



MINNESOTA'S HMIS

Homeless Management Information System

2019 HMIS Annual Meeting

OCTOBER 21, 2019
9:00 – 11:00A.M.
DHS LAFAYETTE

Agenda

- Welcome, Goal & Menti Instructions
- 2018/2019 Year in Review
- ICA Performance Review & Reflections
- 2019/2020 Year Ahead
- Charter & Bylaw Changes
- Wrap Up

*2018/2019 Year
in Review*

Elections & Appointments

- Governing Board Elections Held February 2019
 - End User: Vicenta Valero (Replaced Jake Gale)
 - CoC Representative: Kathy Sauve (Replaced Justin Vorbach)
 - State Representative: Jane Lawrenz (Renewed Term)
- Cara Lundquist Appointed in June to Replace AG Huot
- End User Seat Vacated in August, Molly Jalma elected in September
- State Appointment Forthcoming (Incumbent: Jane Lawrenz)
- 2020 Elections/Appointments
 - Tribal Representative (Incumbent: Tammy Moreland)
 - State Representative (Incumbent: Joel Salzer)
 - MICH Representative (Incumbent: Cathy ten Broeke)

Board Committees

Policy & Prioritization Committee

Chair

Loni Aadalen
651-266-4116
loni.aadalen@co.ramsey.mn.us

Meets

1st Wednesday, 1-3 p.m.
Sabathani Community Center (310 E 38th St #200, Minneapolis, MN 55409) and via GoToMeeting and conference call

Finance Committee

Chair

Abby Guilford
763-458-9790
abby@mesh-mn.org

Meets

4th Wednesday, 1-3 p.m. (Quarterly & As Needed)
DHS (444 LaFayette, Saint Paul, MN) and via GoToMeeting and conference call

Implementation Committee

Chair

Heather Wilmot-LeMay
612-870-2277
HLeMay@ststephensmpls.org

Meets

3rd Wednesday 1:30-3 p.m.
St. Stephens (2309 Nicollet Ave, Minneapolis, MN 55404) and via conference call

Interim Chairs: Alanna Johnson & Kathy Sauve

Communications Committee

Chair

Jake Gale
612-277-0217
jgale@peopleservingpeople.org

Meets

2nd Wednesday, 1-2:30 p.m.
Via conference call

End User Feedback & Best Practices

- The purpose of the Implementation Committee (IC) is to provide input, feedback, and guidance to the HMIS Governing Board to improve functionality and performance of the system.
- In 2018/2019, IC shifted focus from Client feedback to HMIS End User experiences based on feedback from last year's HMIS Annual Meeting.

End User Feedback & Best Practices

- May 2019: Conducted a focus group with Hennepin County CoC End User Group
- July 2019: Added questions to the annual HMIS End User Survey to better understand users' experiences and identify best practices to support users moving forward.

HMIS END USER BEST PRACTICES CHEAT SHEET

HELPFUL TIPS AND REMINDERS

GENERAL BEST PRACTICES

Staff and Organization Buy-in

- Understanding the importance of HMIS and how communities, providers, and individuals are connected through HMIS is essential to operating a well-organized and meaningful database.
- With increased buy-in, HMIS end users will feel supported in their work. This may include allowing designated time or adjusting schedules to enter HMIS data, collaborative brainstorming if data do not reflect program experiences, using HMIS data to make programmatic decisions, sharing HMIS data with program staff, etc.

Training

- In order to have a meaningful database, it is essential the system is being used correctly and data entered are accurate.
- Regardless of how long someone has been an HMIS end user, on-going training is recommended. Below are training ideas to sharpen your HMIS skillset:
 - After initial on-boarding, shadow other HMIS end users at your organization.
 - After 6 months of using HMIS, go back through the on-boarding training materials. You'll be amazed at how much you've learned and will likely pick-up a few tricks you may not have noticed the first time.
 - Don't forget about resources available 24/7 on www.hmismn.org for quick refreshers and to verify processes.

Ask Questions

- *When in doubt, ask!* Taking the time to ensure your questions are answered before entering data into HMIS or making changes to HMIS data will increase your HMIS knowledge and prevent the possibility of additional HMIS data cleaning if data are entered incorrectly.
- Resources for Asking Questions:
 - Other HMIS end users at your organization
 - Other HMIS end users at organizations similar to yours
 - Local HMIS end user groups
 - *Knowledge Base* - Collection of FAQs with answers provided by ICA, available at www.hmismn.org under the Training & Support tab.
 - ICA Helpdesk - ICA staff are happy to assist with any questions you may have, so don't hesitate to reach out! The ICA Helpdesk can be reached by email at MNHMIS@icalliances.org.

