

CHIN Staff Report to Governance Committee

January 9, 2015

System Administration

- Follow-up work to HMIS Standards upgrade:
 - As of 1/9, 70 users (out of approx. 737) had not completed HMIS standards training and quiz. We encourage CoCs to look through the list of users and let us know if any of them should be removed (if for example, they are no longer at the agency).
- SSVF export issues resolved in version 11.5.6 – few problems reported since that seem to only affect 2 users – awaiting Bowman resolution.
- The Governance Committee requested system settings be enabled to block the full SSN from ServicePoint screens. Bowman implemented the MCAH SSN settings on a demo. site for Governance Cmte/CHIN staff to review. See details at the end of this report under “Additional Items”.

Reports

- AHAR reporting completed. CHIN provided technical assistance to CoCs and agencies regarding the running of the report, data cleanup, and bed calculations (45 AHAR-related incidents were closed 9/1-12/31/14).
- CHIN updated several reports for changes required due to the 2014 Data Standards. The only reports still needing update are the Data Completeness Report Card (Bowman will release this sometime before Oct 2015), and the HMIS APR reports (expected release later in January).

Technical Assistance

- Closed 416 tickets (average of 21 tickets/day) – (Nov: 23/day, Oct: 27/day, Sept: 21/day)
- 95% SLA compliance on response time (Nov: 95%, Oct: 96%, Sept: 95%)
- Average resolution time = 16 hrs 52 min (12 hrs 3 min in Nov, 15 hrs 8 min in Oct, 10hrs 7 min in Sept). Average resolution time increased because of reduced staff during holidays.

Training

- All trainings are now being done online.
 - Webinars and quizzes for certification training were released in December. Users still register through CHIN website and CoC approval is required before the training can start.
 - 31 online training registration requests were handled in December
 - ART training webinar and quiz released at the end of December.
- The Governance Committee decided to make the 2014 HMIS Data Standards Video Training (DST) and associated quiz part of the required certification/refresher training. The committee also decided that users trained since 10/1/14 who had not completed the DST would have until 1/15/15 to do so (or their licenses would be inactivated until they complete the DST).
 - CHIN provided the Governance Committee with the list of affected users (list is also posted in Phaseware and attached along with this report)

- CHIN notified affected users. As of 1/9/15, 28 users still had not completed the DST. Note that this is in addition to the 70 users who had not completed the DST training and quiz by 10/1/14.

Administration

- No change in staffing levels since October Governance Committee meeting.
- Invoicing for 2015 in progress.
- All 2015 participation agreements (CoC and agencies) sent out in December, before the holidays.
- 2015 Cost Structure will be posted in Phaseware next week.
- We will prepare grant worksheets for all HMIS APR grants we hold, showing how much of the grant will be available after the HMIS fees have been paid. We hope to have those available by January 16.

Additional Items

Bowman Costs – Information Requested by Governance Committee

- 1) The total annual cost of our contract with Bowman
The annual cost of the contract is dependent on the number of user licenses. The cost of the contract (based on our 2014 contract with Bowman) is as follows:
 - \$ 36,810 - Base annual cost – includes dedicated server, AIRS taxonomy, training site, Callpoint module and premium recovery service.
 - \$ 81 - Annual cost/license
 - \$ 50 - Annual cost/ART viewer license
 - \$ 50 – Annual cost/ART Ad-Hoc license – Bowman told us that each implementation automatically gets one Ad-Hoc license for every 100 regular licenses (which is cost represented here). But if an implementation wanted to buy additional licenses, you'd have to get a quote from them – it would be a lot more than \$50/license.

There is an additional one-time cost of \$215 for new end user license.

- 2) The historical payment schedule (do you pay monthly, annually, quarterly)
We pay annually.
- 3) Any other ad hoc costs that we pay
Only other ad hoc costs are for scripts that we ask Bowman to run – those are requested individually and we receive a cost estimate from Bowman based on their hourly rate. The only script that we have run regularly is a script to merge duplicate files – we have typically run it once a year and the cost for the last de-duplication script we ran was \$2625. The cost of the script will probably vary depending on how much the software has changed since the last de-duplication script was run.

Implement settings to hide full SSN

The Governance Committee requested system settings be enabled to block the full SSN from ServicePoint screens. Bowman implemented the MCAH SSN settings on a demo. site for Governance Cmte/CHIN staff review. The current settings work as follows:

When a user (including a user with agency administrator access) creates a client, the client's SSN is immediately converted into a 4-digit SSN. After that point, the user can only see the last 4 digits of the SSN on all screens and cannot edit the SSN. Only CHIN staff (system administrator II) can view the full SSN and edit the full SSN.

Per Gerry Leslie, MCAH is working with Bowman to eventually allow users with access level of agency administrator (or above) be able to view and edit the full SSN only for clients created by their agency/CoC. However, that is not possible now with the software.

Options:

- Can implement the suggested settings – agencies would need to be informed that they would no longer be able to view/edit the full SSN for their clients.
- Can implement the suggested settings PLUS add a setting that allows users with agency administrator access to also view/edit the full SSN for all clients (not just clients created by their agency/CoC). We currently have about 80 users with agency administrator access – all CoC leads plus users at several agencies. Agencies that do not have any users with agency administrator access can request a change to one of their user accounts.