



MINNESOTA'S HMIS

Homeless Management Information System

2020 HMIS Annual Meeting

OCTOBER 19, 2020
9:00 – 11:00A.M.
GoToWebinar & Menti

Welcome & Introductions

- Welcome
- Impacts of the pandemic and racially motivated murders
- We need YOU!
- Goal of this meeting

Agenda

1. 2019/2020 Year in Review
2. ICA Performance Review & Reflections
3. Data & Disparities
4. Strategic Planning
5. Charter & Bylaw Changes
6. Elections
7. Wrap Up

*2019/2020
Year in Review*



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COVID-19 HMIS Tools

- COVID-19 Survey
 - Quarantine and Contact with Others
 - Symptoms, Testing, and Isolation
- COVID-19 System Alert

Add Recordset - (1) Phoenix, The

COVID-19 Survey - MN

This survey is **OPTIONAL**. If you choose to complete this survey for your client in HMIS, always **ADD** a **NEW** survey record instead of updating a previous survey.

The only time to you should update a previous survey is to note test results or end dates of symptoms and/or isolation.

For more information about how to complete this sub-assessment, please visit <https://hmismn.helpscoutdocs.com/article/1238-completing-a-covid-19-survey-in-hmis>

Date of Survey: 09 / 22 / 2020

Provider Completing Survey:

If client had a confirmed COVID-19 test result, showed symptoms through agency's screening protocol, or self-report to have symptoms, create an alert (Incident) for this client.

For instructions on creating an alert, visit this link: <https://hmismn.helpscoutdocs.com/article/1237-creating-a-covid-19-system-alert-in-hmis>

A. Quarantine and Contact with Others

In the last two weeks, have you been in close contact with anyone who is experiencing fever, new or worsening cough, and shortness of breath (symptomatic or likely have COVID-19)?

Have you been asked or chosen to keep yourself away from others (quarantine) because you've been in contact with others who likely have COVID-19?

If yes, have you kept yourself away from others (quarantined) since that time?

B. Symptoms, Testing, and Isolation

EXAMPLE



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COVID-19 HMIS Tools

- Churches United in Ministry. We are the largest congregate shelter in Duluth MN.
- We use the COVID-19 HMIS tool, in addition to other protocols, to screen new clients upon checking into shelter.
- Prior to the tool release, we had no protocols in place. The tool was an excellent starting point when it came to developing our COVID-19 response.
- We have completed 338 surveys.

End User Groups

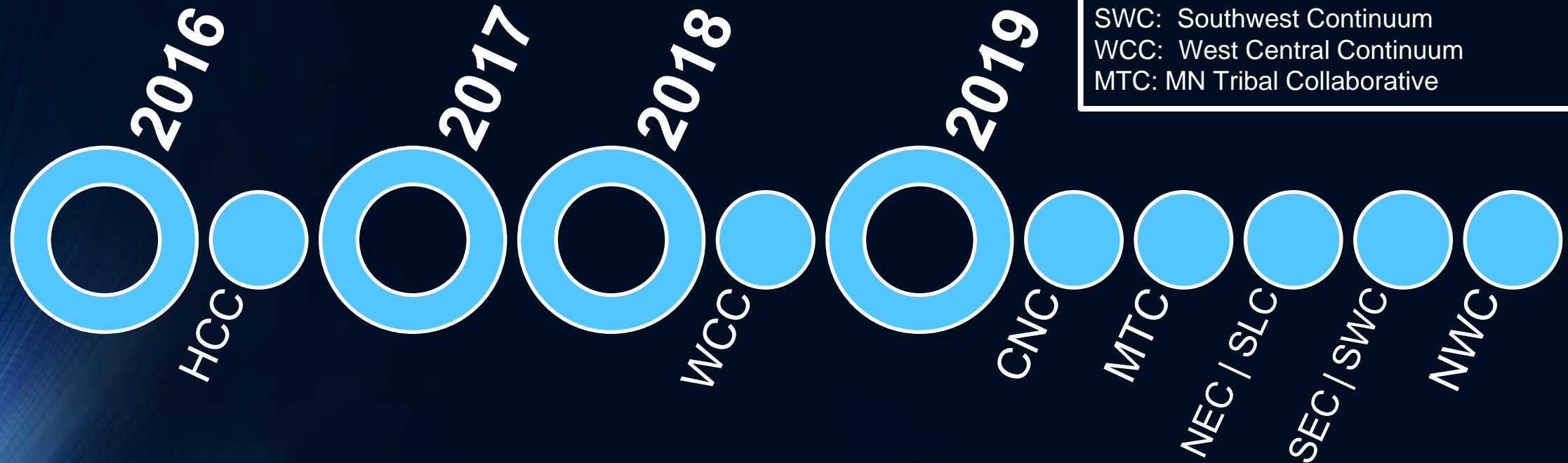
The purpose of the Implementation Committee (IC) is to provide input, feedback, and guidance to the HMIS Governing Board to **improve functionality and performance of the system.**

