

**HMIS Information and Discussion Session Meeting Minutes**  
**Region 4 – Maryville**  
**June 7, 2011 – 4:00 PM**  
**Community Services, Inc.**  
**1212 B. South Main, Maryville, MO**

**Attendees:**

Amy Ward, Catholic Charities  
Laura Moore, Catholic Charities  
Catherine Driskell, Catholic Charities  
Amanda Hunter, Phoenix Family Housing Corporation  
Lindsay Wallace, Missouri Association for Social Welfare (MASW)  
Bob Sobule, Missouri Association for Social Welfare (MASW)

**HMIS Staffing Changes:** Lindsay Wallace stated that Bob Sobule is leaving the HMIS Project effective June 30, 2011 and Krystal Searcy will take his place as the HMIS HPRP Project Coordinator. Liz Gebhart has filled the HMIS Project Coordinator position for Regions 1, 6, 7, 8 and 9. Lindsay referred attendees to the contact information handout sheet for the staffing changes.

**HMIS User/Agency Survey:** Lindsay Wallace reported that the MASW staff reviewed the results of the HMIS User/Agency surveys that were completed during the March Regional Housing Team Meetings. Users were able to complete a paper form of the survey at the meeting, or they had the option of completing the survey online through SurveyMonkey. Lindsay gave a thank you to all those who participated, as over 80 surveys were completed. Lindsay explained that two main comments emerged from the results. The first comment was that we (HMIS) might not be engaging our users most effectively. None of the attendees felt there was a problem so Lindsay mentioned that we would be more careful in using acronyms in conversation and that providing the acronym list would also help. Laura Moore stated the only negative feedback their agency and their agency staff have with HMIS is in regards to the initial online trainings. She stated she would like to be able to hand over the mouse to participants so that they can practice; a lot of people are hands on learners rather than visual learners and hands on experience is more practical in learning how to use a database. Lindsay said the second comment that stood out from the user surveys was that ROSIE is not very user-friendly. She asked people to talk about their experiences with ROSIE, what attendees did and didn't like about the database.

Laura Moore said she would like to be able to minimize the ROSIE screen while looking at reports. If she finds multiple mistakes on her report, she cannot minimize the report while updating a client's file. Laura also said she sometimes misses tabs on the screen and would prefer to have a save and next button at the end of each tab. Laura also stated she would like to make the case notes agency-specific and not counselor specific. Lindsay informed her she could choose the confidential checkbox on the case notes screen.

Amy Ward asked if there was an easier way to record time spent with a client rather than using the recording assistance tab. Lindsay stated she would work with her one on one on this issue.

**Agency Procedure Manual:** Lindsay Wallace reported that the Agency Procedure Manual was submitted to Steering Committee for approval on June 3. The manual includes background on the HMIS Project, common housing acronyms and current policies and procedures utilized by the HMIS Project. With the creation of this manual, several forms have been updated and/or changed. Some of the forms were included in their packets and are effective starting June 3, 2011. The manual will be available on the website to be printed by the end of business on June 13. Since we can't cover all the information in the manual, we will be setting up four

webinars in July, one each week. Notifications of these webinars will be sent out next week. Please be sure to register.

- Agency Partner Agreement: Each agency's Executive Director or other authorized official will need to submit an updated, signed Agency Partner Agreement.
- User Policy and Responsibilities: This form has been changed from the User Policy Responsibility Statement, and Code of Ethics from to the User Policy and Responsibilities form. Current HMIS Users do NOT have to sign a new User Policy form. Any new HMIS User identified with your agency will need to utilize this new version.
- Consumer Notice: We had a Consumer Notice based on various funding requirements and projects. There is now just one form and is not specific to any funding stream. You can post this where people can see and take down any older versions of this that you may have.
- Notice of Client Rights: This replaces the Client Consent-Release of Information and Client Revocation form. Every client you enter into HMIS must now be informed of, understand and sign the Notice of Client Rights form and NOT the Client Consent-Release of Information form. Additionally, the Client Revocation form is now gone. By signing this form, the client understands that any information s/he shares with an agency participating in HMIS is kept confidential and that only those authorized to input data into HMIS can view their personally identifying information.
  - Lindsay informed agencies to keep the Notice of Client Rights form with the client file for monitoring visits. Only put them in a separate file if you dispose of client files before a three year time period as it is an HMIS policy to keep this form for no less than three years after a clients' date of program exit.
- HMIS Technology Equipment Reuse and Disposal Policy: This form replaces the HMIS Computer Reuse and Disposal form to encompass all technology equipment, such as fax machines and printers that contain a hard drive. Your agency will need to adopt this new policy and your agency director or other authorized official will need to sign the form and mail it back to the HMIS office. Keep a copy for your files.

