

Un-Siloing HMIS:

A Journey to Systems Level Collaboration



HMIS + Communities: Working Together Across Systems to End Homelessness



About NHSDC

- The National Human Services Data Consortium (NHSDC) is an organization focused on developing effective leadership for the best use of information technology to manage human services. NHSDC provides information, assistance, peer to peer education and lifelong learning to its conference participants, website members and other interested parties in the articulation, planning, implementation and continuous operation of technology initiatives to collect, aggregate, analyze and present information regarding the provision of human services.
- NHSDC holds two conferences every year that convene human services administrators primarily working in the homeless services data space together to learn best practices and share knowledge. The past 3 events have been put on with HUD as a co-sponsor. Learn more on at www.nhsdc.org and sign up for emails from NHSDC!
- **After this virtual conference is over, NHSDC will be sending out a survey to learn about your experience. Please help us by signing up for emails and participating in the survey!**



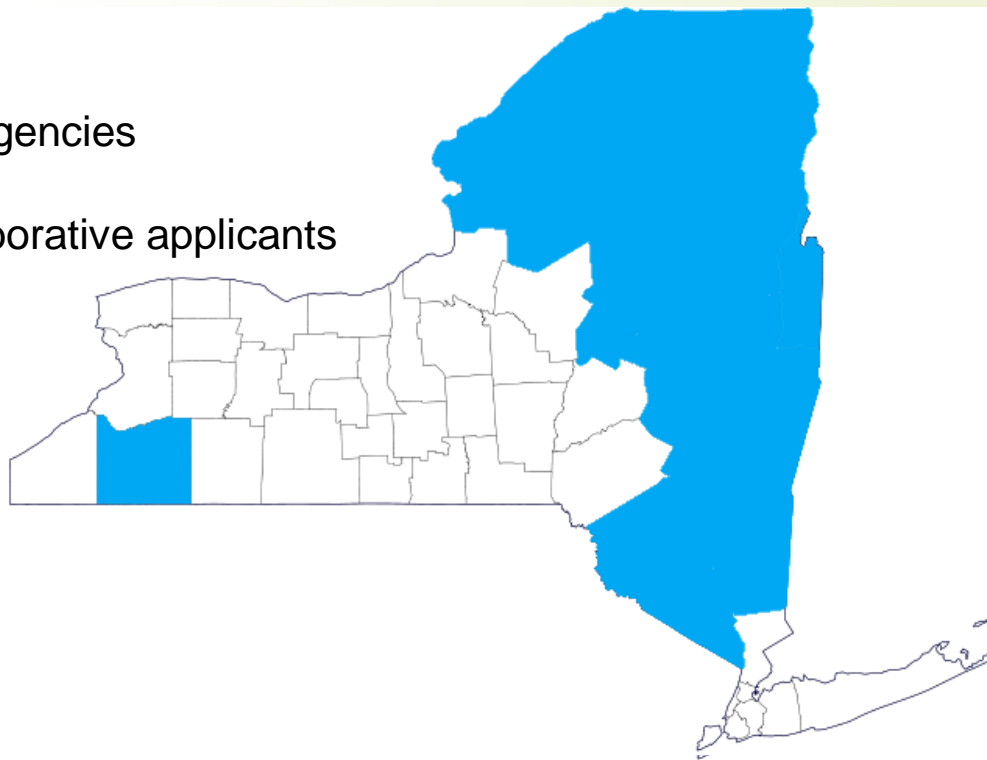
Webinar Instructions

- Webinar will last about 60 minutes
- Participants in 'listen only' mode
- Submit questions in Question and Answer box on right side of screen
- Webinar audio is provided through your computer speakers
- For technical issues, request assistance through the Question and Answer box
- Access to recorded version



CARES Collaborative HMIS Coverage and Scope

26,416 square miles
600 projects in 171 agencies
500+ users
13 CoCs with 5 collaborative applicants
7 FTE HMIS Staff



