

## HMIS Webinar 1/19/22

MARY SCHWARTZ: All right, welcome folks, we are going to get rolling here as we look at our participant list. All are joining fast and furiously.

MARY SCHWARTZ: We have a big full agenda today. I'm hoping that we can get through everything and then some.

MARY SCHWARTZ: Let's get started, this is the lead webinar and we're happy to have you here. We just want to remind you that, this is a public facing webinar now so it's possible that you're accidentally here. So just make sure that some of some or one or all of these reasons, to join this call resonate with you. And again, we're excited to have you part of this call. This is our regular monthly meeting to update you on all things related to our incredibly hard jobs of implementation.

MARY SCHWARTZ: Just to remind you, there will be these materials and a recording of this, and a transcript of the recording posted to the HUD exchange website. We've had a little revision to that website for this month and going forward So, if we have time at the end, I'll be able to walk you through that. But note, that that is where you would go for all past materials for the past couple of years, to sign up for the listserv. If you're somebody new to this community and don't yet get the automatic emails for the links to this webinar. Please sign up for the listserv there. And that, of course, is on the HUD exchange, which is then a link to a bunch of other information.

MARY SCHWARTZ: and if you need to send us AAQs, you can do that as well through the HUD exchange during the webinar today. One feature that is new. This month is the closed captioning is available live. So down at the lower left-hand bottom of your screen. If you're looking at the webinar, lower left-hand side, you'll see a little CC caption. And that is a way to turn on those captions for yourself, turn them off. If they're distracting to you, whatever, floats your boat and we want to make sure, you know, it's a machine generated close captioning so things may not be exactly what is said.

MARY SCHWARTZ: When the transcript is posted along with the recording after the call, we do clean that up and try and make sure that the words match. What's actually typed into the transcript.

MARY SCHWARTZ: Take the closed captioning for what it is, we want to be responsive and accessible to that option being available to you, you have full control as to whether you follow along with the closed captioning or not this month and we'll keep that moving forward. If the machine closed captioning becomes problematic, we will take that feedback from you too. And see what we can do to address it. But for now, that's what we have to share with.

MARY SCHWARTZ: You remember that you're muted, and we'll use the Q and A features in the WebEx screen to answer your questions respond to issues. If you have any technical issues, go a HUD, and put them in the Q and A as well, Kayla has just posted our phone number for this call. If you need to use phone number instead of computer.

MARY SCHWARTZ: And then, of course, as you're asking those questions and following up from the webinar, please make sure to reference slide numbers.

MARY SCHWARTZ: It's really important for us to know what you're talking about later then when you're immediately asking the question, sometimes we don't get to your questions during the call at the moment that you ask them.

And also, if you need to submit an AAQ later, it's always helpful to know what you are referencing with your question.

MARY SCHWARTZ: So, Fran welcome, she/her from the Snaps office. Meradith Alspaugh, is here from the partnership center, She/Her. Genelle Denzin, from Abt Associates she/her pronouns. Jenni Hernandez, partnership center, she/her. Jesse Jorstad, Abt associates, he/him. Brian Roccapriore, cloud burst, he/him. I'm Mary Schwartz from Abt Associates, she/her. Kayla Thompson, she/ her as well helping us on the back end with tech support. So, let's get started.

MARY SCHWARTZ: We're going to go through comparable database information as we have been doing for a while now, to keep that updated and current on your minds, we'll talk through some of the current reporting timelines that we know about. We'll look at some NHSDC information and do a HUD count reminder for you.

MARY SCHWARTZ: And then we're going to dive deep into some resource updates. Of course, LSA our favorite topic as leads. I'll give you a system performance measure. I should have not left those acronyms and sorry about that longitudinal systems analysis system is LSA. Performance measure is SPM. We will give you an update on the status of those submissions and do a feedback session.

MARY SCHWARTZ: We spent December is called gathering information on potential improvements to this for and webinar from you. So, we'll go back through what we heard from you, what we can incorporate et cetera.

MARY SCHWARTZ: So, I'm going to pass it over to Fran. Now. Take it away

Fran Ledger: Hi everybody Thank you for joining. I've got a few things to talk about today and then I'm going to hand it off to Meredith. So, just to get us started today. We're going to talk about comparable databases. I won't spend too long on this. I just want to let folks know, if you all have been in contact with the snap's office and the last, maybe 6 weeks, you know, we have been buried in CoC and project review, period So we've been out of pocket that's going to be changing.

Fran Ledger: And so, for the comparable database work will in February, start to meet with communities again, and support help to support the technical assistance that's being provided. So, I just wanted to let folks know that. But on the slide here you see some resources for communities and again we encourage and again victim service providers to be working together to make sure that comparable databases that are in use are compliant.

Fran Ledger: And if they're not, we want folks to be working together and there's opportunities if there's some reporting issues to ask for assistance around those reporting issues around the APR and CAPER and there's some potential for flexibility. So, I'm going to go HUD. And we want to talk about the reporting timeline. Most of this should look familiar.

Fran Ledger: What we added in here was RYHH and SSVF. For RYHH, it's moving to quarterly reporting that was mentioned in October, and the right folks are familiar with that. So, there shouldn't be any surprises there. If you have any questions, just let us know. NSHDC it will be coming up quickly now March 28th through the 30, you see that there and the registration is open and there's a link on the website strongly supports the spring conference, and that we provide a lot of sessions during that conference 3-day conference and there's an early bird special going on right now.

FRAN LEDGER: It's on Friday so if you plan to attend, you want to go a HUD and get registered also be aware There's, if you attended in the fall, there were a lot of COVID protocols in place for those being in person and trying to address those issues and concerns. There's more information about that on the registration page, if you just click into the more information area on that page, you'll see what they're doing around COVID and trying to address that.

FRAN LEDGER: Okay. PIT count.

FRAN LEDGER: So, we have a couple things we want to talk about on the PIT HUD count. Number one is that one of the flexibilities that's being allowed because of is that you can request an exception and you see that information there. So, instead of doing the last 10 days of January, you could conduct the in the last 10 days of February. And so, there's information in there in how you would go about requesting the waiver to do that. And we have folks doing that many of requests for waivers. So, we encourage you to do that. If that is something your community needs.

