

HMIS Lead Monthly Webinar

December 21, 2022

MERADITH ALSPAUGH: December HMIS lead webinar, we're gonna wait just a minute here, probably get started about a minute or two after the hour. We're gonna keep an eye on these attendance numbers and wait for everyone to join. So, give us just a minute here.

MERADITH ALSPAUGH: Okay, I think we are gonna just go ahead and do some housekeeping stuff here while we are watching these numbers go up. Genelle has very helpfully put some links in the chat there. As I hope you all know we are here for the HMIS monthly webinar, the HMIS lead and system administrator webinar. My name's Meradith Alspaugh. I have been on these calls in the past, but I am sort of pinch hitting here for Jesse. He is out of the office, so I am going to be facilitating this call today with my wonderful colleagues who I will introduce here in just a moment.

MERADITH ALSPAUGH: But we are here to talk about HMIS. So, the purpose of this call is to inform HMIS leads and sys admins of relevant upcoming HMIS information, provide some broad overviews of HMIS guidance and foundational knowledge, give a forum for questions from the field, from all of you, we're gonna be getting a lot of feedback from you all today, I hope.

MERADITH ALSPAUGH: And then we also invite CoCs to participate in these calls also so that you're aware of the reporting deadlines, reporting requirements, other HMIS and data related information and to provide leadership to HMIS leads and sys admins for implementation success. If these topics don't sound relevant to you, you are welcome to hop off. We certainly want as many folks on these calls as necessary, but please feel free to hop off if this doesn't sound like the call you should be in.

MERADITH ALSPAUGH: A couple housekeeping things, all of the materials from these calls do get posted to the HUD exchange website. All of the prior transcripts, recordings, slides, all of that information from these calls is on the HUD exchange. The HUD exchange is also where you're going to sign up for HMIS lead listservs, manage your account, that's where all of our relevant HMIS information is in.

MERADITH ALSPAUGH: That's also where you can submit an AAQ, an ask a question, to the HUD helpdesk. You will hear us say, ask an AAQ on this question, or on this call. Sometimes there are questions we just can't answer on this call. So please just submit your questions there if we ask that.

MERADITH ALSPAUGH: During the call today you are muted. At this point you have access to the Q and A features of Webex, please do submit us a question. We will be using the chat boxes here later in the call. So stay tuned for that. When you do submit a question though, it would be super helpful if you would put slide numbers on your questions. Sometimes we don't get a chance to see the question until maybe we're a couple slides past that so it's helpful, just point of context for us.

MERADITH ALSPAUGH: And then finally, like I said, please, if there's a question we didn't answer or our answer wasn't quite what you were looking for, please do submit an AAQ. We want to make sure that we help you out as much as we can.

MERADITH ALSPAUGH: Okay, so joining me on this call, we've got quite a crew here today. We have Fran Ledger from the SNAPS office, they use they/them pronouns. Myself again, Meredith Alspaugh, I use she/her pronouns. We've got Ryan Burger from ICF, he/him. Ciara Collins I think is gonna be available on the questions with her colleague Victoria Lopez, also she/her pronouns from Abt Associates. Genelle Denzin is here from Abt Associates. Danielle Humes from the Partnership Center. Alissa Parrish from ICF, she/her. Brian Roccapiore, he/him. And then Mary Frances Kenion from ICF, she/her pronouns. Also, not on the slides though, is Kayla Thompson who does our tech support for this call. Super helpful and amazing, we don't want to forget that she is here in the background and helping with all of our tech needs.

MERADITH ALSPAUGH: So, today on our agenda, Genelle's going to give us an update about Eva, the new HMIS data quality tool. Brian's going to talk about some reporting timelines, data standards reminders, and then some new information about comparable database requirements. We're going to dig a little deeper on some YHDP updates, ESG-CV reminders.

