Agency Presentations

● At the April 2020 HMIS User Meeting, Families Forward presented their agency’s use of Looker to track performance and funding use throughout the year.

● Does your agency use HMIS in a unique way? Do you have a workflow or process that may be of use to other agencies? Contact the HMIS Help Desk to present at a future HMIS User Meeting!

Project Performance Reports Check In

● At the April 2020 HMIS User Meeting, we polled meeting attendees on whether their agencies had the capacity to work on data corrections at the time. The poll showed a majority of support to suspend the Emergency Shelter Project Performance report that was due to be released in May.

● Attendees of the May HMIS User Meeting decided to continue postponing the Project Performance process for this month; we will reassess the situation in June.

FEMA/NCS Project Check In

● If any of the following are true for your agency, please contact the HMIS Help Desk to ensure your projects are set-up correctly.
  ○ If you are using CoC funds to pay for hotel/motel vouchers
OC HMIS Monthly User Meeting Minutes

- If you are receiving COVID-19 ESG funds
- If you are receiving FEMA funding directly
- If you are providing any other kind of service or shelter related to COVID-19
- If you are receiving Project Roomkey funding

- Review of FEMA/NCS screen and data entry guide:
  - Unit Name contains a drop down with multiple project response options, users should select the name of the project they are enrolling the client in.
  - Make sure staff know the appropriate response option for “Unit Type” for your project. A project based in a hotel should have 100% Hotel/Motel responses for this question, while a project that is housing some clients in apartments and some in trailers may have different response options for the same project.
  - The address fields under Unit Name and Unit Type refer to the unit’s address. It is important that your staff has a unified way of entering the project's address. For example, if your project is a hotel at 123 Main Street, the address should be written out the same way for all enrollments instead of some enrollments spelling out the entire word street and some abbreviating to “St.”. If your project is housing clients at different locations in apartments or in trailers, it is very important that the location is entered here.
  - In the additional FEMA questions section, the cell phone and email address fields should be skipped if clients do not have either a cell phone or email address. Currently there is not a "No" or "client doesn't have" response option for these fields and Bitfocus let us know that they cannot change these fields since they were sent down by FEMA. The last three questions about pets, service animals, and access needs do have "No" available as a response option so make sure to answer those questions even if the client’s answer is that they don't have animal companions or access needs.

Demo: Active User Report

- Check out the recording of the May HMIS User Meeting for a demo of the Active User List report!
  - To access the report, click on your Data Analysis tab, Orange County Clarity Reports, and scroll to the User Management section.
- 211OC will be implementing an automation for the Active User List report to send to all Agency Administrators on the 10th of each month.
- Please be sure to fill out a User Revocation of Access Form for any users who should no longer have access to HMIS due to a change in job descriptions or leaving your agency.

CES Knowledge Base Updates

- There is now a Knowledge Base Article published that covers all of the Coordinated Entry Reports available!
  - This report details where the reports are located (scheduled, or under the data analysis tab), who receives them, how often, and what the reports entail. If you would like to be added to
any of the scheduled reports please submit with the [HMIS Help Desk](https://www.example.com), but remember you must be part of the Family Solutions Collaborative to get access to these reports.

### CES Cheat Sheets
- The [HMIS CES Cheat Sheet](https://www.example.com) has been published and is available on our website.
  - This cheat sheet will cover important data elements to consider for any clients currently enrolled in CES. We have also published three flowcharts along with the cheat sheet:
    - [Access Point Flowchart](https://www.example.com)
    - [Housing Agency Flowchart](https://www.example.com)
    - [Matchmaker Flowchart](https://www.example.com)

### Monthly Training Webinar
- During the meeting we conducted a poll with the agencies to determine their preference for future Monthly Training Webinars
  - Everyone who participated said they would be interested in training webinars on more advanced topics, like Looker, Coordinated Entry, Data Standards, etc.
  - There were mixed responses on how often the Part 2 Training Webinar should be held
  - In June, we will determine a new topic for the HMIS Training Webinar
- The next HMIS Training Webinar is scheduled for May 28th from 10:00 am - 12:00 pm. This is for new users at your agencies that would like a walk-through of the Part 2 Trainings. We will send out an email blast on the 21st to AA’s that will include the registration link to the meeting.
- We sent out a survey monkey to users that attended the HMIS Training last month so we can get feedback on how the training went.

### HMIS User Survey
- We have created a survey for all HMIS Users to complete! [Click here](https://www.example.com) to complete the survey.
- This is a separate survey from the Monthly Training Webinar.
- This survey is optional, but will help us to have a better understanding of what your needs are and how we can better assist you and improve your overall experience with HMIS.
- Due date will be **May 29th, 2020**.
- Please pass this survey on to all HMIS users in your agency to complete - we look forward to hearing from you!

### Data Management and Performance Meeting
- The May Data Management and Performance Meeting and all Data Management and Performance Meeting following have been canceled due to COVID-19 until further notice.
- We will let you know of any updates once there are plans on resuming future meetings.
Questions

● We have requested an extension on two project’s operating periods - how do we notify you of the change? Should we receive approval for this? You can submit a ticket to the Help Desk and we can update that information in HMIS.

● Who can we follow up with to obtain FEMA reimbursement data from after this has ended? We will be working with the County to release some data regarding the FEMA reimbursement. If you have data that you want specific to your agency regarding this, please enter a ticket with the HMIS Help Desk and we can work with you to get that data. However, we need to make sure that your project is set up in a way that you are able collect that data, so if you don't have anything specific to FEMA set up right now, you will not be able to report on it later. Please enter a ticket on that so we can work with you on getting to proper reporting!

● Can you go back to where to locate this report (CES Report)? It is in the Knowledge Base Support Center under “CES Reports” and the attachment will be on the right hand side. The link is also available in these minutes!

● When is the next Monthly Training Webinar scheduled? May 28th, 2020 from 10AM - 12PM

● Is this HMIS Survey mandatory for all users? It is not mandatory but we would like as much as possible to try and improve your experience!

Future Meeting Information

Next month’s meeting date and time: Webinar on Wednesday June 3rd, 2020, from 10:00 - 11:00 AM. No RSVP or registration is required. Click this link to join the meeting at that time.

All User Meeting webinar recordings and meeting minutes are available on our website!

Have an idea for a future agenda item? Submit a ticket via the HMIS Help Desk using the “HMIS – Users and Trainings” category with your ideas.