Read Newsletters

- Newsletters are a great way to stay up-to-date on any system changes, helpful reminders, and upcoming activities that impact HMIS end users.
- Click "For More Information" or other links provided in each topic for additional information – you may be surprised at how much you learn!
- Archived Newsletters are available at www.hmismn.org under the News tab.



LEARN MORE AT WWW.HMISMN.ORG

HMIS END USER BEST PRACTICES CHEAT SHEET

HELPFUL TIPS AND REMINDERS

TIMELY DATA ENTRY

Build HMIS into Your Schedule

- Block time off on your calendar specifically for HMIS data entry.
- Include extra 15 minutes at the end of client meetings to enter HMIS data.
- Complete all HMIS data entry by the end of the work week.
- Conduct monthly data checks so you know you're up to date on data entry.
- Communicate timeline expectations and flow of information if multiple staff are involved in the data entry process (i.e. different person enters data into HMIS than person collecting HMIS data.)



DATA ERRORS AND CORRECTIONS

Check Data Frequently

- Run monthly or quarterly data checking reports to ensure data are complete and accurate. Waiting until funders request reports to clean data can be time consuming and lead to missing data points due to clients already exiting a program.



Understand the Importance of Data

- Data entry into HMIS is more than meeting compliance requirements. Knowing how to identify data errors and steps necessary to correct data errors are essential to meeting high data quality standards. With accurate data entry, you can use HMIS data for programming and funding decisions, which have an impact on individuals experiencing homelessness and the community.

REPORTS

Become Familiar with Available Report Tools on www.hmismn.org

- Information about specific reports are available in **User Guides** provided under the "Training Support" tab "Forms & Instructions"
- Search the **ReportCollections** tool under the "Reports" tab.



LEARN MORE AT WWW.HMISMN.ORG

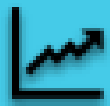
Reflections on Annual Priorities

Context:

- Pent-up demand
- Elimination of fee-for-service model
- High satisfaction ratings, esp. for ICA staff
- ICA project management process
- Broad HMIS workplan
- Granular scoring tool



Continue enhancing the implementation of Coordinated Entry in HMIS



Make HUD System Performance Measures both legible and actionable by providing reports, data visualization, and coaching



Improve data quality by delivering more in-person training on Coordinated Entry and Emergency Shelter data entry



Enhance user friendliness by expanding and improving the catalogue of FAQs, written instructions, and reference materials



Prepare for and implement software upgrades (Qlik and ServicePoint 6)

Reflections on Annual Priorities

Reflections:

- Priorities helped generate proposals from within ICA
- Priorities are somewhat broad
- Even if something isn't a priority, it still goes through the process and gets scheduled
- More meaningful prioritization needed

Data Quality RFP



- RFP basics
 - \$10,000
 - Eight projects over 2-3 months
 - Activities: Training, team evaluation and strategy, new technology, team incentives
- Outcomes
 - Measurable decrease in errors & missing data
 - Increased understanding of impact of data quality
 - Team/agency approaches and tools for continued impact

*Feedback on
2018/2019 Year
in Review*

*Lead Agency
Evaluation,
Reflections &
Projections*

Lead Agency Evaluation 2019

- The Policy & Prioritization Workgroup of the 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 2019

- 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 is consistent with ten complete and two partially complete in 2018.

Lead Agency Evaluation 2019

- Performance Matrix (Component 1 Continued)
- The two partially completed areas were:
 - Governance is aware of the status of deliverables listed in the HMIS Work Plan.
 - Requests for one-time reports and custom report templates are satisfied.

Lead Agency Evaluation 2019

- User Satisfaction Survey (Component 2)
- The survey's 165 respondents gave ICA an average score of 3.93 out of a possible 5 against the 20 performance rating questions.
- Questions about ICA personnel received a slightly higher rating than other areas (average of 4.27).
- These ratings compare favorably to the 2018 ratings of 3.78 and 3.96 respectively (from 185 responses).

Lead Agency Evaluation 2019

- Data Quality Measures (Component 3)
- The average CoC data quality measure for June 2018 to May 2019 is 97.77% 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 is on par the 2018, where the average was 97.79% and all 10 CoCs received an A grade.

