

HMIS Annual Meeting: 10/21/19

I. Welcome and Introductions

Board Members: Joel Salzer (MHFA), Loni Aadalen (Metro CoC), Cara Lundquist (Greater MN CoC), Tammy Moreland (Tribes), Kathy Suave (Greater MN CoC), Colnese Hendon (End User), Molly Jalma (End User)

Board Members Not In Attendance: Cathy tenBroeke (State Office to Prevent and End Homelessness), One empty State seat

Non-Board Member Attendees: Make up of the group as self report through Menti: 5% Tribal Government, 12% Local Government, 10% State Government 14% Continuum of Care, 50% Direct Service, 10 % Other

Review/Approval of Agenda

- Agenda was reviewed

II. Purpose of Annual Meeting

- To give information about the HMIS Governing Board
- Provide an overview of what has been happening in the last year
- Let participants know what is coming up in the next year
- Opportunity for meeting participants to shape HMIS

III. 2018/2019 YEAR IN REVIEW

- End User Elections
 - Governing Board Elections took place in February 2019
 - Vicenta Valero filled the End User seat
 - In August the end user seat was vacated- Molly Jalma was elected
 - Kathy Sauve replaced Justin Vorbach for the Greater MN CoC
 - Jane Lawrenz renewed the State Representative seat
 - Jane retired in October and a new state representative will be appointed in the next month or two
 - Cara Lundquist replaced AG Huot for the Greater MN CoC seat
 - 2020 Elections/Appointments
 - Tribal Representative: Tammy Moreland (Incumbent)
 - State Representative: Joel Salzer (Incumbent)
 - MICH Representative: Cathy TenBroeke (Incumbent)
 - All community/stakeholder members are welcome and encouraged to join committees of the Governing Board. The committees are where the majority of the work of the board take place.
 - Policy and Prioritization
 - Loni Aadalen is chair: loni.aadalen@co.ramsey.mn.us
 - Finance

- Abby Guilford is chair: abby@mesh-mn.org
 - Implementation
 - Heather Wilmot-Lemay is chair: HLeMay@ststephensmpls.org
 - Alana Johnson and Kathy Suave are interim chairs:
 - Communications
 - Jake Gale: jgale@peopleservingpeople.org
 - If you are interested in joining a committee please reach out to one of the committee chairs. ICA is not the decision making organization they are the system administrator
- End User Perspectives and Best Practices
 - IC purpose is to provide input, feedback and guidance to the HMIS Governing Board to improve the functionality and performance of the system.
 - In 2018/2019 the IC shifted it's focus from collecting client feedback to HMIS End User experience based on feedback from last year's Annual Meeting.
 - In May 2019 the IC conducted a focus group with Hennepin County's end user group. The feedback was distributed to the Governing Board and garnered support for end user groups to be developed within additional CoCs.
 - In July 2019 the IC added questions to the survey that was distributed to stakeholders to better understand End User experiences and identify best practices to support users moving forward.
 - Based on survey results Best Practices Cheat Sheets were developed and can be found on ICAs website.
 - If you are interested in sharing your perspective as an end user and improving the system from an end user perspective you should join the ICA. Reach out to Alana or Kathy if you want more information.
- Report on Annual Priorities
 - Complaints and frustration with HMIS and ICA are generally brought up in the context of the items/projects that are not getting done.
 - Tools have been created over the course of the Governing Board's history that have attempted to prioritize the work requests of ICA. These tools have proven to be inefficient and unhelpful in limiting the amount of work ICA takes on at one time.
 - In 2019 Annual Priorities were established by the Policy and Prioritization committee in attempt to help with managing the work load of ICA. These priorities were based on a survey that was sent to end user agencies and other stakeholder groups (state agencies and CoCs). The priorities are:
 - Continue enhancing implementation in Coordinated Entry
 - Make HUD System Performance measures legible and actionable
 - Improve data quality by delivering more in person training
 - Enhance user friendliness by expanding FAQs written instructions and reference materials
 - Prepare for implementation of new software
 - Having the priorities helped to generate proposals from within ICA
 - The priorities were very broad which didn't help to narrow the projects that were proposed. All work still gets on the schedule even if it doesn't happen immediately.

