

CT HMIS Steering Committee – Meeting Minutes
 Friday, March, 18th 2016 – 9:30-11:00
 Merritt Hall – Finklestein Conference Room– CVH

ATTENDEES

| HMIS SC Member | CoC / SubCoC | Present |
|-------------------|--------------------------------|---------|
| Diane Albini | BOS Waterbury | |
| Lisa Callahan | BOS Middlesex | |
| Nancy Cannavo | BOS Litchfield Co. | |
| Crane Cesario | BOS Hartford | ✓ |
| Brenda Coutu | BOS Windham / Tolland | ✓ |
| Teddi Creel | BOS Litchfield Co. | |
| Meredith Damboise | BOS New Haven | ✓ |
| Ryan DeLoach | BOS New Haven | ✓ |
| Brenda Earle | BOS | |
| Linda Kerr | BOS Bristol | |
| Amber Higgins | BOS Manchester | |
| Noel Kammermann | Stamford-Greenwich | |
| Jessica Kubicki | Norwalk/Fairfield Co. | ✓ |
| Stuart Lane | Norwalk/Fairfield Co. | |
| David Lang | BOS Norwich/New London Co | ✓ |
| Phillip Lysiak | BOS Bristol | |
| John Merz | BOS | ✓ |
| Matthew Morgan | BOS Greater Hartford | ✓ |
| Suzy Rivera | BOS New Britain | ✓ |
| Stephanie Roberts | BOS New Britain | ✓ |
| Marilyn Rossetti | BOS Hartford | |
| Milena Sangut | BOS Greater Danbury | ✓ |
| Theresa Nicholson | BOS Greater Hartford | ✓ |
| Maria Satterwhite | Bridgeport-Fairfield-Stratford | |
| Mackenzie Tyson | BOS Middlesex | |
| Lauren Zimmerman | Bridgeport-Fairfield-Stratford | ✓ |

Other Attendees Present:

| | Name | Organization |
|---|------------------|----------------------------------|
| ✓ | Jim Bombaci | Nutmeg Consulting |
| ✓ | Brian Roccapiore | CT Coalition to End Homelessness |
| ✓ | Jackie Janosko | CCEH |
| ✓ | Russ Cormier | Nutmeg Consulting |
| ✓ | Fed Morton | CSH |
| ✓ | Beau Anderson | DOH |
| ✓ | Shavonda Brandon | United Way of Greater New Haven |
| ✓ | Jason Martinez | United Way of Greater New Haven |

1. Welcome and Introductions

2. November Minutes – Crane Cesario

- Motion to approve min: Matt Morgan
 - Seconded: Brenda Coutu
 - All in favor, no abstentions.

3. PIT Update – CCEH

- Unsheltered count is being extrapolated
- HIC was updated / reviewed last week.
- HDX deadline is May 2nd.
 - Crane: Hartford has been rolled into the BOS HDX submission – an important step in the CoC merger process

4. www.cthmis.com update – Nutmeg Consulting

- Russ Cormier: Site is going through a redesign
- Small team needs to be put together to review the new site:
 - Beau Anderson
 - Jackie Janosko
 - Breda Coutu
 - Brian Roccapriore
- Anyone else who is interested will email Russ by the end of the next week (3/25/16)

5. Enhanced Reporting Features – Nutmeg / CCEH

- Nutmeg and CCEH are working with CaseWorthy to implement CaseWorthy Analytics. First, the system needed to be updated to the latest version, then the server needed an upgrade. Now, we are working with CaseWorthy to implement the functionality within the systems security structure. CaseWorthy has promised that this will be in place within a two month timeframe.
- Nutmeg and CCEH are putting together a small group of users in the next few weeks to test within the CT HMIS environment.

6. Coordinated Exit Update – Nutmeg / CCEH

- The first phase of coordinated exit started about a month ago, which allows users to house their by name list within CT HMIS.
- There is a webinar planned for 3/18/16 (this afternoon) to review the current implementation.
- Matt: When will the system be available for use?
- Lauren: We are at the stage of “what do we want this to look like?” and don’t have exact timeframe specified yet.

- The next in person meeting is being scheduled soon. The meeting will take the current list of desired functionality put together by the group, and will be used to discuss the top five options suggested by each CAN.

7. ROI Options for those refusing to sign – Nutmeg / CCEH

- Discussion: We need a method for managing data and CAN priority lists/ referral process for those who do not want to share their data. One recommendation is for case managers to continue to clarify and encourage person to share data. It would be helpful to understand how many people refuse to share, and to have service provider know who the anonymous person is to be able to facilitate connections.
- Jim Bombaci: What happens when someone refuses to sign – do they create the person as anonymous or do they just not go in? Anonymous data will impact AHAR / Data Quality / NOFA Score. Understanding the reasons that someone is not signing is important.
- Crane Cesario: Recommend that each CAN determine plan to manage anonymous, have a naming convention and work out referrals.
- Next Steps: Ryan DeLoach will mock up an anonymous client protocol and send it to Crane Cesario for distribution to the group.