MERADITH ALSPAUGH: And then we're going to spend the bulk of our time today doing a feedback session and we're going to report out to you all on some of the changes that have been made over the last year or so of doing these monthly Webinars and these are changes that were made because of the last time we did this feedback call. So we're gonna report out on that. We're going to talk about some resources and then we're gonna open up the chat and hear from you all.

MERADITH ALSPAUGH: So, with that, I am going to hand it over to Genelle to talk about Eva.

GENELLE DENZIN: It's available. Oh, thanks, Kayla.

GENELLE DENZIN: The announcement is that Eva released on Monday. And you can access it by clicking on the link that I just dropped in the chat. It is the same thing that we demoed in the last call that was not named yet, it has since been named. We named it Eva and it is the replacement for the data quality tool that's in Excel that you would download and upload your CSV files onto your local machine, and then use the Excel macros to make that work. That tool was replaced with this new tool called Eva.

GENELLE DENZIN: And what Eva does, it is an online system and intended for you all, the HMIS admins. It assesses your accuracy and completeness of HMIS data. You can download workbooks that you can send to end users for data clean up.

GENELLE DENZIN: It requires a hashed HMIS CSV export in zip format. We are aware of a couple of vendors who cannot produce this yet, but I am working with, definitely working with 2 of them to remedy that.

GENELLE DENZIN: And just to describe a little bit more about what Eva does. It assesses your project descriptor data elements, data quality for better federal and local reporting. It'll assess your data at a system level so you know what issues are present in your system as a whole and it assesses and provides details at the organization level. So you can communicate with your end users and target your assistance where it's needed the most.

GENELLE DENZIN: And so since it released on Monday afternoon, until yesterday afternoon, there were 700 unique visitors, 28 successful uploads, and 71 file rejections. So file rejections are what happens

when you accidentally upload an incorrect data file. And when this happens Eva will tell you what is wrong with it and why it was rejected so that you can get with your vendor and resolve that.

GENELLE DENZIN: So, I think that's it. It's at that link that I dropped, and it's up. Thanks. I'm going to hand it over to Fran.

BRIAN ROCCAPRIORE: I'm going to stop you there real quick and ask you a couple of questions, put you on the spot. But the first hot button issue is, why is it called Eva?

GENELLE DENZIN: Well we had multiple names that we had considered. At first, we were thinking to align it with other products, names for other products, and so we were going down that road for a while and then that direction changed. And so, we just decided to name it kind of like in the way that Stella was named, just like, after a human name. And we had considered a bunch of different ones and we came up with 2 that everybody on the dev team liked. And we sent those two to HUD and they picked Eva.

BRIAN ROCCAPRIORE: Alright.

GENELLE DENZIN: Fran, do you have anything to add about that?

FRAN LEDGER: No, I mean, we thought that was a fantastic name and Eva, evaluation, so yeah, awesome.

BRIAN ROCCAPRIORE: Yeah, and next question, Genelle, where are the CSV export specifications for the hashed version of the CSV.

GENELLE DENZIN: I will drop that in the chat. And it's also on Eva itself, like there's a link in the tool there also.

BRIAN ROCCAPRIORE: And there is a question about comparable databases that I'm gonna have Fran answer that one. Will comparable databases be required to produce the hashed CSV file needed for Eva. Could DV data ever be used to assess complete system performance using something like the LSA and Eva.

FRAN LEDGER: Brian, you got a little bit quiet there, but...

BRIAN ROCCAPRIORE: Are comparable databases going to need to produce the hashed CSV that Eva needs to work.

FRAN LEDGER: Eva's not intended for the comparable databases, for uploading data in there. But we are gonna get to talking about hashed, hashing for comparable databases in just a bit. So, I'm going to table that for just a minute.

MERADITH ALSPAUGH: I think we're ready for you to take it over though, Fran.

FRAN LEDGER: Okay, excellent. So I will head into this. So these are...I want to take a few minutes before we jump into the normal set of slides that you see me typically do, which is, you know, the reporting timeline. And I just want to take a moment and stop to talk about a couple of things.

