



SACRAMENTO  
STEPS FORWARD

Ending Homelessness. Starting Fresh.

## HMIS & Data Committee Meeting Minutes

Thursday, April 8, 2021 || 10:00 AM – 11:30 AM

[Recording of Zoom Meeting](#) - Chat provided in recording.

### Attendance:

Member	Area of Representation / Organization	Present
Anastasiya Hernandez	Saint John's Program for Real Change	Yes
Anne-Marie Hooper	Sacramento Self Help Housing	No
Cynthia Hunt	Cottage Housing, Inc.	Yes
Dawn Williams	Sacramento County Dept. of Health Services	No
Erica Plumb (Co-Chair)	Mercy Housing	Yes
Jameson Parker (Co-Chair)	Midtown Business Association	Yes
Janel Fletcher	SHELTER, Inc.	Yes
Joshua Arnold	Volunteers of America (VOA)	Yes
Mixtlicoatl Gonzalez	Lutheran Social Services	Yes

Guest	Area of Representation / Organization
Alena Kuzmeno	Saint John's
Belle Darsie	Sac Children's Home
Benjamin Uhlenhop	Next Move
Cheyenne Caraway	SHRA
Chris Egan	Term Strategies
DWiland	Nation's Finest
Ibra Henley	SHRA

James Landreth	SHRA
Jenny Stoneburner	Sacramento County Public Defender's Office
Karen Thompson	Heartland
Lalila Cota	Heartland
Lee Sorrell	DHA
Lorraine Wilkins	Urban Strategies Inc.
Lorrie Lorell	Hope Cooperative
Stephen Hernandez	Nation's Finest
Tami Davenport	SHRA
Zuri KColbert	CLAP

SSF Staff	SSF Title
Hamid Bashiri	Senior Data Analyst
Jay Vilorio	Data Analyst
Keri Arnold	HMIS Coordinator
Michele Watts	Chief Planning Officer
Michelle Charlton	CoC Coordinator
Rolf Davidson	Chief Operations Officer
Tina Wilton	HMIS Manager

Agenda Item	Presenter(s):	Time	Item Type
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<b>I. Welcome &amp; Introductions</b>	Erica Plumb & Jameson Parker, (Co-Chairs)	10:00 AM (5 minutes)	Informational
Erica called the meeting to order at 10:05AM. Attendance: approximately 27-32 participants.			
<b>II. Approval of 1/14/21 Meeting Minutes</b>	Erica Plumb & Jameson Parker	10:10 AM (5 minutes)	Action
Jameson motioned for approval: 1 <sup>st</sup> - Cynthia Hunt, 2 <sup>nd</sup> - Josh Arnold Motion approved.			
<b>III. HMIS &amp; Data Committee Briefing</b>	Michele Watts, SSF Chief Planning Officer & Tina Wilton, SSF HMIS Manager	10:15 AM (15 minutes)	Informational
<ul style="list-style-type: none"> <li>• Michele: Briefed members and attendees regarding the new membership meeting <ul style="list-style-type: none"> <li>◦ Another round of appointments to come</li> <li>◦ Highlighted process of current appointees</li> </ul> </li> <li>• Tina: Updated information re: committee materials located on SSF website</li> </ul> <p><b>Action:</b></p> <p>1. Send HDC orientation/eBlast/recording materials to the larger group.</p> <p>2. Update roster &amp; orientation PPT &gt; Area of Rep &gt; Housing (not Housing Authority)</p>			
<b>IV. HMIS Security Audit Update</b>	Tina Wilton	10:30 AM (10 minutes)	Informational
<ul style="list-style-type: none"> <li>• Tina: Security Audit held November 2020-January 2021 <ul style="list-style-type: none"> <li>◦ Still awaiting audit submissions from 15 agencies (SSF has been reaching out)</li> <li>◦ Hoping to have all submissions by the end of April 2021</li> </ul> </li> </ul>			