8. CT HMIS Training(s) – Nutmeg / CCEH

- Crane Cesario: Issue of trainings came up at the Statewide CAN leadership meeting last Friday, with several recommendations and costs identified. A workgroup was formed, however this is a topic for our Steering Committee to handle. Several of the people from Statewide CAN who volunteered are also on the CT HMIS SC. We will need to address the problem and develop some solutions here, and keep the Statewide CAN leadership informed.

As we have developed CT HMIS over time, it has grown rapidly. We need to continue to be strategic in handling problems, and develop a plan for managing the growth as well as make decisions regarding constraints. The funding of CT HMIS (Item 10 on this agenda) is of significant concern, and we do not have sufficient capacity for everything we'd like. The issue of trainings is the tip of a much larger iceberg – involves resources / people / time.

- Number of HIMS users has increased by 500% in the past five years
- Issues around people who sign up for trainings and didn't go – currently at 25% for the previous month.
- Trainings are a valuable resource that people do not treat as valuable.
- Theresa Nicholson: Agencies should have a responsibility to pay a fee associated with people who don't show up for training.
 - Russ Cormier: Multiple reminders are sent before the training, and its not an issue if people cancel in advance and we are able to fill that spot. The issue is when people just don't show up.
- Developing a group to revamp the long term funding structure of HMIS (See below)
- Meredith Damboise: Where does the fee go?

- Jim: This is a cost containment measure – not designed to collect money, but to incentivize participation.
- Russ Cormier: 448 trained CAN users – only 600 CAN assessment appointments in the next three months.
- Crane Cesario: Training is not just a one-time event – every user is more load on the system, more help desk tickets, more system use.
- Matt Morgan: Growing need for CAN read only access. Is there a way to do something that is read-only?
- Discussion regarding the impact of this option. We need to understand CAN functionality. Very many people are trained but not using system for data entry.
- Matt Morgan: If there was a train the trainer option, that person could be the first point of contact before calling the helpdesk.
 - Russ: HDC model is already in place, but not many utilize them in that way.
- Jessica Kubicki: Need for read only access at the CAN level.
 - Russ: Read only access doesn't always equate to no help desk calls.
- Matt Morgan: Add a question to the helpdesk ticket if they asked their HDC first.
- Discussion: Many people don't know what an HDC is, and/or who their HDC is.
- Suzy Rivera: Multiple trainings are needed for people who need multiple program types; it is inefficient for those with several roles.
- Next steps:
 - Brian will convene a subcommittee to start to brainstorm ideas about CT HMIS trainings.

9. HMIS Evaluation Committee – John Merz / CCEH

- John Merz: The best thing to do is to take it home, read it at your leisure, click on the links, and get any reactions back to John and it will be channeled back to the committee.
- Meredith Damboise: 166 survey responses – a low response rate.
- Crane Cesario: typically survey research has a low response rates.
- John Merz: Question is it valid or not? If not, we need to throw it out.
- Meredith: Need to have a separate survey for management level?
- Jim Bombaci: There are many HMIS users who are Executive Directors and were included in the questionnaire distribution.
- Discussion: How to get feedback from leadership who are impacted by HMIS and may not be users
- John Merz: Sounds like there is a need for the subgroup to continue.
- Crane Cesario: Suggestion to have the committee be the quality improvement committee, and focus on system improvement topics as well as evaluation.
- Discussion regarding difference between quality improvement committee and release bin committee, which prioritizes system changes when we have capacity for minor changes.
- Next Steps: Everyone will send John Merz feedback on the current survey by the COB on 3/25/16. John will reconvene the subgroup to meet about its role going forward.

10. HMIS Funding Structure – CCEH

- CT HMIS is not fully funded and we need to strategize on utilization as well as future funding. Our workgroup's goal is to recommend the executive group's composition and starting agenda.
- As discussed earlier, we are considering other state / regional HMIS funding models; ways to contain costs; funding opportunities, and system size and capacity.
- Everyone to get back to Brian Roccapiore with their comments on the funding structure committee membership document that was passed out. Brian will then take the necessary steps to identify the proper members of the group.

11. New Business

- Crane Cesario: Need a primer on what HMIS data means for people who are using it in a public forum.
- Jessica Kubicki: Revisit the sharing of case notes at the next meeting

12. Next Meeting(s)

Reminder to please be sure to check on room location prior to meeting!

- Friday 4/22/16 – Finklestein Conference Room – Merritt Hall at CVH
- Friday 5/27/16 – Room 212 of Page Hall at CVH

Motion to adjourn: Brenda Coutu

Second: David Lang