

Consumer Involvement in HMIS Planning & Implementation

Real Roles Consumers can play in HMIS implementation

Consumer HMIS Trainees – Day Long Institutes / Internship/ Consultants

HMIS Peer Trainers / Advocates can learn and teach:

- What an HMIS is and does
- Unique identifier
- The difference between written and oral consent
- Privacy Protection Policies and security measures
- What an I&R Service does
- Benefits Eligibility
- What is client level data
- What is coordinated case management and data sharing
- Benefits / risks of coordinated case management
- Implementation phases of an HMIS
- Can explain the rules to people in Domestic Violence situations
- Can explain the rules to people with judicial system issues
- Can reinforce client control over information
- Ensure policies to protect clients are understood and followed by all
- Can represent clients in a dispute
- Can lead Consumer Advisory Groups / Facilitate committees Can help to review and monitor operational and project deliverables
- Can analyze impact of HMIS on continuum and homeless services users
- Those experienced with the system can explain their experiences
- Peer Trainers and Advocates can also lead Consumer Advisory Groups and facilitate committees

Other ways Consumers can be involved include:

- *Meetings such as:*
 - o Steering Committee, to develop, monitor, enforce and revise HMIS policies
 - o Consumer Advisory Committee
 - o Evaluation / Selection Committee
 - Software - can be involved in user testing during review process
 - Can assess appropriateness of questions
 - Program design
 - o Policy Development / Review
 - o Various Ad Hoc Committees
 - o Discussion groups
 - o Panels
- *Employment*
 - o Peer Trainer / Advocate
 - o Consultant
 - o Consumer Advisory Group Coordinator
 - o Researchers

- Conducting / tallying surveys
- Administrative Tasks - Can make follow up calls during Technical Infrastructure Assessment
- Data analysts
- Evaluators of software and program design

The areas that Consumer Involvement will have most impact include:

- During visioning, planning process, development of privacy protection policies
- While establishing an I&R system, Consumers can:
 - identify favorable locations
 - evaluate or design 'screen'
 - indicate realistic expectations for use of kiosk
- Helping to inform system structure
- Reviewing data elements
- Monitoring

Key Ways Consumers were involved in Massachusetts

- Privacy protection policies development
- Consumer panel presentation to agency staff
- Involving Consumers on Steering Committee
- Software Evaluation Review
- National Data Consortium
- Seattle, WA HMIS design and implementation
- Consumer Advisory Committee
- HUD National TA Initiative
- Staged reading of script on HMIS
- Reviewing the HUD Implementation Guide
- HMIS Institute Training

Outcomes and benefits to involved Consumers

- Skills development
- Knowledge and exposure to social issues through reports
- Enhanced professional and career choices
- Employment opportunities
- Consulting practice
- Peer / Leadership development
- Recruiting other Consumers
- Ongoing Consumer Advisory Committee
- The development of a Capacity Building Training
- Collaboration with local programs to participate in various activities
- Collaboration and coordination with local advocacy groups
- Springboard to participation on other local community decision making groups
- The development of a professional network
- Intersection for national participation