



2023 HMIS Annual Meeting: Moving towards our Vision

Thursday, December 14, 2023
10:00 AM – 12:00 PM via GoToWebinar



Logistics

- Emcee for today's meeting
- Meeting is recorded
- Please keep your camera off and put yourself on mute
- 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: 2985 6915

Welcome & Agenda

- Vision & Mission
- Intro to Board Members
- Software Review & Transition
- Committee Updates
- ICA Update
- Board Bylaws Changes
- Wrap up & Thank You



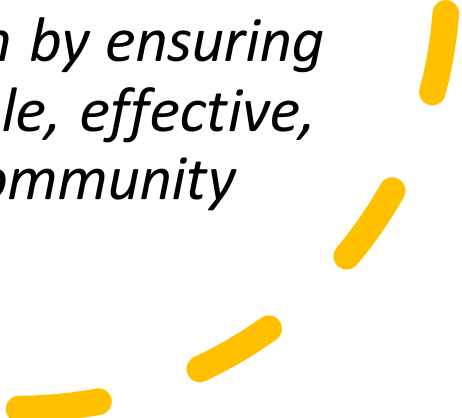
Mission & Vision Statements

Vision Statement

Our vision for Minnesota's HMIS is that, by centering the client and user experience, we use HMIS to connect people to resources and to drive decisions so that we equitably prevent and end homelessness in Minnesota. We do this in pursuit of housing, racial and health justice for people experiencing homelessness and housing instability.

Mission Statement

To carry out our Minnesota's HMIS vision by ensuring the statewide implementation is equitable, effective, efficient, compliant, and adaptable to community needs.



Menti Input Time!

Vision & Mission
Statements



Your MN HMIS Board Members

Let's learn a little about your MN HMIS Board Members (including some hidden talents)!



Board Member Roster

Name (Pronouns)	Seat and/or Officer	Organizational Affiliation	Email	Phone	Term	Committees & Work Groups
David Hewitt (he/him/his)	Co-Chair	Hennepin County	David.hewitt@hennepin.us	(651) 543-3650	4/1/22- 3/31/25	FC
Laquita Love Limo (she/her/hers)	Metro CoC	SMAC CoC	Laquita@mesh-mn.org	(763) 760-1143	4/1/22- 3/31/25	TBD
Taya Kaufenberg (she/her, they/them)	End User/Agency	Hennepin County	Taya.kaufenberg@hennepin.us	651-331-9338	5/12/2023- 5/11/2026	IC
Deliah Grimes (she/her/hers)	At-Large	Catholic Charities	Deliah.grimes@cctwincities.org	(612) 463-9471	4/1/22- 3/31/25	TBD
Carla Solem (she/her/hers)	Greater MN CoC	West Central CoC	h2hcoordinator@gmail.com	(701) 306-1944	4/1/21- 3/31/24	P&PC
Annie McCabe (she/her/hers)	State & Co-Chair	Department of Human Services	ann.e.mccabe@state.mn.us	(651) 249-0014	4/1/22- 3/31/25	P&PC
Tammy Moreland (she/her/hers)	Tribal	Minnesota Tribal Collaborative	Tammy.moreland@millelacsband.com	(320) 292-1942	4/1/2023- 3/31/2026	P&PC
Joel Salzer (he/him/his)	State	Minnesota Housing	Joel.Salzer@state.mn.us	(651) 296-9828	4/1/23 3/31/26	FC
Hattie Hiler (they/them)	MICH	Office to Prevent & End Homelessness	hattie.hiler@state.mn.us	(651) 296-9804	4/1/23- 3/31/26	P&PC
Courtney Cochran (she/her/hers)	Greater MN CoC	St. Louis County CoC	CoChranC@StLouisCountyMN.gov	(218) 725-5158	4/1/22- 3/31/25	FC

Annie McCabe (she/her/hers)

Homeless Assistance Program Grant Manager

Seat on board: Co-Chair

What do our new mission and vision statements mean to you as a representative on the board?

As a board representative, the vision and mission emphasize how HMIS is really about people, people experiencing homelessness and people supporting them. It is our responsibility as a board to keep this as the priority when utilizing data to end and prevent homelessness.

Hidden talent: Annie is very good at jigsaw puzzles!



David Hewitt (He/Him/His)

Director, Housing Stability, Hennepin County

Seat on board: Co-Chair

What do our new mission and vision statements mean to you as a representative on the board?

For me, these statements provide a key reference point for every decision we make as a Governing Board so we can continually hold ourselves accountable to ensuring that our HMIS centers the client and user experience and pursues housing, racial and health justice.

Hidden talent: David used to work at deli counter and got really good at judging the weight of cheese.



Courtney Cochran (They/Them/She/Her)

CoC Coordinator (Duluth/St. Louis County CoC)

Seat on board: Greater MN CoC Rep

What do our new mission and vision statements mean to you as a representative on the board?

The new mission and vision for MN HMIS to me means that we have a system built by our communities for our communities. That HMIS is a key piece of preventing and ending homelessness in our state. It also means having ethical standards for our data that honors sovereignty and confidentiality.



Joel Salzer (He/Him)

Minnesota Housing, Housing Stability Division - Manager
Seat on board: State Representative (1/3)

What do our new mission and vision statements mean to you as a representative on the board?

The HMIS board now has a community mandate to center End Users and the Clients in all that we do. With these two populations now memorialized in our vision and mission as our north star, we'll always know what direction we need to be headed in.

Hidden talent: Knowing how to keep the peace around the dinner table at family holiday gatherings!



Deliah Grimes (She/Her)

Program Manager II at Catholic Charities Higher Ground Mpls. Shelter
Seat on board: At-Large

What do our new mission and vision statements mean to you as a representative on the board?

The new vision and mission statement means a lot to me working close with our most vulnerable population. As a shelter manager it is important to provide resources while having a great user experience. Getting a close look at how all the awesome changes are happening and being able to be a part of those changes mean everything to me.

Hidden talent: Bringing people together through positive interactions.



Carla Solem (She/Her/Hers)

Regional Coordinator

Seat on board: Greater MN CoC Representative

What do our new mission and vision statements mean to you as a representative on the board?

I appreciated the opportunity to work with my fellow board members on the development of our new Mission and Vision statements. The experience helped us prioritize key qualities that we want in MN's HMIS. I now look forward to working collaboratively with the HMIS staff, board, committees and users to make this vision and mission a reality.

Hidden talent: Carla loves to plan parties, vacations, and events (maybe because it involves making spreadsheets and searching Pinterest).



Hattie Hiler (They/Them)

Planning, Research, and Evaluation Specialist
Seat on board: MICH Representative

What do our new mission and vision statements mean to you as a representative on the board?

Our vision and mission reflects why I care about HMIS and why it is such an important tool for our collective efforts to prevent and end homelessness. I'm excited that the Board has a rallying call to guide our work with all the exciting changes in our future.

Hidden talent: Hattie's hidden talent is chair dancing.



Taya Kaufenberg (She/Her/They)

Sr. Social Worker, Hennepin County Homeless Access

Seat on board: End User

What do our new mission and vision statements mean to you as a representative on the board?

The HMIS mission and vision mean that we hold ourselves to a very high standard of equity so that we are making the best choices for the people we serve. Most importantly to me is that there is equitable access to the resources which are meant for those who need them the most.

Hidden talent: Taya was an executive chef in many restaurants and has owned restaurants in their past life.



Niigaanii Animikii Benesi Ikwe – Tammy Moreland (She/Her)

Chair person for Minnesota Tribal Collaborative to Prevent and End Homelessness

Seat on board: Tribal

What do our new mission and vision statements mean to you as a representative on the board?

The vision statement gives a clear common goal for the future of ending homelessness. The mission statement gives us the road map to get there.

Hidden talent: Tammy can fold fitted sheets! And remembers everything irrelevant but forget everything she's supposed to remember.



Laquita Love-Limo (She/Her/Hers)
CoC Coordinator (SMAC)
Seat on board: Metro CoC

What do our new mission and vision statements mean to you as a representative on the board?

I believe the vision sets the long-term goals and aspirations, while the mission outlines the practical steps and values that will guide the implementation of the HMIS to achieve those goals. Together, they provide a comprehensive framework for addressing homelessness and housing instability in Minnesota while promoting justice and equity.



Please show your love for your Board Members

Thank you, Board Members, for your time
and commitment to all things HMIS!!





Software Review and Transition

Britt Heinz-Amborn

Proof of concept

- Are there better tools out there?

