

## **HMIS Committee Meeting**

July 9, 2007

Attendees: Dave Brubaker, Mike Chapman, Lynn Cowart, Judy Detrick, Robynne Hester, Rosa Reich, Joe Robinson, Carrie Thomas

Agencies Represented: 2-1-1 Brevard, Inc., BCCHT, City of Titusville, CBSC, Coalition of Hungry & Homeless, Crosswinds Youth Services, NBSC, SBSC

Purpose: Review Sunshine Law; Discuss Vendor Meeting Schedule; Domus Status  
(Full Agenda attached)

Dave Brubaker called the meeting to order at 1:39 pm.

Minutes of last meeting, May 30, 2007, reviewed and approved.

Dave recognized Mike for discussion on vendor software; Mike asked Rosa to explain the Sunshine Law as it pertains to the HMIS Committee.

Rosa pointed out that we must state that all the meetings will be held in compliance with the Sunshine Law.

She said there are basically four points we must adhere to:

- 1) Public Notice: Meetings must be made public at least one week in advance. (Note: Rosa says she needs 7-8 business days in order to get the notice posted. There are several things she has to do to comply, such as faxes, emails, etc.)
- 2) The meetings must be open to the public. (Note: If 2-1-1 confidentiality is a problem, we can find another meeting space.)
- 3) Minutes must be recorded.
- 4) Agencies must make time on the agenda for public comment.

### Other points of interest:

As to what is acceptable to discuss without public notice: Anything that has to do with money, contracts, things of that nature cannot be discussed in a non-public forum. Whereas something like a member calling the chair to ask to add something to the next meeting agenda and discussing that subject would be ok. Something, like calling members after seeing demos of three vendors and telling them that you really liked #3, would not be acceptable because that could turn into a contractual matter.

When votes are taken on contractual matters, etc. the name of the person voting and the way they are voting should be written into the minutes.

If a person has in their portfolio some vested interest in one of companies that we have a contract with, that person must let the other committee members know that they have a conflict of interest and must excuse themselves from voting.

Mike explained that Domus response to cancellation of the contract was to threaten a lawsuit. We offered to pay the \$5000 setup even though they had not lived up to the contract. Their lawyers said we owed \$19,000 rather than \$5,000. Plus any legal battle would take place in New York which would be added expense. Domus wanted us to give them 90 days to “prove themselves” and if after that 90 days, we were not satisfied they would settle for the \$5000.00 and we’d go our separate ways. 2-1-1 Brevard’s Board Member, who is also a lawyer, said this sounded like the best solution and we should probably accept the offer.

HMIS Committee members agreed. Mike contacted KC, the President of Domus, she asked Mike what they could do to make us happy. He explained that was not his decision, but that of the Committee. That’s one of the things on our agenda today.

Dave stated that our agency survey results show what we need and we should provide it to Domus.

Mike said we should not make an effort to do anything until a contract is signed by both parties, no input, no usage, nothing.

Rosa asked what are the barriers to entering data right now.

Robynne asked if our old data is available.

Joe asked, if we start testing Domus, where do stand on training.

Mike responded that Domus has not been turned off, Catholic Charities and VOA had started using it before contract cancellation. We could start it up with a little preparation and start training. This would show due diligence to Domus.

As to barriers, one is the HOH setup. It is a convoluted process which takes time and needs to be addressed.

Discussion proceeded regarding how HOH was setup. Results were that HOH is only a problem on the imported records, not new records. It is an issue that can be worked around by training intake staff.

Carrie asked if we will be able to share data.

Mike responded that yes, we can, but we have to click the button that allows sharing for each record entered. We would like Domus to make “share” the default, so we only have to click on the button if we do not want to, or cannot share a record for any reason.

Robynne asked if a shared record would be “view only” for the agencies that did not enter the record and whether that agency would be able to add their notes and services.

Mike explained it would be view only to the other agencies, but they would be able to add their own data to the record, just not change anything that was input by the first intake agency.

He went on to say that another problem with Domus was that they could not import our client history under the input agency, they had to put them all under 2-1-1. Those will have to be sorted out and put under the proper agency. Plus, only names and demographics were imported, service history was not. They wanted extra money to do the service history.

Members had several other questions which prompted Dave to suggest we write the questions down and invite KC here and to answer them.

Mike said KC has offered to meet with the committee. She is available on either the 27<sup>th</sup> or the 30<sup>th</sup> of July. Discussion followed, calendars checked and consensus was the best day for the committee members is the 30<sup>th</sup> at 10:00 am.

