

Willamette Valley Homeless Alliance - HMIS Users Workgroup

Meeting minutes 08-13-2024

Welcome

Agenda

The meeting began with an informal catch-up as participants joined both in person and online. The presence of a quorum was noted, allowing the meeting to continue.

Meeting minutes approval (July)

The team moved on to the approval of the July 9, 2024 meeting minutes. Elaine initiated the approval process and sought the necessary changes.

Motion: To approve the July minutes. Made by: Erin Seconded by: Nicole

Result: Approved by all present Abstained: None

Centering around our purpose

Elaine directed attendees' attention to the committee's purpose, emphasizing maximizing the value of meetings for individual organizations and the overall Alliance. They outlined a vision for productive meetings where participant feedback is implemented effectively. Focus was placed on reviewing the current HMIS Users Workgroup purpose.

Importance was emphasized on ensuring data quality.

Accomplishing our purpose

Elaine wrapped up this section by reviewing the responsibilities shared by the group members, particularly around making recommendations on policies to the CoC and updating operational roles. Modifications were suggested for various aspects of the group's charter, which would be revisited and formalized in following meetings. The need for clearer action items stemming from committee feedback was highlighted.

Training

Tell us your training needs!

Elaine spearheaded a conversation about training needs. The goal was outlined to gather different areas where the HMIS users felt they needed more training and support. Various suggestions were provided, including specific workflows, training on trauma-informed care for users, basic navigational overviews, system capabilities, and reporting functionalities.

Elaine encouraged users to reach out via email to discuss specific needs and training opportunities.

Next steps: Building out training plan (new and existing users)

Nathanial outlined the next phase in building a comprehensive training plan. Information collected during this meeting and the previous ones will be used to shape the new and existing user training curriculum. The possibility of personalized session requests was noted and encouraged. The anticipated training rollout was expected to start the following month, targeting various elements.

Work Sessions

A suggestion of hosting work sessions was raised, which participants found beneficial. These sessions would provide time to collectively address data corrections, facilitated by experts who can provide on-the-spot guidance. The idea received broad support.

Follow Up from Last Meeting

Workflows/ Activity: CAPER reports and clean up - Demonstration - Feedback on workflow

David demonstrated how to pull CAPER reports, focusing on data accuracy and cleanup through business objects. Providing an overview of ESG CAPER report functionality, David showcased an in-depth look at performance indicators, client records, and resolving data errors. Practical issues, like missing data or incomplete reports, were discussed with suggestions provided during the demonstration. Several participants raised feedback and concerns on the limits and flaws within provided systems. Several issues, including challenges around accurately reporting disabilities and limitations within the reporting tools, were discussed, with an eye on pursuing additional support or fixes from more senior tiers.

Implementing training plan

A framework for implementing the newly planned training modules was sketched out, with training resources being actively worked upon. It was confirmed that resources like sample workflows and indicative videos will be made available online.

Survey with meeting times

A survey was announced to gather preferences for future meeting times, aiming for optimal scheduling to accommodate the widest number of participants.

Invitation to stay and chat

Lastly, participants were invited to stay for informal discussions, refreshments, and further one-on-one support sessions as needed. The meeting concluded with thanks and a reminder about snacks and next month's session.

Doug Odell (he/him)

01:51 **DO**

Doug Odell - Family Promise

Homeless Alliance

02:27 **HA**

We will get going in just a minute!

dominique.schoessler

06:50 **D**

Dominique Schoessler-Shangri-La

lynelle

13:59 **L**

I'm sooo sorry to miss the CE meeting. I will attend future CE meetings, but I had a conflict today.

1 Reply

Megan Smith

27:53 **MS**

I would like a chance to sit down and review our Eviction Prevention Program to make sure the data aligns with our services

lynelle

27:58 **L**

that overview would be wonderful!

❤️ 1

jared.valet

30:04

J Report Writer?

Megan Smith

31:54 **MS**

I'd like a cheat sheet for Business Objects and Well Sky reports. What report generates the required data I need to report on - specifically what report states how many people are fleeing DV?

❤️ 1

David Peak

34:42 **DP**

Jared, I will definitely work on getting something together for that. I'm starting on the easier side and working my way there!

jared.valet

38:20 **J**

Thank you David. There is just some things we do not have the tools for at this time.