- Discussed common themes of areas that are out of compliance

**Josh Arnold: Will SSF be following up with providers regarding the correction of ROIs?** Tina: It will be an ongoing process in alignment with data quality monitoring plan

**Action Item: Tina to send out updated Audit Outcome document**

<b>V. March 10th CoC Board Meeting HDC Overview Feedback</b>	Michele Watts	10:40 AM (10 minutes)	Informational & Discussion
<ul style="list-style-type: none"> <li>● Michele: Key Products &amp; Accomplishments <ul style="list-style-type: none"> <li>○ <b>Key Products:</b> Annual HMIS Privacy &amp; Security Plan, Annual HMIS Data Quality Plan</li> <li>○ <b>Accomplishments:</b> 2020 HMIS Privacy &amp; Security Plan approved by CoC Board on 11/18/20, 2020 HMIS Data Quality Plan approved</li> <li>○ <b>Challenges:</b> Highlighted difficulty in implementing data quality improvements secondary to HMIS Department staffing</li> <li>○ <b>Goals:</b> Revision of Privacy &amp; Security Plan, Data Quality Plan, Further operationalize policies outlined in Privacy &amp; Security Plan/Data Quality Plan</li> </ul> </li> <li>● CoC 2021 Planning Detail: Tools and Analyses <ul style="list-style-type: none"> <li>○ Highlighted initiatives and feedback from CoC Meeting <ul style="list-style-type: none"> <li>■ Timeline for initiatives provided</li> <li>■ Forum in which initiatives will be discussed also provided to all members and attendees</li> </ul> </li> </ul> </li> </ul>			
<b>VI. Fee Structure</b>	Michele Watts	10:50 AM (5 minutes)	Informational
<ul style="list-style-type: none"> <li>● Michele: Current HMIS budget does not allow for current trajectory of adding new HMIS licenses <ul style="list-style-type: none"> <li>○ SSF to explore charging providers for sharing of costs of HMIS licenses</li> <li>○ Timeline: One year out from when structure is approved to allow agencies time for budgeting</li> </ul> </li> </ul> <p><b>Action Item: SSF will provide a proposal at July HDC Meeting</b></p>			
<b>VII. HMIS Certification Training/Quiz: A. Introduction of “Soft Launch”</b>	Tina Wilton	10:55 AM (15 minutes)	Informational & Discussion

<p><b>B. Timeline</b> <b>C. Quiz Process</b></p>			
<ul style="list-style-type: none"> <li>• Tina: In 2019, 360 users completed the quiz. As of 4/7/21, we have 427 <b>ACTIVE</b> HMIS users <ul style="list-style-type: none"> <li>◦ HMIS Certification Training to ensure users are well trained</li> </ul> </li> <li>• Proposed HMIS Certification Training/Quiz: <ul style="list-style-type: none"> <li>◦ 5 Parts: Will be contingent upon access role <ul style="list-style-type: none"> <li>■ Parts listed and summation of what it entails provided to all members and attendees</li> </ul> </li> <li>◦ Will be provided to ALL current, and future, HMIS End Users</li> <li>◦ Will be Multiple Choice with ONE answer, Cloud-based so it can be accessed anywhere at any time</li> <li>◦ Sample questions provided</li> </ul> </li> <li>• Proposed timeframe: <ul style="list-style-type: none"> <li>◦ Send out notice to all supervisors/directors next week (30-day notice)</li> <li>◦ 2-weeks prior: All HMIS End Users provided with information included in above</li> <li>◦ May 3-7: “Soft Launch”</li> <li>◦ May 10-14: Finalize Quiz</li> <li>◦ May 14: Reminder that quiz starts the following Monday, includes LINKS to the quiz</li> <li>◦ Proposing two week period for testing (May 17th-28th)</li> <li>◦ May 21: Reminder notice sent to Supervisors and End Users, one week left to finish</li> <li>◦ May 31: Contacting directors and supervisors who did not pass, requesting Support Plan <ul style="list-style-type: none"> <li>■ No Support Plan: Accounts will be deactivated until the process is completed</li> <li>■ Deactivation of accounts begins on <b>May 31, 2021</b> if still out of compliance</li> </ul> </li> </ul> </li> <li>• <b>All</b> Users will need to take Annual Recertification, regardless of when they were initially trained and certified</li> <li>• <b>Open Office Hours</b> held two times per week, <b>Tuesday meeting</b> available to HMIS users at 9:30AM-10:30AM</li> </ul> <p><b>Cynthia Hunt, others expressed approval of timeline provided.</b></p> <p><b>Janel Fletcher: Are there specific data errors that you’re trying to address in the Annual Recertification?</b> Tina: Yes, many of the questions stem from the data errors observed during LSA period</p>			

