

NC HMIS
Communication Protocols for Transition
DRAFT for Governance Committee Review March 23, 2015

Background: NC HMIS Governance Committee members have a high degree of involvement with the HMIS transition process. These protocols are designed to streamline and clarify the processes for sending messages internally and externally.

TRANSITION COORDINATION

- Recipients: Mike Lindsay, Danielle Progen, Denise Neunaber, Andrea Kurtz, Barb Ritter, Gerry Leslie
 - Eric Hufnagel added for staffing or budget discussions

GOVERNANCE COMMITTEE

- Recipients: Current GC reps and alternates + Mike Lindsay, Danielle Progen, Barb Ritter, Gerry Leslie

MASS MESSAGES, STATEWIDE AUDIENCE

- Message drafting, by subject
 - HMIS Technical Releases regarding the Software: MCAH
 - Privacy: Privacy workgroup + MCAH
 - Governance: Governance workgroup + GC Chair
 - Transition: MCAH + Transition workgroup + Communications workgroup
 - Training: MCAH + Transition workgroup + Communications workgroup
- Message review process
 1. Workgroup members (if applicable)
 2. Communications workgroup
 3. GC Chair, Andrea Kurtz
- Message distribution
 - Andrea will send approved messages to NCCEH for distribution
 - Group that drafted message will send NCCEH target audience(s)
 - NCCEH will distribute messages
 - NCCEH will maintain contact database with target audiences
 - End users
 - Agency executive staff
 - Interested stakeholders
 - All emails will have unsubscribe option