

### HMIS Lead Webinar 3 October 20, 2021

00:00:26.879 --> 00:00:35.969

Mary Schwartz: Hello welcome to the call today and just the lead webinar call October 20th. 2021, we are so happy to have you here. Thanks for joining us today. We're going to get started., here we go, so you are here. Because you're an H, my sleep in H my system admin., we're going to provide whatever current information we have that pertains to your jobs today We will provide explanations of stuff where needed for those of you that are new definitely let us know if We are not being clear with acronyms or processes or reports that we tend to talk about over and over and over again we hope that this provides a for you for questions, hopes that, you know, COC and HMIS leads can come together and understand reporting requirements just generally we're here to help you be the great leaders. That you are in your community around all things.

Mary Schwartz: So, if that's not, you, you might have clicked into the wrong webinar. It's a public facing link. Now it's on the HUD exchange. Anyone can join. But this upfront slide is just to help make sure that nobody's here that doesn't. Not need to be here, but welcome to those of you in our wonderful field of work. We're happy to have you here today so, while we're on this call,

00:02:09.504 --> 00:02:11.844

Mary Schwartz: Remember that you're muted, we're going to answer as many questions as we can today through the Q and a feature of WebEx and make sure you're referencing slide numbers as possible content that's being discussed that your question is pertaining, because sometimes we don't get to your question on the list until awhile after the topic was actually discussed. So, we will try to do our best, but definitely. Give us some context clues for your questions as you put them in the. AAQ, if you don't get an answer today from us, please do enter an AAQ after the fact, we always know, Thursday, Wednesday afternoon and Thursdays are busy times after 1 of these calls.

Mary Schwartz: We anticipate that we won't be able to get to everything or that some questions we'll need a little more thought in time. So please do follow up with that. We really want to help answer your questions.

Mary Schwartz: The HUD exchange website is, where we are putting everything now, so you can go find the materials from this call, and I'll pass calls on that HUD exchange site. You can sign up for our listserv. If you have new staff, direct them there., of course, links to other goodies, like data, standard materials and programming specs are on there as well and through the HUD exchange, you can also link to that. So that is where oh, and Brian, he's so good, isn't he puts that link out every time had exchange sign up for the listserv, we'd love to hear from you, and we want to be able to get in touch with you as needed to share stuff.

Mary Schwartz: So, let me introduce ours. Panelists Fran ledger today from the SNAPs office. She, they pronounced Meredith from partnership center. She her pronouns Jenelle Dennison from Abt associates. She/her pronouns. Jenny Hernandez from the Partnership Center. She/her pronouns. Jesse, Georgia had from Abt associates. Pronouns He/Him. Brian Roccapiore from Cloudburst. He/him pronouns. I am Mary Schwartz, with Abt Associates, she/her pronouns and Kayla Thompson is in the background, Abt Associates, supporting us on technology. She/her pronouns. Thank you all for being here. It's our

standard team and we are excited to get rolling. So, I'm gonna hand it over to Fran ledger. She's going to go through announcements and reminders. Then we'll head into some deeper dive. Of course, always the LSA hot topic, and Jessie will take that ESGK paper updates from Meredith data collection and reporting tools that are out there and available. We have some slides to walk through there and we will end the call, hopefully with enough time to get through all the questions that we can answer today. So, Meredith, I mean, Fran, not Meredith. Fran, take it away.

Fran Ledger: Mute okay, so I have started the last few of these calls talking about comparable databases. That's where I'm starting again this time so the, the new thing here is just like with all of our manuals. The comparable database manual has been updated. So go ahead. And take a look at that it has been adjusted for the new data standards. So that has been incorporated into that manual and as always, you'll see up there as we want that.

Fran Ledger: The system administrators, staff and from service providers to be working together to ensure that we have successful comparable databases operating in the, and if technical assistance is needed to support that effort. Please have the community have the victim service providers, submit a request for technical assistance and let's see us go on to the.

37

00:06:02.249 --> 00:06:05.759

Fran Ledger: Next slide I want to talk about reporting timelines, so. We're going to go over a couple of those system performance measures October 1st, the opening date will in February 28. These are anticipated, so we're anticipating opening November 22nd so let's. Hold onto that. Hopefully that will be our start date and closing January 28th again. That's it anticipated. And then for the housing inventory account, and the point in time tentatively we're looking at March 2022

Fran Ledger: I do want to say that for the LSA right now, our vendors are working. On specs and programming, which is, you know, the, the thing that they typically work on right now. And so, what, you know, we want system admins to be. Working on their systems and making sure everything and your is as prepared as you can be for those kind of opening dates in November but know that the vendors are concentrating on the stuff that they need to concentrate on right now, and there, you know, they're on target with the work that they need to be doing so they're, they're on track right now and we'll talk more about the, as we get into an Jesse will be talking about that.

Fran Ledger: NHSDC So, exciting the 1st in person and a long time. So, if you were able to attend, that was very exciting. I was not able to attend because I was not permitted, had, has not allowed us to be travelling yet, but I will I plan to be there for the next 1, which they announced that it's going to be March 28th through the 30th 2022 in Minneapolis so hopefully, we'll all see each other there but the evaluations haven't been shared yet. So, we'll see what happens with their evaluations. Hopefully, everybody had a good experience. There was some live streaming of the HUD content will be reviewing that and hopefully that will get posted soon to the head exchange. So, if you weren't able to be there in person or didn't catch the live streams, when they happened, you'll be able to see that. If you have any feedback that you want to give to us. You could always submit and provide that feedback to us. And we'll handles, thank you.

Mary Schwartz: Thanks, Fran. Alright, Jessie. You are up we're going to go into some deep dives, and I will get the ball passed over to you.

Jesse Jorstad: Sounds great thanks so much Mary excited to see well, not really see all of you, but to be with all of you here today to talk about the, which is about to get underway. So, 1st of all I just want to stress that the is a collaboration.

That we really are all in this together, every 1 of the folks that is listed here in these little boxes is going to be working hard to make sure that we have a successful data collection, period. You know, we all want this to be as painful as possible. We have learned a lot from the previous data collection cycles. And we've implemented a lot of changes we'll be going through a lot of those process changes on the next call, gearing up for the start of the data collection cycle. So just want to make sure that you all know that as admins, you will be assigned a data liaison and they will also be working with a data reviewer. Who's a more senior staff person that will be able to help resolve questions and concerns as they come up during that cleaning cycle? Okay, and then I wasn't sure if Fran was there anything else that you wanted to say specifically around the vendor piece and any expectations as it relates specifically to the.

