

AGENDA

Tuesday June 30, 2020
9:30am-11:30am

INTRODUCTIONS:

- **ICA:** Meghan Morrow Raftery (New England HMIS Manager), Karina McNamara (NH and VT System Admin), Louise Masterson (VT System Admin), Chertina Walker (NH System Admin)
- **Committee Members:** Ari Kisler (VCRHYP), Chris Brzovic (Chittenden CoC Coordinated Entry Sys Admin), Daniel Blankenship (Vt State Housing Auth. Continuum of Care Admin), Elizabeth Melville (NCSS), Gwen Williams (UVH/CE manager), James Doyle (HMIS database manager UVH), Jessica Makela (HPC -Rutland), Karen Boyce (Veterans Place), Lee Trapeni (SSHP/Co-chair local CoC), Lily S (OEO), Linda Amante (CVOEO - Chittenden), Rich Turner (Veterans Place), Marina Newell (Samaritan House)

OVERVIEW OF HMIS ADVISORY COMMITTEE:

- Reviewed responsibilities – slide 3

EXPECTATIONS OF COMMITTEE MEMBERS:

- Discussed required expectations – slide 4
 - Process could last up to 2 years
 - Will include multiple meetings
 - Use of scoring tools
 - Presenting at local CoC meetings/ BoS and Chittenden CoC meetings
 - Make recommendations to the HUD recognized CoCs (BoS and Chittenden)

HMIS SOFTWARE REVIEW

- Background – slide 5
 - WellSky has many issues with Federal required reporting
 - WellSky has missed several self-imposed deadlines for new reporting tool, Qlik, that would replace ART.
 - Wisconsin requested an RFI from vendors that have a good track record with HMIS, federal requirements, and user friendliness. WI has voted to move forward with software change. This has been a long process – started discussions in 2019 and will be fully implemented by spring 2021.
 - **Question:** how did ICA come up with who they invited for vendors to participate in the RFI?
 - **Question:** What was the purpose of reconsidering ServicePoint again?
 - Answered in discussion below
- Reasons for RFI/RFP
 - RFI: Request for Information
 - RFP: Request for Proposal

- ICA is unsure how ServicePoint/WellSky will be able to serve the CoC's. ART is "dying", one day it may just stop working – ART is dependent on Java which is not supported by major browsers anymore.
- WellSky is still working on Qlik- major issues that WellSky has been unable to figure out – Visibility and Security. Some sys Admins are unable to see data in Qlik
- Problems that seem to grow every year RRH and S+C grants – WellSky/ServicePoint is unable to produce reports. Daniel has had to ask for extensions several times because of these ongoing issues.
- ART includes CE, HOP, etc reporting. If ART goes away, then those custom reports goes away.
- ICA's ability to effect change with Mediware, now WellSky, is almost gone. When the system was managed by Bowman, ICA's concerns were heard and worked to make the system better for End Users and System Admins. No progress to provide solutions for ICA's concerns – even after multiple and consistent meetings with ICA staff and WellSky leadership.
- DISCUSSION:
 - Daniel is concerned about not moving through this process quicker. Concerned about not having something in place in time – especially with the knowledge of another continuum (WI). Wondering if vendors cost a lot of money – Would ICA charge extra for doing the review?
 - Answer: *Unsure about cost. This is something we will need to look into and part of the review. There is a process in place with WI going through this process. Advisory Committee will be involved in that process to make sure that VT CoC's needs are met.*
 - Daniel is also concerned about uniformity between both VT CoC's and see's/stresses the importance of having one VT HMIS vendor.
 - Answer: *Both CoC's would have to be in agreement to move forward and which vendor they would like to use in order for this process to move forward. Would it be helpful to get our congressional staff involved? HUD does not give a list of approved HMIS vendors. They also hold no authority to hold the vendors accountable for requirements.*
 - **Question:** Because both CoC's need to be in agreement, what does the recommendation move forward look like? What does the voting look like?
 - Answer: *Voting Rules – slide 7*
 - *Chittenden might want to look further into getting more members*
 - *Linda and Chris technically are from same organization (CVOEO)– Meghan will ask about this as Chris does work on behalf of the CoC/Coordinated Entry*
 - *Concern that BoS gets more votes because of the local CoC's – discussion: seems unbalanced in voting because of local CoC votes.*

