

OC HMIS User Meeting Webinar Minutes 1/5/22

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Agenda Items

2022 HIC and Sheltered PIT

- The HIC and Sheltered PIT are conducted on an annual basis during the last 10 days of January, and are required by HUD.
- The HIC (Housing Inventory Count) is a point-in-time inventory of housing programs within a Continuum of Care (CoC) that provide beds and units dedicated to serve people experiencing homelessness (or for permanent housing projects, were experiencing homelessness at entry). The project types included in the HIC are Emergency Shelter, Transitional Housing, Rapid Re-housing, Safe Haven, and Permanent Supportive Housing.
- The PIT (Point in Time Count) is an unduplicated count on a single night during the last ten days of January of the people in a community who are experiencing homelessness that includes both sheltered and unsheltered populations. An annual sheltered PIT count is conducted using HMIS data and other sources. An unsheltered PIT is also being conducted in 2022.
- Important Dates:
 - January 20th 2:00 - 3:00: HIC/Sheltered PIT Training

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- Meeting link:
 - <https://us02web.zoom.us/j/89978942773?pwd=MjhPaDhjWWVOSkRZVXdsRTMvZU5Xdz09>
 - Meeting ID: 899 7894 2773
 - Passcode: 640547
- January 24th: Night of the Count
- January 27th: Agencies complete data entry in HMIS or comparable database
- January 28th: 211OC sends all agencies HIC Answer Form, and sends HMIS participating agencies PIT data
- February 11th: Agencies submit final HIC Answer Form and PIT data to 211OC
- Agency participation in the process is expected to conclude March 31st, and the final HIC and sheltered PIT will be submitted to HUD in April.
- In order to prepare for the HIC and Sheltered PIT, agencies can focus on the following areas:
 - Complete all data entry and clean-up prior to the night of the count as much as possible. This includes entering enrollments and exits that occurred prior to the night of the count, and collecting missing Universal Data Elements and Program Specific Data Elements at Entry. Review the UDE and PSDE Dashboards mentioned in the Year End Review section to review this data.
 - Complete the [New Agency/Project Set-Up Form](#) for any new projects that need to be added to HMIS prior to the night of the count.
 - Complete the [Project Close Out Form](#) for any projects that have closed, or are otherwise not participating in HMIS. This includes exiting any active clients in these projects.

HMIS Policies and Procedures

- The HMIS Working Group has met several times to review and update the HMIS Policies and Procedures.
- The proposed changes were presented at the December Data and Performance Management Committee meeting.
 - To review the proposed changes, please review the [Proposed Changes - HMIS Policies and Procedures slides](#).
 - Users are also invited to review the [DRAFT HMIS Policies and Procedures document](#).
 - Please submit any feedback on the HMIS Policies and Procedures to the [HMIS Help Desk](#) by January 10th.
- The proposed changes to the HMIS Policies and Procedures will be presented at the Policies, Procedures, and Standards Committee on January 11th from 3:30 - 5:00.
 - <https://ocgov.webex.com/ocgov/j.php?MTID=m7250105216e73c4b3af375e1d3bf86a3>
 - Meeting number: 2452 589 9627
 - Password: pps112
- The final HMIS Policies and Procedures will be presented to the CoC Board for approval in February.

LSA Dashboards

- There are two new LSA Data Clean Up dashboards available on Clarity that will help with your data quality review.
 - The Head of Household Data dashboard will identify any errors with the relationship to the Head of Household
 - The Overlapping Enrollments will identify if a client has two program enrollments that have dates that overlap
- Please review the [LSA Dashboard Knowledge Base Article](#)

Agency Administrator Responsibilities

- Provide primary technical support and training as needed to HMIS users at your agency
 - Escalate issues to the OC HMIS Help Desk after you've exhausted all resources to resolve the issue
 - A friendly reminder, only Agency Admins should be sending in the tickets
- Monitor compliance with standards of confidentiality and data collection, entry, and retrieval outlined in the OC HMIS Policies and Procedures
 - Ensuring during onboarding and during team meeting your team discussing privacy and confidentiality standards related to entering and retrieving HMIS data
- Ensure that agency data quality either meets data quality thresholds for each relevant project type, or is on track to meet said thresholds
 - Review data report sent by the HMIS Help Desk and also develop internal data review/monitoring process
- Attend user and data meetings to discuss topics related to HMIS as well as sharing system-wide changes and other relevant information with your agency HMIS users

HMIS Part 2 Recertification

- The [2021 HMIS Part 2 Recertification](#) is now available.
- Users with Read Only accounts or accounts created on or after June 1st are excluded from this requirement.
- Agency Administrators must submit the [2021 HMIS Part 2 Recertification Form](#) for their users.
- Users that do not complete the recertification by January 31st will have their accounts locked until the Recertification is completed.

Troubleshooting Logging into HMIS

- Please make sure that you are accessing the live Clarity website. We have two websites for Clarity, the training site which contains fictitious client information and the live site that contains valid client data. As you can see below the websites are similar in name.

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<https://octrain.clarityhs.com/login> - Training site

<https://oc.clarityhs.com/login> - Live site

- There are two different accounts to use when logging into the Training site or the Live site. For the Training site, there is one account that is used by everyone in your agency. Please contact your agency administrator for the account and password. For the Live site, you have a personal account with your first initial and last name that you use to log in.
- If the link from the password reset email is not working and you get a password reset token error, you may have missed the time limit for the link. The password reset link is only valid for 15 minutes. If the email was caught in your spam filter or you ignored the email to set up your account later in the day the link will not work. You will need to request another password reset e-mail.
- If you don't receive a password reset email, check your spam filter or junk folder. Contact your IT team about the network settings.
- Please refer to the [Troubleshooting Logging into HMIS](#) for more information.

Data & Performance Management Committee Meeting Agenda

The January 2022 Data and Performance Management Committee Meeting has been cancelled.

- The Emergency Shelter Project Performance Report (PPR) will be published on the OC HMIS website on January 11th.

Martin Luther King Jr Holiday

The HMIS Help Desk will be closed on Monday, January 17th in observance of Martin Luther King Jr. Day. We will be back in the office to assist you Tuesday, January 18th.

Q&A

Future Meeting Information

February 2022 HMIS User Meeting Webinar

- Date: Wednesday, February 2nd, 2022
- Time: 10:00AM - 11:00 AM
- Click [here](#) to join the meeting! No registration or RSVP is required.
- 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.