Prepare RFP

- What does our community need today & in the future?

Software review

- How do available vendors & platforms meet that need?

Vendor selection

- Should we change? If yes, which vendor?

Our goal was to seek a modern, intuitive user experience that meets our communities' needs today and that will keep pace as those needs evolve.

Requirements and Scoring Methodology

Data Philosophy	Features and Functionality	Qualifications
To what extent is the respondent's approach aligned with the Board's vision to center the client and user experience and advance racial, housing, and health justice?	To what extent does the software enable the implementation to carry out the Board's mission of equity, effectiveness, efficiency, compliance, and adaptability?	Eligible applicants to expand on their experience working with defined groups.
We connected the software review to the Governing Board mission and vision in measurable ways. This allowed us to assign nearly 500 points in a way that elevated equity most.		

We asked what you want HMIS to be.

86
commenters

119 unique
comments

Over 300
people
reached

Over 25 edits

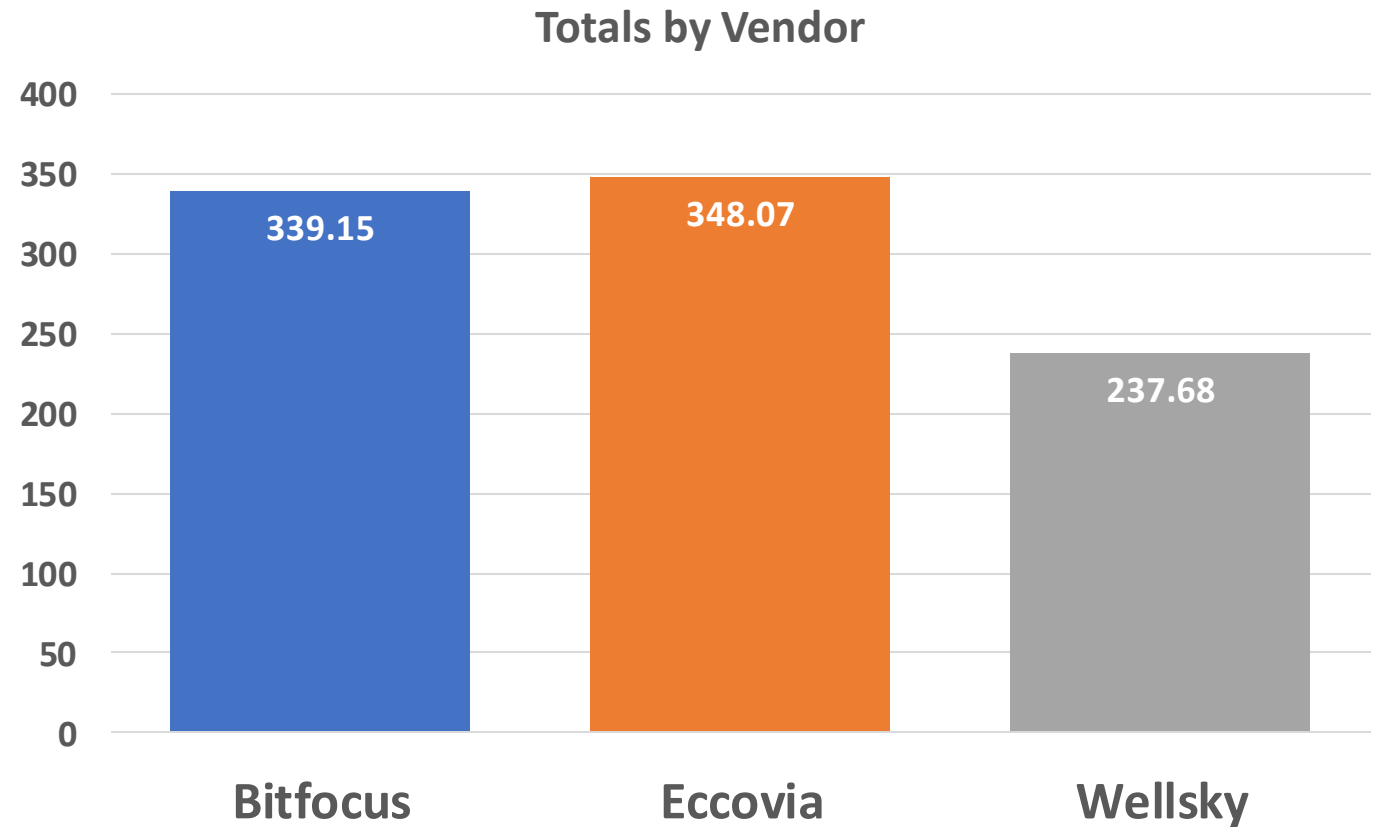
5 forums
8 presentations

8 ICA staff +
Project Team

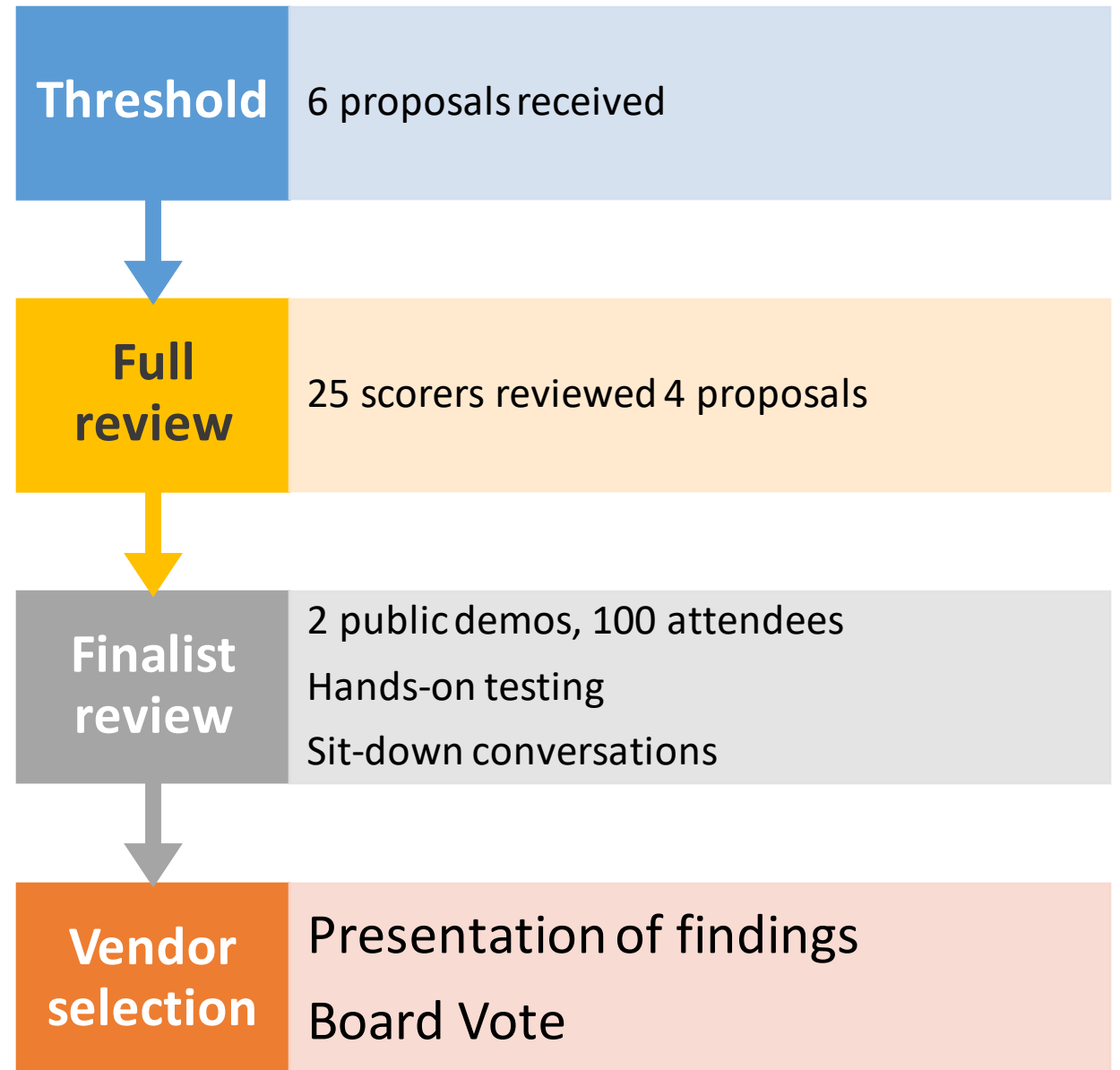
Public comment

6 Tribal orgs

How our community scored each vendor



Review stages



Bitfocus

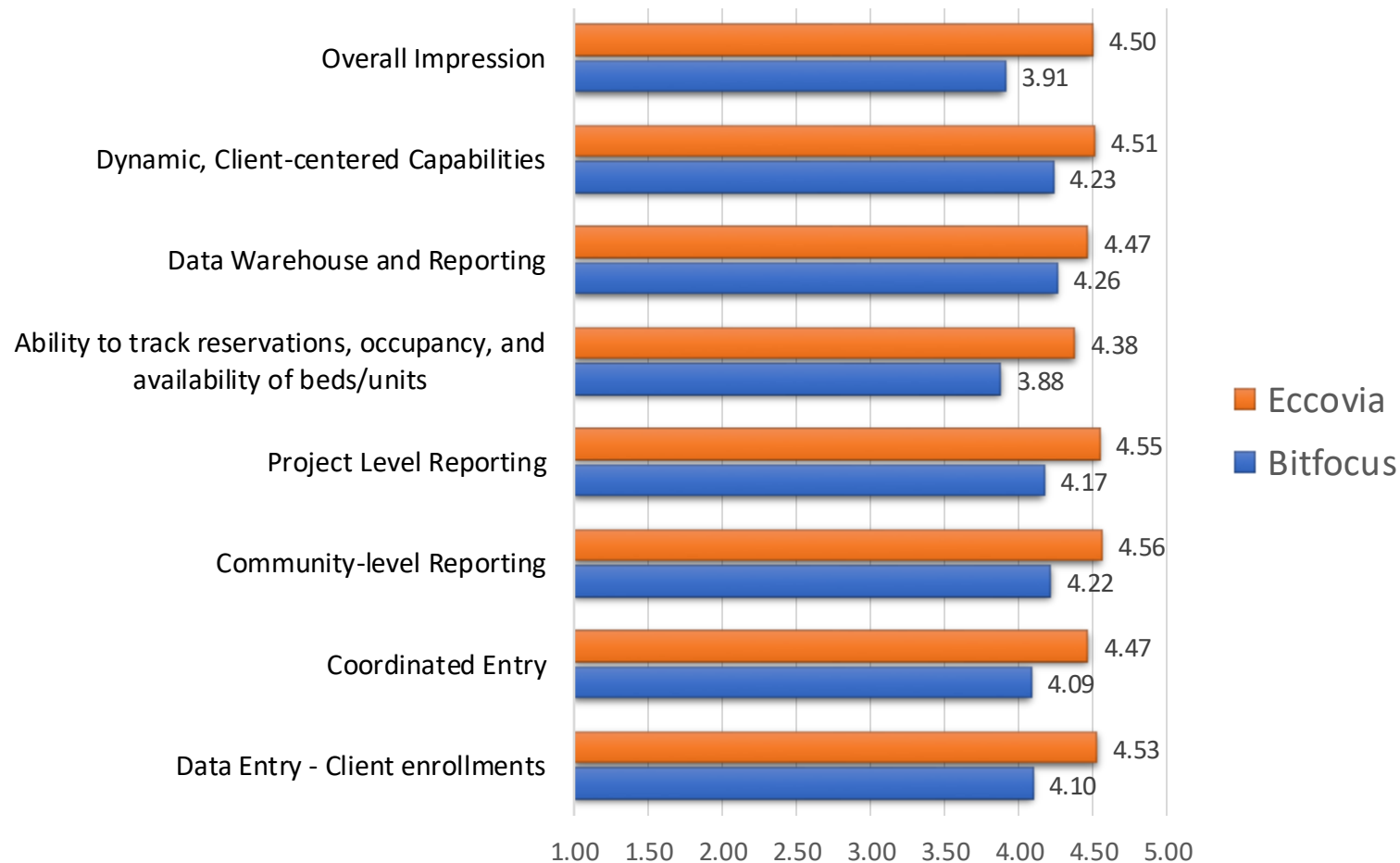
- 105 attendees / 34 respondents (not all respondents scored every question)

Eccovia

- 91 attendees / 38 Respondents (not all respondents scored every question)

What users and partners shared

Responses to Vendor Demonstrations



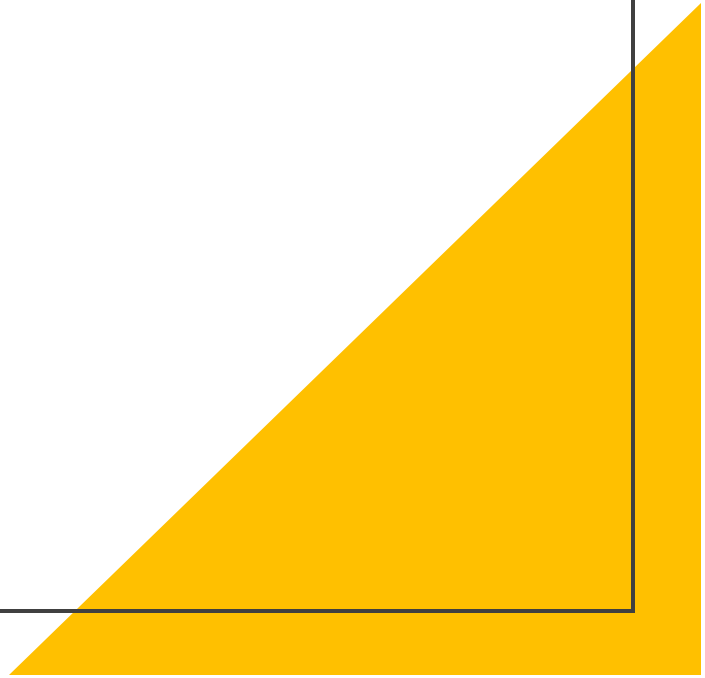



Request for Proposal

Statewide Homeless
Management Information
System (HMIS)

