HMIS Agency Data Administrator Training
Friday, 5/24/2024
1:00 pm – 2:30 pm
GoTo https://meet.goto.com/323811013

<u>Presenters</u>:
Julie Burdick, David Lake, Becky Sutton

<u>Attendees</u>:
See Attached Sign-in Sheet

Introductions & Agenda Review	Notes are also available online for review, dupagehomeless.org/hmis/ada.
Updates	– DuPage offices are closed for Memorial Day. For those needing assistance, call 2-1-1 or visit 211dupage.gov. HMIS Support will be addressed upon our return. – National Human Services Data Consortium (NHSDC) o Several presentations available for download - ▪ Community Partner sessions: https://www.nhsdc.org/conferences/2024-spring-conference ▪ HUD Sessions: https://www.hudexchange.info/trainings/nhsdc-spring-2024-conference/. o Some takeaways and resources ▪ Use of AI in day-to-day work. ▪ Ensuring we have all the right people at the table when making decisions, analyzing data, etc., including those represented in the data. ▪ Data is a tool but should not be prioritized over the client. ▪ Any information in HMIS regarding a client belongs to the client. ▪ It is not acceptable to not ask the question, but it is acceptable for the client to decline to respond. ▪ Community examples of client facing assessments and tools, Community information exchanges, Coordinated Entry assessment and prioritization changes, etc. ▪ Data Standard Changes pushed back to 2027 (effective 10/1/26). There is still a chance of some changes beforehand. ▪ HUD is working on an updated Data Strategy plan, while continuing to release new resources, https://www.hudexchange.info/homelessness-assistance/data-strategy-usability/. • New Persons with lived experience resources, https://www.hudexchange.info/resource/7053/people-with-lived-experience-and-expertise-of-homelessness-and-data-decision-making/ • Client-Centered Data Collection Virtual Reality Training,

                                   https://www.hudexchange.info/programs/hmis/client-centered-data-collection-approach-virtual-reality-series/#1-introduction

- o Summer virtual Session 7/17 – registration is now open. https://www.nhsdc.org/conferences/2024-summer-conference
- o Fall Session, Portland, OR, 10/22-23, pre-conference session with HUD on 10/21. https://www.nhsdc.org/conferences/2024-fall-conference

- – Reporting status (Julie)
  - o Longitudinal Systems Analysis (LSA)
    - § Used in the Annual Homeless Assessment Report (AHAR) for Congress.
    - § Past reports, https://www.hudexchange.info/homelessness-assistance/ahar/#2023-reports
    - § About LSA, https://www.hudexchange.info/homelessness-assistance/lsa/
    - § Data is encouraged to be used in community planning and is available in HUDHDX2.info – Stella (data visualization tool) to Committee Chairs who request access.
  - o System Performance Measures (SPM)
    - § Past Reports, https://www.hudexchange.info/programs/coc/system-performance-measures/#data
    - § About SPMs, https://www.hudexchange.info/programs/coc/system-performance-measures/#guidance
  - o Housing Inventory Count (HIC)
    - § Also used in the LSA for the AHAR.
    - § Past Reports, https://www.hudexchange.info/resource/3031/pit-and-hic-data-since-2007/
    - § About HIC, Point-in-Time Count and Housing Inventory Count - HUD Exchange
  - o Point-in-Time (PIT)
    - § Also used in the LSA for the AHAR; quarterly counts.
    - § Past Reports, https://www.hudexchange.info/resource/3031/pit-and-hic-data-since-2007/
    - § About PIT, Point-in-Time Count and Housing Inventory Count - HUD Exchange
  - o ESG and ESG CV CAPER
    - § Final ESG CV reports submitted for both County and State.
    - § ESG County outcomes for 4/1/23-3/31/24 reviewed with Community Development.
  - o Community Analysis Dashboard
    - § Report, https://dupagehomeless.org/homeless-and-poverty-data/coc-data-dashboard/