**VIII. Announcements:**

- **SSF Website Development - HMIS & Help Resources Webpages**

- Tina: SSF is in the process of reviewing the Helpful Materials section of SSF website
  - Working to revamp the sidebar of Clarity login page to make it more intuitive and user friendly

**IX. Meeting Adjourned around 11:05 AM. Attendance: approximately 26 participants**  
**Next Quarterly HMIS Data Committee Meeting: Thursday, July 8, 2021**

# 2020 HMIS Security Audit

<b>49</b> Unique Providers (Agencies)	<b>14</b> new DBHS Providers (Joined mid 2019 – 2020)
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Security Audit Checklist in Still in Process in **January 2021**

<b>25</b> (51%)	<b>10</b> new DBHS Providers
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Security Audit Checklist in Still in Process in **April 2021**

<b>15</b> (31%)	<b>7</b> new DBHS Providers
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Most common items identified on Completed Security Audit Checklists:

1. *Consumer Notice not posted publicly.*
2. *Agencies not currently attending CoC meetings*
3. *Agency staff not attending trainings outside of initial HMIS Training*
4. *No written plan for remote work*
5. *Clients are NOT provided with a copy of the ROI and Consumer Notice*
6. *Staff unfamiliar with HMIS Privacy and Security Plan*

All Agencies that identified items needing a plan, submitted an acceptable plan to resolve those items.



## HMIS Certification

### Purpose:

The HMIS Annual Certification Quiz is intended to provide all HMIS End Users with a comprehensive Annual refresher training, with the “Quiz” being faster and more convenient for the HMIS End User. The Quiz is able to cover a vast range of information in a short amount of time; and the Google Form format provides the flexibility for the HMIS End User to complete it at their own pace and in their own timeframe.

### Components:

The Quiz were be comprised of 5 distinct Parts, all of which will only have multiple choice questions with only one possible answer. The HMIS End User Access Role will determine which Parts are required to complete to maintain that Access Role. (See Table)

Current Primary Access Roles	# of Active Users	Part 1 General Information	Part 2 Recording Data	Part 3 Assessments	Part 4 Reports	Part 5 Supervisors
Agency Staff: Direct Service Staff WITH Assessments	260	Required	Required	Required	Required	If applies
Agency Staff: Direct Service Staff - NO Assessments	120	Required	Required	n/a	Required	If applies
Agency Staff: Agency Manager	10	Required	Required	Required	Required	Required
Agency Staff: Program Manager	8	Required	Required	Required	Required	Required
Agency Staff: Services Only	14	Required	n/a	n/a	n/a	n/a
Agency Staff: Read Only Rights	0	Required	n/a	n/a	n/a	n/a
Reporting and Monitoring Only - Advanced	0	Required	n/a	n/a	Required	If applies
Reporting and Monitoring Only	6	Required	n/a	n/a	Required	If applies
CoC Monitor/Analyst (SSF Staff only)	4	Required	Required	n/a	Required	If applies
CES: Lead (SSF Staff only)	2	Required	Required	Required	Required	Required
CES: Referral Specialist (Home) (SSF Staff only)	3	Required	Required	Required	Required	n/a

**Total Active HMIS End Users (as of 4/7/21): 427**

## **PART 1 (Quiz 1) - General Information (All Users)**

### **Section 1, HMIS Overview (3 questions)**

1. What is HMIS?
  - a. HMIS (Homeless Management Information System) is a **HUD-compliant database** used to capture demographic information, program enrollments, services rendered, etc. of participants who are experiencing homelessness or, in some cases, at risk of experiencing homelessness.
  - b. A large database that collects information on any and all people who live in Sacramento.
  - c. A tracking device.
  - d. A large database that providers use to input information related strictly to a client's medical history.
2. Which of the following reports does HMIS generate on behalf of the **entire** Continuum of Care (community of homeless providers) that are submitted to HUD on an annual basis?
3. What are the benefits of providers using HMIS?

