



MINNESOTA'S HMIS

Homeless Management Information System

# 2018 HMIS Annual Meeting

OCTOBER 10, 2018  
1:30 – 3:30

# Welcome

- Who is joining us today
  - In person
  - Via Go To Webinar
  
- Agenda overview
  - 2018 – A review
  - ICA's Annual Performance Review
  - ICA's 2018 Reflections & 2019 Projections
  - 2019 – A Look Ahead
  - By-Laws Revisions
  - Wrap Up of Annual Meeting
  - Continue to with "Old Business"

# Purpose of the HMIS Annual Meeting

Ensure HMIS stakeholders know:

- About the HMIS governing board
- What has happened over the past year
- What is being planned for the year ahead
- They have an opportunity to shape HMIS

*"No one knows  
what it's like to  
be us"*

# Client Engagement with HMIS

- Client Focus Groups
  - 2017 Client Survey Reported last year
  - 2017 Focus Group - Minneapolis
  - 2018 Focus Group – Northfield

# Client Engagement with HMIS

- Common Themes
  - Clients open to talking about their circumstances
  - Clients open to data share between agencies
  - Clients have a poor understanding about HMIS

“Paperwork is a traumatic experience. What if I answer something wrong? It’s like a foreign language.”

# Client Engagement with HMIS

## What is HMIS?

The Homeless Management Information System or "HMIS" is a computer system that helps agencies provide services to Minnesotans who have unstable housing. Agencies that use HMIS include street outreach, drop-ins, shelters and housing programs.

Your information is entered in HMIS so you can be served well no matter where you live in our state.

### Agencies use the HMIS to....

- Assess your needs and services for improved **case management**
- Connect you with housing services through **housing referrals**
- Evaluate how programs can better meet needs of people with unstable housing
- Apply for local, state and federal **funding** for community programs
- Inform **policy change** at a local, state and federal level

HMIS is a key part of Minnesota's effort to end homelessness statewide.

For more information, visit [hmismn.org](http://hmismn.org)

# Client Engagement with HMIS

- Suggested Next Steps or Recommendations
  - Update Flyer
  - Post-intake paperwork review
  - Develop Best Practices or shared script



# Client Engagement with HMIS



Do you (as an organization) follow up with clients a few days after intake to assure they understand HMIS and related paperwork?

Would it be helpful to you to have a Best Practices document or scripted Q&A doc to guide conversations about HMIS? (such as the What is HMIS Flier?)

Would you find value in participating in a focus group for HMIS users/administrators?

# Communications Committee

- Created in May of 2018
- Mission: To provide overall communication to HMIS users and the general public about the impact that HMIS has in Minnesota.



# Communications Committee

- Poll Questions:

1) What is your level of satisfaction with the current level of communication from the Board?

- a) Very good
- b) Good
- c) Average
- d) Below average

# Communications Committee

- Poll Questions:

2) How often would you like to hear from the Board?

a) Quarterly

b) Twice a year

c) Once a year

# Communications Committee



- Poll Questions:

3) In what format would you like to hear from the Board?  
Please select all that apply.

a) Social media

b) In-person visits at CoC Governance Board Meetings

c) Email

# HMIS Board Outreach Visits

- Over the summer HMIS board members visited all 10 Continuums of Care and the Minnesota Tribal Collaborative
- Board members reviewed what has been going on with HMIS for the past year – accomplishments, challenges
- Participation through board meetings and committees was encouraged
- Participation in the annual meeting was strongly encouraged

