

HMIS @NCCEH Advisory Board

March 20, 2019

In-Person Meeting

Members Present:

NC-502 - Lloyd Schmeidler, NC 503- Brian Alexander, Bagé Shade; NC-513 Corey Root; NCCEH- Denise Neunaber

Members Absent:

NC-502-Matthew Walker, NC-513-Debra Vestal

Others Present

NCCEH - Amy Sawyer, Nicole Purdy, Matt McDowell; ICA - Abby Burgess (via conference call)

Call to order, Welcome & Introductions

- Brian welcomed those present. Members and others present introduced themselves.
- Lloyd presented minutes for approval.
 - *Motion to approve minutes as presented (Alexander, Neunaber). All in favor, none opposed- motion passed, Feb 6 minutes approved.*

WellSky Update

- We are closer than ever before to having a separate HMIS@NCCEH website. All the data we need is present and the data we do not need is not present in the new demo site. When projects are merged and moved by the script in order to be in the appropriate location, there is still a visibility issue. The data is in the database, but some projects cannot see their data correctly. This would not impact CoC level reports, but agency-level reports like data-quality and APR would be affected.
- ICA and NCCEH are now looking at how to “re-stamp” data so it can be visible and mapping which providers to re-stamp. It is not clear on how many records are impacted, but it is significant enough to try one more round of script updates and demo site review to fix the problem. If the re-stamping solution does not work, the implementation will then need to make the fixes manually. WellSky was aware of this visibility issue as early as December, likely earlier.

Agency Participation Agreement

This agreement is the one signed by the participating agency and NCCEH and is similar to the one used by MCAH.

- Page 6, Section VII – Administrative Use: Previously, agencies had to sign an additional agreement with the HMIS Lead, CoC Lead, and agency. Last spring, NCCEH worked on this agreement to combine all three into one document. This section gives CoC Collaborative Applicant staff rights to pull information/reports for administrative uses.
 - Discussion: can we define what a Collaborative Applicant is? Answer: we can put this in an explainer. We are working to avoid putting a name to the Collaborative Applicant in the agreement because that is subject to change.

- Page 3, Section III: Right now, the CoC is responsible for license payments. If the CoC does not pay, then agencies are liable for the cost of licenses.
 - Discussion: This responsibility needs to stop at the CoC, not the agency. This will be a sticking point for agencies and could make it hard to recruit new agencies. Pushing the cost to the agencies if the CoC does not pay means they can still access data. A “cut-off” from the system, if costs are not covered, would mean that they would not have access to their data. Can we change language from “grants” to “Collaborative Applicants” on line three? Is it possible to go back to the attorney to look at other options? How about language like: “In the event of a short-fall, agencies can opt for continued use.” NCCEH will re-word section and send out for review.
- Page 8, Section XII.A: The term for the agreement is one year, and it automatically renews annually for 10 years. It is subject to termination based on what is spelled out in the agreement. Need to make sure the reference number in the text is accurate (should be XII).
- Page 7, Section X: Disclaimer of Warrants and Limitation of Liability – This is a standard amount, and we want this to be a requirement. NCCEH is looking at securing a cyber liability insurance policy. If something happens, it will hit an agency policy first, then the NCCEH policy. However, there is no plan to require that agencies acquire cyber liability insurance policy.
- There is formatting error on XII.2: Lloyd noted it on a copy for NCCEH.
- Next Steps: NCCEH will address errors and update language in the Agency Participation Agreement and provide copies to HMIS Advisory Board members.

Privacy Notice

- Privacy policies are being updated. This is the NC HMIS version that has been updated with HUD language.
- In the current NC HMIS privacy policies, only HMIS privacy is covered. It has been a problem because it only covers what happens with HMIS sharing. We are looking at it separately as HMIS Standard Information (name, age, DOB, etc.) and HMIS Data Visibility Information. This method does not cover coordinated entry activities like pulling reports, case conferencing, coordination of services, and jurisdictional collaboration. The new version for HMIS@NCCEH incorporates all of these types of information sharing into one release. The language “how we use your personally identifiable information” comes from HUD. It also matches VA language provided to NCCEH in the spring of 2018. There will be a link to the list of agencies on NCCEH’s website that can be printed out, allowing NCCEH to make updates as agencies join/leave.
- Discussion:
 - In Orange CoC, we start with the concept that we are protecting the information, what we do not use data for, and that we ARE using it for only housing purposes. Could this be incorporated for the NC HMIS privacy statement?
 - Page 2: Law Enforcement Purposes – update it to show WHOM it is being disclosed to.
 - Section 3: Add “to secure housing” at the end of this sentence: Our agency shares information...designed to coordinate care for you.
 - Is it possible to make consent less than a year? Could it say, “One year, unless you revoke consent sooner”?

