HMIS User Group  
JUNE 25, 2020  

IF YOU ARE UNABLE TO USE YOUR COMPUTER’S AUDIO, YOU CAN ALSO DIAL IN USING YOUR PHONE:  

SELECT PHONE CALL FROM THE AUDIO MENU, AND USE THE PHONE NUMBER, ACCESS CODE, AND PIN TO JOIN.

Please type in the Questions box, confirming that you can hear me. Or letting us know that you can’t 😊
If you are unable to use your computer’s audio (i.e. speakers and mic), you can also dial in via a phone.

Select **Phone call** from the **Audio** menu, and use the Phone Number, Access Code, and PIN to join.
HMIS Team
Contact Information

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If you have a question or comment, please post it in the QUESTIONS section.

We will answer written questions throughout the meeting. If you would like to ask a question by computer mic or phone, please hold it to the end. We’ve reserved time at the end for audio questions.
2020 PIT and HIC submission to HUD will be completed by 6/30.

HP & RRH (includes SSVF) Supplemental Workflow has been updated, effective 6/25.

ESG-CV CAPER reporting for first quarter is tentatively scheduled for October 1st
Enter Data As (EDA): All HP and RRH Projects must use the EDA function before entering a client’s information into ServicePoint.
- If a user forgets to use the “Enter Data As” function they will need to re-enter the data using EDA.

Data-Sharing: All HP & RRH clients are required to use the Profile-Plus level of data-sharing, which is necessary for informing eligibility for financial assistance services.
- Exceptions are allowed for survivors of domestic violence.

Supplemental Assessments: All project types must complete the SubCook Initial Intake (All Other Projects), and HP, SSVF-HP, and SSVF-RRH projects must complete the respective supplemental assessments
- HP: SubCook Homelessness Prevention Supplemental
- SSVF-HP: SubCook SSVF HP Supplemental
- SSVF-RRH: SubCook SSVF RRH & VASH Supplemental

Financial Assistance Service Transactions: At least ONE financial service transaction must be recorded for every client served by an HP or RRH project, such as rental assistance or utility assistance, when applicable.
- This includes recording the costs associated with the transaction.
- SSVF projects have additional requirements for documenting financial service transactions.

*An Entry for RRH project should be recorded, as soon as a client has been determined eligible. Do not wait until the client is housed to enroll them in the RRH Project.
REPORTING

CAPER – HMIS staff will complete the HMIS data upload to SAGE, grouped by project type for all non-VSP providers with ESG-CV funding
- Run by quarter and cumulative from project start date
- Providers still responsible for narrative and financial reporting
- Anticipated Q1 reporting will be due Oct 1
- VSPs will run and upload their own CAPER CSV out of comparable database

Data Quality – Agency responsibility to maintain timely and accurate data in HMIS
- Use the 252 Data Quality Report to review comprehensive data completeness
- Use the Data Quality section of the CAPER (Q6a-Q6f) to view data errors specific to report

Financial – Agency responsibility to record financial assistance related to housing in HMIS, particularly for HP and RRH projects
- New ART report for monitoring service cost data:
  *Financial Assistance (RRH-HP) 6-24-2020* [located in 03 SubCook folder]

PROJECT SET-UP

New Projects - Submit an “Add Provider Form” via Alliance website
Checking ESG-CV DQ

252 Data Completeness Report Card

Data Completeness Report Card (EE)
Overall Summary
Date Range: 10/1/2019 - 9/30/2020

All Projects

GRADE BASED ON COUNT FOR EACH ELEMENT:

<table>
<thead>
<tr>
<th>Data Element</th>
<th>Required for</th>
<th>Number of Applicable Entry Cells</th>
<th>Number of Non-Null Values</th>
<th>Percentage Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name (S S N</td>
<td>All</td>
<td>0</td>
<td>1</td>
<td>N/A</td>
</tr>
<tr>
<td>Race (Ethnicity) Gender</td>
<td>All</td>
<td>0</td>
<td>1</td>
<td>N/A</td>
</tr>
<tr>
<td>Client's preferred pronoun</td>
<td>Adults</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>How does the client identify their gender?</td>
<td>Adults</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Veteran Status</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Disability</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Citizenship</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Destination</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Relationship to client</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Client Location</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Client/Caller CO</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Assistance</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Length of Stay</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Approx -</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Number of Times</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Total Numbers</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Additional Data</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Domestic Violence</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Service</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Current Living Situation Records (Formerly Contacts)</td>
<td>Adults/Not in SO</td>
<td>0</td>
<td>*</td>
<td>0.00%</td>
</tr>
<tr>
<td>Income Received (Y/N)</td>
<td>All</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>Non-Cash Benefit Received (YN)</td>
<td>All</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>Covered by Health Insurance (YN)</td>
<td>All</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>Do you have a case worker with IL DCF?</td>
<td>All</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>History with the child welfare system?</td>
<td>All</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>Age out of Child Welfare? If Child Welfare Yes</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Additional Notes and Considerations:
- [Link to ESG-CV DQ Data Completeness Report Card]
Checking ESG-CV DQ

Data Quality section of the CAPER
ESG-CV
RRH and CE Matches

Proposed Procedures (pending Board approval, 6/26/2020)

- Internal **matches** made at agency-level must be documented in HMIS, with an Entry recorded for the ESG-CV RRH project.
  - Within 24 hours and no later than Friday of the week matched
  - Indicates enrollment in RRH project (i.e. client is eligible)
- **Housing Move-in Date** **MUST** be recorded on RRH Entry, as soon as client moves into PH, and the **Progress Tracker** **MUST** be closed.
- Alliance will run weekly reports for RRH enrollment to monitor movement into housing and service transaction data.
  - Complete and accurate **Housing Move-in Date** and **Service Costs** data in HMIS will be critical - Refer to revised **HP & RRH (includes SSVF) Supplemental Workflow**
  - **Financial Assistance (RRH-HP) 6-24-2020** [located in 03 SubCook folder]
New ART Report - Financial Assistance (RRH-HP) 6-24-2020
COVID-19 Health Assessment

Screening tool may help staff with initial identification of clients who are symptomatic or at greater risk for exposure.

