



# 2022 HMIS Annual Meeting: New Beginnings!

Monday, November 14, 2022  
12:00 PM – 2:00 PM via GoToWebinar

# Logistics

- Emcee for today's meeting
- The meeting is being recorded
- Materials and recording will be posted on the [Annual Meeting page](#) of MN HMIS website
- Throughout the meeting, share your thoughts via Menti
  - On your phone or on another browser, go to [menti.com](https://www.menti.com)
  - Enter this code: **5303 8666**

# Welcome & Agenda

- Introduction to Board Members
- HMIS Board Committees & Work Groups
- HMIS Policy Changes
- Minnesota Tribal Collaborative & Data Sovereignty
- Proposed Changes to By-Laws
- HMIS Lead Performance Evaluation
- ICA Updates
- HMIS Strategic Planning



# Introduction to Board Members

Annie McCabe

# Board Purpose

- To select and direct the HMIS Lead Agency on funding, policy, planning, evaluation, establishment of a work plan and priorities, and operational matters concerning the implementation and administration of the HMIS
- A point of collaboration among the Continuum of Care Coordinators, State agencies, Tribes, impacted communities, and the Minnesota Interagency Council on Homelessness

# Board Seats

HMIS Governing Board is comprised of a minimum of nine (9) voting seats:

- 1 HMIS End-user Representative
- 1 Metro CoC Coordinator
- 2 Rural CoC Coordinators
- 2 State Agency Representatives
- 1 MICH Representative
- 1 Tribal Representative
- 1 At Large Representative

# Board Selection Process and Term Length

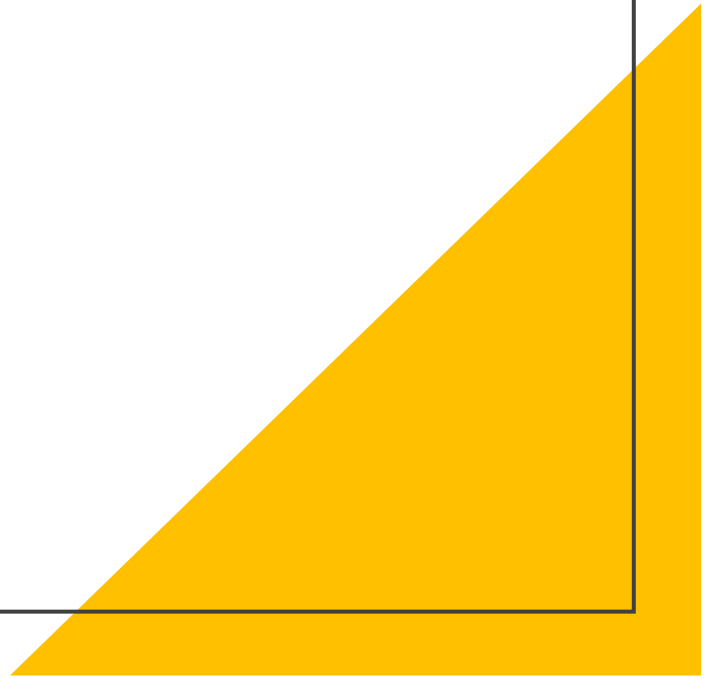
- CoC Coordinators, Tribal Representative, and State Agency Representatives are **appointed**
- End-user seat, At-Large seat, and Officers are **elected**
- All members serve for a term of three (3) years

<b>Name</b> (Pronouns)	<b>Seat</b>	<b>Organizational Affiliation</b>	<b>Elected/Appointed</b>	<b>Term</b> (Apr-Mar)
<b>David Hewitt</b> (he/him/his)	Co-Chair	Hennepin County	Elected	2022 - 2025
<b>Laquita Love Limo</b> (she/her/hers)	Metro CoC	SMAC CoC (MESH)	Appointed	2021 - 2024
<b>Ashley Benson</b> (she/her/hers)	End User/Agency	Red Lake Homeless Shelter	Elected	2022 - 2025
<b>Deliah Grimes</b> (she/her/hers)	At-Large	Catholic Charities	Elected	2022 - 2025
<b>Carla Solem</b> (she/her/hers)	Greater MN CoC	West Central CoC	Appointed	2021 - 2024
<b>Annie McCabe</b> (she/her/hers)	State & Co-Chair	Department of Human Services	Appointed & Elected	2022 - 2025
<b>Tammy Moreland</b> (she/her/hers)	Tribal Collaborative	Minnesota Tribal Collaborative	Appointed	2020 - 2023
<b>Joel Salzer</b> (he/him/his)	State	Minnesota Housing	Appointed	2020 - 2023
<b>Hattie Hiler</b> (they/them)	State	Office to Prevent & End Homelessness	Appointed	2020 - 2023
<b>Courtney Cochran</b> (she/her/hers)	Greater MN CoC	St. Louis County CoC	Appointed	2022 - 2025



# Menti Input:

Get to know your board  
members





## HMIS Board Committees & Work Groups

David Hewitt & Committee/Work Group Leads

# HMIS Board Committees & Work Groups

- Finance
- Policy and Prioritization (P&P)
- Racial Equity and Data Disparities (REDD)
- Implementation
- Quarterly Data Quality (QDQ)

