



## **Data Users Workgroup Minutes**

May 29<sup>th</sup>, 2020, 10-11am

Online Web-Conference

**Attendance:** Gwen Beebe (CFTH), Alyssa Holschbach, Dale Whitley (CFTH), Heather Young (Share), Katie Fessel (OHM), Keeva Diestra (Janus), Jeannette Underwood (CFTH), Beth Landry (Clark County), Tasha Cruz (CFTH), Lindzy Staples (Second Step), David Sims (CFTH), Heather Smith (CSNW), Jaclyn (Share), Jamie Spinelli (CSNW)

### **Data Quality update and discussion**

- April Data Completeness Report – Dale provided a general overview. For the most part we are getting closer to 100% in most programs. Overall grade is 96.89% which is high! Everyone is doing a great job; please continue to do so.
- April Data Dashboard Report: This is a private report only accessible via a link that Dale or Gwen can send to you. It is green to meet the benchmark or improve over last month. You can access your own individual program dashboard to check on your own program scores.

### **Discussion on moving project level Data Dashboard to public site. (July?)**

We are aiming towards the idea of publishing the project-level dashboard on the public site. By now people have had time to consider how this works. Please send Dale an email to Share any feedback or concerns regarding this topic. The reason is for a spirit of openness and transparency as well as ease of access from the public site – without needing a link to be sent. It expands the option for views and access. Gwen is available to help get data cleaned up between now and the end of July. Please send Dale your comments and all will be considered and assistance provided.

**CallPoint:** CFTH purchased this for our hotline staff to streamline information.

An example of its usefulness – can track who has called for what service – and then later show if they became homeless. Call center operators can click through to the type of program needed to see the questions/information to collect related to the eligibility for that program. Referrals can also be made from this page. This could be helpful for your agency to track more nuanced data – work flow simplification, time tracking, etc. It is primarily beneficial to call centers – to record the call without creating a whole client ID.

Part of the assessment Gwen made for CallPoint contains a chart for determining a family's Average Median Income. The group discussed the possibility of adding that chart to other agency's assessments in HMIS so that they would not need to refer to any other charts outside of HMIS to get the info.

## **Unique email addresses required for all user accounts**

Every user is going to need to have a unique email address. It is something to keep tabs on going forward. We can no longer leave this blank. If you already have your email listed in your user account in HMIS and it is correct, no updates are needed

## **Tips on deleting entries**

In Service Point you have the ability to delete an entry for your own program's clients. It is not available in the Summary tab but if you go to the actual Entry tab; there you will see a trashcan icon. You will only see a trashcan next to programs that are for your agency. But even though you have the ability to delete the entry by clicking the trashcan, it will only delete for one individual client at a time. **So if you need to delete the entry for the whole household it's important that you click on each household member's entry to delete each household member or kids can end up being left in the entry unaccompanied.**

## **PIT Count reports posted**

You can view the report (2 page infographic) and other context for and of the report on the CFTH website: <https://www.councilforthehomeless.org/point-in-time-count-2020/>. It gives information as to where people were sleeping: outside, in tents, in shelter, in transitional housing. It also provides information to self-reported barriers and reasons for becoming homeless.

## **Reminder: HMIS User Documents Posted at:**

- <https://www.councilforthehomeless.org/hmis-documents/>

## **Misc. Tips & Tricks: Anything you've learned that could be helpful to others?**

Please feel free to send ideas to Dale for the next meeting.

## **ADJOURN**

Future Meeting Schedule (Final Friday of Every Odd Month):

July 31, 2020 10-11am Online Web Conference

Sept 25, 2020 10-11am TBD or Online Web Conference