FRAN LEDGER: One is today is Homeless Persons Memorial Day and I often thank everybody for the hard work that they do. And we do this work because we're striving to get people housed, and quickly and safely housed and so this is the longest night of the year and as we know in many places in this country, extremely cold. And so I just wanted to take a moment and honor the work you do and draw attention to the Memorial Day. If you want to participate in Memorial, there are places around the country that have memorial events, there's online events that you can attend. And we do the work we do so that nobody should die for lack of housing.

FRAN LEDGER: Two things happened this week. We had the Biden administration release the "All In", the Federal Strategic Plan to Prevent and End Homelessness. There was a press release on Monday. There'll be a link dropped in the chat that you can take a look at, if you didn't see, you probably saw it already.

FRAN LEDGER: And HUD also released the 2022 AHAR. There's a press release that's going to get dropped in the chat, but there's also been the landing page on the HUD exchange that has the actual full report and it has a kind of 2 page summary report that everyone could take a look at, and both of those you can check out from the press release. So before I wanted to dive into the normal stuff we did, I just wanted to elevate all of that.

FRAN LEDGER: So the reporting timeline, what you normally see on our calls, here we go. That's there for you and you can always refer back to that reporting timeline.

FRAN LEDGER: I want to spend a moment and talk about this HMIS data standards feedback period. So we're prepping for the FY 2024 Data Standard changes, and in that process we accept feedback for people making recommendations for those changes. Those are due back December 31st, so we're almost there on the deadline. Right? We just have a week or so left before we hit our mark. And so we're asking for feedback on everything, any suggestions that you have across all of the data standards. We take that into the AAQ.

FRAN LEDGER: But we also have a special call out that we're doing around demographic information. So we had 2 teams, you may have heard, who have been working on a specific demographic data elements: race/ethnicity, gender identity. And we've asked communities to facilitate conversations with people with lived experience and expertise of homelessness about updating certain data elements and providing feedback to HUD. We also need that by 12/31/2022. .

FRAN LEDGER: And so there's a link in the slide deck for additional information around that. So you can click on that and get that. We released that in a news release a while back, maybe a month or so ago, on HUD exchange. So, you can check that out and learn more about that.

FRAN LEDGER: And the last thing I want to cover, and then we'll talk about more, is the comparable databases. So we've been working with partners, our VSP partners, our federal partners. We've had conversations with the vendors. And one of the concerns has been around the burden of implementing comparable databases for victim service providers.

FRAN LEDGER: So, we've had conversations in here, you know how difficult it is to implement comparable databases. You understand likely the complexities of comparable databases and getting

them to a place of being compliant. And so what we've done is we've listed some of the requirements for comparable databases. And I'm sharing what those things are today, the shifts that we've made.

FRAN LEDGER: Now, this information has been released to some of our VSP partners, some at the Department of Justice, those folks that oversee VAWA, FPSA, DOJ, OVW, OVC. And those folks and it has...And so we're sharing that with you today. We'll be sharing it with the vendors when we have the call on the 1st of the month next month.

FRAN LEDGER: So what you're seeing on the screen are the required to be programmed, maintained, and updated data elements. So it's the current data elements are the normal things that you're used to, the PDDEs, the UDEs, and the PSDes that are for CoC, ESG, Street Outreach, and Night by Night. And the current reporting for CoC APR, CAPER, Coordinated Entry CSV report, those things that are accepted in the Sage repository.

FRAN LEDGER: And we still want vendors to be able to produce an HMIS CSV. And we know that a lot of the comparable database vendors, a lot have not been able to produce the HMIS CSV so we need them to be able to do that. So those are the baseline requirements.

FRAN LEDGER: What you're gonna see in the next slide is kind of the lift and we'll talk about this in more detail as we go through this. So the lift is that on these other elements that are very funder specific, if they don't receive that funding, if the victim service provider does not receive that funding, they do not need these data elements, nor the reports programmed into their comparable database that they're using. So, they wouldn't need the RHY data elements or the VA data elements, or even the YHDP data elements programmed into the comparable database if they're not receiving that funding.

