

Training	Old Business: Update on training modules.	Julie reported that she has contracted with a former employee to record some trainings. Julie will be reviewing them in early December and performing some fine tuning before posting the trainings.	HMIS Manager to continue to update HMIS Admins on status of training modules.
Data Standards and Quality	Status of system data quality.	<p>Site visits completed for all but DHA due to staffing changes. Pending reports/actions needed from some, and HMIS Manager to complete the review of those submitted.</p> <p>Data quality was assessed at both the agency and program levels for compliance with the Data Quality Plan. SSN, Annual interim reviews, and timeliness of entry were common issues. Some organizations reporting that their agency has a policy against entering the SSN, which impacts the unique client identifier used in federal reporting. Some errors can't be corrected but agencies submitted data quality improvement plans which will be referenced in the following site visit.</p> <p>How do we do better (data quality)? Are there gaps in training in training and support (collectively)?</p>	CoC Coordinator and HMIS Manager to meet with DHA regarding HMIS participation.
Goals and meetings	New Business: Well Sky Community Road Map & Update	The Road Map includes WellSky's current goals with target dates but does not guarantee that these will be met. SPM reports have moved to canned reports, and HIC and PIT reports are expected too as well. There have been some programming updates to the APR and CAPER this past year due to HUD programming specification changes. WellSky is very involved healthcare database solutions and are moving towards an API to communicate	

	<p>Federal Reporting Status and Deadline</p> <p>ESG County Goals</p> <ul style="list-style-type: none"> • Increase the rate of engagement by 5% from 69% to 74% (Street Outreach) • Increase the percentage of positive exit destinations by 5% from 49% to 54% (All Projects) • Decrease the destination error rate by 4% from 14% to 10% (All Projects) 	<p>between health care records and HMIS. Assessments will turn into forms, which will allow for new features such as conditional logic and electronic signatures.</p> <p>Discussed earlier in the meeting.</p> <p>Lisa and Julie reported they had a conversation about overall system goals at a higher level with Community Development last March. The group came up with what Lisa and Julie thought were system performance measures using the 5% improvement standard that HUD uses, but during set up meetings recipients were informed that they were all held to the same goals.</p> <p>Concerns were voiced on how decisions were made and measures were determined.</p> <p>Additional discussion around the measures was had between the group around the challenges of meeting measures and raising or lowering measures without data to back up the need as some committee members felt it reflected the quality of their agencies work.</p> <p>Julie Burdick suggested she and Lisa Snipes request a follow up meeting with Community Development to bring the concerns from this committee.</p>	<p>CoC Coordinator and HMIS Manager will coordinate a meeting with Community Development Management to discuss further.</p>
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	<p>Old Business: Adopt committee goal(s) to improve data quality (see Data Quality Plan). Areas of need -</p> <ul style="list-style-type: none"> • Timeliness of Data Entry • Chronic Homeless (Approximate Date, Number of times, Number of months) • Create work group on data quality 	<p>Kelly reported that she hasn't had a chance to send out an email but she will send it out the week of November 28th. This will focus on best practices from each agency.</p>	<p>Kelly will email the group the week of November 28, 2022.</p>
Other	<p>New Business: Federal Reporting Status</p> <p>2022 HMIS Site Visits: Report out on Summary of 2022 Site Visits & Project Level Data</p> <p>2023 Meeting Schedule</p> <p>Old Business: 211 and HMIS</p>	<p>Reviewed earlier in meeting.</p> <p>Reviewed earlier in meeting.</p> <p>Group agreed every quarter still works for the meetings.</p> <p>Up and running encourage people to use it and give feedback. Scott felt DuPage is further along than Chicago after reviewing Chicago's site.</p>	<p>Committee members to review the "2022 Site Visits and DQ" workbook and the Standard Operating Procedures and present any proposed changes to the SOP at the February meeting.</p>
Future Meetings	<p>Agency Data Administrator Training (1-2:30 PM): 1/27/23</p> <p>Data & Performance Committee Meeting (2-3:30 pm):</p> <ul style="list-style-type: none"> • 2/15/2023 • 5/17/2023 	<p>No ADA meeting this month. Next meeting in January.</p>	