Fran Ledger: Yeah, I just think for the system admins kind of what I touched on before is you're gonna get you're going to get notified from us you know, when the vendors move out of this stage of doing the programming and preparation, you'll be given information of when you can expect the systems to be ready so right now, just hang in there and you'll be fulfilling the roles that Jesse talked about as far as preparation goes for your system and we've been meeting with the vendors on a regular basis, supporting them through their preparation process. So, I think that's going well.

Jesse Jorstad: Great Thank you. Fran Okay.

66

00:10:44.244 --> 00:10:50.214

Jesse Jorstad: So, what is the for anybody for whom this is going to be? Your 1st, go around just a quick kind of overview. So, you've got your homeless management information system you're going to be able to export a report that's going to spit out 10 CSB files. When you go to upload those into HDX 2.0., You will have the option to select if this is an official HUD submission, or if it is a Local Use file. There are times when people want to submit as a local use file for various reasons. And it can also be used for Stella P, which, if you haven't seen, I encourage you to Google it, but it is a data visualization of your data. So that is something that can be used in your community planning throughout the year and your system evaluation things of that nature.

Jesse Jorstad: But you can also choose to submit it as an official HUD submission, which means that you want it to be reviewed by the data reviewer and all of the errors and warnings that we go through in that cleaning process. And only. Official HUD submissions are considered for inclusion in the AHHR.

Jesse Jorstad: What is the AHAR?

Jesse Jorstad: Okay, so there's two reasons why this data is collected are two large reasons anyway.

Jesse Jorstad: So, the 1st 1, is that it is the data that is used for the annual homeless assessment report also known as the AHAR. HMIS was actually created to create this report to Congress, which informs Congress of the nature and extent of homelessness and people who are accessing homeless projects. And we need accurate data to make sure that those national estimates that are produced are as accurate as possible. So that Congress can make informed decisions about funding and programming

and things of that nature. But accurate data are also important to make sure that that Stella P, whole environment, is useful to your community. so, clearing those data quality issues that are affecting the credibility of the data and how it describes the people with records in is really central to making sure that it's even worth collecting the data and to begin with. Right? Okay

Jesse Jorstad: To get a little bit more into detail about what is inside of that. So, there's 10 CSV's that get exported. It's important that you not open. The CSV is prior to trying to upload them. Because when you open them, even if you don't save them, Excel, changes the format of the files and They won't be able to be uploaded into HDX. It'll throw in error. And then, so, within those 10 CSVs, there's a few different kinds of data, but most of it is around people and households that were served by the CFC during the fiscal year that includes demographic information. The length of time that they were homeless and patterns of system, use information, specific to populations, housing outcomes. But then also like, inventory and project information.

Jesse Jorstad: So that is for the fiscal year. And then there is another portion of this, which is a few other time frames, because we want to be able to do kind of some follow up reporting on people who were like previously in the system. So, there's 2 years prior 1 year prior and then the 1st, 6 months of the actual reporting period.

Jesse Jorstad: That data includes patterns of system use prior to them exiting, destination types and then for those who returned or re-engage to the system from homelessness, different things, like the amount of time that that took and things of that nature.

Jesse Jorstad: So. It's important to know that because of the level of aggregation of these data on our side, and HUD as well, we're unable to see any kind of client level data. And so, I think 1 of the frustrations has been when we're trying to clear errors and what not. We are able to tell you something like, hey, you have 5 households where there's no head of household assigned, but we can't tell you who those households are and that's been really challenging. And we've been working on ways to try to alleviate that stress. But that is still the fact of the matter, we still don't know who those records belong to and so there will need to be some alternate strategies for figuring that out on your end and we want to support you however, we can.

Jesse Jorstad: Okay.

Jesse Jorstad: The household type and project type framework that we're really familiar with from the AHHR, if you've been an HMIS admin for a while is still actually important and is still a part of this process, even though it doesn't really look the same as it used to. So, due to the incredibly granular nature of the data, this has become a more complex task in terms of determining which parts of these data are going to be included in the AHAR.

Jesse Jorstad: I want to make sure that all of, you know, that, after we go through this data cleaning cycle, we enter into what's called usability reviews and what's happening there, is that season staff are reviewing your data to determine if the data related to people in households and the data related to the inventory can be used to build national estimates. So that's something that's really important about is that we're using the data based on what is known to extrapolate and figure out estimates as to what is unknown. And that's why we look at some of the that we do and flag some of the issues that we do is because it impacts our ability to make those estimates in a valid way.

Jesse Jorstad: Whenever possible, the team uses the data, so it is a really fascinating and nuanced process to be a part of it was something that I did last year. We really do literally read all of the notes that are submitted and sometimes we read them several times. Sometimes we meet and discuss them. I'm trying to figure out, like, are these data accurate enough. To be able to use them in these estimates for now, if inventory have considerable data quality issues, but the data around people in households do not then the HR team still uses that people household related data. and then they use the HIC data where it's reasonable. If you've certified that your HIC was accurate. And that way, it's similar to the old method.

Jesse Jorstad: However, it's ideal that the inventory in your is used instead because that allows us to calculate bed utilization, which is critical to those national estimates. So, just to kind of clarify, we make these usability determinations for every 1 of these squares.

Jesse Jorstad: So, for example, we say for your shelter, safe haven and transitional housing data related to people who are in adult, only households. Is it usable or not usable, okay? Now that same deal for your beds usable or not usable? That is how we work our way through that.

Jesse Jorstad: Now, what does usability mean?

Jesse Jorstad: I think there's been a lot of confusion around this and so I want to. Really spend some time and really directly address this. So, we made up a new word. I don't even know if I can pronounce it.

Mary Schwartz: I can.

Jesse Jorstad: Do it Mary. Deliver it for us.

Mary Schwartz: Extrapolatability I think of usability as actually extrapolate ability and that usability is not the same thing as usefulness or using your data both locally and to say stuff and things about the stuff and things that are going on. Usability is sim- not simply but is whether your data was able to be part of the extrapolation that occurs in the statistical analysis of the data for her purposes. So, extrapolate ability is the new word I want to use instead of usability.

Mary Schwartz: And I do want to say there's a lot of questions I have for right now waiting that are all these same questions. So, I want for Fran, before Jesse goes into extrapolate ability stuff.

Mary Schwartz: What about the Usability extrapolate ability status, or, let's say, slash 19 slash 20 data set. There was talk about it on our last call. There's been talk about it over and over again. What can COC's expect?

Fran Ledger: Yeah, yeah, I know I know folks and I understand as a system administrator, I would have the same questions as. I was a former system administrator side now.

Fran Ledger: So, right now, what's happening is so. And Jesse is going to get into this more. He touched on it in this last slide. He's going to dig into this a little bit deeper in just a 2nd. But it's very nuanced and it's very locally specific, these determinations and so.

