

HMIS@NCCEH Advisory Board Meeting

Minutes

Monday, September 26, 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	Secretary: Brian Alexander
	Brian called the meeting to order at 1:06 PM and welcomed everyone to the virtual meeting.
	Members present: Brian Alexander (Secretary, NC BoS, NCCEH), Valaria Brown (Durham, Housing for New Hope), Ashley VonHatten (NC BoS, NCCEH), Andrea Carey (Data Center), Kat Weis (Orange, Orange County Hsg Dept.), Colin Davis (Durham, City of Durham CDD), Bettie Teasley (At large, NCHFA), Kristen McAlhaney (At large, UCCS), Debra Vestal (At large, IFC), Mike Fliss (At large, UNC-Chapel Hill), and Nicole Wilson (At large, Durham VA Medical Center).
	Members absent: Lloyd Schmeidler (Chair Durham, City of Durham CDD), Rachel Waltz (Vice-Chair, Orange, Orange County Hsg Dept.), Donna Biederman (At large, Duke U School of Nursing), K'leigh Mayer (At large, NC 2-1-1).
	Others present: Adriana Diaz (NCCEH), Jenny Simmons (NCCEH)

APPROVAL OF MINUTES

TWO	Presenter: Brian Alexander	
	Goal: <input checked="" type="checkbox"/> Share Info <input checked="" type="checkbox"/> Obtain Input <input checked="" type="checkbox"/> Make Decisions	Formal Approval Needed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	Brian presented the minutes of the July 25, 2022 HMIS@NCCEH Advisory Board meeting and asked for their approval. Mike moved for their approval, and Valaria seconded the motion. The minutes were approved unanimously.	
	Supporting Material:	
	<ul style="list-style-type: none"> Draft July 25, 2022, minutes emailed and posted to NCCEH.org prior to the meeting. 	

HMIS@NCCEH UPDATE

THREE	Presenter: Andrea Carey	
	Goal: <input checked="" type="checkbox"/> Share Info <input checked="" type="checkbox"/> Obtain Input <input type="checkbox"/> Make Decisions	Formal Approval Needed? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	Andrea provided the following updates about the Data Center's work since our last meeting:	
	HMIS Staffing	

- Dashia Shanks has joined the NCCEH Data Center Team as a Project Specialist.
- Allison Winston has left ICA and her position under that contract has been replaced by Jessica Jones, who has over 20 years of experience with ServicePoint.

HMIS Licenses

- There is a good number of licenses available in the Durham, Orange, and NC Balance of State CoCs.
 - Durham: 90 licenses, 77 in use
 - NC Balance of State: 251 licenses, 236 in use
 - Orange: 28 licenses, 23 in use
- In 2022, the HMIS@NCCEH implementation has added 2 new agencies, 31 new projects, and 183 new users.

HMIS Implementation Updates

Data Configuration Subcommittee Updates

- The Data Configuration Subcommittee currently meets monthly on the first Monday from 10 to 11 A.M. Brian has been added as the new CoC representative. The subcommittee needs an additional agency/user representative.
- Its next topic at the October 3rd meeting will be the disabling condition gateway question and how to both meet the data standards and provide clarity for users in the Data Center's assessments.
- At its last meeting, the Data Configuration Subcommittee discussed reason for leaving options in ServicePoint. There is now a new picklist created after input from the members and staff. The Data Center plans to make the system change on October 1. Please check out this guide for a preview and information on the new options: <https://ncceh.zendesk.com/hc/en-us/articles/9568095303443-Reason-for-Leaving-Options>

Purge Script

- The purge script is scheduled for September 27 from 5-6 P.M. EST and will require that our entire HMIS system is down for about an hour.
- This script helps put us in compliance with the HUD requirement that client data and files are de-identified after 7 years. The script will de-identify all client files that have not had entries/exits or service transactions since before 10/1/2014. Client files with a household member that has had entries/exits or service transactions since 10/1/2014 will be kept.
- This will help with reporting issues per WellSky's normal operating procedure for this script type.
- The Data Center will be working on system testing on September 28 and 29 as well to make sure everything went according to plan.

Annual Privacy Updates

- Required every year for every HMIS User (all users with a license by August 1st) and regularly scheduled for the month of September.
- Currently 49% of users have completed the training.
- Deadline is September 30th .

