Meeting Minutes

HMIS Implementation Team Meeting #6
2/19/2008
9:00 am – 12:00 pm
CSB

Attendees: Christopher Moore, Amethyst; Meredith White, CATF; Kevin Ballard, Gladden; Carrie Mularz, Tammy Tebben, Huck House; James Alexander, Maryhaven; Carl Landry, Carla Jackson, SE; Lisa Hall, Vicky Joe, VOAGO; Kevin Wampler, YMCA; Beverly Wilkes, Branden Woodward, Susan Dowling, CHN; Jennifer Kowalski, FM/FH; Gail Myers, NCR/CAG; Erin Maus, HFF; Barbara Maravich, Catherine Kendall, Lianna Barbu, Community Shelter Board.

1.   Welcome
Catherine welcomed attendees, walked through the day's agenda and asked for Administrators updates.

Catherine reviewed the proposed plan for the 4th quarter and Annual QA. Participants agreed with the plan that proposes a delayed "go live" date for ServicePoint of 7/14/08. The delayed date is proposed so agencies can do their QA on the old system and thus allow CSB to do annual reporting out of that system if needed. This will also allow for good QA testing of the new system and data and report validation.

Catherine presented a training proposal as well, detailing the proposed training by program type – it is estimated that we will use 10 days of training overall, to happen in June 2008. Participants proposed a different training setting than Devry to allow their end-users an easier access. CSB is open to hold the training in a different setting if the space is made available.

Attendees were also asked to provide their end-user email lists to CSB for a campaign to launch the new system, prior to July (some of the agencies already provided their list).

2.   Update on discussions with Bowman Systems
Lianna informed attendees that the contract with Bowman Systems was signed. Bowman is working on a number of projects needed for the upgrade. The next test upgrade, that will contain the HMIS worksheet data is scheduled to be available March 3rd. Participants are asked to review the data the week of March 3rd by testing random client data in both systems for data accuracy and conversion completeness. An email will be sent out as a reminder, prior to that date.

Lianna also noted that the HMIS upgrade project is lacking $30,000 in funding to cover the budgeted expenses. It is not clear yet how that will affect the outcome of the project, some steps in implementation will have to be delayed until funding will be made available. This will not affect the proposed "go live" date.

3.   Feedback

Lianna asked for feedback on the draft Policies and Procedures (P&P) manual.

At the request of Amethyst, the attendees spent time discussing the HMIS standard F(8) regarding workstation access. Lianna clarified that the standards are different than the stipulations of the P&P manual. While the standards are part of the annual CSB contract with the agencies, the F standards specifically were put together based on HUD's technical standards that CSB can't modify. The P&Ps are developed by CSB and the local community for the purposes of operating the HMIS and can be tailored based on the community need. Lianna noted that if agencies have any changes to propose on the F standards now is the time and it should be done in writing to CSB.

Several clarifying questions were addressed regarding the P&P manual. Lianna addressed the biggest change in the policies, regarding end-user training. Attendees agreed that the new policy will state that the end-users will have to be trained by their HMIS Administrators and given access to HMIS after this training. The end-user will have to attend a virtual HMIS training with CSB staff within 30 days of HMIS access and get certified by CSB on ServicePoint use. If the user does not have a certification in 30 days from ServicePoint access, his/her access will be turned off.
 It was also requested that a recommendation be included in the P&P manual regarding data encryption. Participants also requested train-the-trainer training.

The team further explored some clarifying answers regarding system functionality and regarding the ServicePoint APR. Attendees were asked to forward CSB any other questions they have regarding the APR so they can be answered by CSB or Bowman.

4.   HMIS naming

Lianna asked attendees to consider renaming HMIS Plus to Columbus ServicePoint as the previous chosen name no longer works for contracting purposes. Attendees agreed with the new name.

5.   Licensing/Costs

Lianna explained that the CoC SC agreed to contribute $11,000 to the new annual maintenance costs of ServicePoint, through partner agency contributions. Lianna presented 2 options to be considered and attendees asked to go back to their agencies and discuss those options and have the opportunity to propose new ones. New proposals will be accepted for a week and the different options will be presented to the team prior to the next meeting. During the next meeting attendees will decide on the best funding option to cover the required $11,000.

6.   Assessment

Catherine walked attendees through the current Columbus Assessment and through the entry/exit information in ServicePoint. It was stated that the currently collected data elements might have to change based on what the funding agencies might want to track on a going-forward basis.

7. Next meeting was scheduled for March 19, 2008, at CSB from 9:00 am – 12:00 pm