FRAN LEDGER: There are some updates to resources and so these are the, the information, and there should be some in the chat. You'll probably see some URLs going into the chat right now about the updated resources that are available. So, some of it is about. changes in the model survey and observation-based PIT counting examples.

FRAN LEDGER: So that they reflect the 2022 HMIS data standards. There's also some guidance that guidance documentation down there. So, both of that, and there's also some new things that will be coming up. So, you'll see that here on reporting gender, an extrapolation tool. And there are some tools that already exists that are going to be updated. So those URLs are in there, so a lot of PIT count stuff. I think a Q and A came into my queue is not showing so somebody wants to. If one of the panelists want to let me know what the Q and AI was maybe can answer it. And if not, I'll work to get an answer for you.

FRAN LEDGER: During this, during our call today was a Q and A, want to pitch to me.

BRIAN ROCCAPRIORE: I do yeah.

BRIAN ROCCAPRIORE: One of excuse me, one of our communities is likely opting to push their own shelter account to the end of February in that case with a deadline for the final submission be pushed as well to allow for sufficient time for data validation and aggregation.

FRAN LEDGER: So, to my knowledge, there's been no change in the deadline for submission. You know, with a lot of this stuff with HUD, because of COVID we look at these things.

As time is progressing, and we have slipped on deadlines, but right now this has not changed. I'll, I'll check in during the call and give folks and updates. Everybody's aware of I'll answer that call or that question publicly. So, everybody has that information. But currently as it stands to my knowledge that has not changed but thank you for that. I understand the need.

BRIAN ROCCAPRIORE: There was a 2nd, part of that question. Does HUD have any recommendations regarding duplication across neighboring COC's where their unfiltered counts are happening at different times?

FRAN LEDGER: Oh, interesting. Okay. yeah, well, one, I would recommend working continuing to have conversations with the other COC to make sure that you're communicating together what you guys are doing. I don't know if any of the other panelists have thoughts on that.

FRAN LEDGER: Okay, yeah, I'll see if I can dig up some guidance for you guys on that one.

FRAN LEDGER: Okay, I'm going to turn this over to Meredith. Thanks everyone. Thank you.

MERADITH ALSPAUGH: Hi everyone. So, we're just going to send a couple minutes here going through.

MERADITH ALSPAUGH: Going through updated HMIS resources. We realized that over the course of the last several weeks, really a number of new resources have been updated or released on the HUD exchange, and we hadn't necessarily gone through much detail about what was changed in those, so we just wanted to walk through a few of those as you can see here on your screen. The links to these docs are available in the message that was sent around, the listserv that was sent around that have them. Sort of one pager with all of the different links for resources. So, if you're interested in clicking through those, while I'm talking, you can find those resources there.

MERADITH ALSPAUGH: So, the manual and the CSV were slightly modified and updated in December of 2021 the APR paper programming specs were updated and released.

MERADITH ALSPAUGH: This might have been 2 weeks ago now, or early last week system, performance measures, programming specs for release at the end of December with a minor update. And then the glossary was also just recently released at the end of last week, so we'll talk through what exactly those changes are, in the next few slides,

MERADITH ALSPAUGH: So, in the manual, I think we might have talked about this in November or December. Mary, I believe discussed this that an update was made in the manual for coordinated entry events specifically in the dependency response, which is the location of the housing or permanent housing, referral project name.

MERADITH ALSPAUGH: So, we're not going to hit on that one too deep. But we've talked about that last month.

MERADITH ALSPAUGH: I think we might have covered the CSV, but I'm not sure. So, there were just a couple of typos there were a couple of links that weren't working quite right. So, we, we made a couple corrections in the services that CSV instructions for the other type provided being included in other. We also did a data element number update. We just had a typo in there.

MERADITH ALSPAUGH: Added project type 9, which is a residential project, or a housing project to the notes for that particular file. There was some confusion about how to treat project type 9. But I also aside from those CSV minor updates that were in the, I did want to just put a little plug in there to, for folks as a reminder. I know there are some new communities around 4 and 5 that are communities use youth homelessness demonstration program.

MERADITH ALSPAUGH: The supplemental reporting tool is something that all white YHDP funded projects have to use to generate supplemental data for their annual performance reports. That supplemental reporting tool uses the, HMIS CSV, uses the hashed one specifically.

MERADITH ALSPAUGH: It's important to note that that hash has to include the youth education status CSV, which is a new file. It's for a new element that was created in the 2022 data standards.

So those of you that are maybe working with recipients in your community, helping them, do their supplemental reporting tool, make sure that your CSV has that youth education status file in there in order for it to work properly in the supplemental reporting tool.

MERADITH ALSPAUGH: We also released some corrections to the APR programming specs, API paper, programming spec.

MERADITH ALSPAUGH: The first one, there was a field into 2007, that was grayed out that should not have been grayed out. That's 3 that one that circled right there. So, we corrected that an ungraded that. We also added a clarification on which enrollment to include for question Q7b, which is the point in time count of individuals on the last Wednesday and Q8b which is a point in time count of households on the last Wednesday. We found that there were some situations were, there were some paper files that didn't have, or it wasn't working properly.

MERADITH ALSPAUGH: There was some confusion in general about how should be program. So, I want to walk through what that looks like, and I apologize. I had some animation that I thought would work on the slides what they don't. So, bear with me.

MERADITH ALSPAUGH: So, what I wanted to walk through was just a quick example., you know, this is a really simple example of 3 people who would be active in a shelter. So, you've got client a, who stayed once in January the 2nd, time in April client B, wants on January 2nd, day in April Thursday in October client. C has just one shelter stay in July. Typically, I, think most of you realize and know this, that the APR, and the case are only looking at a client's latest enrollment. So, if a client stayed typically in a, in a shelter project or a housing project, multiple times in a reporting year, we're only ever looking at the information associated with their latest enrollment.

MERADITH ALSPAUGH: However, question 7B and question a \*B are looking for information across the entire report period. They're looking at occupancy in those projects on those 4 different points in time dates So, for questions 7B, and 8B were not limited, just to a client's latest enrollment. We're looking at all of the client's enrollments across the shelf across the reporting period.

