



10/1/2018

September 2018 – Agency Admin Training (AAT) Notes

The first part of this document contains meeting notes from the Training. The second part contains relevant Q&As from the webinar session.

Notes

1.) INTRODUCTION

- a. Attendees are **responsible to share what they've learned with their agencies. Those agencies that could not attend have until 10/05/18 to take quiz and have it counted as attendance**

2.) NEWS: Maricopa County is now sharing data with healthcare plans

- a. Healthcare plans will be added to our lists of participating agencies
- b. This helps the plans to be able to better target services to individuals experiencing homelessness
- c. HMIS team is investigating ways to share health related data back to homeless service agencies
- d. If you have IDEAS on how your agency could benefit from health-plan information, please let us know!!

3.) NEWS: Updates to HMISAZ.ORG website

- a. Visual updates in response to feedback
- b. All AAT Webinars are now hosted on the website (in the "Online Training" tab)
- c. Documents are no longer hosted on Dropbox (instead are available for download from our website)
- d. REMINDER: Retrieve all documents from HMISAZ.org because it's guaranteed the newest version!

4.) UPDATE: Refresher Training

- a. We want to make sure you are up-to-date on the refresher training so you can keep ahead of the curve:
- b. Right now, all users have received a training link and have until October 31st – to complete the training
- c. Users that haven't completed training by Nov 1st will have their account access suspended starting on Nov 15th, until completion
- d. Refresher Training content (MOST OF THESE TOPICS WILL BE BRAND NEW FOR YOU AND YOUR STAFF)
- e. NEW ASSESSMENT WORKFLOW
 - i. To improve overall data quality, and streamline the training and workflow process, we're separating Universal Data Elements (UDEs) from all assessments and placed them on their own single assessment. Some agencies will see the difference more than others. Essentially, we've started to separate the 4 main kinds of assessment into their components, instead of training users to have to navigate over the same questions on multiple assessments. (Those 4 main kinds are UDE's, PDE's, Federal-Funding-Type questions, and Custom Assessments).
- f. NEW UDE QUESTION
 - i. Starting Oct 1st, we're starting to record which specific location was their prior residence, (as well as the location of their housing move-in, for PH providers). BOS will see a picklist of counties, and Maricopa will see a picklist of cities.
- g. NEW HUD DISABILITY VALUE
 - i. There is a new option when completing HUD Verification for recording Disabilities. The value is "BOTH Alcohol and Drug Abuse". Please ONLY select this option, if BOTH Alcohol and Drug abuse are a thing. (In that case, you would ONLY select this new item, and NOT select either of the other 2)
- h. HUD VERIFICATION (Sub-Assessment) WORKFLOW
 - i. Several minutes are spent reviewing the best workflows for recording data under the Program Data Elements of Income, Non-Cash Benefits, Insurance, and Disabilities. Multiple scenarios are covered in the training for this topic. We hope this will seriously improve some of the most common Data Quality issues we see every day.
- i. SERVICE TRANSACTION WORKFLOW



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- i. This is mostly about recording rental payment, an item already required for some funding streams like SSVF. The topic is mainly for PH and RRH projects. Recording rental payments is a CHANGE for all RRH projects in BOS but only ADOH funded projects in Maricopa.

5.) SUMMARY

- a. We'll be activating the changes this Sunday, Sept. 30th, but the system will still be active.
 - i. Those changes are:
 1. New UDE picklists for Maricopa and BOS
 2. UDE questions only available on their own assessment
 3. And the new option for the Disability Subassessment

Q&A

Webinar Question	Answer
<i>How will it be communicated which users have not completed the training?</i>	We will send each agency notification on Nov 1 st of which users will have their accounts suspended (starting on Nov 15 th).
<i>Do we have to get 100% to pass the Refresher Training?</i>	No.
<i>Will PATH UDE's (Universal Data Elements) be changed at this time?</i>	No it will not.
<i>Will there be new Entry Forms to reflect these new UDE questions?</i>	There will be and we are processing them at this time.
<i>How do the new UDE questions ("Location of Prior Residence" and "Location of Housing Move-In") differ from the zip code question, "Zip code of last permanent address"?</i>	<p>The question "Location of prior residence" is asking for the location that the client JUST came from, at the time of the current project entry. If they came off the street, it's that location.</p> <p>The question "Location of housing move-in" ties to the client's date when they moved into permanent housing. For that new permanent housing, where is it located?</p> <p>The question "Zip code of last permanent address" is for the last PERMANENT address the client lived for at least 90 days.</p>
<i>In the BOS picklist, we see a county name followed by a city in parenthesis. Is that city the only one that will be available to choose from?</i>	No. The purpose of listing a city with a county was because sometimes clients just give a city, and may not know the county. So when a client says they came from city ____, it should correspond with county ____. It's essentially a COUNTY picklist, but we also listed the most-cited city as well.



<i>What date goes into "Housing Move-In Date"?</i>	The date the client actually moved into a housing unit.
<i>What date will the UDE changes take place?</i>	September 30 th
<i>Can the Disability Subassessment names be changed to make more sense (e.g. "alcohol abuse only" or "alcohol abuse without drug abuse")?</i>	No – for these items, we have to abide by the terminology given by HUD.
<i>Can the Refresher Training be done as a group?</i>	Yes. Please send us a list of users in attendance if you do this.
<i>Clarify the new Disability Subassessment choice please?</i>	<p>There are 3 options; two of them already existed (Alcohol Abuse, Drug Abuse) but now there is a new option (Alcohol and Drug Abuse).</p> <p>Essentially, if a client is abusing <u>BOTH</u> alcohol and drugs you would <u>ONLY</u> select the "Alcohol and Drug Abuse" option.</p> <p>If they are only abusing alcohol then you would only select "Alcohol Abuse."</p> <p>The same is true for "Drug Abuse." It should only be selected if it is being used but the other substance is not.</p>
<i>Will the ROI's be changed to inform the client of health information and/or AHCCCS number being entered?</i>	The participating agency list is updated but not the ROI.
<i>When entering the AHCCCS Plan #, will this mean healthcare agencies will start sending mail to the client via our agency for their billing tracking purposes?</i>	No.