### **Privacy & Security (7 questions)**

1. If your HMIS account goes inactive, what should you do?
2. What do you do if you forget your password or get locked out of HMIS?
3. You have a staff person who has not yet been trained in HMIS and you want them to run a report for you. It's okay for you to give them your HMIS user login to run the report.
4. You have a family member that you lost contact with ten years ago. You suspect they may now be experiencing homelessness. It's okay to look them up in HMIS.
5. A person who does not have access to HMIS requests information regarding a client, or multiple clients, out of HMIS. What should you do?
6. You have a question about a client record and you're emailing the HMIS Team about it. You will need to include the client's full name, their Date of Birth, and their Social Security Number to ensure the HMIS Team knows to whom you are referring.
7. It is okay to have your computer and/or device save your HMIS login password to save time.

### **Section 2, Navigating HMIS (6 questions)**

1. How do you switch agencies if you have access to multiple agencies?
2. How do you **independently** troubleshoot observed glitches or errors you're experiencing within HMIS?
3. How many BUSINESS days do you have to enter data (program enrollments, services, assessments, and program exits) into HMIS?
  - a. Whenever you want to.
  - b. Within three (3) business days.
  - c. Data never needs to be entered into HMIS.

**Section 2, Navigating HMIS (6 questions)** continued.....

4. HMIS does **NOT** allow me to input my work email or work phone number into HMIS.
5. The top dark colored bar at the top of HMIS is called the
6. The box comprised of 9 small squares on the Global Task Bar is called the

**Section 3, Project Types in HMIS (9 questions)**

1. What is a Supportive Services Only (**SSO**) project and which data elements **MUST** be recorded for this project type?
  - a. An SSO is a project that provides positive reinforcement.
  - b. I don't know
  - c. An SSO is a project that offers stand-alone supportive services to address the special needs of participants (such as child care, employment assistance, and transportation services) and has associated housing outcomes. In addition to the standard data elements (Program Entry screen, Program Status and Annual Assessments, **services**, and Program Exit Screen), Current Living Situation is required to be completed whenever a household's housing status changes.
2. What is a Transitional Housing (**TH**) project and which data elements **MUST** be recorded for this project type?
3. What is a Permanent Supportive Housing (**PSH**) project and which data elements **MUST** be recorded for this project type?
4. What is a Rapid Re-housing (**RRH**) project and which data elements **MUST** be recorded for this project type?
5. What is an Emergency Shelter (**ES**) project type which data elements **MUST** be recorded for this project type?
6. There are two different types of Emergency Shelters (ES) in HMIS, **Entry/Exit (E/E) Emergency Shelter** and **Night-by-Night (NbN) Emergency Shelter**. What is the difference between the two and what different data elements are recorded within each ES?
7. What is a Street Outreach project type which data elements **MUST** be recorded for this project type?
8. What is a Homeless Prevention (**HP**) project type which data elements **MUST** be recorded for this project type?
9. What is a Day Shelter project type which data elements **MUST** be recorded for this project type?