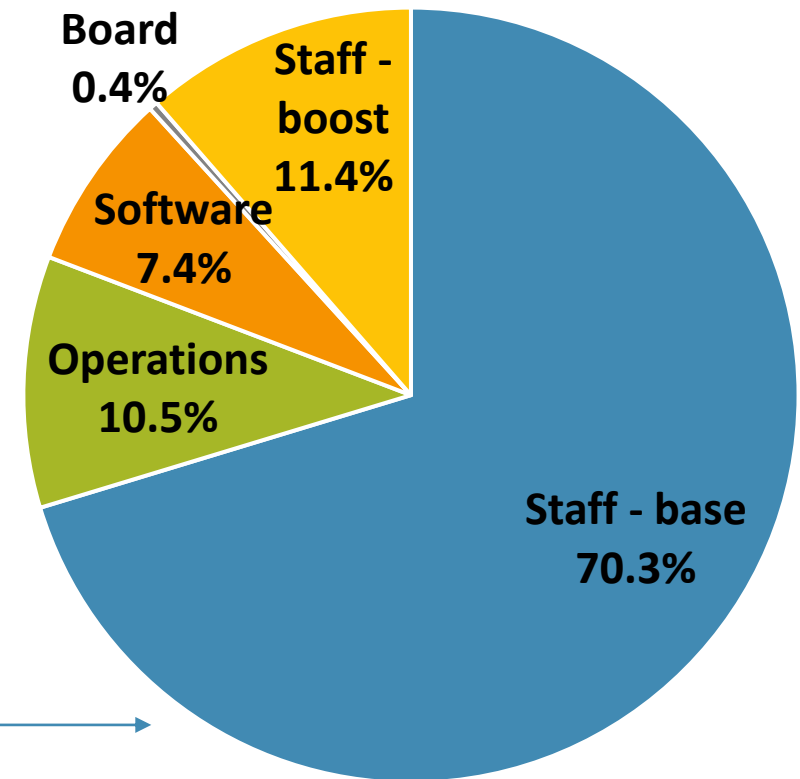
# Finance Committee

## Purpose

Oversight of the HMIS budget to ensure that revenue is secured to support the operating expenses of the system.

## During 2022

- Maintained shared funding model with broad sources, no change in user fees
- Developed plan for modest 10% operating reserve and spend-down
- Prepare 2023 budget



# Policy and Prioritization Committee

## **Purpose**

- To establish policies and protocol, prioritize HMIS projects, monitor HMIS implementation and lead HMIS strategic planning

## **During 2022**

- Intensive policies review
- More conscientious consideration of requests
  - Ex: COVID Incident Visibility decisions
  - Priority statements drive Quarterly Action Planning
- Project showcase
  - Inclusive and intentional invite to all HMIS stakeholders to better understand what ICA is doing

## Priority Statement

## Objective

Improves data quality (DQ)

Project supports and/or enhances the capacity of participating agencies in entering client data into HMIS that is accurate, complete, and entered in a timely fashion

Improves user experience (UX)

Project contributes to the ability of end users to fulfill their responsibilities around data input

Partners and users have resources to improve data literacy with HMIS data

Project enhances partners' capacity to interact with HMIS data, supplying them with tools to process and understand data

Advances anti-racist efforts / makes disparities visible

Project enables communities to identify disparities through HMIS data and/or seeks to eliminate bias/discriminatory impacts that may be embedded in a data collection or analysis process

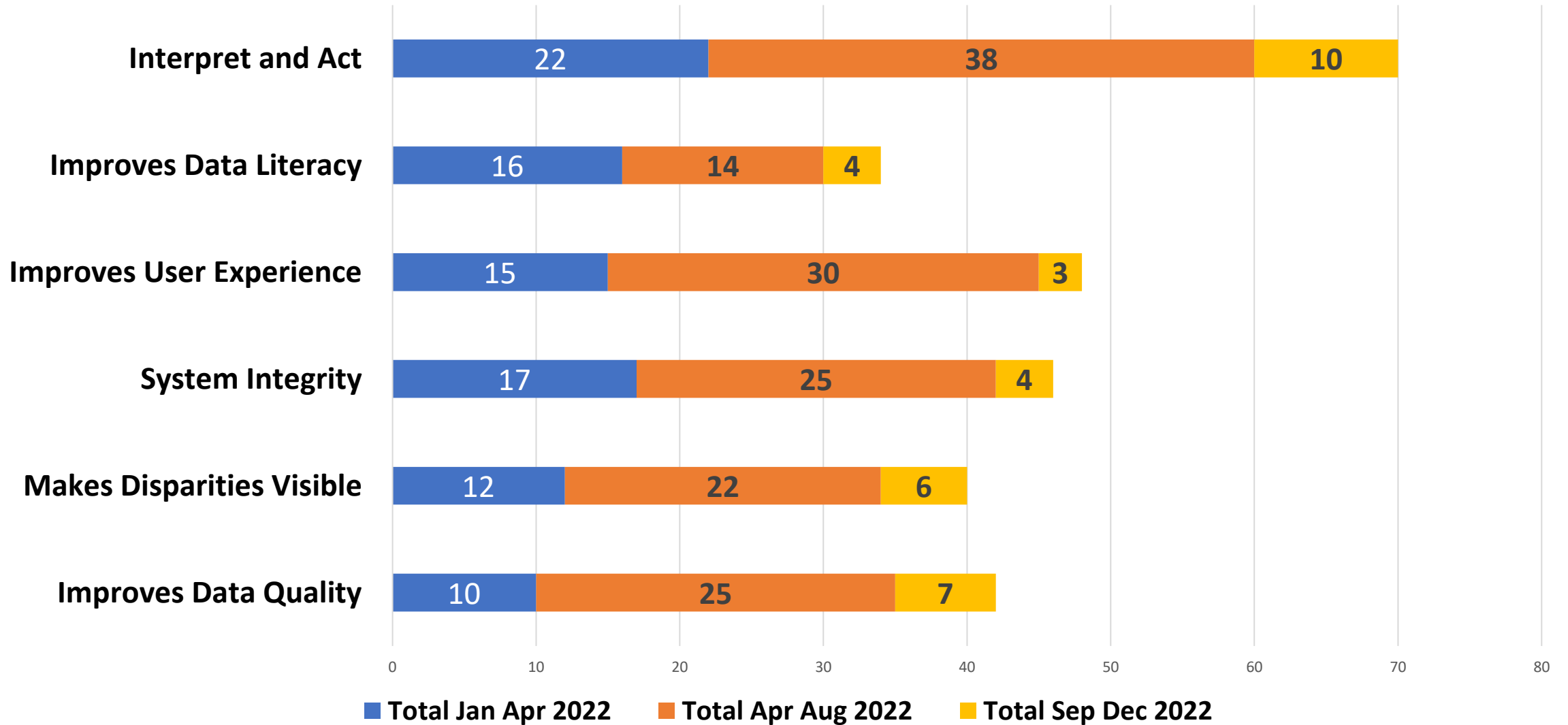
Partners and users have HMIS data tools needed to interpret and act on their community's/agency's HMIS data

Project equips communities with the tools to fully interact with the data coming out of HMIS and utilize it for decision making