Lindsay Wallace reminded the attendees that four webinars will be held in July to go over the manual in more detail. The Agency Procedure Manual will be available on the HMIS website by end of business on June 13 so that you are able to print off a full copy for yourself and other HMIS Users at your agency. There was also a reminder to sign the updated forms in blue ink and return them to the HMIS office. Lindsay will be following up to ensure all forms are turned in.

**Target Population Trainings:** Lindsay Wallace stated there were no agencies whose HMIS Users are required to either attend or self-certify for the target populations trainings on domestic violence and mental health and have yet to do so. Agencies are given six weeks from the time the first live training takes place to complete these. After this time period, any HMIS User who is required to attend or self-certify and has not is notified. If these attempts fail, the Steering Committee has approved that the HMIS Project can lock that specific HMIS User out of the ROSIE database until such time they have completed these target population trainings.

There was a reminder that these are all required trainings for any HMIS User who works for a Supportive Housing Program (SHP) or Shelter plus Care (S+C) funded agency. Lindsay Wallace said that while these are only required for certain agencies, others are also encouraged to partake in the trainings for their useful information. The next live Target Population Trainings on Developmental Disabilities will be June 20 at 10 a.m. and June 28 at 1 p.m. The training will be recorded on June 29 and posted to the HMIS website sometime that week. Notification has been sent out regarding this target population training. Additional target population trainings will take place on substance abuse, HIV/AIDS and Chronic Health Conditions and Other Physical Disabilities. Lindsay also reminded participants that there is a self-certification option. If users have already received comparable training through other sources, or if the staff member does not do client

intake and/or data entry and only pulls reports, they can submit a self-certification letter stating that they do not need to attend. A sample letter is available on the HMIS website.

**HPRP:** Bob Sobule reminded attendees that he will be leaving on June 30 and Krystal Searcy will be taking over his position. Bob said that there was an error in the 2009-2010 HPRP APR concerning the housing status of clients at program exit. He thanked those who worked to fix those errors and stressed that agencies should always remember to update the housing status at program exit. If a person's housing status has changed since the intake, then it needs to be updated. There was also an issue with a large number of clients who have "other" or "Don't know" as the exit destination. Bob asked if this was something the agencies noticed. Attendees did report that often they can't follow up with clients or that they got kicked out of the program and they can no longer find the people to see what their current housing status is. Since these agencies serve a transient population, often times the housing status is unknown.

Bob also stated that Krystal and him are working on developing a self-monitoring plan for HPRP. MASW has been working with MISI to develop self-monitoring plan webinars to explain the reports used in the self monitoring plans. While most agencies know what to click to run a report, Bob said we want to show agencies how to read reports and know what to look for. This will help agencies better identify and correct any errors.

**Best Practices Highlight:** Lindsay explained that one of the goals during these HMIS Information and Discussion Sessions is to highlight at least one agency in the Balance of State on a best practice that they are utilizing. For this meeting we wanted to show Ozark Family Resource Agency's Cultural Competency Policy. Lindsay asked if any other agencies have something like this or if it's something they feel their agency could adopt. Laura Moore stated her agency currently does not serve unmarried couples or couples of the same sex based on the Catholic ideology and belief system that the program operates under. She said she finds ways to still get them housed, but is interested to see how this type of policy might be implemented in federal funding streams and if Catholic Charities would stop accepting those types of grants should it become part of the requirements. In wrapping up the discussion, Lindsay asked agencies to send an email to the HMIS Project Coordinator if they feel their organization has a best practice that could be highlighted at future meetings.

**HMIS Resource Sheet:** Lindsay mentioned that we would be providing resource sheets for the HMIS portion of the Regional Housing Team Meetings as well. The Cultural Competency Policy link will take agencies to the one discussed in the best practices. The resource sheet also has information about the self-monitoring plan webinars. MASW will work with MISI to develop and hold funding-specific webinars to show HMIS users how to run reports, read them, identify errors and fix those errors. The webinars won't be required, and the dates and times are TBA. Lindsay also discussed the 2004 HMIS Data and Technical Standards. This focuses on the data elements and standards that guide HMIS data collection, not just the technology. If you run into any questions, please contact us at the HMIS office and we can assist in making sense of the document. Finally, the resource sheet provides two links for technology funds for agencies. Lindsay mentioned that the Foundation Center is a good resource for applying for technology equipment grants and that Tech Soup is especially helpful in purchasing software and sometimes hardware at a greatly reduced cost. Lindsay stated she sent out a notice last week in which Tech Soup was offering refurbished computers at greatly discounted costs to non-profit organizations if anyone was interested.