**Agency Admin Meeting**

April 4th, 2018

1:00 – 2:30

Lane County Health & Human Services

151 W 7th Ave Rm 258

**Present:** Kayla Pollard, Mike Fleck, Denise Jubber, Katharine Ryan, Anna Gonzales, Casi Totten, Emily Lowery, Mirtha Strugo, James Ewell, Mtima Richardson, Nicole Tarricone, Vanessa Moya, Marianne Schlies, Bonnie Haight, Daniel Dickens, Tami Kinman, Chris Pickering, Katie Giles, Leonie Daniels, Shannon Smyth, Daphne Weller, Leonida Hileman, Marie Hickman, Melissa Coloma, Lise Stuart

**Agenda**

* **Agency Highlight**
  + Shannon – Eugene Mission
* **Agency Admin Means Super Users - Roles/Responsibilities- Are you the right person??** 
  + Setting up Workstations, applying PKI
  + Training/ End user support
    - HSD responsibility is to train Agency Admins
      * If you need more training, please let Melissa know
    - Agency Admin
      * Train new agency staff
        + Lane County has a training room available for agencies to use to train. Will hold about 10 people
      * Share information from Agency admin meeting to agency staff
      * First line of support. Make sure agency staff knows who the admin/super user for their agency is
      * Resetting passwords
  + Monthly Data Quality/completeness reports
    - ESG Caper or CoC-APR
    - Suggestion for putting all Data Quality reports into an Agency Admin folder in ART. Too hard to find the useful reports
      * Lise will work on doing this
  + Deactivating ServicePoint users
    - Please notify HSD when SP users are no longer users
    - Agency admin should make them inactive and send email to HSD
    - HSD will remove user license
  + Know who the other agency admins are within your agency
    - In ServicePoint click on Admin, then User, then click Search. All staff with a license will display and you can see what roles they have.
  + Are you the Right person for this Agency Admin role?
    - If you don’t think you should be an agency admin ask your supervisor to assign someone else
    - If you are the supervision and don’t think this should be your role, assign someone else
* **LC HMIS Website** [**www.lanecounty.org/hmis**](http://www.lanecounty.org/hmis)
  + - Melissa’s goal is to redo it and have it be useful
    - Have an Agency Admin tab
      * Meeting minutes
      * List of Agency Admins
      * Reporting tools

* **Data Quality**
  + DON’T CHANGE GOOD DATA
    - If you receive a lot of Refused/Don’t know answers you may be asking the questions incorrectly
    - Data not collected is absolutely not ok. Refused/don’t know are negatives also
  + Disabilities
    - Click on the verification
      * If already Yes/No don’t need to add Yes/No again
    - Start date is the date assessment was done not date the disability started
    - If you are a person that actually verifies the disabilities then yes change it to the correct information
    - If you are entering self-declared disabilities don’t change Yes to No
  + Timeliness
    - Working towards real time data entry/Survey Monkey
      * We will be looking into tools/tech to help with this
      * Think about what would your agency need to accomplish no forms and real time data entry
      * This isn’t happening any time soon just want to start thinking about it.
    - Entry/Exits **MUST** be entered within 72 hours 3 business days
      * Not doing this effects the HUD grant
  + ROI
    - Causing lots of duplicates with FDA and rental programs
      * 3 agencies did an FDA on 1 client due to no ROI
      * Clients have gotten more than one rent payment from different rental programs due to no ROI
    - Think twice when someone says no to ROI when doing a housing project
    - Can tell a client they aren’t eligible for housing projects with a NO ROI
      * Can’t deny them emergency services, they will still receive those.
  + Duplicate clients
    - Make sure you do a good search before you create a new client
    - If you see a duplicate send email to HSD
    - Use whatever one that has the most information, usually when information is merged the lowest number remains the ServicePoint ID
* **ServicePoint Households**
  + Need to be asking “who is in your household today”
  + Will no longer be moving clients out of households. Best practice is only check the clients currently in HH when providing services or doing assessments
  + If a person is no longer in the household just exit them out of your programs
  + Future ServicePoint will be a list of all people connected with the client. No longer Households
* **Vulnerable clients**
  + Does the ROI (saying no to sharing) fix the problem
  + If a client has a real safety concern we will not deny services due to client not wanting information in the system.
  + If client doesn’t want information in the system, do your entries and immediately send information to HSD to make confidential - Last resort option.
* **Agency Admin Meetings**
  + Group decided that continuing with a Doodle poll a few weeks before Agency Admin meeting was the best over scheduling a reoccurring day/time meeting.
  + ART/Fund Manager Training
    - Lise will send out more information
  + Just a reminder first week of July should be doing mass Entry Exit for Basic Entries. Exit date of 06/30/18
  + Emily from White Bird volunteered to do the next agency highlight.
  + Next Agency Admin meeting will be in June