In 2019, IC's focus was to support the expansion of End User Groups across the state. **Our hope is that in the next year, IC can better connect with End User Groups to further understand user experiences and identify practices to support meaningful communication between End Users and the Board.**

End User Groups: Timeline

Continuum of Care (CoC) Acronyms

CNC: Central Continuum
HCC: Hennepin County Continuum
NEC: Northeast Continuum
NWC: Northwest Continuum
RCC: Ramsey County Continuum
SEC: Southeast Continuum
SLC: Saint Louis County Continuum
SMAC: Suburban Metro Area Continuum
SWC: Southwest Continuum
WCC: West Central Continuum
MTC: MN Tribal Collaborative



End User Groups: Feedback

“Tips on how to use different Service Point features is really helpful.”

“**Our community really benefits from the HMIS User group as we can discuss data entry practices, common data entry challenges, and learn how to enter data correctly which allows us to increase our community data quality.**”

“Being new to HMIS I have learned a lot from this group.”

“Great opportunity to come together to discuss and solve [HMIS] issues.”

“Always good to get users together to talk about HMIS... someone asks a question that others weren't even sure how to ask yet. **Team approach to HMIS is always a good thing!**”

End User Groups with ICA Restructure

- **Dates and Times are TBD. Keep an eye out for updates!**
- **Monthly Regional Meetings**
 - METRO: HCC, RCC, SMAC
 - NORTHERN: CNC, WCC, NWC, NEC, SLC
 - SOUTHERN: SEC, SWC
 - TRIBAL COLLABORATIVE
- **Quarterly Meetings for Everyone**
 - Funding-specific, FAQ data quality topics, federal reporting, etc.

End User Groups: Join Us!

- End User Groups
 - RCC | SMAC | SEC | SWC
 - Betty Notto – betty.notto@icalliances.org
 - NEC | NWC | SLC | WCC
 - Thom Romano – thom.romano@icalliances.org
 - HCC | CNC | MTC
 - Annabel Kornblum – Annabel.kornblum@icalliances.org
- Implementation Committee
 - Heather Wilmot LeMay – hlemay@ststephensmpls.org

Quarterly Data Quality: reflecting on progress and looking ahead

Monitoring Partner perspective

- **Abby Guilford** Suburban Metro Area CoC
- **Sara Gomoll** Minnesota Housing Finance Agency

Agency perspective

- **Kim Prinsen** Lutheran Social Service of Minnesota (HCC, SMC)
- **Kim Fultz** Arrowhead Economic Opportunity Agency (SLC)

ICA perspective

- **TJ Yocum** Data Quality Specialist

*Feedback on
2019/2020
Year in Review*



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*Lead Agency
Evaluation &
HMIS User
Training
Redesign*

Lead Agency Evaluation 2020

- 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 2020

- Performance Matrix (Component 1)
- This measures ICA completion of 12 key function areas from the annual work-plan.
- For the past year, eleven were deemed fully completed and the remaining one was partially completed. This is compared to ten complete and two partially complete in 2019.

Lead Agency Evaluation 2020

- Performance Matrix (Component 1 Continued)
- The one partially completed area was:
 - Requests for one-time reports and custom report templates are satisfied.

Lead Agency Evaluation 2020

- User Satisfaction Survey (Component 2)
- The survey's 36 respondents gave ICA an average score of 3.92 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 4.17).
- This is compared to the 2019 ratings of 3.93 overall, and 4.27 for questions about ICA personnel from 165 responses

Lead Agency Evaluation 2020

- Data Quality Measures (Component 3)
- 2020 review: looking at HUD UDE completeness, and QDQ report
 - HUD UDE completeness – 9 CoCs averaged 95%+; 1 CoC averaged 90-94.99%
 - QDQ total score (excluding timeliness) – 4 CoCs averaged 90%+; 6 CoCs averaged 80-89.99%
- Transition year with the rollout of QDQ
- Considering data quality in a more comprehensive way with QDQ resulting in lower scores

Lead Agency Evaluation 2020

- 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.