FRAN LEDGER: But at whatever moment, the VSP starts receiving that funding, then they need their comparable database to be able to have that information programmed in there so they can start collecting that information then be able to report on it. So, they would then need both the data elements and the report and we also are highly recommending that that software be able to import the HMIS CSV file.

FRAN LEDGER: The last thing we want to say, which is really important, is that, and this is not so much about the required programming requirements, but this is around data collection, is that data quality is often measured by the amount of missing data elements, right? And the completeness of data elements for the CoC.

FRAN LEDGER: And we need to keep in mind that victim service providers are often going to have a higher rate because we require that the victim service provider organization to ask all the things that are required to be asked. So, if they're receiving CoC funds, they need to ask all the required data elements that any other CoC funded organization would be required to ask.

FRAN LEDGER: But individuals have the right to refuse and they need to make sure that they're educating the folks that they're serving that they have the right to refuse to provide that information and they'll still get served. And this population is extremely vulnerable. And so we expect to see a higher rate of missing information, of people saying no because they're trying to protect themselves. And so we need to make sure that that's kept in mind when we're evaluating projects, is that we're just we're gonna see high rate of missing information and HUD's okay with that.

FRAN LEDGER: And we need to make sure that those folks, when they do refuse to provide information, they're, of course, never being refused services, right? That applies not only for victim service providers, but for any projects, that they're not being refused services. So, that's all that I wanted to say there.

FRAN LEDGER: That's all I have. And that would switch over to the next presenter. So I'm gonna open up to...I'll say one last thing, this is not... the comparable database manual has not been updated. The checklist has not been updated. This will be formally given to the vendors on the vendor call that happens at the beginning of next month. So, we are just hot off the press. I'm sure there'll be lots of questions. Everybody will have lots of questions and we'll have to figure things things out together.

FRAN LEDGER: So, yeah, with that, I'll turn it over.

MERADITH ALSPAUGH: I want to pause before we move on to the next section, there were a few questions that were coming in after we had moved on to talk about comparable databases about the hashed CSV. So a few questions just want to sort of tackle real fast.

MERADITH ALSPAUGH: One, which was a great question, not a stupid question at all, what does hashed mean? So, when we're talking about a hashed CSV, we're talking specifically about a handful of fields that have the data, in simple terms I hope, sort of passed through what is an algorithm, a hashing algorithm. Specifically, in the case of the HMIS CSV, the SHA-256.

MERADITH ALSPAUGH: So, what this does is this produces a string of letters and numbers and it replaces some of that PII information with these letters and numbers. So first name, middle name, last name and social security number. So it's de-identifying that data on the export So, that's why it's so important to make sure that we're using the hashed CSV not the regular CSV because it is protecting that PII. It's not encrypted data. That's something different.

MERADITH ALSPAUGH: But the hashed data is what is like... sometimes we call this the RHY export or something like that because the hashed CSV is what goes into the RHY reporting repository The hashed CSV is what's used for YHDP reporting. There's a number of different uses for the hashed CSV.

MERADITH ALSPAUGH: The hashing algorithm has been in the CSV programming specifications that vendors have received for many years, at least going back to 2015, I think in 2015 we might have changed the algorithm that was used. There was a former, a previous version that was used, and I think it was updated to the SHA-256 in 2015 or 2016. So it should not be new information for vendors. It is part of the programming specifications, being able to produce an HMIS CSV is part of the requirements for HMIS software.

MERADITH ALSPAUGH: So, yeah, I wanted to just sort of say those things, hopefully that clears things up for some folks. Brian or Alissa, was there something else in the chat that you wanted to speak to on this topic?