Lead Agency Evaluation 2019

- HMIS Policy and Prioritization Work Group Conclusion
- On the basis of the above measures and also the full data across the three components, 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: Focusing on the User

- Knowledge Base
- User Groups
- Newsletter series: Turning Data into Insight
- Newsletter series: Spotlight on a User



Minnesota HMIS Knowledge Base

Search

Getting Started

6 articles

HMIS Basics

13 articles

Data Entry

21 articles

Reports

8 articles

Coordinated Entry

1 article

All Articles

33 articles

User Groups

- Active in majority of CoCs & the Tribal Collaborative
- Will be starting soon where not currently active
- In-person and/or virtual support, depending on region
- Opportunity for Q&A and in-person training
- Contact your Regional System Administrator for more information

Turning HMIS Data Into Insight: Practice an Analysis Technique with the Coordinated Entry Dashboard

27th June 2019

Tags: [coordinated entry](#), [data insights](#)

Have you checked out [Minnesota's new Coordinated Entry Dashboard](#) yet? Maybe you clicked the link but you're not sure where to start?

The "5 Whys" technique is a simple strategy that can help you explore and understand the data. It's meant to help get to the root cause of a problem or phenomenon. The "5 Whys" technique works best for solving more straightforward problems, so we don't recommend using it to try to end homelessness in your community, but it can still be useful for breaking up something big, like information in a data dashboard, into more manageable pieces.

Spotlight on a User: What's Your Data Quality Plan?

19th September 2019

Tags: [data quality](#), [Spotlight on a User](#)

Agencies all across the state are working with individuals and families to help them find safe, secure housing. It is a driving force behind the work that many HMIS users do. One such agency, Washington County Community Services (WCCS), provides homeless outreach throughout Washington County, emergency shelter support, and front door and telephonic support for housing and homeless resources. Like many agencies, they have a strategy for getting the work they do recorded in data that can help tell their story to funders.



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ICA Projections – Focusing on the User

- New User Training Redesign
- Quarterly Data Quality (QDQ) Redesign*
- Strategic Planning*
- Software Vendor*

**Covered later in the agenda*

*Feedback on ICA
Performance
Review,
Reflections &
Projections*

2019/2020 Year Ahead

Legislative Action

- Seeking \$750k state funding annually
- Would replace current “pass the hat” state model
- Eligible for federal match if funded
- Included in Governor’s budget proposal last session but was a last-minute cut
- Requesting Homes for All support in upcoming session

Strategic Planning Process

- Established in 2016
- Rapid change and continuous decision making has leveled off
- Time to plan for the next phase
 - Governance potential
 - Data → what is it saying ... especially about equity?
 - Maximizing support to regions

Software Vendor

- WellSky
 - Governance experience
 - Community experience
- Workgroup Scope
 - Contract options
 - RFI information from ICA
- What's next?
 - Contact Demetri and Sara with questions
 - demetri.vincze@icalliances.org
 - Sara.Gomoll@state.mn.us

Quarterly Data Quality Redesign

- 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

Quarterly Data Quality Redesign

What's different?

Data Clean-Up	Quarterly timeline Looks back one quarter Includes some PSDEs and ROIs
Agency Responsibilities	Run reports Submit results in Data Quality Portal Ability to track progress
Support	Increased support and communication from CoCs and state homeless programs