Fran Ledger: HUD is still exploring the public dissemination of this information but is that we have not settled on a determination of that because it is so locally specific and nuanced. But it is under consideration. And I think we will work towards doing that, but we haven't made that that decision is not final at this point, and so I'm, you know, I will respond to the questions that are coming in, but we, we know communities want it, and we're trying to figure out a way that we can provide that information in a way that's usable, understandable and consistent across the country.

Fan Ledger: Hopefully that that helps with that. And Jessie, I think you'll be able to talk more about that kind of nuanced piece. And why is maybe not always so simple. And I can, and then maybe I can follow up a little bit more about what it actually means for communities as an impact, around usability, because I think people get really concerned about is my data useful, not useful and all of that.

Jesse Jorstad: Absolutely, so up until a little over a year ago, I was an HMIS admin, so I do understand this concern. And I think that actually what 1 of the factors is here, is that usability used to relate directly to whether or not you can continue was continued, was considered to be participating in the AHAR. So, it used to be that you had to have at least 1 shell accepted in order for that. To be considered participating, that is no longer the case. In order to be considered participating you have to participate.

Jesse Jorstad: So that is the good news and hopefully that alleviates a little bit of the anxiety around it. But so, as I had mentioned before, usability means that the data quality is high enough to be included in the AHAR statistical model that's used to develop those national estimates. So, what we're really asking is, can your data be used to make assumptions about other unknown data? But usability is not thresholds, which I really expected it to actually be, and I could not believe when we actually started the usability reviews what exactly was going on.

Jesse Jorstad: So, I was like, there's no way that, that we couldn't quantify this more and to be able to even create a model that spits out, whether things are usable or not usable without having to review them actually manually all. But that's not where we're at. So, we literally have staff, like me who are reading through all of your data and considering all of the things, if there are outstanding errors and warnings about whether or not, we can get to a place where the data are usable

Jesse Jorstad: It's about how things look holistically it's not just like, oh, well, you know. Once we reach a certain thing, then it is, or isn't usable and so as brandy mentioned, it's just a very highly nuanced process. But there are a few things that place your data at risk a little bit disproportionately if you will. But I want to make sure that I'm really, really clear on.

Jesse Jorstad: One of them is if there are high rates of missing dates of birth and the reason for that is, because it prevents the calculation of household type. And as I showed you with the shells, like those shells represent how the estimates happen, and so they rely on the household type in order to make assumptions about unknown data.

Jesse Jorstad: the other piece is missing high rates of missing security numbers because it impacts the reliability of the duplication.

Jesse Jorstad: Missing rates for client location because it prevents the data from being attributed to a community and if we don't know what community it is attributable to, we don't know what we could use it to make assumptions about. Right?

Jesse Jorstad: High either missing or multiple heads of household. Which adversely impacts our ability to duplicate the kind of households. And then accurate a project setup is critical.

Jesse Jorstad: And then accurate a project setup is critical.

Jesse Jorstad: So, you have to make sure that your housing type in bed type makes sense. That your funding sources that are connected. Make sense, right that you don't have something like ESG shelter, funding source attached to a COC rapidly housing project. Right? That kind of stuff is going to get flagged.

Jesse Jorstad: If you are not able to join us for the last system admin call. I really encourage you to go back and take a look at that because we did go a little bit more in depth about some of the most common errors that people came across. And what might be causing those.

Jesse Jorstad: Okay.

Jesse Jorstad: So now to pause and talk about the timeline a little bit, and I'm gonna talk about some resources that are coming up to help us all through this process.

Jesse Jorstad: So, the vendor testing began on October 4th, so vendors are in there and working through their, the programming and testing out to make sure that things are going to go as smoothly as possible. On November 22nd, we will ask communities to start their upload process. The goal of this initial timeframe here is to get to a successful upload.

Jesse Jorstad: The things that will cause an upload to fail in this type of situation is, like, there's an extra character in a header of a colon. You are missing a file; you accidentally exported your APR export and are attempting to upload that instead of your LSA. Those types of things are what this is looking for, or if there are like, invalid values, things of that nature.

Jesse Jorstad: The goal is to get everybody to a successful upload by the 3rd of December.

Jesse Jorstad: On the 29th of November is when you will hear from your data liaison. So, they'll introduce themselves, they'll have some more information about kind of the next steps things of that nature. And then on December 6th is when the data cleaning process begins in earnest. So, at that point, you know, there will be errors and warnings files that you will. Well, they're not actually files.

Jesse Jorstad: So, one of the primary changes is that we expect all of the communication on errors and warnings to be able to occur within HDX, so stop and celebrate that for a moment. Yeah, is a big list, and I think it's going to take care of quite a few pain points. It might create some new ones. We'll see what happens. Right?

Jesse Jorstad: But that is when you'll, you will start being able to enter notes about any warnings that you're having and be asking your liaison questions about errors and things that you're getting and start working through that process.

Jesse Jorstad: Prior to that, if you're having issues, you can actually contact the AQQ. So, this 11/22 through 12/5 contact the as of 12/6, the primary point of contact is going to be that data liaison. We

acknowledge that this is happening during the holiday season, and so we will be taking a break and hopefully you will be taking a break during this kind of pause period. There will still be staff around to answer some questions and what not, but we, we don't want folks to be in full force during that period of time. We want everybody to be able to take a break and spend time with their families.

Jesse Jorstad: And then we are aiming for a closing of that data cleaning process to happen January 28th of 2022.

Jesse Jorstad: All right, I know you've heard a lot from me stick around for just 2 more slides and then I'm going to stop talking for a little bit, but don't worry I will be back.

Jesse Jorstad: Okay. Few resources in development so we're currently updating the LSA submission guides going to have all your new instructions for how to navigate all of the new features that are being built out HDX 2.0. the other thing that I'm super excited about this here, and I have been working on a docent and called preparing for the guidance on common data quality issues.

Jesse Jorstad: What we've tried to do is take all of the guidance that's available for some of those major pain points and put it all into 1 place to try to help your problem, solve some of those errors and warnings.

Jesse Jorstad: And then something that I'm actually going to demo later on, in this call is the HMIS data quality tool. So, this CSV is a different export. It's not your LSA export. It's a client level export. Your gonna be able to use that export and plug it into an Excel workbook and it's going to be able to do some of the checks to tell you who are those 5 households who are missing a head of household and other checks like that. So, that is the end of my, I thought I had 2 slides, but I only have 1. So that's pretty exciting.

200

00:29:16.794 --> 00:29:22.554

Questions for now, you're really good doing great so much. Yep, that made sense to me.

