

DuPage County Continuum of Care HMIS POLICY COMMITTEE

Meeting Date: 2/20/2019 **Meeting Time:** 2:00 p.m.

Meeting Location: 421 N. County Farm Road, Wheaton, IL

Present: Will Moeller (Bridge), Julie Tremberth (HMIS), Samantha Concepcion (HMIS), Lisa Snipes (CoC), Andy True (360), Tonya Latson (People’s Resource Center), Becky Day (Health Department), Will Salmon (DuPagePads), Amy Palumbo (Catholic Charities)

Absent: Sara Vainowski (DuPagePads), Cate Croteau (Outreach Community Ministries), Kerry O’Brien (Prairie State)

Agenda Items	Discussion	Conclusion	Next Steps
1. Welcome & Introductions	Meeting called to order at 2:07pm		
2. Approval Minutes	Minutes distributed by W. Moeller by email prior to meeting.	No comments on minutes.	Minutes sent to leadership.
3. Standard Operating Procedures	<p>Old Business</p> <ul style="list-style-type: none"> • Update from Leadership review of SOP • SOP tabled topics <ul style="list-style-type: none"> ○ “Section 1 – Roles and Responsibilities” edits suggested by JT ○ “Section 2 – Privacy” – Discuss on form changes where client acknowledges opportunity to receive copy of SOP ○ “Section 4 – Security” – Continue discussion about change to require each use to have unique login to device per user <p>New Business</p> <ul style="list-style-type: none"> • Start conversation about data sharing practice 	<p>Old Business</p> <ul style="list-style-type: none"> • SOP was reviewed and approved by Leadership • SOP tabled topics <ul style="list-style-type: none"> ○ Section 1 – Adjustments made by J. Tremberth. Committee agreed that it is good for resubmission in October. ○ Section 2 – Committee decided that no changes are needed unless HUD requires it. ○ Section 4 – Committee to go over security sections of Site Visit forms to determine risk. This will inform decisions on updating Section 4. <p>New Business</p> <ul style="list-style-type: none"> • Committee decided to move “Head of household” and “Relationship to Head of Household” fields from the Entry Assessment to the Shared Assessment so that it is shared across DuPage agencies. This does not require any changes to the privacy policy as it is already covered. Committee to re-assess the move after this trial run. 	<p>Old Business</p> <ul style="list-style-type: none"> • HMIS team to bring Site Visit forms to the next meeting <p>New Business</p> <ul style="list-style-type: none"> • HMIS team to set up the move on HMIS and announce the change at next Agency Data Administrator Training.

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4. Data Collection and System Wide Reporting	<p>Old Business</p> <ul style="list-style-type: none"> • Review System Data (standing item) <p>New Business</p> <ul style="list-style-type: none"> • None 	<p>Old Business</p> <ul style="list-style-type: none"> • S. Concepcion shared systemwide 0640 reports with comparisons to previous time frames. <ul style="list-style-type: none"> ○ Error rates increased for most data points except for timeliness, which decreased. ○ Same data fields that the community struggles with as before: SSN, Income Sub-Assessment, Destination, Living Situation fields, Disabling Condition • HMIS team has recently implemented more monitoring to ensure accountability from agencies for data quality. 	
5. Announcements & Reminders	<ul style="list-style-type: none"> • CoC Leadership in process of reviewing governance structure • ServicePoint 6 demo site was shown by J. Tremberth. Highlighted the big changes that may be coming. <ul style="list-style-type: none"> ○ J. Tremberth emphasized that this move will not be happening this year. HMIS team to keep HMIS Committee updated. 		
6. Future Meetings	<p>Next Agency Data Administrator Training: Friday, March 22nd, 2019 1:00 pm – 2:00 pm</p> <p>Next HMIS Policy Committee Meeting: Wednesday, April 17th, 2019 2:00 pm – 3:30 pm</p>		

Prepared and Submitted by: Samantha Concepcion
Reviewed by: Will Moeller

DuPage County Continuum of Care HMIS POLICY COMMITTEE

Meeting Date: 12/19/2018 **Meeting Time:** 2:00 p.m.

Meeting Location: 421 N. County Farm Road, Wheaton, IL

Present: Will Moeller (Bridge), Julie Tremberth (HMIS), Samantha Concepcion (HMIS), Lisa Snipes (CoC), Andy True (360)

Absent: Amy Palumbo (Catholic Charities), Becky Day (Health Department), Sara Vainowski (DuPagePads), Will Salmon (DuPagePads), Cate Croteau (Outreach Community Ministries), Tonya Latson (People’s Resource Center), Kerry O’Brien (Prairie State)