- COVID-19 Pre-Screen Questions sub-assessment is available in HMIS.
- It is not intended to replace a health review by a medical practitioner.
- Paper form available on Alliance website
ES COVID-19 Response in Suburban Cook County
March 19 - May 31, 2020

Total Clients Served
914

Total Households
760

Total Shelter Nights
41,693

Total Meals Provided
125,079

Exitting to PH
44 Clients in 36 HH

Weekly Exits to Permanent Housing
ES COVID-19 Response in Suburban Cook County
March 19 - May 31, 2020
SubCook Diversion Tool

- Available for all STSS Phone CM Projects and Hines Non-Vet Triage
- Assessment located on the ENTRY
- Includes COVID-19 Prescreen Questions
- Additional training and guidance is forthcoming

<table>
<thead>
<tr>
<th>Household Members</th>
<th>SubCook Diversion Tool</th>
<th>Entry Date: 06/01/2020 08:18:33 PM</th>
</tr>
</thead>
</table>

| Call for Consent | - Select: v | G |
| Call for Consent Date | | |
| Date of Birth | | |
| Date of Birth Type | - Select: v | G |
| Ethnicity | - Select: | G |
| Primary Race | - Select: | G |
| Secondary Race (answer only if applicable) | - Select: | G |
| Gender | - Select: | G |
| Client ZIP | | |
| Client City | | |
| Call for Area* | - Select: v | G |
| Phone 1 | | |
| Phone 2 | | |
| Phone 3 | | |

Between the hours of 9am-5pm Monday thru Friday, when is the best time for the agency to contact you?

| Best Time to Contact | - Select: v | G |

If the agency is unable to reach you, is this a safe phone number to leave a voicemail or message with someone? (if no, add note)

| Safe to leave message? | - Select: v | G |
| Email Address | | |
| Text message? | - Select: v | G |
| Primary language spoken | - Select: v | G |
| Client is student? | - Select: v | G |

<table>
<thead>
<tr>
<th>Diversion Outcome</th>
<th>Diversion Type of Referral</th>
<th>Diversion Type of Financial Assistance</th>
<th>Financial Assistance Total Amount</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
</table>

**COVID-19 Pre-Screen questions**

<table>
<thead>
<tr>
<th>Information Date</th>
<th>Do you currently have a cough?</th>
<th>Do you currently have a fever?</th>
<th>Do you currently have an underlying health condition or are obese/immunocompromised?</th>
<th>Are you pregnant?</th>
<th>Are you or someone you live with diagnosed with COVID-19?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
HMIS New User Training

- Sessions are now held **twice per month**, with a maximum of **six participants**.

- User of NIL HMIS is demonstrated via a GoToMeeting session, with participants practicing concurrently in the training site. **Dual monitors or multiple devices are needed for the training.**

- **HMIS Privacy and Security Training** is conducted via a video recording and should be completed prior to attending the full live HMIS training. It MUST be completed before staff are given access to the HMIS.

- **Training Registration** - [http://suburbancook.org/hmis/training](http://suburbancook.org/hmis/training)
Unique Email Accounts Required for New Users

A user must have an **agency-specific email** in HMIS meaning users are not allowed to use -

- Accounts from Gmail, Yahoo, or other similar free email services
- Shared inboxes (like generic addresses i.e. shelter@suburbancook.org or shelter@suburbancook.org)

**Staff will NOT be given access to the HMIS without a unique agency-specific email address.**

A unique agency-specific email account allows for you to reset your own password, while maintaining a secure process for controlling access to the HMIS.

Learn more about password resets - [www.suburbancook.org/hmis/passwords](http://www.suburbancook.org/hmis/passwords)
Use of Verbal Consent for HMIS

This process is designed to ensure clients are informed of their privacy rights and have access to the HMIS Privacy Policy.

The use of verbal consent will only be necessary when there is not a current HMIS Client Consent to Release Information (ROI) in place for the client.

Once it is safe for you to obtain a signed Consent, the standard ROI procedure should be completed and accurately recorded in the HMIS.

COVID-19 Temporary Procedures for Obtaining Verbal HMIS Consent

http://suburbancook.org/hmis/verbalconsent
Use of Verbal Consent for CE

The Coordinated Entry verbal consent procedures work in concert with the HMIS verbal consent.

This does not replace the completion of the Entry Point Assessment and VI-SPDAT Consent, which will still need to be obtained by the Sending Agency as early in the process as feasible.

Verbal consent must be obtained every time there is a significant change to a client’s information that results in an update to the Progress Tracker assessment. This is no longer required once written consent is obtained.

COVID-19 Temporary Procedures for Obtaining Verbal Consent for Recording and Sharing Entry Point Progress Tracker

http://www.suburbancook.org/cedocs
Privacy and Security Review
WE WILL FIRST ADDRESS ANY NEW QUESTIONS FROM THE CHAT.

FOLLOWED BY ANY QUESTIONS YOU MAY WANT TO ASK LIVE. PLEASE LET US KNOW (RAISE YOUR HAND OR SEND A QUESTION, AND WE WILL UNMUTE YOUR LINE.)
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