So, hey, we're gonna move on to the there's a few questions floating out there, but I actually want I signed a few to you. I want to take a look at it. Jesse instead of us, trying to chat about in Berkeley, because I think they need a little more. Of your brain power then on the spot. So, we'll move on to Meredith if that's okay. And we can come back to some of the questions if we want to talk about them.

Jesse Jorstad: That sounds great. Thank you, Meradeith.

Mary Schwartz: Yep. Thanks, Meredith.

Meradith Alspaugh: Thank you. Thanks for moving the ball. I couldn't grab it. Hi, everyone. Wanted to chat a little bit about some APR and CAPER stuff with you all. Wanted to put out there again, the reminder that all reports that are being submitted in SAGE as of October. 1st so right now have to be in the 2022 version. We continue to get questions looking for the right version in your system. Sometimes it's a naming convention issue. Sometimes it's the fact that the report just isn't available yet in your system.



Meradith Alspaugh: HUD is aware that there is some software that don't have the one 1 of those reports done, right? So, either the 2022 CAPER, 2 FY 2022 APR or the new CSV report. HUD s aware that some, some software doesn't have those available yet or were recently released. But maybe have some bugs, that is potentially causing some concern about late submissions.

Meradith Alspaugh: So, I wanted to 1 put out for folks, if you find yourself in a position, where you do not have the report that you need from your system and you don't have it in time to meet your reporting deadlines. There are a few steps that you would need to take, depending on the report, there's going to be some different steps. Right?

Meradith Alspaugh: So, if you're talking about maybe you're a CE APR or a regular APR that you're not able to submit on time, recipients should work with the field office on those issues, reach out to the field office to inquire about an extension on getting those reports submitted. If we're talking about an ESG-CV bundle report, there's a slightly different process that would be the recipient reaching out to their CAREs act staff. they should know who that person is ideally, they would need to reach out to the carrier staff and request that extension.

Meradith Alspaugh: Also, they can reach out the recipients can reach out to the AAQ desk, the SAGE AAQ desk. If there are any questions or needing any additional help with getting. That extension granted so when in doubt submitted AAQ, when talking about reporting for HUD, like the et cetera, go ahead and submit those to the SAFE desk and then they can work with you and the appropriate HUD staff to make sure that that stuff gets taken care of.

Meradith Alspaugh: I want to make just 1 other note on the topic of the APR, CAPERS, et cetera. Just to give some folks some context here around how this the reports typically get programmed, get released, et cetera i

Meradith Alspaugh: In the past. Historically, HUD has in the federal partners have committed to doing a 6 month. Lead time release for the vendors to have programming specifications, data standards all of the sort of different materials that folks need in order to get these reports programmed in their system.

Meradith Alspaugh: So, again, typically, HUD those 6 months ahead of time. So, those of you that have been around for a while, you know, that typically in April, or may, these different docents are going out to vendors. They're not always released on the HUD exchange yet, but the vendors typically have a hold of them before the general public. So, they can get started, get those programming started get the questions answered, get that stuff all in place before, before they're more broadly released.

Mereidth: This year there was a slightly different timeline. Those resources weren't released until early August for the APR paper and COC specs. So, the timeline got pushed around a little bit. Just wanted to provide that context because this year was different. And I think you all remember that time this summer when there were contracting issues and challenges with HUD.

Fran Ledger: Yeah, I can, I can jump in here too, so yeah, this is this wasn't t squarely on HUD shoulders that, you know, due to contracting with the data level this shifted a lot of work that we were doing. And it, like, moves everything down. So, you know, data lab was not we didn't have data lab in operation. We did not have a cloud classified data lab person, which was not obviously, I am not. And so, all the efforts that data lab normally supports was delayed, and so that meant the work, and services that vendors received was delayed. And so that kind of rolls out and shifts everything down. So that's what you're

seeing here. That is that is a funding contracting issue. And that's what happens sometimes, you know on government and funding, so there we go.

Fran Ledger: But unfortunately, this is impacting the vendors and impacting communities. And so, you know, we're, we're flexible about when these things are starting, and we want you guys to be. Also flexible, knowing that these, are a bit delayed. You know, it's just something that we're going to have to adjust to.

Fran Ledger: I'll turn it back to you, Meradith Alspaugh:

Meradith Alspaugh: Thanks, Fran. Thank you. Sorry. Yeah, so again, when in doubt submit an AQ talk to your field office have the talked to the staff to get that extension initiated, if necessary.

243

00:36:04.768 --> 00:36:17.878

Meradith Alspaugh: I want to talk specifically about reporting for just a minute here. HUD did host some office hours last. Was that last month or earlier this month? It was targeted for ESG recipients, but the resources, the recording, et cetera are available on the HUD exchange. So, if you're interested, you can certainly go take a look at the recording. The slides I think there's a transcript up there. There is also reporting guidance available for it is a standalone docent that is available on the HUD exchange. Those of you that have been doing this reporting for a while. We've has released those different resources over the last couple of quarters. So, this is something that is available to you to review. It does have updated guidance about the eligible activities that were outlined in the notice that was released earlier this summer.

Meradith Alspaugh: That notice had some new unique activities, the guidance there for also goes into the details around those unique activities.

Meradith Alspaugh: Just want to point out, because this is a question that we get a lot. This was a question, I think, that came up in NHSDC there's no additional data collection required for any of the new eligible activities. So, make sure you're taking a good look at this guidance. We don't want folks setting up more projects that need to be set up creating new data collection situations when they don't need to. So, take a look at that guidance. If you have any questions again, please feel free to submit an AAQ.

Meradith Alspaugh: Reporting is due by October 30th again, has to be in the 2022 version of the CAPERR f you have not been in contact with your ESG recipient yet might want to reach out to them make sure you know, what's going on? Don't forget about that 3-day blackout period. We often find towards the end of the month, right? For the reporting, everyone's a little frantic and worried that they can't get the reports submitted because of that blackout period questions about reporting should be directed to the AAQ desk and I'm realizing I should put this slide. 1st, because some of you may have already found this to be the case.

Meradith Alspaugh: If you have gone to stage and tried to upload any bundles today. You'll find that we have temporarily, HUD has temporarily shut down SAGE's ability to do uploads for the bundles. Unfortunately, a bug was detected that was causing a problem. That's really only applicable for communities that had a project that closed during the report period. When a project was closed during the report, period that was causing some dates to change on the bundled descriptions. Meaning you

were being told the wrong dates for your bundles to upload. You would not have necessarily know not unless you were, you know. Eagle eyes paying attention to all of the different dates with lots of different open and closing projects.