Helpdesk Performance for last month:

Metric	Performance Range		Current Performance
	Worst Case	Best Case	
Customer Satisfaction	90%	100%	97.6%
Average speed of initial reply	8 hours (business)	1 hour (business)	1.2 hrs
Average speed of initial reply for new user	16 hours (business)	1 hour (business)	55 min
Median speed of time to resolution	7 days (business)	1 hour (business)	1 hr
ZenGuide visits per month	100 (30% users)	320 (~92% users)	233 users

HMIS OPERATING POLICIES AND PROCEDURES REVIEW

FOUR	Presenter: Andrea Carey	
	Goal: <input checked="" type="checkbox"/> Share Info <input checked="" type="checkbox"/> Obtain Input <input type="checkbox"/> Make Decisions	Formal Approval Needed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<p>Andrea presented a few comments that were unresolved in the working copy of the 2022 HMIS@NCCEH Policies and Procedures for members to review. Members provided input to resolve the comments and finalize the draft 2022 Policies and Procedures. Corrections ranged from formatting and organization to clarifying content. Given that several members were absent, the HMIS@NCCEH Advisory Board will vote on the approval of the 2022 HMIS@NCCEH Policies and Procedures by email.</p>	

CODI SECURE FILE PROTOCOL REVIEW

FIVE	Presenter: Andrea Carey	
	Goal: <input checked="" type="checkbox"/> Share Info <input checked="" type="checkbox"/> Obtain Input <input checked="" type="checkbox"/> Make Decisions	Formal Approval Needed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<p>Andrea introduced the LiquidFiles transfer system for the HMIS@NCCEH Advisory Board to consider approval of for the CODI project. NCCEH is a data owner/participant in the Clinical and Community Data Initiative at NC (CODI@NC) through data contributions in CODI's distributed health data network. The Collaborative Studies Coordinating Center (CSCC) at UNC Chapel Hill will participate in the CODI@NC project by hosting the data and performing technical functions on behalf of NCCEH. The arrangement between the NCCEH and CSCC requires the secure transmission of data. It is recommended by the CSCC to use the security features of LiquidFiles, the transfer mechanism. LiquidFiles is a file transfer system that enables a data owner to securely send files to authorized users. FileDrop is a feature on LiquidFiles that securely transfers files with a defined size and extension to authorized users. The FileDrop method is accessed through a permanent link, rather than downloading software and configuring the file-transfer mechanism on the data owner's system. The CSCC will be responsible for configuring the link that is specific to the CODI@NC project and retrieving the files from the data owner. Kat motioned for approval of CSCC's LiquidFiles secure transfer method. Ashley seconded the motion. The motion was approved unanimously.</p>	

	Supporting Material: <ul style="list-style-type: none"> • CSCC's LiquidFiles secure transfer method
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LINDQUIST INSTITUTE STUDIES REVIEW

SIX	Presenter: Andrea Carey	
	Goal: <input checked="" type="checkbox"/> Share Info <input checked="" type="checkbox"/> Obtain Input <input checked="" type="checkbox"/> Make Decisions	Formal Approval Needed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	<p>Andrea provided a review of the Lindquist Institute's proposal to the HMIS@NCCEH implementation. There is a new project being proposed by the Lindquist Institute with the goal being to assess disparities in diabetic retinopathy screening for those experiencing homelessness and evaluate whether hospitalizations could be an opportunity to provide the necessary screenings. The Institute has approached NCCEH to use its data for the project. It wants to use NCCEH's data on folks experiencing homelessness and use linkage to compare it to folks with Medicaid/Medicare to see the crossover.</p> <p>Brian expressed concern about how specific this project is as NCCEH would be providing a lot of data for a condition that does not seem to affect much of the homeless population.</p> <p>Nicole Wilson asked if they have access to the Medicaid records. Andrea answered that that is unknown. Mike encouraged asking Lindquist Institute before committing to any project. Valaria asked if there is there a deadline to provide the data. Andrea answered that Lindquist wants to have data in hand within a year.</p> <p>A vote was tabled until questions regarding if the Lindquist Institute have Medicaid data are answered.</p>	