Fixes or maintains integrity of the system (system integrity)

Project contributes to the stability of the HMIS platform (Community Services), supporting Lead Agency's ability to carry out core tasks and "keep the lights on"

# Full Year Scoring Totals



# Racial Equity and Data Disparities (REDD) Work Group

## **Purpose**

- To provide guidance about how to analyze HMIS data through a lens of equity/antiracism and to identify how HMIS data can address systemic racism and further equity within programs and communities

## **During 2022**

- Creating a survey to send to HMIS end users to capture how ICA and the Governing Board can influence and help identify racial and data disparities in the HMIS system



# Implementation Committee

## **Purpose**

- To solicit input from end users of HMIS regarding and implementation issues and provide recommendations to Governing Board and State System Administrator (ICA)

## **During 2022**

- The committee did not have specific tasks assigned to it from the governing board
- Tasks included
  - Build membership
  - Adapt the committee structure for greater flexibility
  - Supported the reporting tool transition by testing reports
- Looking for end user input to help us address what the community needs

# Quarterly Data Quality (QDQ) Work Group

## **Purpose**

- to monitor, support and improve the implementation of the Quarterly Data Quality process

## **During 2022**

- QDQ Summit in August 2022
- Invited monitoring partners to discuss improvements for 2023
- Suggestions:
  - Increased communication between monitoring partners and end users
  - Expanding data collection for QDQ

# Menti Input:

## Work Groups & Committees





# HMIS Policy Changes

Sara Gomoll

# Policy Changes

- Process review
- All changes visible here:  
<https://airtable.com/shrTrrqOUvPV9qDJW/tblNYcDAzyEIMBa8f>
- HMIS Policies document  
<https://static1.squarespace.com/static/5e163f4f3411163c1a7fdc95/t/630f87710946a469a55217ed/1661962097997/HMISMN+Policies+-+2022v1+FINAL.pdf>

# Notification of New Agency and Projects Joining HMIS

## **Section**

2.0 - Joining the HMIS

## **Language**

The HMIS Lead Agency will routinely notify CoCs and/or the Minnesota Tribal Collaborative of any newly joined Partner Agencies and any new projects (within new or existing Partner Agencies).

## **Rationale**

Sets the expectation that the Lead agency (ICA) should inform CoC leadership of new agencies/projects to CoCs with some consistent, agreed upon regularity.

# Organizational Status

## Section

### 2.1 - Partner Agency Requirements

#### Language

In order to join HMIS as a Partner Agency, entities must hold current documentation indicating they are one of the following types of entities, where otherwise not excluded,

- Nonprofit organization
- State or local or tribal government
- Public or tribal housing agency
- LLC

Private citizens are prohibited from joining HMIS as their own Partner Agency.

Other entities not explicitly named here seeking to join HMIS may be brought to P&P on a case-by-case basis.

#### Rationale

Clarifies the types of legal entities that are allowed to become partner agencies. This is broad but codifies what was otherwise an unspoken norm.

# Tribal-specific Information

## Section

5.3 - Research Uses and publication of HMIS data

### Language:

Data collection and utilization of HMIS data, both project and client-level, **originating from Tribal-specific programs, will be done only upon gaining written permission in the form of a resolution between the LSA and each necessary Reservation Tribal Council (RTC)/Reservation Business Council (RBC).** Resolutions should detail all data uses and frequency of data pulls and reporting across the span of an agreed upon timeline, so separate permission is not needed for each individual data use.\*\*

\*\*Footnote - Bringing this policy to full implementation will likely require 3-9 months of additional discussion and process planning for CoCs and Tribal Councils with the technical support of The Minnesota Tribal Collaborative. In the interim, CoCs may continue to utilize their existing practices to gain approval from Tribal Councils when utilizing Tribal-specific data.





# Minnesota Tribal Collaborative & Data Sovereignty

Ashley Benson

# Data Sovereignty

Data sovereignty is an instrument based on a fixed set of agreements (technical, functional, operational and legal) that reinforces the rights of data owners and puts them in control of their data.

Data Owner-whether a citizen or a company has control or “self-determination” over their data.

# Data Sovereignty

Many tribal nations have experienced misuse of data for centuries. Researchers have loved to study American Indians and the results of these studies falls into two categories

**1. Tribes are blamed for bad outcomes, so if the study is about Health for instance, and study shows American Indians are in poor health it then leads to the tribe's fault, or...**

**2. Tribes never hear the results of the data, which in turn leaves for mistrust and use of research.**

# Data Sovereignty

In Minnesota there has been some history of nonprofits and local governments wanting data about tribes and then using that data to access grant funding but not serving American Indians.

So it goes back to “nothing about us without us”.

In 2006, when the Wilder Survey was expanded to have a reservation homeless survey a great deal of work went into understanding the misuse of data in the past by non-native researchers and how to correct that misuse in the future.

# Data Sovereignty

A couple promising practices have come out of the survey which can be modified and used for data collected for HMIS—

- The tribes determine what questions are asked on the reservation homeless survey and how the survey is conducted on their tribal lands.
- The tribes individually review their data tables and Wilder is available for questions and clarifications about the data collected.
- After reviewing their individual data tables, the tribes must individually give permission for their data to be part of an aggregate report.
- The tribes must individually give permission for that aggregate report to be released publically. If one tribe does not give permission then the report is not released. No individual tribal data is ever released to anyone. The tribe owns their data and no one else, not even a funder can see individual tribal level data.

These practices have been adhered to for all the reservation homeless surveys and have gone a long way towards understanding and honoring Tribal Sovereignty.

# Data Sovereignty

Going back to the definition found on the internet, to truly have data sovereignty, there must be discussions on how data is collected and used along with an agreement with all tribes about this data collection process and the use of the data.

Next, there needs to be written agreements signed and followed that reflect and honor data sovereignty. No one can breach these agreements or all the trust will be broken.

We need to work together to protect data sovereignty and make use of the data appropriately.



# Proposed Changes to Bylaws

Joel Salzer

# Bylaws: Proposed Changes

## ARTICLE IV: OFFICERS

### Section 1. Number.

A. The Board shall have the following Officers:

- i. a Chair;
- ii. a Vice Chair; and
- iii. a Secretary.