# Poll question

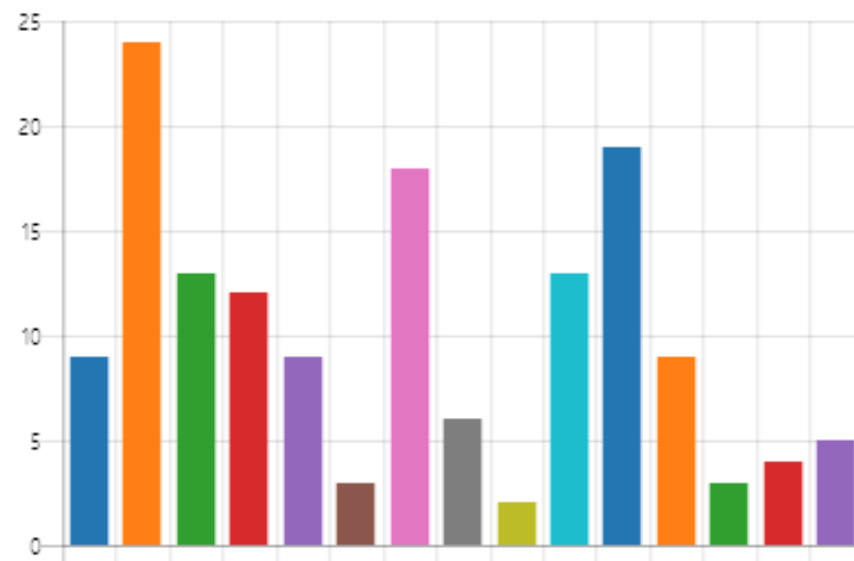
- How helpful was the HMIS Board member's presentation?
  - 4 Very Helpful
  - 3 Somewhat helpful, I learned at least 2 things
  - 2 Ok, I learned at one thing
  - 1 not helpful
  - N/A I did not attend the meeting

# Spring 2018 Prioritization Survey

- 3 part survey, including HMIS priorities
- 40% of 114 respondents gave prioritization feedback
- “If I had to choose THREE activities that ICA could do that would help me most, I'd say...”



● Add new online training conte...	9
● Continue working on the impl...	24
● Create more FAQ documents (...)	13
● Create more HMIS Reference ...	12
● Create more transparency aro...	9
● Create new recorded HMIS tra...	3
● Deliver more in-person training	18
● Expand local data access and t...	6
● Improve helpdesk response ti...	2
● Improve the general HMIS ins...	13
● Offer new and expanded repo...	19
● Overhaul the quarterly data q...	9
● Re-do existing online training ...	3
● Take more helpdesk calls	4
● Other	5



### Top six options selected:

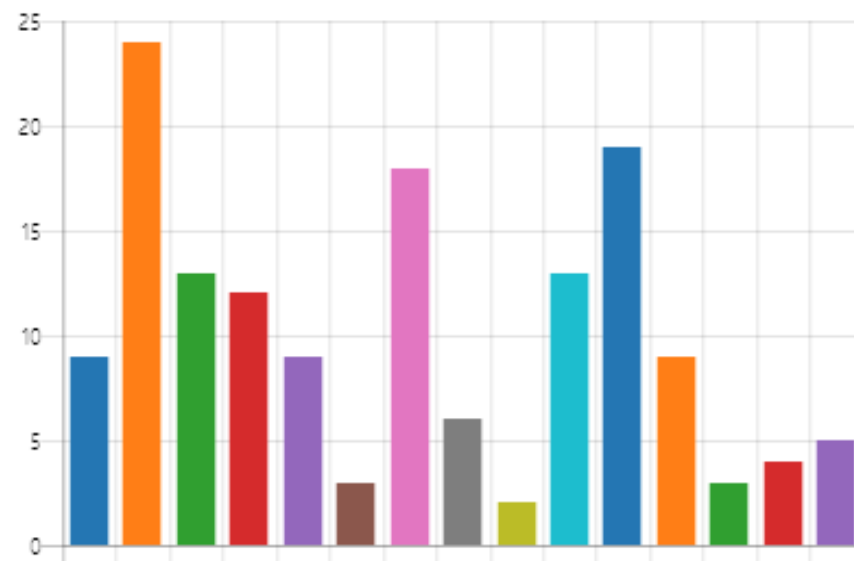
- Continue working on the implementation of Coordinated Entry in HMIS – 24
- Offer new and expanded reports – 19
- Deliver more in-person training – 18
- Create more FAQ documents (e.g., Coordinated Entry, data sharing, common Helpdesk questions) – 13
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**Bottom five** options selected:

- Improve Helpdesk response time – 2
- Create new recorded HMIS training material – 3
- Re-do existing online training content – 3
- Take more Helpdesk calls – 4
- Other – 5



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# Lead Agency Evaluation 2018

- The Policy & Prioritization Workgroup of the Minnesota statewide HMIS Governing Board is charged with overseeing an annual evaluation of performance by the HMIS lead agency / state system administrator, Institute for Community Alliances (ICA).
- The evaluation is comprised of three parts:
  - Performance Matrix
  - User Satisfaction Survey
  - Data Quality Measure

# Lead Agency Evaluation 2018

- Performance Matrix (Component 1)
- This measures ICA completion of 12 key function areas from the annual work-plan.
- For the past year, Ten were deemed fully completed and the remaining two were partially completed. This compares favorably to eight complete and four partially complete in 2017.