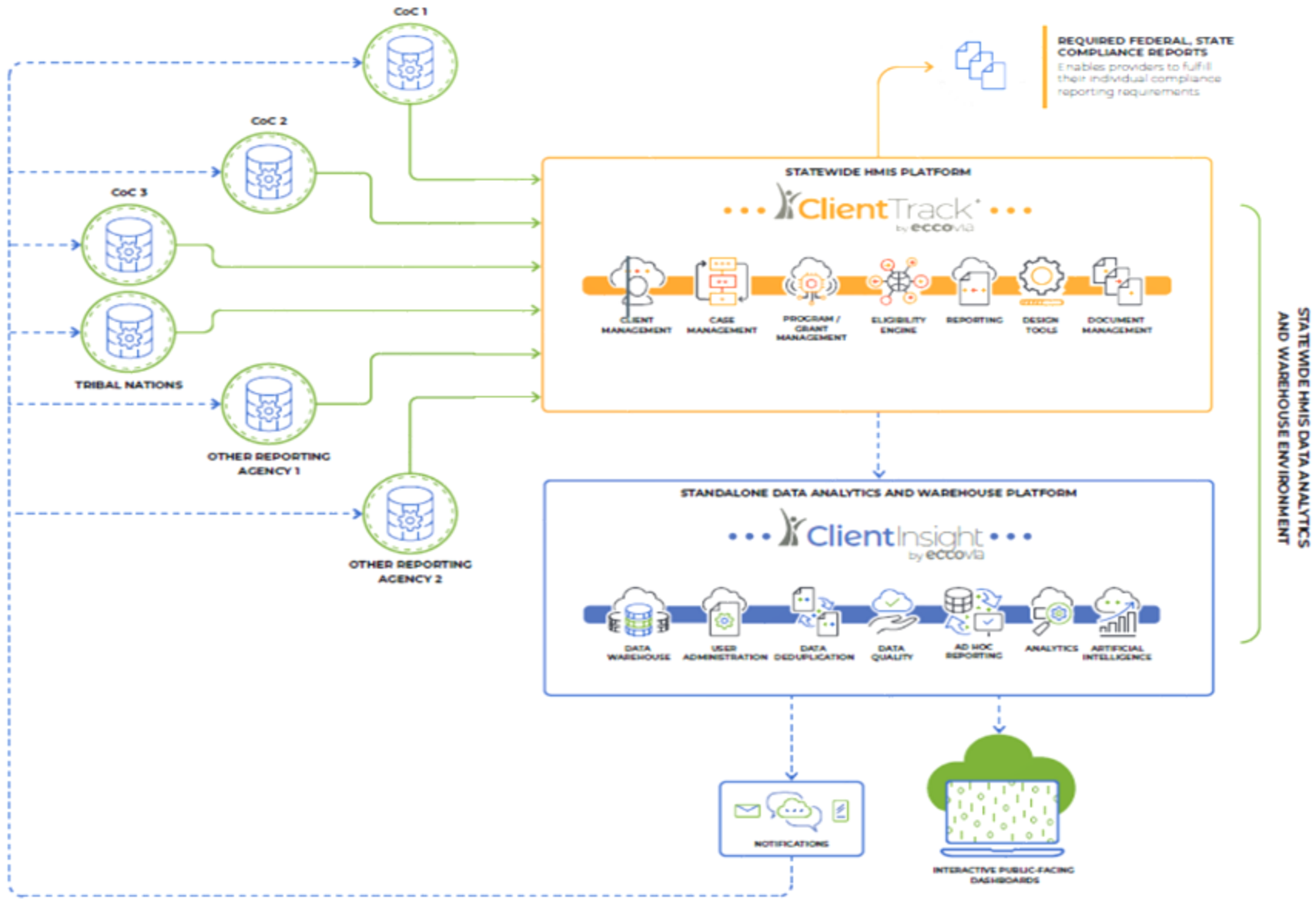
Response to: ICA Minnesota

Prepared by
Eccovia, Inc. dba Eccovia
2150 W. Parkway Blvd, Suite A-101
Salt Lake City, UT 84119
eccovia.com





To transition, we needed to know available options are better, we can afford those options, and our current vendor dynamic is unchanged.



Clients

- Document storage to support housing journey
- Improved shelter check-in experience
- Case managers alerted to referral status

Users

- Care coordination
- Intuitive data entry
- Less time on DQ

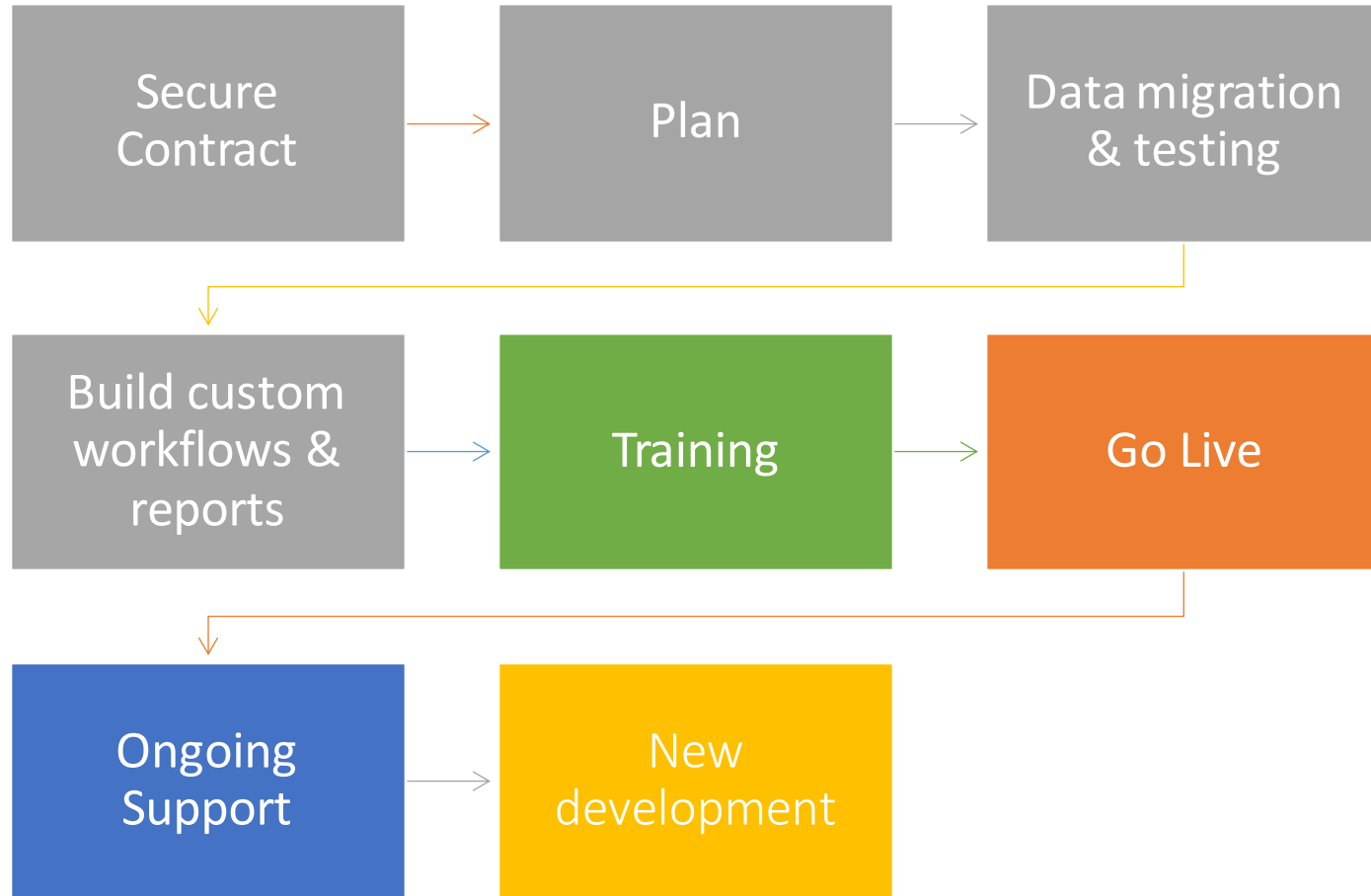
ICA

- Time to learn!
- Develop & maintain new methods

Governing Board

- Make data governance decisions
- Help set pace of change & innovation

What we imagine our experience to be



Steps to the transition

Menti Input Time!

Software
Transition





HMIS Board Committees & Work Groups

Annie McCabe & Committee/Work Group Leads

HMIS Board Committees & Work Groups



Policy and Prioritization (P&P)



Implementation



Finance



Strategic Planning Workgroup



Quarterly Data Quality (QDQ)



Policy & Prioritization Committee

Loni Aadalen & Sara Gomoll

Policies Changes

Process review

- All changes visible here:
[Airtable - For P&P review](#)
- HMIS Policies document:
[Minnesota HMIS Policies \(squarespace.com\)](#)



Policy and Prioritization Committee

Purpose

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

Chair: Loni Aadalen & Sara Gomoll

During 2023

- Moved Lead Agency evaluation to Implementation
- Minimal policies review in odd years
- FY 2024 MN Data Standards Changes
- MN Tribal Data Sovereignty continued implementation work

Covered Homeless Organization Terminology

Section: Footnote (page 4)

Language Added:

- 2. HUD's HMIS-guiding documentation uses the term "Covered Homeless Organizations" or "CHOs" to refer to agencies that participate in a HMIS. In Minnesota, we more regularly use the term "partner Agencies" or "Participating Agencies". Note that these all mean the same thing.

Rationale: To provide clarity that when we say "Partner Agency" or "Participating Agency" that is the same thing as when HUD used "Covered Homeless Organization/CHO".

What does ICA need to do:

- Updated policy manual.

Grant Management requirements and process

Section: 6.2 Data Quality Plan

Language Added:

- In addition to routine participation in the Data Quality Plan, HMIS participating agencies are expected to respond to additional prompts to address data quality, as needed, to ensure compliance with mandated federal reporting cycles (PIT/HIC, SPMs, LSA) and annual renewal grant application deadlines.
- The Data Quality Plan process is also the vehicle through which HMIS participating agencies are able to ensure their data is sufficiently clean towards meeting their grant reporting requirements.
- The HMIS Lead will ensure that data quality reports are readily available and functioning properly, in order to ensure local system leads and participating agencies are able to fulfill their grant management requirements. Maintenance of these reports and prompting of data quality clean-up cycles will be completed in a timely and transparent manner, such that system leads and agencies have ample time to complete their work.

Rationale: To provide clarity on the data quality plan and grant management requirements to ensure compliance with federal reporting.

What does ICA need to do:

- Updated policy manual.