Motion made by Joe to set the meeting as stated above, seconded by Judy, voted and unanimously approved.

Robynne suggested emailing our questions to Mike prior to the meeting so he can make a master list.

Rosa suggested that the agencies sit down with their intake staff and find out what their issues are so that we ask the right questions to help them and also we may want to bring users to the meeting with Domus. They may be able to hear an answer from KC and think to ask questions that we may not.

Mike: My question is when do we start the 90-day trial period. I recommend that KC be informed that we do not begin due diligence until contract is signed.

Rosa said we need a timeline for getting this done as soon as possible. It should quicken things since we'll be talking with the president of Domus rather than a sales person.

Dave said, yes, she should be able to answer questions better than a sales person.

Mike summarized: 1. We do a 90-day evaluation of Domus (Domus does meet HUD mandates)  
2. KC invited to come on the 30<sup>th</sup> at 10:00 am, place TBD.

Mike asked, do we want to download the history even though it may cost extra money and if so, where will that money come from?

Discussion ended in yes we need the history, it needs to go on the "happy" list. We need at least 4-5 years history.

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Mike asked if you have data history that you have to get by doing a data query, will that be acceptable? Consensus, if that is the only way, yes.

More questions for KC:

Robynne wants to know if she will be able to see the history when she pulls up a client, or will she have to do it separately?

LIHEAP – can it be done.

Judy asked if she should bring in the intake process sheets she had to fill in under MetSys for KC to see. Committee said “good idea.”

Robynne asks should we provide the survey along with our other questions?

Mike says no, because there are things on the survey list that we know Domus can't do.

Robynne says shouldn't we use the list we already have, maybe not the whole list, but the must haves, rather than reinvent the wheel? Can we see what was on the contract?

Mike says he will ask Libby if we can provide the committee with a copy of Schedule A from the contract, that is where services are listed. He thinks it won't do any good though because they wanted to rewrite the contract because they either couldn't or wouldn't do everything listed on Schedule A.

Lynn asked if we could at least start training. We will be ahead with the due diligence and that might urge Domus to sign the contract sooner.

Mike said he had to do a little more course preparation and then yes they can start doing some training. He also would like to put Judy in direct contact with Domus person to help her expedite the SHP part, rather than waiting on Mike to go back and forth on it while trying to do all the other things on the list.

Lynn: Do you think we can set up some training before the meeting on the 30<sup>th</sup>? We will have a better idea how it works that way and which questions to ask.

Rosa: Do we look at other vendors while we are assessing Domus? What other vendors were they again?

Mike: Yes we will evaluate other vendors. The narrowed it down to Bell Data and Pathways. We also looked at Client Serve, but they were not within budget.

Rosa: I recommend we go with Domus, Bell Data and Pathways – give them our agency survey (wish list) and see what they can do. We can then make a motion to the Continuum that we do a 90-day evaluation with all three, side by side. I would also like to see a timeline especially since staff will have to learn three software packages in order to compare. I also think we should try to get the other two vendors to demonstrate on the same day.

Mike says there is not enough time in one day to see two vendors and suggested we see one vendor on a chosen date, then see the other one 30 days later.

Rosa and Lynn think we should have the demos sooner so that they can be compared simultaneously.

Rosa also suggested that we need Domus to go through the same process as the other two vendors, jump through the same hoops to get a true comparison of the three.

Robynne agreed and said we do not want to wait until the last minute of the 90-day trail to decide.

Rosa asked whether anyone from 2-1-1 would be attending the HMIS conference.

Mike says not to his knowledge since he is unable to attend.

Rosa thinks it would be a good idea for someone to go, maybe one of the HMIS committee members. She thinks it might help us in our process of administration. She will research the conference specifics and inform the committee.

Dave asked if there were any more questions or discussions. There were none.

Robynne motioned to adjourn. Rosa seconded. Motion carried.

Meeting adjourned 3:57 pm.

#### Assignments

Mike to set up a timeline on what needs to be done and when.

Robynne will help start that, by finding dates when committee members will be available for demos/meetings.

Mike will invite KC to meet with the committee on the 30<sup>th</sup> of July 2007 at 10:00 am. Location TBD

Mike to get with Libby Donoghue, Executive Director of 2-1-1 Brevard to see if she will provide a copy of Domus contract Schedule A so committee can see what was included.

Judy to bring copy of MetSys, one family intake process for KC see

Rosa to research specifics about the HMIS Conference and let committee know.

Meeting with KC from Domus is scheduled for Monday, July 30, 2007 at 10:00 am.  
Location to be determined.

Next Committee meeting pending until after meeting with Domus.