

Welcome to the 2020 HMIS Governing Board Annual Meeting!

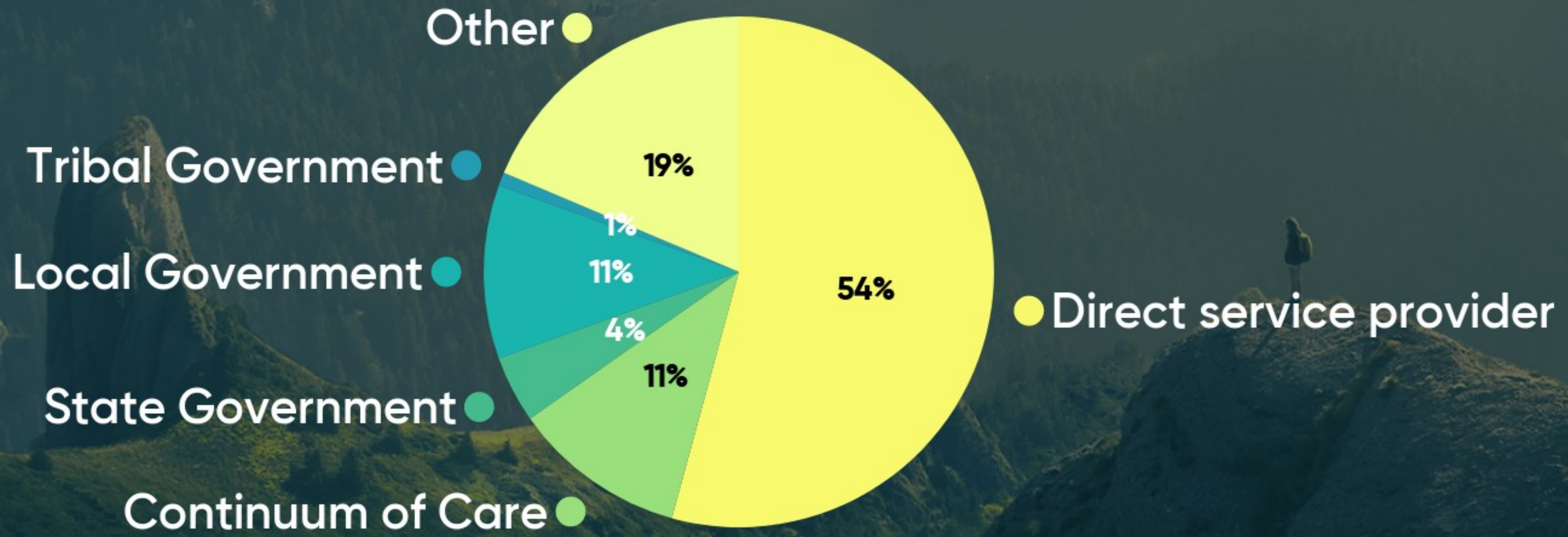
A few notes about menti

- We are using Menti to capture feedback from all of you!
- You will be able to submit responses for the slide currently on the screen.
- If you get behind, you can click "Go to slide" at the top of your screen.