HMIS User Training Redesign

Carrie Erickson – ICA MN Training Specialist

2020 User Training Redesign Projects

- 5/4/20 – 5/27/20: Let's Learn Moodle project
- 6/4/20 – 9/4/20: UT Redesign Content Creation project
- 10/14/20 – 11/3/20: UT Operational Infrastructure project
- 10/5/20 – 10/30/20: UT Pilot Cohort
- 10/5/20 – 1/15/21: UT Implementation project
- December 2020: Redesigned UT statewide launch!

The Redesigned User Training experience:

- Over 25 brand new videos - no video exceeds 15 minutes!
- Short, interactive learning content, with practice exercises throughout to build user knowledge.
- A new learning management platform (Moodle) where users can track progress between sessions, and even earn badges.
- Educationally sound learning content, accessible to a greater variety of learning styles.
- Custom training plans by User Type - including for ShelterPoint users, Read/Report Only users, and more.

Moodle

MN's New Learning Management Platform

Latest badges

You have no badges to display

Course overview

All (except hidden) ▾

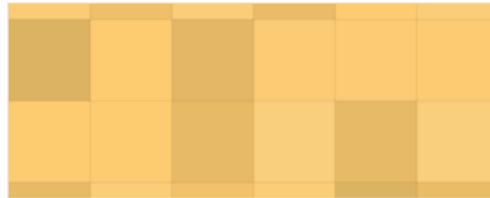
Course name ▾

Card ▾

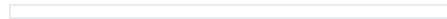


Minnesota ⋮
B.) HMIS Fundamentals


7% complete

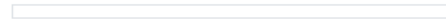


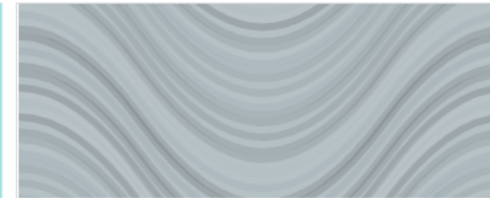
Minnesota ⋮
C.) Data Entry 1


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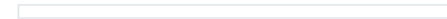


Minnesota ⋮
D.) Data Entry 2


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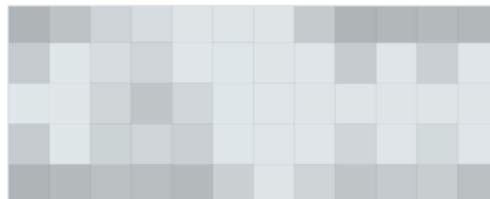


Minnesota ⋮
E.) ShelterPoint


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Minnesota ⋮
F.) Reporting and Evaluation



Minnesota ⋮
G.) Quarterly Data Quality (QDQ)

Lesson 1 - QDQ Fundamentals

Lesson Outcomes:

- Recognize the responsibilities of each stakeholder involved in the QDQ process.
- Describe why the QDQ process is important.

Labels: 2 Page: 1 URLs: 2

Progress: 0 / 3

Lesson 2 - QDQ Reporting & Submission

Lesson Outcomes:

- Locate and run the QDQ report to check data quality for your providers.
- Illustrate how to read and fix errors showing up on your QDQ report.
- Demonstrate how to submit QDQ scores to the data portal.

Labels: 2 Pages: 3 File: 1 URLs: 2 Quiz: 1

Progress: 0 / 5

Lesson 1 - QDQ Fundamentals

Lesson Outcomes:

- Recognize the responsibilities of each stakeholder involved in the QDQ process.
- Describe why the QDQ process is important.

Required Activities


STEP #1 - VIDEO: Introduction to QDQ: Quarterly Data Quality

Watch this video to get an overview of the quarterly data quality review process for Minnesota's HMIS.

STEP #2 - READING: QDQ Instruction Guide for Users

Read through this guide, which helps HMIS users navigate the QDQ report, data corrections, and submission of provider scores to the QDQ Portal.

For Further Learning

 **LINK: QDQ landing page on HMISMN.ORG**

Lesson 5 - Households in HMIS

Lesson Outcomes:

- Demonstrate how to create and correctly manage Households.
- Demonstrate how to correctly update existing Households.

Required Activities

STEP #1 - VIDEO: Households in HMIS □

This video will give you an overview of how to create and manage a household, and how to correctly update an existing household in HMIS.

OPTIONAL PRACTICE EXERCISE: Create a Household


If you know that your agency/program serves families, and you would like practice the Households function in ServicePoint, in this exercise you can practice the creation of a household on the **Training site**.

NOTE: DO NOT USE THE CLIENT YOU'VE ALREADY CREATED IN THE TRAINING SITE. PLEASE CREATE SEPARATE BRAND NEW CLIENT(S) TO PRACTICE HOUSEHOLDS!

