HMIS Advisory Board Meeting Minutes

Monday, July 25, 2022, 1-3 PM
Call-in info (audio): 1 218-382-7174
PIN: 583 198 445#
Web: meet.google.com/qaz-bmus-eea

WELCOME AND INTRODUCTION

ONE	**Chair:** Lloyd Schmeidler
	Lloyd called the meeting to order at 1:03 PM and welcomed everyone to the virtual meeting. **Members present:** Lloyd Schmeidler (Chair Durham, City of Durham CDD), Brian Alexander (Secretary, Bal. of State, NCCEH), Valaria Brown (Durham, Housing for New Hope), Ashley VonHatten (Bal. of State, NCCEH), Andrea Carey (Data Center), Kristen McAlhaney (At large, UCCS), Bettie Teasley (At large, NCHFA), Mike Fliss (At large, UNC-Chapel Hill), and Debra Vestal (At large, IFC). **Members Absent:** Rachel Waltz (Vice-Chair, Orange, Orange County Hsg Dept.), Donna Biederman (At large, Duke U School of Nursing), Kat Weis (Orange, Orange County Hsg Dept.), K'leigh Mayer (At large, NC 2-1-1), Nicole Wilson (At large, Durham VA Medical Center). **Also present:** Allison Winston (ICA), Nicole Purdy (NCCEH), and Tim Bender (NCCEH) joined us.

APPROVAL OF MINUTES

TWO	**Presenter:** Brian Alexander	
	Goal: ☒ Share Info ☒Obtain Input ☒ Make Decisions	**Formal Approval Needed?** ☒ Yes ☐ No
	Brian presented the minutes of the May 23, 2022, Advisory Board meeting and asked for their approval. Mike moved for their approval, and Brian seconded the motion. The minutes were approved unanimously.	
	Supporting Material: • Draft May 23, 2021, minutes emailed and posted to NCCEH.org prior to the meeting.	

HMIS@NCCEH UPDATES

THREE	**Presenter:** Andrea Carey	
	Goal: ☒ Share Info ☒ Obtain Input ☐ Make Decisions	**Formal Approval Needed?** ☐Yes ☒No

Andrea provided the following updates about the Data Center's work since our last meeting:

HMIS Hiring
- Data Center hiring is ongoing for a Project Specialist to provide technical assistance (TA), support providers, and oversee communications. Andrea noted that the pool of candidates is strong, and the hiring team is ensuring the right fit for gaps in the Data Center team and to increase capacity. It is anticipated that a candidate will be selected in the next two to three weeks.

HMIS Licenses
- There is a good number of licenses available in the Durham, Orange, and NC Balance of State CoCs.

HMIS Implementation Updates
- Entering data as mode enforcement ensures users are selecting the project before entering data on behalf of the project; the new implementation made it harder to not do this. When users log into the system they log in as the entire agency and cannot enter client data.
- The social security number (SSN) update protocol has been updated and uses a password protect encrypted Excel spreadsheet. Passwords will be regularly updated through the Data Center and increase data quality.

Data Configuration Subcommittee Updates
- **Nicole Purdy** provided an update on the HMIS Configuration Subcommittee. The group met in June to discuss SSN visibility and settings. The group unanimously agreed to not make any changes or recommendations regarding SSNs. The July meeting was cancelled, and the group will meet in August to discuss the reasons for the leaving picklist. Due to Hanaleah Hoberman's resignation, the subcommittee will need a new CoC representative, which must be a CoC lead staff person. Lloyd called for this to be added to the agenda for the next Executive Committee meeting.Kristen commented that ZenGuide has been very helpful for their staffs.

ZenGuide Updates
Andrea shared ZenGuide performance data:
- There is a good customer satisfaction rating.
- The average speed for an initial reply is 40 mins.
- For new users, the average reply speed is 49 min.
- The average speed of resolution is one hour.
- Andrea noted the quick speed of responses is due to ICA staff.

UPDATE ON 2021 – 2022 STRATEGIC GOALS

FOUR	**Presenter:** Lloyd Schmeidler	
	Goal: ☒ Share Info ☒ Obtain Input ☐ Make Decisions	**Formal Approval Needed?** ☐Yes ☒ No

Lloyd facilitated a review of the 2021-2022 HMIS@NCCEH strategic goals:
- **Goal 1** - HMIS Implementation Evaluation and Improvement: Implement a

feedback/evaluation process for Helpdesk requests that provides an opportunity to evaluate our work and do ongoing quality improvement.
- o Andrea Carey said we have met this goal:
  - Helpdesk has incorporated instant feedback
  - Comments are reviewed (especially if the comments were negative)
  - Survey/focus groups included end users and resulted in ZenGuide having more clear instructions
  - Set benchmarks for factors for success
  - Sharing feedback during Advisory Board meetings.