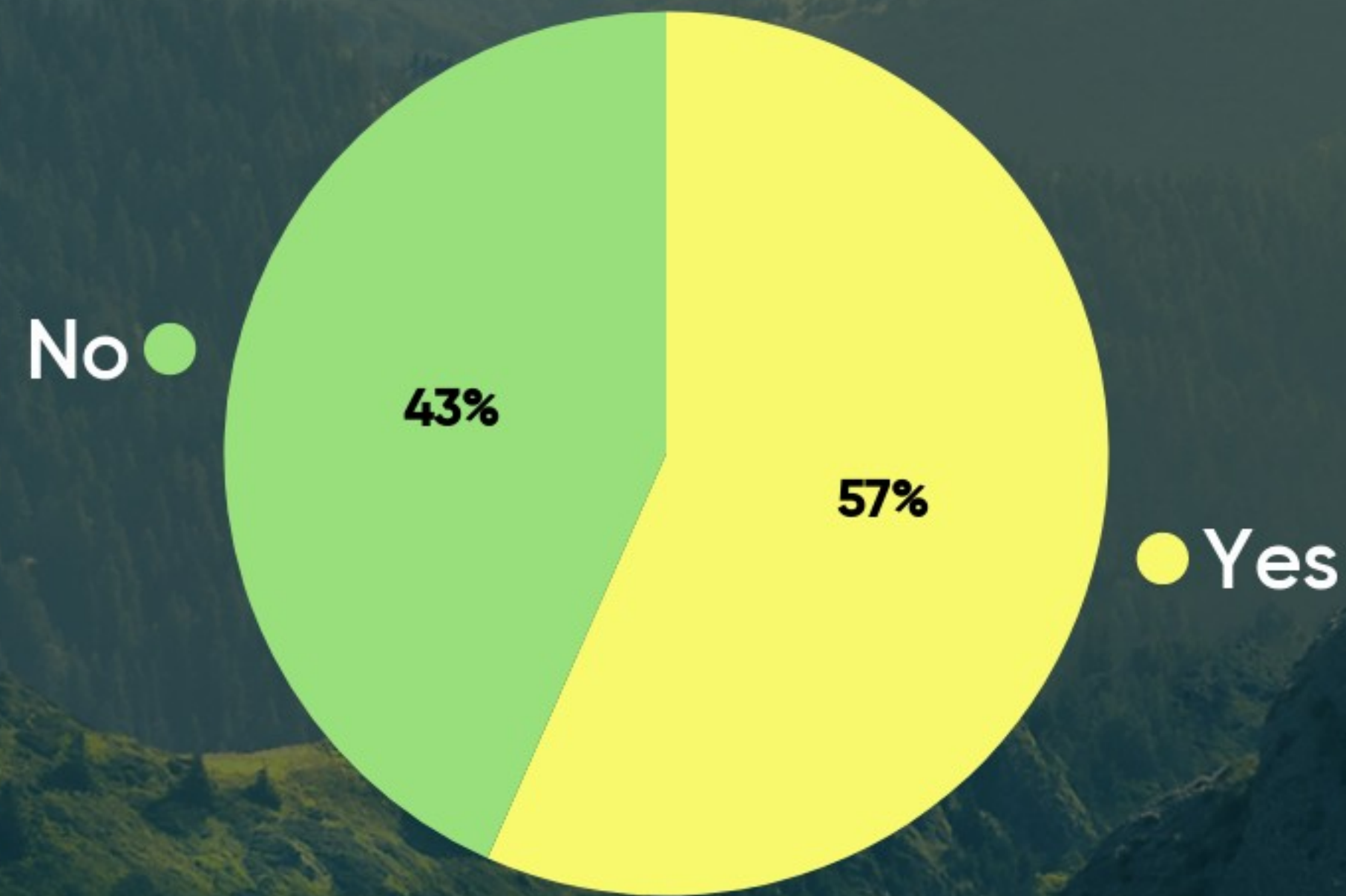
A few notes about menti, cont'd

- There is a character limit, but you can provide multiple responses if needed.
- There are several survey questions at the end of the meeting to elaborate on your feedback.
- The GoToWebinar chat box is available as a backup.

