

June HMIS Monthly Webinar_5_0



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0:00:00 Mary Schwartz: Well, hello and welcome. It's Wednesday and you are on the HMIS Lead/System Admin Monthly Webinar. We are going to get started here in a few minutes. We have a big, full agenda for everyone today. So we'll get started about two past the hour so that folks can get settled in the room. We'll keep watching the little participant number click up. Hopefully, I'm being heard. Can anybody hear me? Okay. Good. [chuckle] Sometimes you never know.

[pause]

0:00:46 MS: This is the call of sometimes awkward silences while we either wait to start or answer questions. Thanks for joining us today.

[pause]

0:01:12 MS: I'm really enjoying things. The regular attendees that come on to the calls, great to see everybody's names popping up and... Thanks for participating. Hopefully, we have lots of good information for you today and can get any questions you have out there answered too. So as the participant numbers click up and up, I think we'll go ahead and get started. Again, this is the HMIS Lead/System Administrator Monthly Webinar. It's Wednesday, June 17th. We're really happy you're able to join us today. Just a couple of housekeeping logistics. You all are muted. The presenters on the screen are not, and we will keep you muted throughout the call. If you need to interact with us or ask a question, the Q&A box is the way to do that. And we try and get through every question while we're on the call.

0:02:20 MS: Make sure that you give us some context to your question because it maybe that we're not able to get to it until that part of the content has moved on, or we've moved on and that content is no longer being presented. So please definitely give us some context to your question when you put them in the Q&A box. If for any reason we can't answer your question, please submit an AAQ after the call, again, putting some context that you were on the system admin call and that you're asking about a specific slide number or a topic from the call. We will address your AAQs as quickly as we can as well. You might get told or asked by us as the answer to your question being, "Please enter an AAQ. We can't answer this fully at this time." And so if that's what happens, please do follow through with that. We're anxious to give you as much information as we can during and after this call.

0:03:25 MS: So with that, let's get started. So today with us from HUD is Fran Ledger and William Snow is also on the phone with us. We have Meradith Alspaugh and Brian Roccapriore joining me from the TA side of things. I'm Mary Schwartz with Abt Associates, Meradith with the Partnership Center, Brian with Cloudburst. And then providing us some tech support on the backend is Melissa from C4 Innovations. If you're having any audio issues or you can't... You're seeing people, let us know that you can't hear any noise, please do send a question into the Q&A, and Melissa can help you out with that. I also want to introduce Robert Stephens who will join us later on in the presentation to walk through some of the data work going on in California 513. So he's on the phone as well with us. Okay. We're going to go over today. The head updates per usual, the technical updates per usual. We'll get some example from California 513 of some local data sharing. So let's get started because there's a lot to get into, and we're excited to have you here. So welcome and thank you. And Fran, take it away.

0:04:45 Fran Ledger: Hello everybody. I will echo what Mary said. I appreciate you all joining us today and all the hard work that you're doing in your communities. I have a little bit of COVID news, not a lot, but very important, which was the second allocation announcement went out and there's a link there. So that's \$2.9 billion that went out, and you can find more information on that at that link. Also wanted to let folks know that we've updated the ESG Program HMIS Manual. That went up today online. So you can go there as well. Not a ton of changes but there is some ESG-CV guidance on there. And you can go in there and take a look and you'll hear more about that today as you listen to this webinar.

0:05:41 FL: I also wanted to encourage folks that as you have this new funding coming into your community, it's really important to think strategically about how that funding is spent. And so one of the really great tools that's available is Stella. And so we strongly encourage communities to look at Stella and use that information and share it widely in your community. You can do some planning around how to best effectively use that funding source. Communities are also encouraged to submit AAQs for direct guidance as Mary said. And we've mentioned before, our technical assistance is changing a little bit in how we're delivering that. And we're really encouraging the AAQ to get used a lot to be able to access technical assistance.

0:06:33 FL: I'm going to talk for just a few moments about the training conferences, events that kind of stuff, just to catch everybody up. So we're resolving all the last things we have left for the spring NHSDC virtual event we had. All the session material is now online. You can go to that link there and take a look. So if there are sessions that you weren't able to attend, but you were interested, you can now go and watch the videos, look at the content, take a look at the slides. Also, the certificates of completion have all been sent out for those that attended at least four of the foundational sessions. If you did not receive that email, then you can go ahead and let us know and someone will follow up. But you will know that you attended the appropriate session because it was one that you would have had to log in to and you would have to submit your email information for us to be able to know that you attended.

0:07:34 FL: If it was one that you joined and you didn't have to log in, that was not one of the foundational sessions. NHSDC for the fall conference, originally, it was planned for an on-site conference. It will not be on-site; it will be virtual. And it will be held over the course of October. NHSDC is going to make an announcement soon. So be looking forward to that, and you can also visit their website for more information. We've got some upcoming deadlines. So the most immediate is the HIC & PIT deadline coming up on June 30th. If you have questions, please submit those, but that one's been around for a while. So that's coming up shortly. We also still anticipate the opening of the LSA for CoCs to be mid to late July. So that we're still on track for that. Coordinated entry data elements, of course, October 1st and the updated data standards. And with those calendar dates, I'm going to turn it over to Meradith.

0:08:42 Meradith Alspaugh: Thanks Fran. So just real quickly want to give the sort of big picture of where we are with all of our data standards materials. So as we've discussed, I think for a couple months at this point, there were two new funding sources for ESG-CV and HOPWA-CV added to the data standards. So those have been added, that dictionary has been released with that updated information, as well as the manual. Also, in the manual, we had some questions come in related to when current living situation was to be collected for coordinated entry projects. And there was some ambiguity in the instructions there. So we added a little clarity to make it clearer that this living situation, current living situation is collected at project start in addition to the other ones that were

specifically called out. So when an assessment occurs, an event occurs, or their living situation changes, for example. So that's in there. We also added a clarification in both the dictionary and the manual around household identifiers.

0:09:56 MA: Household IDs should be unique within an HMIS implementation. This came up in the context of all the work that's being done around the LSA and some questions and confusion from some of the different vendors. So we just thought it best to clarify that and add a sentence to those documents. We also recognize a very minor typo in V3, where it said, it had a date field instead of an amount field I think. So something pretty minor. Hopefully, we didn't have an issue with that. So like Fran said, we posted the ESG Program Manual. We've added an appendix to the ESG Manual to go into a little more detail about ESG-CV project setup and that sort of general information, some high level information about reporting. It will be updated once a notice is available, and we have more information for some of the very specifics. We'll also be releasing some reporting guidance once the notice is released. So we'll add some links in there to that document as well for that. There is a HOPWA HMIS Program Manual forthcoming. There will be some additional information in there probably, again, like the ESG Manual and appendix to provide some additional information about project setup requirements and reporting maybe for HOPWA-CV funded programs.

