Data Users Workgroup
Agenda
March 27th, 2015
VHA Conference Room Hough
10-11 am

Attendees: Mary Morris (Columbia River Mental Health); Tom Bottemiller (Second Step); Alaire deSalvo (Janus Youth); Heather Young (Share); David Moore (CRMHS); Paul Dumlao (CFTH)

- **Data Quality Update and Discussion** – Dale distributed the report card; the bottom has the average data quality % for Feb (97.27). This is for programs that do entries and exits, for programs required to enter full universal data elements. It's good news. Thank you for making sure you enter data correctly.

- **New ServicePoint Upgrade Features** - ServicePoint is constantly releasing upgrades. Usually they are minor but there are a couple recent important changes. In case anyone is curious, the most recent upgrade version can be viewed at the bottom of the ServicePoint homepage by clicking the little black triangle. Usually, upgrade revisions are minor and unnoticeable. If there is a major update you will be notified before the changes are implemented

    - **Client profile popup in favorites/last-viewed** – Go to Client – Client Results – Last Viewed or Favorites to add clients that you would like to have easily accessible.This feature is most useful for a smaller sized program that only has about 10 clients so the list of clients will be readily available instead of having to look them up each by name. Or it can be useful for clients that a provider works with often. It's helpful because if you hover over the HMIS # it will now display the client information in a pop-up window so you can be sure you are selecting the correct one. It also gives you the last 10 viewed clients.

    - **Unable to delete an associated Entry/Exit for a client with an open shelter stay** - For clients who use ShelterPoint and are creating a shelter stay, you can no longer separately delete the entry/exit … you can now only delete the shelter stay which will then also remove the entry/exit.

    - **Service Sort Order** – In service transactions where you can view the entire service history, the date is now sorted by the date of service provided instead of by the date of the need.

    - **Unintentional Exiting of Back Date Mode** – This update applies mostly to folks who don't enter data via the entry/exit because those are changes are always effective as of the entry/exit date. However, for those who go in at the end of the week and enter all of their information via the client profile, you can choose to back date and the screen changes to yellow so you know you are in back date mode. Then you can hit red x to go out of backdate mode. Bowman fixed a bug where creating a referral while in back-date would force you to exit that mode.

- **Any ART update problems?** – Of the attendees at the meeting, no one was having issues with ART loading. The problem is now supposedly resolved. There were some other

identified user issues with the data quality reports that Dale said Bowman is aware of and working on.

- **ResourcePoint Reminder** – Some providers are thinking of coming on board. They were impressed with Resource Point because it is a handy feature. HMIS system has all of our area providers loaded into it, so they are listed and available as resources. If a client needs something that your agency doesn't provide (like food, for example), you click on ResourcePoint and it takes you to provider search. Show advance options (to avoid 1000 options). Service Codes – Look Up – Food –Search. It will give a list of providers and when the information was last updated. If the info is outdated, you can give them a call. Simply hover over the provider's name and it will give a full description. It can also be printed out to give to the client.

- **Posted information on HMIS Website** – Paul and Dale will begin posting docs and info onto our CFTH site. Right now all we have is an ROI form. They will be adding the AHAR, and Data Quality Report and other resources.

- **AHAR & Point In Time Count review/update** – Annual Homeless Assessment Report is a report that HUD submits to congress. It contains several categories. In previous years HUD had only accepted some of our data to submit, but last year all of our categories were accepted. This is good news for HMIS to have this recognition. The PIT Count is being completed. We may have questions for you regarding bed counts, etc, as we look to complete that report.

- **Misc tips and tricks and items for next meeting?**

  Question: When I exit someone out of the program because of successful completion and they've found individual housing and their entry data comes forward, do I change that data to what their current situation is? Answer: YES, you can do that because entry data will always be locked and In Exit you can update the situation, which is helpful for HMIS to know.

  Question: If a client has a need for Case Management but they don't show, do we select "no show" under service? Answer: No, select "no show" under the need rather than creating a service transaction. The creation of a service transaction implies that they showed up for the service when it's most likely that they may have had a need for case management yet did not show up.

  If there is something that needs to be more specific or clear in terms of services provided, send it to Dale and he can get it add it to the drop down menu.

  *Finally, if you want to experiment in HMIS you can go to Training Site.
  *You can also post Agency News at the Training Site.
  *User Admin – There is place there to record things related to users, for example certifications.

  Announcement: WA Homelessness Conference
  >   *Reminder: If anyone wants to review the new 2014 HMIS Data Standards they can be found here:* https://www.onecpd.info/resource/3826/hmis-data-standards-manual/

  11:00 am **ADJOURN (Next meeting date: May 29, 10-11am VHA Conf Rm Hough)**