HMIS@NCCEH ADVISORY BOARD GOALS UPDATE

SEVEN	Presenter: Brian Alexander	
	Goal: <input checked="" type="checkbox"/> Share Info <input checked="" type="checkbox"/> Obtain Input <input type="checkbox"/> Make Decisions	Formal Approval Needed? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	<p>Brian facilitated a review of the 2022-2023 HMIS@NCCEH strategic goals:</p> <p>FY22-23 Goal 1: Data Quality Plan <i>Proposed goal: Develop and begin implementation of a system-wide Data Quality Plan to improve data quality and more accurately evaluate strategies to end homelessness.</i></p> <ul style="list-style-type: none"> • Andrea provided an overview of the progress made for Goal 1: <ul style="list-style-type: none"> ○ A framework for an implementation-wide Data Quality Plan is in progress. Allison Winston from the Data Center's embedded ICA team was the lead on providing foundational material for the HMIS@NCCEH implementation to consider. <ul style="list-style-type: none"> ▪ A draft incorporating the Data Quality Benchmarks set last year explains what data quality is, how it is measured, and begins to outline the responsibilities of participating agencies (as well as HMIS Lead Agency, CoCs, and the HMIS@NCCEH Advisory Board). ▪ Missing/Incomplete pieces that require collaboration include a Monitoring Plan, setting Enforceable Agreements and Encouragements, and outlining a Data Quality Improvement Plan 	

template.

- Adaptation of the Minnesota Data Quality Report that incorporates HMIS@NCCEH's Benchmarks is underway.
 - Currently calling this the Quarter Data Quality Report. This versatile report would be able to be run by System Administrators, CoC Leads, or Agency staff to monitor data quality according to the HMIS@NCCEH Implementation standards.
- Since Data Quality Plans must be approved by the CoCs, then Data Center will convene with CoCs to determine if and the degree to which there would be further specification of the Data Quality Plan for each CoC.
- Andrea shared a quarterly data quality monitoring report which helps lead agencies by fixing data elements that affect overall data quality.

FY22-23 Goal 2: HMIS Implementation Evaluation and Improvement

Proposed goal: Implement monitoring plan to evaluate HMIS Lead.

- Colin Davis provided an overview of the progress made for Goal 2:
 - At its last meeting, the Evaluation Subcommittee worked through most of the HMIS Lead Improvement Evaluation from HUD, with just two more listed items to review. He will work with Adriana to get the next meeting scheduled.

FY22-23 Goal 3: End-User and Community Improvements

Proposed goal: Increase end-user participation/engagement.

- Andrea provided an overview of the progress made for Goal 3:
 - Implementing Learning Management Software:
 - Annual Privacy Training is being conducted in September through the ICA training LMS. The Data Center's regular monthly training in September will focus on what to do when clients do not consent.
 - The Emergency Shelter (ES) ShelterPoint Training and Step-by-Step Workflow have been finalized. Course expected to be sent to ShelterPoint users in October.
 - The Emergency Shelter (ES) and Transitional Housing (TH) ClientPoint Trainings have been recorded and are under review by the Data Center. Upon completion, courses on Permanent Housing, Street Outreach, PATH funded programs, Homeless Prevention, VA Funded programs, and HOPWA will follow.
 - Ongoing Education and Training:
 - ZenGuide Knowledge Base has 56 articles published and views at approximately 70% of users. Highest viewed sections are Annual Privacy Renewal, Data Standards & Data Entry, and updating SSNs.
 - The all CoC System Updates meeting is every 2nd Tuesday at 10:30 A.M.. There is also at least one monthly training for any HMIS user to attend to continue their HMIS skill development.
 - Additional trainings are being offered to support the LSA/SPM corrections season:
 - Tuesday, October 4, 1 P.M. – 2 P.M.: Learn to pull and read Annual Review Audit report and Street Outreach DOE Report
 - Wednesday, October 5, 9:30 A.M. – 10:30 A.M.: Learn to pull and read the LSA Client Clean Up Report
 - Monday, October 10, 2 P.M. – 3:30 P.M.: Learn additional tips on correcting LSA Client Clean Up Report
 - Thursday, October 13, 9 A.M. – 10 A.M.: Learn how to submit required reports & QA time

	<ul style="list-style-type: none">• Wednesday, October 19, 10 A.M. – 11 A.M.: Learn how to submit required reports & QA time• Thursday, October 20, 1 P.M. – 2 P.M.: Reporting Season: what to expect next
	Supporting Materials <ul style="list-style-type: none">• 2022-2023 HMIS@NCCEH Strategic Goals

There being no other business, the meeting adjourned at 2:51 P.M.

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

**Next Executive Committee Meeting: Monday, October 31, 2022, from 1-2 pm
Next Full HMIS Advisory Board Meeting: Monday, November 28, 2022, from 1-3 PM**