BRIAN ROCCAPRIORE: There was one in there, and I think this might be for Genelle. Someone is using one of the vendors that doesn't currently produce the hashed CSV. Is it possible for them to remove the PII themselves and then upload into Eva?

GENELLE DENZIN: And the answer is no. You should wait for your vendor to produce the full hashed CSV.

MERADITH ALSPAUGH: Okay, just pausing, making sure there's no other questions that came in while I was talking. Okay, Alrighty. I'll go ahead and take this back. And we're going to move in now to some of our deeper dive contents and I'm going to hand it over to Danielle.

DANIELLE HUMES: Hello everyone. I just wanted to do a quick kind of opportunity for our YDHP HMIS leads. It's also going to be for anyone who gets YHDP funding. So sys admins, anybody that's setting up projects or has questions about entering data YDHP into HMIS.

DANIELLE HUMES: We are going to be offering a new resource for those individuals that got YHDP funding and rounds 1 through 5 and it's gonna be a quarterly office hours for any kind of data technical assistance you may need. We'll do Q and As, common issues that we're seeing in the AAQs. And then just some refresher trainings cause I know some of you all had YHDP for a really long time.

DANIELLE HUMES: So, our 1st session for that is going to be January 24th. That's going to be at 3 PM Eastern. I will be sending invites out for that. So I've already kind of got a list of everyone that needs to get that. That will probably go out, probably, if not this week, then the 1st week of January. And so if at any time you did not receive the invite for that you can email me. And I can put my information in the chat, so you can email me for that invite.

DANIELLE HUMES: And then I also wanted to do one other reminder, just really quick about ESG-CV projects. I know a lot of you all have some projects that have either already wrapped up or are beginning to wrap up for ESG-CV. And just one thing that I wanted to remind you is that there are some cases where your existing ESG-CV project that's coming to an end will continue to operate with a different funding source and just be mindful that you can use the PDDEs, where you put in your funding source, you can actually use that field. That's transactional, that has start and end dates to update that so that you can kind of keep that existing project for that agency or organization going.

DANIELLE HUMES: So just keep that in mind as you're kind of winding down some of those projects. And if you have questions about whether or not you should keep the existing ESG-CV project and just change the funding type, feel free to send us an AAQ, and we'll be happy to help you walk through that.

DANIELLE HUMES: And then, now I'll go ahead and turn it over to Brian. I believe.

BRIAN ROCCAPRIORE: Thank you, Danielle. I am trying to take these slides from you and there we go. All right. Hi, everybody, happy holidays.

BRIAN ROCCAPRIORE: We have had a lot of turnover in this world in the last year, 2 years, 3 years at this point. So just some context last year around this time, we had a feedback session specific to this webinar and had a lot of really good information about how we could improve things. We are gonna do that again today. But wanted to take a minute and talk about how we have done things different in the last 12 months or so.

BRIAN ROCCAPRIORE: First is we've changed platforms not that long ago to Webex, which allowed us to have closed captioning for folks. And more easily make transcripts available on the HUD exchange in relative short order after the webinar. There's some cleaning and prepping that has to be done to all the files to get them ready to be up on the HUD exchange. But the upload times used to be four, sometimes

five weeks and we've knocked that down a ton. That was one of the requests that you had all made last year when we did this.

BRIAN ROCCAPRIORE: And on the exchange, if you remember, in a couple months of us talking about something like Eva and you're like, what was that thing that they were talking about? You can now go to our archive page for the HMIS webinars, and you can search by topic. So, it's not you having to go through the slides of a dozen different presentations to figure that out, but it's a little bit easier for folks to figure out exactly when it is we talked about those things so you could find those topics right away.

BRIAN ROCCAPRIORE: We also have Genelle with us, she's been doing a whole lot of link dropping in the chat so you have those instantly throughout the course of the webinar instead of having to wait for all the slides to become available. You just get them right away.