Quarterly Data Quality Redesign

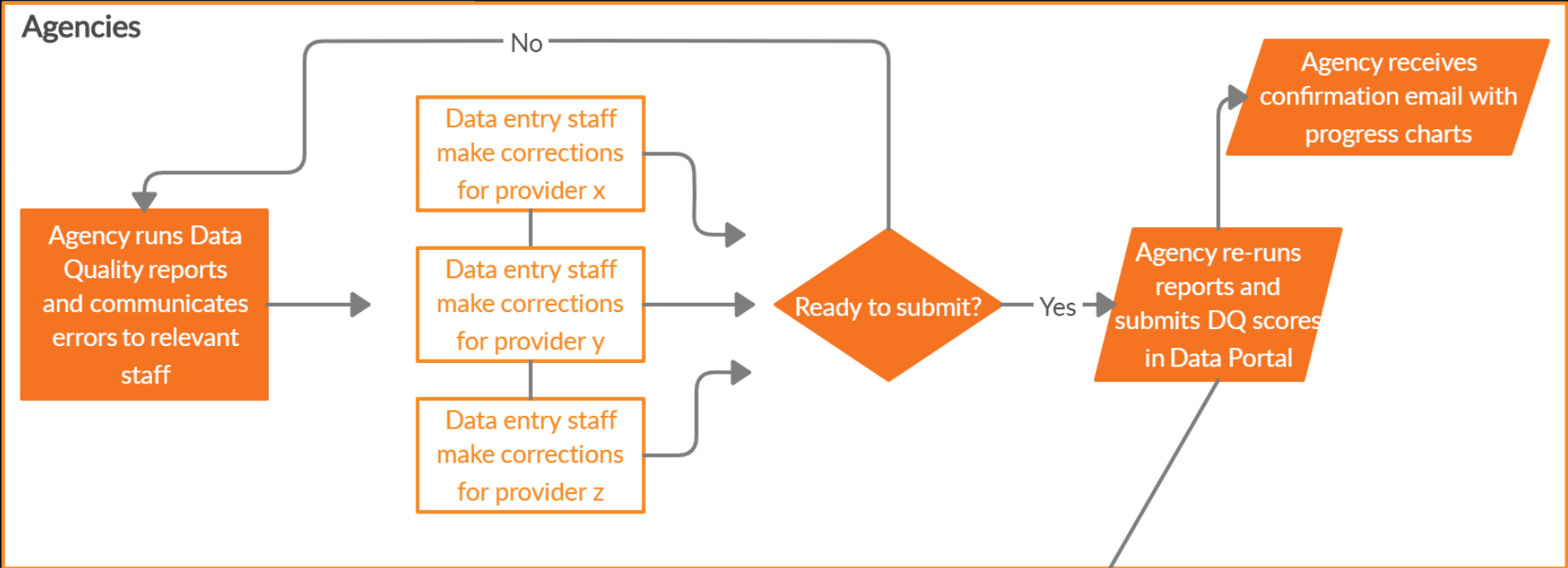
What's the same?

Data Clean-Up

Focus on HUD and MN Universal Data Elements

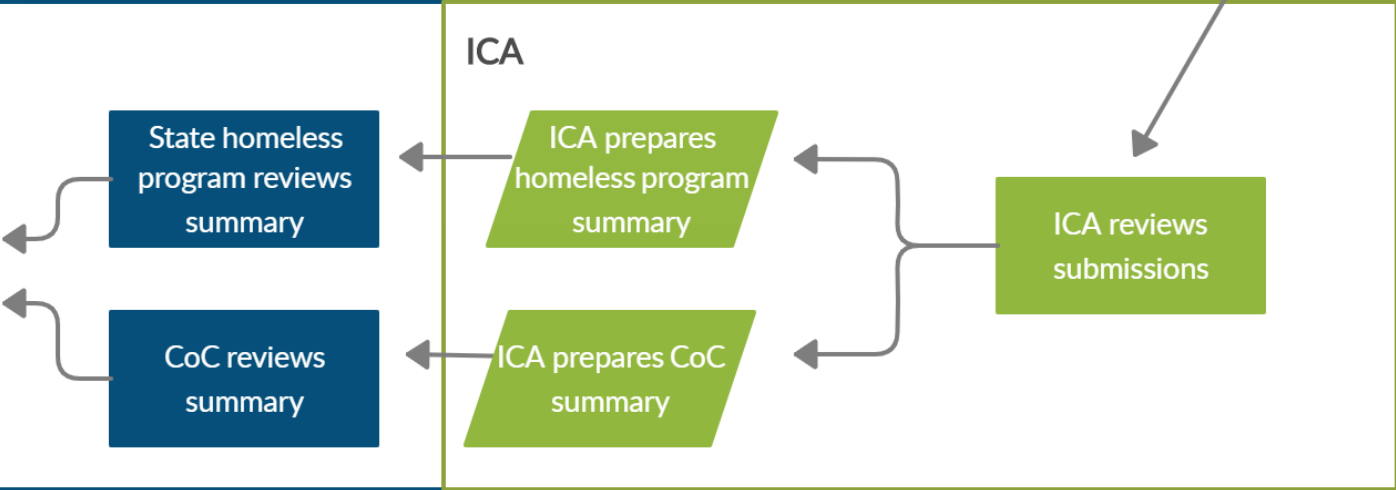
Support

Same high level of support from ICA



CoCs and state programs

ICA, CoC, homeless programs work together to support agencies needing targeted technical assistance and to celebrate high-performing agencies



Start

Input/Output

Process



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Homeless Management Information System

Quarterly Data Quality Redesign

- What's next?
 - Immediate feedback? Email mnhmis@icalliances.org
 - January 2020 launch
 - Ongoing support

*Feedback on
2018/2019 Year
Ahead &
Engagement*

Charter & Bylaw Changes

Charter & Bylaw Changes

Section 2. Scope of Authority.