-OR-

- iv. Two Co-Chairs; and
- v. a Secretary

### Section 2. Elections.

A. The Board members shall elect **one of the two configurations listed above (Article IV. Section 1.A, i-iii OR Article IV. Section 1.A, iv-v)** a ~~Chairperson, Vice-Chairperson, and a Secretary~~ annually.



# Bylaws: Proposed Changes

## ARTICLE IV: OFFICERS

### Section 5. Co-Chairs.

A. When the Co-Chair model is used, the two Co-Chairs, are jointly responsible for the responsibilities described in Article IV Sections 3 and 4.

B. The Co-Chairs shall report to the Board who will perform each responsibility described in Article IV Sections.

# Bylaws: Proposed Changes

## Miscellaneous

- Renaming Article IV Section 6 - Article IV Sections 6.
- Deleting “person” from chairperson and vice-chair person - Article IV Sections 6.B.ii
- *\*In these cases, the term, “Chair” may also mean the same as “Co-Chairs”*
- Entering new dates – Certification of Adoption






# HMIS Lead Performance Evaluation

Loni Aadalen

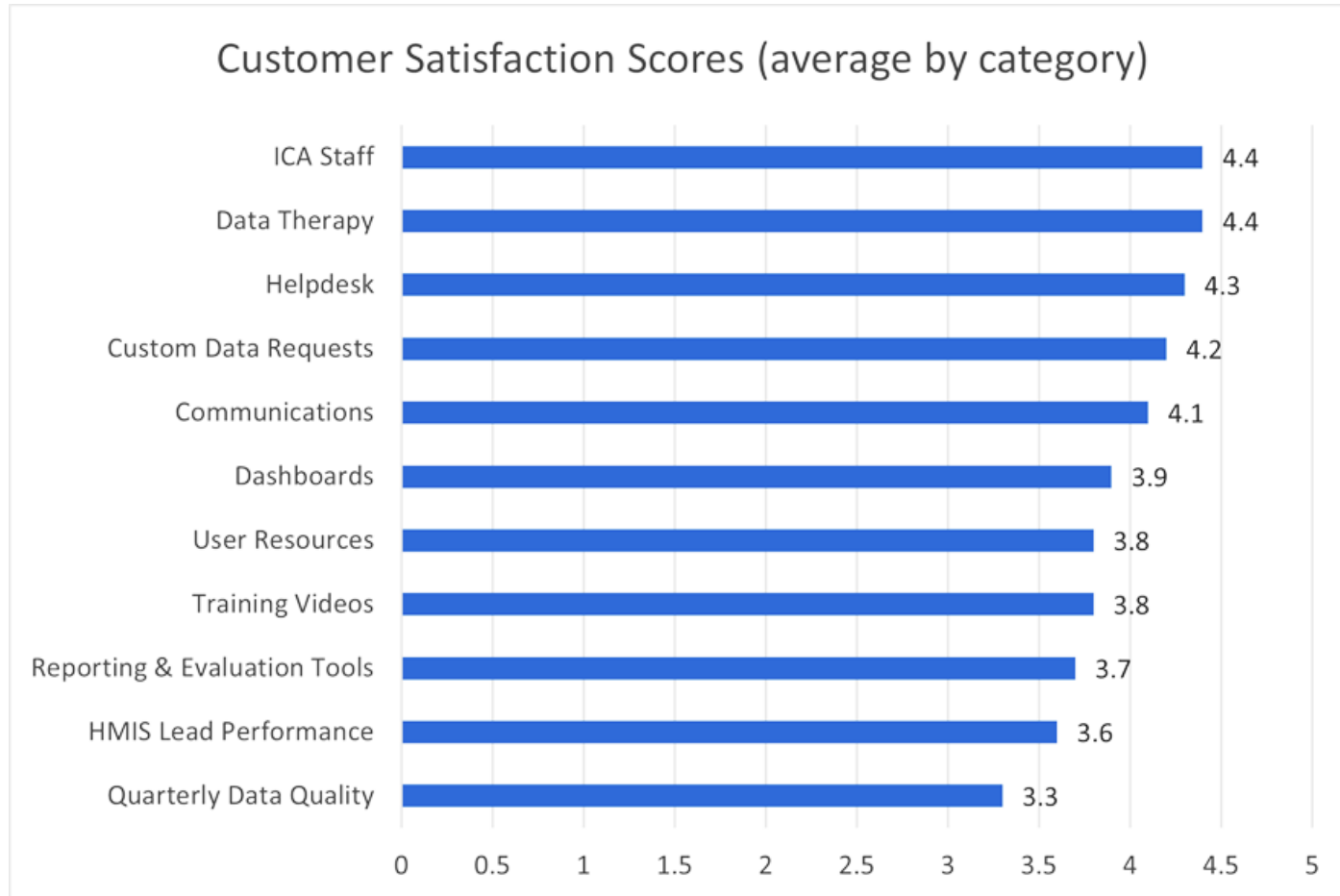
# HMIS Lead Agency Evaluation 2022

- The HMIS Policy & Prioritization (P&P) Workgroup is charged with overseeing an annual evaluation of performance by the HMIS lead agency / state system administrator
- The evaluation is comprised of three parts:
  - HMIS Lead Self-Evaluation: comprised of 7 established categories (leveraged HUD-published tool, HMIS System Administrator Checklist)
  - Consumer Satisfaction Survey: As in previous years, all partners and users were invited to complete a satisfaction survey, rating areas of service on a 1-5 scale
  - Data Quality Measures: Quarterly scores were generated for each of the 10 CoC's for the period of 10/1/2021 – 9/30/2022

# HMIS Lead Self-Evaluation *(how does ICA's team feel they're doing?)*

	Highest: Reporting, data quality and technical support
	Lowest: Privacy & security
	Opportunities: tailored training, data literacy coaching, Increase responsiveness with HMIS as a tool for care coordination and monitoring programs once implemented in HMIS.

# Consumer Satisfaction Survey



- Received about half the responses of 2021 (59 versus 132)
- On average, consumer satisfaction scores dipped from 4.12 to 3.9

# Consumer Satisfaction Survey continued

## Quarterly Data Quality (QDQ)

- Monitoring Report: 3.465
- Dashboard: 3.14
- Monitoring Follow-up: 2.97
- Scoring Rubric: 3.38
- Submission Portal: 3.34
- Training Resources: 3.38

# Data Quality Measures

Across all CoCs and project types for the last four quarters, most ( $\frac{3}{4}$ ) QDQ scores increased while  $\frac{1}{4}$  decreased compared to the prior year.

