



**HealthLink Miami Valley
Advisory Council Meeting**

August 20, 2002

3:30 – 5:00 PM

WSU Kettering Center

Minutes

- 1. Welcome and Introductions** **Mary Crimmins**
Attending: Pam Albers, Rudy Arnold, Sabrina Berry, James Bosse, Nympha Clark, Carla Clasen, Kimberly Conner, Mary Crimmins, Lars Egede-Nissen, Sarah Fillingame, Linda Fish, Barbara Fuller, Joyce Gibbs, Pat Hartzell, Rose Bradley Hutchinson, Carla Lachecki, Marcella Lumpp, Cindy Minton, Kay Parent, Jean Sanders, Allyson Sepp, Kathleen Shanahan, Nancy Schiffer, and Patti Schwarztrauber
- 2. Purpose of the Meeting** **Mary Crimmins**
 - Mary reviewed areas of discussion: Outreach Portal agency review and MIS Audit Review
- 3. Outreach** **Kimberly Conner**
 - Update on Portals: HealthLink Miami Valley continues to encourage human service agencies to participate in the HealthLink project. Community Health Advocates will direct clients to the appropriate services. A list of current portal agencies was presented.
 - New Form: available on HLMV website- www.med.wright.edu/hsm/healthlink/. Ideally, agency workers will help clients fill out the HealthLink questionnaire; however, the form has been designed to be “user friendly” so that clients can complete them without the assistance of caseworkers.
 - Training is available for all agencies on the referral process.
- 4. Focus on MIS** **Mary Crimmins**
Patrick Hartzell
 - Audit review: The audit involves researching the activities of agencies in Montgomery County, CAP programs nationally, software packages for health and human service agencies that are currently available, and the potential for future interfaces in the health and human service system. A summary report will be prepared that will identify potential resources for HealthLink. The MIS Audit will also provide a forum for discussion and disseminate information to enhance potential collaborations. The audit will also determine connectivity for HealthLink’s server. MIS audits to date include: GDAHA, Good Neighbor House, The United Way, YWCA, Dayton Public Schools, The Shelter Policy Board, Catholic Social Services, South Community Behavioral Health Center, Daybreak, and Sunrise.
 - Issues and emerging themes: Issues facing agencies are often very similar. Many lack resources and have difficulty evaluating vendors and programs due to lack of IT expertise. Agencies have found that communication issues are problematic. Patrick noted that many

agencies have had to move forward with developing management information systems due to the amount of records, reporting requirements and MIS funding opportunities. Expertise for the development of these systems has come from staff, volunteers, and/or consultants. Typically the first decision faced is to decide between custom and pre-packaged systems.

- HealthLink Server: The server will be located at Wright State in the School of Medicine and will initially house the HealthLink Website and Client records both portal referrals and advocate records.
- Website/Database Visions and Issues: It is hoped that the website will serve as an information resource for HealthLink including current projects, activities, and discussions. The website will also provide contact information, and links to agency or health providers websites. The goal of the database is to be accessible to all participating agencies, will be capable of receiving electronic referrals, storing client records for Community Health Advocate services, will provide appropriate security (HIPAA compliant) for records, and health vertical. The main database issues are scalability, content, security, and intuitive.

5. Shelter Policy Board Process

Kathleen Shanahan

Ms. Shanahan presented the Homeless Management Information System (HMIS)—Service Point. This system was developed in response to the 2001 HUD Appropriation Act and reporting requirements which called for unduplicated counts for each community's entire continuum of service and the ability to report client-level data from all agencies in the continuum of service. A handout was distributed outlining the eligible expenses for an HMIS, the objectives of the community HMIS, the requirements of the HMIS, and the HMIS working group. Ms. Shanahan also provided a summary of the evaluation and selection process and requirements developed by the Shelter Policy Board.

6. Group Discussion

Mary Crimmins

- Agency experiences: Kathleen said that there has been a "Consumer Report" type review done for software for homeless services. Lars has been unable to find user groups that provide help for clinical management applications.
- Needs identification: Marcie Lumpp expressed an interest in finding a "consumer report" for human service/healthcare software.
- Potential collaborations: Nancy Shiffer suggested that HealthLink organize an IT evaluation group to assist small agencies.

7. Next Meeting

**OCTOBER 15, 2002 3:30-5:00PM
KETTERING CENTER, 140 EAST MONUMENT AVENUE**