HMIS Scan Card Project Briefing

HSD's Response to Green Sheet 262-1-A-1

HUMAN SERVICES DEPARTMENT

APRIL 24, 2018

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Human Services Department

Impact Areas:

- Preparing Youth for Success
- Promoting Healthy Aging
- Supporting Affordability & Livability
- Promoting Public Health
- Responding to Gender-based Violence
- Addressing Homelessness

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Overview of HMIS

- HMIS is locally administered by the King County DCHS

- Provides aggregate data on who is experiencing homelessness and what services they are accessing for system analysis and results

- Matches people with housing resources, quantifies the number of persons experiencing homelessness, identifies patterns of service use, and measures program effectiveness

- Participation is a requirement for HUD funding to serve homeless populations
  - COS receives $13,348,079 in federal money for homeless services

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HMIS Consent Standards

- Clients must give written consent to have any personal information stored in HMIS

- A notification form that explains HMIS & why their personal information is collected is provided

- Client consent forms currently available in 13 languages

- A client can choose not to consent and services are logged under an anonymous profile with generic data

- Personal information for persons fleeing domestic violence, participating in HOPWA programs and/or unaccompanied minors not entered in HMIS

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HMIS Privacy Standards

- HMIS users are required to have a unique username and password

- Recently implemented two-factor authentication

- Each HMIS participant agency must designate a Security Officer to oversee HMIS privacy and security

- HSD is conducting a Privacy Impact Assessment on HMIS to be submitted by the end of May

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Scan Cards

- Scan cards are optional for agencies and clients to use

- Card content includes name, bar code, identification number and optional photo

- Cards can be made for persons who do not wish to consent to having their information in HMIS

HMIS Scan Card Project Objectives

1. Promote Client Centered Interactions

2. Reduce Administrative Burden

3. Improve Data Quality

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Promote Client-Centered Interactions

- Reduce the amount of time spent waiting in line to be checked in to shelters and day centers

- Staff are able to engage in a conversation and personal interaction with participants

- Reduced data entry time allows staff to spend more time working with participants on housing needs and resource connections

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Reduce Administrative Burden

- Staff at shelters and day centers currently manually record a daily record of each person that uses their program

- After initial intake scan cards allow staff to use a wireless barcode scanner to check clients in at shelters and day centers

- High volume shelters and day centers can reduce the time spend on data entry significantly

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Improve Data Quality

- De-identified persons often have different HMIS records at each program they access

- Records are also duplicated if two programs spell a participant's name slightly differently

- Programs can use the scan card to pull up existing deidentified profiles for participants linking services together

- Increased accuracy for high volume programs with daily entry and exits

- Allows tracking of different services within the same program

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Scan Card Implementation

- King County made the decision to add scan cards to the HMIS system in 2017

- Compass Housing Alliance and Friends of Youth tested scan cards to prepare for system-wide implementation

- HSD used 2017 CDBG funds to purchase scan card equipment

- 13 agencies have opted to utilize scan cards and are waiting to access the equipment

- Four trainings on how to use the equipment were conducted by King County and Compass in February and March

- King County allows agencies to include equipment in their budget and promoted the use of scan cards in their most recent RFP

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Scan Cards and Data Security

- Scan cards **do not** identify the participant as homeless or what services they have accessed

- Record are stored in HMIS and not captured on the physical card

- Barcode can only be scanned by a system connected to HMIS

- Agencies will no longer need to have a computer with HMIS open at the front desk to check clients in

Community Engagement

- In January HSD convened a meeting for homeless service providers to share their feedback on scan cards

- Staff from 11 agencies attended

- Overall agencies expressed enthusiasm for the benefits of scan cards

- Some agencies don't see the benefit for their program or clients

- Agencies want to ensure that the cards aren't stigmatizing in programs that provide both homeless and non-homeless services

- Youth are more prone to losing cards than adults

- Participants would like cards to have more value than just HMIS

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Next Steps

- Ongoing funds will be needed to:
  - Provide training and equipment to new agencies which opt-in
  - Replace equipment that ages due to routine wear and tear
  - Replenish blanks and lanyards for programs
  - Provide supplemental training opportunities to participating agencies that experience staff turnover

- Explore the use of the scan cards to access additional benefits

- HSD requests that funds under proviso in Green Sheet 262-1-A-1 be allocated for equipment and training needs associated with the Scan Card implementation

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Questions?