## **PART 2 (Quiz 2) – Recording Data (Data Entry Staff & HMIS Supervising Staff)**

### **Section 1, Data Entry: Client Records and Program Enrollments (19 questions)**

1. When you begin the process of enrolling a client into your program, what should you ALWAYS do first?
  - a. Ensure the client has an active ROI.
  - b. Review the client's enrollment history for potential collaboration with other providers and to ensure your enrollment does not conflict with another program enrollment. (e.g., You're enrolling them in an Emergency Shelter and they have another active Emergency Shelter enrollment.)
  - c. Review the client's profile, contact, and location tabs and update/correct as necessary.
  - d. All of the provided answers.
2. Why are entering services so important?
3. How would you make corrections on a closed/ended program enrollment?
4. You're working with a client who recently turned 18 years old. You review their ROI status and notice that the documentation type is listed as "Household", the designation reserved for minors when parents or guardians sign a consent on their behalf. This ROI expired on their 18th birthday, so they no longer have a valid ROI in HMIS. What should you do?
5. What is a Status Assessment and when do you complete one?
6. What is an Annual Assessment and when do you do one?
7. All program enrollees must be enrolled at the same time.
8. You can exit the Program Head of Household from an enrollment and keep the other Household members in the program enrollment.
9. Who should be enrolled in a Street Outreach program?
10. What is the Date of Engagement and where is it recorded?
11. What is a Current Living Situation (CLS) and what project types need to complete them?
12. What programs have Auto-Exits and when do they occur?
13. You are enrolling a new client into your program and your client has an active enrollment in another program, housing/sheltering or otherwise, what should you do?
  - a. Reach out to the assigned staff from the other program(s) to coordinate services for your shared client. You can find their contact information (email and phone number) by clicking on their initial "bubble".
  - b. Talk with your client about their other enrollment and services they are receiving from that provider.
  - c. Be sure your program enrollment will not duplicate or conflict with the existing enrollment. (e.g., A client cannot sleep in 2 places at the same time. Therefore, a client should never be enrolled in 2 emergency shelters at the same time.)
  - d. All of the provided answers.
14. When should you record a Bed Night service for a Night-by-Night (NbN) Emergency Shelter and where does the service get recorded?

**Section 1, Data Entry: Client Records and Program Enrollments (19 questions)** continued.....

15. For Entry/Exit (E/E) Emergency Shelters and Transitional Housing projects, if you check the client's program service history and notice that the "Housed with" service was not automatically provisioned when the client is first enrolled in your program, what should you do? (Auto provisioning is a feature that the HMIS Team implements during the building of E/E Emergency Shelters and Transitional Housing projects within HMIS.)
16. How do you determine the start and end date for the "Housed with" service?
17. In Permanent Housing projects (e.g., PSH, RRH, etc.), when should you enter a Move-In Date and where does the Move-In Date get recorded?
18. When should you record Rental Assistance and where is it recorded?
19. When should a household be exited from a project?

**Section 2, Receiving Referrals (5 questions)**

20. Which department of Sacramento Steps Forward makes referrals [in HMIS] to participating housing/sheltering programs?
21. Where do you request referrals, view received referrals, process referrals in HMIS?
22. You are in the Referrals section of HMIS, which tab should you be under to view your received/pending referrals?
23. You are in the Referrals section of HMIS, which tab should you be under to request a referral(opening) or view the openings you have already submitted?
24. You have received a referral and it is in Pending Tab, what do you do next?

### Part 3. Assessments

#### Section 1, General Assessment Questions:

1. What are all the potential Assessments that could be under the Assessments Tab. (Note: The available assessments vary depending on the agency's needs.)
  - a. VI-SPDAT (Singles, Families, and TAY)
  - b. Shelter Survey
  - c. COVID 19 Response Shelter Survey
  - d. Problem Solving - Request for Financial Assistance
  - e. Rehousing Needs Assessment
  - f. Move On Survey
  - g. Self-Sufficiency Matrix
  - h. Custom Assessments requested by your Agency
  - i. All of the provided answers.
2. Where is the Assessment Tab located?
3. While in a client's record, you navigate to the client's Assessment tab. Under the Assessment header, there are no assessments listed and you are unable to conduct any assessment with the client. What is the **likely** cause of this?

#### Section 2, VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Tool)

The **VI-SPDAT** is a pre-screening, or triage tool that is designed to be used by providers within a community to quickly assess the health and social needs of homeless persons and match them with the most appropriate support and housing interventions that are available.