- More meaningful prioritization is still needed and more broadly understood to ensure ICA can manage the work load that expected of them.
- If there is an idea for something an agency or group would like HMIS to do that agency or group should connect directly with ICA staff and the staff person can assist in getting a project proposal moving forward.
- Report on Data Quality RFP
 - \$10,000 was available within the HMIS budget for use by agencies to improve the data quality. Agencies across the state were invited to apply through an RFP process. RFPs were reviewed by a group made up of Finance Committee and Implementation Committee members.
 - Activities proposed in the proposals included:
 - Training
 - Team Evaluation
 - New Technology
 - Team Incentives
 - Agencies that received the data quality funding expressed appreciation for the capacity to focus on data quality. The outcomes that were realized for agencies who received funds were:
 - Measurable decrease in errors and missing data
 - Increased understanding within the agency of the impact of data quality
 - Team/agency approaches and tools for continued impacts
 - There was measurable improvements in data quality for the agencies who received funding which is a success for this initial attempt at get the Data Quality Incentive off the ground.
 - Information collected from this process was used to inform the development the Quarterly Data Quality process that will be rolled out in 2020.
 - Alana talked about the project they did- the funding allowed for movement toward intuitive web based forms. Staff in the field don't have access to HMIS and transferring information from paper forms into HMIS caused a lot of data quality issues. Utilization of the web based forms has led to fewer data quality errors. If people are interested in learning more about the example shared reach out to Alana.
- Discussion
 - How well did we make you aware of the important HMIS elements we just covered (elections, annual priorities, data quality RFP, etc.)? Collected responses 4.2 out of 5.
 - How can we better notify you of these kinds of important HMIS elements in the future? The Communications Committee does really great work and could use a few more members. Please reach out to Jake if you are interested in supporting this important work.
 - Emails work great, is the best way
 - Easy access archive of old messages
 - Short webinars
 - In person opportunities in greater MN
 - In person visits
 - CoC meetings

- Include information in other newsletters
- Target information to topic
- Quarterly newsletter from the Governing Board in additions
- More in person training
- What are one or two ways the HMIS Governing Board could improve the data quality incentive process?
 - Document and share best practices learned from the data quality incentive
 - Ensuring agencies are aware of the incentive RFP process
 - Recognition and celebrating successes for those doing the data entry
 - Developing tools to help all

IV. ICA's 2018/2019 Performance Review

- P&P committee purpose is charged to conduct an evaluation of the Lead Agency and System Administrator annually.
- Lead Agency Evaluation 2019
 - Performance Matrix- This measures ICA completions of 12 key function areas from the annual work plan.
 - For the past year, ten were deemed fully completed and 2 were partially completed.
 - The two areas that were partially completed were:
 - Governance is aware of the status of deliverables in the work plan
 - Requests for one time reports and custom report templates are satisfied
 - User Satisfaction Survey
 - Survey had 165 respondents gave ICA an average of 3.93 out of a total possible 5 points on the 20 performance rating questions. Questions on ICA personnel received a higher rating than other areas (average of 4.27). These ratings are an improvement from 2018 where ratings were 3.78 and 3.96 respectively (from 185 respondents).
 - Data Quality Measures
 - Average data quality for June 2018 to May 2019 is 97.77% giving all 10 CoCs an A grade. This is on par from 2018 where data quality was 97.79% where all 10 CoCs received an A grade.
 - Conclusion of P&P Committee is ICA is meeting the standards and should continue as the lead agency/system administrator and should continue in that capacity.
 - P&P is looking to update the process that has been used to evaluate ICA in the past for the 2019/2020 survey. If you want to participate in this please reach out to Loni for more information.
- Discussion
 - What are the two things you most appreciate about ICA's performance?
 - Responsiveness
 - Accuracy
 - Quality work
 - Willingness to teach and share knowledge
 - Knowledgeable

- What is one thing you wish ICA could/would start doing more of?
 - In person trainings/meetings
 - User groups
 - Better inform about changes

V. ICA's 2018/2019 Reflections and Projections

- ICA will be focusing efforts on users:
 - Developing/launching “Knowledge Base” that will be found on the ICA website. This will be a quick reference place for information on HMIS basics.
 - Implementing User Groups in all CoCs and the Tribal Collaborative. Some will be in person some will be virtual depending on the region. Your Regional System Administrator can provide more information.
 - Turning data into insight part of the ICA newsletter. Items highlighted will inform a data driven culture
 - Spotlight on a User part of the ICA newsletter. Will highlight end users to provide recognition of great work.
 - New User training will be undergoing a redesign in the coming year.
- Discussion
 - What is the most interesting/helpful thing ICA shared in their reflection and projections section?
 - Focus on using data to develop insights
 - Knowledge base and it's location on the website
 - Commitment to data quality and data driven decisions

VI. 2019/2020 Highlights

- Homes for All Legislative Agenda
 - The HMIS budget is made up of 3 primary sources: CoC contributions, State agency contributions, End User Fees.
 - Historically the contribution from State agencies has been collected through a pass the hat type of approach. This leave a lot of instability within the HMIS budget and often leaves the system short of funding needed to operate at the level everyone would like.
 - There has been great effort made on the part of state agency staff to get the state contribution added as a legislative line item so more stable funding could be available year over year. Last legislative session this got very close to happening. The line item made it into the Governors budget but was cut at the very last minute.
 - The HMIS Finance Committee in partnership with ICA and CSH made a request for HMIS to be added to the Homes for All legislative agenda in hopes that inclusion in this agenda would push the request for a line item for HMIS over the edge to make it all the way through the legislative process this year.
 - If you can support HMIS as an agenda item on the Homes for All Agenda please connect with Homes for All in the next few days.
- Strategic Planning Process
 - Current board was established in 2016. The establishment of this board took a lot of time and energy to create a governing process that is transparent, trustworthy, and provides a level of communication that provides information to stakeholders in a regular

manner. The Governing Board feels that in terms of governance we have achieved those tenants while there is always room for improvement.

