

HMIS Users Workgroup Meeting

Meeting Minutes July 9, 2024

Welcome/Business Items

The meeting started with a greeting from Elaine, who allowed time for participants to connect their audio, noting the attendance of call-in user, Pam Blanchard. After a brief wait for additional attendees, Elaine checked for quorum and requested participants to write their names and organizations in the chat.

Introduction

Elaine welcomed all attendees and acknowledged the long gap since their last meeting in February. There was a facilitation change, and Elaine would start with a few business items before handing it over to David and Nathaniel.

Business Items

Elaine shared the screen with the agenda. Elaine presented the February meeting minutes for approval, invited attendees who were present in February to make a motion.

Tara moved to approve the February meeting minutes, which was seconded by Kaela, and approved unanimously by.

After the approval of minutes, Elaine introduced David and Nathaniel to the group, who gave brief introductions about their roles and experience. David emphasized the aim of revamping the workgroup to enable more community participation and effective HMIS usage.

Nathaniel and David initiated a discussion on data discrepancies, including issues with report accuracy. Several participants shared their specific frustrations and challenges with HMIS, data visibility, and data quality.

Communication Needs/Q&A

Nathaniel emphasized the importance of quality in HMIS data and encouraged detailed feedback from all participants. Helena from Church of the Park shared her team's struggles with data discrepancies, specifically regarding contacts and users' leavers. Multiple participants corroborated these issues, and Nathaniel provided suggestions for data cleanup and systematic troubleshooting.

Brenda raised an issue with adding children to households, which prompted Nathaniel to offer a shadowing session to diagnose and resolve the problem.

One participant raised concerns about HMIS visibility issues, making it difficult to identify duplicates. Nathaniel suggested adjusting visibility layers and assured follow-up for improving visibility settings within the system.

A broader discussion ensued on how coordinated entry assessments could tie into HMIS, with a particular focus on ensuring users are consistently correctly entered and referred. Speakers shared plans for a new coordinated entry program manager, which would facilitate smoother interconnections.

Training & Refreshers

There were plans to start new HMIS trainings within a month and refreshers bi-monthly. David and Nathaniel encouraged feedback from attendees on what was missing or insufficient in initial training sessions and aimed to incorporate such insights into upcoming training and refreshers.

David asked participants about their preferred communication methods for receiving updates and proposed settings like email, online meeting setups, and others. The help desk email was shared as a primary contact point for additional support and questions.

A suggestion was raised for a shared professional space (e.g., chat room) for real-time question-solving across different organizations.

Other Business

Participants discussed HMIS licenses, retaining existing user agreements under new management, and addressing provider visibility issues.

Towards the end, the possibility of occasional in-person meetings was proposed, which received positive feedback. These meetings could be utilized not just for typical workgroup agendas but also for more immersive hands-on sessions and building inter-organizational relations.

Action Items/Dismiss Meeting

The meeting was brought to a close with a summary of the next steps and appreciation for all contributions.

Participants were encouraged to continue reaching out with issues, feedback, and suggestions via emails and the help desk. The meeting concluded earlier than scheduled.

Chat Messages

Faye Sanders (she/her)

14:50 Faye Sanders Youth Era Salem Drop

Sarah Owens she/her CANDO

14:53 Sarah Owens, CANDO

Kaela Lombardi - MWVCAA ARCHES

14:55 Kaela Lombardi, MWVCAA

jared.valet

15:01 Jared Valet, Mid-Willamette Valley Community Action Agency

Brenda Newey

15:05 Brenda Newey UGM Simonka Place

Erin.Benjamin

15:06 Kathryn and Erin- Church at the Park

Lynn Marquez -Church at the Park

15:07 lynn Marquez Church at the Park

Tara Stephen - CHS

15:09 Tara Stephen, Center for Hope and Safety

Pblanchard

15:15 Pamela Blanchard Northwest Human Services

Michael Livingston, Chair

15:32 Michael Livingston, Performance and Evaluation Committee

Elijah Calvillo

16:15 I will need to leave early for another meeting today but I have another staff here Faye Sanders representing youth Era. My name Elijah and I am the peer support recovery specialist at Youth Era



2

Sarah Owens she/her CANDO

16:54 (Edited)

Minutes from February and Agenda need to be approved

Pblanchard

28:56 how do we get a spreadsheet on all the clients with the answers and items missing?

jared.valet

29:29 We can run SAP Business Object Reports.

jared.valet

31:22 OMC Data Quality Reports and System Query Reports are usually the best to find missing items.

Pblanchard

33:40 would you give me the directions for running the SAP Business Objective Reports?

jared.valet

35:33 Yes I can as long as you have access to SAP. If not you can always email me.

jared.valet@mwvcaa.org

David Peak

36:20 Hi Pamela, we will check in on if you have that access to SAP/Business Objects

Pblanchard

39:48 I have access, it's just been awhile, can't remember the directions

jared.valet

41:26 Wonderful. David, Nate, and myself would be happy to assist you with this!

NathanialPerez

43:44 helpdesk@mwvhomelessalliance.org

Elaine Elaine

52:50 Faye, if I understood your comment correctly, I love the idea of a central place where Q&A and help videos can be posted. We'll talk through that idea as a team and follow up!



4

Nicole Walker Sundby

01:00:58 I like the idea of some individualized training initially.

But I also really appreciate and enjoy hearing how others are using HMIS differently. So maybe a big training at some point?



1

Nicole Walker Sundby

01:02:27 Will there be snacks?



1



1

I think in person would be great. I can also bring snacks to share!



1

Elaine Elaine

01:05:28

We can set up a hybrid 😊



1

Nicole Walker Sundby

01:06:13

Thank you!