# Lead Agency Evaluation 2018

- Performance Matrix (Component 1 Continued)
- The two partially completed areas were:
  - State funder reports, including the unduplicated state program reports, provide valid data on trends and outcomes that can inform funding decisions
  - Requests for one-time reports and custom report templates are satisfied

# Lead Agency Evaluation 2018

- User Satisfaction Survey (Component 2)
- Took place in March 2018
- The survey's 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)

# Lead Agency Evaluation 2018

- Data Quality Measures (Component 3)
- 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 x B, and 1 x C

# Lead Agency Evaluation 2018

- HMIS Policy and Prioritization Work Group Conclusion
- On the basis of the above measures and also the full data across the three appendices, the Policy & Prioritization Workgroup concludes that ICA's performance meets the required standard for HMIS lead agency / state system administrator and recommends that they should therefore continue in this capacity.



# ICA Reflections – 2018 Themes

- Measurable Results: HMIS by the Numbers
- Deepened Support and Engagement
- Improved Processes
- Key Accomplishments

# MNHMIS Accomplishments Report Card



**User growth** 40% increase in active users since December 2016



**Agencies** 47 new agencies added by ICA



**Bed Coverage** 87.5% bed coverage,  
up 8.5 percentage points from 2017



**Data Quality** 97.8% HUD Universal Data Element completeness,  
up 6 percentage points from 2017



**Satisfaction** 3.76 average rating out of 5,  
up from 3.49 in early 2017



**Training** 489 new users trained in 2017



# Deepened Support and Engagement

- Agency Check-Ins
- CoC Regional Model – Deeper Roots
- State Program Liaisons
- Tribal Collaborative Liaison

