



CT HMIS Steering Committee – Meeting Minutes
Friday, November 13, 2020 – 10:00 a.m. - 11:30 a.m.

ATTENDEES

HMIS SC Member	CAN	Voting	Present
Diane Albini	Northwest	Main	√
Beau Anderson	Northeast	Alternate	
Leigh Shields-Church	Greater New Haven	Alternate	
Nancy Cannavo	Northwest	Main	√
Crane Cesario	Greater Hartford	Main	√
Brenda Coutu	Northeast	Main	
Meredith Damboise	Greater New Haven	Main	√
Stacy Hooker	Meriden/Middlesex/Wallingford	Main	√
Neelam Joseph	Fairfield County	Main	√
Linda Kerr	Central	Main	√
Dave Lang	Southeast	Main	√
Adam Layton	Northwest	Alternate	
Avery Lenhart	Northeast	Main	
Karen Mahar	Fairfield County	Alternate	√
Vanessa Malley	Central	Alternate	
Matthew Morgan	Greater Hartford	Main	
Bri Pierscinski	Northwest	Alternate	
Radhika Potluri	Greater New Haven	Alternate	√
Lisa Quach	Greater Hartford	Main	√
Maria Satterwhite-Porpora	Fairfield County	Alternate	√
Trisha Shah	Southeast	Main	√
Lauren Zimmermann	Fairfield County	Main	

Other Attendees Present:

	Name	Organization
√	Linda Casey	CCEH
√	Jim Bombaci	Nutmeg Consulting
	Lisa Callahan	DMHAS
√	Russ Cormier	Nutmeg Consulting
	Melanie Gonzalez	New Reach
	David Gonzalez- Rice	CCEH
√	Rose Kelly	CCEH
	Tachica Murray	Nutmeg Consulting
	Don Vincent	Leeway
	Megan Ward	The Gathering Place

1. Welcome & Check-in - All

- Roll call of attendees

2. Previous Meeting Minutes – Linda Casey

- Motion to approve : Trisha Shah
- Seconded: Meredith Damboise
- All in favor, no abstentions

3. PIT 2021 Updates – Linda Casey

- **Moving forward with sheltered count**
 - Contact CCEH with questions re completing bed counts in the PIT database
 - CCEH website has the HIC/Bed Count Change form as well as the form to report new programs: <https://cceh.org/data-quality/>
 - No direction from HUD for unsheltered count yet; coming week of 11/16

4. Review of Audit Logs and Next Steps – Russ Cormier, Crane Cesario, Rose Kelly

- **HMIS Steering Committee has an obligation to monitor provider usage (Crane Cesario)**
 - Assure that providers are accessing only what is appropriate
 - Review new data from Nutmeg to determine review process
- **Audit Log Committee meeting is scheduled for 12/10/2020 to move forward (Russ Cormier)**
 - Review output to determine how records are accessed by providers
 - Viewing data only within their organization’s scope
 - Meredith Damboise voiced a concern about providers that may cross over their program boundaries
 - Crane Cesario clarified that reasonable crossover of provider scope is not considered to be an anomaly
 - Audit Log Committee will define parameters for suspect activity
 - Threshold values and alert criteria
 - Keeping user error in mind

- Number and type of searches considered anomalies
- Who should be notified of alerts

5. Updates to ROI and need for CANs to review their list of participating agencies – Crane Cesario

- **Provider lists should be updated by December 31, 2020**
 - Nancy Cannavo asked where are updates being sent
 - Russ Cormier will provide the location on the HMIS website for resources
 - List of participating agencies
 - Service tickets can be initiated by providers if needed
 - New ROI list will be published January 15, 2021
 - Crane Cesario suggested sending out reminders with update instructions and location of resources
 - Lists should be update annually
 - CAN contacts should follow up and update the Steering Committee via email
 - Any concerns or questions should be directed to Crane Cesario, Lauren Zimmermann, or Linda Casey

6. Update on CAN meeting schedules – Crane Cesario

- **Concerns about meetings and trainings overlapping with regularly attended CAN meetings**
 - Tuesday and Wednesday afternoons are specific concerns
 - Ask collaborative to review the schedules
 - Meredith Damboise asked that Reaching Home committee being included
 - Crane Cesario will ask Danielle to work on this (at the Partnership)

