HMIS Agency Administrators Meeting

January 4, 2018

Agenda

1. CoC / Coordinated Assessment / UPLIFT Updates
2. Two Factor Authentication
3. Client Privacy Recertification
4. Housing Inventory Count (HIC)
5. Continuous Data Quality Improvement (CDQI)

CoC/
Coordinated Assessment/
UPLIFT Updates

UPLIFT Quarterly Meeting

The first UPLIFT Quarterly Meeting is being held this month

Date: Tuesday 1/16/2018
Time: 1:30 PM – 2:30 PM
Location: 600 Valley Way – Building 5 – Room 1, Milpitas, CA 95035

Next Agency Admin Meeting: Thurs, Feb 1, from 1:30-3:30pm

Next month's Agency Administrator Meeting will be back to its regular time slot of 1:30pm-3:30pm

Location: Sobrato Conference Center, Milpitas
600 Valley Way, Room 1
Milpitas, CA 95035

Two Factor Authentication

Two Factor Authentication Launching Jan 2018

HMIS will require Two Factor Authentication (2FA) to log in starting mid-January 2018. 2FA allows for enhanced security system-wide to reduce risk of unauthorized user access.

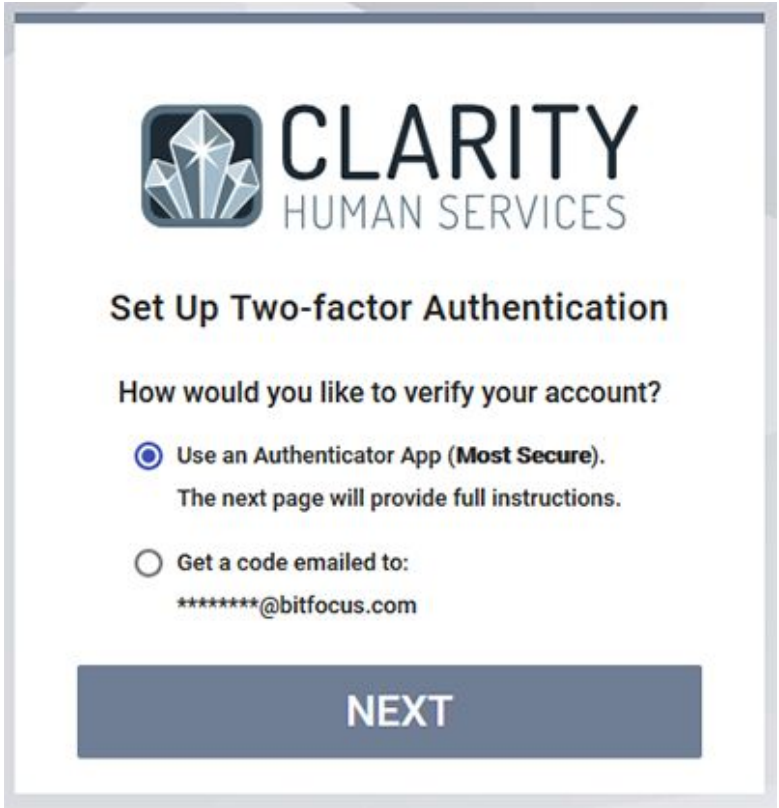
Start date: Tuesday, Jan 16, 2018

The 2FA process will be:

- Emailed to all HMIS users
- Reviewed today

First Time Logging in with 2FA

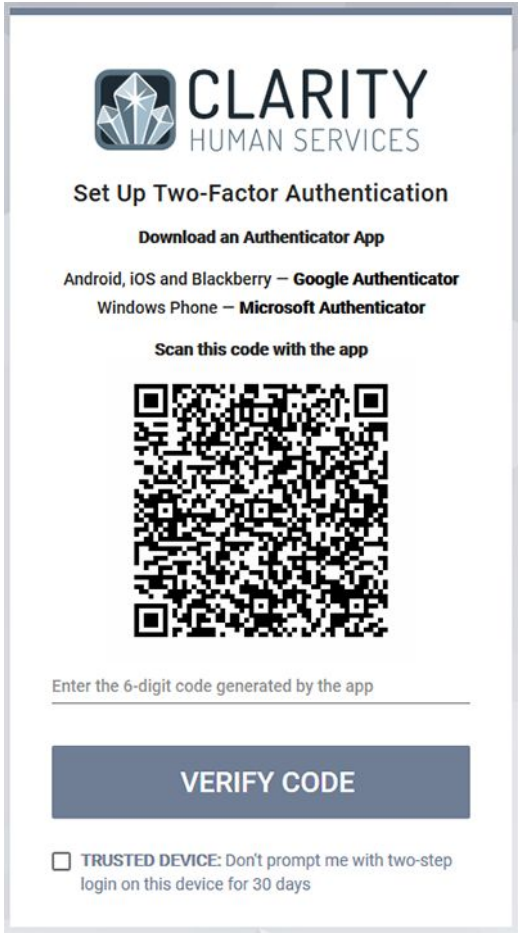
When you log in to HMIS, you will be asked whether you want to use an Authenticator App or get emailed a code



Option 1: Using the Authenticator App

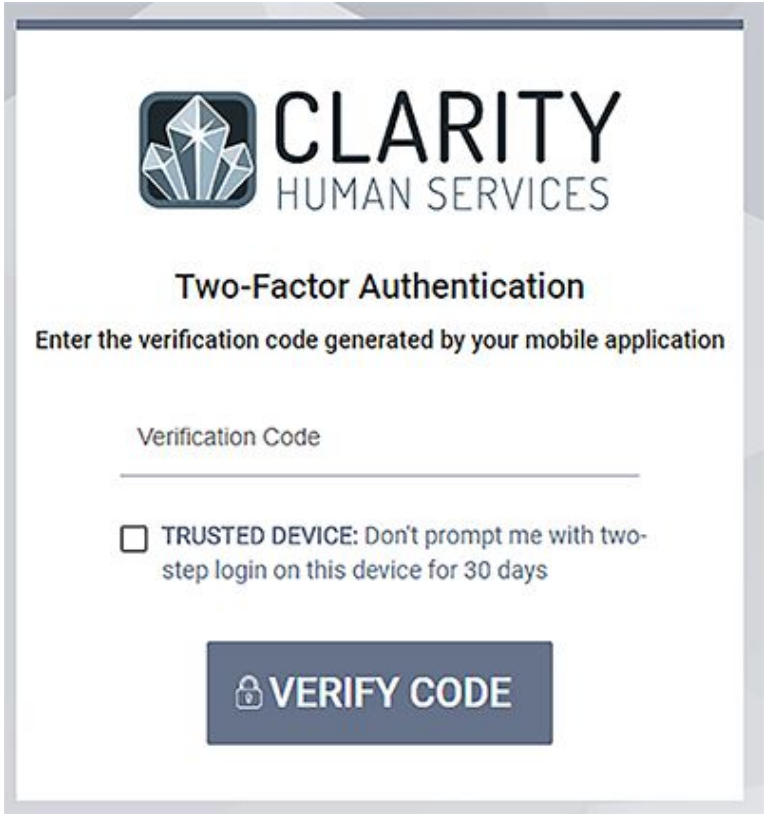
If the Authenticator App option is chosen, users will follow the instructions on the screen:

1. Download the Authenticator App onto their mobile device
2. Use their device to scan the code on the screen
3. The app will show a 6-digit code that the user will type into HMIS
4. Clicking the “Trusted Device” button means that you won’t need to enter another code for 30 days