STEP #2 - QUIZ: Households □

 Not attempted 

For Further Learning

 **KNOWLEDGE BASE: What if a client exits before other household members?**

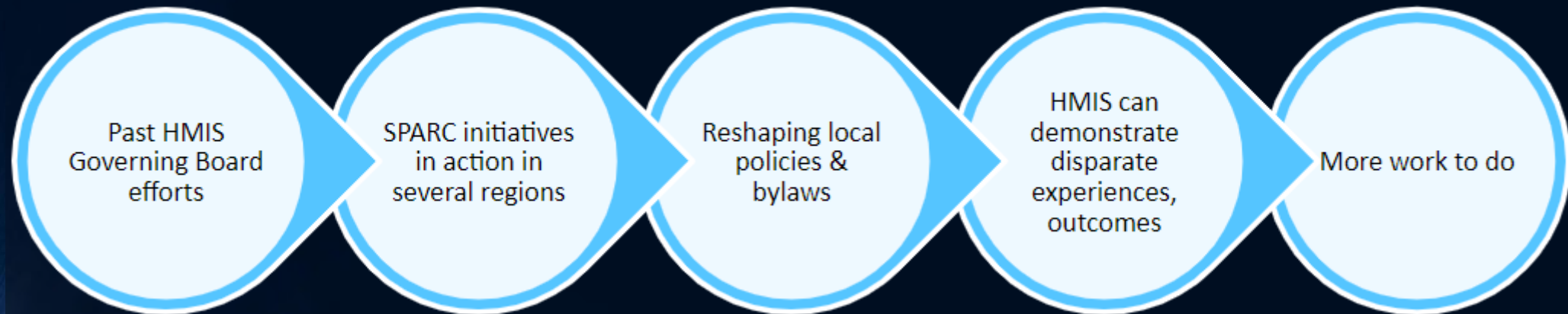
*Feedback on ICA
Performance
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Data & Disparities

Cherita Tenhoff, Project for Pride in Living

Britt Heinz-Amborn, ICA

How is HMIS being used to address racial disparities?



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Data & Disparities

- How is HMIS contributing to systemic racism?

Here are some ways we see HMIS creating barriers for People of Color

- Some questions are invasive
- Some questions don't provide answer options that match how participants identify themselves.
- We need better training for how to collect data.
- There is a lack of cultural responsiveness in our homeless response system (this applies to, but goes far beyond HMIS).
- The assessor's racial and experiential background matter.
- We don't collect data on those who are not able to access the system

Data & Disparities

How can HMIS help us dismantle racism and white supremacy?

- Monitor outcomes disaggregated by race
- Monitor data that indicates action
- Infuse anti-racism in your decision-points
- Share with the board

Data & Disparities

How can you use HMIS to center anti-racism?

Airtable

HMIS Racial Equity Analysis Resources - ...

Hide fields Filter Grouped by 1 field Sort

Resource Name	Resource Creator	Resource Type	Resource Description	Link
RESOURCE TYPE				
▶ Tool for using data to verify racial inequity - plug in your own Count 2				
RESOURCE TYPE				
▼ Tool for using data to verify racial inequity - data included Count 3				
3	Racial Disparities in Homelessness Dashboard	Jackie Janosko, NAEH	Tool for using data to ve...	This dashboard uses US Census Data and Point in ... https://public.tableau.com/p...
4	Racial Inequalities in Homelessness, by the Numbers	National Alliance to End Homelessness	Tool for using data to ve...	Basis for comparison for local numbers https://endhomelessness.org/resource/racial-inequalitie...
5	Mapping Inequality: Redlining in New Deal America	Mapping Inequality	Tool for using data to ve...	Find redlining maps from your community. https://dsl.richmond.edu/pa...
RESOURCE TYPE				
▼ Tool for system planning / strategy implementation Count 3				
6	Equity-Based Decision Making Framework	National Innovation Service	Tool for system planning...	The purpose of the Framework is to ensure tha... https://www.nis.us/equity-based-decision-making-...
7	Coordinated Entry Flowchart	National Alliance to End Homelessness	Tool for system planning...	The National Alliance to End Homeless has developed a ... https://endhomelessness.org/wp-...
8	SPARC Phase 1 Findings	Center for Social Innovation, Supporting Partnerships fo...	Tool for system planning...	Includes research and a list of recommendations for ... https://c4innovates.com/wp-content/uploads/2019/03/...



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Data & Disparities

What strategies should the board pursue to center anti-racism and racial equity in its work going forward?