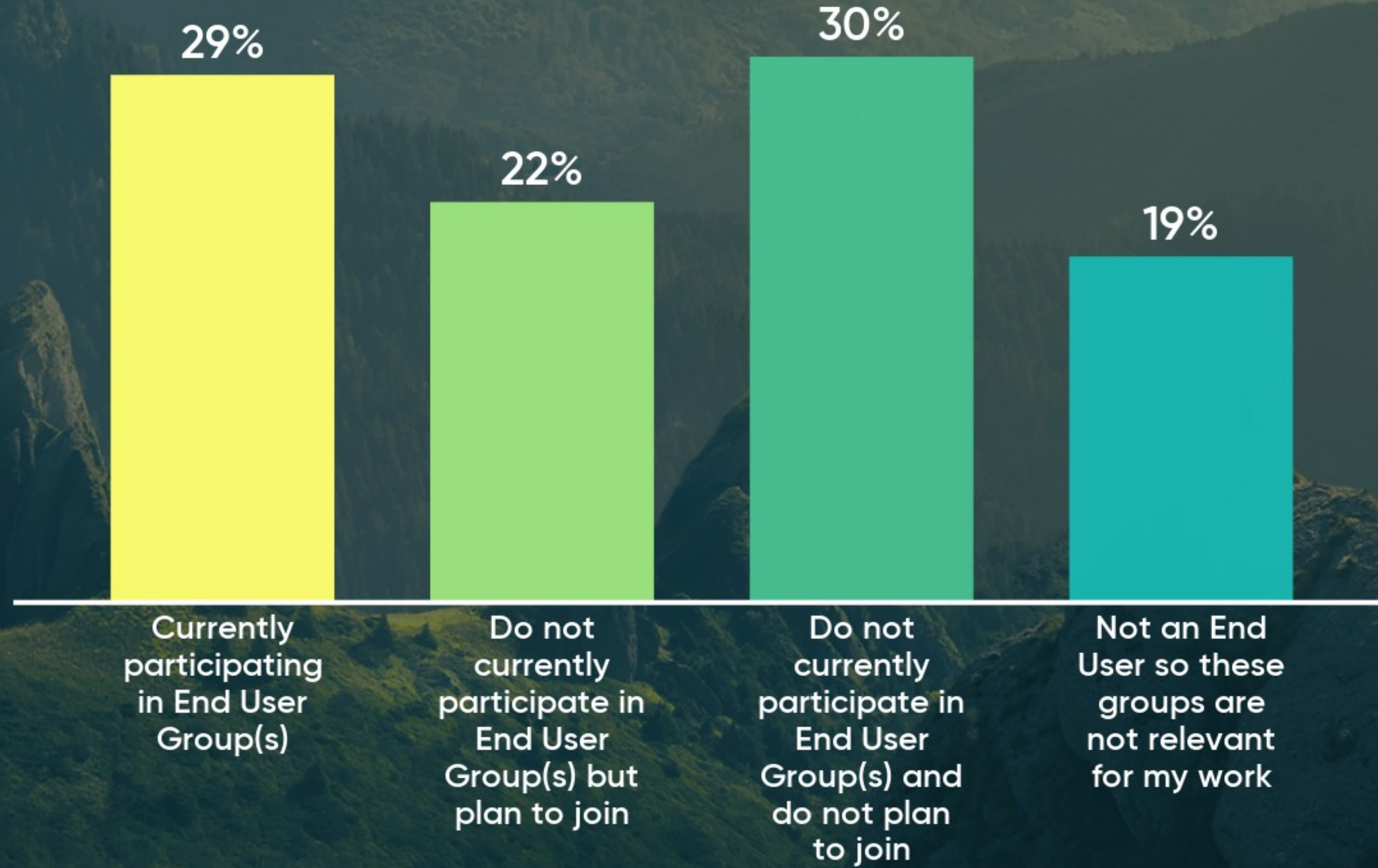
What type of organization do you represent?



If a user group had already been established in your CoC, did you know it existed?



Which option below best describes your interest in participating in an End User Group?



What are two things you most appreciate about ICA's performance?

Transparency

Quickly responding to questions. Support provided for reports.

They answer quickly to questions

Prompt responses on particular issues to our agency

Dedication to the cause

going above and beyond to help

Very quick and helpful responses to my questions. Communication via the e-newsletter.

HelpDesk is very helpful and efficient in their responses.

I have found the helpdesk to be responsive and helpful at each interaction. They explain how to make changes when needed and where to find help in the future

What are two things you most appreciate about ICA's performance?

quick response to help questions

I appreciate quick replies and friendliness from the help desk.

Great customer service

1. Accessibility - able to quickly connect with staff either through the helpdesk or at various meetings throughout the state. 2. Dedication to listening to End Users - both in our challenges and recommendations - and using feedback to improve HMIS

Great customer service!

training

I work at ICA, so I'm not going to skew the data by answering!

listening and commitment to improving process

Quick response time whenever we email the help desk!

What are two things you most appreciate about ICA's performance?

They work hard and goal orientated.

information and communication.

Getting updates on what we will need to turn in for data entry. Communication for reporting data quality.

1. Quick response times from the help desk
2. Being able to reset our own passwords if needed
3. Problem solving assistance is great

Willingness to brainstorm when we have questions and ideas.

easy to use

There is the opportunity for each entities voice to be heard. The program setup in which we can enter our data correctly

communication and collaboration.

When I receive information about improving data entry that is practical and useful without it being too confusing.