0:11:26 MA: And then, finally, in the past program manual, SAMSA really wanted to stress that virtual data collection is not only allowable but encouraged in these times of social distancing and not being maybe on the streets as much for some of the street outreach worker. However, those things are happening, but certainly contacting and working with clients is still very important. So there's some information there for virtual data collection guidance. So switching gears a little bit here to talk about ESG-CV, you'll see in these slides then, if you were on the call last month, the slide content is quite similar to what we had last month. But I also know we've seen lots of more people coming in with questions, maybe not everyone was on the call last month. So we wanted to keep that content in here the same.

0:12:12 MA: I'm not going to go into all of the leads quite the same way as last time. I really want to provide a recap, and an overview, and focus a little more on the HMIS admin or the HMIS Lead role in this and highlight some of the reporting changes and report requirements as we know them at this point. So again, just quickly, just briefly, we're all very familiar, I think at this point, with the CARES Act and the funding. The CARES Act references the ESG program regulations under which the ESG-CV will be administered. So you're going to see a lot of similarities here between the ESG-CV and ESG. And that's intentional, and that's trying to keep things as streamlined as possible. HUD has been really good about not trying to add tons of new data collection, tons of new additional work for this. So you'll see a lot of similarities here between the ESG program and the ESG-CV funding.

0:13:10 MA: Again, as just a quick reminder, funding from ESG-CV can be used to cover or reimburse allowable costs to prevent, prepare for and respond to coronavirus. These could be temporary emergency shelters, training on infectious disease and prevention mitigation, hazard pay, and administrative costs. This is what's in the Act. There is not a ton of specificity or detail within each of these different sorts of categories in the Act, but the notice that is forthcoming will go into a much greater level of detail about the eligible, what we call unique ESG-CV activities. There are definitely going to be some costs that are normal, but then there will be some others that aren't typically covered under eligible ESG services and expenses. So HUD will be giving that

information via the notice. We're not able to get into... I don't know the information to get into all of that level of detail here. So hold tight on some of those questions until the notice comes out.

0:14:13 MA: Talking about HMIS setup... Excuse me... If a recipient is serving people on a project eligible under a regular ESG component, the folks are supposed to be reported as part of that project. I'm sorry. I think I said that. Only for emergency shelter. So when thinking about project setup for ESG-CV, again you're going to look at the ESG Program Manual, but typically speaking, you're going to set them up under a typical project and treat them the same way that you would treat ESG regular funds. So we'll get into the details of that a little bit more. But if a recipient serves people with unique activities that is not one of the regular ESG components, it's important to note that the recipient's not going to be submitting client-level data on those services but providing a detailed description of those services in the quarterly report. So talking a little bit more about unique activities here, one of the unique activities is this temporary emergency shelter concept.

0:15:15 MA: The definition again will be in the notice. It is not available yet. But generally speaking, a temporary shelter is a nighttime residence that is used as a shelter to prevent, prepare for and respond to coronavirus. And in order for it to be considered as temporary emergency shelter, it would typically not comply with building standards of an ongoing shelter. So it's something that typically wouldn't qualify as an ESG funded emergency shelter... A tent shelter, a shelter in a warehouse, a beach shelter, something like that. If your community does have one of those temporary shelters, they do need to be set up as a separate shelter in your HMIS. They would be set up as Project Type I, using an entry-exit method. No other shelter should be set up as a temporary shelter unless it meets the definition in the notice. We recognize that with the pandemic, with the COVID crisis that's happening, lots of people are moving folks around and expanding their shelter capacity, using hotels and motel vouchers. Those typically... Those are not what we're talking about when we're talking about emergency shelter.

0:16:33 MA: Those would be treated like your typical shelters. They do not require separate project setups; they do not have any other special sort of requirements. They're very likely not temporary shelters. In thinking about reporting for ESG-CV, HUD recognizes that in the ESG sort of typical reporting, there's a lot of duplication that happens. We all know that the way the ESG funding works, there's... The funding is going to potentially a variety of different shelter projects, a variety of different prevention and rapid re-housing projects in a community, and that a person might be served in more than one project in a community. In ESG reporting, typically each project submits a CSV, each subrecipient submits a CSV to the recipient for their CAPER. And in doing that, those people that are being served by more than one project are being duplicated. So if you can see the example here on the screen, if a person was at Shelter A, they were also at Shelter B, they may be stopped in a day shelter, and then they went on to stay in a grandfathered transitional housing program, all funded by ESG.

0:17:56 MA: That person would be reported four times typically in the CAPER. But in the ESG-CV CAPER, we're going to be using a sort of bundling concept where we are going to have HMIS Leads generate the report across all components within their jurisdiction. So this person that is being reported on four times here in four different projects, CSV uploads for ESG-CV is only going to be reported once. In this situation, the HMIS Lead is going to generate a CAPER across all four of those projects. So in your system selecting all four of those projects and running a single CAPER upload for the ESG recipient, thereby going from four people down to one. We're not going to spend a ton of time here, but we do have the tables here for the different ESG-CV components. So we

have this breakdown here of emergency shelter, the different allowable expenses, the different project types, and then what the CSV submission requirements are. So I want to just sort of briefly hit it. Excluding temporary shelters, for your standard, normal emergency shelter...

0:19:16 MA: You can combine CS... Too many acronyms here. You can combine ESG-CV funding with your regular ESG funding in one particular shelter project. You don't have to create a new shelter for your ESG-CV shelter funding. When it comes time to do the reporting for ESG-CV the more to a regular ESG recording because the dollar or funding went into that shelter, you're going to report on every client served in that shelter. So when the HMIS Lead is picking up the projects that are going to be included in the bundle for the emergency shelter component, just going to pick up every single person in that project. Everyone that was active in the project during that date range. Now, when you start talking about street outreach and prevention and rapid re-housing though, again, similar to existing rules around setting up ESG-funded projects, the expectation is that you're only going to be reporting on the persons served by the ESG-CV funding.