- A. The Board is authorized to:
- i. Select and evaluate the performance of the HMIS Lead Agency.
 - ii. Establish work plan for HMIS Lead Agency.
 - iii. Establish annual HMIS budget.
 - iv. Establish funding plans that include the targeted contributions per funder, program, and/or user. This may include establishing policies or actions that address cases in which entities are unwilling or unable to meet contribution targets.
 - v. Establish policies and protocol for data collection, data sharing, administration, reporting, and any other use of or changes to HMIS.
 - vi. Establish, monitor and adapt a process for approving and prioritizing HMIS projects.
 - vii. Make timely decisions to enhance HMIS performance.
- B. HMIS Governing Board authority will be identified in common language in contracts, agreements, MOUs, and/or other binding documents adopted by CoCs and funders with the HMIS Lead Agency. This authority will also be identified in each CoC's organizational documents.

Commented [A2]: Propose adding this clarity so that CoCs can identify the precise language that requires such a statement to be included in their organizational documents.



Charter & Bylaw Changes

Section 3. Term of Membership.

- A. Members shall serve for a term of three (3) years.
- B. There is no limit to the number of terms a CoC, Tribal, or State HMIS Governing Board member may serve.
- C. If re-elected, 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).
- D. If a vacancy of an elected Member occurs during the course of the term, the Board may select a replacement from the list of applicants from the most recent application process.

Section 4. Member Qualifications and Responsibilities.

- A. Each Member shall demonstrate a willingness to accept responsibility for the operation of the Board and availability to participate actively in Board activities.
- B. All Members shall bring a statewide perspective, demonstrate leadership, think strategically, be empowered to speak for their constituencies, and be willing, able, and committed to attending regular meetings of the Board.
- C. Members shall be selected to bring a variety of interests and expertise to the Board.
- D. Members shall be expected to sit on at least one Committee of the Board.

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Commented [A4]: Propose adding, "If re-elected" to clarify serving a consecutive would need to be done so through an election process. This proposed edit is predicated on the approval of striking Article III, Section 3, B.

Deleted: A

Commented [A5]: Propose adding this language to clarify the process the Board must use if replacing a member mid-term.

Commented [A6]: Propose modifying language to provide more inclusive, gender neutral phrasing.

Deleted: his or her

Deleted: his or her



Charter & Bylaw Changes

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Homelessness

Commented [A2]: Propose adding this clarity so that CoCs can identify the precise language that requires such a statement to be included in their organizational documents.



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Homeless Management Information System

Charter & Bylaw Changes

ARTICLE V: MEETINGS

Section 1. Place and Time of Board Meetings.

- A. The Board may hold its regular and special meetings at such places as determined by the Chair of the Board or **the Chair's** designee unless the Members, upon an affirmative vote of not less than two-thirds (2/3), determines otherwise.
- B. The Members may determine that one or more meetings of the Board shall be held solely by means of remote communication pursuant to Section **6** below. Such authorization may be general or confined to specific instances.

Commented [A8]: Propose modifying language to provide more inclusive, gender neutral phrasing.

Deleted: his or her

Commented [A9]: Propose modification to correct administrative error

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Section 2. Regular Meetings.

- A. The Board shall hold regular meetings as the Chair, **or the Chair's** designee, shall determine.

Commented [A10]: Propose modifying language to provide more inclusive, gender neutral phrasing.

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Section 3. Special Meetings.

- A. Special meetings of the Board may be called: (a) by the Chair, (b) upon written request of any five (5) or more Members of the Board.
- B. The person or persons entitled to call a special meeting may make a written request to the Secretary to call the meeting, the Secretary shall give written notice of the meeting



Wrap-Up

Thank You!

What you can expect next:

- **Post-meeting survey (open now!):** Go to www.menti.com and use the code **81 75 55**. This survey will be open for 14 days following the meeting.
- **Friday, 10/25:** An email from ICA including a summary of this meeting, a link to the recording of this meeting and in-meeting engagement feedback
- **Monday 11/4:** Survey closes
- **End of November:** Closeout email from the Board