CT HMIS Steering Committee – Meeting Minutes
Friday, November 12, 2021
10:00 - 11:30 a.m.

ATTENDEES

Attendance	Member	Voting	9/11/20	11/13/20	2/12/21 (State Holiday)	4/9/21	6/11/21	9/10/21	11/12/21
Central	Jessica Caraballo	Main							X
Central	~~Linda Kerr~~ *(left 9/2021)*	Main		X	X	X	X		
Central	Suzy Rivera	Main				X			
Central	Vanessa Malley	Alternate				X			
FFC	Lauren Zimmermann	Main	X		X	X	X	X	
FFC	Neelam Joseph	Main	X	X			X	X	X
FFC	Maria Satterwhite-Porpora	Alternate	X	X	X			X	x
GHART	Crane Cesario	Main	X	X		X	X	X	
GHART	Lisa Quach	Main	X	X	X		X		
GHART	Tamika Riley	Alternate						X	X
GNH	Meredith Damboise	Main	X	X	X	X	X	X	X
GNH	Leigh Shields-Church	Alternate							
GNH	Radhika Potluri	Alternate	X	X	X	X	X	X	X
MMW	Stacy Hooker	Main	X	X			X		
MMW	Stephanie Corbin	Alternate							X
Northeast	Beau Anderson	Alternate							
Northeast	Brenda Coutu	Main							
Northeast	Avery Lenhart	Main						X	
Northwest	Diane Albini	Main	X	X		X	X		X
Northwest	Nancy Cannavo	Main		X	X	X	X	X	X
Northwest	Adam Lyton	Alternate							
Northwest	Bri Pierscinski	Alternate							
Southeast	David Lang	Main		X	X		X	X	
Southeast	Trisha Shah	Main		X	X	X			x

Other Attendees Present

	Name	Organization
X	Linda Casey	CCEH
X	Jim Bombaci	Nutmeg Consulting
X	Lisa Callahan	DMHAS
X	Rose Kelly	CCEH
X	Lindsey Boudreau	CCEH
X	Caitlin Rose	FSC

1. **Welcome & Check-in – Linda Casey**
   o   Check in question: "If you have any security concerns with HMIS, list the top 2."
   o   Most attendees did not have any security concerns but a few responses shared in the chat were:
       •   Concerns about users looking up friends and family.
       •   Interest in Two Factor Authentication

2. **Previous Meeting Minutes – Linda Casey**
   o   Motion to approve: Nancy Cannavo, Seconded: Trisha Shah
   o   All in favor, no abstentions

3. **Two Factor Authentication**
   o   Jim Bombaci from Nutmeg provided information about two factor authentication options for HMIS
   o   The feature will have to be turned on for all agencies at the same time and will necessitate additional resources for planning and support
   o   The 2FA uses email or text message and there is a per message fee for text messages that will have to be accounted for through the HMIS budget
       o   A potential barrier is the use of shared email or phone numbers as each user will have to have access to a unique email or phone number to receive authentication messages
           ▪   The group did not seem to think this would be a challenge as many organizations already use 2FA for their internal systems
   o   Planning is in progress and roll out is tentatively anticipated for the end of Q1 2022

4. **HMIS Updates**
   o   Linda Casey provided an update on the LOTH calculations and a reminder that the information will be used for BNL v2 prioritization
   o   Linda Casey provided an update on progress with the BNL v2 and noted that the next step is phasing out the static form and finding sources of dynamic information within the client record
           •   A meeting on this topic has been scheduled for 11/30
   o   Rose Kelly provided an update on the audit log report
           •   A group of HDCs and members of the HMIS SC has been meeting to review the report and establishing policies and procedures for its use. The work of the group should be complete in December or January.
   o   Lindsey Boudreau provided information on the HMIS open forums, a monthly meeting where CCEH will provide updates and solicit input and feedback from users.
           •   Anyone is welcome to join the sessions which are scheduled for November 30, December 13, January 11, and February 8 at 10 am. registration is on CCEH.org.
           •   The topics to be covered at the meeting will be announced ahead of time so users can decide if they are relevant to them.
   o   The HMIS SC was also asked to give feedback on the frequency of communications coming out of CCEH.
           •   Recommendations included sending the emails more than once and including more information in one email rather than sending multiple emails with less information.

5. **Data Quality Updates**
   o   Linda Casey provided an update and reminder that the SPM/APR clean up project is underway and HDCs have been contacted to review data quality issues and make updates as needed.
           •   The deadline for submitting helpdesk tickets to data@cceh.org is 11/24/21 and the deadline for data clean up is 12/8/21.
   o   Rose Kelly provided an update on the Data Quality Management Plan resource guide which has been posted on cceh.org as a companion to the Data Quality Management Plan.

- The document provides links to resources to help users identify and correct common HMIS data entry issues. The purpose is to assist HMIS users in improving data quality by making sure data is complete, accurate, and timely.
  - Lindsey Boudreau provided updates on the enrollment copy feature which was requested as part of the data quality brainstorming session the SC completed earlier this year
    - The feature is in development and will be rolled out in a phased approach to a small number of organizations who serve clients with multiple enrollments. Further information will be provided as work progresses.

6. **Nutmeg Updates – Jim Bombaci**
   - Jim provided an update that the HIC and PIT are in progress as well as the LSA.
     - SPM and LSA have some overlap and Jim noted that the data clean up effort for SPM may also impact the LSA but Nutmeg may be reaching out for separate data clean up issues if needed.

7. **New Business**
   - Linda Casey announced her resignation from CCEH as Director of HMIS and Strategic Analysis
   - Meredith Damboise raised the issue of limited capacity at HMIS trainings.
     - Some organizations are finding it difficult to get new staff trained in a timely manner as registration seems to fill up quickly.
     - Stephanie Corbin seconded the issue and also noted that the change in how EUAs are submitted has also created a barrier as program managers cannot sign new hires up for training ahead of time.
       - Jim Bombaci noted that the EUAs were organized this way due to issues with Nutmeg not having accurate contact information when someone other than the user who needed training was completing the registration
     - Nutmeg is considering resuming live trainings at offices in Middletown which would allow for additional capacity.
       - Online trainings have lower capacity as users have differing levels of computer proficiency which sometimes requires greater attention from the trainers
         a. Stephanie Corbin asked whether guaranteeing an HDC would sit with the user during training could be a requirement for adding additional seats to a training.
     - Stephanie Corbin also asked if organizations could have access to a test site to provide additional training to their users
       - Jim noted this is available to organizations who have the infrastructure to support additional training and can be requested by submitting a help desk ticket.
     - Additional funding for HMIS resources is being pursued by the Data and Accountability Workgroup via a legislative ask.
   - Meredith Damboise asked if there were alerts in HMIS for clients who are due for an annual assessment.
     - This feature was released in March 2021, release notes can be found [here](#).

8. **Next Meeting(s) – All meetings are 10:00 a.m. to 11:30 a.m. and will remain virtual**
   - Friday, February 11, 2022
   - Friday, April 8, 2022
   - Friday, June 10, 2022
   - Friday, September 9, 2022
   - Friday, November 4, 2022 (November 11th is Veteran's Day)