- *Chris would like to recruit more Chittenden representation, especially folks who use HMIS on a daily basis.*
- **Question:** What is the timeline on this – do we have to make decisions today? Are we prepping the folks on the phone today to talk to their HUD CoC's
 - *Answer: Could vote to request demos first, then committee members and ICA would participate in demos. Depending on result, committee could recommend the RFP or the Committee could recommend to continue with an RFP first and then do demos. This allows for committee members to go back to their CoC's and have discussions/votes.*
- Recommendation to do demos first
- **Question:** Do we have a date when ART will not be able to report anymore?
 - *Answer: What we understand, Java is needed to modify ART reporting, so when ART dies/Java is gone, we hope* we can still run reports from ART but modifications will not be able to be made*
- **Question:** Some vendors may not let us have demos before an RFP – what would that mean for us?
 - *Answer: ICA is hopeful that because we have a relationship with the vendors already, they may be more willing to do a demo without the RFP.*
 - *We can make that request from vendors and come back to the group about the answer.*
 - *Vendors could come back and say that they would not give a demo without an RFP.*
- **Question:** Any commitment with WellSky?
 - *Answer: Annual contract, July to June – we would need to work with WellSky to move the data to a new system.*
 - *Meghan will confirm if we need to keep our contract with WellSky if it is not needed anymore/this process has moved along quicker than WI process did.*
 - *We can also cancel the WellSky contract, because of their inability to keep their end of the contract.*
- Demo of the system is necessary – the question to the committee is: do we want to do demo before or after the RFP?
 - Demo's earlier on in the process might be beneficial and give the committee insight into whether or not a full proposal is worth it.
 - Chris suggested that we move forward with an RFP and looking to switching our HMIS software.
 - Daniel agrees with Chris
- **Question:** Are there any options already on the table that we may look at?
 - *Six entities were invited to do an RFI for WI and only four responded*

- *Entities invited: WellSky (ServicePoint); Bitfocus (Clarity Human Services); Eccovia (Client Track); Caseworthy; Foothold (AWARDS); and Social Solutions (ETO).*
- *Foothold and Social Solutions did not respond to the RFI.*
- *The vendors, ordered by their score: Bitfocus, Eccovia, Caseworthy, WellSky.*
- ICA staff – some trained on BitFocus and Caseworthy. Learning curve will be higher for ICA staff than it will be for users. The user experience has been more positive with the vendor changes.
- We should have WellSky make a proposal so we can see the differences in the vendors/how WellSky scores against the other vendors in the RFP.

VOTE:

- Discussion:
 - Ari had to leave early – does not have a strong opinion on demo or RFP first. Agrees that we need to do our due diligence and include WellSky in the RFP.
 - Chris suggested moving forward with an RFP first.
 - Daniel agrees with Chris to go with RFP first
- Motion: Proceed with recommending an RFP to the CoC (Chris)
 - Voted via Chat box in GoToMeeting
 - Yes: Daniel, Gwen, Jessica, Martina, Karen, Lee, James, Chris, Linda, Rich, Elizabeth
 - No: none
 - Abstentions: Lily, ICA
 - Notes:
 - ICA does not have a vote
 - Karen and Rich from same agency – only 1 vote
 - Chris and Linda from same agency – only 1 vote
 - Linda – “I would still like to see the demo's first, but will agree to RFP first”
 - Motion passes (9-0)

NEXT STEPS:

- Need to let the CoC's know of recommendation to continue with RFP for HMIS software review made by this committee
 - Meghan will reach out to the CoC leadership about the recommendation.
- ICA can join in on local CoC calls to have these discussions. Daniel is willing to support ICA/local CoC's in that conversations.
 - If you would like ICA to join in on these conversations, please give us at least 5 days' notice so we can ensure someone from the VT team will be able to join the call.
- **Request** to send info to Andrea and Chittenden list serves
- **Request** for PowerPoint and document: software review discussion document to show local CoCs/HUD CoCs.

- **Request** from Karen Boyce: Would like ICA at next Washington County CoC meeting – Next meeting is 7/13/2020 at 10 am. Louise asked Karen to send us call information.
- **Request** to send RFP template to committee members before July meeting
- Suggestion: Chittenden had a lot of good questions from the last time they went through this process.
 - ICA will reach out to Meg M from CVOEO for more information.
- Suggestion: in addition to provider inputs, it would be important to have different reporting groups have input in this discussion (veterans' group, etc.)

NEXT MEETINGS:

- Calendar invites will be sent out with GoToMeeting call link
 - July 29th 10:30-12:30 pm
 - August 27th 2-4 pm

MEETING ADJOURNED

- Thank you everyone for joining us!