Meradith Alspaugh: So, HUD and the SAGE team are currently working on a solution they are working on more clearly articulating and defining the scope of this issue. But in the meantime, there's no uploads. That can be that can be done for the right now. If there's an issue, how do I say this this isn't necessarily going to impact all of you again it's going to impact only those of you that had this particular scenario where you had these projects closed? We're not sure yet what that means. If you've already bundled and uploaded your files, you may have to do them again. We're just not sure stage will be sending communication to those that are impacted by this.

Meradith Alspaugh: You will see a notice on your bundle page, or you will receive a message directly through sage. Somehow you will be notified if there is something that you need to do. Currently, we've got a system message up on stage that when a recipient logs in you, they can see that they're not currently able to do an upload or that uploads aren't currently being made once that is resolved. A new message will go up. So that folks know. That that's back online and that they can be begin doing those uploads again.

Meradith Alspaugh: So, sit tight, don't panic if you're hearing that you can't do an upload. How does very aware of this situation? Hopefully will be resolved very soon. More information will be provided soon and especially to those of you that are directly impacted by this. So, apologies for the inconvenient thanks for your patience. More to come on that I think now I can pause if there's any questions that we should tackle out loud or turn it back over to Jesse.

Mary Schwartz: Well, let me just look.

Mary Schwartz: So, what do we do with the entity that manages the sage for our uploads has not provided links for the uploads?

273

00:41:25.230 --> 00:41:35.034

Meradith Alspaugh: So, the links are sent once the recipient has done all the projects, right? They've gone in. They've identified all the projects and created the bundles.

Meradith Alspaugh: So, if the recipient hasn't done that yet, then you would just need to work with the recipients to get them to go like. Literally hit that button that says send bundles so that you can get that data. You can get the links then.

Mary Schwartz: Okay.

Mary Schwartz: I think that's good for now. So, why don't we move on to Jesse and the data quality tool.

Jesse Jorstad: That sounds great. Thank you. Mary. Meredith.

Jesse Jorstad: A couple of LSA questions that came in, I think some of them will actually deal with as we go through the tool here. But 1 of the questions was and I totally appreciate why are you guys scheduling this over the holidays?

Jesse Jorstad: What's your deal? Totally appreciate that. So, we're against a few kinds of external forces that happen right? One is that we have to wait for the period to end, which is September 30th right? Because the data collection, period has to end, that also coincides with when the data standards happen. Right? So, we need to give vendors that opportunity to make updates to their export to make sure that that's all working and then test all that whole process. So that starts to back the timeline up, right? So, that's what's happening on the front end. And then on the back end, I don't know what the exact deadline is, but there is congressional deadline., it's the law that they have to have this report within a certain timeframe. And obviously there is time that's needed for the AHAR evaluation staff to generate their estimates and whatnot. So that's why we end up less than ideal timing. I assure you; we would like to not do this over the holidays just as much as you would like to not do it over the holidays.

Jesse Jorstad: And we appreciate all of your hard work.

Jesse Jorstad: Okay, let's talk about the data quality tool.

Jesse Jorstad: So, actually, I think this is, maybe Mary, this particular slide, we might have changed the order on

Mary Schwartz: I'm so sorry, few questions. Okay. So, we are going to go over just we're just going to talk about a few things briefly. Jesse is going to go through the CSV data quality tool in depth. That's where I thought the next slide was, so you get a lot more slides after this 1. But I just wanted to point out, you know, we, between last week at NHSDC and AAQs all our that we get from you. Lovely people. We have a few things in the works, and I just wanted to keep that on your radar hold us accountable. They'll get out there soon.

293

00:44:21.684 --> 00:44:34.224

Mary Schwartz: We're working on C1 Wellbeing Guidance. we're looking at how to provide some information around trauma informed you know, asking the question what to do with the responses. You're getting the C! wellbeing element should be asked of clients, and we've gotten the feedback from you all and other folks in the COC. That there could be some of it might be trauma inducing. So, we're working on a guidance document for you and it's with HUD for review. So, we're anxious to get that out. As soon as we can.

Mary Schwartz: There's a dual enrollment slash, duplicate inventory type of guidance document being worked on. I actually went over it a little bit. Some of the initial concepts in it on last week's presentation on data quality, the DQ lab with Scott Pruitt through it at last week's NHSDC. So, once that is posted, we will You know, once the document is posted finally, and we have that. Information really complete and, we're working across all of the different data teams, AHAR, HIC, PIT, HMIS, SAGE, work is mingled and overlaps each other. We want to make sure we're saying the right things at the right time.

Mary Schwartz: But that's in process. EHV pairing guidance. So, there are some funding briefs out there. And, of course, we've talked about it on this call several times, the emergency housing vouchers. We've already put out guidance around the HMIS expectations for emergency housing vouchers. That's all. Really clear. What you're required to do, and we have links to that at the end of the, slide deck and our resources slide but, people are looking to go above and beyond and to pair EHV vouchers the vouchers,

pairing them up with supports that you have locally. And how that blends with fund sources and that information is out there and some funding briefs that you can find on the HUD exchange.

Mary Schwartz: We are trying ourselves to go above and beyond the bare minimum.

Mary Schwartz: You know, we've been clear about the bare minimum for, but you are all and we, we want to support you in this may want to capture those housing vouchers and the people that are using the housing v ventures in your HMIS. And so, we have questions in the AAW we're working on we have this, guidance docent that we're working on to get out to you and that is in process. So, I guess, I just want to say, we are not listening.

Mary Schwartz: We are not responding. There is a time and effort that gets put into these types of questions When you ask them. we are trying to respond and definitely anticipate, you know, all of these things are just. Any minute now eminent we all love that word. Right? Maybe I'll come up with a new term for a minute, but they're coming. They're being worked on. There's effort being invested.

Mary Schwartz: So, CSV data quality tool is probably like the closest, right? At least in the beta version, cause jessie's in charge of it not me. And so, it's going faster.

Mary Schwartz: And here he is to take it away. All right.

Jesse Jorstad: Thanks so much Mary and a couple of questions that are a little bit related to the tools. So, maybe I'll cover those. 1st, so.

Jesse Jorstad: 1 question was about, like, so is this data quality tool, the new way that we're doing flags and what not? No.

Jesse Jorstad: So, the new way of doing flags, we expect that. So, last year, if you had the pleasure of being a part of this experience, you went to HDX 2.0, and you were downloading your flag file and you were making notes in it. And then you were uploading it again. And then your data liaison would go fetch it. And bring it down and put it back up and all this rigamarole. Now, the plan is for that to be all an interface that happens within HDX and so you'll be able to see all of your errors and warnings there. You'll be able to make notes there and communicate with your liaison all through that interface. So, it's not actually directly related to this data quality tool.

