

HMIS Annual Meeting: 10/10/18

I. Welcome and Introductions

Board Members: Joel Salzer (MHFA), Justin Vorbach (Greater MN CoC), Colnese Hendon (End User), Loni Aadalen (Metro CoC), Tammy Moreland (Tribes), Jane Lawrenz (DHS), Jacob Gale (End User), Cathy tenBroeke (State Office to Prevent and End Homelessness), Jennifer Prins (Greater MN CoC)

Board Members Not In Attendance: None!

Non-Board Member Attendees: Abby Guilford, Demetri Vincze, Kathy Berg-Hanson, Billy Jones, Kelly Paton, Hussein Muhammed, Carina Aleckson, Bob Bruton, Vicenta Valero

Webinar Participants: 67

II. Welcome

- Review Agenda
 - Highlights from 2018
 - Reflections from ICA on 2018 and projections for 2019 including what ICA is seeing in other implementations across the country
 - Review of what is coming in 2019
 - Will review by-law changes and revisions
 - At the end we will take care of some typical Governing Board business
- Purpose of Annual Meeting – Joel Salzer, Governing Board Chair
 - When the board was created 2 years ago it was important that the Governing Board was accessible by stakeholders across the state
 - This annual meeting is one way that HMIS tries to invite stakeholder participation

III. 2018 Review

- Client Engagement Update- Kate Berg-Hansen, Implementation Committee Co-chair
 - The Implementation Committee is a committee of the HMIS Governing Board
 - The IC works to engage client voice into the planning of HMIS through focus groups
 - 2017 focus group took place in Minneapolis
 - 2018 focus group took place in Northfield
 - Common themes from focus groups:
 - Clients are open to talking about their circumstances
 - Clients are open to data sharing between agencies with the exception of clients who had experienced Domestic Violence
 - Clients have a poor understanding about HMIS. Clients shared that they are willing to sign any paper put in front of them when housing is being offered. Clients indicated that if there was information presented after they were stable about HMIS that would be helpful. One participant stated that paperwork itself is traumatizing and there is a real fear of answering something wrong that would jeopardize their access to the program.

- A flier was developed to explain HMIS to clients. Clients also shared that if given the website to information on HMIS was given after they have stabilized they would go and look.
 - A recommendation from clients was to have a “post intake” where the staff could explain more about what HMIS is.
 - From this feedback the IC is looking at developing a Q&A document/Best Practices document.
 - Poll question: Do you follow up with clients few days after intake to assure they understand HMIS and related paperwork?
 - Yes- 18%
 - No- 55%
 - Sometimes- 28%
 - Poll question: Would it be helpful to you to have a Best Practices document or scripted Q&A document to guide client conversations about HMIS?
 - Yes, best practices document- 73%
 - Yes, Q&A documents- 75%
 - No- 4%
 - Poll question: Would you find value in participating in a focus group for HMIS users/administrators?
 - Yes- 82%
 - No- 18%
- Communications Committee- Kate Van Daele, Communications Committee Chair
 - Communications Committee created in May of 2018. The committee meets monthly and is looking for additional members!
 - Poll question: What is your current level of satisfaction with the current level of communication from the board?
 - Very good – 7%
 - Good – 56%
 - Average – 36%
 - Below average – 2%
 - Poll question: How often would you like to hear from the Governing Board?
 - Quarterly – 69%
 - Twice a year – 25%
 - Once a year – 6%
 - Poll question: In what format would you like to hear from the Governing Board?
 - Social media – 12%
 - In-person visits at CoC meetings – 27%
 - Email – 90%
 - Email Kate Van Daele if you are interested in participating in this committee
 - Other committees:
 - Finance Committee
 - Policy and Prioritization Committee
 - Implementation Committee

- All committees are open meetings and information on meeting times and who to contact are available on the HMIS website
- Board Outreach Visits – Jane Lawrenz, Governing Board member
 - Over the summer the members of the HMIS board members visited all 10 Continuums of Care and the Minnesota Tribal Collaborative
 - The Communication Committee put together talking points that included
 - Review of work
 - Poll question: How helpful was the HMIS Governing Board member’s presentation?
 - 4 (very helpful) – 15%
 - 3 – 13%
 - 2 – 13%
 - 1 (not helpful) – 0%
 - N/A I did not attend – 60%
- Prioritization Survey – David Hewitt, Policy and Prioritization Committee Co-chair
 - A survey was sent in spring of 2018
 - Top six options:
 - Continue working on the implementation of CES in HMIS
 - Offer new and expanded reports
 - Deliver more in-person training
 - Create more FAQ documents
 - Improve the general HMIS instruction materials
 - Create more HMIS reference guides
 - Bottom five options:
 - Improve Helpdesk response time
 - Create new recorded training materials
 - Re-do existing online training
 - Take more Helpdesk phone calls
 - Other

