

HMIS Committee Meeting

July 23, 2008

Attendees: Frank Barger, Mike Chapman, Judy Detrick, Rosa Reich, Joe Robinson, Carrie Thomas

Agencies Represented: 2-1-1 Brevard, Inc., BCCHT, Coalition for Hungry & Homeless, North Brevard Charities, South Brevard Sharing Center, United Way

Rosa Reich chaired meeting in Dave Brubaker's absence.
The meeting was called to order at 1:15 pm.

Minutes of last meeting were tabled until next meeting.

Announcement: Florida Today reporter is coming to 2-1-1 on July 30th to write a piece about the ID cards. HMIS Committee Members are invited to attend if they so desire.

Results of User Workshop

Mike Chapman reported that the implementation of ID cards is in process. We have three agencies that volunteered to be the test group; Central Brevard Sharing Center, Coalition of Hungry & Homeless and North Brevard Charities. He gave a short demonstration of how the card works and how to produce one.

Discussion followed on what to call the card, what information should be included on the card, how to treat replacement cards and uniform procedures/information gathered to which all agencies should adhere.

Suggested Info on Card:

- Client picture
- Client Signature
- Bar Code
- Card #
- Issue Date
- Note that says Dial 2-1-1 for Info & Referrals

Do not want personal information or agency information on the card.

Replacement Cards:

- Picture will be on file so it can be checked.
- Also, picture ID
- SS Card
- Same procedure as when first getting ID card

Name of Card:

- Rosa said two places she knows of uses the continuum name.
- Judy offered CARE card.
- Frank suggested Services Management ID
- Joe said Continuum of Care card
- Frank said yes we should use our continuum name.
- Joe said that it would be more cohesive to use BCoCC

General consensus name of card should be Brevard Continuum of Care Coalition.
Vote taken, ayes have it.

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Other Items of Discussion:

Can we add alarms? Carrie asked about alarms. Example: if a client goes to Melbourne food pantry in the morning and then goes to Palm Bay food pantry later in the day – can we have an alarm that lets the PB food pantry know that the client has already gotten food that day?

Mike stated that that is something we'll have to work on.

Joe asked if there is a way to tell if a client has a card even though they may tell you they don't have one.

Mike says it should be in their profile/records that they received a card and the issue date of that card along with a copy of their picture.

Judy suggested that "no card, no service" might curtail this type of activity.

Mike answered that would be up to each individual agency.

Rosa stated that there should be (at the least) a set of standards that all agencies would adhere to.

Joe asked about legal repercussions if someone uses their card as an ID and it's found to be fraudulent.

Rosa said that it would not be a problem if we can prove we used reasonable care and requested the appropriate identifying documents before issuing the card. Due diligence: written identifying procedures. Ex. DL, SS cards, birth certificates.

Rosa suggested we should look at minimum standards of identification for all agencies so we're all looking at the same things before issuing the cards.

Joe said picture ID and SS cards at a minimum in his opinion.

Mike said we should not issue cards without client photos – in fact it should be set up so that the cards won't print until a photo is included.

Rosa said we might want to encourage agencies to start taking photos now to keep in HMIS to get a head start on this process.

Cost of the cards:

Might be prohibitive at start up for some agencies.

Maintenance cost afterwards should be minimal.

Rosa said she can bring it up at BCoCC to provide some monies to cover initial setup costs.

Frank offered that after the campaign, UW may be able to help as well.

Joe asked how this process will be used for grant writing.

Rosa said we must think about procedures.

Frank said that the cards, reports, etc. must be tested, see how it works and be sure the data can be trusted before it becomes an issue in applications for grants.

Mike said he spoke with Dave Brubaker before the meeting today. Dave has priced the laminated cards, the least expensive being \$14.95 per 30 pack.

Joe said why not go to the manufacturers, see if we buy in bulk.

Frank said he would be glad to research discounts or donations from the office supply companies for cards and also for printer cartridges. They all have a community relations section.

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All agreed - good idea.

Rosa suggested we could go further and reach out to electronics companies to get the scanners, cameras, etc. because not all agencies need new computers.

Scanner Equipment:

Can be used for marking inventory.

Tracking inventory.

Inventory control.

Site control.

Rosa: What about agencies that don't have scanners?

Mike: They can type in the number on the card and that will work.

Other Business:

Rosa brought up the fact that the last two HMIS committee meetings had to be cancelled.

Carrie suggested we should agree to a process to follow in case meetings have to be cancelled.

Mike said that he thought we originally decided to meet quarterly. We had been having monthly meetings up to now due to the process of evaluating and choosing a new software and getting it up and running.

Rosa said quarterly is a little too long to wait for another meeting, every two months would be better.

General consensus was that meetings should be held every two months. If a meeting has to be cancelled, it should be rescheduled for a different day that week or the next and not wait for another two months.

Everyone agreed.

Rosa asked if we should have an alternate site for the meetings, since they have to be posted for the public and 2-1-1 management was a little concerned about the address being public.

Frank offered the United Way conference room. Rosa said she could probably get a room at the county site and Judy offered their site as well.

After little discussion it was decided that the United Way conference room would be utilized.

Next meeting will be held at United Way on Dixon Blvd. on Wednesday, August 6, 2008 at 1:00 pm.

Meeting adjourned 3:00 pm.