MERADITH ALSPAUGH: So, you know, maybe one would think that client a, would only be counted in the April point in time date because their latest day was in April. But actually, what HUD wants to see is that they were in the shelter in January and in April. So, what it would look like, then, for the January point in time would be that there was 2 active clients April. There were 2, July there was one, October there was one.

MERADITH ALSPAUGH: So, this again, it's a slight variation on how the rest of the APR and the CAPER work. There were some vendors that had interpreted the guidance differently it was, admittedly, not super clear that they should be looking at all enrollments on those 2 questions. So, we've released that update to make that more explicitly clear. So, the vendors have that information if their system wasn't programmed that way. They are now, able to do that, they have that right information telling them to do that.

MERADITH ALSPAUGH: So, that's it for the APR in the CAPER.

MERADITH ALSPAUGH: There was a minor tweak to the SPM specs, which I believe we also talked about, but again just wanted to highlight it here for folks. There was a question about how to treat hotels in metric 7b.one specifically. There was confusion because the written instructions didn't quite align with the appendix has confirmed that the appendix had the error in it. The written instructions were correct. So, the checkmarks from, you know, I said destinations, postpone from shelter and we're not to be included in that specific metric. That is out there, and the vendors are aware of that as well.

MERADITH ALSPAUGH: Now, the glossary has had several updates made to several clarifications, a couple of changes, some new information just so folks know when the glossary gets reviewed and gets updated there are. All vendors are invited to participate in the review of the glossary and invited to make suggestions, make recommendations the data lab. Sort of drive that process forward, but I almost every vendor gave input participated in multiple meetings and did multiple rounds of revisions and edits. This is really a collaborative process or really a group effort.

MERADITH ALSPAUGH: So, I also want to say things to all the vendors that participated in this process it's really helpful and thoughtful feedback and some good changes.

MERADITH ALSPAUGH: In here, just generally speaking updates in the glossary throughout the docent, any references to old versions of data standards were removed language around the term contact for those of you that have been around for a while 4.one.2 current living situation used to be called contact. There were some places where contact hadn't been updated to current living situation and it was just causing some confusion for some folks in exactly how they should be doing some of that programming.

MERADITH ALSPAUGH: We've tried to clarify that we've added project exit date as an indicator on active client method, 2 active clients by data service. We found that there were a number of clients who were not., being reported on, if they're only activity in a particular recording date range, was that they exited. So, there were a number of clients/ No, one ever knew what happened to them. So, adding that, exit date project, exit date as an indicator of an active client enables those clients now to be reported on so that we know the outcomes for those clients.

MERADITH ALSPAUGH: We also added the gender programming instructions so those of you that are familiar with the APR CAPSESE specs as well as the LSA. HUD has standardized how to do the recording on gender. Now that is a multi-select response. So, it's the same logic that is applied to the APR and paper. And every other report is now standardized in the glossary.

MERADITH ALSPAUGH: We also made a couple of updates to the data quality reports specs. So, the glossary holds those data quality questions that are used in the APR and the CAER. There was an error actually in the social security number data quality programming instructions, it was referencing the wrong digits and a social security number and what they could or couldn't be. So that was corrected, there was also some additional programming instructed instructions added for data quality error counts for dates of birth. So, how to treat missing data, birth information, how to record it and that table.

MERADITH ALSPAUGH: And then finally, I think finally the, the other big, big revision you'll see in the glossary is that we've added an appendix with some recommended guidance for handling import and export data quality issues. We know that there are lots of different reasons, that folks are importing or exporting data from there, we also know that sometimes there are, data quality issues with data that is

coming out of a particular system and going into a particular system. Just different sort of anomalies are issues that might happen.

MERADITH ALSPAUGH: One Particular instance, being around if there isn't a head of household, that is identified. How can that data come into a system that requires a head of household. So, there's some different steps in their different suggestions for following for how to determine who a head of household should be. How to identify that person within a, in a household so.

MERADITH ALSPAUGH: Those particular recommendations that are in the appendix are available as a way to help standardize some of this import and export questions that we get. If it's a baseline though, if a vendor has their own way of dealing with that issue for importing or export, or maybe, it's not even an issue but, maybe they can use this as a starting point for how that may work in their system.

MERADITH ALSPAUGH: So, again, it's in there as recommended guidance, it is not something that they're all required to implement if it's not necessary for this particular system.

MERADITH ALSPAUGH: Okay, I think Mary that is all. Oh, no, one more. Sorry talk about implementation timeline. This is always a question we get.

MERADITH ALSPAUGH: So, the vendors were asked to wait until after the LSA submissions are complete before making any updates to the method to active client by data service. We know that some folks have already submitted these reports. We don't want to change counts of clients, you know, we don't want to cause any confusion right now.

MERADITH ALSPAUGH: Keep it steady, so HUD has asked them not to make those changes until those reports have been submitted but is asking if they get programmed by July 1st of 2022. so, 6 months out having that that update in the system. Other updates, you know, some of the corrections or if there was something that a vendor realized, they had interpreted incorrectly corrections sort of things. HUD has asked they just be incorporated into existing workflows released, when possible, with their earliest convenience.

MERADITH ALSPAUGH: However, that it might work within a particular system, so there's not a hard and fast deadline for those particular corrections per se but, if you have questions about it as admin, you know, you can always work with your vendor and get that figured out.

MARY SCHWARTZ: So, we, yeah, before we move on to Jesse, will you confirm that the YHDP hashed CSV must come out of HMIS?

MERADITH ALSPAUGH: Yes, as opposed to where?

MARY SCHWARTZ: I know I was trying to think of, as opposed to were, too. I mean, I guess if there's a comparable database, but comparable means it would be a hash CSV out of the comparable database, but I would still call that a yes. To a confirmation. Like, there is no exemption for YHDP to use something other than a comp data base or HMIS.

MERADITH ALSPAUGH: Or, yes, right. Okay. And then, if you have a real quick, though, if there is a YHDP community with this question though that's having an issue with this please have them submit an AAQ

JESSE JORSTAD: To clarify that if you had, like, a community provider, who had an internal database, that was a database, but is not the community is HMIS. The export still needs to come from the communities is not accurate.

