CT HMIS Steering Committee – Meeting Minutes
Tuesday, June 2\textsuperscript{nd}, 2015 2:30pm – 4:00pm
CVH – Page Hall – Room 212

ATTENDEES

<table>
<thead>
<tr>
<th>HMIS SC Member</th>
<th>CoC / SubCoC</th>
<th>Present</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diane Albini</td>
<td>BOS Waterbury</td>
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<tr>
<td>Lisa Callahan</td>
<td>BOS Middlesex</td>
<td>✓</td>
</tr>
<tr>
<td>Nancy Cannavo</td>
<td>BOS Litchfield Co.</td>
<td>✓</td>
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<tr>
<td>Crane Cesario</td>
<td>Hartford CoC</td>
<td>✓</td>
</tr>
<tr>
<td>Brenda Coutu</td>
<td>BOS Windham / Tolland</td>
<td>✓</td>
</tr>
<tr>
<td>Teddi Creel</td>
<td>BOS Litchfield Co.</td>
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<tr>
<td>Meredith Damboise</td>
<td>BOS New Haven</td>
<td>✓</td>
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<tr>
<td>Ryan DeLoach</td>
<td>BOS New Haven</td>
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<tr>
<td>Steve DiLella</td>
<td>BOS</td>
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<tr>
<td>Carol Duffy</td>
<td>BOS New Britain</td>
<td>✓</td>
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<tr>
<td>Paul Goodfield</td>
<td>BOS Bristol</td>
<td>✓</td>
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<tr>
<td>Andrea Hakian</td>
<td>BOS Manchester</td>
<td>✓</td>
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<tr>
<td>Walter Hewitt</td>
<td>BOS Norwich/New London Co</td>
<td>✓</td>
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<tr>
<td>Noel Kammermann</td>
<td>Stamford-Greenwich</td>
<td>✓</td>
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<tr>
<td>Jessica Kubicki</td>
<td>Norwalk/Fairfield Co.</td>
<td>✓</td>
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<tr>
<td>Stuart Lane</td>
<td>Norwalk/Fairfield Co.</td>
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<tr>
<td>David Lang</td>
<td>BOS Norwich/New London Co</td>
<td>✓</td>
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<td>Phillip Lysiak</td>
<td>BOS Bristol</td>
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<tr>
<td>John Merz</td>
<td>BOS</td>
<td>✓</td>
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<tr>
<td>Matthew Morgan</td>
<td>Hartford CoC</td>
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<tr>
<td>Milena Sangut</td>
<td>BOS Greater Danbury</td>
<td>✓</td>
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<tr>
<td>Maria Satterwhite</td>
<td>Bridgeport-Fairfield-Stratford</td>
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<tr>
<td>Mackenzie Tyson</td>
<td>BOS Middlesex</td>
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<tr>
<td>Lauren Zimmerman</td>
<td>Bridgeport-Fairfield-Stratford</td>
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Other Attendees Present:

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
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<tbody>
<tr>
<td>Jim Bombaci</td>
<td>Nutmeg</td>
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<tr>
<td>Russ Cormier</td>
<td>Nutmeg</td>
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<tr>
<td>Eileen Higgins</td>
<td>RVS</td>
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<tr>
<td>Jackie Janosko</td>
<td>CT Coalition to End Homelessness</td>
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<tr>
<td>Brian Roccapriore</td>
<td>CT Coalition to End Homelessness</td>
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1. **May Minutes – Crane Cesario**

- Motion to approve min: Milena Sangut
  - Seconded: Nancy Cannavo
  - All in favor, no abstentions.

2. **Release of Information – CCEH**

- No motion on the release of information since the last meeting.