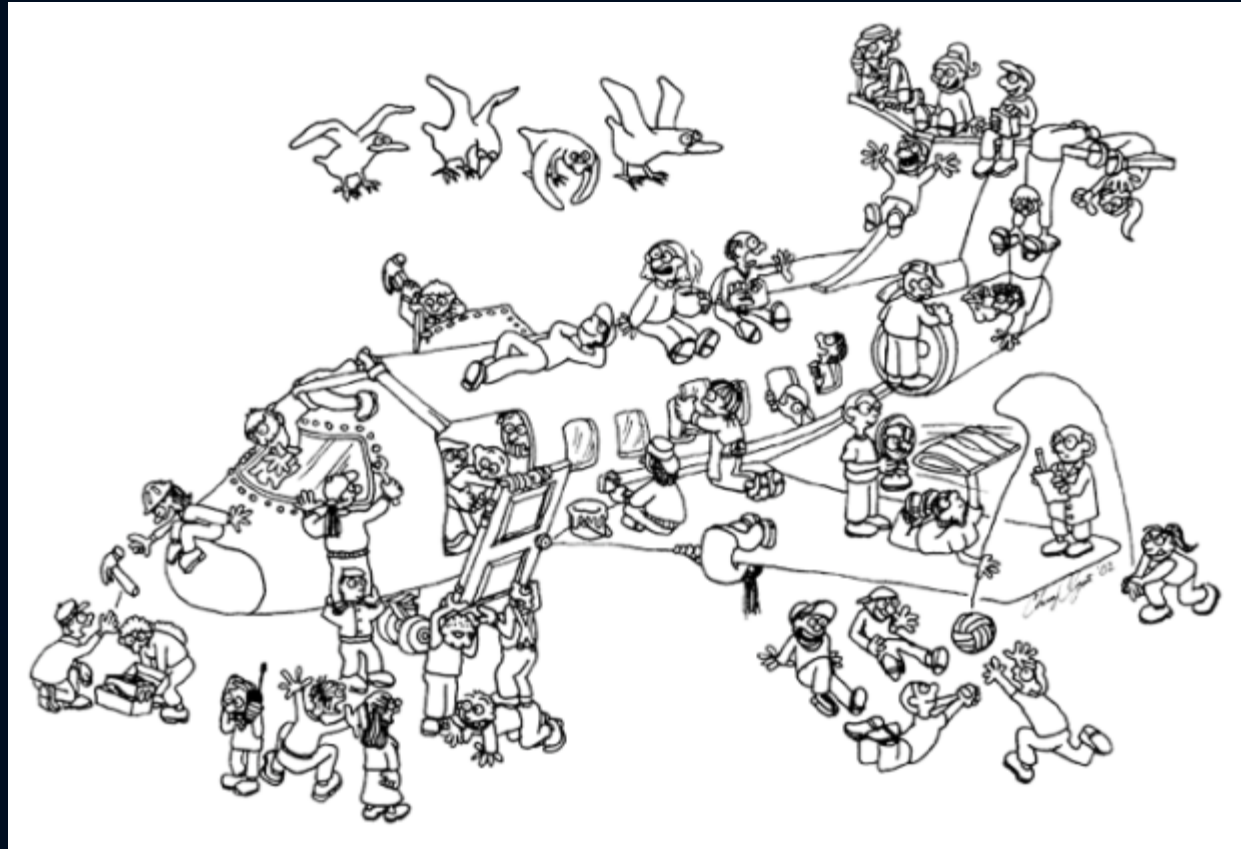


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# Improved Processes

- Helpdesk
- Reporting Quality Assurance
- Project Management



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# Key Accomplishments

## System Administration

- Agency Check-Ins
- Housing Support
- Pilot Projects

## Reporting

- Core Report
- CES Monitoring Report
- REPORTcollection

# Looking ahead – 2019

- Continuing with Coordinated Entry
- Revamping Quarterly Data Quality
- Software upgrades
- In-person training

# HMIS prioritization

- Approved workplan in 2016 and 2017, containing approximately 50 items, many quite broad, against which performance is evaluated
- Example: *"Monitor data quality and train end users, agencies and the CoC to obtain and retain a high level of data from all CHOs"*
- Demand exceeds capacity for discretionary projects
- Policy and Prioritization Committee needs to play a key role in decision making
- Prioritization tool developed in 2017