	- Local use for transparency, planning, and reporting purposes on the DuPage CoC Homeless System (in HMIS). - Uses the Annual Performance Report export in HMIS. - IL Quality Data Collaborative and Built for Zero - About the Built for Zero reporting suite, https://login.builtforzero.org/resources/wellsky-community-services-built-for-zero-report/ - Past reports, https://tableau.community.solutions/views/BuiltforZeroPMTJuly2023/PROGRESSTOZERO - Impact DuPage, https://www.impactdupage.org/ - Homelessness Dashboard - Length of Time Dashboard - Return to Homelessness Dashboard – Standard Operating Procedure Updates - Summary of changes attached. 2024 Changes published, https://dupagehomeless.org/hmis/sop/, pending Spanish translation of updated forms. - Task: Review changes with your agency users. – New User training course status and follow-up plan feedback - Updates on training modules and that closed captioning is now available. - Feedback requested regarding training follow-up. 360, CC, DCCS – 1 month follow-up is reasonable. Users are still going through agency/program training and are not using HMIS right away. - Discussion around timing of sending a new user to training and benefits of holding off until they have more program training.
Common Questions/Concerns	– CE Establishing chronic homelessness When entering a client into coordinated entry, make sure the person doing the assessment re-assesses any answers that may have changed since the last program entry. In this case, the client entered shelter from a friend's apartment. However, when the client entered CE the Prior Living Situation field should now be changed to "Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter (HUD)" with the approximate date homelessness began as the date they entered shelter.
Reports/Data Needs	– IDHS-ETH EFandS Report demo and review of changes made. - Corrected exit destination types. - Household type is now pulling from data standards (persons entered I project, age, and relationship to head of household) rather than the household tab. - Mapped the FY24 data standard changes into template (gender, race and ethnicity, language spoken).
Next Meeting	Friday, July 26th, 1pm Other Events: CoC Calendar - https://dupagehomeless.org/calendar/

Agency Data Administrator Trai

View diagnostics

Attendees

Name	Join and leave times
David Lake (he/him) hmis@dupagecounty.gov	12:52 PM – 2:24 PM
Becky Sutton (she/her) Rebecca.Sutton@dupageco.org	12:50 PM – 2:24 PM
Julie Burdick (she/her) Julie.burdick@dupagecounty.gov	12:44 PM – 2:24 PM
Ozzy Salcedo (MSHV) ozzy@mshv.org	12:58 PM – 2:24 PM
Nereida Enriquez nenriquez@weareoutreach.org	12:55 PM – 2:24 PM
Lisa Snipes Lisa.Snipes@dupageco.org	12:59 PM – 2:24 PM
Rory O'Brochta	1:01 PM – 2:24 PM
Regina Williams regina.williams@serenityhouse.com	12:58 PM – 2:24 PM
Carrie Fiore	1:01 PM – 1:52 PM
Joan Fox joan.fox@dupageco.org	1:01 PM – 2:24 PM
Steve	12:59 PM – 2:24 PM
Joanna L	1:00 PM – 2:24 PM
Sara Vainowski-DuPagePads	12:58 PM – 2:24 PM
Tonya Latson tlatson@peoplesrc.org	1:02 PM – 2:24 PM
Christina Saenz csaenz@360youthservices.org	1:14 PM – 2:24 PM

DuPage County HMIS Standard Operating Procedures (SOP)
Summary of Updates for CoC Leadership Review and Approval
2024 Annual Review

Section 1: Roles and Responsibilities

Document/Section	Proposed Modifications
Introduction and Responsibilities	Added language to 2nd paragraph: "Agencies who receive funding through the following federal partners and their respective programs are to participate in their local HMIS: U.S. Department of Health and Human Services, U.S. Department of Housing and Urban Development, U.S. Department of Veteran Affairs, and any additional funding source requiring participation."
	Re-formatted documents into a table format.
	Updated Domestic Violence Service Providers to Victim Service Providers (VSP) throughout the SOP.
HMIS Partnership Agreement	None
Agency Data Administrator Acknowledgement	None
User Code of Ethics	Updated 1st Field to read: "HMIS User's First and Last Name" vs "HMIS Username".

Section 2: Privacy Plan

Document/Section	Proposed Modifications
Privacy Plan	Update to name of the formerly known as Data Sharing Refusal Form in the table and replacing refusal with "opt out or revoke" in the description.
	Removing redundant language "HMIS System" with just "HMIS" in the first paragraph. HMIS is Homeless Management Information System.
	Changing "and" to "or" in the 3rd paragraph, "Each agency must either adopt the Baseline Privacy Notice or develop a Privacy Notice which meets or exceeds all minimum requirements set forth in the Baseline Privacy Notice…"
Baseline Notice	Updated reference to the "Client Data Sharing Refusal Form" on bottom of page 2 under Your Rights Regarding Your Information in HMIS. "You have the right to opt-out of having your and your household members' information shared to partnering agencies in the Northeast Illinois Homeless Management Information System (HMIS). To do so, you must request and sign the "Request to Not Share Information in HMIS." Any information in the HMIS