BRIAN ROCCAPRIORE: We had a big call for more community presenters and demonstrations and I think the last few months, we had a really good example of that. We had the folks from Minnesota on talking to us about their system not that long ago and the LSA team did a demo, the Stella team did a demo, the DQ tool Eva, we had a demo on that a month or two ago. So we've been trying more and more to be more interactive and give you the things that are more meaningful for you.

BRIAN ROCCAPRIORE: And more visuals, this slide is an extremely poor example of that, but I think that a lot of the slides that we've put together now create more visuals, more flow charts, trying to show how things work a little bit more and it's not just a bunch of dense text that we have up on the screen.

BRIAN ROCCAPRIORE: We'd also heard a lot about submitting feedback on data standards, and I'd say we probably have overdone that one in the past year. But it's now a standing part of the webinar and as a result, we've had a 100% increase in the amount of feedback we received over the same time period, relative to when the data standards came out 2 years ago, and almost a 200% increase in the past year. So there's been a lot of great stuff that's come out of that.

BRIAN ROCCAPRIORE: And there was a surprising amount of you who said some very strong opinions about the quality of our microphones, and I'd like to think that we stepped up our microphone game in the past year. So you can hear us a little bit better. Hopefully that rings true.

BRIAN ROCCAPRIORE: One of the things that you had asked for was a resource slide so we can have ready access to the things that are important at any given time. So this has been an evolving thing over the last year, and it evolves again today. We are splitting these into 2 different slides.

BRIAN ROCCAPRIORE: The first one of which is like the evergreen slide. Things that HMIS leads should always have at the ready and have access to, the things that are foundational on the day to day work. So, things like the data standards, HMIS Lead tools, the HUD data strategy, and the links to the recording of this webinar. That's what we're looking at right now here on slide 19.

BRIAN ROCCAPRIORE: And then there is, and has been for the last year, a lot of new things that have come out that might not be the foundational evergreen tools, but a lot of really good and helpful things. So we have a newer resource link slide. Starting on the top with a Transactional to Transformational Person Centered Data Collection, and going down the list. So, there's a lot of really great things in there. A lot of qualitative based information for folks that isn't the typical PDDE needs to be set to 7 on this specific thing. But ways that you can better use your data out of a person centered side of things.

BRIAN ROCCAPRIORE: And one of the requests that you had was for more demonstrations and explanations as to what some of these things are. So we have Mary Frances Kenyon here today to talk about the Transactional. To Transformational data product. So Mary Frances, I'm going to give it to you. So you can talk about this one.

MARY FRANCES KENION: Thanks, Brian. Good afternoon to everyone on the call today. Happy to be here to talk about this product that I have had the pleasure of partnering with one of my colleagues who happens to have lived experience of homelessness in developing this product along with a number of my other colleagues that had an opportunity to weigh in.

MARY FRANCES KENION: This is a really important two page, quick, easy read, because it can help you help your systems make the data collection process more efficient, a lot less traumatic for people that have to opt in or opt out of providing specific data related information, making sure that data collection is relevant but really focusing on centering a person, of equal importance being transparent in the informed consent process. So that's how this product came to light over time.

MARY FRANCES KENION: I've got a quick quote here that I want to shout out from the C4 innovations, coordinated entry systems racial equity analysis of assessment data. This is from someone that they interviewed as a part of that study on the assessment data. It says, "now we're asking people to be super honest to get them into the right program when in the past we basically told them not to have any problems and then we'll put them in the program." And I think that speaks to some of the transformations that our systems have gone under in the last several decades, particularly with the shift to Housing First.

MARY FRANCES KENION: So, what is this product? Really quickly I want to talk about some of the person centered data collection principles that we developed. Really has a lot to do with active listening. And some of this may be more relevant to end users that you train in your annual HMIS trainings, but we want you to convey to folks that are collecting data to make sure that they're listening to folks as they're collecting data.

MARY FRANCES KENION: Really approaching interview questions with more cultural humility, establishing that trust and rapport and respect and considering folks experiencing homelessness as partners in the process and not collecting data in a way that has historically been transactional.