System Impacts	<b>Impact on Data Quality</b>	<i>We want high quality data to be easily accessible from our system. Data quality considerations include deduplication of records, completeness of data, accuracy of information, etc.</i>	5=Improves data quality 3=Neutral to data quality 1=Risks data quality	Strategic Benefits	<b>Client Experience</b>	<i>Proposals that improve the experience of clients (including issues of equity and human dignity &amp; respect) are preferred to those that degrade their experience.</i>	5=Improves client experience 3=Neutral to client experience 1=Degrades client experience
Resource Effectiveness	<b>User Experience</b>	<i>A system that is simple for end users to use is desired, making training for new staff easier, reducing the cost and lead time to onboard users and make them effective(understanding that all changes have a user impact)</i>	5=Proposal improves user experience 3=Proposal is neutral to user experience 1=Proposal degrades user experience	Strategic Benefits	<b>System-wide Planning and Performance</b>	<i>Proposals that allow funders to do a better job of planning, or that helps improve performance, and evaluate program effectiveness are preferred.</i>	5= Enhances ability to plan and evaluate Homeless response system performance, Service Delivery 3= Neutral to planning, Homeless response system performance, Service Delivery 1= Harms competitiveness, Service Delivery, Homeless response system performance
Resource Effectiveness	<b>State System Administrator Operational Impact (post-implementation)</b>	<i>System Administrator operational resources are limited. Projects that result in reduced operational support demand are preferred.</i>	5=Proposal decreases SSA operational demand 3=Proposal is neutral regarding SSA operational demand 1=Proposal increases SSA operational demand	Strategic Benefits	<b>Goal Realization</b>	<i>Proposal supports the program's effectiveness by its inclusion in HMIS</i>	5= Proposal will be significantly improved by its inclusion in HMIS 3= Proposal will be moderately improved by its inclusion in HMIS 1= Proposal will not be improved by its inclusion in HMIS
Resource Effectiveness	<b>Inability to be fulfilled by other agencies</b>	<i>Proposal is something that can only be accomplished via the SSA</i>	5=Proposal can only be completed by SSA 3=Portions of proposal can be completed by other agency 1=Proposal can be completed entirely by other Agency	Strategic Benefits	<b>Scale of Impact</b>	<i>Projects that provide potential benefit (including learning skills and tools for the future) to a larger group of stakeholders (clients, users, agencies, CoCs, program types etc) are preferred.</i>	5=Project benefits or potentially can benefit a large percentage of stakeholders 3=Project benefits or potentially can benefit a median percentage of stakeholders 1=Project benefits or potentially can benefit a small percentage of stakeholders
Resource Effectiveness	<b>Inability to be delayed</b>	<i>Proposal is something where delays will cause negative impact</i>	5=Delay to project will cause significant negative impact (e.g. loss of funding or client's ability to access services) 3=Delay to project will cause moderate negative impact (e.g. back log of data entry, or delay in reporting/evaluation) 1=Delay to project will cause no or minimal negative impact (e.g. can continue to easily function without affecting services)	Strategic Benefits	<b>Legal Need/Compliance</b>	<i>Proposals that are meant to satisfy state or federal mandates or guidance are more urgent than optional projects.</i>	5=Proposal satisfies/relates to an HMIS-Specific mandate or compliance need 3=Proposal satisfies/relates to a broader mandate or compliance need 1=Proposal is not related to a mandate or compliance need
Resource Effectiveness	<b>Duplication of Effort/Workarounds</b>	<i>Many workarounds or duplicate data entry processes exist today. Projects that eliminate this waste saves agency time, effort and resources.</i>	5=Eliminates workarounds or duplicate work at end user level 3=Neither eliminates nor creates workarounds and/or duplicate work 1= Creates need for workarounds or duplicate work	Final Criteria	<b>System Admin Estimated Level of Effort</b>	<i>Capacity of System Admin resources are limited. A project that consumes less resources is preferable.</i>	Non-scored item: Make notation of Person hours in comparison to other projects being ranked *To be assessed by SSA, not requestor



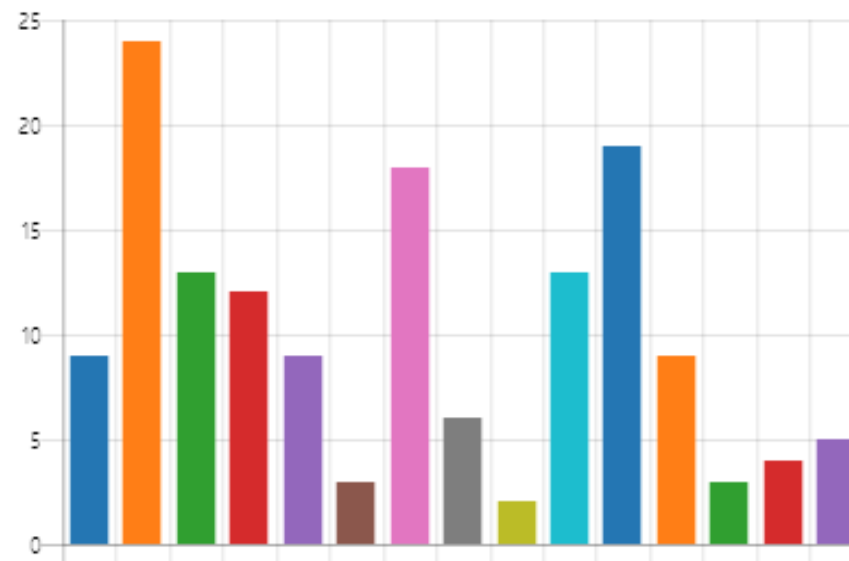
# HMIS prioritization

- Most projects score in the mid-range so too few were 'screened out' relative to demand
- Work-plan and prioritization tool help define universe of applicable work and project-specific criteria but lack strategic over-arching prioritization
- Initially in 2016, clear over-arching shared priorities – open data sharing and implement Coordinated Entry – provided strategic direction that guided both the P&P committee and ICA.