MERADITH ALSPAUGH: Yeah, yeah.

MARY SCHWARTZ: And then we have a question about whether HUD plans to continue to support XML as an export format support for XML comes in the form of programming specifications had supports the, the creation and ongoing maintenance of programming specifications and as far as. We know or anything we've heard, right? Meredith, that the XML programming specifications will continue to be supported in upcoming data standard change years.

MARY SCHWARTZ: There's a current XML programming spec, aligned to fiscal year 2022 and we anticipate that we will update it to fiscal year 2024 when those changes come through too.

MERADITH ALSPAUGH: I've not heard differently. Yeah, there's no, there is no plan to change that.

MARY SCHWARTZ: That's all those questions. I think Brian were there any other been programming? Meredith questions, that's what I want to say, Meredith questions.

MERADITH ALSPAUGH: Can I just speak to one? I just saw that says the hash COC has PII? So, the CSV, the hash CSV file is never sent to HUD, it's never sent anywhere else. It is intended to be used internally for lack of better word. So, the process for the YHDP supplemental report would be that the recipient gets a hold of that hashed CSV they would keep it locally on their computer. They would open the tool. They run the data through the tool, which aggregates it. And then that is what they submit the hut. So that client level data is not intended to be shared anywhere else.

MERADITH ALSPAUGH: It is not intended to be sent to anyone else or shared with anyone else. The recipient agency should be using that client level data just to generate the report, which is aggregate, that then goes to HUD.

JESSE JORSTAD: Okay, anything else from Meredith before we move to the LSA.

JESSE JORSTAD: All right, so, 1st of all Thank you to all of you who are doing a lot of hard work during this data collection cycle. We really appreciate you, and we appreciate your patience as we work through some of the bps in the road of moving the ways in which we're communicating about errors and warnings into HDX. We wanted to remind you of a few things as we move through this cycle.

JESSE JORSTAD: So, there is some confusion out there about what the report parameters should be for the LSA.

JESSE JORSTAD: And we've also found that the flag that would be catching that was not on. So that will be coming back online today. So, if you were previously submitting something and now you've got this new flag number2 that's preventing you from uploading., and you haven't done anything differently it's because you were originally using the wrong timeframe. So, when you export your LSA, the time period is the 1st of October 2020 to the 30th of September 2021.

JESSE JORSTAD: I think part of the confusion is because for the data quality tool, we clarified that if you want to look at data quality for all of the data that are in your LSA, you have to run it for a 3-year time



period. Why is that? Good question. Okay. So, when the LSA does its exporting and it's doing all of its aggregation and whatnot?

JESSE JORSTAD: Yes. It's looking at fiscal year 2021, but it's also pulling in the data from the prior 2 years and doing calculations on that. So, it's like these exit cohorts that are part of the report, but when you export it, you're just specifying that the reporting year is fiscal year 2021. And it's hard enough to go get the rest of the data that it needs and the data quality tool.

JESSE JORSTAD: It's just an export of your raw data and so there is no, like calculation that's happening that's pulling in that information. So, it needs the entire timeframe all the way back to fiscal year 2019. so that's spelled out in the directions for the data quality tool. and I think that. Oh, thank you. Jenelle for dropping the link into the chat. If anybody's looking for that data quality tool that is now in the chat.

JESSE JORSTAD: All right, so that's clarification number one.

JESSE JORSTAD: So, great news, the warnings are online, everything is working as expected, except we had planned for there to be an email that would go out to all of you when your warnings come into HDX. So, you upload your data. It does some upload checks. If you have a successful upload, then it also produces all of your errors, but the warnings happen outside of, and they get uploaded separately.

JESSE JORSTAD: The good news is, is that because we're running warnings every single day as long as you get your upload in before 7 PM, Eastern time, you can log in the following day and your warnings will be available. So, while you're not gonna get an email pinging you to say that they're there, they will be there the following morning.

JESSE JORSTAD: Okay, next up.

JESSE JORSTAD: Just a note that if you have submitted your file for review, you won't be able to edit the notes. Well, it's under review. So, if you need to change something about your notes, you can contact your liaison and they can put it out of review. So, sort of send it back to you if you will. Or if you upload a new data set, then it would become editable again and it won't be reviewed.

JESSE JORSTAD: All of this being said there have been a lot of updates, especially like, in the last few days here in the HDX environment. And so, if you have just like some general and something seems a little out of sync, we recommend that. You go ahead and upload your new dataset and actually clear everything up. If anything got a little wonky there.

JESSE JORSTAD: So, last year, if you all remember the fabulously large Excel spreadsheet that you all used to get with your flags and errors warnings into that. Workbook. There was a tab called the hic replicated and it was your hic report that was pulled out of HDX one.0. That no longer exists in You know, the HDX 2.0 environment, right? But all of the data that you need as it relates to your errors and warnings is in the modular window when you click on a specific flag.

JESSE JORSTAD: So, for example, this is flag 1139 one. and it's telling you, hey, based on your HIC data, you had 78 beds, but based on your HIC data you had only had 54 beds, so this is telling you. What that whole sheet used to say, right? If you have need for the HIC replicated, you can actually just get yourself a HIC original. I hadn't over a one.0 and exporting that information for yourself. Okay. And those are all of my updates, but I look forward to your questions anything that you'd like me to answer out loud.

MARY SCHWARTZ: Yeah,

JESSE JORSTAD: okay. I'm ready.

MARY SCHWARTZ: So. I'm just going to pretend like, these are my tech support issues. So, take them one at a time.

JESSE JORSTAD: Okay. Ready.

MERADITH ALSPAUGH: So, I got that error on my today, but my report was running for the correct time, period. So, the error about the timeframe being wrong, but they confirmed that their report time period was correct? What would you suggest? They do to resolve that.

JESSE JORSTAD: Yeah, I did just see a ping. The tech team is looking into that to see what could possibly be happening there. We don't have a conclusion, yet you should not be getting flag number2, regarding your time period, if your time period is correct so we're looking into it.