3. **HMIS Conversion & Coordinated Access Update – Nutmeg**

- New Haven has been converted – working on data cleanup and service enrollment issues with DMHAS projects and Service Only Projects
- Copy Previous: Is working, but not to full effect. Entry to entry, and exit to exit works – but not copying an entry to an exit. This is being tested today.
- CTHMIS.com has all trainings posted for all of June.
  - Two new webinar trainings:
    - How to run reports
    - How to evaluate reports
- Helpdesk: No longer taking phone calls – all tickets must be generated via email. Helpdesk will still support users over the phone, but calls cannot be used to start a helpdesk ticket.
- Open GoToMeeting session on Friday’s for all CTHMIS users.
- Helpdesk tickets are sometimes going into junk or spam folder.
- Nancy Cannavo:
  - Question about how to split out Litchfield and Waterbury in Litchfield.
    - A: Submit a helpdesk ticket.
- Worked with 211 to fix a problem with them deleting enrollments – corrected the issue and retrained their staff.
- Released an update to the coordinated access client list adding several assessment and demographic questions
- Testing the demographic report for coordinated access – should be ready to be released in the next five days.
- Meredith: When will case management features be available?
  - Jim Bombaci: Webinar dates will be out in the next week.
    - Goals feature in CaseWorthy has not been built out
- Brian will reach out to Jim to get a list of the current goals, and will push a list to the Data Quality Performance Management Committee

4. **Duplicate Client Process – Nutmeg**

- Subcommittee met a week ago to discuss how we can reduce the number of client duplicates in the system.
• Decision was made to allow the system to allow duplicate entry in the case of someone having a matching SS#.
• Discussing with CaseWorthy on how to make modifications to the interface to allow us to edit the check on the new enrollment of clients.
• Also looked at where the duplicates are coming from.
  o Approximately 38,000 duplicate records in the system today
  o 80-90% are from legacy data coming from ServicePoint and Provide
  o 211 generated duplicates are because of the lack of release of information
• Lauren Zimmerman: When we process referrals, can we skip the find client feature – and just default to the client that we have already looked up.
  o Russ Cormier: Will research.

5. Medicaid Data Fields – Nutmeg

• Under the federal data standards, there are multiple choices that care causing confusion under reporting Medicaid participation.
• Reports from several agencies indicate two problems:
  o 1. Front end are not sure what option to use.
  o 2. For reporting purposes, it can be difficult to measure increased usage in Medicaid unless you know how to add up the various choices
• Two potential options:
  o Keep all options – make the HUSKY options a sub-choice of the Medicaid option
  o Remove the two state options and reset values to Medicaid – rename to something like “Medicaid / HUSKY”.
• Crane Cesario: Bring a recommendation to our communities.
• Recommendation to communities: Go with the “Medicaid / HUSKY” option.
• Russ Cormier will rework the recommendation, Crane Cesario and Brian Roccapriore will send to the group.

6. CTHMIS.com updates – Nutmeg

• CTHMIS.com is undergoing a structural change, Nutmeg has been working on a redesign and is looking to form a subcommittee to get feedback.
  o Volunteers:
    - Jackie Janosko
    - David Lang
    - Jessica Kubicki
    - Crane Cesario
    - Brian Roccapriore

7. CT HMIS Retraining – Nutmeg

• Helpdesk alerts individuals as to what could cause someone to be recommended for a retraining.
o More than 30 days from training to login
o Three or more tickets on the same or similar issue in a reasonable timeframe
o Four or more hours of help desk support in a month for issues unrelated to system performance
o The CoC may also request a re-train of an agency with consistently low UDE and/or ESG performance

• Brian Roccapriore will distribute to the Data Quality Sub Group – then to the HMIS Steering Committee and CoC / CAN structures for input.

8. PIT Update – CCEH

• Report is available on cceh.org

9. HMIS Evaluation Committee – John Merz

• Committee has a draft of a questionnaire that has been formatted in a google questionnaire format.
• Feedback is being solicited now from the group.
• The goal is to make the survey shorter than it currently is in its draft form.
• Crane Cesario: State cannot go into google docs.

10. Query Builder Access in HMIS

• No report.

11. New Business

• Russ Cormier: Upcoming webinars on how to run and evaluate reports all posted on cthmis.com
• Nancy Cannavo: Concern that HMIS documentation was out of date – and doesn’t reflect the current system.
  o Jim Bombaci will review existing documents and ensure they are up to date.

12. Next Meeting

• Monday, July 13 10am-11:30am

Motion to adjourn: Brenda Coutu

Seconded: Lauren Zimmerman