Agenda Items	Discussion	Conclusion	Next Steps
1. Welcome & Introductions	Meeting called to order at 2:20pm		
2. Approval Minutes	Minutes were distributed in the meeting by Will M by email prior to the meeting.	No comments on minutes.	Minutes sent to leadership.
3. Membership	Conversation regarding the current committee members and any changes needed	Tabled for a future meeting because of lack of attendance and representation	
4. Standard Operating Procedures	<p>Old Business</p> <ul style="list-style-type: none"> • Update from Leadership review of SOP • SOP tabled topics <ul style="list-style-type: none"> ○ “Section 1 – Roles and Responsibilities” edits suggested by JT ○ “Section 2 – Privacy” – Discuss form change where client acknowledges opportunity to receive copy of SOP ○ “Section 4 – Security” – Continue discussion about change to require each use to have unique login to device per user <p>New Business</p> <ul style="list-style-type: none"> • None 	<p>Old Business</p> <ul style="list-style-type: none"> • SOP was reviewed and approved by Leadership • SOP tabled topics tabled again until more of the committee can attend a meeting and provide input. 	
5. Data Collection and System Wide Reporting	<p>Old Business</p> <ul style="list-style-type: none"> • Review System Data (standing item) <p>New Business</p> <ul style="list-style-type: none"> • None 	<p>Old Business</p> <ul style="list-style-type: none"> • LSA submitted on 12/14/18. Programming is not yet complete from WellSky and HUD so unable to make definitive conclusions from the data and error flags. LSA will likely be officially completed in the spring. System error reports from the 	<p>Old Business</p> <ul style="list-style-type: none"> • HMIS team to dig in deeper into these data quality numbers and see what conclusions can be made. HMIS team will also work at improving and/or creating trainings to assist with data quality

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HMIS COMMITTEE

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		<p>0640 and other Data Quality reports shared by J. Tremberth</p> <ul style="list-style-type: none"> ○ During the LSA process, HMIS team's focus was on data quality for Exit Destination, SSN, Income at Start and Exit, Chronic Homeless questions (Living Situation and Disability), Domestic Violence ○ Notable improvements in Data Quality: Income at Annual Assessment, Timeliness ● System Performance Measures were also discussed by J. Tremberth. <ul style="list-style-type: none"> ○ Returns to homelessness increased, Length of Time is being skewed upwards by outliers in specific programs ○ Notable improvements: Decrease in number of homeless, Increase in number of adults with increases in income 	
6. Announcements & Reminders	<ul style="list-style-type: none"> ● HMIS mentioned that WellSky has put more resources behind Qlik and ServicePoint 6. This may mean that the conversion to Qlik and then eventually ServicePoint 6 may be coming closer ● J. Tremberth brought up workflows/assessments, and how data is being shared through HMIS so that it can be discussed at a future meeting when more of the members are able to attend. She mentioned that thinking about how data is being shared can possibly improve data quality for system level reports and perhaps even help with Coordinated Entry. <ul style="list-style-type: none"> ○ An example provided was moving the Household Relationship question from the Entry Assessment to the Shared Assessment since it is already covered in the baseline privacy notice. 		
7. Future Meetings	<p>Next Agency Data Administrator Training: Friday, January 25th, 2019 1:00 pm – 2:00 pm</p> <p>Next HMIS Policy Committee Meeting: Wednesday, February 20th, 2019 2:00 pm – 4:00 pm</p>		

Prepared and Submitted by: Samantha Concepcion
Reviewed by: Will Moeller

Section 1- Introduction & Responsibilities

Introduction

The Homeless Management Information System (HMIS) is a database platform designed to capture uniform client information over time. This system is essential to efforts to streamline client services and inform public policy. Through HMIS, clients benefit from improved coordination in and between Participating Agencies within their respective Continuum of Care (CoC), informed advocacy efforts, and policies that result in targeted services. Analysis of information gathered by HMIS is critical to accurately calculate the size, characteristics, and needs of homeless and at-risk populations; data necessary to serve clients appropriately and for systems planning and advocacy. 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.

The DuPage County Continuum of Care participates in the Northeast Illinois (NIL) HMIS . The NIL HMIS is a shared, regional HMIS which multiple CoC's participate in and is managed by a single Technical Lead Agency, the Alliance to End Homelessness in Suburban Cook County.

This document provides the policies and procedures that govern the DuPage County Continuum of Care Homeless Management Information System. They are collectively referred to as the Standard Operating Procedures (SOPs). The SOPs have been developed in order to comply with HUD regulations, state and federal laws and to retain consistency in developing and maintaining the HMIS.

Roles and Responsibilities

The following documents outline the various roles and responsibilities as it relates to the DuPage County Continuum of Care Homeless Management Information System, in addition to the policies and procedures as outlined in the Standard Operating Procedures.

[Memorandum of Understanding between and amongst the Cook County Continuum of Care, the DuPage County Continuum of Care, DuPage County and the Alliance to End Homelessness in Suburban Cook County](#)

This document outlines the regional governing structure of the HMIS including the regional governing forum, the HMIS technical lead agencies, local CoCs and local HMIS Leads.

[Memorandum of Understanding between the DuPage County Continuum of Care and DuPage County Department of Community Services](#)

This document designates the DuPage County Department of Community Services as the HMIS Lead and describes its responsibilities as the HMIS Lead.

[HMIS Partner Agreement between DuPage County Community Services and the Participating Agency](#)

This document describes the responsibilities of HMIS participating agencies and their users.

[HMIS Agency Data Administrator Policy and Code of Ethics](#)

The Executive Director of each participating agency must designate a user at the agency to act as the lead user for this agency. This agreement outlines the roles and responsibilities of the Agency Data Administrator.

[HMIS End User Policy and Code of Ethics](#)

This agreement describes the responsibilities and code of ethics that a HMIS user must abide by.