MARY SCHWARTZ: Okay so, there's a compliment the DQ tool is so great. Yeah.

JESSE JORSTAD: That's so good to hear me. Good.

MARY SCHWARTZ: Okay, here's a problem I've addressed my warnings with notes, but have received no feedback point. HDX 2.0, says note required but my note is loved and visible. When can we expect either warning notes to be accepted and cleared or feedback on notes?

JESSE JORSTAD: You should be hearing back from liaisons within a couple of days, make sure that you submitted it for review. Cause that's how the liaisons know that there's something for them to look at. What was the last part of the question? I may.

MARY SCHWARTZ: When can they expect either warning notes weeks except accepted and cleared or feedback on notes, so just make sure it's submitted. And if you and you should, follow the timeline for getting that feedback right there's a specific timeline for when feedback will be provided. And if it's past that, what should it they do?

JESSE JORSTAD: Then you can go ahead and ping your liaison. But, yeah, so if you submitted it for review, you push that button and a couple days of past. You haven't heard yet. Please go ahead and reach out to you liaison.

MARY SCHWARTZ: Can you clarify the check the following business day statement from your slide, Jesse? Because they were under the impression that most warning show a few minutes after uploading.

JESSE JORSTAD: So, all of the errors show, right after uploading right? But the warnings are run outside of the system in the evening. and then they are integrated into HDX 2.0 the following morning. So, when you upload a new data set, you get all your errors right away. But the warnings come the following day. What's the sort of the opposite of what you think a warning would do? Right?

MARY SCHWARTZ: If we can only improve with time, right?

JESSE JORSTAD: Absolutely, and I think there have been so many improvements to the LSA process this year. I think moving things in has been a really big deal, which is also why it's so complicated.

MERADITH ALSPAUGH: So, a couple more yeah. Is there any way to go to HDX 2.0 and see what's being updated or what's being worked on or what's in process? Kind of like a up next. We're goanna fix this and That'll go live this day.

JESSE JORSTAD: That's a great question. So, in the banner if you're looking at the page in HDX 2.0, there's like the green banner. There's a link there. And if you click on that, it will tell you, like, hey, these things are currently being reviewed and worked on. And that's where we update that information and then it will also tell you, like, what's been recently resolved. So, if you were waiting on something. That's where that information is.

MARY SCHWARTZ: I'm employing the old lesson. I learned from a former boss and mentor. It's called a pat slap Pat Slack. So, here's your next path cause if you agree there's a nice improvement to this process, we're seeing the improvements over time, so congratulations. Good job on that.

JESSE JORSTAD: Excellent.

MERADITH ALSPAUGH: Next slap is and, and pretty soon. We're goanna stop this back and forth and you can kind of focus on the remaining cause there's a few more like, detailed questions that probably just weren't your thought and good eyes. But I think the general feeling that if you get a warning and, you know, that warning, cause it's the next business day, and you fix that in HMIS, and you upload again, that warning should go away if you fixed it. Right?

JESSE JORSTAD: That's a great question. Yeah so, the warning will still be there until it refreshes the following day so for a warning, you wouldn't know if it has been resolved until the following day. But an error will have gone away if he fixed it.

MARY SCHWARTZ: And the following day, the warning won't be there. If you resolve the warning, it's not like the warnings stay intact. If you have, if you resolve them.

JESSE JORSTAD: Correct.

MARY SCHWARTZ: Okay, so I think that's the like, unless Brian or Meredith or Janelle or something that I missed that Jesse could verbally address. We'll let Jesse turn over to the ones that are remaining about LSA specifically there's some specific ones to like, an error number, et cetera, et cetera. So, I'm sure you're moving that direction, Jessie and I'll take the presentation over and go into my stuff. Does that work for everyone? Comes up all around.

JESSE JORSTAD: Sounds like a plan. Okay.

MARY SCHWARTZ: Thanks, thank you. I mean, it really is better and better all the time. Right? And thank goodness that jessie's here and that we have this on the agenda, and we will continue to do so because your ability to kind of directly get feedback from us live. I'm sure is really helpful and we want to be as responsive as we can to get stuff knowing how hard this can be. So, thanks for your patience with us and we appreciate your hard work.

MARY SCHWARTZ: I know we say that a lot, but it's true. Okay. Speaking of hard work actually, the easiest work. Now, I think in the realm of HMIS lead responsibilities is pulling those system performance reports out of vendors. Everything's pretty straightforward. Filled in for you. By your vendors. There's

Meredith talks through some refinements, but those don't need to go into effect until after this year's report is submitted.

MARY SCHWARTZ: So, you can go back to fiscal year 2020. and re, submit that you can, you need to submit fiscal year, 21, by the end of February. So, at this point mid-January we're at about 76% of you not started if we look back in time that's pretty standard. especially since LSA hit the ground running. We know you guys are focusing on 1st and then moving on to system performance reporting next but do make sure you have it on your calendar a little flag will start sending out will start sending out HUD exchange reminders weekly in February and definitely run your reports and make sure your data quality is all up to snuff and get your system performance report submitted.

MARY SCHWARTZ: Thanks for those of you who are in progress or submitted and this is a little uptake from the last time we checked in on this in November. I think so.

MARY SCHWARTZ: Keep going just to kind of make myself presenter and I will do that now.

MARY SCHWARTZ: Okay, next slide. So, I want to walk back. So, we're golden on time. We're going to have a little bit of time to spend on this and I think I have a few updates. I can show you on the HUD exchange and walk you through that live and then we'll circle back to whatever remaining Q and as are out there that folk on the call might want to address live or we can end early so.

MARY SCHWARTZ: We had about 400 responses from you for the 4 questions that we asked last month we wanted to know how you felt by topic, content, the logistics of the webinar facilitation and just anything else you wanted to tell us. We categorize, well we, Brian did the hard work of taking 400 kind of responses that were all over the place and whittling those down categorizing grouping things together. Same feedback goes together and got it down to about 50 actionable responses that we reviewed thoroughly categorized in terms of what the possibility of that improvement is the probability of that improvement, whether that's a priority and the level of effort.