Bettie asked if benchmarks include average speed of initial reply, visits per month for ZenGuide and customer satisfaction. Andrea confirmed the benchmarks do include those items. Bettie also asked if it was possible to look at trends over time and if the trends can be visualized. Andrea answered that this was possible.

- **Goal 2** - HMIS Implementation Evaluation and Improvement: Use HUD HMIS Lead improvement document to evaluate each of the nine categories to set a baseline understanding of the implementation and to set a framework for how to move toward improvement.
  - o Ashley Von Hatten said we have almost met this goal:
    - We have created the subcommittee and reviewed the HUD HMIS Lead improvement document
    - Working on developing evaluation methods to each of the categories, setting baselines
    - Will present a plan to HMIS Advisory Board members soon.

- **Goal 3** - Data Quality/End User and Community Improvements: Increase end user participation/engagement.
  - o Andrea Carey said we have not met all the goals:
    - Tried different ways to engage end users and received feedback that efforts were helpful.
      - Working with ICA and launched Learning Management System with the annual privacy training. Every user used the training and passed a privacy quiz.
      - Working with ICA to complete new user training. Completed Emergency Shelter training and expect it to be available for users in October.
      - ClientPoint training is under review. Trying to increase opportunities for training.
      - Still working on tailoring trainings with more emphasize next year on project specific reports. Split the monthly user meetings into two. One for end users and one for program managers and system admins.

Bettie asked if there is a way that they can see the changes and/or data clean up and changes. Andrea said that might be a different goal in terms of data quality, but she could pull an APR to see the progress over time.

Supporting Material:
- [2021-2022 HMIS@NCCEH Advisory Board Goals](#)

HMIS OPERATING POLICIES AND PROCEDURES

FIVE	Presenter: Lloyd Schmeidler	
	Goal: ☒ Share Info ☐ Obtain Input ☐ Make Decisions	**Formal Approval Needed?** ☐ Yes ☒ No
	Lloyd stated updating the HMIS@NCCEH Operating Policies and Procedures is one of our annual responsibilities as an Advisory Board. He will send out the policies and procedures in August for the HMIS@NCCEH Executive Committee to review and send out revisions to the full HMIS@NCCEH Advisory Board in September for approval.	

COC ADDITION PROCEDURE PROCESS

| SIX	Presenter: Brian Alexander	
	Goal: ☒ Share Info ☒ Obtain Input ☒ Make Decisions	**Formal Approval Needed?** ☒ Yes ☐ No
	Brian gave an update on the process for a new CoC to join HMIS@NCCEH. Awarded HUD TA was used to help think through the process. Brain explained the flow chart below: Bettie suggested the flow chart may need a formal notification of the Advisory Board of a denial for the ones that do not get a recommendation to go to the Advisory Board. Brian agreed and will move "Take to AB for final action" after "EC meets to consider recommendations." Bettie noted the chart should make it clear that the requesting CoC participates in a scheduled follow up call and be included in a conversation about the budget.	

The box will be changed to state, "Schedule follow up call to discuss budget and ask questions." Lloyd suggested ensuring the structure of Executive Committee and Advisory Board is updated/addressed.

A motion to approve the HMIS@NCCEH CoC Addition Process, with suggested updates, was made by Bettie Teasley and seconded by Mike Dolan Fliss. The motion was passed unanimously. The next steps will be to reach out to an interested CoC and let them know of the process.