Jesse Jorstad: Instead, you will do that different export that's giving you your client level data, and it's running checks that are related to the flags that happen for the LSA

Jesse Jorstad: Now, granted, the is looking at aggregate data. Which means some of it is looking at things like, oh, here you said, the total number of adults was X, but here you said, it was Y, and that's not possible. So, we need you to. Look at that, which could have been like, a programming error or something like that. Right? So, we're not checking for any kind of aggregation issues. We're checking more for those logical things about, like, if this is true then can this also be true?

Jesse Jorstad: And if it's not the correct answer, then it will flag that and give you some information. So, let's look at how it's doing that.

Jesse Jorstad: Okay, so you will know the tool is available, because we will send out the information on via listserv. I had said we were using GitHub last time; we're actually using Bitbucket. But all of the details will be in that list serve, and all of the materials that you'll need will be in BitBucket in order to make that happen other than your own data. Right? But like, the user guide and things like that.

Jesse Jorstad: Okay.

Jesse Jorstad: So, when you open up the tool, it will look something like this. It'll actually just have a button here that says locate and check your, but this will not have appeared yet.

Jesse Jorstad: You'll go in there and say, okay, I put it on my S-drive in this little location here and then it will grab that file. What it's actually doing is going through and it's stripping out a little bit of the data, so it can run more efficiently, and it creates a duplicate set of your just because that's how we roll sometimes. All right so the 1st, thing you'll do is tell it where your CSVs are located, which is, of course, in a secure location, right?

Jesse Jorstad: And then you will click to go to the report. So, the 1st thing that's happening is we want to see do, does your export contain the files we're expecting it to? If it does, it's your screen is goanna look like this and its goanna say that yes, this file is kind of core to the calculations that we're goanna do. So true that it is required it does exist. This is how many records there are. And are there any columns that are missing? Great.

Jesse Jorstad: If this only said, 1, that might be an alert to you, because maybe, you know, that there's more than 1 client that was served by your HMIS and so maybe something went wrong with the export. Right? So, this is just like, really high level.

357

00:51:29.844 --> 00:51:37.644

Jesse Jorstad: We just want to make sure that we're not going to give you any results that don't make sense because there's some sort of data missing. Right okay.

Jesse Jorstad: So, then we want to make sure that there are no invalid values in your columns. Right? So. You go ahead and click run that validation check and it goes ahead and does that. And maybe there's something wrong with your data birth field. it's saying that somebody's date of birth is X-1 -991, right. Like X is not allow value. So, it's going to flag those things.

Jesse Jorstad: The cool thing about this is that you can click right into this cell and it's going to open up a window and it's going to give you some information that's going to help you to find that record. So, things like the personal ID, but it'll also return the most recent enrollment. So that, you know, like, what organization is maybe most likely to have contact with this person if they need to actually get additional information or will also have that information potentially in their file.

Jesse Jorstad: If you have multiple rows that have these validation errors, you can go ahead and click this button. It's going to export 1 file that's going to give you all of these errors. So, you can go track them down all at once without having to export each individual field where there might be a problem.

364

00:52:46.409 --> 00:52:55.559

Jesse Jorstad: So, again, this is not really that exciting yet. We're just trying to make sure that your file is good to go before we do any validation, or any data quality checks.

Jesse Jorstad: Okay.

Jesse Jorstad: So, this is what that window looks like when it pops out. So, you can see that we're giving you the personal ID. It also gives you the project ID, the name of the project, their most recent I think this is enrollment date and then the actual date of birth that's recorded. And also, the date of birth quality.

Jesse Jorstad: If you're intimately familiar with the specs, you'll know that if you have a date of birth quality, that is 8, then the date of birth must be null, and that's why this record is getting flagged for example.

Jesse Jorstad: Okay, we don't want to return every single enrollment that's related to this client, because these files would be huge. Right? Which is why, if you get into your HMIS, I asked you're like, oh, this person actually has 7 enrollments. That's only coming up 1 time in here. That is on purpose it will not do only the most recent if the error itself is on an enrollment level record. So, if instead, the problem was, like, the current living situation, then it's going to give you the enrollment that that error is tied to.

Jesse Jorstad: All right, so next up.

Jesse Jorstad: The data quality checks, you're going to go ahead and hit run the data quality checks button, depending upon your file size. This process could actually take several minutes. So just know that. But if you do have a very large COC, or you export it a file, that has a very long period of time, it's gonna take a little bit of time for that to run.

Jesse Jorstad: 1 other thing I wanted to point out me back up for one second here:

Jesse Jorstad: Up here in the corner, these dates are looking at your export start date and export end date and it's just telling you this is the period of time we're running these checks for. Okay. So, you can run it for any period of time that you want. And we'll talk about if you want to run it for specifically to support your LSA efforts, what the time periods should be.

Jesse Jorstad: Okay, so now you've waited around a few minutes maybe and now the data quality of the report has populated it is doing a number of checks. There are 2 levels. A warning means that something is, unexpected. So, for example, we would not expect somebody to be over 100 years old, but I guess that is possible. So, it's a warning versus an error, which means like the data standards say you have to have a head of household. So, it's not possible for you to not have a head of household.

Jesse Jorstad: When you click on this area of the screen, it will pop up that window again like I just showed you for the other screen that's going to give you the information you need to find that file in your HMIS. And again, you can click here, and it will export a file that gives you all of your errors. So, that you can work with that., in a different way, the other thing I want to point out is so we gave a few of these things that are not even things that are necessarily checked by the LSA but are just, I guess, in my own analytical experience that I have come across where it's like, oh, my gosh, we have people who've been enrolled in emergency shelter for 7,000 days.

Jesse Jorstad: Maybe somebody did the whole fat finger, or maybe they forgot to exit somebody. Right? But we want to track that down. But because there's no guidance in terms of how long that emergency shelter stay can be, we built this parameter out.

Jesse Jorstad: So that you can say, hey, I want to see everybody who's been there longer than 365 days or maybe 180 or maybe you all are running a really tight ship or whatever and you want to be 90 days, you can change this parameter. And it will change on click and it will update.

Jesse Jorstad: So, maybe you only have 10 people who had to stay that was longer than 365, but you have 30 people that are longer than 180. it'll update that and give you that information.

Jesse Jorstad: All right, I'm not going to get into all of these errors and what they mean, hopefully, the on-screen text is self-explanatory. You can go ahead, and you'll be able to log issues on BitBucket to ask questions. If you need a little more clarity on something, and that will all go to inform the tool because this is in beta version. And that's how it's being released.

Jesse Jorstad: So, this is again what that window looks like when it pops up and you can take a look at the data. And figure out what needs to be changed. In order to resolve that issue.