0:20:23 MA: So if you have a subrecipient that currently has a rapid re-housing project and the recipient is going to give them another grant of ESG-CV funds for a new rapid re-housing project, that project needs to be set up as its own project in HMIS... Because the expectation is for the ESG-CV reporting that you're going to be reporting on the clients served by those ESG-CV funds. So you need to be able to separate and report specifically those people served by those funds in that component. So shelter, you can mix the funding sources, prevention, rapid re-housing, outreach, any of those projects that require you to report on individual people to the funder, they're going to need to be their own separate projects.

0:21:11 MA: And again, this bundling concept comes into play. So if your ESG recipients awards 10 different rapid re-housing projects in their jurisdiction, at the point at which it's time to do the quarterly reporting, the HMIS Lead is going to pick up all 10 of those into one CSV and upload that CSV into Sage for the recipient. HMIS is an eligible ESG-CV component. There is no data collection or CV reporting for HMIS. But it is an eligible expense, it is... Very strongly encourage that HMIS Leads are working with their CoCs and their ESG recipients to make sure that you're planning for and preparing for the additional HMIS burden that will come with this ESG-CV funding. So lots of money in a lot of communities, lots of new projects to set up, lots of users to train, the reporting requirements falling onto the HMIS Lead, are all changes that should be considered when thinking about funding this way. Mary, can we stop there for a second? Or any question so far?

0:22:27 MS: Yeah. I think people really want continued really nuanced detail information about CV project setup. And there is a little bit of confusion about when the project... When it doesn't require another project to be set up in HMIS if you're combining it with the ESG regular funds versus when it does. And so it's very much about... Yeah. About project component...

0:22:56 MA: Yeah. If it's shelter funding, you can co-mingle the funding. If it's not shelter funding, then you would need to set up those separate projects. Again, it's the same concept as what's been outlined in the ESG Program Manual. You know that you have to be able to report to a funder those particular people served. So if you're thinking of ESG-CV as a funder, you need to be able to report to your ESG recipient, the people served with the funds in that project. So that's why you would need to have that separate RRH project set up, or that separate prevention project set up. So that you're able to provide that information. Again, though for the... Oh, sorry.

0:23:39 Speaker 4: I was just going to add to what you were just saying, Meradith. I think the very fact that you're saying I'm planning on adding to my existing shelter tells you pretty much right away, you already did. You can choose at that point, if you want to do a separate project setup or if you want to just combine it because it is the same type of services eligible under normal ESG. If you're creating a new shelter and you are not sure, but it looks an awful lot like normal shelter and you think it could be funded under normal ESG, then you have the choice to do a separate project setup or you can do combining with another shelter you have. In that case, if it's a brand-new shelter you're putting up, you're likely going to do a new project setup anyways. So we talked earlier about the temporary emergency shelters. We'll tell you that's a rare thing. For the most part, you're not going to be setting that out. And if you're not sure and you're setting up... Or there's a new shelter you're putting out. You can be on the safe side and just do a new project setup. That's probably wise if you're doing a new shelter anyways, but it's lower risk adding to past existing shelter, then you have some options there. You do not have to do a new project setup...

0:24:54 MS: The other nuanced question... Oh, sorry.

0:24:58 MA: Can I say one more thing about that thought just to play my thought all the way through? Thank you. In the world of ESG, we don't... HUD doesn't require funding by... I'm sorry. Reporting by an individual bed or shelter funding goes to operations. HUD doesn't tell you to figure out who got electricity and who didn't. So it all gets lumped together in recognition that those funds are benefiting everyone in that particular project. So, whether it's ESG-CV or regular ESG, those funds can be mixed together because they're benefiting everyone in that project, there's just a distinction for the rapid re-housing prevention projects that they want those to be separated. Sorry, Mary, go on.

0:25:42 MS: No, you're fine. We're going to keep talking about this, we're going to keep addressing it on the calls, that's going to continue to be something that we all work together to figure out, but it is very detailed than they want... So your questions aren't inappropriate, and we'll spend as much time as we need to be getting it right. A couple of our kind of nuanced details and I don't know if William or Meradith want to speak to this right now, but one of them was about... So in a street outreach program, if they're planning to add CV funds to an existing street outreach program to serve all those same people that are already served with the normal ESG funding, would you still need street outreaches in that list of projects that actually need an additional project setup, but would you really feel if you're not planning to do any different client services, just add services to the existing client base. I think the answer is yes, so...

0:26:42 MA: You think the answer is yes, they need a new project or...

0:26:45 MS: Because it falls in that street outreach project type...

0:26:47 MA: Right, right. So typically, yes, again, following the typical... Yes, she set up rules, it would be required to be set up in its own project.

0:26:57 MS: So what we have answered with a lot of these questions is the ESG Program Manual that has updated CSV guidance has just been released today, we're going through it, as kind of overview as much as we can today and will answer the main question we can, but it may be that you want to go take a moment, read the ESG Program HMIS Manual that just got posted and then enter

HMIS AAQs to get verification about things you just learnt addressed in there. But I read through it today and it does answer a lot of these questions.

0:27:33 MA: And keep in mind the notice will hopefully answer some also, so we will wait for that guidance still. Okay.

0:27:43 MS: There were a couple of clarifications we want to make on a few topics earlier, so just, if you didn't get your certification for NHSDC and you think you should've, the email is a HUDcertificates@abtassoc.com. And when you were talking about PATH earlier and one of the other ways is going to be some PATH guidance, just wanted us to mention Meredith that that guidance isn't yet out, but it will be soon, but it's just clarifications on remote work that you can do through the PATH project but the guidance isn't out yet.

0:28:24 MA: Thank you. Yeah. Okay, so again, just quickly, I think we all know this, how reporting in stage works now, like I said, each individual project that is funded by ESG submits a CSV, that goes into the ESG recipients' CAPER, so if the recipient funded 10 shelters and five prevention projects and five rapid re-housing projects, they have 20 individual files that they upload and submit with their CAPER. They're not bundled together. The HMIS Lead generally has little to anything to do with this process, it's the ESG recipient and subrecipient that work through this process together.

0:29:14 MA: Moving forward, those same ESG recipients are responsible for the reporting, that reporting will happen quarterly. The big change is that the subrecipients aren't part of the generation of those CSVs right, knew the HMIS Leads are the ones responsible for creating these bundled CSVs, so you will as an HMIS Lead work very closely with the ESG recipient to make sure that you've got all the right projects identified, that all the right organizations are identified and that you're able to provide them with the right individual projects within your bundled CSV.