Updated flowchart:
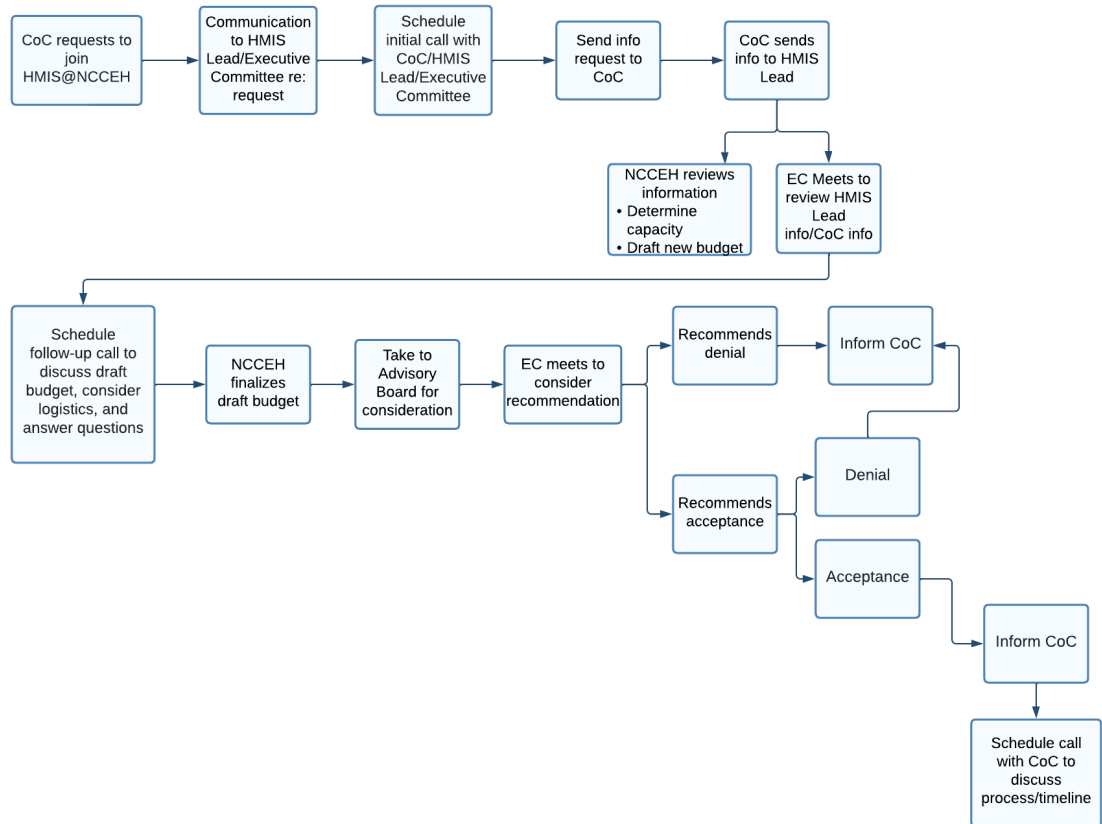
CODI & OTHER RESEARCH PROJECT UPDATES

SEVEN	**Presenter:** Andrea Carey

Goal: ☒ Share Info ☒Obtain Input ☐ Make Decisions	**Formal Approval Needed?** ☐ Yes ☒ No

Andrea provided an update on CODI (Clinical and Community Data Initiative). The team is working through mapping details and figuring out what specific pieces of data will link up. Once that is set up, testing can be done. Tim Bender and Andrea Carey met with partners in early June (in person) and noted it was valuable. Testing will occur this year and first queries will come next summer. A master agreement and data use agreement are expected soon.

The vaccine linkage project with NC DHHS is ongoing.

Connections with MCAH are being renewed, and NC HMIS is voting on pursuing data warehousing.

	Mike Dolan Fliss gave an update on HMIS death certificate linkage pilot results. The results are based on pre-COVID data. Mike advocated for linking records on an annual basis. The number one cause of death was drug overdose (around 2,000 records from 81 counties).

ADVISORY BOARD MEMBER CHECK-IN

EIGHT	**Presenter:** Lloyd Schmeidler	
	Goal: ☒ Share Info ☒ Obtain Input ☒ Make Decisions	**Formal Approval Needed?** ☒Yes ☐ No
	Lloyd asked for feedback and/or evaluation of meetings. Valaria Brown has learned a lot and appreciates the time and expertise on how to better serve and instruct. Lloyd asked if the Advisory Board wanted to continue to meet every other month – Mike Dolan Fliss, Bettie Teasley, and Valaria Brown said yes given the pace of change and feedback requests.	

Motion to adjourn at 2:40 PM by Brian Alexander and seconded by Mike Dolan Fliss.
The meeting ended at 2:40 PM.

Respectfully submitted,
Brian Alexander, Secretary with staff support from Adriana Diaz

Next Executive Committee Meeting: Monday, August 29, 2022, from 1-2 pm