CT HMIS Steering Committee – Meeting Minutes
Friday, April 22nd, 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 / DOH	
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
✓	Kara Capone	New Reach
✓	Jackie Janosko	CCEH
✓	Russ Cormier	Nutmeg Consulting
✓	Fred Morton	CSH
✓	Beau Anderson	DOH

1. Welcome and Introductions

2. November Minutes – Crane Cesario

- Correct spelling for "Fed" Morton to Fred Morton, and "Breda" Coutu to Brenda Coutu.
- Motion to approve min as adjusted: Milena Sangut
    - Seconded: Meredith Damboise
    - All in favor, no abstentions.

3. PIT Update – CCEH

- HDX deadline is May 2nd, and data is being entered into HDX.
- Hartford's merger into BOS is causing some issues.
- There is a lot of adjusting with the new way in which HUD is requiring the data to be entered for the bed tables in HDX.

4. www.cthmis.com Update – CCEH

- Russ Cormier: There was a subcommittee that met and provided feedback. There are two main changes to the site itself, the look & feel will be easier to navigate and the class registration platform will be different.
- New site is going based off of a learning management solution (LMS) platform so it can handle registration, materials, videos, etc. All functionality may not roll out together because they're two different projects that are being implemented in parallel. Timeframe to implementation is six to eight weeks. The subcommittee will regroup in 2-3 weeks for feedback.
- LMS will handle wait listing and cancellations and is based on an open source code that Nutmeg is customizing.

5. Case Note Sharing – Nutmeg / CCEH

- Jim Bombaci: The functionality to share notes is turned on, but the default to all case notes is set to Not Shared. In order to share a note, you have to select the option to make it visible to other organizations. If a person is still under a closed ROI, the note won't share regardless of the note sharing option. Notes that have already been entered can't be changed to a new sharing status, if you wanted to share an old note you have to copy and paste it into a new one.
- Kara Capone asked if the case note would be visible in their client records if some other agency created it. Yes—for audits, orgs will need to be able to identify what other agencies created. Russ will be adding the Organization Name along with the person who created the record.

6. Service and Goal Plan Feature – Nutmeg / CCEH

- Jim Bombaci: Met with Kelly Traister from New Reach and Radika Potluri from Columbus House because they were the groups using the most robust service plans in Provide – and

had previously volunteered. Nutmeg will provide a 1 page guide to outline how to enter goals and service plans. Ryan DeLoach asked if there is a print feature. Jim said that there should be, but he hasn't tested it. Ryan will check and let Jim know if it doesn't work. The overview will be part of the HDC calls.

- There is a group at Nutmeg reviewing the "canned reports" to evaluate their accuracy/functionality.
- Group case note functionality is also being evaluated before it is implemented.
- Meredith asked if we can hide the reports that haven't been evaluated or put something on them to indicate that it's not been reviewed. Russ said it's easy to do either; but we need to be sure we aren't making "custom" changes. Those in attendance agreed have the label "Under Construction" on it.
- Diane Albini: asked if the Acuity Index was going to be added to HMIS because it is has been only available on paper.
    o Kara Capone: We want to look at that data over time because we use it to help move clients on. Also use it to balance caseloads based on the acuity of clients
    o Fred Morton will bring it back to DMHAS to see how we may be able to get it into HMIS.
- Russ Cormier: Need a small group to define how we want to track the information and what we want to report. Need to figure out what the scope of work is before we can estimate cost and timelines.
- Meredith Damboise, Kara Capone, Crane Cesario, Ryan DeLoach, Russ Cormier will review.

7. Email with Personally Identifying Information – Nutmeg

- Jim Bombaci: Nutmeg has started tracking emails that contain personally identifying information in emails – which is a violation of the policies and procedures of CT HMIS. In the last two months, 25 help desk tickets came in with PII. Not from one user or region, but it is a system wide issue. When a ticket comes in with PII - nutmeg closes that ticket and starts a new one to stop the back and forth of emails with the PII in it.
- Noel Kammermann: Multiple providers are already working in multiple systems. Not surprising that we have these issues and 25 incidents over about 2 months is not too bad. Obviously Nutmeg will still need to be vigilant about it, and we all need to educate our staff and reinforce that we only use the HMIS ID.
- Crane Cesario: It is the responsibly of the CT HMIS SC to champion this information to our communities. Please be sure to bring this issue back to your CoC/Sub-CoC.
- Russ Cormier: Remind staff that we're not doing this to make them miserable; we're doing it to protect the confidentiality of clients and the integrity of the system.

8. CT HMIS Training Group / No Show Report   – Nutmeg / CCEH

- Identified at the Statewide CAN group – the CT HMIS SC has formed a group to look at how we can refine the CT HMIS training situation within the current resources in the system.
    o Members include: Beau Anderson, Jim Bombaci, Kara Capobianco, Wendy Caruso, Crane Cesario, Russ Cormier, Brenda Coutu, Jacqueline Janosko, Jason Martinez, Matthew Morgan, Caroline Perez, Brian Roccapriore, and Lauren Zimmermann

- First meeting will be next Tuesday 4/26 in New Haven.
- Jim Bombaci: The message of canceling is getting through. In the last month, 10 no shows, 7 cancellations.
- Meredith Damboise: What about charging for no shows?
- Crane Cesario: do we have a process for notifying a supervisor if a subordinate hasn't attended? Need to get a process for notifying agencies about issues with users. Crane offered to review a monthly no show report. Jim indicated that we could send a spreadsheet out monthly or post it online.
- Ryan DeLoach: asked that we give HDCs a heads up that we're going to be sending out the info
- Diane Albini: People get sick and supervisors may not know to notify Nutmeg.
- Jim Bombaci: The issue is that the problem is coming down on the system, not the agency.
- Kara Capone: Can we overbook?
- Crane Cesario: People drive a long way to get there and if there is no open work station, they would be out of luck.
- Russ Cormier: there was a request for training for 11 people at one agency and even when those requests are accommodated by paid trainings people still don't show up.
- Kara Capone: People are keeping case notes for a month or longer while waiting for training.
- Question: Can we make a generic email for HDCs for no shows? How do we prioritize training?
- Jackie Janosko: we will task the Training group with this and add it to their agenda.