Attendees

Diagnostics

Attendee	Join & leave times	Location
OS Osvaldo Salcedo ozzy@mshv.org	1:58 PM - 3:13 PM	West Chicago
KE Kelly Mannion (She/Her) 360 Youth Services	1:57 PM - 3:12 PM	West Chicago
AM Amy LaFauce - Catholic Charities	1:57 PM - 3:12 PM	Chicago (Near South Side)
JA Jacqueline Lytle Jacqueline.Lytle@dupageco.org	2:00 PM - 3:13 PM	West Chicago
CH Chris Madsen cmadsen@cc-doj.org	1:57 PM - 3:12 PM	Chicago (Near South Side)
DI Dina Hilliard	1:59 PM - 3:12 PM	New York
SC Scott (Pads)	2:01 PM - 3:12 PM	Chicago (South Austin)
LI Lisa Snipes lisa.snipes@dupageco.org	1:58 PM - 3:13 PM	West Chicago
JU Julie Burdick (She/Her) hmis@dupageco.org	1:57 PM - 3:13 PM	West Chicago

Dates used for	Start	End	Tools
Data quality Audit	7/1/2021	6/30/2022	Security Assessment
Privacy Audit	7/1/2021	6/30/2022	Site Visit Checklist
User Audit	Single real-time audit		CoC Data quality scoring template (for DQ sheet) APR/CAPER AMI report User Training Report Scheduling: Outlook and You Can Book Me

Summary:




Issues identified include missing annual reviews, missing/incomplete SSN, timeliness of data entry, Fleeing DV, income and disability fields, and exit destinations. Agency's that overall did not meet thresholds developed a data quality plan to work towards improving data quality. Data collection tools when data is not collected in HMIS also flagged a few tools not meeting data standard requirements. Most identified issues are either resolved or have a plan to correct/improve.

Organization	Date of Visit
Serenity House Counseling Services, Inc.	8/22/2022
People's Resource Center	8/29/2022
DuPage County Community Services	9/15/2022
Catholic Charities	9/20/2022
360 Youth & Family Services	9/26/2022
DuPagePads, Inc.	9/21/2022
Bridge Communities	9/28/2022
Outreach Community Ministries	9/29/2022
Midwest Shelter for Homeless Veterans	9/28/2022
YWCA of Metropolitan Chicago	8/25/2022
DuPage County Veterans Assistance Commission	9/7/2022
DuPage Housing Authority	Pending

Data Element	Threshold	Threshold: NBN/SO	# Projects Exceeding	Total Projects Included	% Projects not meeting threshold	Total Projects in System
Name (6a)	5%	5%	0	87	0%	96
SSN (6a)	10%	10%	27	87	31%	96
DOB (6a)	5%	5%	0	87	0%	96
Race (6a)	5%	5%	3	87	3%	96
Ethnicity (6a)	5%	5%	1	87	1%	96
Gender (6a)	5%	5%	0	87	0%	96
Vet (6b)	10%	10%	0	87	0%	96
Project Start (6b)	10%	10%	0	87	0%	96
Relationship (6b)	10%	10%	3	87	3%	96
Location (6b)	10%	10%	2	87	2%	96
Disabling Condition (Y/N) (6b)	10%	10%	7	87	8%	96
Destination (6c)	10%	40%	6	87	7%	96
Income Entry (6c)	10%	NA	11	86	13%	96
Income Annual (6c)	10%	NA	23	86	27%	96
Income Exit (6c)	10%	NA	10	86	12%	96
Prior Living Situation and related fields (6d)	10%	10%	4	87	5%	96
Timeliness of Entry (6e)	25%	25%	37	87	43%	96
Disability Entry (13a2)	10%	10%	11	87	13%	96
Disability Exit (13b2)	10%	10%	9	87	10%	96
DV (14a)	10%	10%	6	87	7%	96
DV Fleeing (14b)	10%	10%	13	87	15%	96
Non-Cash Entry (20b)	10%	NA	9	86	10%	96
Non-Cash Exit (20b)	10%	NA	6	86	7%	96
Health Ins Entry (21)	10%	NA	6	86	7%	96
Health Ins Annual (21)	10%	NA	23	86	27%	96
Health Ins Exit (21)	10%	NA	5	86	6%	96
Percent of AMI Entry	10%	NA	3	86	3%	96
Percent of AMI Exit	10%	NA	3	86	3%	96