HMIS Technical Support

Section: 7. HMIS Technical Support

Language Added:

- The HMIS Lead Agency will maintain, at a minimum, the following components of an HMIS technical support process:
- Develop and establish HMIS support structure, help desk, HMIS Policies and Procedures –
- Conduct HMIS support and help desk activities within the scope of established HMIS policies, procedures, and protocols
- Respond to technical queries and assist end users
- Troubleshoot and resolve HMIS issues/bug/default tracking with HMIS software vendor
- Monitor data collection and review report compliance with HUD standards and federal partner requirements, when applicable
- Manage communication with the HMIS software vendor; report ongoing issues in accordance with HMIS Policies and Procedures
- Work with HMIS software vendor to plan and implement software upgrades and fixes
- Design and implement a customer feedback forum (HMIS User group)
- Manage HMIS public website and community dashboard reporting
- Support the HMIS Lead and CoC leadership's outreach to project and community leadership to cultivate and
- Maintain support and understanding of HMIS

Rationale: Clarifies the role of the HMIS Lead agency

What does ICA need to do:

- Updated policy manual.

Performance Measurement

Section: 8.1 Coordination with
Lead Agency

Language Added:

Added under Responsibilities:
"Development and provision
of training on utilizing an
HMIS-derived suite of
reports to understand and
measure system
performance on a routine
cadence."

Rationale: Expectations
detailed in MOU, but
mentioned in the policies.

What does ICA need to do:

- Updated policy manual



FY 2024 MN Data Standards Project

Project Goal: To increase likelihood that as many users and partners as possible (state homeless program partners, HMIS governing board committees, HMIS end users, and CoCs) engage in this year's MN Data Standards review.

Project Stats:

- Received 39 feedback submissions
- Reviewed 11 universal MN data elements
- Retired 7 state program specific data elements
- Involved 10 Committee members and 4 ICA project staff

FY 2024 MN Data Standards Project

What changed?

Removed/retired

MN UDE

- COVID-19 Assessment

PSDE

- Self-Sufficiency Outcomes Matrix (SSOM)
- Previous Stable Housing
- Application Submission Date
- Percent of Income Spent on rent

Partially removed

- Client Residence (for MN LTH/HTF programs only)

Edits to MN UDEs

- If Native American, of which tribe are you an enrolled member?
 - update drop-down menu for "Of which tribe are you enrolled" to include an option for "Not applicable" for non-US born individuals"
- Domestic Violence
 - update the DV question language to the following:
 - "Have you ever experienced domestic violence?"
 - Change to: "Is the client a victim/survivor of domestic violence?"
 - "If yes for domestic violence victim/survivor, when did the experience occur?"
 - No change
 - "If yes for domestic violence victim/survivor, are you currently fleeing?"
 - Change to: "If yes for domestic violence victim/survivor, is the client currently fleeing?"

Tribal Data Sovereignty Policy- Continued Implementation Work

Evolution of workgroup purpose and cadence

- Policy change was initially driven by identifying local system administrators' need to have resolution to use data. Became clear that Tribal data sovereignty extended more broadly.
- Over the course of the year has shifted to bimonthly meetings with focus on information sharing on:
 - how Tribal data sovereignty is being practiced and enacted,
 - how HMIS data can support goals of Tribal Nations,
 - materials that can support conversations on HMIS data.

Development of materials

- One pager in development, continued conversation on CoC agreements with Tribal Nations



Implementation Committee

Karen Brown

Implementation Committee

Purpose

- Solicit input from users of HMIS regarding ease of use and implementation issues and provide recommendations to Governing Board and State System Administrator (ICA).

Chair: Karen Brown

What happened in 2023

- Took on HMIS Lead Evaluation work
- Had access to both finalists (BitFocus' and Eccovia's) training sites during the finalist RFP process and gave recommendations/insight to the project team
- Review of Strategic Planning Workgroup matrix. This helped the strategic planning group refine recommendations.
- Looking forward to helping with software transition: reinforcing end user needs and testing of new software.

Implementation Committee

MN HMIS Lead Evaluation

- This responsibility was transferred from the P&P Committee to the Implementation Committee for 2023 and beyond
- Pared down evaluation due to software review work by the Committee as well as the decision to transition came later in the year
- Committee voted to have ICA remain the MN HMIS lead agency (Governing Board voted in October to accept the Committee recommendation)
- 2023 Evaluation consisted of three parts:
 - HMIS lead self-evaluation (done by ICA staff optionally, 13 participated)
 - Lead improvement matrix provided by HUD done by ICA leadership and led by Britt
 - Data Quality: data from QDQ process



Finance Committee

Jennifer Prins

Finance Committee

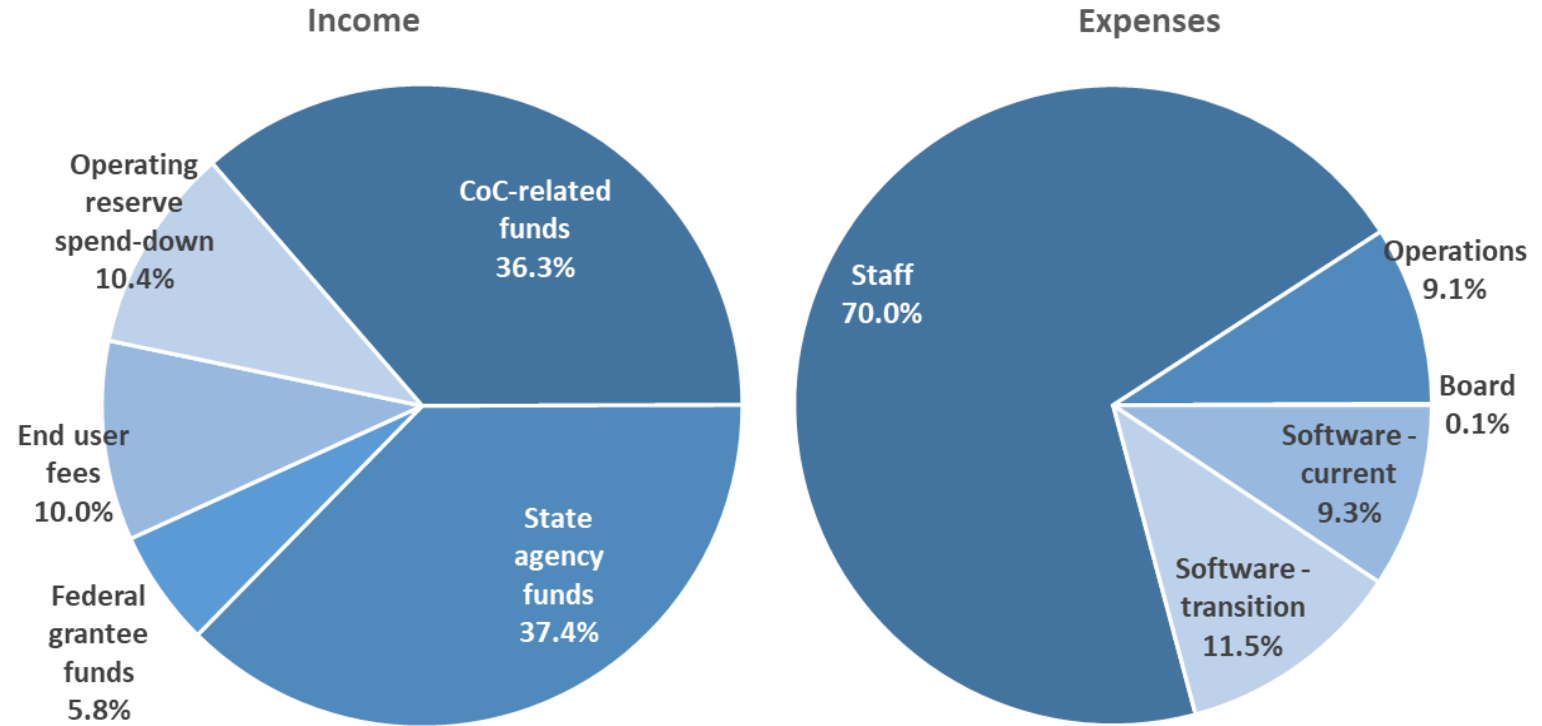
Purpose: Oversight of the HMIS budget to ensure that revenue is secured to support the operating expenses of the system.