# HMIS prioritization

- Proposal to establish 3-5 high level strategic priorities each year
- To be based on consumer survey feedback and further consultation through CoCs, State Homeless Programs, Tribal Collaborative and Implementation Committee feedback
- Will guide *discretionary* projects and will not impact mandated work
- Discretionary projects that do not fall under strategic priorities will still be considered using the tool and subject to P&P review.

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# Proposed strategic priorities 2018-2019

- 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 these priorities reflect the most pressing and important needs of Minnesota's HMIS for the year ahead?**

**5 = strongly agree**

**3 = neither agree nor disagree**

**1 = strongly disagree**

# HMIS Funding Methodology

- HMIS is funded through a combination of revenue streams.
  - CoCs
  - State Agencies
  - Grantees receiving dollars directly from a Federal agency requiring HMIS participation
  - User fees
- 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

# Data Quality Incentive Fund Strategy

- HMIS Funding Policy aims to set User Fees at a level that encourages use of the system and promotes data quality
- Exploring the implementation of a Data Quality Incentive Fund that would offer User Fee rebates to organizations that propose and accomplish initiatives to strengthen data quality
- Rebates would be offered annually when possible, with amounts varying based on organizations' proposals and available funding
- Reviewed and recommended by a cross-committee workgroup and approved by the Finance Committee and Governing Board

# Victim Service Provider Update

- Partnering with MCBW to create transition plan
- Current status: information gathering
- Exploring potential for shared comparable database
- Reach out with any questions!

# Governing Board Elections

- Three Governing Board seats will open in 2019
  - End-User/Agency (Incumbent Jake Gale)
  - State (Incumbent Jane Lawrenz)
  - Greater MN CoC (Incumbent Justin Vorbach)
- Elections held in February, terms begin in March. Stay tuned for details in the MNHMIS newsletter.
- Chair, Vice Chair and Secretary offices will also turn over
  - Thanks to Joel, Justin and Abby for their extended service!



# Governing Board Orientation Process

- New in 2018!
- Incoming board members assigned “buddies” to field questions and serve as a general resource
- Incoming members and buddies meet in-person or remotely at least once to get to know each other, answer questions and offer context
- All incoming members and buddies meet together with board leadership to review key materials, discuss committees and share perspectives

# HMIS GB Charter and By-Law Changes

B. End-user/agency and at large seats will be filled by an application process.

## Section 3. Term of Membership.

- A. Members shall serve for a term of three (3) years.
- B. Upon expiration of a Member's term, the Member may be re-appointed for an additional three-year term.
- C. There is no limit to the number of terms a CoC, Tribal, or State HMIS Governing Board member may serve.
- D. At Large or End-user members may serve up to two consecutive three-year terms, plus any partial term if less than three years (such as to fill a vacancy or the initial term to establish staggered terms for the Board).

**Deleted:** <#>Applications will be reviewed and voted on by the HMIS Interim Governing Board for the initial formation of the Board. ¶  
<#>Once the Governing Board is established, new end-user/agency and at-large membership will be determined by an application process and elections that will be held at the HMIS Annual Meeting. ¶

**Deleted:** two

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## Section 4. Member Qualifications and Responsibilities.

- A. Each Member shall demonstrate his or her willingness to accept responsibility for the operation of the Board and his or her availability to participate actively in Board activities.

**Deleted:** <#>Founding Board members will determine process for allocating staggered terms. ¶  
<#>3 will have terms that expire in 1 year.¶  
<#>3 will have terms that expire in 2 years.¶  
<#>3 will have terms that expire in 3 years.¶



# HMIS GB Charter and By-Law Changes

## Section 7. Communications Committee

A. The HMIS Communications Committee provides overall communication to HMIS users and the general public about the impact that HMIS has in Minnesota. Its purpose is to communicate the goals of the HMIS Governing Board and to develop and update communication tools, including website, social media, annual user survey, publications, and press releases, for the community.