MARY FRANCES KENION: Big piece around transparency in this document and one of those core principles is around being honest and transparent when collecting the data. Making sure that folks who are doing data collection are truthful. And the information that they provide related to access the services or resources, and really level set expectations.

MARY FRANCES KENION: Another piece of those principles that you'll find in this 2 page document has to do with slowing down the data collection process and really focusing on pacing of the questions and also considering cultural and linguistic diversity, as well as varying literacy levels.

MARY FRANCES KENION: So, you might be asking how, what does this have to do with you? What can you do with this information? Because it is very person centered and a little bit of a departure from some of the technical things that you all have to work on day to day. We want you to share this. Share it

widely within your homeless response system and we are asking that you consider integrating these principles into any of your end user trainings.

MARY FRANCES KENION: Also, you'll find, as we typically do with new products, there are a bunch of links to existing documents that can help you prioritize the input of people with lived experience in the development, or redesign of your data collection practices. Those folks are the ones who are most impacted by decisions that are being made and it's really helpful to have their lens and their experience and expertise in all aspects of your system.

MARY FRANCES KENION: Couple of other pieces around strengthening your data sharing and privacy policies, this can help reduce paperwork barriers and a burden just by doing some of those simple steps that can support better data sharing and stronger privacy policies.

MARY FRANCES KENION: Last, but certainly not least, using the data that you have to really monitor disparities, but you want to pair your quantitative data with those human experiences, or your qualitative data. Because again, involving people, and speaking with people who have lived experience or expertise of homelessness can paint a fuller picture of what system changes you might need to make.

MARY FRANCES KENION: So please check it out. I know someone if they haven't already. Nope, it's in the chat. Please check it out, share it widely, and consider integrating some of those principles into your end user trainings. With that I'm going to kick it back over to Meradith.

MERADITH ALSPAUGH: Great. Thank you so much, Mary Frances.

MERADITH ALSPAUGH: Okay, so at this point in our session today we are going to flip things around a little bit. As Brian mentioned, we did this process last year. We got some pretty incredible feedback. Hopefully our changes met those expectations that were shared with us last year. We want to do the same thing again this year we want to hear from you. Some answers, your feedback, your thoughts and feelings on a few different areas to help make this time we spend together every month as useful and as impactful as it can be.

MERADITH ALSPAUGH: So, at this point, Kayla's gonna turn on the chat for everyone. You will be able to send panelists the chat. This way we can have all of this information. We will analyze it. We will summarize it. We will synthesize it. We will report out to you, again, similar to what we did in the past if you were here last year. We will share feedback with you. We will let you hear the summary of all of your amazing thoughts and feelings.

MERADITH ALSPAUGH: So, Kayla are we good to go on that?

KAYLA THOMPSON: We are.

MERADITH ALSPAUGH: Awesome and we have disabled the Q and A at this point, just to try to keep everything focused in one area. So, please put everything in the chat. All right. We've got 5 questions for you.

MERADITH ALSPAUGH: We're gonna put the first one out here. Thinking about areas of concern, what can we do to better support you with your areas of concern specifically? So, if you have a particular area of concern, please share that with us and let us know how we can help you overcome it.

MERADITH ALSPAUGH: I'm gonna pause here for a couple minutes. We'll keep an eye on the chat. As things slow down we will move on to the next topic, but we want to make sure we give everyone enough time to enter in the chat. So, have at it.

MERADITH ALSPAUGH: Seeing lots of good stuff coming in here. I can give you about one more minute here.

MERADITH ALSPAUGH: Okay, last call, not seeing anything else coming in. But we are going to move on.

MERADITH ALSPAUGH: Now, to the second question that we have. This is about the call itself, our monthly call, actual logistics of this call. What can we do to improve the webinar logistics specifically? We'd love your thoughts about any improvements or suggestions that you have on webinar logistics.