0:30:01 MA: So once you've figured out with the ESG recipient, which projects should be included, you would then go into your HMIS, select all of the relevant projects by component and then upload those individual, those bundled CSVs to stage. So again, in my example of 10 shelters by prevention, five RRH instead of 20 files, there's going to be three, there's going to be one shelter, one prevention, and one rapid re-housing that are submitted. The ESG recipient is also then responsible for some additional reporting, some narrative-based reporting that gets included in their report, but that's nothing that the HMIS Lead needs to be involved in.

0:30:45 MA: I should clarify, these reports are submitted quarterly, and there's actually two reports that are generated. There's one specifically for the quarter being reported on, and then there is one that is a grant start date to the end of the quarter being reported on. So there's a quarterly and a cumulative that are going to be uploaded every quarter.

0:31:08 MA: Also want to say here that really important for victim service providers to know and for comparable database administrators to know, it is required that these subrecipients are also submitting this information. So HUD recognizes, we all recognize that the comparable databases are operating outside of HMIS, so if an ESG recipient allocates funding to a victim service provider, they will have to generate their own CSVs to be included with that ESG subrecipient's paper. So the HMIS Lead is not going to be able obviously to pull that data for the victim service providers, they will be required to pull that data themselves and it will be required to be that ESG CAPER like what is currently required for reporting. So I just want to put that plug in there too, that those are going to

need to come from those victim service providers.

0:32:08 MA: I think this is a lot of the same thing I just said. Just make sure that you're working with your ESG recipient to make sure that you're getting the right projects in order to make sure your bundles are being set up properly. I also want to say clearly there will be more training, there will be more guidance, there will be Sage guidebooks, reporting information, lots more guidance forthcoming. It's just not going to be available until after the notice is released. But what you can do right now, begin those conversations with your ESG recipients, coordinate with your CSVs, if you're not sure who your ESG recipients' points of contact are, make sure that those projects are being set up to correspond with the components that those subrecipients were funded for...

0:32:58 MA: Again, once the notice is released, probably about coordinating with your ESG recipient to understand reporting timelines and, you know, this is going to be a quick turnaround for reporting, it's not going to be your typical CAPER 90-day reporting window. So you're going to have to coordinate with them to make sure that your expectations are all clear. Also, make sure that your system can generate a CAPER across multiple project types and multiple projects. We've confirmed with the vendors that they all should be able to do that. If they can't yet, they should be able to, soon. But please make sure that you're checking that out. And then really importantly is making sure that you're reviewing your PDDEs. And then Mary is going to talk a little bit about this, but I just want to say, this is Q4 in the CAPER. Those highlighted columns there, cells there, are really important and those are coming from your PDDEs. So I'm going to turn it over to Mary to walk through some PDDE stuff, but I just want to make that connection back to your CAPER, and that's why it's so important.

0:34:04 MS: Okay, so we're going to trade because now you have a bunch of questions to answer Meradith. I think if you want to give a look-see through the questions that are left, and then we can cover them if you feel like talking about some things verbally at the end of the PDDE refresher that work. So yeah, so this is the CAPER, and so we know on this call or HMIS Leads who may be probably haven't been involved in generating CAPERS for your ESG subrecipients or recipients up to this point. So we just wanted to kind of orient you to what is in the CAPER, the extract from that you will be pulling from HMIS and just talk because it is the HMIS Leads. It's you guys who are in charge of getting this stuff set up correctly in HMIS for these ESG projects. And they are getting extracted, the organization ID and project ID, and all that stuff is getting extracted from HMIS based on the setup video so... Hence, this refresher, so 2.01, organization information, it's assigned once for each organization.

0:35:13 MS: You wouldn't repeat that for multiple organizations. For example, if you have organizations that operate multiple projects that participate in HMIS, projects that are operated by the same organization must all be associated with the same Org ID. Likewise, if you have like, maybe organization that operates in different CoCs in your HMIS implementation or something like that, you would... Yeah, there are reasons you would give different Org IDs as needed to different parts of the organization, depending on CoC. So Org information is really important to get right, within a CoC, it's the organization, singular organization that operates multiple projects, kind of a hierarchy structure.

0:36:03 MS: Here are some of the issues that we encounter with Org ID, in the CAPER, right? Abbreviations. Org name is an abbreviation that doesn't work. We need it to be a full name. Names with codes in them are... Can be problematic in these CAPERs, names identifying the agency name.

Sorry, I'm getting turned around them. So you want to have the agency name, Meradith, in the org name, but you don't want to have codes, abbreviations, things that don't make sense to an outside reviewer looking at an extract from HMIS. Maybe expand on that a little, Meradith.

0:37:01 MA: So I would tie back to the instructions and the data standards. And the data standards are very clear that it should be the legal name of the organization. So if you need something for your own local purposes to help differentiate between organizations, or maybe you have a common name or something you want to do, then you can add a custom field, you can add something else to it. But in the context of this particular data standards field, it should comport with what's in the instructions in the manual in the dictionary, which is just to put the legal name of the organization.

0:37:33 MS: Yes, thank you. So, like I said on the previous slide, the state-wide implementations right where there's a kind of what you think of as a singular organization across multiple CoCs. You can have multiple locations across the state, you need to be able to separately identify them and you can do that by CoC number as needed. But back to the organization name, tying to that singular organization ID should be the legal name. Adding a CoC code at the end is an acceptable addition but don't do other kinds of abbreviations and things that make the organization name not aligned to the funded entity. Phew!

0:38:20 MS: So this is why we're saying this because it can get a little complicated when you're trying to figure this out, and traditionally, I guess up to this point in a lot of places, if you are the HMIS Lead doing all the project setup, and there was a little disconnect from ESG CAPERS being extracted from HMIS side like other people seeing those data quality issues and not you, that's why you would be at this point. So this is our reminders to get in there, look at your project setup, work with your CoC and ESG folks and make sure the HMIS Leads that you understand what the right organization name should be according to the HMIS data standards. So a few more issues that we see, just to point out things that have shown up in past CSV Q4 CAPER upload, right?