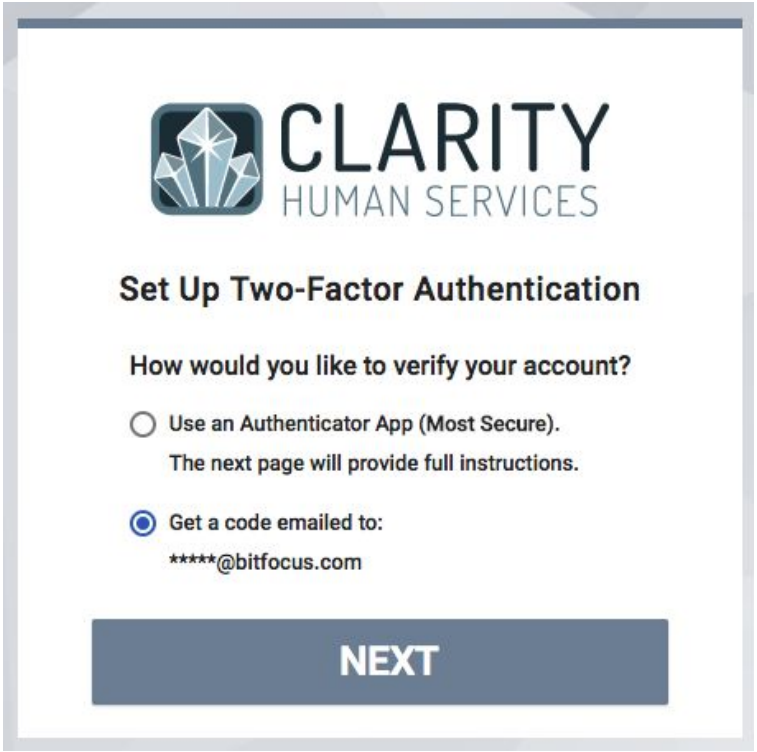
Option 1: Using the Authenticator App

The next time you need login in and need to complete 2FA, the screen will ask for the 6-digit code, which users can find by opening the Authenticator App on their mobile device



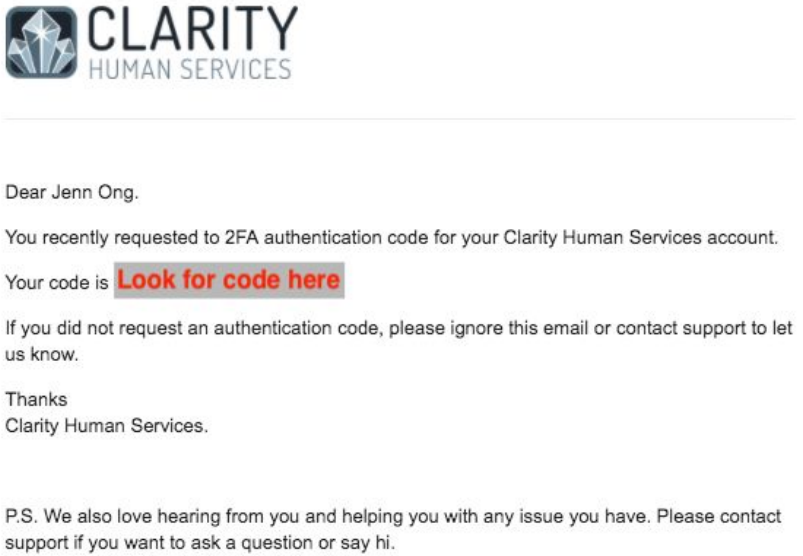
Option 2: Using Email

If the Email option is chosen, users will be emailed a verification code that they will need to enter into HMIS in order to login in