Chair: Jennifer Prins

During 2023

- Successfully advocated for HMIS funding in state's base budget
- Created FY2024 budget to accommodate software transition
- Reviewed financial feasibility of software transition options

Finance Committee



FY2024 Budget \$3,474,181



HMIS Strategic Planning

Hattie Hiler

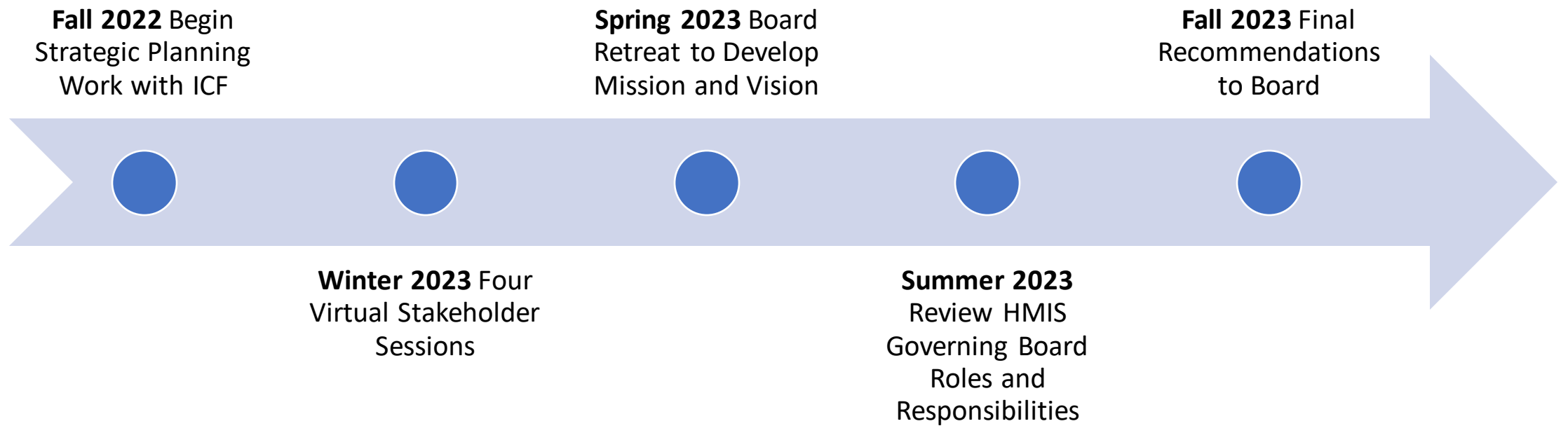
HMIS Strategic Planning

Purpose: develop a vision and strategy for Minnesota's HMIS

During 2023

- Partnered with ICF, a HUD Technical Assistance provider
- Workgroup included board members and ICA staff

HMIS Strategic Planning



HMIS Strategic Planning



Mission: *Our vision for Minnesota's HMIS is that, by centering the client and user experience, we use HMIS to connect people to resources and to drive decisions so that we equitably prevent and end homelessness in Minnesota. We do this in pursuit of housing, racial and health justice for people experiencing homelessness and housing instability.*



Vision: *To carry out our Minnesota's HMIS vision by ensuring the statewide implementation is equitable, effective, efficient, compliant, and adaptable to community needs.*



Strategic Priorities:

- Issue a software RFP
- Conduct and improve HMIS partner engagement



HMIS Strategic Planning- Recommendations

Software RFP

- Request HUD TA to assist with vendor transition – not pursuing

Conduct and Improve HMIS Partner Engagement

- Transition HMIS Lead Evaluation to Implementation Committee – adopted
- Utilize HUD HMIS Lead Evaluation Framework – adopted for 2023

Roles and Responsibilities

- Suggested roles and responsibilities for ICA, Board, and committees – under review



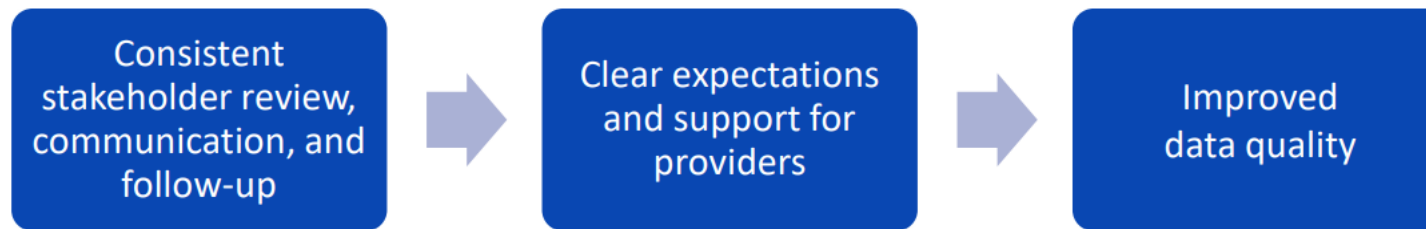
Quarterly Data Quality Workgroup

Cara Oakland, Sara Gomoll, & Emily Salvaterra

Quarterly Data Quality (QDQ) Workgroup

Purpose

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



2023 Updates to the QDQ Monitoring Process

- Set high & low total score thresholds for each project type
- Set aside time for monitoring partners to collaborate on provider outreach

Quarterly Data Quality (QDQ) Workgroup

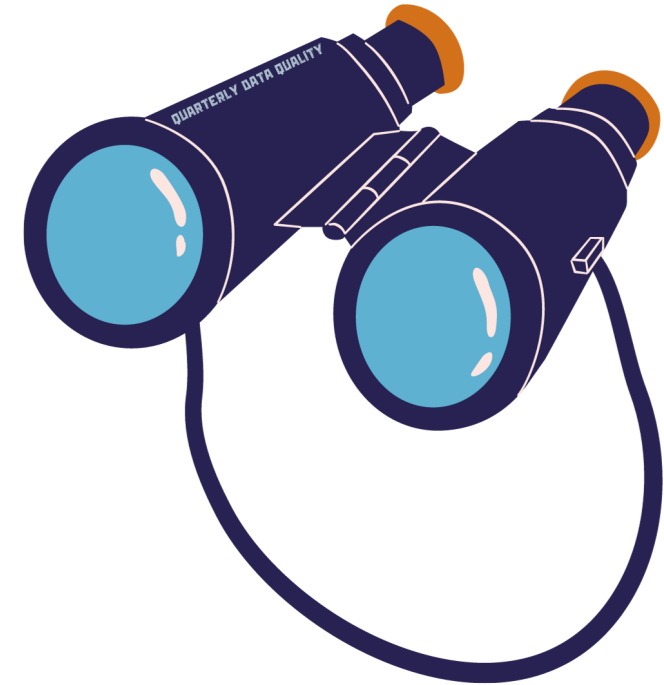


Total Score Thresholds

- Set for two years (8 quarters)
- Gets rid of the “mystery” of data quality review

		High Score Threshold in Total score	Low Score Threshold in Total score
Homeless Prevention & Rapid Re-housing	Q1	90%	70%
Street Outreach	Q2	85%	70%
Day Shelter	Q2	85%	60%
Support Services	Q2	90%	70%
Permanent Housing	Q3	90%	70%
Emergency Shelter & Transitional Housing	Q4	90%	70%

Quarterly Data Quality (QDQ) Workgroup



Review of QDQ Scores & Participation

	Total Score	Participation Rate
2022 Quarter 4	91%	47%
2023 Quarter 1	91%	52%
2023 Quarter 2	91%	40%
2023 Quarter 3	91%	40%

Quarterly Data Quality (QDQ) Workgroup

QDQ Participation this year:

Top 3 CoC's:

- MN-508 West Central CoC
- MN-504 Northeast CoC
- MN-501 Ramsey

Top Funding Program Participation:

- PATH
- HUD CoC
- Minnesota Housing HTF, LTH, and Homework Starts With Home



Quarterly Data Quality (QDQ) Workgroup

Agencies with 100% Participation in QDQ this year!