0:39:17 MS: You would never have an org ID and a project ID be exactly the same. So the org ID can't be the exact same number as a project ID, that doesn't make sense in a database structure. Auto-generated codes are pretty clearly decipherable, and you're... Part of the instructions of the HMIS Data Manual is that your HMIS vendor should be auto-creating the IDs for org ID and project ID, and so if you are the one as the HMIS Lead when you do project setup, if you're the one putting the codes in the org ID and the project ID, that's not how it should be working and that leaves a lot of room for error. So codes generated by the HMIS vendor are what's expected in the org ID and project ID. Jump in Meradith...

[overlapping conversation]

0:40:22 MA: I just want to add to that. So we had this conversation with the vendors last week, we recognize... Or two weeks ago, we recognize that it's not necessarily going to be like a flip the switch solution here, and if there are different sort of processes in place that now you can't necessarily just, again, put the switch and change mid-cycle, we want to make sure it's a thoughtful and organized process, so some of these things that are like the auto-generated numbers that the vendors have control over, that's going to be something that they're going to work through over the coming months, but I think just thinking about what you have control over and what you can do as far as naming organizations, naming projects, to the extent that you can get those in alignment with the data standards will continue to work with vendors and continue to make improvements on those

auto-generated numbers and some of those other things.

0:41:17 MS: Okay, so here's your refresher on project information. Again, project ID is automatically generated from HMIS. You shouldn't be typing anything into the ID field for a project, you should be typing in the project name, and that name needs to be consistent with what had another federal reporting entities would put unlike your grant agreement or other documentation. You can have an additional field in HMIS kind of the same with org ID and org name, where you're kind of doing more common name, notes for yourself about what that project might be actually called more commonly for you, but project name should be very consistent with your funding agreements and the name that your funding partners would expect to see. Project type, especially for CAPER purposes, project type must align with the funding component, so you're going to get a rejection of your files in the case that you have an ESG RRH component, funded component, but it's not an RRH project type, for example.

0:42:26 MS: So HMIS program manuals and again we've said it a lot in these answers here, the ESG HMIS Manual has just been posted on, updated with CV information for you for ESG, and it really, it lines up your component types to your project type. So follow those rules when you're naming your project type. CoC information, just as a reminder, each project is in the hierarchy, right? CoC information comes next and you can have multiple CoCs that are funded to be operated in by that project, and so you would want to make sure that you have as many CoC code listed as that project is funded to operate in for as many CoC codes as you put in, in 2.03, that's how many you're going to see in the drop down later on in 3.16 and tied to client location, so that it's clear that the client was served in by the project that is funded to be operating in that CoC.

0:43:38 MS: We have, well, another hour and a half presentation on CoC codes and how to have that work correctly with client location and all the different funding sources you have. So please, if you're confused about 2.03, how it interacts with 3.16 and just what to put in 2.03 to make your project accurate and correct, please refer to the webinar that we have posted. I believe it was almost a year ago. I want to say July or August of 2019. There's a good amount of information on our hub about that. The other parts of the CoC 2.03 are geo-code, zip code, street address for each location basically, location that the project that's funded to operate in, you would have some address geo-code information. And of course, there are some exceptions for different kinds of projects, all of that is clearly described in the manual. If you have any questions, please enter in an HMIS AAQ. We do get a lot of nuanced detailed kind of questions about project locations and CoC code and who's funded to operate in what... As a rule, most projects are funded to operate in a single CoC.

0:45:01 MS: So really putting a single CoC in 2.03 makes a lot of sense the majority of the time. But if you feel there are reasons that you need to have multiple project locations in a single project and identify those in 2.03, just make sure you've cracked open that HMIS Data Manual right next to you if you do that and understand the implications of that work. Meredith? We're good? Okay. 2.06, funder source. So funding source, we have added, of course, that's the big new add to the data standards that were just updated is adding ESG-CV and HOPWA-CV to the list of funding sources. You also have another in there that was a change at the fiscal year 20. So you can add other funding sources. You can have multiple funding sources for a single project. That makes sense in some ways. And as an example, for the ESG Shelter projects, if you're going to add ESG-CV funding to your existing ESG Shelter projects, you're just going to add another funding source to that shelter, given that it aligns in all the other ways that HMIS data standards say that project should. So, all continuing projects that received funding from any of the funding sources identified need to have

those funding sources identified for those projects.

0:46:33 MS: And you can include as many, like I've already said, as you want that are necessary to make sure the funding sources from that project appear on the list. If you have multiple funding sources for 100% of the clients, here's where it gets a little tricky, guys. So 100% of the clients are served by a bunch of different funding sources, or two or three or four or more. You put them all in that single project, no need to separate it out. If a project is funded by multiple grants, but different clients within that project, it's not 100% across all the grants that fund the project, you need to figure out by reading the HMIS Data Manual, by working with your vendor to figure out the functionality here. It could vary by software provider, it could vary by different funding sources, it could vary depending on project type even some ways. But you need to make sure that if it's not this fund source plus this fund source funds 100% of the clients, that you're doing the accounting particularly for ESG CAPER, right? Your grant level reporting must exclude clients not specifically served under that grant.

0:47:51 MS: I always used to think of it when I was doing the work locally, the eligibility, right? If this fund source is combined in this one project but not every person in that project is eligible to be served by that fund source, I can't report to that fund source that all of these clients that really aren't eligible for their fund source got served by their fund source. So I would need a way either by separating the projects. Or maybe you have an HMIS that has implemented additional data collection such as the client's enrollment or specific services. Or you can do a fund code tied to an enrollment or a service or however you've got it set up. There are some ways that people can combine in different jurisdictions multiple fund sources into a single project and not have to do different project setup to account for that accurately. But you want to think about how your fund sources overlap with each other and whether they're serving 100% of the clients in that project or not. And make allowances for that in your project setup. That is the role of HMIS Leads.

0:49:06 MS: Okay, last, PDDE. And it is that in-unit inventory, also something that has a lot of nuance and that you can enter HMIS AAQs to get totally 100% right as needed. But here's the refresher, so accurate record of bed and unit inventory information for all residential projects. A project can have multiple current and historical records of inventory. We simplified things up with the last data standard change, right? We made sure that you didn't have to have all these different date fields that were a little confusing before. It's just an inventory record with a start and an end date. If the end date doesn't exist, that inventory is still active. So as you add and remove inventory from HMIS, you're creating different records to account for the points in time in which that inventory is accurate and can be reported on. So a project may have multiple current records of inventory.