Community Services solution roadmap

October 3, 2022

	CURRENT FOCUS	NEXT	LATER
 <p>Compliance</p>	<ul style="list-style-type: none"> SPMs transition to live reports PATH Report updates LSA updates from HUD FHIR-based APIs 	<ul style="list-style-type: none"> PIT/HIC transition to live report/export FY2033 APR, CAPER, CE APR, DQF report updates 	<ul style="list-style-type: none"> Address high-priority compliance topics Web accessibility improvements
 <p>Business Intelligence and Reporting</p>	<ul style="list-style-type: none"> Address BusinessObjects object limitation Retire Qlik Sense 	<ul style="list-style-type: none"> BusinessObjects inbox group setup scheduling Syncing BusinessObjects/Community Services password resets 	<ul style="list-style-type: none"> BusinessObjects 4.3 Dashboard Reports on Community Services Home Screen Data warehousing for “canned” reports
 <p>Features & Functionality</p>	<ul style="list-style-type: none"> Assessment administration feature enhancements Proof Of Concept Community Services Mobile general release Care coordination integration Community Services API enhancements 	<ul style="list-style-type: none"> Community Services Mobile updates Assessment administration feature enhancements 	<ul style="list-style-type: none"> MFA, SSO via Okta integration Further data quality enforcement in user interface during data input WellSky rebranding

Continuous:

Industry Compliance

Reporting

Defects

Environment

Documentation

System Performance Measures Reports

SPMs now “Provider Reports”

The SPMs are being converted to Provider Reports for two primary reasons:

- First, as Provider Reports they can be run real-time to assist with more efficient data cleanup activities.
- Second, they will be easier to maintain as Provider Reports, resulting in WellSky being able to provide updates more quickly.

Current Status of Conversion

Complete as of CS5.14.11

- SPM 1a and 1b
- SPM 3.2
- SPM 5.1 and 5.2
- SPM 7a.1, 7b.1, and 7b2

In Progress

- SPM 4.1, 4.2, 4.3 for Stayers
- SPM 4.4, 4.5, 4.6 for Leavers

Remaining

- SPM 2a and 2b

PATH Report and LSA Updates

PATH Report

- Updated count of Contacts in Questions 8 and 12b following change in specifications from SAMHSA.
- Resolved an issue related to multiple Date of Engagement records in Questions 12a and 12b.
- This requires an update to CS5.14.11, which is available as of September 22nd, 2022.

LSA

- FY2021 updates will include changes to Lookback period (fixed to 7 years), exclusion of non-HMIS participating project and Victim Service Provider project client level data, limiting data quality checks to current year only.
- Resolved an issue where Housing Move-In Dates would not export when the date is before the Report Start Date but after the Project Start Date in the Enrollment CSV.
- There is no required CS version for changes to apply once released.
- Submissions are expected to start in November of 2022.

Business Intelligence and Reporting

BusinessObjects Object Limitation

WellSky has estimated that there is a limit of 65,000 fields/objects per universe. This issue affects several clients that have surpassed this limit.

- WellSky is researching how best to remove fields from universes that are not essential, particularly in unused assessments.
- This research includes addressing reports containing references to fields that are no longer essential or infrequently utilized.