1. In partnership with culturally-specific agencies, organize a P&P review of MN data elements in HMIS (question and answer options)
1. Support ICA in developing trainings for how to engage individuals when collecting information. Trainings could include: building rapport in context of data collection, trauma and historical trauma, implicit bias (guide staff to unearth their own assumptions, stereotypes, and beliefs, as well as gain strategies to disrupt them), and listening for what is said and what is not said.

Data & Disparities

What strategies should the board pursue to center anti-racism and racial equity in its work going forward? (continued)

3. Develop questions in HMIS to document language(s) spoken by the clients with coordinated entry assessments
4. Include anti-racism as a mandatory topic at each Annual Meeting (per bylaws)
5. Seek formal grounding in racial equity and antiracism to provide common language for Governing Board

Strategic Planning



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Software RFP Contingency Planning

- We're learning who the main software providers are
- Now was not the time for an RFP
- Next year could be a turning point for us
- Help advocate for HMIS funding in the 2021 Legislative Session

Reporting Tool Update

2021 Legislative Funding Strategies

Four Primary Sources for HMIS Funding

- CoCs
- State Agencies
- Agencies that receive direct federal funding
 - SSVF
 - RHY
 - HOPWA
- End User Fees

2021 Legislative Funding Strategies

- Homes for All request
 - We need YOU!!
- Coordination and planning with state agency staff

Elections

Elections & Appointments

- [Cherita Tenhoff](#) elected to open At Large seat in June
- [Tammy Smith](#) appointed in January to replace Greater MN CoC representative seat
- [Erin Sullivan Sutton](#) appointed in December to replace State Representative seat
- **2020 Elections/Appointments**
 - Tribal Representative: [Tammy Moreland](#)
 - State Representative: [Joel Salzer](#)
 - MICH Representative: [Hattie Hiler](#)
- **Upcoming Elections/Appointments**
 - [End User Seat](#) (Incumbent: Molly Jalma) – *Fall 2020*
 - [At Large Seat](#) (Incumbent: Cherita Tenhoff) - *March 2021*
 - [Greater MN CoC Representative](#) (Incumbent: Cara Lundquist) – *March 2021*
 - [Metro CoC Representative](#) (Incumbent: Loni Aadalen) – *March 2021*

End User & At Large Election Process Update

Applications

- Applications solicited annually
- Announced at the Annual Meeting
- Applications submitted and reviewed
- “Annual Applicant Slate” approved

Elections

- Applicant Slate notified of opening
- Board selects final candidate from slate
- Candidates and stakeholders notified of decision
- New member starts on the Board



Bylaw Changes



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Proposed Changes to HMIS Bylaws

Article II: Purpose and Scope

- Section 2 Scope of Authority, A, ii
 - Add, “Select the HMIS software vendor; in partnership with the Lead Agency, evaluate and monitor the performance of the HMIS software vendor ”
 - Learning that the selection of a software vendor was not included in the Bylaws was a significant realization
- Section 2 Scope of Authority, B
 - Add, “This authority will also be included in each CoC’s organizational documents. ”
 - When this issue surfaced, we also learned that not all CoC organizational documents included the authority of the Board.

Proposed Changes for Racial Equity

Central CoC SPARC (Supportive Partnerships for Anti-Racist Communities) Initiative to review HMIS Bylaws and recommend changes.

Article III: Governing Board Membership

Section 6 Non- Voting Advisors to the Governing Board, C

- “A high priority is for advisors with a commitment and skill set to use a racial equity lens while performing these duties”

Article V: Meetings

Section 7 HMIS Annual Meeting, B, c

- Suggestion to add, “How is HMIS committed to equity, diversity and inclusion within the board and the within the work of the board and how do we impact the communities that we serve.”

Conversations for the Future

Board Membership:

- Is nine the right number of members to have on the board?
- Can the board carry out all expectations with the current board and committee structure?
- Are we incorporating our values of diversity, equity and inclusion within the board and committee structure? Do we represent the populations we serve?
- Are end users' interests adequately reflected within the board and committee structure?

Should decision making occur at the Annual Meeting?

- If so, what types of decisions should be made and by who?

Wrap Up

- What did you hear?
- What is next for you?
- Email abby@mesh-mn.org to let us know you're interested in being involved ... we'll reach out to make that happen!

Thank You!

What you can expect next:

- **Next week:** An email from ICA including a summary of this meeting, a link to the recording of this meeting and in-meeting engagement feedback
- **End of December:** Closeout email from the Board previewing actions and next steps on identified priorities