7. COVID-19 Testing Updates– Linda Casey

- **CAN Testing**
 - The state offers daily positivity rates but the homeless response system does not have the volume of daily tests to compare, so we use cumulative comparisons with the state’s cumulative data
 - CANS have positivity rates below those of the state
 - We expect to see an increase of positive tests in the CANS based on current trends across the state
 - Shelters are at higher risk for disease spread due to the congregate settings
 - Because rates are rising we need timely data entry
 - Crane Cesario stated that clients suspected of being exposed or exhibiting symptoms should be tested
 - Age 25-59 who are the bulk of those being tested, and those testing positive in HMIS
 - No deaths have been reported in HMIS in association with CAN testing
 - Racial disparities are an area of focus
 - We are seeing the same disparities that are occurring nationwide
 - Black population is over-represented for positive cases

- Currently, we have no explanations for the disparities within the CAN systems
 - Data is not being entered into HMIS consistently
 - There are many challenges on how to count tests and outcomes
 - A simplified uploading process to Dropbox has been implemented
 - Providers need to be reminded of the functionality
 - Radhika Potluri and Stacy Hooker confirmed the ease and effectiveness of use
 - Testing providers are not sharing information with the shelter providers despite ROIs being executed
 - Stacy Hooker shared that she has yet to receive results from testing completed in November
 - Results previously returned within 48 hours are now taking longer
 - Clients are waiting longer to get their results
- **COVID Testing Process Flow**
 - Providers should schedule testing
 - Send testing provider lists of all clients to be tested, including first name, last name and client ID
 - Clients sign the testing provider's ROI prior to testing
 - When testing providers arrive on site the shelter provider should be able to provide all ROIs and client information
 - Testing providers should be able to send back all testing results for everyone who has signed the testing provider's ROI
 - Preferably in spreadsheet format
 - Shelter provider can then enter the results manually in HIMS or use the automatic load feature via Dropbox on CTHMIS.com
 - Lisa Quach confirmed it is very easy to enter COVID test results in HMIS
 - Meredith Damboise asked if client-reported results can be entered if no documentation is available
 - Linda Casey suggested that the provider attempt to get documentation or call the testing provider to confirm although there may be issues with releasing the information without an ROI. She suggested that the shelter providers use their best judgment if they believe the client – false negatives are more dangerous than false positives.
 - Meredith Damboise asked if other programs such as RRH or Services Only should also enter or upload results
 - Linda Casey confirmed that any and all available test results should be entered
 - Crane Cesario voiced a concern about the work load of shelter staff for data entry
 - Asking for results to be entered within 48 hours may be too much

- Linda Casey reiterated the ease of the auto-upload feature. We have tried to make the data entry as easy as possible – reach out if help is needed.
 - Hotel count and regular maintenance of client communications also tie up resources
 - Questioned whether or not the testing center provides could assist with data tracking rather than having shelter staff take that on
 - Linda Casey acknowledged there are challenges and that the providers do have a lot on their plates, but in order to protect everyone if/when an outbreak occurs, it is paramount that the COVID test results be entered in a timely manner. Only CCEH will be able to see if several shelters in a particular area is having a surge – but we can only do this if the test data is entered ASAP.
 - Linda Casey reviewed the simplified Dropbox process that alleviates the burden of data entry for shelter providers
 - Crane Cesario pointed out that, as a PSH provider, she may not be getting the same information as the shelter providers
 - A question was asked if providers other than shelter providers (such as PSH) should be entering test data into HMIS – Linda Casey responded that yes, client test results should be entered into HMIS regardless of which program they are in – not just emergency shelter

8. Update on BNL v2 – Linda Casey

- Second draft is ready for beginning stages of user testing. If interested, contact either Linda Casey or James Buckley (to get access to the test environment)
 - CCEH would like to involve more testers at this stage