Overall, this suggests Quarterly Data Quality, both participation and monitoring, is an effective and operational practice.



# Conclusion of HMIS Lead Agency Evaluation

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 Updates

**Britt Heinz-Amborn**



Hi, I'm Britt, your HMIS Director.

# HMIS

A tool to get people housed.

HMIS helps us answer questions like:

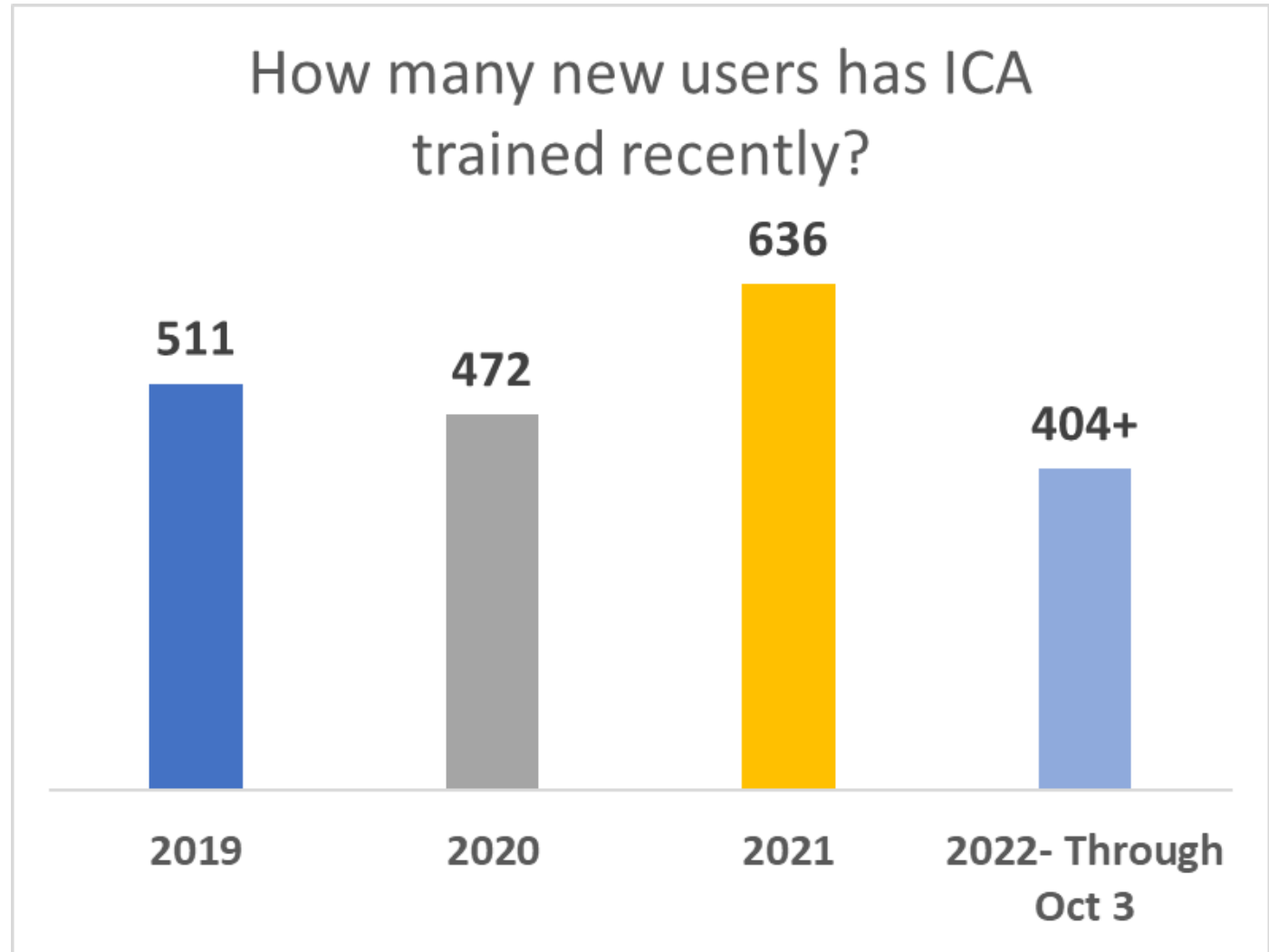
Is everyone that we serve in our shelter on our community's Coordinated Entry priority list?

Have more families become homeless for the first time now that the eviction moratorium ended?

Are people really unhoused in my county?