Jesse Jorstad: And then these are just the last checks that are happening. Notice there is a street outreach check here. Street outreach is not part of your LSA, it's just here in case you want it and again, this is just looking at. Hey, it's been more than 365 days since this person had a log to contact or current living situation information date, I think, is what's actually looking at. So, this is just to kind of help you out to look for things that might be a missed to exit. Also, looking at possible missed moving dates, which again, there's no rule that says you have to move somebody in with a certain amount of time. But it seems like if you had somebody who was enrolled for more than 365 days, and they didn't have a move in date, gosh, that might be a data error, right?

Jesse Jorstad: Okay, so there's all that.

Jesse Jorstad: So, if you want to use this tool specifically to support your data efforts, there's a couple of tips here.

Jesse Jorstad: So, we kind of called this, the data quality cohort, but it is the whole period of time that any section of the is looking at. So, it actually starts 10-1 of 2018, and goes until 9-30 of 2021.

Jesse Jorstad: You'll note that the reporting period starts in 2020, right? But there's those time frames that I talked about earlier today where we're looking at people who previously been in the system and what's happened with them sense. Right?

Jesse Jorstad: Okay, if you're able to limit your CSV by project types, you may want to limit it to just emergency shelter, transitional safe haven rapidly housing, permits housing and other permanent housing, which is. Or housing with services and without services. So, 9 and 10 are your project type codes.

Jesse Jorstad: I would not recommend running it only for, like, emergency shelter because there are going to be at least in the final tool things that are looking at, between project types for different, logical things. Right? So, you'll want to be able to run it for all of these, or not. If you're trying to do this for the.



Okay, what, if we are a big COC, and we can't export a file that large. Then in that case, you may want to limit it to a 1 year at a time, and then use the tool for each file So, you would maybe do it for a fiscal year, 19, fiscal year, 20 fiscal years, 21.

Jesse Jorstad: Wait a second, why are we including other permanent housing that's not part of the LSA?

Jesse Jorstad: Good question, the includes project and inventory data for those other permanent housing projects. It just doesn't include the client level data.

Jesse Jorstad: Okay, I think that is, yeah, that is the end of my stuff are there any questions that you want me to answer aloud Mary about the tool.

Mary Schwartz: Yes, sir here we go. Will the ES missed exit also have functionality for night-by-night shelters?

Jesse Jorstad: Yes.

413

01:00:40.380 --> 01:00:52.170

Mary Schwartz: Will -Is the too limited to HMIS or local HMIS admins or can agency level staff use it as well.

Jesse Jorstad: That would depend on if your agency level staff are able to export the CSV or if your admin would be willing to export the CSV and provide it to the agency. Or the other option might be because of the data do not live itself within that Excel workbook. The HMIIS admin could run the tool for that agency and then send them just the results. Would be another option obviously, not super feasible if you have, you know, 50 agencies or something right?

Jesse Jorstad: So, in terms of timing, we are close, you know, we want to work out as many little kinks as we can before we send it out to all of you. So, you guys don't have to deal with those extra headaches. So, keep an eye on the list serve.

Jesse Jorstad: I don't want to give an exact date, but I think we can say it's imminent.

Jesse Jorstad: Any other questions allowed?

Mary Schwartz: Yeah, so we're at the end. So, mostly the rest of this content is just going to be answering questions, but there's 1 that SO, wouldn't you also include which street outreach, but I don't know what that's pertains to? Maybe I wasn't listening.

Jesse Jorstad: Yeah. Yeah. So, this tool you can include your whole system if you want. And when this tool is built out in its final version, it is actually going to be something that we use to prepare a CSV to be attached to a dashboard to do some system level analysis that centers around coordinated entry. So, like, we got like, this is a got big dreams here we're doing a lot of things. But as it works, right now, you don't have to limit the project types at all, but we prioritized the checks that we knew would support the LSA effort.

Jesse Jorstad: Something that is missing in the beta version that we expect to be in the final version, though, is some logic around those overlapping enrollments to help you identify those, but we just need a little longer to hammer those ones out.

Mary Schwartz: There was another 1 I sent you.

Mary Schwartz: Oh, will the CSV data quality tool work with hashed versions? I think the answer was yes, but I wanted to make sure.

Mary Schwartz: Maybe not.

Jesse Jorstad: That is a good question. It is looking at date of birth, but I don't know if that will actually stop you from progressing in the tool. That's a great question. Let me, I can if you want to send that to AAQ, I can follow up on that and we'll make sure that we specify that in the user guide as well, because that's a really good question.

Mary Schwartz: I think I assigned this to you, but maybe somebody else has it but can you tell us what questions we should look at regarding data quality when reviewing the ESG-CV? Oh, no. That's more of a merit Meredith question maybe or maybe it goes hand in hand, but what I think it's Meredith or Jenny. So, can you tell us what questions we should look at regarding data quality when reviewing ESG-CV reports?

Meradith: Answered that 1 and the. Already.

Mary Schwartz: oh, it doesn't say it's answered to me.

Meradith Alspaugh: I got an answer.

Mary Schwartz: Okay, the answer is no, do you want to just go over it again? Just because I brought it up. Maybe everybody else cares.

Meradith Alspaugh: Yeah. The question was not so much about data quality. Ultimately, it was about performance evaluation. So, like, in the APR, there are questions that have specific outcome, indicators in them. Right? So, like, Q19 increase income, Q23 is Positive housing destinations so some of those questions are applicable in the CAPER. Those could also be used in the CAPER for evaluating performance. There's also Q24, which is a performance homelessness prevention outcome measures, so there's some of that in there those different questions. Sorry? I did answer that. Hopefully. That response went to someone that understood it then.

Mary Schwartz: This is an interesting one, Fran. Are you still on?

Mary Schwartz: So, we have a question about the emergency rental assistance from Treasury, and if there's any guidance from HUUD, that emergency rental assistance in, HMIS?

Fran Ledger: No, not that I'm aware of. Let me. I can take a look. Okay. All right. Not that I'm aware. I'm going to sign it over to, you.

Mary Schwartz: Yes, all right. In order to use back to Jesse, I'm just recording all over the place here in order to use the CSV tool or all vendors required to produce the head CSV. Should this be a base requirement for being a vendor? Or is this something that might be an additional feature that they can upcharge for?

Or Jesse, or Meredith or Fran?

Mary Schwartz: Meredith, so for the vendor perspective. Sorry.

Meradith Alspaugh: So, producing the HMIS or HUD COC is part of the requirements for vendors right. So, I mean, a requirement. Loose right. It is a customer that requires a particular product of their software provider, but we do provide those specifications and the expectation, both for providers and comparable database providers, right? Is that they can produce the APR. They can produce the CAPER. They can produce the HUD COC for those reports as well as the CSV. So, how that gets paid for, who charges what who requires what that's. Between the community and the vendor.