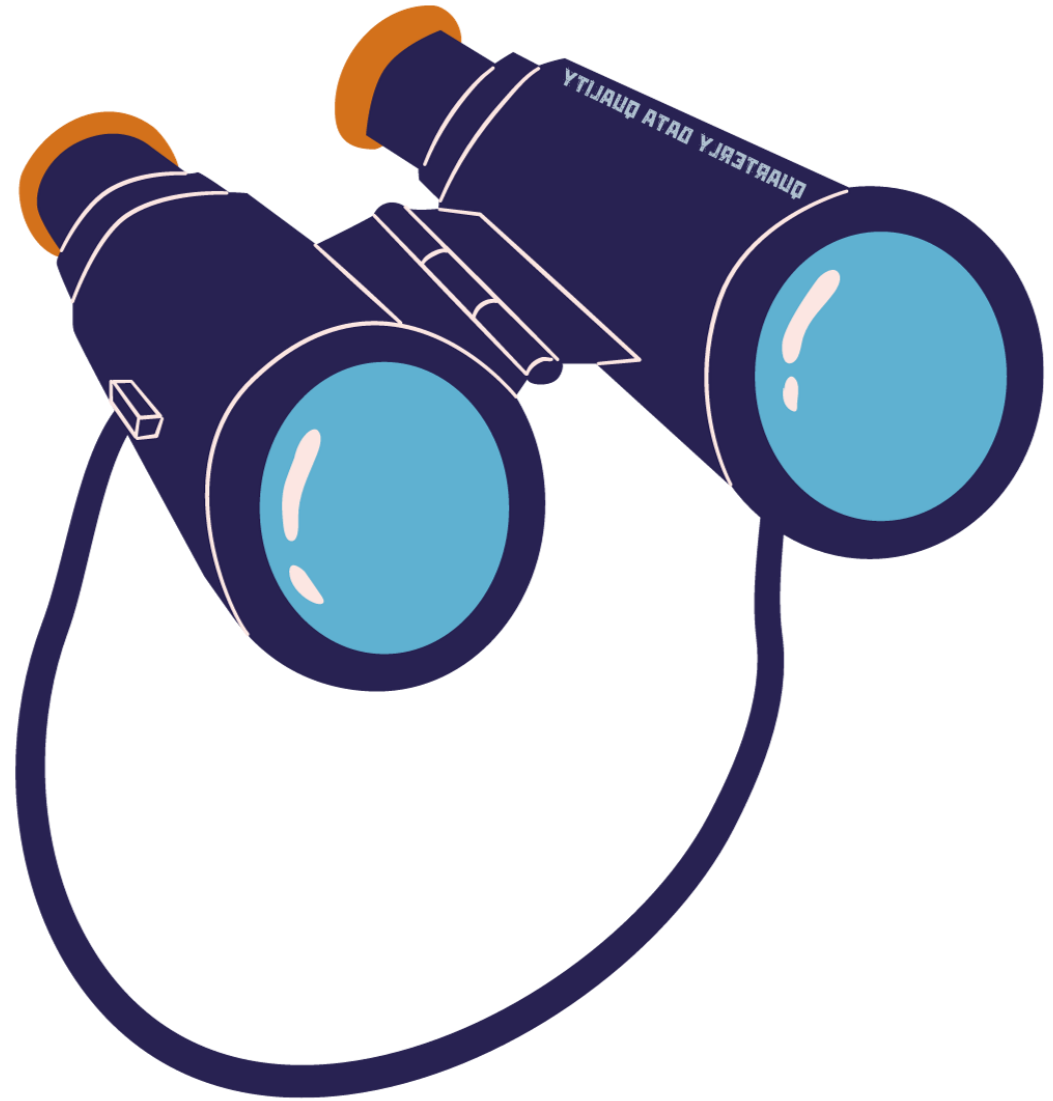


Aeon	LSS-Rochester	Avivo	Agate
BICAP	Center City Housing	Dakota Woodlands	Evergreen
Hearth Connection	LifeHouse	MAC-V	Phoenix Service Corp
Project for Pride in Living	Range Mental Health	Our Saviour's	RS EDEN
Simpson	St. Cloud HRA	TVOC	TriCap
	WCMCA	Wilder	

Quarterly Data Quality (QDQ) Workgroup

QDQ Vision

- Planning for QDQ *during* a software transition
- Planning for QDQ *after* a software transition

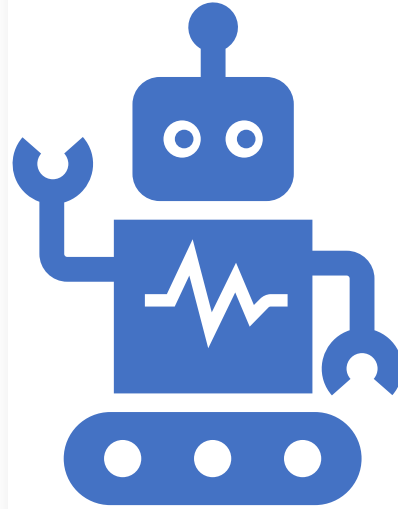


Quarterly Data Quality (QDQ) Workgroup

The future of data quality review

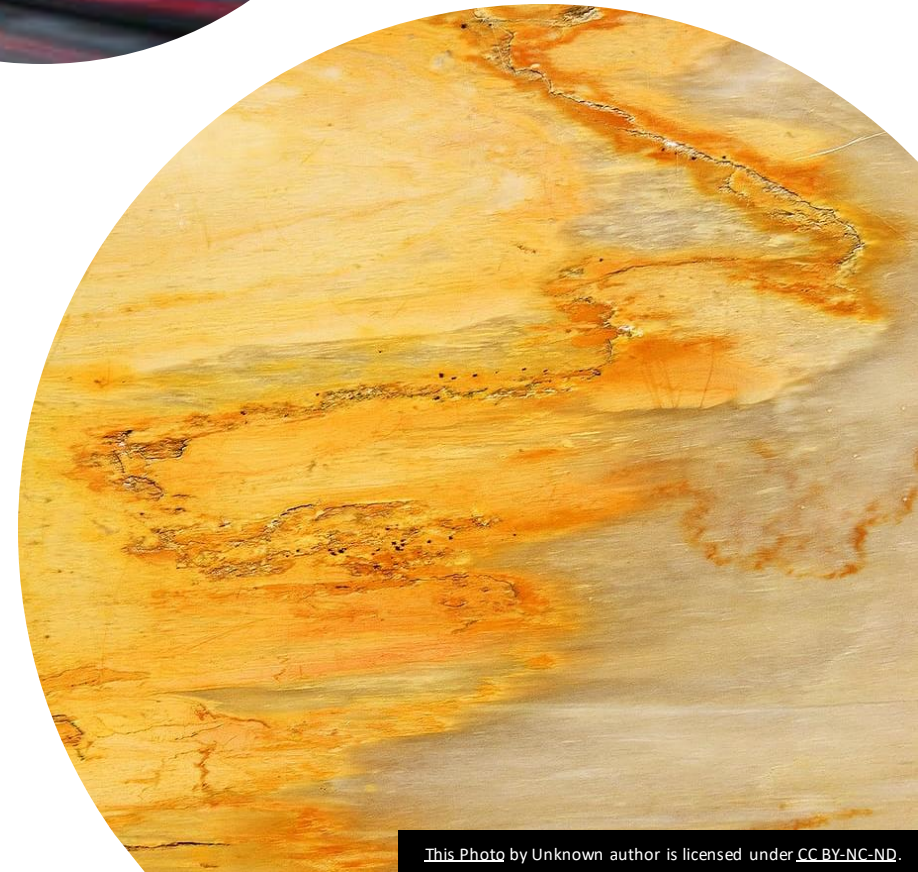
Tell us in the Menti:

- in the future, with a new and improved software, how would you want QDQ to look?



Menti Input Time!

Committees &
Workgroups

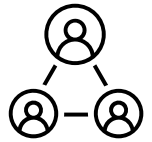




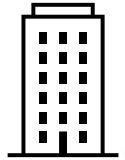
ICA Updates

Lakeisha Lee, HMIS Manager

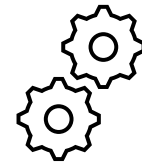
By centering the client & user experience