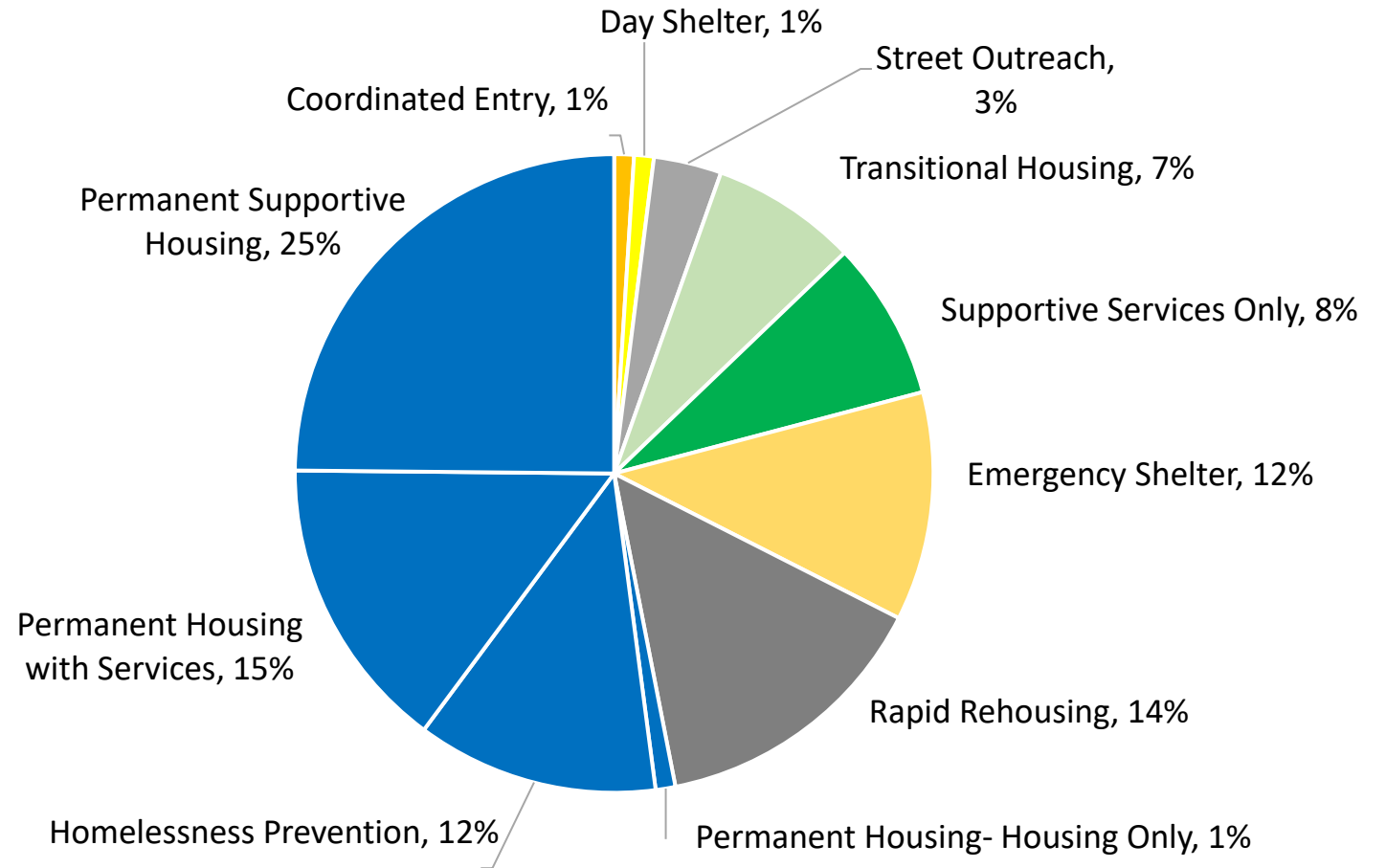
250+ agencies

1400+  
active  
users



1800+  
providers

## Provider Types in Minnesota's HMIS





60,000+  
stories

# HMIS Lead

We **support** communities with systems, information, and data analysis

# ICA's team

System  
Administration

- Regional, programs

System  
Administration

- DQ, compliance,  
projects

Operations

Reporting &  
Evaluation

User Success

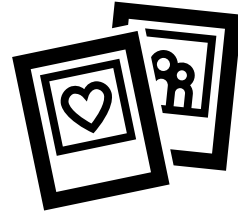
Training

Project & people  
management

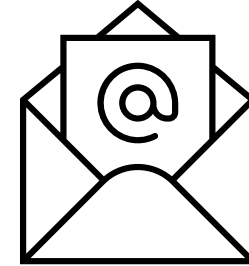
# How do we support our communities?



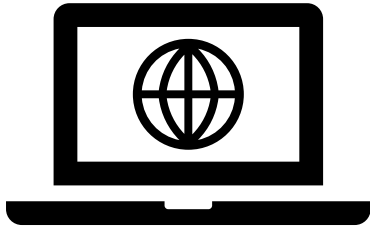
User Training



Relationships



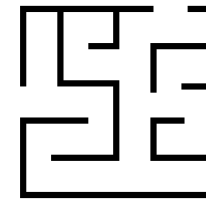
Customer Support



Knowledge Base

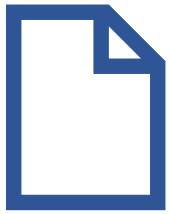


Data Literacy



Reporting tool  
upgrade

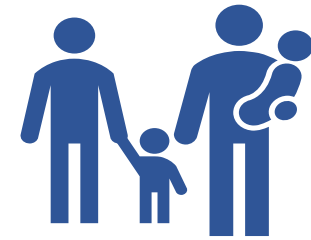
# How have we increased our communities' capacity to benefit from data?



Fillable  
pdf forms



Simplified  
workflows &  
reporting



HMIS as a primary  
database for family  
shelters

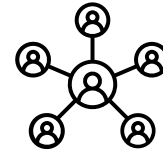
# How do we help our communities collect useful data?