Option 2: Using Email

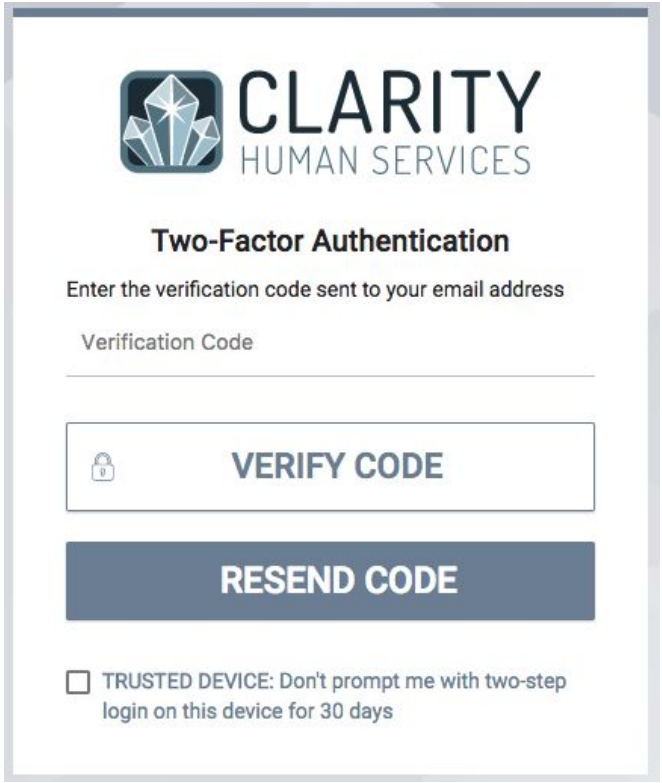
Users will need to check their email to find the code



Option 2: Using Email

Users will then type in the Verification code

Clicking the “Trusted Device” button means that you won’t need to enter another code for 30 days



How to Prepare for 2FA

- Make sure users are aware that 2FA will be required starting in mid-January
- Distribute instructions on how to log in using 2FA
- If users opt to download the Authenticator application, make sure they download the application before Jan 16th:
    - Android, iOS, Blackberry: download the Google Authenticator app
    - Windows Phone: download the Microsoft Authenticator app

Client Privacy Recertification

Client Privacy Recertification

Every year, HMIS users are required to retake the Client Consent training and recertify

The new Client Consent training will be released soon and added to
http://scc.hmis.cc/training/schedule-a-training/

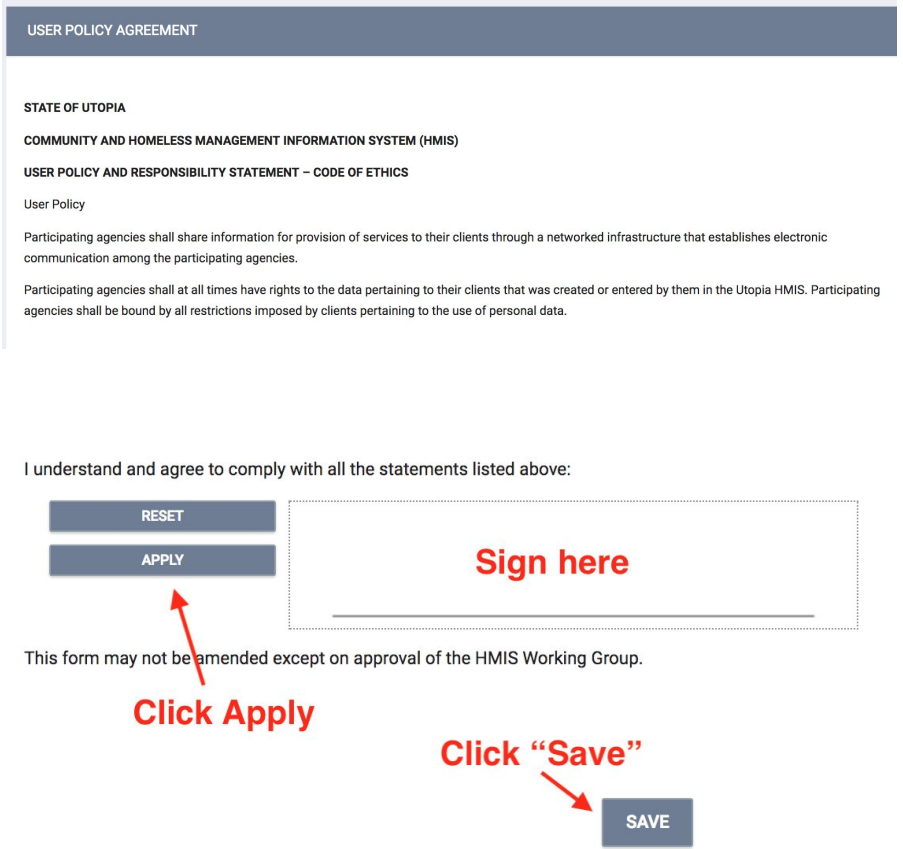
Recertification will take place for all HMIS users in January:

- Users will be asked to watch the Client Consent training
- On a specific date, HMIS users will be required to fill out a recertification form the next time they log in to HMIS, to verify that the watched the consent training
- An email will be sent to all users with instructions

Recertification Form: Preview

When users are required to recertify, they will:

1. Log in to HMIS
2. An electronic user agreement will appear - read the form
3. Sign the agreement and click “Apply”
4. Click “Save”



Housing Inventory Count (HIC)

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The Housing Inventory Count (HIC) is conducted annually in late Jan. **This year, it will be Wed, Jan 24.**

Report is on shelter and housing programs (ES, TH, RRH, PSH), including non-participating HMIS programs (e.g. DV programs) and includes:

- Bed/unit capacity
- Federal funding source
- HMIS participation
- Location (geocode and address)
- Other project details
- Utilization rate based on clients in shelter/housing during one night in January (point-in-time count)

Dec: HIC Preparation

Please review and confirm the information about housing and shelter programs that we previously reported to HUD in THIS SPREADSHEET. Although the spreadsheet may look intimidating at first glance, we are only asking you to look at a few elements:

1. The names of your program(s)
2. HUD Geo Codes for the geographic area(s) in which your program(s) operate
3. Inventory type (Current, New, or Under Development)
4. Housing Type
5. ES bed type (for emergency shelter programs only)
6. Target populations
7. Whether you receive McKinney-Vento Funding
8. Whether you receive other federal funding

Dec: HIC: Client Data Requirements

- All Shelter and Housing projects will need to report the actual number of clients served on one night in January. Information will be used to calculate Utilization Rates for each project.
  - PSH, RRH, and OPH (Other Permanent Housing) Projects will be based on clients housed
  - RRH bed/unit inventory will be based on housed clients
- How you can prepare
  - Run the [GNRL-106] Program Roster and review the list of active clients
    - Exit clients who are no longer in the project
    - Enroll clients who are not yet in HMIS
  - RRH and PSH projects - Fill out the Housing Move-In Date for your housed clients
    - Housing Move-In Date should always be on or after the Project Start Date (if the client was housed at entry, use the Project Start Date)

Jan: HIC Preparation

Please review and confirm the information about housing and shelter programs that we previously reported to HUD in THIS SPREADSHEET. Although the spreadsheet may look intimidating at first glance, we are only asking you to look at a few elements:

1. If McKinney-Vento funded, specific funding source
2. If other federal funding, specific source (e.g. RHY, VA)
3. Bed/Unit Counts broken out by Household Type (For all EXCEPT RRH)
4. Number of beds/units dedicated to Veterans, Chronic Homeless (CH), and Youth
5. Number of beds participating in HMIS
6. Seasonal/Overflow beds

Keep the following in mind while reviewing:

- Let us know if any new housing or shelter programs have come online during calendar year 2017
- Similarly, let us know if any programs on our list have stopped operating during calendar 2017
- Please leave a comment in any cell where information needs to be changed (Bitfocus will make the actual change, using the information from your comment)
- Lastly, please tell us when you have completed your review of the spreadsheet.