What are two things you most appreciate about ICA's performance?

Great working relationship and ability to incorporate the data into other aspects of work to state the need

The Help desk responds quickly and is always very helpful

Prompt responses & continuous improvement - the new trainings look super user-friendly!

Response time is good.

constant communication

Prompt responses to helpdesk requests

Staff! Such cool folks on the team

Responsiveness and all around support!

Rock stars, accomplished so much during a terrible year

What are two things you most appreciate about ICA's performance?

Integrity, and real dedication to the use of data to inform efforts to end homelessness

quick response

Very responsive

Communication and great team and staff!

help desk responsiveness!

follow up with where to find in HMIS user guide

willingness to help with questions

Response time is great

Organized. Strategic, thoughtful project management

What are two things you most appreciate about ICA's performance?

Staff has been very approachable and responsive.
Thank you!

So helpful. Cites sources. Transparent. Friendly. Person centered.

Quick response

Very helpful staff.

The communication and responsiveness of the ICA staff

Report Collection!

Staff participates in community meetings

EXPLAINING WHY ERRORS SHOW AS ERRORS

Professional , helpful staff

What are two things you most appreciate about ICA's performance?

QUICK RESPONSES ON HELPDESK QUESTIONS

Easier way to navigate training videos in regards to specific questions

call backs for help desk questions rather than stumbling with incorrect tries

being able to reach a human sooner if needed

Report training. Directory and Clearer understanding of existing reports and what they provide

it'll be up to date information

End user support & good customer service

Britt's very clear update about ART!

What are two things you most appreciate about ICA's performance?

communication and listening to what we need

already answered

personal approach between staff and end users

Training and work around data quality and how that informs our work

What is one thing you wish ICA could/would start doing (more of)?

Too hard to answer.

More live training

Keep doing what you're doing!

Nothing - you are doing great!

thankful for the new training package to come.

I cannot think of anything at this moment - thank you for all you do!

Simplify...

Data visualization/ help telling the story

I can't think of anything

What is one thing you wish ICA could/would start doing (more of)?

MOre training but already working on it. CES is confusing

More live training

Help diving into reports, understandign what is available an how to use the data.

agree, live trainings

Would they do my data entry? ;-)

Nothing that I can think of

I think it's working well - just keep up the good work.

Live training

training videos are good

What is one thing you wish ICA could/would start doing (more of)?

More intensive training for new end users

Specialized reports

more program-specific training

Improved training would have been my suggestion, but it seems this has been done.

More practical help to improve data quality.

Simplifying reporting requirements - pushing back on funders to change the kinds of questions we are asking, make reporting more consistent across finders, make HMIS data collection more trauma informed.

I think the updating on the training will help my wishes

training about sub assessments

Excited about the new training coming up in Dec! I think that will help a lot!

What is one thing you wish ICA could/would start doing (more of)?

Reports - more

Supporting alignment of reports.

Can't think of anything, which is a good thing!

our end user meetings

Letting us know the rationale behind the data requested. Who wants it and who is actually using it?

Easier way to navigate training videos in regards to specific questions

Use data to end homelessness

Conduct a Virtual Site Visit - understanding our agency specific needs

Not that this is at all possible, but it would be nice to reach out to users/agencies from time to time (annually) for direct support.

What is one thing you wish ICA could/would start doing (more of)?

Assistance on CORE Reporting. Explaining better

Interpretation of system perform measures

Suite of tools specific to regional/system planning.

Support finding an alternative data base for MN VSPs.

Help with easier ways to review system performance regularly

live trainings

Tableau reports for visualization

live trainings; sometimes a phone call to clarify a question from the help desk; when you prompt or remind of reporting. remind us of where the rports are :-)

Stella report use for analysis

What is one thing you wish ICA could/would start doing (more of)?

Understanding the newer CORE report...

More live training on FHPAP

More live training on HYA

Stella tools

Understanding the Core Report

More analysis of data for CoC regions

restart user groups (ours have been paused)

Shorter, more targeted trainings

Understanding QDQ Timeliness scoring now that it is included .

What is one thing you wish ICA could/would start doing (more of)?