0:50:13 MS: It could even have multiple that we would add together for a total count, separate inventory records for each household type. For example, emergency shelters with more than one-bed type availability or one-bed availability or bed type have to have separate records. Not separate projects, but separate inventory records. And we have a lot of examples of that. People have asked about it on this call already. You know, if you're adding, for example... Let's see if I can do this off the top my head, housing type is up at the project level. So housing types combined with bed type, if you have scattered-site facilities, which is a housing... I'm sorry, scattered-site projects, which is a housing type in an emergency shelter, and now you're going to add a facility-based emergency shelter to that project. That's actually at the housing type level, that's two different projects. If you're going to have an emergency shelter that...

0:51:26 MS: So I gave that example already without reading it, the facility based in the hotel-motel vouchers, that's two different HMIS projects. But let's say you have a single housing type, a facility, and you've got two kinds of availability for the beds in that facility. Some of the beds are year-rounds and some of the beds are seasonal, that can be a single project with multiple records of inventory. So again, it's complicated, it's nuanced. It's hard to get right sometimes, but we've given a lot of words to these records, setting up the right inventory records and the HMIS Manual. And then of course, once you go through that and you still have inventory questions and how to accurately track your beds, you would enter an HMIS AAQ and we can help resolve nuanced issues there.

0:52:20 MS: The important thing, keeping my eye on time, is that your inventory is accurate for the points in time that you need to produce reports for your different funding sources. You don't have to capture minor fluctuations from day-to-day. But you do need to be familiar with all these different ways to categorize your beds and units so that reporting is accurate. And the projects that operate in more than one CoC have to have a separate bed unit inventory record for each of the CoC records. So if you, back on 2.03, have done multiple CoC codes for your single project, that is another reason you would find that you'd have multiple inventory records for that single project.

0:53:12 MS: Muddying it up so much, I'm sure, than clearing it up, but hopefully, that's a refresher to your PDDEs. Again, we have lots of recorded information already on the system admin hub for how to manage different CoC codes specifically, and which kind of projects need those different CoC codes set up, and then tie to 3.16. So definitely go access that information. It's from the August webinar, I'm pretty sure, June and August of 2019, we talked a lot about CoCs. And all of this PDDE refresher, too, by the way, is really helpful for all your reporting. HIC, PIT, LSA, APRs, it's not just CAPER-specific. It's obviously the urgency is right now for HMIS Leads to get intimately familiar with those CAPER exports and what data is going to come out of HMIS for ESG CAPERs. That's the urgency right now. But getting your HMIS PDDE setup right, which is the HMIS Lead's job and the HMIS Lead's job only, getting that setup right in HMIS is going to have a huge data quality impact on all of your reporting for all your different HUD funding.

0:54:29 MS: So it's really important and we are open to questions in AAQs and engaging with you in a detailed way around the nuances that exist because we know they do. It's not easy stuff, you guys. We grapple and struggle with it all the time every day. We even have a few AAQs out there right now that are sitting. And any time an AAQ takes a little bit longer than normal, the answer is because, "You know what? You're asking great questions and it's sometimes hard to nail down the exact right thing to do, but that's what we're here for."

0:55:02 MA: Can I also just slip a plug-in that all of this, in addition to the trainings and recordings and stuff like that that Mary was mentioning, it's all in the manual, the HMIS Manual. So if you haven't cracked that guy open for a while and taken a good deep read into that, maybe it would be a good time to do that because that level of detail and instruction, we did try to put into that document. So don't forget that that exists as a resource, too.

0:55:32 MS: And I'm going to put a little plug-in for the Interactive Data Standards Tool, which is the manual and the dictionary combined into one, unless you click through and jump around. I'm using it every day, you guys, and it's like... I mean I guess it's fun if you like doing HMIS stuff, and it's really helpful and easy to get it for yourself. If you haven't used it yet, it's on the same page of the HUD Exchange you would find the manual in a dictionary with the Interactive Data Standards Tool in it. Pretty often, if you ask me... Okay, I am going to... Any questions from the group? I see a

bunch assigned to me, so as I hand it over to Robert to get going on his presentation. Oh, okay, I'll stop. I asked a question. Are there any questions that you guys want me to verbally address?

0:56:24 MA: I would like to address a few of these questions that get into some of the more specifics around mixing funding sources and different scenarios in which that is or isn't allowable.

0:56:39 MS: Yeah.

0:56:39 MA: And I don't know that I have a good answer for you right now, is my answer to some of these questions. I think you're raising a lot of questions and concerns that we've tried to process through as we've been working on all of what we know at this point and trying to prepare for CAPER-CV project setup or ESG-CV reporting and project setup. So the information at this point that a project should be, let's say Street Outreach, for example. Per the guidance that we have right now that HUD has released right now, when existing projects funded under Outreach Prevention and Rapid Rehousing received an ESG-CV award, a separate project should be set up. If not all of you, but one of you wants to submit that question as an AAQ, because I see a bunch of you have that question specifically, I'd like to take that back to HUD to talk through how that guidance is written just to make sure that we're all on the same page, but that is currently the guidance that exists. So some of you, again, are asking these questions, and I'm not sure exactly how we want to answer those just yet. So if you don't get an answer, don't think it's because I'm ignoring you. It's because we're trying to figure out how to move that on.

0:57:54 MS: Fair enough. I mean, again, I see a bunch assigned to me. I haven't had a chance to read them because I can't read while I'm doing anything else, but... Let's go into Robert. Robert and his presentation. I just want to give a little bit of history to that. So last time, if you weren't on this call last month, in May, we asked you a few poll questions. And a few of you responded that you have COVID data in a public-facing way and you're talking about the screenings and things you've done in HMIS and trying to share that. And so Robert Steven from California 513, Visalia, Kings, and Tulare Counties.

0:58:44 MS: On the AHAR category would be other largely urban CoC. So Robert and I have talked, we've gone through his dashboard, it's great, and we wanted to share them with you. He's going to take control of the screen, talk a little bit about what they're doing in Visalia, Kings, and Tulare Counties. And then I'll take it back and hopefully, we'll have a few more maybe specifics from somebody. There are really great questions that are being asked right now too. And then, of course, if you have any questions while Robert is going through his interactive tool, certainly put those in the Q&A, and we'll get Robert to address those at the end of his presentation. So, Robert, HMIS data analyst for California 513, take it away.

0:59:31 Robert Steven: Okay, thank you, Mary. Can you guys hear me okay?

0:59:34 MS: Yeah. Yep.

