

# Wisconsin HMIS Advisory Board

Wednesday, October 20<sup>th</sup>, 2021

1:30 PM – 3:00 PM

Conference Call

**Board Members Present:** Tara Barica, Abigail Jeffers, Christine McCain, Erika Olson, Phil Connelly, Curtis Lemke, Joe Locher, Lisa Haen, Erin Evosevich, Melissa Taggart

## 1. Welcome

## 2. ICA Updates

a. ICA recently hired Becca Pritzl to work with Racine CE in the housing navigation role.

b. ICA has two graduate student assistants this school year. They both attend UW – Madison La Follette School of Public Affairs. Alex DeSena works with Milwaukee and Ben Eidler works with the reporting staff.

## 3. Board Member Update

a. Lori Kirchgatter left her position at WDVA and resigned from the Advisory Board.

Recommended Curtis Lemke, a Program and Policy Analyst with WDVA, as a replacement. Phil made a motion to approve the appointment of Curtis to the Board. Erin seconded. Motion approved.

b. Lori was the Board Secretary. Need someone to take on this role through April 2022. No volunteers. ICA will try to recruit someone to fill the position.

## 4. July Minutes Review

a. P Connelly made a motion to approve the July meeting minutes. J Locher seconded. Minutes approved.

## 5. LSA and SPM Data Clean Up/Report Process

a. ICA staff have started the LSA/SPM data clean up process. ICA staff are sending out files with data that we need agencies to correct. Anticipate that this year will be like prior years in terms of the number of corrections needed. Expect that in future years there will be fewer corrections needed due to the improved workflow in Clarity HMIS.

Bitfocus has built LSA clean up reports in Clarity HMIS. ICA have just started to review these reports.

ICA focuses on LSA data clean up, which corrects many of the errors for SPMs. ICA staff will reach out to agencies with project inventory questions for the LSA submission.

HUD just released the LSA timeline. Will open just before Thanksgiving and will close at the end of January. ICA will be working with agencies throughout December and early January.

b. Clarity HMIS SPM report is a canned report and there is only one report for all measures. ICA will not be able to review the report programming to verify accuracy. The canned report also limits our

ability to use the report in ways other than intended. It will be much faster for ICA staff to run the SPM report in Clarity than in ServicePoint.

## **6. Update on Software Transition and Data Migration**

a. All HUD-related data has been migrated. The data migration is now at a standstill with migrating the custom files. ICA has sent files to Bitfocus. Some files sent prior to the new data standards, and they weren't migrated prior to the new standards. ICA will now need to redo the files and resend for migration. Frustrated with Bitfocus that this work hasn't happened yet.

Bitfocus staff is still responsive on the customer service side. Bitfocus has been overly optimistic in their ability to get work done. Underestimate the amount of time needed to get their work done. Most CoCs leaving ServicePoint are going to Bitfocus Clarity. The customer service is one selling point. As Bitfocus has gotten more customers it has become difficult to maintain their level of service and complete all the work they need to do.

ICA continues to meet with Bitfocus staff on a regular basis. Bitfocus has implemented system changes after the recommendation from ICA.

ICA is working on custom reports in the system. Looking for feedback from users about the accuracy of the reports. We're not able to do a lot of QA prior to releasing reports. We're looking for users to run and verify reports and reach out to ICA System Admins when there is a question about the report. We expect that there may be some adjustments or corrections needed after releasing a report. Report development is an iterative process, and we rely on users to be a part of this process.

## **7. Policies & Procedures Review – Confidential Documents**

a. There is not anything in the Policies and Procedures regarding confidential documents, such as SSN cards, birth certificates or photo IDs, uploaded into HMIS. We haven't discussed or clarified what type of documents should not be uploaded into Clarity HMIS. ICA staff are asking the Advisory Board if they think language should be added into the Policy and Procedures.

Currently there isn't any language in the P&P about what can or cannot be uploaded. Without language prohibiting any uploads, it is allowed to upload the documents. Trying to understand the extent to which the documents are uploaded and how users are using uploaded documents so that ICA staff can craft language for the next Policy and Procedure review.

Erika – in the Milwaukee area there is discussion about a place to store vital documents for participants because participants are unable to maintain their documents and are delayed in accessing housing

Lisa – I think we need to add language to the P&P. Asked if users need to get permission from participants prior to uploading documents.

Wisconsin HMIS currently operates under inferred consent. This would apply to uploaded documents.

ICA staff will propose language at the April AB meeting during the annual P&P review.

Meeting ended 2:20