9. Nutmeg updates – Russ Cormier and Jim Bombaci

- **Shelter Utilization Report updates on hotel beds**
 - HUD does expect the data to be entered and available
 - Clients in hotels are managed on smartsheets and are not being tracked by shelters
 - Nutmeg is trying to back-fill data for Shelter Utilization, SPM, and LSA data
 - Use Smartsheets to pull all available data
 - Example provided if a client has shelter check-ins 2/15/20-3/15/20 and then nothing the hotel logs should be checked
 - Any hotel check-ins/check-outs can be recorded as shelter stays
 - If clients have hotel only stays without previously being at a shelter enrollments can be created to include those clients
- **Eviction Prevention**
 - DOH has received funding to work with clients impacted by Covid to the point of losing housing
 - Each CAN has resources available by sub-grantees of the funds
 - Will track all household types and fund distribution
 - Process works from the 211 level down
 - First evaluation is the 211 screening tool

- Eviction prevention enrollment can be completed at the CAN appointment
- **DV workflow changes**
 - Clients moving from CCADV shelters to traditional shelters
 - Request for a 1-step assessment to be added to HMIS for hand-off
 - Shelter staff will be able to select the assessment type
 - Annie can track clients on her BNL who have been handed-off

10. Review of HMIS priorities – Crane Cesario (in place of Lauren Zimmermann)

- **Revisit lists created at past Steering Committee meetings**
 - The list is very dense
 - There are already multiple projects in process that are not on the list
 - Are all items currently on the list still valid
 - Prioritization needs to be assessed
 - Meredith Damboise identified the issue of work around for the current the enrollment set-up
 - Enrollments and assessments are attached to funding for tracking and reporting
 - Example provided was a RRH program with multiple funding sources creating a need for individual program creation for each funder
 - Results in duplication of work
 - Suggestion was to set up a single program that would be tied to multiple funders
 - Karen Mahar and Radhika Potluri concurred with Meredith Damboise and emphasized the heavy workload this currently generates
 - As funding ends clients have to be exited and then enrolled into another program
 - Income values and other data points have to be cross-checked between enrollments
 - Jim Bombaci responded to the concerns and asked to be alerted the next time there is a multiple enrollment event
 - Finance distribution has to be tracked for the individual funders
 - HUD has expectations for tracking multiple enrollments and funding
 - Nutmeg may be able to replicate data to each enrollment to reduce duplication of work
 - The issue of reporting DOH funding for ODFC is not as simple
 - Different start dates have to be tracked
 - Solution of replicating data may help with this as well with a caveat that it would have to be the same program type
 - Crane Cesario asked Jim Bombaci when Nutmeg could start to review the process and suggested improvements
 - Jim Bombaci asked Meredith Damboise to provide an example to work with
 - Linda Casey suggested that this should be handled as an Enhancement Request (formerly a Release Bin request)
 - Crane Cesario with work with Meredith Damboise and will initiate the Enhancement Request
 - Linda Casey presented a Jam board with color-coded virtual post-it notes to be used as an online collaboration tool for everyone to participate in and share their opinions on the HMIS priorities. Steering Committee members can update this at any time and keep it current.
 - Color patterns to be used were identified

- Orange – items that are top priority
 - Yellow – items can wait but should be kept on the list
 - Blue – new or missing items to be added
 - Green – items that need clarification
 - Pink – items that should be removed from the list
- The Jam board can be used at each meeting to track progress and keep up with items
 - Russ Cormier noted that some members may not be able to access the Jam board; Crane Cesario responded that many can use a personal PC to access the link
 - Crane Cesario suggested reviewing the board as the group works on it for members who are dialing in
 - Nancy Cannavo asked that the HMIS priorities list be sent via email
 - Linda Casey confirmed that the HMIS priorities list, Jam board link, and PowerPoint slides used during this meeting would be sent to all attending members
 - Crane Cesario requested that all lists and links be sent out with the minutes as well
 - Rose Kelly confirmed that items will be included with the minutes

11. Open Business – Linda Casey

No items were presented for the Open Business section of the meeting.

The meeting was adjourned at 11:20am.

Next Steps

- **Minutes will be sent out within the next week along with lists and links requested**
 - Feedback from members can be incorporated
 - Final minutes will also be included with the Agenda for the February 2021 meeting

Next Meeting(s)

2021 Meeting Schedule

- Friday, February 12 (10am – 11:30am)
- Friday, April 9 (10am – 11:30am)
- Friday, June 11 (10am – 11:30am)
- Friday, September 10 (10am – 11:30am)
- Friday, November 12 (10am – 11:30am)