MD BoS HMIS Updates & Improvements – 1.6.25

Contents

OVERVIEW

As stated in previous HMIS Newsletters (**Click Here** to view past newsletters), the MD BoS HMIS is under review and many areas are being identified to be corrected and improved. Updates made by the MD BoS HMIS Team are in an effort to:

1) Bring MD BoS HMIS into compliance with HMIS Data Standards
2) Increase HMIS data quality
3) Collect data for agency & CoC report(s)

The MD BoS HMIS Team will continue to communicate (via HMIS Newsletters, website, and on the HMIS Home page under 'System News', etc.) to MD BoS HMIS End Users (EUs) & CoC Stakeholders changes they may notice. **NOTE!** Since many of these updates have to be done to each individual project in HMIS, it may be several weeks before you see changes to specific HMIS project(s).

All of us working the homeless field understand it is the ***person*** experiencing homelessness, not the data, that is the primary focus of the CoC's homeless response system; *however, **data is a vitally important tool*** to be used by projects, agencies, and the CoC as a whole to show the picture of homelessness, and responses to it, in a community, agency, and project.

While HMIS data entry is not complicated, *it is precise*. To ensure that the MD BoS HMIS data creates an accurate picture of how individuals move through the homeless system and visualize system performance, both at the project & system level, it is ***imperative*** that the ***correct data entry workflows*** are being used.

<mark>Please take a moment to review work that *has been* &/or *is currently* being done, as well as a brief overview of work that will begin in the upcoming months.</mark>

Correcting all the various items in MD BoS HMIS is a major undertaking & we appreciate your partnership and patience!

As changes take place, should you find any unexpected complications/errors – please notify the MD BoS HMIS Team via the Help Desk so that we can resolve the issue as soon as possible!

IN PROGRESS

➢ PDDE Updates

Thank you to all the agencies that submitted HMIS project PDDE information! The MD BoS HMIS Team is working through all submissions to update PDDE's for each individual project.

➢ HMIS Project Names

Another improvement being made to the MD BoS HMIS is implementing a <u>*Naming Convention*</u> for projects in HMIS. This will allow for quick identification of:

- Project Level
- Project Type (Emergency Shelter, Rapid Re-Housing, Permanent Supportive Housing, Street Outreach, etc.)
- Fund Source (CoC, ESG, HSP, etc.)

The HMIS Project ID # will not change, but you may notice that the name is updated to reflect the new standardized naming convention: **LHC initials_Agency initials: Project Name (Project Type – Fund Source)**

- For example, a Rapid Re-Housing project called 'Coming Home' in the Garrett Co. LHC receiving ESG funds would be: *GC_DSS: Coming Home (RRH – ESG)*

➢ Client Records

As noted in the New HMIS End User Training (and many of the other HMIS trainings and resources provided by the MD BoS HMIS Team) **HMIS data is location sensitive** (and date sensitive, i.e. Back Date Mode). The ability to accurately report out on HMIS data is greatly impacted by *WHERE* the data is located in HMIS. **For this reason it is crucial that client data be entered into the *correct assessment* AND that the assessment is accessed in the *correct section* in HMIS.**

To reduce data entry errors related to this issue, the '*Summary*' and '*Assessments*' tabs are being removed from the *Client Records* page.

- Current view

Client									
🗑						-Switch to Another Household Member- ⌄	Submit		
Release of Information: None									
Client Information				Service Transactions					
~~Summary~~	Client Profile	Households	ROI	Measurements	Entry / Exit	Case Managers	Case Plans	~~Assessments~~	

- Updated view

| Client - (117916) Brown, Tuesday						
(117916) Brown, Tuesday						
Release of Information: None				-Switch to Another Household Member- ⌄	Submit	
Client Information				Service Transactions		
Households	ROI	Entry / Exit	Client Profile	Case Managers	Case Plans	Measurements

➢ HMIS Assessments

HMIS data is location sensitive, and client data is **ONLY** to be entered into the HMIS **Level 4** project (**NOTE***! In a few exceptions, agencies have an additional hierarchy Level & clients are enrolled into a* **Level 5 project***)* that a client is enrolled in. To ensure that correct data entry workflows are being used, EU's may see a change into where a projects HMIS assessments are located.

- Assessments that *were visible* on **Level 3** projects are *being removed* (see the 'Restructure of MS BoS HMIS Projects' section below for more information)
  - This so that EUs cannot accidentally *enroll* a client **OR enter** client data into the agencies **Level 3** project
- End Users must use '*Enter Data As*' to select the correct **Level 4** project they will be entering client data into
  In a few exceptions this will be a Level 5 - see the 'Restructure of MS BoS HMIS Projects' section below for more information****

Additionally, in an effort to increase HMIS data quality, End Users will begin to notice **prompts** that appear when closing an assessment that has missing data, as well as **section headers** and **guidance** on assessments in HMIS, including:

- Who in the household data collection is required
- If data collection is required only by specific Project Types