There are 3 different VI-SPDAT Tools.

- Singles for Adults 25 years of age or older with no children
  - Families for Households with both Adults (18 years of age or older) and Minor Children (17 years of age and younger)
  - TAY for Transition Age Youth (18 to 24 years of age)
1. All agencies have access to conduct the VI-SPDAT in HMIS.
    - a. True
    - b. False. While all agencies have access to view VI-SPDATs conducted with households, only agencies that work directly with households who are experiencing unsheltered or sheltered homelessness will have access to conduct the VI-SPDAT. (For example, an agency that only has PSH programs would not need to conduct the VI-SPDAT with their clients.)
  2. When SHOULD you conduct a VI-SPDAT?
  3. You are about to conduct a VI-SPDAT with a 24 year old person with a 2 year old child. Which VI-SPDAT do you use?
  4. You have been working with an individual for a couple of weeks and have built some rapport. Today, you are conducting the VI-SPDAT with them and you know they are not answering the questions truthfully. What do you do?

## **Section 2, VI-SPDAT continued....**

5. You are conducting the VI-SPDAT with an individual. It appears that they do not understand many of the questions. What do you do?
6. What is the purpose of the VI-SPDAT and what function does it serve?
7. You have completed a VI-SPDAT with your client(s). What is the next step?
8. You are working with an individual whose primary language is Spanish. You speak a little Spanish, but are not fluent. From your interactions with the person so far, you believe they will not understand most of the questions on the VI-SPDAT. Is it OK to ask a Spanish speaking co-worker to assist with translation?

## **Section 3, Shelter Survey (6 Questions):**

The Shelter Survey is a survey that assesses a person's sheltering needs. It is a current requirement if you are hoping to refer a person(s) to a shelter program that receives its referrals via Coordinated Entry (CE), which is a Department that is managed by Sacramento Steps Forward.

1. Which agencies may conduct the Shelter Survey?
2. You should conduct a Shelter Survey with a client who expresses interest in emergency shelter AND is experiencing unsheltered homelessness.
3. You encounter a client who has been consistently staying with a friend for one month, but they express interest in a shelter referral via Coordinated Entry. Is this person currently eligible for a shelter referral?
4. What makes referrals to shelters that participate in Coordinated Entry different from shelters that do NOT participate in Coordinated Entry?
5. You are working with a Client that is currently in an Emergency Shelter, but they want to be in a different shelter. Can you conduct the Shelter Survey with them?
6. You have completed the Shelter Survey with all adults who are seeking shelter. What should you do next?

## **Section 4, COVID-19 Response Shelter Survey (3 Questions):**

The COVID-19 Response Shelter Survey is an assessment tool that is utilized to prioritize people experiencing homelessness that need to isolate/shelter in place because they have COVID-19 or may be of higher risk of complications if they were to contract COVID-19. It is the assessment tool that is required to potentially make a referral to the COVID-19 Shelter System.

1. When should you conduct a COVID-19 Response Shelter Survey with a client(s)?
2. You are working with a couple, only one of them meets the criteria of being at higher risk of complications if they were to contract COVID-19. Do you need to conduct the assessment with both people in order for them to be referred to the shelter together?
3. After you've completed the COVID-19 Response Shelter Survey, what should you do next?

### **Section 5, Move On Survey:**

Survey Description: Under Development

- When to conduct?
- Nuances of the survey
- What are the next steps after completing?

Questions: Under Development

### **Section 6, Problem Solving - Request for Financial Assistance:**

Survey Description: Under Development

- When to conduct?
- Nuances of the survey
- What are the next steps after completing?

Questions: Under Development

### **Section 7, Rehousing Needs Assessment:**

Survey Description: Under Development

- When to conduct?
- Nuances of the survey
- What are the next steps after completing?

Questions: Under Development

### **Section 8, Self-Sufficiency Matrix:**

Survey Description: Under Development

- When to conduct?
- Nuances of the survey
- What are the next steps after completing?