Mary Schwartz: Okay. We're out of unanswered questions I mean, there's questions that have been assigned to folks to answer, but.

Mary Schwartz: Nothing that isn't like nothing that's verbally answerable. So, maybe. And we'll see what else comes in in the next few minutes and if nothing, then we'll. We'll wrap it up.

Mary Schwartz: Jack, that's such a great question. This is like, my dream world where we could see or search AAQs, that have been asked and answered already.

474

01:08:45.840 --> 01:08:51.060

Mary Schwartz: No, not at this time you really as HMIS lead with a HUDD account, you have access to the questions you answered here you know, all answers, come via email and, like. Of course, can be shared around, but we actually put a specific, you guys have all seen it that disclaimer that sometimes an answer is really just particular to that COC, or that specific situation and really can't be applicable across multiple COCs or even projects. So, that is really the rub. I think it becomes a real big issue when we put answers out there that are specific to only some.

Mary Schwartz: What you do have is, the frequently asked or not. Sorry? I didn't say that. The questions and answers that we that are asked and answered on this call. Those are posted they often very much mirror when ends up in AAQ. I know we say a lot of stuff about go. Put your question AAQ, and then it feels like, oh, it just gets lost to the after that. Actually, we do a lot of analysis of that AAQ. The to inform what we talk about on this call. So, in essence, and until, like, barriers that are bigger than all of us get removed, that would make that AAQ to be opened up to more more than just like the person that asked that question and got that answer until that happens.

Mary Schwartz: We're essentially trying to create that environment whereby participating in this call, you know, what? The hot topics are, you know, what's been coming through and anything that on the AAQQ, side of things feels like an answer. That needs to be shared broadly and is it specific? Is brought up as a topic on this call? Would anybody else on the call have a different answer for that? Or is that right? Or friend? Correct me? If I'm wrong.

Jesse Jorstad: I think the only thing I would add is that I also think it could potentially be a deterrent to communities to ask questions if they knew their questions were going to be published. So, there'd be kind of a lot to work through, but, I mean, we definitely see how that would be valuable.

Mary Schwartz: That's a great point, Jesse, thanks.

Mary Schwartz: Yeah, if it wasn't like, if it was widely available for everyone to see that might, that might keep some people from feeling free to ask stuff.

Mary Schwartz: Ok,

Meradith: Can chime in really quickly? I put it in the I answered someone's question and I know it wasn't a question log, but I just want to say it out loud to. SAGE has been reopened for bundle uploads if you or a VSP and you were impacted by the issue by the bug with the date. You've been notified by email, so if you didn't get an email, not applicable to you, you don't have to do anything business as usual. If you did get an email, please follow the instructions contained within that e-mail.

Mary Schwartz: Thanks. Okay, any suggestions on what to do if our data entry software doesn't have the fiscal year 2022 version ready. By the time our extension date is due.

Mary Schwartz: Extension date being a SAGE thing, right Meredith?

Meradith Alspaugh: I guess that would be something that has been determined with HUD, either with the CARESAct staff, or with your field office. So, I would encourage you to continue to work with those folks on what that timing looks like. And what that extension date would be.

Mary Schwartz: How do the public publish published and searchable on the AAQ HUD exchange? Get out there? Are there AAQ that someone thought was common enough to post as an FAQ? Fran, do you want to tell us about hugs official hug process?

Fran Ledger: I, I certainly can. It is a legal process that goes through heads lawyers AAQs for publications of. So it is, a huge, arduous task to get something published as an AAQ. That's why we have so few of them published. So, what we do instead is we have our national system admin call. We, go over things that we see in the AAQ on this call, so that's why it's so important to join this call. And participate in the conversation, submit your questions through the Q&A here and we bring forward things that we're frequently seeing in the AAQ. So, you're getting that information we're sharing out the knowledge that we're sharing in the, that we're getting frequently, but the process of actually taking 1 of those, and getting it submit to a formal is a as a legal process that has a lot of concurrences it has to go through before it actually gets published. Probably more than you wanted to know about our FAQ process.

Mary Schwartz: We all like a lot of us TA providers, like, moving from one world to the next, like. Stop using the word frequently. It gets I think you have a definitive FAQ frequent. Frequent is not a word commonly asked question.

509

01:14:03.000 --> 01:14:15.569

Mary Schwartz: The Q & A, that we post after this call is our best attempt at getting information out to you on standard answers that we've all looked at and approve together on this call. And out to you in a search. I mean, it's a word document, but where it can be searched.

Mary Schwartz: Brian do you want to say anything? Do anything. Be anything.

Brian: I'm just waiting for you to tell us all the joke Mary. Quite honestly.

Mary Schwartz: This time, yep. I mean, we don't have there's a few unanswered questions, but I think probably because they don't have answers. To them, right away. Fran anything else you want to go over, while we, have you?

Fran Ledger: I just want to thank everybody for continuing to show up. I know the, the work is hard and sometimes you do it alone and you, you know, and there haven't been a lot of in person NHSDC in a long time. So, you haven't been able to have pure support, but we do appreciate all the hard work

And, you know, Jennifer brought up in the Q and A, and I responded, I don't know if everybody saw it, but we do appreciate it and we do try to lift the burden whenever we can. And it is always in the forefront of our mind when we're setting Deadlines and we're looking at timelines. We are constantly putting 1st, like, this is we know that this is difficult for you guys, and we are constantly trying to figure out. How do we ease that as much as possible? And still. Keep to all of the other things that we have a congressional pressure on a requirement on those types of things.

Fran Ledger: So, but we do appreciate all the work that you're doing, and we will continue to try to lift and be as flexible as possible.

523

01:15:51.840 --> 01:15:57.359

Fran Ledger: So now for the fun part, Mary.

Mary Schwartz: All right, so our next call will be November 17th. We anticipate still holding that alerts close to coming up on the, you know, big. Traditional holiday seasons, we will keep the information flowing as much as possible to you. And again, AAQs really inform this call. So please be vocal and we will do our best. By you and I will also say real fast and then I'll tell you a joke. I can't wait until we are back and full force and in person, because it was such a privilege and an honor to be in person with Meredith and Brian last week at a, and to meet all of you and see faces of people that I know a lot of names too, but don't know the faces of and just to sit in person with this group of people is really a privilege.

Mary Schwartz: So, thanks. For being who you are and keep up the good work. So, Meredith...

Meradith Alspaugh: Yes, Mary.

Mary Schwartz: Why did the pharmaceutical cross the road?

Meradith Alspaugh: I don't know, why?

Mary Schwartz: To get to the other side effect.

Mary Schwartz: All right bye guys, thank you. Thank you. Everyone. Thanks. Everybody. Bye. Bye.