IV. ICA’S 2018 PERFORMANCE REVIEW

- The Policy and Prioritization committee conducted a Lead Agency Evaluation over the summer of 2018 that include three components:
 - Performance matrix
 - User satisfaction survey
 - Data quality measure
- Performance Matrix measure 12 key function areas from the annual work plan
 - 10 were fully completed
 - 2 were partially completed:
 - State funder reports
 - Requests for one time
- User Satisfaction Survey took place in March 2018
 - 185 respondents gave ICA an average score of 3.76 out of a possible 5 against the 26 performance rating questions

- Questions about ICA personnel received a slightly higher rating than other areas (average of 3.96)
- These ratings compare favorably to the 2017 ratings of 3.49 and 3.78 respectively from 174 responses
- Data Quality Measure
 - The average CoC data quality measure for June 2017 to May 2018 is 97.92% based on Entry/Exits for Continuum Projects active during the period the report was run.
 - All 10 CoCs were classified as receiving an A grade
 - This compares favorably against the 2017 average of 91.8% and grades of 7 CoCs receiving an A, 2 receiving a B, and 1 receiving a C
- Policy and Prioritization conclusion:
 - Based on the measures, the P&P committee concludes that ICA's performance meets the required standard for HMIS lead agency/state system administrator and recommends they should continue in this capacity.

V. ICA's 2018 Reflections and 2019 Projections

- A shout out to the Governing Board members who commit time to providing leadership to HMIS!
- Accomplishments from ICA's start and today
 - 40 % increase in active users since December 2016. This growth has led to an increase in the HMIS budget and ICA staffing.
 - 47 new agencies added to ICA. A total of 226 agencies in HMIS- growth somewhat driven by the addition of Housing Supports being added to the system.
 - 87.5% bed coverage in HMIS in 2018 up from 8.5 percentage points from 2017. This directly impacts CoCs competitiveness for HUD funding
 - 97.8% HUD Universal Data Element completeness up 6 percentage points from 2017
 - 489 new users trained in 2017
 - ICA has taken on a number of Pilot Projects that indicates ability to work in new capacity
 - Developed a Core Report that shows
 - CES Monitoring Report that demonstrates system function beyond just priority lists
 - REPORTcollection was added online- you can search for the report you are looking for instead to getting lost in ART folders
- Over the past year ICA has worked to deepen support and engagement with stakeholders across the system.
 - ICA worked over the past few months to meet individually with every agency using HMIS.
 - Committed to a regional model where ICA staff are attending local meetings and understanding the needs of local communities.
 - ICA has worked to develop an ICA staff liaison for each state funded program to ensure that documentation stays up to date.
 - ICA has added a liaison for the Minnesota Tribal Collaborative.
- ICA has worked to improve processes
 - Helpdesk

- Reporting quality assurance- work through an internal process to ensure reports are pulling accurate data before they are finalized and released for use
- Project management-
- For 2019:
 - Coordinated Entry will be continued to be built out and improved
 - A quarterly data quality process will be identified to keep on top of data quality throughout the year instead of doing large pushes around PIT, AHAR, HIC reporting times
 - Software upgrades are coming in 2019
 - More in-person trainings will be coming
- Question from audience: where is MN in comparison to other states that ICA works with?
 - MN is still playing a bit of catch up to get a solid infrastructure with data quality and bed coverage where they need to be. There is still more infrastructure work to be done so patience is encouraged!
 - MN is not necessarily behind in using data but it is hard to balance
 - There is a lot of hunger for data and use of data
- Question from audience: how does a new agency get introduced and trained in on HMIS?
 - There is lots on information on the HMIS website that can walk new users through how to get connected to the system. Providers can email the Helpdesk at any time to assist in getting started as well.

VI. 2019 Look Ahead

- Strong focus on prioritization – David Hewitt
 - The Policy and Prioritization committee has worked over the past year to assist ICA in prioritizing requests from stakeholders. There is an imbalance of funding and demand...
 - A prioritization tool was developed... but most projects scored in the mid-range
 - Due to a need to prioritize project requests P&P is recommending setting 3-5 high level strategic priorities. Projects that fall within these strategic priorities will be moved ahead by ICA. Projects that fall outside of these priorities will get a higher level of scrutiny from the P&P committee before the project would be approved for moving forward.
 - Proposed Priorities:
 - Continue working on the implementation of Coordinated Entry in HMIS
 - Offer new and expanded reports related to performance, evaluation and making data both legible and actionable
 - Deliver more in-person training on Coordinated Entry and emergency shelter data entry
 - Expand and improve the catalogue of FAQs, written instructions, and reference materials
 - Prepare for and implement software upgrades (Qlik and ServicePoint 6)
 - Poll question: Do the proposed priorities reflect the most pressing and important needs of MN's HMIS for the year ahead?
 - 5 (strongly agree) – 31%
 - 4 – 46%