	prior to signing the form will continue to be shared with the agencies as described in this notice."
	Updated DuPage County Community Services to Northeast IL HMIS in last bullet point on bottom of page 2. "You may request a list of current HMIS partner organizations from [Agency Name], DuPage County Community Services, or review the current list at suburbancook.org/hmis. Northeast Illinois HMIS may add new HMIS partner organizations to this list at any time."
Client Data Sharing Refusal Form	Updated name to "Request to Not Share Information in HMIS" and replacing the word "refuse" with decline or similar. This change was also made anywhere the name of the form is mentioned.
Acknowledgement of Receipt Form	Updated the name of the refusal form to the "Request to Not Share Information in HMIS" and related language. "If you would like a copy of the Privacy Notice or would like to request that your information is not shared in HMIS, please ask. Declining to sign this acknowledgement does not prevent us from using or disclosing your information. To prevent disclosure of your information in HMIS, you must complete the "Request to Not Share Information in HMIS" form. Your decision to not sign this acknowledgement will be documented along with the fact that you were informed of our Privacy Notice. "
	I was ~~given~~ advised of my rights including my rights ~~the option to request and sign the "Data Sharing Refusal Form."~~ to not share my information in HMIS.
Participating Agencies and Shared Information	None

Section 3: Data Quality Plan

Document/Section	Proposed Modifications
Data Quality Plan: Introduction to Data Quality	Simplified language throughout the Introduction and added language around using a client centered approach and tools that align with the standards. "Data quality in the Homeless Management Information System (HMIS) is crucial for accurately representing the reality of homelessness and program and system performance. To achieve good data quality, data must be assessed using a client centered approach, all tools must align with HMIS Data Standards and our local Data Quality Plan, and all data entry is to be completed in a timely fashion using a HMIS Staff approved workflow."

Data Coverage	Updated Domestic Violence Provider to Victim Service Provider and added language around VSP project level data is captured in our CoCs HMIS.
	Re-worded the last paragraph to be more concise, "The Data & Performance Committee, along with the partnership of DuPage Continuum of Care's Leadership and related committees, will continue to assess community data needs, including the inclusion of new agencies and data elements."
Completeness	Added Agency Data Administrators to also be responsible for ensuring project data is accurate.
Data Quality Threshold Table	Added all required data elements for all project types and funding sources received in DuPage including the project level data. Thresholds only assigned to project level data for this must be 100% complete and accurate. Updated available reports as appropriate.
	Combined Race and Ethnicity
	Decrease Exit Destination threshold for Street Outreach from 40% to 21%. SO Destination was at 26%.
	Increase Income, Non-Cash, and Health Ins thresholds for both ES and SO from 10% to 50%. Where last reporting cycle ES was at 54% and SO 100% errors for Income at annual. *SO is only assessed on DQ when the client has an engagement date.
	Increase Income at Annual Threshold from 10 to 20% for all other HMIS projects.
	Separated Current Living Situation from Engagement (2 different data points).
	Removed Emergency Shelter Night by Night (ES nbn) since this is not a project type in DuPage CoC.
	Added Coordinated Entry data elements to table and included CE in the timeliness thresholds.
	Added a footnote that users should check with their funders if the full SSN is required.
Accuracy	Added language to provide more emphasis on entering data self-reported by the client and using client centered approaches when collecting information. Also emphasized the need to review data with the client at project start, update, annual and exit.
Consistency	Updated language to reflect entering client reported data and ensuring all tools meet the minimum data collection requirements.
Training	Proposal to remove the certification requirement with updated language, "Users will be expected to demonstrate understanding and proper data entry workflow prior to obtaining access to the live site. Alternative training modules may be required depending on the user's role and access in the system." *effects CoC scoring

	Update language around ADA Training requirements. "Agency Data Administrators or an agency/program representative shall participate in Agency Data Administrator trainings, and in turn relay this information, along with all other HMIS related updates, to the agency users." *effects CoC Scoring

Section 4: Security Plan

Document/Section	Proposed Modifications
Security Plan	"It is the responsibility of Agency Data Administrators to provide 24-hour notice to the System Administrators when the person leaves or is scheduled to leave the agency or no longer requires access to the HMIS."
	Proposed removal of "certification" requirement on pg 2. "Each user must have a unique user ID and password. The User ID and a default password will be set up by the System Administrator upon completion of training."
	Removal of the reference to Section 1 for I don't believe Section 1 delves into detail around user roles and assignment of licenses and added language as shown below. "User access and user access levels will be determined by the System Administrator in consultation with the Agency Data Administrator to ensure the correct level of access is provided for the user to complete their required tasks in the system."
	Added new section for the 7-year Data Purge.
Sample Letter-Breach	None