Can you help reduce (by deduplicating or literally stopping some) the amount of data gathered in HMIS? I assume you can't push HUD, but you might have more influence within the state?

more short trainings on what data we are collecting and why we are entering certain data

Can't say when haven't seen it yet.

Appears more user friendly and individualized for each learner

User friendly - are short

Clear Directory of existing reports and what they provide. Report training. Clearer report prompts- ir-effective data- report date

Thinking through what data each region needs to move the gsge on ending homelessness - how to proceed

na

it'll be up to date info

What is one thing you wish ICA could/would start doing (more of)?

revised training

Not saying no to communities who want to be innovative in thir data requests to drive efforts to prevent & end homelessness

Simplify funder reporting

More Webinars on QDQ & general new topics

Data has helped us have important discussions

Have a constant/current always updated dashboard showing homelessness by race and where they sit in the continuums

I am really interested in ICA using its position as a mediator between funders and direct service agencies to identify places where reporting can be simplified and more trauma informed.

When it comes to question of ethnicity, this needs to be an option in race as well. Some clients have found this question to be invasive and incorrect. They don't consider themselves a member of one of the race options.

What is one thing you wish ICA could/would start doing (more of)?

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Create very simple dashboard reports that an agency with multiple providers can use

training

in person training - when COVID is over - and for now Zoom -type training

If a help desk question could be a quick phone call, that would be appreciated. Sometimes in trying and trying, the correct process is missed.

Keep up the great work!

What are you most excited about with the re-designed User Training that will be launching soon?

Updated training for users.

Moodle!

Can't say until I see it and work with it.

shortness of sessions, availability

It appeals to a variety of learning styles, and the new format seems easier to access/understand.

Inter-active!

What ways have you used HMIS data in your agency or community to expose, monitor, and address racial disparities?

We haven't but we need to.

I only use HMIS to complete entry/interims/exits for LTH tenants

New HMIS user so still learning how this data can be used to create change within our organization.

I was apart of the SPARC team in SMAC. We used the data to inform our recommendations for SMAC changes.

Assessing rates of returns to homelessness, CE-specific outcome data and rates of returns of CE referrals, general representation of the demographic breakdown of those active on CE PL, and those accessing prevention resources.

Just starting to breach this use of HMIS Data. We have reviewed the race demographics reflecting the population that was homeless in our Regional Point In Time Count.

It has been hard to use HMIS data to address racial disparities...

We've reviewed data, sliced by race and ethnicity, to identify gaps or trends

Our agency has not used HMIS very often

What ways have you used HMIS data in your agency or community to expose, monitor, and address racial disparities?

FHPAP outcome reports, needs assessment and evaluation of CE.

Data is being used in our SPARC work.

Na

SMAC is adjusting our CE prioritization based on racial disparities highlighted in the CE Monitoring report. This data was harder to pull out of the old report, so I've appreciated the new version.

We have used the HMIS , HUD, & census data for the second year and plan to review quarterly moving forward.

Na

I'm disappointed to say we have done little with our data to evaluate racial disparities in our programs. With limited internal resources, we acknowledge we need to reprioritize this work and make it happen.

C4 has been able to create a report that identifies disparities - however, digging into the parts of our system is critical to understanding where there are and start creating levels of accountability

CORE reports through FHPAP

What ways have you used HMIS data in your agency or community to expose, monitor, and address racial disparities?

Incorporated it into our quarterly data review process

Honestly we haven't yet, but plan to.

we havent used hmis in this capacity but open to ideas!

Extract data sets to measure exits, destinations, and returns to homeless by project type and race and ethnicity.

We need more work in this

Still need direction on how to make this meaningful

We have not used HMIS to do this

We really haven't used it for that a lot yet. Just starting to learn the process.

I have not used HMIS data for this purpose, but this type of data gathering is also not really in my role. It is helpful to know that we have the ability to pull this data though.

What ways have you used HMIS data in your agency or community to expose, monitor, and address racial disparities?

Further use with Coordinated Entry

We have evaluated, but action needs to be taken. We need broader community engagement and commitment for action.

Establish a base line of program users and communicate to Advisory and Elected Officials the differences between census data and social service program user data by households of color.

I would not say that I really have. I think that the biggest power HMIS has to reduce racial disparities is to use it's connections to change the kind of data that is being collected (less traumatizing), to simplify reporting for agencies.