0:59:37 RS: Alright, so us as a CoC, as soon as things started happening and the shutdown started happening with COVID, we put a huge amount of emphasis into trying to get something up and running for the COVID-19 screenings. And right away, our HMIS Lead was able to create a workflow to start doing HMIS screenings. So we started doing HMIS screenings since April 1st, and this right here is a dashboard that summarizes our screenings and our findings about the

COVID screenings. We have 541 active COVID screenings, and we managed to screen 485 clients, which is about 45% of our client population based on our last PIT count. And we wanted to make sure that we emphasize searching for our clients that had pre-existing conditions and that were older. So we had... There were... So I have a little bit of information about how many of those screenings included clients with pre-existing conditions and the age of the clients that they were performed on.

1:01:39 RS: We have 17 COVID tests performed, according to our screenings, and two of those screenings say that they were returned with one positive and one negative and five people in isolation, one person hospitalized and zero people recovered right now. And I think that we've kind of... We noticed a little bit early on that this dashboard wasn't following what we had in the real world exactly. So it led to the creation of another dashboard for our Project Roomkey and the hotel setup that we have. So, this dashboard that we have is for our Project Roomkey, and it shows the population of our Project Roomkey over time here. And right now we have 25 COVID-positive or medically fragile clients in Project Roomkey with 139 clients that are high risk for getting a severe case of COVID.

1:03:27 RS: And how it breaks down is we have 25 COVID-positive or medically fragile clients in Tulare County, but zero in Kings County, and 75 high risk in Tulare County, and 64 in Kings County here. And that's the dashboard that we've created to just show the number of people that we have in our Project Roomkey. And that's what I have.

1:04:09 MS: Great, thank you, Robert. Looking down the list of questions. So again, this was based on the polls we did last meeting. We asked who is doing this kind of data sharing locally. So I'll just throw it out there again, if you're interested in sharing what you're doing locally with COVID screenings, response, and tracking locally, you can reach out to me, and we can talk about it. Thanks, Robert. Were there any questions Brian, for Robert?

1:04:48 Brian Roccapriore: No, not yet, but they have been coming in pretty fast, so if there are any that come up I'll be sure to chime in.

1:04:56 MS: Okay, cool, so let's move on, this is the resources page, and we want to keep this updated, there's a HUD Exchange page for all the COVID-19 stuff, so definitely take an opportunity to go click into any of these. There's that federal partner HMIS participation page where you'll find updates to all the federal partner manuals, including the ESG Manual, if we answered any of your questions today, with, "Hey, look at the ESG Program Manual first and then enter an HMIS AAQ." That is where to go find it. And I've mentioned a couple of times, too, we have past recordings that are live and available for you to review, you can look at all the PowerPoint presentations, there's transcripts on the more recent months, where we started being on video and recording these, we have transcripts of those as well.

1:05:54 MS: So please go log in to the hub, we also made a note about this last month, and I'll say it again. Apparently the hub is purged of inactive emails, not sure how often or what. But take a moment in your day to go log in to the system admin hub, see if you can go find that monthly webinars archive folder under the resources tab. And if you're looking specifically for that CoC Code information, it will be in there, and is a great source for you.

1:06:31 MS: And I'll land on this page so that we can address any outstanding questions, do our

awkward silence thing at the end of all these calls, and see if there's anything we can continue to elaborate on while we still have time. We actually are really good on time, so we can sit here for a minute. Yes, I have a joke, I just will wait 'til the end. Just again, I get really embarrassed once I say... I got to log off right away. Can't stay on the screen for very long.

[pause]

1:07:15 MS: There's not an archive of the closing jokes, you'd have to go and read the transcripts. I don't even know if those jokes make it into the transcript, actually. Okay, so Jesse, back to project names. Some funding names do not necessarily align as project may have multiple fund sources. Can you clarify? That is a good thing to maybe, I don't know, Meradith, if we want to spend a little bit more time on project names.

1:07:55 MA: Yeah.

1:07:55 MS: Because what we said in this presentation, yeah, is that a project name would amount to what the funding sources said is your project name, that's what makes sense in terms of an extract. But yeah, if you have multiple funding sources, there might be different project names on those different funders.

1:08:13 MA: So I think to the extent that those can be consistent, might help improve this, the data standards do say to make the project name consistent with HUD or other federal reporting requirements, like matching those grant agreements or documents. So if there is a project name that's associated with a CoC program grant agreement, making those project names consistent would be the guidance in the data standards. Now, if you have United Way or some other funding source that is providing funding that may call it something different, maybe you have... I think Mary was saying this, too, like a custom field or "a locally known as," or "commonly known as" project name that is maybe what's visible to users or used for some other purpose. But again, just trying to tie it back to the data standards, the expectation would be that it matches HUD or other federal partner agreements that are funding that project.

1:09:20 MS: I don't know how possible this is, but I also remember, back in the day there were ways you could... Like if you knew you were doing an extract for one funder that day, if you needed to change the project name for that extract ... Oh no, Meradith's going, "No, don't do that!"

1:09:39 MA: You don't tell hacking tips on the...

1:09:41 MS: Oh, that's right. No hacking, it might lead...

1:09:43 MA: Because I mean the problem is when we get into these scenarios where we're trying to have consistency and have standardization between reporting requirements and what's in the HMIS and what the ESG recipient thinks they're funding versus what is set up in the HMIS. It gets very confusing and very convoluted really quickly. So in the context of the database, having that similar information so that's coming out the same in all of your reporting is what we're striving for.

1:10:20 MS: Somebody asked, their funding source local, isn't currently working when trying to do an LSA build. And that is because, yeah, they're 20... Fiscal year 2020 funding source other or local funding source, didn't exist until fiscal year 2020, and those LSA specs aren't done. So that answer

is no. We give the LSA update, though, we think it's very close, and we're on track to have that LSA upload start when I think they originally were projected to. So is it the ESG-CV funds one? A little more detail on a street outreach project, so you guys need to Rochambeau on who's going to put the street outreach project AAQ in, okay?

1:11:12 MA: And I've also...

1:11:13 MS: If you were on camera.

1:11:15 MA: I've made a note that we're going to circle back on that one, so yeah.

1:11:21 MS: Great. Somebody asked for naming-convention ideas for projects. And no, we really don't have any suggestions for you on what you should name your project. You should name them what their project names are, and again, what traditionally your funders know the project names to be. That's what the instructions in HMIS say. Anything else Brian or Meradith are you seeing?