- 3 (neither agree nor disagree) – 18%
 - 2 – 5%
 - 1 (strongly disagree) – 0%
 - These priorities will be finalized by the Governing Board at the November meeting
- HMIS Funding Methodologies
 - Four main funders of HMIS
 - CoCs
 - State Agencies, led by DHS and MN Housing
 - End User Fees
 - Grantees who receive direct Federal grants (SSVF, RHY, ESG)
 - The Finance Committee of the HMIS Governing Board is responsible for the oversight of the HMIS budget and ensuring revenue is secured to match the expenses of the system.
 - For the Budget year Sept. 1, 2019-August 31, 2019, the Finance Committee has approved a balanced budget. However, ICA requested an increase to the budget in order to implement software upgrades without having to slow work on other parts of the system. This increase could not be accommodated. Therefore, prioritization of projects and ICA's staff time is going to become an important and necessary role for the P&P committee and the Governing Board in the upcoming year.
- Data Quality Incentive strategy – Jake Gale, Implementation Committee Co-chair
 - End user fees make up an important part of the HMIS budget and are discussed in depth at the Finance Committee. The HMIS Funding Policy aims to set User Fees at a level that encourages use of the system and promotes data quality.
 - Data quality is also a very important aspect to success of HMIS as a system.
 - A small group of the Finance Committee developed a plan to both encourage data quality improvement through the use of a Data Quality Incentive Fund. This fund will offer User Fee rebates to organizations that propose and accomplish initiatives to strengthen data quality.
 - Rebates will be offered annually whenever possible with amounts varying based on organizations' proposals and available funding.
 - Proposals from agencies will be reviewed and recommended by a cross-committee workgroup and approved by the Finance Committee and Governing Board.
 - The Data Quality Incentive Fund will be rolled out later this winter.
- Victim Services Providers update
 - Victim Service Providers are prohibited from using HMIS due to Federal regulations
 - When ICA came on board with MN, there were several Victim Service Providers using HMIS.
 - ICA is currently partnering with MCBW to create a transition plan for these agencies to move out of HMIS and into a comparable data base.
 - If there are questions moving forward you can reach out to Demetri, the Helpdesk, or your Regional System Administrator.
- Elections – Jake Gale, Implementation Committee Co-chair
 - Three Governing Board seat will open in 2019:
 - End-User/Agency (Incumbent Jake Gale)
 - State (Incumbent Jane Lawrenz)

- Greater MN CoC (Incumbent Justin Vorbach)
- Elections will be held in February, terms begin in March. Opportunity to apply for open seats will be advertised through the ICA newsletter.
- Officer seats (chair, vice chair, and secretary) will also turn over this year.
- In 2018 a board orientation process was implemented.
 - Incoming board members were assigned a “buddy” to field questions and serve as a general resource. Meetings with buddies happen in person or remotely at least once to get to know each other and offer context.

VII. Charter/By-Laws Revisions

- All bylaw changes are supposed to be brought before the board at the annual meeting so all participants in the annual meeting could provide input to changes.
- A recommendation to update the terms of board members from two (2) years to three (3) years.
- A recommendation to add the Communication Committee as a formal committee of the Governing Board.
- There is a board roster posted on the HMIS website that details terms of all board members.

By-law changes pass unanimously.

A huge thank you to all of the providers who make improvements to HMIS possible!

VIII. Old Business

- Approve September Board minutes
 - September minutes were approved
- Open board seat update
 - The Greater MN Coordinators met Friday and identified a potential candidate that fell through. They will continue to work to identify a representative soon.
- WellSky (Mediware) update
 - WellSky is a rebranding of Mediware, same company new name.
 - Joel, Justin, David Eberbach and Demetri had a conversation with 2 people at WellSky regarding the software upgrades expected in 2019. WellSky was transparent and upfront about where they have made mistakes and what their capacity is currently and what they are needing to deliver within the next few months. WellSky identified quarterly benchmarks that are in place to get the end result we need by June. It was felt that these were too high level and a request was made for WellSky to create a document that would detail how the benchmarks would be specific to MN. WellSky is supposed to send this document to leadership by the end of day Friday, 10/12.
 - Moving forward ICA will be providing a WellSky update monthly at the Governing Board meeting. The management of WellSky will be discussed at the November board meeting.
- Minnesota Housing’s 2019 HMIS contribution update
 - Joel is planning to bring the MN specific deliverables to the MN Housing Senior Leadership Team and has confidence that this will help get the contribution approved.
- Finalizing Priorities

- CoCs requested an extended deadline on approving priorities. Priorities will be finalized at the November Governing Board meeting.
- A hold has been put on all new projects until priorities are finalized.

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