upon data provided

Dana Kraus: Outcomes from Reporting Workgroup; Regroup in November tentatively

Sal Munoz: Diversion DFSS was in talks to add agencies to work in diversion; Pre-PIT will be October 30 also the Pre HIC in January; Outcomes from Reporting Workgroup will there be updates from evaluations

Margarita Gonzalez: Systems Operations and Performance Committee working on Goal 5 which is working with the unsheltered to move into a shelter; MOU’s working to unify the three MOU’s; there needs to be racial equity in the populations housed; there needs to be a deeper dive into what systems are working and what is causing the changes are being seen.

Padma Thangaraj: Additional updates

* Funding for Year 1 buildout.
* HMIS Staffing
* Research Projects
* New questions
* Reports: DFSS Evaluation report, IDHS report

1. Adjournment

Margarita Gonzalez called an end to the open meeting at 11:45