MARY SCHWARTZ: So, we are walking through 3, basically, 3 sections of your feedback. So, you're going to recognize yourself in one of these 3 slides. Maybe all 3, depending on how much feedback you gave us on last month's webinar and I'm going to talk through what we're going to implement. So that not only, you can feel like your voice is being heard, because that's important to us. But also, so you can hold us accountable to some of these changes that we are committing to. But 1st, we have to kind of walk through. What's not possible to do or not goanna do? Maybe is possible but is not going to happen and the reasons for that. So, we will not get into vendor specifics that means, we won't talk directly about any vendors on this call. That's true of HDC any it's a vendor neutral platform.

MARY SCHWARTZ: This is also a vendor neutral platform for HDC. So, any specific things about vendors just aren't possible to bring to this call and also HUD will not ever, I'm going to say, ever certify HMIS vendors for you. It sounds like a good idea. It feels like it's something had to do, especially all the work that is put into the data standards and the reporting specifications that we would go through. Some sort of check that people are doing it. Right? But there is no real right? There are locally defined needs and, you know, the for-profit marketplace of possible vendors to fulfill the needs of the of the support docents that does create for HMIS.

MARY SCHWARTZ: So that certification of vendors is just not something HUD is going to step into it. It's too legal to contractual, to controlling really, and that's not where HUD's going to go. So, we also have

not in the past and continue to not in the future open up the chat during the webinars. We'll do it on, you know, a few topics here in their kind of like, we did the last feedback session, open it up and get your feedback all at once through the chat.

MARY SCHWARTZ: But the interaction between webinar participants and open chat, where you can see each other's stuff is just not something that HUD goanna support at this time, or in the future that we, as far as we can see. And this kind of goes with the, not doing certification vendors, HUD won't step in and become central HMIS implementation locally. You know, this model that is in place and through the program interim rule the idea that. COC are in charge, they designate each of HMIS leads are in charge of the implementation and the operation of locally. That is a structure that's going to stay in place.

MARY SCHWARTZ: The ability to give you all the slides before this webinar occurs is not possible. We are, Kayla can attest to this driving our tech support folks. Crazy with last minute changes and the danger in providing you the slides before the call is that you have information that isn't accurate cause we are for a whole month leading up to this call. We're contemplating what we can talk about what I'm.

MARY SCHWARTZ: We aren't going to talk about yet. What's final? What's not final? We need to keep them conflict and confusion to a minim and one of the ways that we can control for that is to make sure that when we go live with the information on this call, that it is accurate. Truthful. As best to our ability at that moment, but any time earlier than going live on this call, it could be a different story. You know, we're sometimes changing things up to the last minute.

MARY SCHWARTZ: It's the nature of the beast. I don't think that's something I knew before I started this job. It seems like the stuff is kind of boilerplate and we just kind of say the same thing sometimes every month. So why couldn't you get this information, beforehand, but it's not it's not conducive to good coordination of information to the script. We're also not going to talk about local funders and the stuff going on locally. Very much. one of the examples was community presentations and community examples of stuff we can, we can go there, but we can't have, a lot of our information is not able to be localized to what's going on for you in your community. Your jobs as HMIS lead HMIS system is to take this information that's like, very high level and kind of national and its perspective on this call and then focus it down to your level of Local needs, local funders, local support so that you can roll that out as needed locally, but it's there's 400 roughly 400. it's hard to know.

MARY SCHWARTZ: Exactly. And say accurately what's going on locally for each of you for. Fran, I saw you jump on, do you want to come in.

FRAN LEDGER: Yeah, I just wanted to say, you know, a lot of these things fall in the bucket of not probable right? You know, and HUD, even though we are not doing things like certification of vendors or being more central to administration on a local level. You know, there are certain things, you know, hot in the background is constantly re, revisiting decisions around system admin, certification, vendor, certification. All of these different things we have conversations internally about. are there decisions that we need to shift on policies that we need to shift on, that would improve the landscape of HMIS, and the ability of communities to be able to use information for data analysis performance to improve what they're doing to end homelessness.

FRAN LEDGER: And if we can't see that there's something that we could do that would make enough a significant enough change to impact the entire country in a way. That's positive. Then we're, we're not

going to make that change and there's a lot of things that. If we did get involved in that work it would actually, it would negatively impact communities in ways that may not be aware of. There's a lot of federal restrictions when we get involved in in the technology aspects of things.

FRAN LEDGER: It's much better that those things are controlled locally. and HUD does not get involved in those things. So. Like, in a lot of things are probable, we do think about them. I just wanted you to be aware of that. I'll turn it back to you now.

MERADITH ALSPAUGH: That's good. Thank you. Okay, so, just real quick public facing timeline for data standard updates and reporting. I interpreted that to mean, a regular and maintains, like, regular schedule for reporting deadlines that's you know, things change, and we can't guarantee that things are going to happen on the time we want them to happen. And so, we do address what our reporting timelines are on each call. We keep the reporting deadlines as a regular screen that we touch on in this call. And we, we give you the information that we either know for sure or tentatively know, but in terms of having, like, we're always going to do this thing on this time. I mean, other than 3rd, Wednesdays of every month, you know, at one PM Eastern is this this call, we can definitely say that. But reporting timelines are going to shift and we try to share what we have as we have it.

MARY SCHWARTZ: A lot of you, I mean, not a lot it was like, 50% this platform is not good and 50% where this platform is better. You know, we're not going to probably change away from WebEx any time soon we've made a major shift of platforms for this call in 2021. So, you can probably count on WebEx at least for the foreseeable future. And then you, you all suggested better microphones for us. We'd love it. We'd love some equipment. I'm sure in our home offices, or wherever we may land when COVID is gone, but that's probably not going to happen.

MARY SCHWARTZ: So, what is going to happen? So again, you're going to see yourself in here somewhere you suggested some things and I want to go over what we are going to do. I started with the slap and now we're moving to the pat. Close captioning has been turned on, as we mentioned at the start of the call. Handouts prior to the session with links to resources, you saw that attached to today's list serve message. So, we were responsive to that and hopefully, that continues and was helpful to you, AAQ reviews will do more regularly, will probably have it as a regular feature on the slides kind of like we do with reporting timelines and some other things that we talk about.