MERADITH ALSPAUGH: Again, we'll pause here for just a couple minutes.

MERADITH ALSPAUGH: All right, last call for comments on question number 2, what can we do to improve webinar logistics.

MERADITH ALSPAUGH: Looks like things are slowing down here on this one. So, we're going to just keep on rolling and we're going to move on to number 3 here.

MERADITH ALSPAUGH: Apart from singing or having music play in between these questions, Brian volunteered to sing during this next pause here, so we'll wait for him to hop off mute. How can we improve speaker, presenter, facilitator roles specifically? Anything, any thoughts or opinions about what we, the team of TA providers and SNAPS staff that get on these calls every month, what can we do to make improvements for our roles?

BRIAN ROCCAPRIORE: While everyone's typing, thank you, Meradith, for volunteering me to sing. I like my job and if I did that, I know I would not be back here next month. So I'm going to save the people from hearing my beautiful, beautiful singing voice.

BRIAN ROCCAPRIORE: While we're waiting for this one, there was one that came in about closed captioning, if it was possible. And on the bottom left hand side of your screen, there's a little closed captioning button. You can do that right now. So, if you are looking for that, you can hit that button, and it will come up on the bottom of the screen, and you get all sorts of fun little misunderstandings of all the acronyms that we use. But it does a really good job 99% of the time capturing what we say.

MERADITH ALSPAUGH: Last call for final thoughts, comments on this one, Q3 here. Suggested improvements for speaker, presenter, and facilitator roles.

MERADITH ALSPAUGH: Okay, we're gonna move on to question 4 here. What topics would you like to hear about from your peers and other communities? So we've done a handful of community presentations over the last year. These topics are ones that are identified through commonly identified issues coming through the AAQ or when we hear folks talking at conferences or other TA work that people are working on, new and exciting things we hear about and we think you all will benefit from, we identify those topics and those presenters, and bring them to this call each month.

MERADITH ALSPAUGH: What other topics do you want to hear about? What else would be of interest for your peer communities to come on and talk about.

MERADITH ALSPAUGH: We're getting some fantastic ideas here for other topics that we'd like to have more community partners come in and present on. Last minute here, give or take, please get your thoughts in on these other topics.

MERADITH ALSPAUGH: Okay, I am going to move us on to our 5th and final question here. And this is our catch all kind of question. Anything else? Anything we didn't ask about, anything you have thoughts or feelings about, anything that comes to your mind every month when we come together and meet that you wish we would do or didn't do, or anything like that. Anything else you want to tell us please put it in the chat. We'd love to hear it.

MERADITH ALSPAUGH: Last minute or so here on the tell us anything you want. Tell us anything we didn't think to ask you about.

MERADITH ALSPAUGH: Okay, it looks like things are slowing down in the chat here. So, we're going to wrap that up. The long one there, glad that got in. We're going to close the chat box here and re-enable the Q and A.

MERADITH ALSPAUGH: But also, I think we are just about to the end of our content here. We, I think, are going to give you some time back on your day today. Unless there's any, Brian, are there any questions in the Q and A? I lost my Q and A panel here for a second. Anything we need to stop and answer?

BRIAN ROCCAPRIORE: Nope, I think we are good for now.

MERADITH ALSPAUGH: Okay, well so this is our last meeting of 2022. We want to thank you all so much, really, every month for joining us, for asking the tough questions, for doing the hard work. You all are incredible. We know this work is not easy and we are just so appreciative of everything that you do.

MERADITH ALSPAUGH: I am filling in for Jesse, but that doesn't mean I didn't come unprepared for how we finish these calls. So, Brian, this one's for you. What was Dr Frankenstein's New Year's resolution?

BRIAN ROCCAPRIORE: I don't know Meradith, what was Dr. Frankenstein's New Year's resolution?

MERADITH ALSPAUGH: To make new friends. Get it? That's the holidays, everybody. Thanks, everyone have a great one.