

July 2021 – Agency Admin Webinar (AAW) Notes

The first part of this document contains meeting notes from the Webinar. The second part contains relevant Q&A's from the webinar session.

Notes

1.) INTRODUCTION

- a. Attendees are responsible to share what they've learned with their agencies. Those agencies that could not attend have until 08/13/2021 to take the quiz and have it counted as attendance

2.) WEBINAR PURPOSE

- a. To provide consistent guidance (to our agency Primary Contacts) about HMIS workflow changes, policies, data entry and reporting so they are able instruct their teams and maintain the integrity of the homelessness data system
- b. The content of the webinars include:
 - i. Communicating changes to the system or workflows
 - ii. Providing ongoing training on the HMIS software
 - iii. Reviewing in-system reporting functionality
 - iv. Reviewing and enforcing the HMIS Data Quality, HMIS Security, and HMIS Privacy plans
 - v. Discussing how HMIS data is used in the community
- c. Not every segment every month will be relevant to every program and/or agency
- d. We try to cover topics that apply to the largest majority
- e. Agendas are sent a week prior, outlining topics
- f. During the webinar, we remind viewers which projects the topics are relevant for

- 3.) ANNOUNCEMENTS: New HMIS Website! Solari, Inc. will be launching a new and improved HMIS AZ website. It will host all the resources our current website provides to HMIS users including the ticketing portal, online trainings, data reports, and more. We intended the site to go live on July 1st but that date has been pushed back. Our new site will go live later this month. The current link <https://hmisaz.org/>, will redirect to the new website once we go live.

4.) DATA QUALITY COMMERCIAL BREAK:

The By Name List (BNL) report has been updated. Clients who are in an institutional setting will start being pulled onto the BNL if they meet certain criteria based on the answers within the Current Living Situation Sub-Assessment in HMIS.

Current Living Situation Sub-Assessment:

- a. Who should update? Primarily SO Projects
- b. What to Update? All applicable fields – If an institutional setting complete additional questions every time
- c. When to Update? Every Client Contact
- d. Where to Update? Updates should be made through Entry/Exit Tab for the relevant of a clients stay. E.g. Entry, Interim, Exit
- e. Why it's Important? Updating the current living situation sub-assessment is critical to keeping clients on the BNL and needs to remain as current and accurate as possible.

5.) INTERVIEW: Stephanie Crum, HMIS Manager

- a. Stephanie is our new HMIS Manager and oversees the HMIS Support team. She was formerly working with the Humas Services Campus.
- b. Report Stephanie ran most often:

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- i. The Entry/ Exit Report was helpful for letting Stephanie know client outcomes in her program
 - c. Stephanie’s goals as an HMIS Manager:
 - i. Stephanie shares the HMIS Team’s vision to bring state-wide coordination to Balance of State and Maricopa CoCs.
 - d. Stephanie’s tips for HMIS best practices:
 - i. Make sure clients you are entering in HMIS do not already have a profile created.
 - ii. When you are creating a ticket for the HMIS Help Desk, do not include client’s Personal Identifiable Information within the description. Only refer to clients by their ID#.
- 6.) TRAINING: Racial Disparities Dashboard (**this is available to BOS and Maricopa**)
- a. Located on AZ HMIS Tableau Page
 - i. <https://public.tableau.com/app/profile/hmisaz>
 - b. This is a new dashboard that gives a baseline to start thinking about equity in how we serve our communities. Please check it out!

Q&A

<i>Webinar Question</i>	<i>Answer</i>
<i>What will users use the new HMIS AZ website for?</i>	<p>The new HMIS AZ website is just like our old site where users will submit helpdesk tickets, find training materials, data reports, data entry forms and sign up for new user training.</p> <p>The HMIS AZ website is separate from ServicePoint. ServicePoint is where you login and enter client data.</p>