- With that achievement of success in governance there is question for what the board should focus on next. Things the board will consider as we move into this planning process:
 - Data: what is it saying, how to use it, especially around equity
 - How to provide maximum support to all regions of the state
- Software Vendor
 - A large measure of the success of a HMIS is the quality of the software vendor.
 - WellSky is the current software vendor. While the performance of WellSky hasn't affected the ability to submit data to HUD yet there has been frustration around the accountability of WellSky to improvements. Timelines have been established and not met. In order to address these concerns the HMIS Governing Board formed a work group to discuss what should happen next with the software vendor.
 - ICA is a leader in System Administration in many CoCs across the country and wanted to increase their awareness of software vendor options for HMIS. As an organization, ICA released an RFI and received responses from 4 other HMIS software vendors. ICA will provide the information collected during the RFI process with the software vendor work group and the HMIS Governing Board to inform decision making around software vendor.
 - At this time, the software vendor work group is on hold until the strategic planning process gets underway and provides some direction for the priorities for Governing Board focus over the next months and years.
 - The contract with WellSky has been extended for 6 months so the strategic planning process can take place. When the contract extension is up the Governing Board will need to decide if a new contract should be signed with WellSky or if the board wants to move in a new direction.
- Quarterly Data Quality Redesign
 - If the data that is in HMIS is not high quality the decisions that are made using that data will not be accurate. The decisions that are made with poor data will not reflect the need of the people we are serving.
 - The work to develop a new data quality monitoring process has been in development for over a year. Goals and design principles:
 - Transparency at all levels
 - Communication at all levels
 - Support and engagement at all levels
 - Short and long term ease for users
 - The current data quality process focuses around the HUD projects (HIC, Sys PMs, etc) and is led by Regional System Administrators.
 - The new process will be a quarterly process that is a coordinated effort between state agency homeless programs, CoCs, ICA, and agencies.
 - Work flow:
 - Email will be sent alerting agencies that the QDQ process is starting.

- Agencies will need to run a data quality report- how this happens within each agency can look different. If agencies need support in figuring this out ICA will be available for thinking this through.
 - Agencies will clean up data based on reports.
 - A follow up email will come out that clean up needs to be final.
 - Agencies will do final clean up and run final reports. Agency will submit DQ scores into the Data Portal (a Google form) that will provide tracking overtime.
 - ICA will review the submission from all agencies and prepare summaries for CoC leadership and state homeless program staff.
 - State homeless program staff and CoC leadership will review DQ summaries.
 - What happens next with the information is still a work in process and follow up will be communicated out as decisions are made at a statewide planning level.
 - This process is not meant to be punitive but to support agencies to help improve the system.
 - This process will be implemented in January 2020. For the first year there may be a time when agencies are doing the Quarterly Data Quality clean up and also cleaning up data for a HUD report but that overlap will be short lived.
 - If you have feedback on this process please email the help desk. There is also information on the HMIS website that you can review and provide feedback on.
- Discussion
 - Regarding the topics you just heard about, do you have any specific questions you want to make sure we provide answers for in the near future?
 - How to run data quality reports?
 - Standards for DQ that would inform next steps for QDQ
 - What will my specific role be as part of the QDQ process?
 - What are we missing that may require attention?
 - How are end users involved in strategic planning?
 - The DQ process extended to CES
 - Program specific data
 - Community level planning
 - There will be opportunities to provide additional feedback after the meeting- a survey will be sent where you can send questions that pop up from this meeting. In addition, the Menti link will still work with the code that is posted on the agenda and you can answer questions on that platform as well.

VII. Charter and By-law Changes

- Proposed changes for by-laws must be brought to the Annual Meeting to ensure transparency around the updates.
- Article 2 Section 2:
 - Adding a statement that HMIS Governing Board be added to each CoC's organizational documents
- Article Section 3

Wrap up

- A survey will be sent following this meeting. Please provide feedback! It is used to inform the work the board does. Go to www.menti.com and use the code 81 75 55. The survey will be open for 14 days.
- Friday, 10/25 an email from ICA including a summary of this meeting, a link to the recording and in-meeting engagement feedback
- Monday, 11/4 survey closes

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