MARY SCHWARTZ: and that will always be dependent on topics and what we need to cover in the moment. More guest panelists were a suggestion, we're taking that under advisement or demos and polls, interactivity. We are, we hear you and we're on it more visuals. We will do, we're all as a team, the faces you see on this call, committed to these feedback and improvements that you've suggested. So, look for those improvements. And again, part of this is to here to see us. I don't know to hold us accountable. over the month.

MARY SCHWARTZ: So clear connections to other opportunities for trading, we are going to start linking you when we're talking about something. If there's like of training, we know about being offered through another HUD resource. We will make sure to connect you to those. We are going to call out for any topics so I'm doing that now. If you have suggestions for topics for next webinar, please do that. We'll make sure to ask for that before we close up every month.

MARY SCHWARTZ: So, these 2 are kind of together. So, webinar content categories for website. I wish I would have said that better, but the intent there is that we would group the webinar content. In categories, by who the appropriate audience is for that content and so we'll get there. I think the majority of the content is geared on this call towards you leads HMIS system admins. But what you suggested was, there might be time when it would benefit a COC lead or you know, whoever to hear about that content as well. So, we're going to try and call out opportunities for local coordination of additional folks to join this call-in future month.

MARY SCHWARTZ: And definitely looking for feedback on how that goes for you. and then finally more specificity in the listserv announcement regarding the audience again. Those things kind of go together. So being really clear about what the content is, and being clear about who the audience is, and who would benefit from listening to that content, we are going to incorporate in future, webinars, and we will continue to implement changes over time like for fiscal year, 2024, you ask for some feedback opportunities. We, we will look to incorporate that. We're working currently on, HUD exchange training resource that we'll kind of teach you the tips and tricks for HUD exchange use and how to get at the resources that we provide to you more quickly. upcoming community workshops. We're going to diversify the panelists again. Asking for guest speakers, looking to community examples and presenters.

MERADITH ALSPAUGH: And we are constantly working on faster delivery of post webinar materials. It does delay getting out the door due to some of the requirements of posting on the HUD exchange. So, we go as quickly as we can, and we will continue to prioritize getting materials out as quickly as possible after this call. It is more difficult to think about the implementation of the following feedback, but we will consider, you know, keep it in the back of our minds to try and figure out how to do.

MERADITH ALSPAUGH: And if you have more suggestions or more information to throw around some of these suggestions, please feel free to do that in the AAQ. You know, we got a lot of feedback that said, both, you need to speed up this webinar is too slow, and you need to slow down this. Webinar is too fast. So those are hard things to reconcile.

MERADITH ALSPAUGH: COC Geography considerations, you know, everybody has their particular COC geography concerns and how the data overlap and the reporting and all that stuff. So, sometimes it's just harder to focus on that in a real way. That's meaningful and useful to you on the ground, for your and sometimes that has to move over to AAQ. But we will continue to think about things like, how does this impact rural versus major city, balance a state versus rural. So, we will keep that in mind, and I spoke to the inviting of others to the call, providing more time for Q and a. we have a whole half hour for it today. That's not always going to happen. Right?

MARY SCHWARTZ: Sometimes it's difficult to get all the content in. And have an exact set amount of time for Q and A, and we sometimes have to just play it by ear. How much time we get so we hear you, though, that. We hear you thought, that tends to be a very valuable part of this call is the opportunity to ask your questions live and get live responses.

MARY SCHWARTZ: And it's hard to address general inconsistencies in the guidance if we don't know what those are. So, could remember that you put in your AAQs, and we find out, there's an inconsistency and we work to address it so it's that's a little bit of a partnership, but we, we hear you and we definitely don't want to create in congruency. So, point them out to us when they exist.

MARY SCHWARTZ: Scheduling around competing webinars in December, there was a point in time count webinar right up back-to-back you know, we are the regular ones. We're the ones that always have the same time. Same back channel. We like to communicate broadly that this is when this webinar is occurring and hopefully others don't get scheduled, but sometimes it happens. Sometimes. That's unavoidable. But we will continue to think through that feedback and try and be responsible, responsive to that in the future and then finally transcript availability, you know, it's going to be available.

MARY SCHWARTZ: It kind of links up to, like, going faster and delivering the materials more quickly. we are working on it there often. Holdups due to rules around postings. But we have the best intentions to do that too. So okay, how are we doing on?

MARY SCHWARTZ: Do we want we should go one of 2 ways here. I'm looking for my, my fellow panelists to direct my attention.

MARY SCHWARTZ: Do I switch over and show some of the newest resources and the new webpage for system admins or do we switch to Q and A, and spend a little bit of time on that?

BRIAN ROCCAPRIORE: Why don't we take, like, 2 minutes for Q and A cause there's only a couple of questions that are outstanding and then we can swap over to that.

BRIAN ROCCAPRIORE: So, going back to system performance, measure stuff since the system performance measure, data covers the same time frame as the LSA and much of the same data. Does it make sense to submit the SPM before finalizing the data.

MARY SCHWARTZ: I mean, that's why it's pretty standard that we don't see that much of a submission rate yet., because you're right, you're cleaning up the data through the process, the owner's process of each of data quality. So, but what you can do is run out your spam locally. See, how the data looks compare your current data set that you're planning to submit to your spam submissions, or even like, fiscal year, 20 like a re, submission of fiscal year 20. if you wanted to do that. Now, that'd be a good thing to do now.

MARY SCHWARTZ: And then, you know, fiscal year, 21 next, because you have to do 20 before you do 21. You know, it's a good point. It's a fair point. Wait until your is entirely over LSA and you can turn focus. That's why the deadline for system performance measures go out, goes out until the end of February, it goes past the LSA deadline because we know you're going to use some of that good work to inform your system performance measures.

BRIAN ROCCAPRIORE: one more quick question currently, I have entered all the system performance measures and submitted all the measures, but the current status is in progress. Is there anything I need to do to change that status too?