Qlik Sense Sunset

Qlik Sense is being sunset out of Community Services through a series of backend changes and an upcoming release version.

- The nightly builds for Qlik Sense apps have been turned off.
- A future CS upgrade will remove the "Connect to Qlik" and "Qlik" reporting links.
- This is expected to be in place before the end of 2022.

FHIR-based APIs

(FHIR = Fast Healthcare Interoperability Resources)

- The latest efforts from HL7 to improve interoperability between “electronic health records” are encompassed by the creation of FHIR-based APIs.
- WellSky has adopted this as a standard across all its systems to facilitate interoperability not only amongst WellSky solutions but with third-parties.
- Efforts are underway to map relevant, standard data elements in Community Services to the applicable FHIR Resources so that WellSky clients are positioned to participate in data sharing initiatives with local health care systems.
- This first wave of FHIR Resources supported by Community Services will be completed by the end of 2022.

Assessment Admin Enhancements

Custom Forms

This represents WellSky's "inner sourced" solution shared by multiple solutions. Human Services is wrapping up its implementation.

Proof of Concept (POC) for integrating within Community Services is underway. Goal of POC is to determine the level of effort to replace Assessment Admin and to develop an implementation timeline.

Custom Forms Features

- Multi-select field types
- Checkbox field types
- Electronic Signature field types
- Email and Phone field types
- Calculations
- Conditional/Skip Logic

Community Services Mobile App for Clients

- The CS Mobile App is intended for use by clients to access their own Community Services records.
- The App works on any device with a browser but has been optimized for mobile devices with screens under 11 inches. It can be saved to the mobile device's Home Screen for easy access as if it were an App downloaded from an "application store".
- The App user interface is based on the WellSky Design Language Standard and leverages the CS Client API to retrieve data in real-time.
- The App provides access to Provider data, including real-time "unit availability" from the ShelterPoint module, so that users can find available service providers on their own. This requires certain configurations to be in place so that each Admin team can define which Providers are accessible via the App.
- The App provides access to the following Client data: Basic Demographic details; Case Managers, Households, Shelter Stay History, Project Enrollments (Entry/Exits), and Service History

Care Coordination and CS APIs

Care Coordination

WellSky has developed tools that allow health plans, hospitals, and other healthcare providers to electronically refer their patients from one WellSky solution to another.

We are connecting Community Services to this infrastructure to support a closed-loop referral process.

Example Use Case:

A hospital discharge planner needs to connect a patient to the CoC's Coordinated Entry process so that they can be assessed and prioritized for housing before discharge.

CS APIs

WellSky released two read-only APIs in 2021: Provider API and Client API.

Throughout 2022, we have been updating these APIs to include more data fields and we've begun to develop endpoints that will support creating and updating data.

These two APIs are used extensively to support the CS Mobile App as well as the integration with Care Coordination.

We intend to continue developing additional endpoints and create/update capabilities to support a variety of interoperability projects.

Infrastructure Upgrades

WellSky is currently focused on a series of upgrades to the technology stack used to develop Community Services. These upgrades will allow us to resume uplifting different aspects of the Community Services user interface.

Current Focus

PostgreSQL Upgrade

Database Software

- Expected to yield improved database performance
- First piece of multiple infrastructure upgrades planned for CY23
- Rolling out server-by-server during Wednesday night Maintenance Windows
- Should be applied to all servers by October 2022

Next

Linux/Tomcat

Application Software

- Testing of newer versions is underway
- Expected to provide improved performance, security updates, and compatibility with new tools
- Lays the groundwork for updating User Interface to match WellSky Design Language Standard (DLS)
- Should be applied to all servers beginning in October and completed by mid-November

Later

JAVA/GWT

Application Software

- Testing will begin late 2022
- Will enable updating User Interface to match WellSky Design Language Standard (DLS)