Monitoring  
tools



Integrated tools  
for easy data  
collection about  
programs

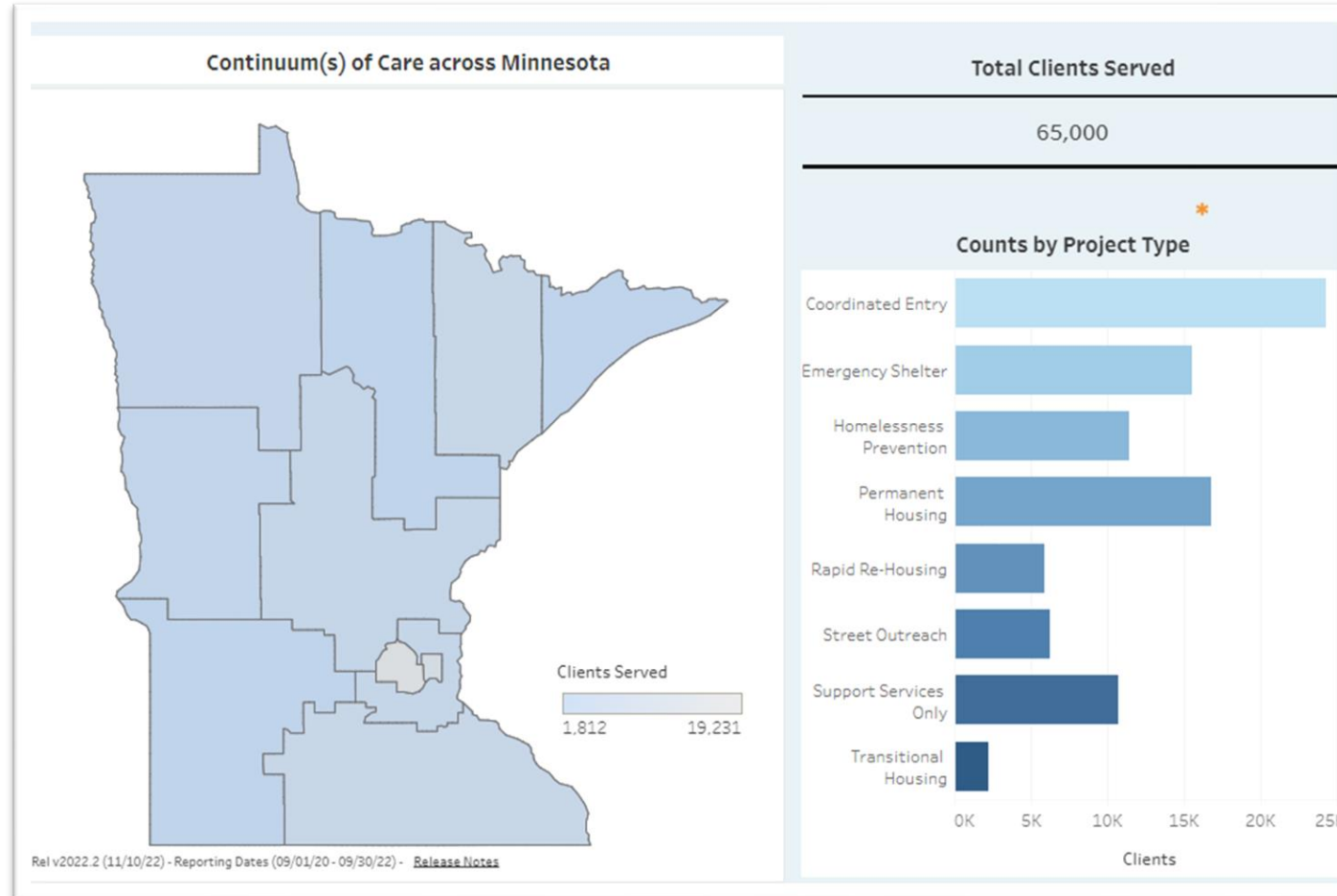


Connections



Only what is  
necessary

# How do we help you use data to improve what you do?



visit [hmismn.org](https://hmismn.org) to connect with our team, explore our resources, and learn how **we help you do data better.**

You can help us **co-create a shared vision for Minnesota's HMIS and strategic plan** in 2023.