MARY SCHWARTZ: I, I'm pretty sure that you have to press the submit button and it gives you. A list of any errors or warnings, that's when it does its air warning check in system performance measures and then you can. Submit. So, you know, if you feel like you did that, and it didn't change, that's maybe a tech support issue to log as an AAQ, and we can focus on your exact community and see if there's something system wise going on. But I do know there's a submit button.



BRIAN ROCCAPRIORE: Yep, and if that is the case, I put the AAQ link in the chat so they could find out there.

MARY SCHWARTZ: Yeah, thank you.

BRIAN ROCCAPRIORE: All right, Mary over to you for some examples.

JESSE JORSTAD: Okay, I got one that I wanted to do. That's cool. Hey, guys, it's just a little bit easier to talk through it. So, we got one question about what the upload type means.

JESSE JORSTAD: So, when you're uploading your LSA, one of the data elements, you got to fill out for that. Upload is the upload type. There are 2 options. one is a local use zip file and one is the official HUD review file. When you are submitting data for this, the LSA reporting cycle, you want to be submitting official HUD review file. The reason that the local use exists is, because if communities are using Stella and they want to run it for a different time, period, or a different geography or whatever, they want to do, they can upload those as local use files.

JESSE JORSTAD: And that's something that nobody else is looking at that information. It's just something that it's a way for you to be able to generate the Stella information for different timeframes. So, that's that piece.

JESSE JORSTAD: Then the other question was around what the, I can't remember what the submitter called it, but I think what they're referring to is the data review status. So, after you've uploaded your data, and you're looking at the screen, that says the data quality flag views on it and it says things like what your COC ID is and what the name is, et cetera, et cetera. There's a data review status.

JESSE JORSTAD: So, after you've uploaded it, it's in processing. I don't have a full list of all the possible statuses, but I think the other one is that it would be in review. So once you've sent it to your liaison for review, then that's what that would say. And then, after you go through the whole data cleaning cycle. Eventually you'll land on the status of complete if you need more information than that. Please reach out to your liaison. And we can get you the full list of all the statuses that you can go through. And what they all mean, but that's the general gist.

JESSE JORSTAD: Back to you, Mary.

Mary Schwartz: Oh, okay. I was answering some questions. Those are the ones Brian brought up. Okay. Okay, let's look at a couple of things real fast and then we will wrap it up and maybe this will give folks a chance to throw in a few more questions before we end.

MARY SCHWARTZ: I'm going to get my screen ready to share.

MARY SCHWARTZ: Okay, share screen.

MARY SCHWARTZ: We're all hanging in there with Mary, as she learns all this new technology. Okay, see one well, being data element, training resource. We have this on the list of, Brian. Can you give me a thumbs up that I actually did this, right? Yeah.

MARY SCHWARTZ: This is on the HUD exchange we've linked you to it in the resources guide as well as that resources list that went out with the list serve announcement, but we just wanted to walk it through real fast because we haven't had a chance. We've been promising at training resource on this

wellbeing data element for a while. So, it is live, it's goes through trauma informed practices. The rationale of the data element, the preferred language to use. We took each part of the data element and gave some suggestions on how to implement it locally. Some dramatic information action items for case managers and intake workers, which includes some suggested ways to approach traumatic information. And also., resources to link folks to, as you implement this element.

MARY SCHWARTZ: HUD understands that this element is a difficult one and to implement and that's why this resource exists for you to incorporate some of these suggestions. And then also, you know, like we said, already, there will be opportunity for feedback for fiscal year 2024. and it's likely that you as well as others in your community, have opinions and feedback to share on the C1 data element. So, keep that in mind too, that it's not, it can't not be changed or updated in the future to be even more responsive to the needs of clients.

MARY SCHWARTZ: The other resource I was going to just show you if you've been to this HMIS lead and system admin webinar page. This is where you join the mailing list, this is where you see the dates, and times of the upcoming webinars, it used to Preload all of the videos from the last webinars, as you come to the page now to save upload time. It goes to a yearly past webinar. Accordion, they call it an accordion, and then we added a search feature so you can, like, find out when we last talked about the C1 data element in 2021. same for 2020 and 2019. So, you have a search feature at the start of every year so that you can go right to the recording slides transcripts. Q and A, that you are interested in, going back to so a nice new feature on the website for searching through past Webinars and finding, specifically what you need, we'll try and be as thorough as we can on the topics covered.

MARY SCHWARTZ: Right? We're not going to it's not searching the transcripts. It's going to just search what the topic listing is there on the, the webpage but, hopefully that's a bit of an improvement for you. And I think I will try and get out of sharing now and back to the resource links. Oh, community examples that's one that wasn't listed on the resource page that went out prior to the webinar but is in the slide deck here. It's at the very bottom there. Brian. Do you want to talk about that, real fast?

BRIAN ROCCAPRIORE: Yeah, it gives, I think 3 or 4 different examples of community guide input from folks who lived experience and how they incorporated that into their data collection practices. Not just on the who is asking the questions, but, like, who is designing the questions who is at that table to begin with so. I know that's a thing a lot of communities are trying to figure out how to incorporate into their own systems. And this gives a couple of really good examples of how people can start to think about doing that kind of work.

MARY SCHWARTZ: Great. Okey Dokey.

MARY SCHWARTZ: I think barring any other questions from the audience, I think we're wrapping up a little early here or Fran, anything to add, or clarify.

FRAN LEDGER: No, I don't have anything to add. Thank you.

MARY SCHWARTZ: Thank you. We love Fran.

MARY SCHWARTZ: Let's ask Meredith.

MARY SCHWARTZ: Why did the cookie buy a self-help book?

MERADITH ALSPAUGH: And he was starting to crumble.

MARY SCHWARTZ: Oh, that's a good one. Nice job. No.

MARY SCHWARTZ: Because he had a chip on his shoulder.

MERADITH ALSPAUGH: Oh, that is better.

MARY SCHWARTZ: I would've said crumble, though. That was good based on me like you're thinking, face Meredith.

MERADITH ALSPAUGH: Thanks. Bye.

MARY SCHWARTZ: Not confused by face or whoever. Alright folks' thanks. So much for your time today, we will get back at you with the slides in as hopefully as soon as we can and then talk to you again next month.