To this end, the Communications Committee responsibilities include:

- Providing updates and suggestions for the HMIS website;
- Creating marketing materials to increase awareness of HMIS throughout the state;
- Developing communication tools and strategies for the annual meeting;
- Identifying other communications methods that could be used to increase awareness about HMIS within Minnesota.



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# HMIS GB Charter and By-Law Changes



## 2018-2019 HMIS Governing Board Roster

Name	Seat	Organizational Affiliation	Email	Phone	Term	Committees (See below for Committee Legend)	Outreach Assignments
Loni Aadalen	Metro CoC	Ramsey CoC	<a href="mailto:loni.aadalen@CO.RAMSEY.MN.US">loni.aadalen@CO.RAMSEY.MN.US</a>	(651) 266-4116	4/1/18-3/31/20 (21)*	P&PC	Hennepin County CoC
Jake Gale	End User/ Agency	People Serving People	<a href="mailto:jgale@peopleservingpeople.org">jgale@peopleservingpeople.org</a>	(612) 277-0217	4/1/17-3/31/19	FC, CC, IC (Co-Chair)	Northeast CoC
Colnese Hendon	At-Large	Salvation Army Harbor Light Center	<a href="mailto:Colnese_hendon@usc.SalvationArmy.org">Colnese_hendon@usc.SalvationArmy.org</a>	(612) 767-3100 x 3186	4/1/18-3/31/20 (21)*	IC, CC	Southeast CoC
Jane Lawrenz	State	Department of Human Services	<a href="mailto:Jane.m.lawrenz@state.mn.us">Jane.m.lawrenz@state.mn.us</a>	(651) 431-3844	4/1/17-3/31/19	FC	Southwest CoC & the Minnesota Tribal Collaborative (MTC)
Tammy Moreland	Tribes	Mille Lacs Band of Ojibwe	<a href="mailto:Tammy.Moreland@HHS.millelacsband-nsn.gov">Tammy.Moreland@HHS.millelacsband-nsn.gov</a>	(320) 292-1942	4/1/17-3/31/20	P&PC	Northwest CoC
Open	Greater MN CoC	TBD	TBD	TBD	4/1/18-3/31/20 (21)*	TBD	Suburban Metro Area CoC (SMAC)
Joel Salzer (Chair)	State	Minnesota Housing	<a href="mailto:Joel.Salzer@state.mn.us">Joel.Salzer@state.mn.us</a>	(651) 296-9828	4/1/17-3/31/20	FC, EC (Chair)	Central CoC
Cathy ten Broeke	MICH	Office to Prevent & End Homelessness	<a href="mailto:Cathy.tenBroeke@state.mn.us">Cathy.tenBroeke@state.mn.us</a>	(651) 296-6344	4/1/17-3/31/20	FC	West Central CoC
Justin Vorbach (Vice Chair)	Greater MN CoC	SW CoC	<a href="mailto:JustinV@swmhp.org">JustinV@swmhp.org</a>	(507) 530-2942	4/1/17-3/31/19	EC	Ramsey County CoC

\*According to current Bylaws, members elected/appointed in 2018 shall serve a two-year term. A recommendation will be made at the 2018 Annual Meeting (Oct) to make all terms three years and to have that change be retroactive to the 2018 elected/appointed members.

- Abby Gilford, not an HMIS Board member, is the Board Secretary
- All members have submitted a signed Conflict of Interest form

### Committee Legend:

EC = Executive Committee (meets 4<sup>th</sup> Wed of mo.)  
 IC = Implementation Committee (3<sup>rd</sup> Wed)  
 FC = Finance Committee (4<sup>th</sup> Wed)  
 P&PC = Policy & Prioritization Committee (1<sup>st</sup> Wed)  
 CC = Communications Committee (tbd)

# Thank you!

What you can expect next:

- Friday, 10/12: An email from ICA including a summary of this meeting, a link to the recording of this meeting and a link to a survey ... please share your thoughts and feedback with us!
- Friday, 10/19: Survey closes
- Tuesday, 11/20: An email from ICA with a summary of the survey

# Old Business

- Approve September's HMIS board minutes
- Open board seat update
- WellSky (fka Mediware) update
- Minnesota Housing's 2019 HMIS contribution update