- Next Steps: Orange CoC will share their release language as an example for NCCEH (the one that is in OC Connect, screen shot in policy and procedures). Members with any edits are invited to share within the week – this document is still under development.

Required Data Elements

- Durham CoC made a request to require “reason for leaving” to force more attention on this and to improve data quality. Technically, this may not be possible if added to a different part of the assessment, but currently, it is a WellSky controlled question – need to look into it further – it would have to be done after the transitioning to the new HMIS.
- Even if this is not a possibility, there may be an opportunity to train people on this starting immediately. We have traditionally focused more on destination as it is a HUD-required element, not reason for leaving. It can also be addressed during data clean up.
- This question raised a bigger issue: What would the process be for these types of changes? In looking at the HMIS Advisory Board Governance Charter, decisions are to be made at the sub-committee level.
- Next Steps:
 - Since subcommittees currently do not exist, the HMIS Advisory Board will discuss next steps to form subcommittees at the next meeting in May 2019.
 - NCCEH Data Center can look at incorporating messaging/training/review of “reason for leaving” into ongoing activities.

Membership

- Brian provided a template letter that can be used as an invitation for members. Brian included general information and brackets that indicate spaces where more targeted information can be filled in, based on whom is being invited. The HMIS Advisory Board Governance Charter would be included in the invitation along with the invitation letter.
- Next Steps:
 - Brian will add time requirements – est. 2-4 hours/month and note that there are call-in options for meetings.
 - Board members who committed to reach out to people can use this template to update it and send it to people they plan to invite.
 - Aim to start July 1 with the new members.
 - Review membership progress at the May 2019 meeting.
 - Look at the application process/timing for CoCs that may be interested in working with HMIS@NCCEH.

Financial Report

Matt presented the financial report:

- The budget narrative is a reference document for the HMIS Advisory Board.
- Projected actuals for July 2018-June 2019: These numbers reflect actual costs and budgeting. This is broken out to show NCCEH incurred expenses. Largest cost is staff expenses (5.75 FTE). Project expenses are 19% of the total, with the largest expense being contractors and consulting with ICA (there are a few other contractors who do some smaller projects as well). WellSky Service Point software costs (include WellSky and MCAH) were discussed at the last HMIS

Advisory Board meeting. We are anticipating a credit of \$30,000 that would apply for the 2019-20 WellSky contract year. The ESG award covers 28% of total costs, which reduces costs to CoCs (ESG awards are calendar year, HMIS budget is June-July, so budget reflects 50% from one year, 50% from another year).

- Cost sharing is set up using a combination of beds & current licenses. For NCCEH costs, the budget uses the percentage of HIC beds. For the share of the WellSky costs not covered by ESG, the budget uses the percentage of each CoC's licenses.
- 2019-2020 budgeting: Municipalities create budgets in January, approve them by the end of June, and aim to sign contracts June/July.
- Next Steps:
 - Matt will separate out costs for ServicePoint between WellSky and MCAH.
 - Matt will add "Equals Round" when rounding percentages but showing actual budget amounts for future reports.
 - Matt can send Corey a scope of work. Corey will start a contract for this fiscal year based on the cost sharing report and work with Matt to get it processed.
 - 2019-2020 budget will be presented at the next meeting in May 2019.

New Software:

- NCCEH had an informal demo of the Bit Focus Clarity system and met their CEO and COO at the February NAEH conference. Bit Focus doesn't currently do Medicaid billing. They also had a web overview with Case Worthy.
- Both software systems are similar regarding updated interface, conditional logic, ability to edit based on access, and easy reporting tools.
- NCCEH also met with the Director of ICA and asked about the approach NCCEH should take when reviewing options for new HMIS software. NCCEH will work with them to understand other potential options. ICA recently released an RFI to HMIS software vendors to get a better understanding of what is available and software capabilities.
- Next Steps:
 - Meet with ICA to determine what they can share about the RFI process.
 - Map out a timeline to ensure we are out of WellSky by July 2020, if possible.
 - Explore end-user interest in new software, what their ongoing challenges are, what has been difficult/easy, etc. Include users in the dialogue and selection.
 - Keep CoC Boards and leadership informed throughout the process.
 - Keep messaging in mind – Step one: get data out. Step two: decide what software to use. Denise can share those slides with Lloyd.

Next Meeting:

- Will determine date via a Doodle poll that Brian will send out in the next couple of weeks

Respectfully submitted,
Lloyd Schmeidler
Secretary

