

MINUTES

HMIS User's Meeting

November 1, 2006

The meeting was called to order by Mike Chapman at 9:00 AM

In attendance: Thirteen people from nine agencies were present.

Agenda (full presentation can be found on our website on the meeting page)

**Review last Meeting
Gift Program Procedure
Client Notes Tool
MetSYS Program Updates
Web Site
HMIS Committee
User Survey
Open Discussion**

Review last Meeting

Goals & Accomplishments from last meeting briefly discussed.

Gift Program Procedure

Anyone who has a holiday gift/food giveaway program and is not already set up in HMIS for the program – please email mchapman@211brevard.org with the details so he can set it up in HMIS. Input of this type data should help cut down on double-dipping.

Enter each child/person receiving gift/food into HMIS. In the Service Detail screen put the service, the status (registered) and the beginning date (date they signed up). After the gift/food is distributed or you run out of items, go into Service Detail screen, change status (completed, if given item – incomplete, if nothing given) and put in end date. Suggest use Thanksgiving date and Christmas Date as end date for those two holiday giveaways.

Another benefit of entering this data is easy reporting. You can run a report for ALL or you can run reports for “who’s registered”, “who’s received” and/or “who did not receive”. You can also see if there are double dippers registered by running these reports.

Client Notes Tool

This is located on the left side of the Intake screen. It is suggested you use this when you make notes in a client’s record. Reason being, if you use the notes button in the middle of the Intake screen, other agencies can make changes. If you use the Client Notes Tool, other agencies can see the notes, but they are only open to your agency for changes. When choosing the “type” of note, it is suggested you use “Action”. Do NOT use “case” because this type note is only open to the user that input the note. No-one else in the agency nor other agencies are privy to a “case” note. It is based on the premise of “doctor/client” relationship.

You do not have to make a new client’s note each time either, you can open your existing note and add to it (this section will hold a lot of information). Unless you have to keep track of notes by date or something, then you can do a new note each time.

MetSYS Program Updates

See presentation for information on this subject.

Web Site

The web site (HMIS page) is being revised. Some things are up and running, others are still under construction. Downloads of the data sheet and sample privacy policy are available under "downloads". Meeting information and minutes are available under "meetings" Class information is available under "HMIS training". All of these topics can be found on the HMIS page of www.211brevard.org web site.

HMIS Committee

The first HMIS Committee meeting is scheduled for November 16, 2006. We need members for this committee. Prospect sheets were passed around at our User's meeting and we have four people who are interested and one maybe. User's are needed for the committee because this committee will be the policy maker for the HMIS system and the user's are closest to knowing how the system works and what changes might be needed.

If you are interested in being a part of this policy making committee, please call or email Mike Chapman.

User Survey

A survey on MetSYS and HMIS use was distributed and filled out during the meeting. If anyone not at the meeting is interested in filling out the survey let us know.

Open Discussion

1) Last Name Entry Protocol: It was unanimously decided that NO spaces be used in the last name field. No punctuation nor spaces at all except for people with two last names – in that case, use a hyphen between the names. (Ex: Helen Smith-Jones)

2) Duplicate Entries: HMIS staff at 2-1-1 has merged 900 duplicates in the past two weeks and still have more to go. Please ensure that person is not in system before adding new client. Please double check SS numbers with your client to ensure accuracy when adding a new client and when adding a new service to an existing client. This will help a lot in avoiding duplicate client entry. If you confirm a SS # and have to change it in the system, add an alert saying that you have verified SS # and that it is now correct.

3) Gripes: a) No-one is happy with the "new" no entry answer on the intake screen. b) old version high-lighted areas that you tabbed to so you could just enter data, now that does not happen, you have to delete and then add – this is too time consuming – change it back. c) When entering person's address, USA should be default so it doesn't have to be entered each time.

NOTES:

1. If you are pretty sure that a person is using fraudulent behavior, you can use an alarm which will generate a popup saying "service restriction" when the client is brought up in the system by other agencies. You should be really sure though, before doing this.

2. If a client refused to give SS# and Birth Date, put in zeros for the SS# and 01/01/1901 for birth date, then once you are at the intake screen, put an alert stating that client refused to give the information. This way they are still in the system. Then if another agency does get this information from the client, they would go into the alert, say they have confirmed the data on whatever date.

3. Some of you may not be aware that each time a homeless person comes to your agency for assistance, you should go to Service Detail action and enter "homeless" rather than using the address field. Must be done for each occurrence. This is important because HMIS will eventually be used for the Point in Time count rather than using a manual count.

REQUEST VOLUNTEERS

The next point in time count is scheduled for January, 2007. This will be a manual count. The data sheets will have to be entered into HMIS. We are asking for volunteers to come to 2-1-1 Brevard and assist with input of these data sheets. If you want to help, please let us know.

Meeting adjourned 11:15 AM

Next Meeting

TBD