➢ **HMIS Modules**
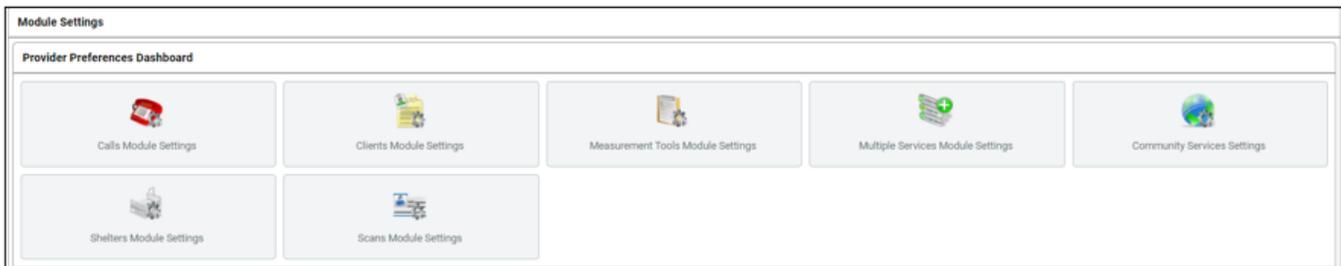
- Modules that all HMIS projects will have:
    - Clients
    - Measurement
    - Community Services
- Modules that will be removed from projects that do not &/or should not use:
    - Shelters
    - Calls
    - Scans
    - Multiple Services

COMING SOON

➢ **Use of 'Enter Data As' (EDA)**

Historically many EU licenses in HMIS were **incorrectly assigned** to a **Level 4** project. The correct procedure is for:

- EU licenses to be assigned at the agencies **Level 3** project
- Provide EDA to each specific **Level 4** project that EU needs access to for enrolling clients
  In a few exceptions this will be a Level 5 - see the 'Restructure of MS BoS HMIS Projects' section below for more information

It is *imperative* that the **correct HMIS data entry workflows** are being followed, and to ensure this happens, EU's must use '*Enter Data As*' to select the correct HMIS project for entering client data. Which is why the MD BoS HMIS Team need to know *each specific* **Level 4** *project* that EU's require EDA access to. ***In a few exceptions this will be a Level 5 - see the 'Restructure of MS BoS HMIS Projects' section below for more information***

In the coming weeks, with the assistance of WellSky (HMIS vendor), EU's whose licenses have been incorrectly assigned to a **Level 4** project will be reassigned to the correct **Level 3** (agency) project.

- The MD BoS HMIS Team will notify EU's of the date this work is scheduled to be completed by WellSky
- Once the license reassignments have been completed, if EDA access is needed for additional projects within your agency, please contact the Help Desk & provide the project name and HMIS ID #

COMPLETED

➢ **Restructure of MD BoS HMIS Projects**

A significant area of improvement identified was the hierarchy of projects. The structure of the hierarchy greatly impacts how HMIS functions. As noted in the 11/4/24 HMIS Newsletter, the first step of review was completed with leadership in each LHC & on 11/6/24 the project hierarchy was updated.

For a list of MD BoS HMIS projects current as of this newsletter see the attachment in the 'MD BoS HMIS Updates & Improvements – 1.6.25' article on the MD BoS HMIS website. Please note that the list is subject to change as HMIS projects are added/closed, and the 'In Progress' work of PDDE Updates and HMIS Project Names is being

completed.

The new MD BoS HMIS project hierarchy follows the below format:

- **Level 1**: MD-514 HMIS
  - **Level 2**: LHC top level
    - **Level 3**: Agency level (each agency in the LHC has a unique Level 3 project)
      - **Level 4**: Project for Client Enrollment (every project that an agency has in HMIS will have a unique Level 4 set-up)
        - *NOTE! In a few exceptions, agencies have an additional hierarchy Level & clients are enrolled into a **Level 5** project*

➢ **New HMIS End User Access & Training**

*New HMIS End User Training is now available in **TalentLMS**!!* This will allow trainees to complete the required training at a time that works best with their schedule.

- **Agency Leadership** (director, supervisor, etc.) will first submit a *New HMIS End User Request* using this **this link**
- Once received, the MD BoS HMIS Team will provide the New HMIS End User with access to the course in TalentLMS & instructions for completing New HMIS End User Training
- **The New HMIS End User is responsible for:**
  - Following the instructions provided by the MD BoS HMIS Team, to complete the TalentLMS - HMIS New End User Training course
  - After completing the course in TalentLMS:
    - Demonstrate their knowledge/understanding of HMIS data entry by creating test client profiles in the HMIS Training site
    - Submit test client information to the MD BoS HMIS Team for review

Click Here for additional information located on the MD BoS HMIS website.

➢ **Inactive HMIS End Users**

The MD BoS CoC currently provides HMIS End User licenses to member agencies *at **no cost** to the agency*. To ensure HMIS licenses are assigned only to individuals whose job duties require HMIS access, all EU's must access their account at least 1x every 30-days to maintain an active HMIS account.

- *Inactive EU's*:
  - Will be notified by the MD BoS HMIS Team the first part of each month that their HMIS account has been deactivated due to non-use
  - EU **must respond** to the deactivation notice by the end of that month, requesting to be re-activated
  - EU's that *do not contact* the Help Desk before the end of that month, will have their account removed from the MD BoS HMIS
    - To regain access to the MD BoS HMIS, the **How to Request Access for a New HMIS End User** process will need to be completed

➢ **MD BoS HMIS Website** (**Click Here to View**)

Has been updated with many new resources and articles, including:
- How to Request Access for a New HMIS End User

- HMIS Workflow Guides
- HMIS Newsletter Archive
- Past Monthly HMIS Refresher Training

Please be sure to check the website often as new resources and articles are added on a regular basis!

FUTURE

In the new year (2025) the MD BoS HMIS Team will work with CoC to review & update all current HMIS policies, procedures, and agreements. One of the first tasks will be to reconvene the MD BoS HMIS Committee – so stay tuned for more information!

Current policies, procedures, and agreements can be found on the **MD BoS HMIS Website**