1566

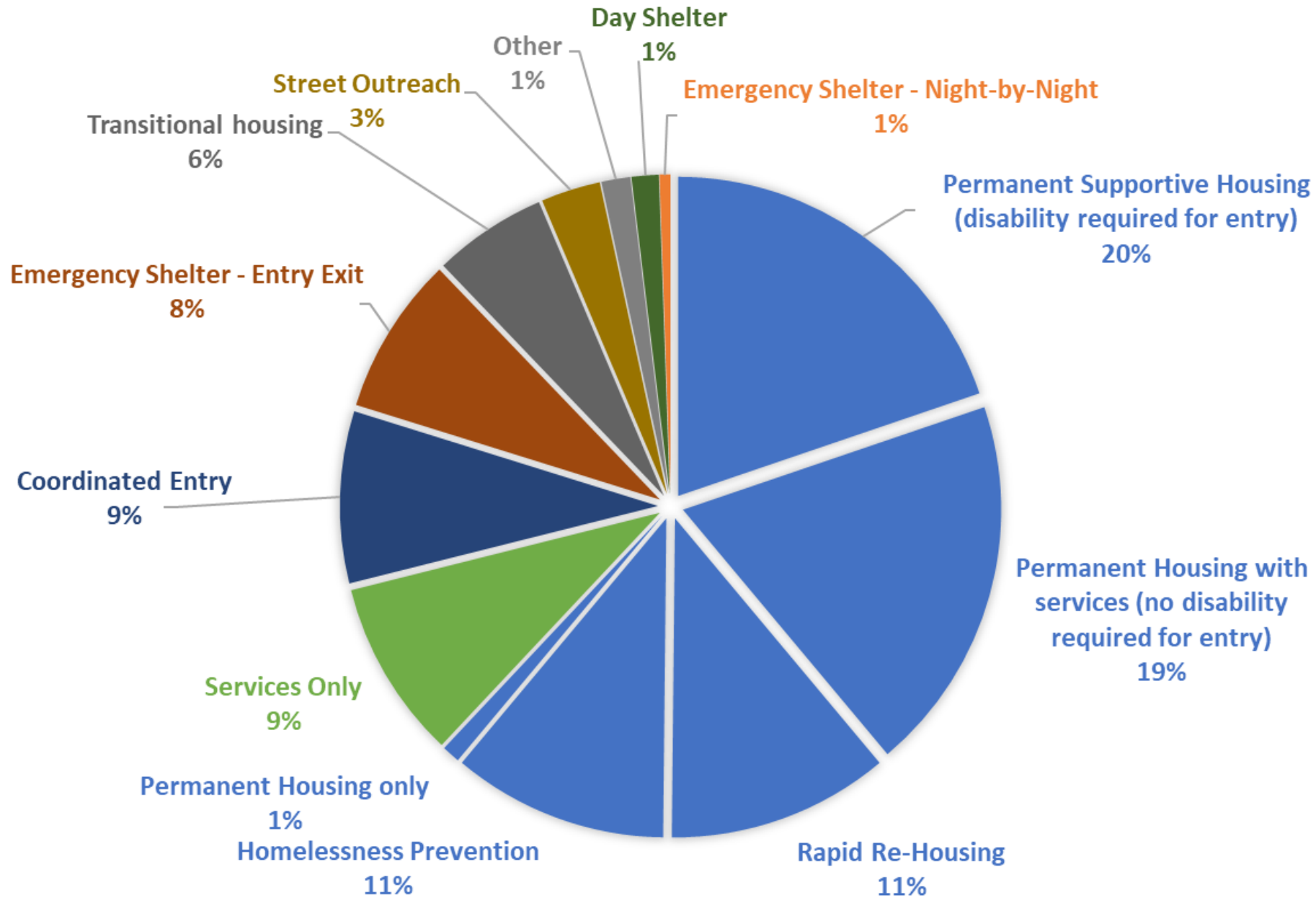


260



2183

PROVIDER TYPES IN MINNESOTA'S HMIS



Centering the client & user experience

Helpdesk support

Virtual office hours

Simplified data entry

Changing process with
users in mind

REPORTcollection (from
~2500 to 62!)

We use HMIS to connect people to resources

Shelter
hotline

Care
coordination

and drive decisions

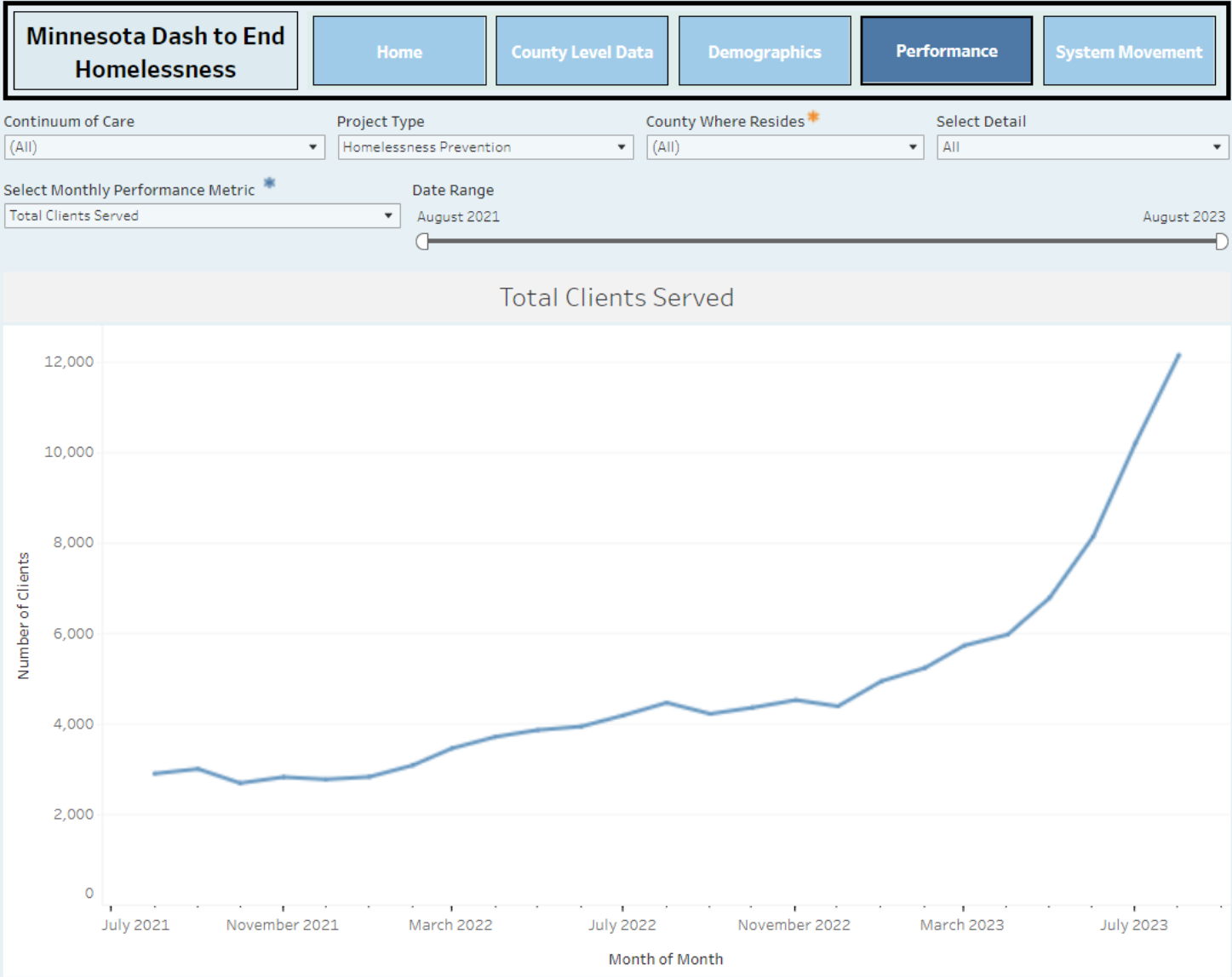
System
Performance
Measures (SPM)
technical assistance

Longitudinal system
analysis (LSA)

Priority lists

so that we equitably prevent & end homelessness in Minnesota

Prevention



so that we equitably prevent & end homelessness in Minnesota

75,000+
stories

What's next for ICA

Preparing for
software
transition

Ramsey County
Single Point of
Entry for shelters



HMIS Bylaws Changes

Annie McCabe & All Board Members

Bylaws Changes

Vote on 4 separate Bylaws changes

- 2 additions
- 2 removals



Bylaws Changes:

Additions

From August 2023 Board vote to be approved at next Annual Meeting:

Article III. Section 5. C

- If a Board member commits a user violation (perhaps but not necessarily at the 'third violation' level) they should be automatically removed without need for a vote.

Article III. Section 5. D

- If a Board member leaves or changes position within the homeless response system, they should not retain their seat through that change. It should automatically be put up for a new slate of applicants (except for appointed positions).

Bylaws Changes:

Removing Permanent Committees

From January 2023 Board vote to be approved at next Annual Meeting:

Article VII. Sections: 2.A.i & Section 3

- Removing the Executive Committee as a permanent committee

Article VII. Sections: 2. A.v

- Removal of Communications Committee as a permanent committee

Final Thoughts and Thank you!

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

Menti Input Time!

Final Thoughts

