

National Human Services Data Consortium **2016 Spring Conference**
Los Angeles, CA
April 13-14, 2016

Gathering HMIS data across NYS for Cross-Systems Analysis and Collaboration
Allyson Thiessen



Advancing a Technology Culture in Human Services

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Synopsis of Project

The Office of Temporary and Disability Assistance in NY State (OTDA) has developed a data warehouse (NYSHADE) to pull in information from varied HMIS systems across the state in order to get a full picture of homelessness and further analyze the need for funding and assistance.

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Catalyst

As the primary social services agency in NYS, OTDA is often asked to quantify how many people are experiencing homelessness in the State as whole, as well as how many people are utilizing various homeless systems in different parts of the State.

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Hoped For Outcomes

To connect NYSHADE with other statewide databases to analyze, with quality data, who is experiencing homelessness, what mainstream systems are they utilizing, what patterns can be discerned about that use, and how NYS can better address the problem with the resources it has

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Methodology

OTDA in conjunction with HUD TA went out to talk with 5 CoCs across the State to present a brief overview of our vision for the data warehouse and gauge the level of support

Held 3 regional trainings across NYS to present a more fleshed out concept of the data warehouse and attempt to reach a wider community of providers who were working directly with clients.

Created Data Warehouse Workgroup

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Keys to Participation

- Getting HMIS System Administrators on-board
- Address privacy and security concerns
- Work around software compliance issues

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Regional HMIS Participation

Fears, Fallacies and Fruition

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Vetting the System as an HMIS Lead

Areas of Concern:

- Scope of project
- Security of data
- Privacy of consumers
- Benefits
- Legitimacy
- Work load
- Software
- Policy and Procedure Compatibility

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Course of Action

- Attended Meetings
- Asked Questions
- Volunteered for Work Group (and sub committees)
- Communicated with Vendor
- Brought in HMIS Advisory Committee
- Spoke with CoCs
- Studied and Revised Policies and Procedures
- Did NOT recommend participation until comfortable

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Community Cooperation

- All projects funded through OTDA mandated to participate (state ESG)
 - Other projects giving option to participate
- Educating and listening to community concerns is key
 - Good communication with Advisory Committee
 - Addressed all concerns with vendor until solutions were found
 - Meetings with Collaborative Applicants
 - Conversations with Executive Directors
- Reviewed and explained all documents from OTDA
 - Intervened as necessary for clarification

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Participation Levels

(within CARES regional HMIS)

- Project still in phase 1
 - Only mandated projects participating in uploads
 - Technology issues surrounding multiple vendors and changes in HUD programming language
- 39% of all HMIS projects opting in already
 - 3% growth from last year
 - Building on a culture of trust
 - Opt-in forms built into annual Agency Agreements

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Next Steps

- Technology
- Participation
- Long Term Goals of the Project

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Other Collaborations

(local and beyond)

- CORESTAT
- Managed Medicaid Initiative (with one provider)
- AIDS Ambassador
- Food Pantries for the Capital District
- MRT Project

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