In later months, we will be reviewing:

- Address information
- For RRH, bed/unit counts based on clients housed the night of the PIT
- Specific questions for your agency
- Utilization Rate: Number of clients served the night of the PIT vs number of beds available

Continuous Data Quality Improvement (CDQI)

Last Month's CDQI

- Discussed data timeliness
- OSH runs monthly reports on programs using HMIS
- Please review your data monthly - make sure any entries and exits for the month are entered into HMIS by the 10th of following month (e.g. entries/exits for January are up-to-date in HMIS by Feb 10)
- **Important note: this does NOT replace the CDQI improvement guidelines:**
    - Transitional and Permanent Housing Programs: Enter all program entry/exit data within three (3) workdays.
    - Emergency Shelters and non-HUD: Enter check in/checkout within one (1) workday
    - Outreach: Create client profile, if necessary, within three (3) workdays. Record outreach services within one (1) workday

This Month:

- Please start regular review of entries/exits
- Prepare for the Point In Time (PIT) Count

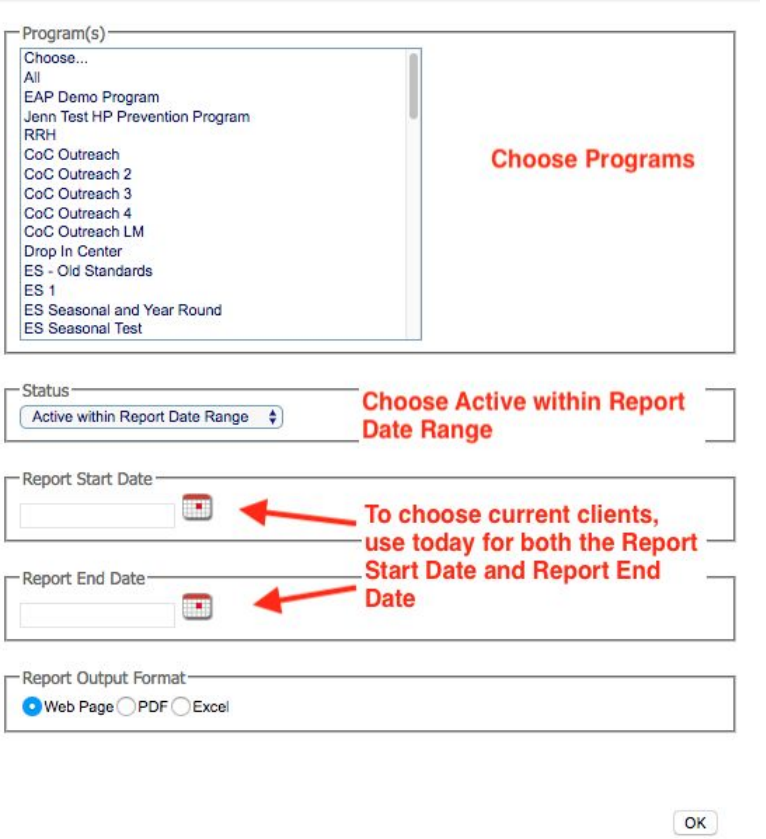
[GNRL-106] Program Roster Report

Where to find it:

- Reports Library, Programs folder

Important Notes:

- Gives basic information about clients and households participating in the program



Point In Time (PIT) Count Information

The Point In Time (PIT) Count is conducted annually in late January, on the same day as the HIC

The report includes sheltered clients (ES, TH, Safe Haven), including clients in non-participating HMIS programs (e.g. DV programs):

- Number of households and clients served the night of the PIT
- Number of children, adults aged 18-24, adults over 24
- Race, Ethnicity, Gender, Chronic Homelessness
- Substance Abuse, Mental Illness, DV, HIV/AIDS

Information is broken out by both household type as well as specific demographics (Veterans, Parenting Youth, Unaccompanied Youth)

PIT Count Preparation

For clients in your **Emergency Shelter, Transitional Housing, or Safe Haven program**s on the night of the PIT:

Make sure the household and client counts are accurate (i.e. if you run a Program Roster report for that day, it matches how many households/clients were actually there the night of the PIT)

For all clients served on **Wed, Jan 24,** review:

- Date of Birth
- Race
- Ethnicity
- Gender
- Veteran Status (for adults)
- Mental Health Problem
- Substance Abuse Problem
- Domestic Violence Victim/Survivor
- Living Situation section (for Chronic Homelessness)

Reminder for RRH/PSH Programs

The Utilization Rate on the HIC is based on Housing Move-In Date