

HMIS Committee Meeting

February 6, 2008

Attendees: Dave Brubaker, Mike Chapman, Lynn Cowart, Judy Detrick, Suzanne Randolph, Rosa Reich, Carrie Thomas

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

Dave Brubaker called the meeting to order at 1:11 pm.

Minutes of last meeting reviewed. Change para 5 1st sentence from uninformed to informed, change next to last para, last page from February 2 to February 6.

Motion to accept last meeting minutes w/above changes by Carrie Thomas, seconded by Judy Dietrick. Vote taken, passed unanimously.

Dave recognized Mike Chapman for discussion. "Heeeerrr's Mike!"

Mike gave status on implementation of BellData HMIS software: Implementation going well – all demographics are in and working. Most of the service records are imported.

Core agency configurations are finished. Data input is currently active at five agencies. Five more are currently in process. A couple of agencies have special considerations so will take a little longer. Example: VOA has special considerations; they need to import data following the HUD online SCHEMA. Mike provided written instructions on this process to Rosa Reich. She will distribute to the people that need them.

Also, since customization is available, some small fine tuning to agency configurations are in process.

Data Entry employees/volunteers are happy with the ease of use and on the administrative side the fact that problems are solved quickly.

Administrative training is complete. Security & Privacy training held the last month for new data entry people. Other Security & Privacy training will be scheduled as needed.

Crosswinds APR complete.

Women's Center, domestic violence issues: HUD bounces back and forth on this issue. Presently, they don't want this information entered into HMIS. Women's Center has a separate system under Client Services Network where they can store the data and there's no way anyone that isn't supposed to can get into that data.

Past challenges: import/export from two different software (MetSys and DOMUS) – holidays, people on vacation & BellData staff illness. All of these slowed the configuration progress a little.

Current challenges: Reports, community level reports, data quality reporting.

Since agency customization is available, the training must be done agency by agency rather than in a large group. Carrie asked whether one person in the agency can be trained and then they, in

turn, train the others in that agency. Mike responded, yes as long as the others have taken the Security & Privacy training and have their logins assigned.

Future challenges: import/export of data – making sure it's valid data. Must consider participation in HUD's AHAR Program. It is voluntary right now, but they have been pressuring us to "volunteer", so it will most likely become mandatory in the future. Courseware development, after all agencies are on board; actual computer training in excel & word will be scheduled. This will be necessary for reporting purposes (taking the report data from BellData and drop it into an excel or word document).

Dave thanked the committee for their hard work in evaluating and choosing HMIS software, it's appreciated. He asked Mike for an expected "all agencies up and running..." date. Mike replied that the remaining agencies should be up and running live by month's end.

Judy asked where will the records for the APR come from Domus or Metsys. Mike said that the demographics are in BellData, but might be best that the services be manually entered.

Floor given to Rosa who announced that the CoC grant may be needed earlier this year, possibly March or April because it will be the first year for electronic submission which may create some challenges; as new software usually has glitches, etc. to be ironed out. That means she'll be requesting the APRs early or as soon as possible.

She went on to say that in past years, once the grant was submitted, we would be briefed on our failures/weaknesses. They won't be doing that this year. Rather, they will incorporate all CoCs into one briefing.

One weakness: we need more/all housing info in the system, not just services. We get the grant award decided on how many points we receive. For past two years we have stood still. We cannot get any new projects until we improve our points; get them up. One of the ways to get points is to have accurate, reliable and complete information in HMIS. We need to get other agencies that have available beds to join HMIS, get them into the system. We need to discuss a pricing structure that will not hinder agencies from joining and yet will still be enough to help defray 2-1-1 cost in administration of the system.

Maybe we should think of incentives to award agencies for best data quality/quality of input. There is a report available that can be used to determine data quality.

Another item is "unmet needs". We need a method of tracking what needs were requested and which ones we, as a community, were unable to fulfill. One solution may be for agencies to open later in the day and stay open in the evening one day a week to allow the working poor to come in and request services. Even though we are faced with funding cuts, we should keep track of the community's unmet needs in order to be competitive for state level funding.

Suggest that the committee set up a work group to study how best to capture unmet needs; study various BellData modules to see which will work best to capture the information required.

Rosa further stated that "Grant Season" state level starts in July and runs through September. A couple of years ago we, Brevard County, were rated "premier", after that we were just average; we need to work at being "premier" once again.

Mike suggested that we get the unmet needs question decided today, how to go about it, what can we do, how should phone inquiries, where we have to tell them no money, be handled and

tracked. He stated that now would be the best time, since the software is new, to implement the modules that will help us track the unmet needs. The group agreed.

Lynn Cowart said that Crosswinds has a phone screening form that is filled out as the phone call is in progress. She will provide that to Rosa to distribute as needed.

Mike will check with BellData to see if they have run into this question before, they may have and may already have a solution/suggestion on best method of capturing the data.

Point in time count. The count is finished, needs to be input. BellData says the module is ready, just needs a little tweaking or review to verify that it's like the written form – ready to use. Rosa wants to distribute the point in time count forms to agencies to input in order to get them done sooner. We need PIT module training, and get the information in as soon as possible.

Mike gave a gentle reminder that the release must be signed before you can enter the person's information.

Next meeting to be held at the 2-1-1 offices on Wednesday, March 5, 2008 at 1:00 pm.

Carrie made the motion to adjourn the meeting. Lynn seconded. The ayes carried. Meeting adjourned at 2:45 pm.