Questions: Under Development

## **Part 4. Reporting (Part 4 of the Quiz is still in draft form.)**

### **Section 1, General Reporting Questions (4 questions)**

1. How do you find a report in HMIS?
  - a. Go to “Attendance,” then click on “Report”
  - b. Go to the launch pad (nine dot, square box to the left of your name), then click on “Reports”
2. What are Report Library reports?
3. When we say “canned reports,” we are referring to the reports custom-built in the Data Analysis tab of Reports
4. What are Data Analysis Reports?

### **Section 2, Report Library Reports (*Under Development*)**

#### **Section 2a: Data Quality Reports**

#### **Section 2b: Service Based Reports**

#### **Section 2c: Program Based Reports**

#### **Section 2d: HUD Based Reports**

### **Section 3, Data Analysis (Custom) Reports (*Under Development*)**

## **Part 5. Supervisor Responsibilities of Staff (*Under Development*)**

Questions for Supervisors:

1. What do you do to add a new staff person to HMIS?
2. What do you do when a staff person leaves your agency and should no longer have access to HMIS?
3. How do you get a new Agency added into HMIS?
4. How do you get a new project in HMIS?
5. How do you add/edit/remove services offered by your project/agency?
6. What is the difference between services offered outside a program enrollment vs within a program enrollment?
7. How do you add/edit/remove inventory for your project?
8. If you're made aware of ANY changes to your program that deviate from what was originally reported to the HMIS Team when the program was being built (e.g. funding source changes, project type changes, etc.), what should you do?

## HMIS Re-Certification Training/Quiz Process & Proposed Timeline

### **April 16, 2021: Notice to Agency Supervisors and Directors**

- a. Specifics of Quiz
- b. Dates for the full Quiz Process
- c. Resources to assist Staff
- d. Instructions for running Staff Report for Staff Access Roles

### **April 30, 2021: Notice to All Active HMIS End Users**

- a. Specifics of Quiz
- b. Dates the full Quiz Process
- c. Resources to assist Staff
- d. Instructions for running Staff Report for Staff Access Roles

### **May 3 – 7, 2021**

#### **Soft Launch of Quiz**

- a. Select Number of HMIS Users to take full quiz and provide feedback on experience

### **May 10 – 14, 2021 Finalize Quiz**

#### **May 14, 2021:**

#### **Notice to All Active HMIS End Users, Agency Supervisors, and Directors**

- a. Specifics of Quiz
- b. Dates the full Quiz Process
- c. Resources to assist Staff
- d. Instructions for running Staff Report for Staff Access Roles
- e. **Links to the Quiz**

### **May 17 – 28, 2021: All Active HMIS Users to complete the Quiz**

#### **May 17 – 31, 2021:**

#### **HMIS Admins to Review Quiz Submissions**

- a. Provide results to HMIS End Users on Quiz submissions
  - 1. Adjust Access Roles as necessary
  - 2. Provide new Links to individual Parts of the Quiz for re-takes. (These links will provided direct feedback on answers selected.)

#### **May 21, 2021:**

#### **Notice to All Active HMIS End Users, Agency Supervisors, and Directors**

- a. Reminder to All Staff of 1 week remaining to complete Quiz
- b. Dates the full Quiz Process
- c. Resources to assist Staff

#### **May 31, 2021:**

#### **Notice to All Active HMIS End Users, Agency Supervisors, and Directors**

- a. *For Supervisors & Directors Only* – List of Staff who have not satisfied Quiz requirements
- b. Request for Staff Support Plans
- c. De-activate HMIS User Accounts that have not satisfied Quiz requirements
- d. Adjust HMIS End User Access Roles as determined by Quiz submissions

### **May 31 – June 4, 2021: HMIS Admins to complete Quiz Process**

- a. Approve Staff Support Plans
- b. De-activate HMIS User Accounts that have not satisfied Quiz requirements
- c. Adjust HMIS End User Access Roles as determined by Quiz submissions