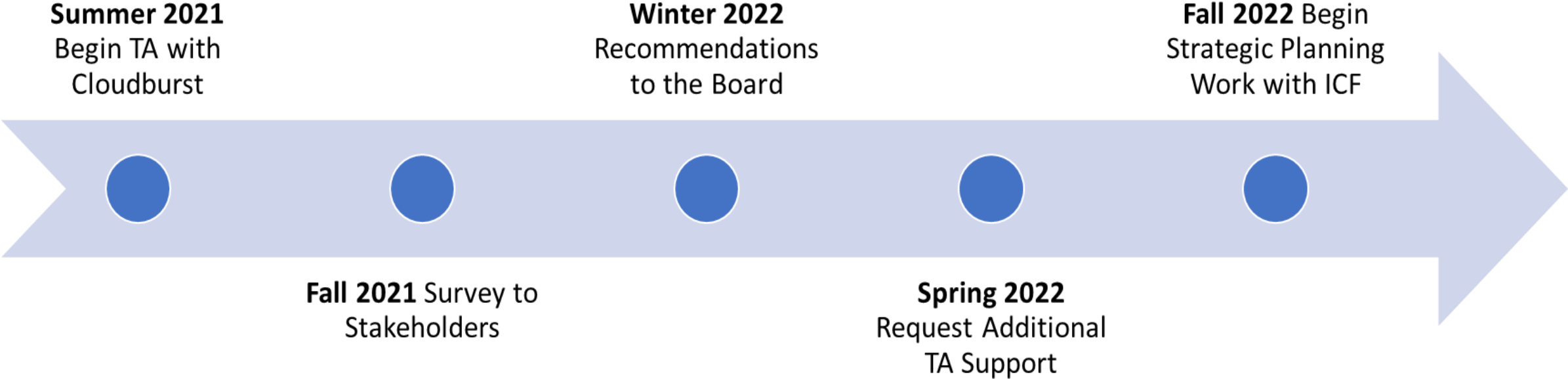
# HMIS Strategic Planning

Hattie Hiler and Melissa Mikel

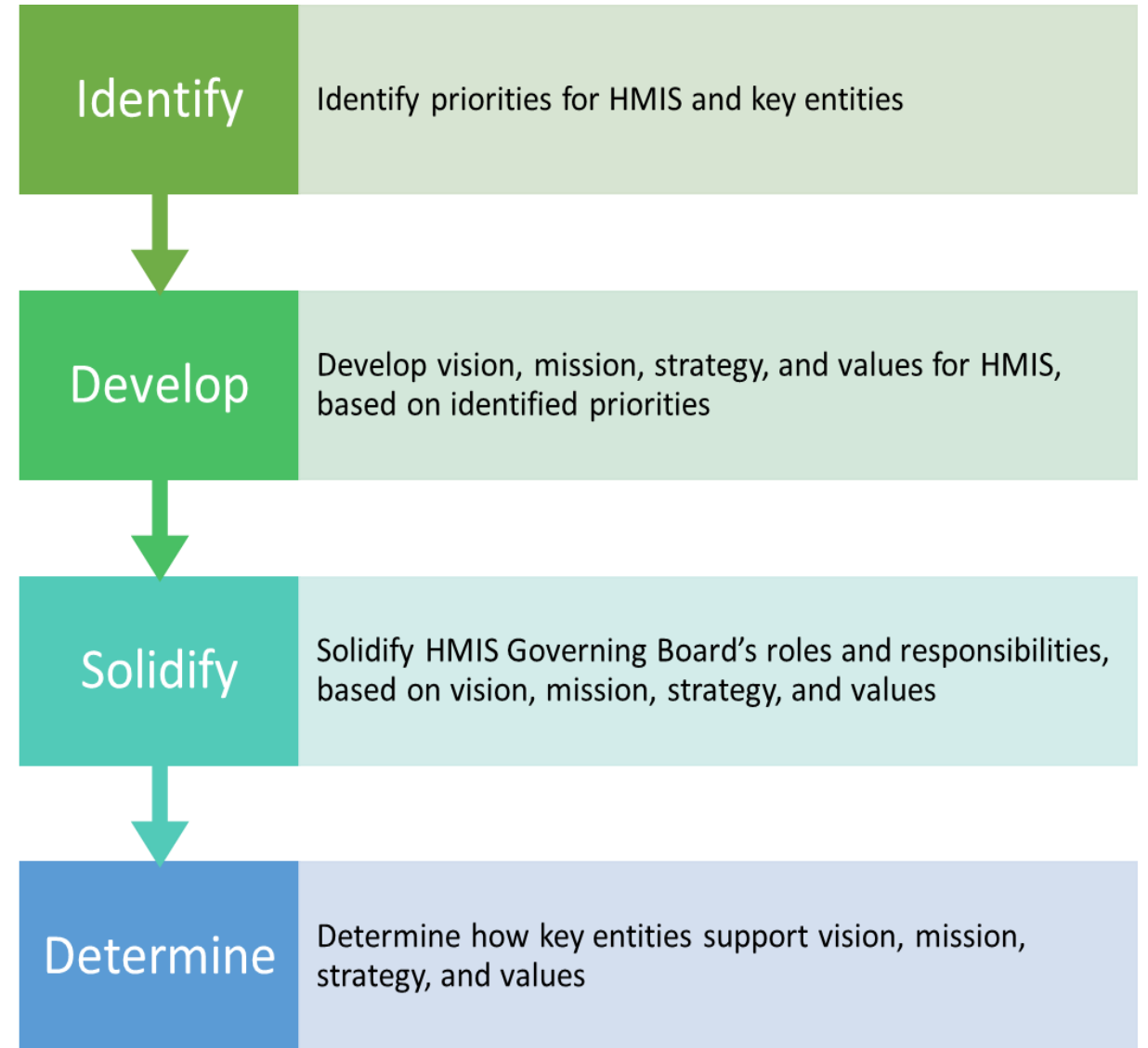
# HMIS Strategic Planning

- Workgroup Objective: develop a vision and strategy for Minnesota's HMIS
- Members working with ICF with staff support from ICA
- Virtual meeting the second Thursday of the month at 9am
- New members always welcome

# HMIS Strategic Planning



# HMIS Strategic Planning – Project Plan



# HMIS Strategic Planning – Identify Priorities for HMIS

- Leverage already-existing feedback and feedback from annual meeting
- Identify priorities for HMIS that will help inform vision, mission, strategy, and values
- Incorporate communication plan to ensure all invested entities are informed of and involved in the process
- Seek interested members for vision, mission, strategy, and values workgroup sessions
- Discuss HMIS Vendor procurement
- Responsible entities: ICF, Governing Board, ICA
- Timeframe: November – December 2022

# HMIS Strategic Planning – Develop Mission, Vision, and Values

- Series of workgroup sessions
- Ensure inclusive representation and access during sessions
- Responsible entities: ICF facilitators, workgroup, ICA
- Timeframe: January – March 2023 (virtual) or 1-2 day in-person session

# HMIS Strategic Planning – Solidify HMIS Governing Board Responsibilities

- Governing Board's roles and responsibilities
- HMIS decision-making processes
- Committee structure and composition
- Written governance for all entities aligning with the Vision, Mission, Strategy, and Values (VMSV)
- Responsible entities: ICF, Governing Board, ICA
- Timeframe: Following VMSV workgroup sessions

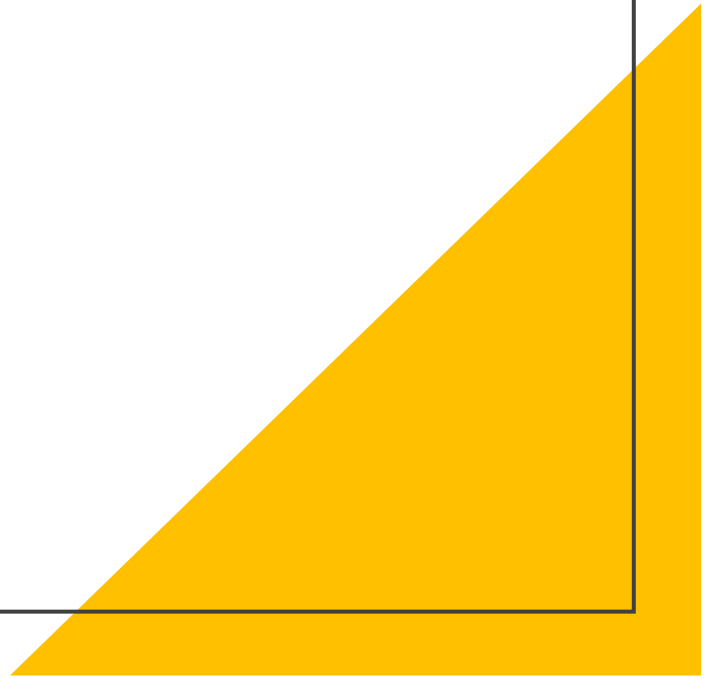
# HMIS Strategic Planning - Determine How Key Entities Support Vision, Mission, Strategy, and Values

- Determine which key entities have roles, responsibilities, and decision-making for HMIS
- Create Continuous Quality Improvement process
- Responsible entities: ICF, Governing Board, Workgroup, ICA
- Timeframe: Following VMSV workgroup sessions



# Menti Input:

## Strategic Planning





# Final Thoughts & Thank You!

- MN HMIS Governing Board Co-Chairs
  - Annie McCabe, [ann.e.mccabe@state.mn.us](mailto:ann.e.mccabe@state.mn.us)
  - David Hewitt, [David.Hewitt@hennepin.us](mailto:David.Hewitt@hennepin.us)
  - MN HMIS Governing Board, [mnhmisboard@icalliances.org](mailto:mnhmisboard@icalliances.org)

# Menti Input