We are looking at this data on a quarterly basis to expose racial disparities and to help our planning group focus strategies to address disparities.

my organization is working on addressing those disparities

I use it know what knowledge I need to know to serve my clients

Just learning how to use the data so it is still a new concept.

What ways have you used HMIS data in your agency or community to expose, monitor, and address racial disparities?

Exposing racial disparities isn't enough.

I haven't really.

We have looked at who are clients are with regard to race especially as it relates to client outcomes and have exposed that racial minorities have different outcomes. We have used this to inform our work and guide our practice.

Where do you see HMIS as an opportunity to dismantle white supremacy and reduce disparities?

We can use the data to show the disparities in the system.

Data can help drive policy change.

de-escalate stigma

Ask questions that clients find important to highlighting and resolving their situation.

Using HMIS data intentionally to analyze disparities and change how we do our work and data collection etc.

The data can help determine our short-comings.

Getting educated on where we are...so we know where we are to go.

Using data to identify disparities. We need guidance for how to review this.

honestly everyone could use sensitivity training.

Where do you see HMIS as an opportunity to dismantle white supremacy and reduce disparities?

Less traumatizing questions - asking people about foster care at intake is traumatizing, housing histories can be re-traumatizing, program specific questions.

Makes disparities evident. Can also help measure impact of actions taken in response to disparities.

Simplifying reporting across programs and funders so that agencies can spend less time on resources on data and reporting, and more on quality services

Investment to collect more youth and family homelessness, which are far less visible in being doubled-up or living in overcrowded homes. Youth and families are far more BIPOC compared to single adults where we have more HMIS data collection.

Use BIPOC consumer voice to shape questions & make needed changes

Data is helpful to rationalize needed change to policy makers.

Hopefully racial disparities in HMIS can support policy change. Racism is very imbedded in ALL systems.

Learning from people with lived experience of their experience with assessment questions. Are HMIS questions turning people away from help they need?

The data it provides can inform us and give direction as to changes that need to be made within the homeless response system as well as each provider's practices.

Where do you see HMIS as an opportunity to dismantle white supremacy and reduce disparities?

Addressing ways to allow participants to be able to tell their story in a way that they are ready for, and still access housing available

Repeat again and again that African Americans and American Indians are 20 or 30 times more likely to be homeless than whites. Then report it again to motivate decision makers.

Using data to identify racial disparities to tell the story to decision-makers beyond the homeless response system

Hopefully the data will see some disparities so that we can change to improve

Helping agencies and participants understand how and why this data is being collected and used, we don't get much direct feedback about how this data is influencing policy and actually helping participants

edit the hmis entry and exit questions that specifically addresses white supremacy, get rid of sensitive questions that might be triggering, provide incentives for people to give this information (rather than expecting ppl to share personal data free

help with making/enforcing anti racist policies

We need to move forward with strategies to dismantle racism, and need access to our HMIS data to assist us in these efforts

Some reports (RRH specifically) are framed to make programs look successful - if someone exits it appears that they exit to permanent housing, but often people cannot really afford their apartments without the assistance, disconnect there.

Where do you see HMIS as an opportunity to dismantle white supremacy and reduce disparities?