9. CT HMIS Data Request Subcommittee – CCEH

- One data request the last month was from the Department of Housing to allow for the CAN managers (Kara Capobianco and Leigh Shields-Church) access to a system wide reporting feature. This will allow them access to run reports, but not manipulate any client data. The Data Request subcommittee approved the request.
- This will go into effect when CCEH and DOH are able to come to an agreement on an MOU between the two entities – this also impacts Beau Andersons statewide HMIS access.

10. HMIS Funding Structure – CCEH / Crane Cesario

- Crane: As you know, our system isn't fully funded and has to be figured out. We've grown tremendously and we want to continue to improve the system. It's very complex. There was one meeting to identify a recommended working group – and the feedback was brought back to this committee. Identified participants are DOH, DMHAS, CoC representatives, CT HMIS Lead Organization (CCEH), System Administrator (Nutmeg), a large CAN, a small CAN, a large agency, and a small agency. The committee size needs to be limited to be effective. Some feedback about who was included/not. Reps will need to know all entities that they will be representing as well.

11. Use of Personal Equipment / HMIS Access - Nutmeg

- Jim Bombaci: People using personal laptops for HMIS. Some people don't even know which agency they're associated with and they're using their own equipment to do the data entry.
- Diane Albini asked if it's secure when you log in. Jim explained the issue is that they will have the ability to download client data or have client data on their computer and there are no safeguards around it.
- Noel Kammermann: When people log in from home, you have no way of knowing how up to date their virus protection is, what browser they're using, etc.
- Fred Morton: agencies need to know they're still responsible for their users and will need to pay for 2 years of credit monitoring if there's a breach.
- Crane Cesario: between this and the no shows, it sounds like it's time to have another notice that goes out to agency Executive Directors. Crane volunteered to draft a letter.
- Jim: We discussed doing quarterly or twice yearly webinars to update EDs. We will probably need to revisit this.
- Suggestion: Need a primer on what HMIS data means for people who are using it in a public forum.

12. New Business – All

Anonymous Clients:

- Ryan DeLoach: Draft document for Anonymous clients. Some clients who have paranoia or histories that make them suspicious of sharing information. We still need them in the system, but we have to honor their request. If someone refuses to sign, we should document that on the form so it's in the paper file. Ryan said they ask clients at least 3 times to try and get them to agree before putting an anonymous client into HMIS. The issue is that we need to be able to report back to the CAN to keep track of people in some way.
- Lauren Zimmerman: if we're coming up with a process to somehow identify someone in the can or state, we're violating what they wanted
- Crane Cesario: Don't put the person's name on the registry—use a naming convention indicating which number person for the originating agency, such as: "Anonymous 1 Columbus House New Haven." The agency owns the information and if their number comes up on the registry, it's up to the agency representative to contact the person.
- Maria Satterwhite: Maybe we need legal advice?
- Suggestion: Can DOH ask their legal team? When housing comes up, can we get them to agree to share their name to find out if they're on another list?
- Lauren: Interagency release between Agency and CAN?
- Russ Cormier: If you can't put the identifiers in the system so how would we be able to match them to anything?
- Discussion: difficulty of anonymous person being in multiple CANs.
- Ryan DeLoach: When funds are involved they tell clients they have to sign off.
- Russ Cormier: You may not be able to put them even on a spreadsheet because you're still entering them on a computer.

Former Clients on Staff

- Russ Cormier: Situation earlier this month where an agency hired a former client into a role where they were doing data entry into the system. The person changed their data. The agency discovered it because they're a small agency and noticed something was off and notified nutmeg immediately. Nutmeg was able to recreate the record with backed up information.   Do we have to have some sort of notification to nutmeg so they're aware?
- Nancy Cannavo: Can a person's data be blocked from them?
  Russ Cormier: No
- Noel Kammermann: Same issue can come up if an employee personally knows clients. It's cause for concern, but we should include this in our letter to EDs.
- Ryan DeLoach: it could happen even if another agency hires a former client of another agency.
- Crane: Everyone needs to be refreshed and reminded about the responsibilities for using the system.
- Fred Morton: DMHAS compliance has an annual due diligence process for people to resign their agreement for system use.
- Russ Cormier: the new training platform can accommodate the annual agreement and can automatically turn off access. Training subgroup can review this.

Data Needs assessment report:

- Lisa Tepper-Bates reached out to Noel and Crane to see if they can be part of the DEN committee.
- The Data Needs Assessment report commissioned by the Melville Charitable Trust has been distributed. This CT HMIS Steering Committee will be sent the report to review and discuss at our meeting next month. Crane hopes to keep the focus on constructive ways to address the report's concerns. A link to the report will be distributed in advance of the next meeting and added to the May agenda.

13. Next Meeting(s)

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

- Friday 5/27/16 – Room 212 of Page Hall at CVH