[overlapping conversation]

1:11:58 BR: Andrew asks that they have three entitlement cities along with the state allocation in their HMIS, will they have to make a combined of all of them across the funding types? I assume a combined report of all of them across the funding types.

1:12:20 MA: So let me see if I can try to break this down simply, and I apologize in advance if it gets too convoluted. This is where, like I draw it on my notebook... So let's say you have a city ESG recipient and a state ESG recipient. And within a specific community, let's say Cincinnati, because that's where I live, the city is funding two shelters and two rapid re-housing projects, and then the state is also funding those two shelters and two rapid re-housing projects. For the city's reporting, the ESG jurisdiction, the recipient is the city, they're going to get a single CSV for that shelter money that they allocated and a single CSV for the rapid re-housing projects, for the funding they allocated. The state will also get the shelter bundle, so to speak, for the two shelter projects that they funded.

1:13:26 MA: HUD recognizes there's duplication there. We can't get it perfect. There's duplication between the city and the state, but so the state is going to get those same two shelter projects in their shelter bundle, and then they would get two different RRH projects in their RRH Bundle. Because we're setting up separate rapid re-housing projects by funding source. So you wouldn't have a single RRH project that had the city and the state funding in it, they would be separate projects and they would be reported to their specific funders. So again, so the state is going to receive one bundled with the shelter projects and then one bundle with the two RRH projects. Was that helpful? That get to what we were trying to achieve here. So we recognize at a state level, so the state of Ohio, there are five different CoCs.

1:14:26 MA: The state of Ohio gives money all across the state. So sometimes to communities that are entitlement communities, sometimes to communities that are not entitlement communities. It's just going to vary state by state, and it just is what it is, but... So when those recipients of the State of Ohio's ESG-CV funding... They're going to be notified by the state recipient and told, "Hey, we funded these four projects bundle those up and send them to us." That's the communication that has to be happening with the HMIS Lead and the ESG recipients to make sure that those projects are

being set up correctly, and then ultimately being picked back up for reporting to the recipient. I hope that was helpful. That felt convoluted to me, so...

1:15:23 BR: Andrew said it was helpful, so thank you, Meradith.

1:15:25 MA: Okay good.

1:15:27 MS: Is that the slide you were talking about, Brian? You were too quick for me, I tried to get back to the slide, it would help talk that through, but no it's fine.

[overlapping conversation]

1:15:43 MA: Let's figure this out, so it is complex. And again, there will be more thorough training on specifically like reporting requirements once the notice is available. Jessie, I see a question up. I'm sorry, Mary.

1:16:00 MS: Please.

1:16:02 MA: Jessie, the LSA specs are not locked down and finalized yet but they are closed, and hopefully we'll have a better update for you in the very near future. The vendors have them and have been working through them.

1:16:19 MS: So Michelle asked if there are any problems with changing project names in HMIS as of now? So I would say that your job is to review these data at least annually and to update as appropriate and to understand locally if there are impacts being made to changing PDDEs in HMIS. But generally speaking, we expect the PDDEs are going to be updated and that you guys are going to make them right as... What's the right way to say it? At least annually, if not more frequently than that. So please do make those updates if they aren't set up correctly, if you start to review PDDEs and you see it isn't set up correctly, then fix them and make note so that you know when you go to report down the road for something that used to be called this, but now it's called this, you can make whatever data quality notes you need to on whatever reports are looking at that data. That's the hard part, is as you make updates, it may have impact on reporting that you're doing on periods of time that occurred before the project name was updated, for example, so you need to know for yourself that at this point of time it was updated to this name, but these projects and the client data that go to it are the same. It's just that I updated the name on this date.

1:17:57 MS: Keep track of that stuff. And make notes in data quality sections. Most reports where you're pulling HMIS data and submitting it or using HMIS data to report, have an ability for you to note things like that data quality issues, things that have come up for you as you've cleaned up PDDEs or made things more accurate for various reporting that you're doing for HMIS. And I think every funder understands not everything's going to be perfect all the time, so as long you're keeping track and make good notes and help the people that are reviewing your data understand what's going on. That's the key. And these tips and refreshers and the way we write the data standards is so that everybody universally has some rules to follow that makes this as clear-cut as possible and cuts down on the number of data quality notes that you need to make going forward. If it stays really confusing or it stays wrong or it stays in a state that isn't aligned to the data standards then there's going to constantly be questions about your data and what it means and how it really fits.

1:19:07 MS: So take the time to do it, hopefully. Guys, this was a big one. We all are feeling stressed and the stress of the world that we're living in right now, and we really appreciate you and hope that you can find some non-stressful time in your life. And this ESG funding is huge and it's going to have impact for years to come, and we will continue to absorb whatever we need to of your stress and anxiety so that we can make the best decisions and put out the right guidance for you. So please submit those AAQs. If you didn't get a clear answer or if answers that you saw other people getting confused you or didn't align with your understanding let's talk about it. We're here to do that. We will talk to you again. I'll go quickly to the last side. Are we good, Brian? Do you want to bring anything else up Meradith, Fran? I know William had to log off.

1:20:17 MA: No, perfect. I think we're good.

1:20:21 MS: Okay. There's a upcoming meeting in July, on July 15th, right? Same time, same place, and we will talk to you then and obviously have a lot more, hopefully, not obviously, hopefully have a lot more.

1:20:37 MA: Obviously.

1:20:39 MS: ESG-CV, maybe the notice will be out then. I don't know. So we might be able to say more. We'll certainly be absorbing the questions that we maybe didn't get to or got in too late to answer today. Anything that comes in on HMIS AAQ, we'll bring all that to bear for the topics for the next session. If you have any additional items, feel free to add that into an HMIS AAQ and let us know. If you feel like you are a prime community presenter, maybe you want to throw your name in the hat for that. Feel free to reach out to me for that. Alright, I have stalled long enough, huh? We're going to end this call. Thanks, Fran, Meradith, Brian for everything. Melissa on the back end. Robert for your great presentation of your dashboards and there were two, and they were both really good I thought. So here. What veggie is always overcooked?

1:21:40 MA: Tell us.

1:21:40 MS: Chard

1:21:43 MA: That was good.

1:21:46 MS: Shard not charred. Alright, that's it. Go make some joy in your own life, and we will talk to you soon. Thank you.

1:21:57 MA: Thanks, everyone.

1:22:00 FL: Thanks, everyone.