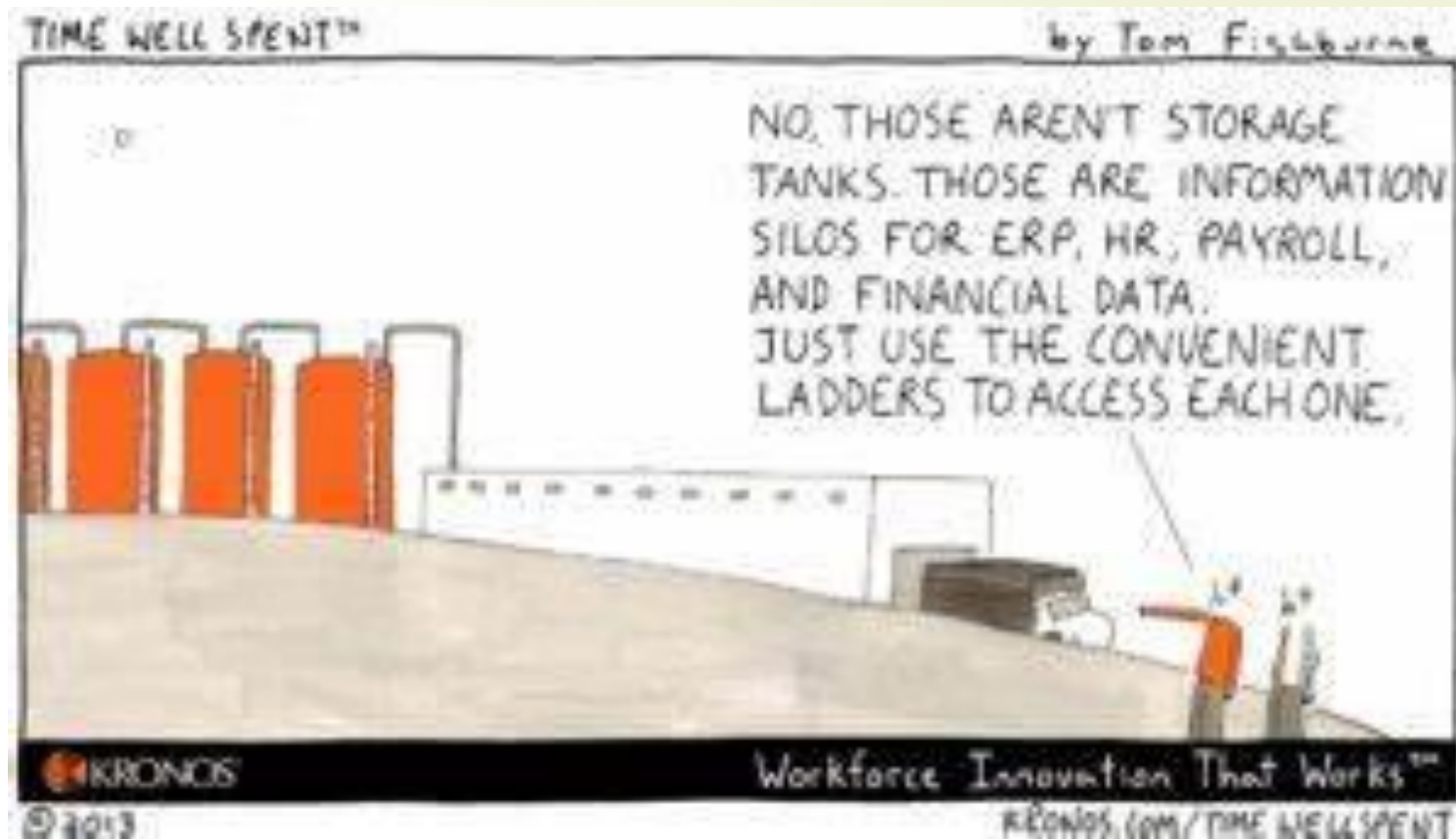
Training
Reporting
Technical Assistance
Data Management
Database maintenance
Project Management
Policies and Procedures
Monitoring
Grant Management



A decade of trying to engage from the HMIS side...



...and trying to understand from the Collaborative Applicant side





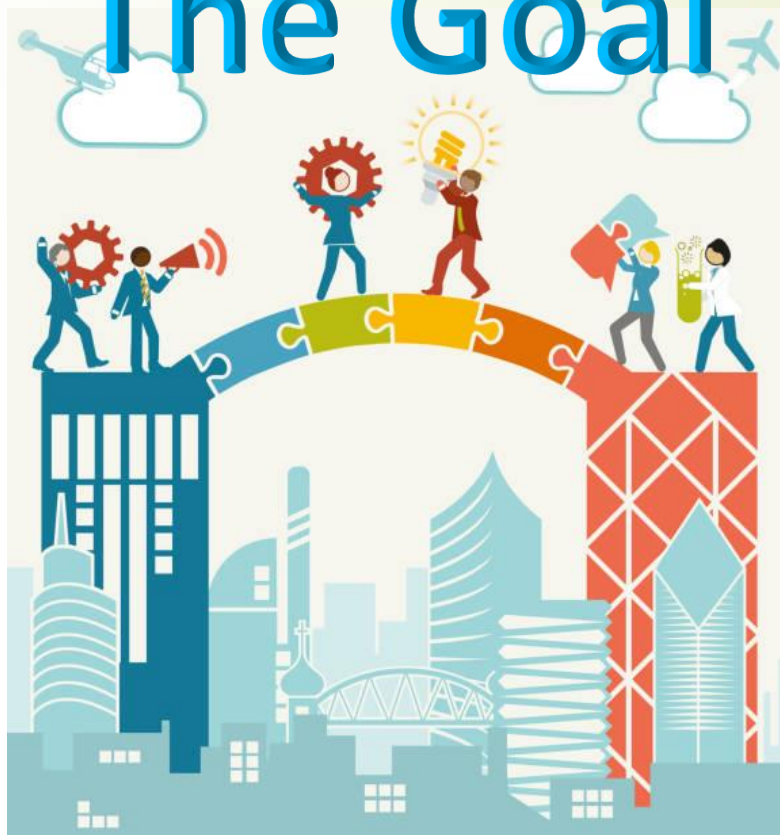
Trying new solutions



No one-person solution



The Goal





The Hard Stuff: Sharing the 'blame' to move on



Shattering the illusion of communication where it doesn't exist



Understand the ‘other side’



WHY IS THIS SO HARD?

Make sure you're not BOTH pushing

- Don't assume you know what's going on
- Make workflow transparent
- ASK ALL THE QUESTIONS



How did we break down those silos?

- Admitted silos weren't working
- Stopped blaming each other
- Change methods







We had to be our own solution



And we had to embrace change



Redefining Leadership



Collaboration
Flexibility
Transparency



Break down those silo walls



Change thinking internally
Listen to your team members
Formalize communication
Recognize all areas of expertise

Allyson Thiessen, HMIS Director
Kelli Clark, HMIS System Administrator
www.caresny.org



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