Not sure

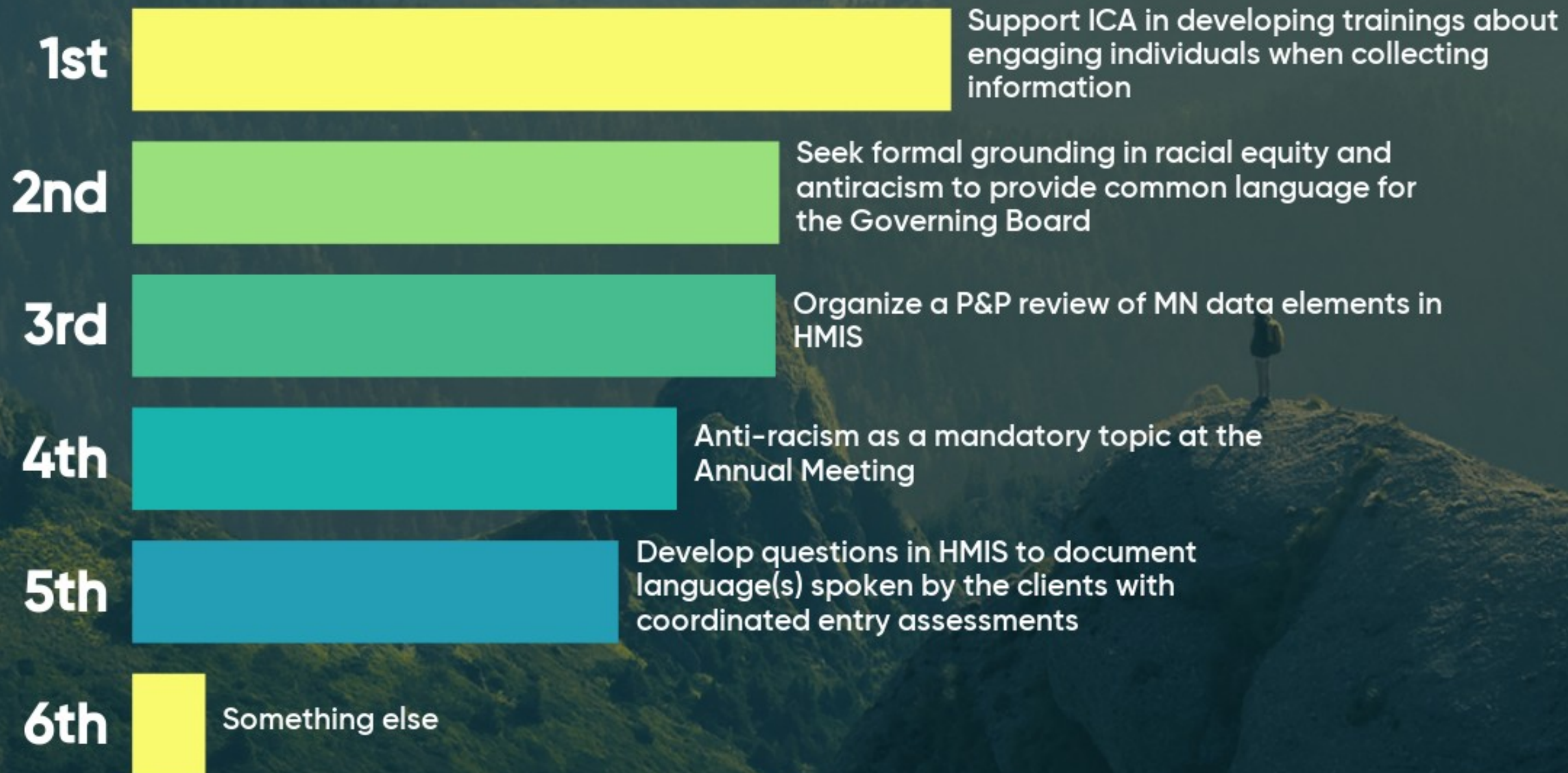
Keep pointing out disparities, so they cannot be ignored.

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The only thing HMIS can do is give us the data - we need to be the voice for the data.

Don't know

Of the options below that the Governing Board could pursue, rank what you believe will add the most value to our homeless response system:



How else can the Governing Board prioritize racial equity and antiracism in its work going forward?

keep the work in the forefront – including how do we take the data, inform policy and have clear action steps

Adopt racial equity and anti racism in the work of the board and its committees

Ensuring racial equity is in all our conversations and guiding our decision-making.

Have more BIPOC formerly-homeless people on the Board.

Ensure people of diverse identities and racial backgrounds are on the Board

Hire more people of color in positions of power – allow non-white voices to dominate decision making

Prioritizing statewide analysis of disparities and using findings to advocate for change.

Regular updates of what you're doing to address these issues

It needs to be a lens through which everything else is evaluated. Part of EVERYTHING they do.

How else can the Governing Board prioritize racial equity and antiracism in its work going forward?

Have more POC on the board

Use this lens in all work

Acknowledging their connecting role between agencies and funders - helping to advocate up to funders about what agencies should report on, and what reporting contributes to systemic racism.

stop relying on white peoples' opinions as the major source of feedback

Add formerly homeless and or BIPOC at all levels of decision making

Addressing priorities as proxies for honoring BIPOC populations that will address disparities. Training is important for Housing Providers as well, related to who is being accepted

Ensuring BIPOC have equal access to our system - are they even being entered?

diversity of the board

Continue to use this lens to evaluate decisions.

How else can the Governing Board prioritize racial equity and antiracism in its work going forward?

Having more POC on the board

Agree with ensuring homeless are represented

trainings, language use

HMIS supports and reflects community work. It does not lead it. Find a way for the board to engage and support more directly local efforts in this area.

Acess to HMIS data that shows how people move through our homeless response system using a racial equity lens for each coc

We hear a lot of concerns about the options available in HMIS not being what folks actually identify with.

More efforts to include and engage BIPOC board members and committee members as well as those with lived experience.

Continue to uncover the disparities, share it with us and explore how we can share best practices to impact.

Seek additional ways to analyze data for disparities. Don't just look at racial equity though. Stay open to other disparities.

How else can the Governing Board prioritize racial equity and antiracism in its work going forward?

Client Advisory Board

Give updates as to data trend changes in racial disparities through out the year.

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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?

What do you suggest we do when an LTH tenant doesn't engage with supportive services for their 6-month interim reviews? I've been advised to just update with same info as last time but I'd like a second opinion to be sure I'm doing the best I can.

Who do we contact to propose new statewide questions for clients that are important to the clients.

Strategic Planning: Are we not setting priorities for the next year as we have in previous years? Why not?

Next steps for the board's racial equity and anti-racism work

Anxious to get the user groups going in our area again.

Where was MTC representation today? Is MTC an active participant in the board or committees otherwise?

More information on proposed changes to by-laws. That part was really quick and didn't include impact of what those changes mean for the board, partners, or users.

What are we missing that may require attention?

Data viz is over-rated. We need something that provides real impact.

Concerns about deleting incorrect data - oftentimes cannot remove the data and have to request help-desk to do it.

Costs and time it requires for providers to meet HMIS data entry and reporting requirements. For many, HMIS poses an unfunded mandate by funders and collective advocacy to support these costs (internally & for ICA) is critical to support quality data

I think a definition of "end user" and perhaps a more nuanced view of "end user" may be helpful. People enter data and use data for a lot of reasons, so responses and solutions may be different for those users.

Keep your focus on strategic needs like funding stability and software

Is there anything you didn't get to share during the meeting or that you want to elaborate on now?

Need more end-user Board positions. Need formerly-homeless Board positions.

I appreciate that the board does self-evaluation and has asked some important questions about it's operation.

no

no

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Please list the most valuable portion(s) of the meeting.

Racial disparities section. Great job, Cherita!

disparities discussion (ownership of how to move forward) and access to reports to support this work internally.

New end-user group developments. Info about the Board's self-evaluation.

I liked hearing from various people throughout the state--board members, users/agencies, ICA staff. Nice balance!

The information about the board's anti-racism efforts

I was very excited to hear about the updates to the training program.

Racial equity and anti-racism, COVID-19 response, end user groups

I appreciated the attention given to equity and anti-racism

The new training slides

Please list the most valuable portion(s) of the meeting.

Talking about equity

Report on accomplishments

Discussing barriers and solutions to combat racism

Please list the least valuable portion(s) of the meeting.

Ran out of time to review elections/bylaws. Were those emailed in advance? I wasn't delving into my reminder emails, so it would help to have that in the subject line. I like to read things like that in advance.

It was all valuable

It was all valuable

Not a lot new or illuminating.

Please list any technical difficulties that affected participation.

None - GoToWebinar and Menti were great.

How do I access the HMIS Racial Equity Analysis resources website?

This format worked very well!

Demitri had trouble with the slides. Menti seemed glitchy, though a nice tool

None

Internet issues with some participants, unavoidable!

None

none

none

Please list any ideas you have for increasing participation in next year's Annual Meeting.

i thought you did a good job on this. The "level playing field" of everyone being online instead of some in person and others online is actually a good thing for statewide participation, I think.

I think this years process was good. It gave plenty of notice and there were several reminders.

none

None

Not sure. Unfortunately, most of the meeting felt like a meeting that should have been an email -- an annual report email. Could you do an annual report email/doc first and then follow up with a shorter meeting specific to action or discussion?

Please list any other suggestions for next year's Annual Meeting.

None

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