



**MDHI Board Meeting Minutes
August 10, 2017**

Board members attending: Melanie Lewis Dickerson, Brenton Hutson, Shelley McKittrick, Bob Munroe, Maryjane Carr, Brian Ngo-Smith, Claire Clurman, Pat Hall, Andrew Alsip, Daphne McCabe, Erik Soliván, Dr. Jamie Rife, Lori Rosendahl, Benjamin Ryan, Stevi Gray

Board meeting phone attendees: Lu Horner, Eugene Medina

Board members not in attendance: Erin Mewhinney, Shehila-Rae Stephens, Joshua Hunt

MDHI staff & volunteers: Will Connelly, Rebecca Mayer, Joe Baker, Justin Russell, Ian Fletcher, Diane Howald, Oanh Vo, Jared Kebbell

Guests attending: Will Downing – VOA, Sue Gilman – Bayaud, Ian Kile – VOA, Renee Crews – Denver’s Road Home, Leanne Wheeler – Wheeler Advisory, Missy Mish – VA, Megan Morales – VOA, Jennifer Daly – VA, Mandy May – CCH, Naomi Schnee – VOA, Jay Krammes – VOA, Ian Cohn – VOA, Linda Barringer – Family Tree, Lindi Sinton – VOA, Mike DeSalvo – VOA, John Baumann – VOA

Welcome and Introductions – Melanie Lewis Dickerson

Melanie Lewis Dickerson welcomed the board, staff, and guests. She asked each person to introduce themselves and state their affiliation. Recording started after introductions of staff and board. Mel shared that Timothy Pemberton has relocated to California and will no longer serve on the board.

Melanie thanked MDHI staff for their hard work in recent weeks. Melanie discussed the importance of attendance to MDHI board meeting and the need to meet quorum. She encouraged board members to read the MDHI bylaws, especially the attendance policy which states that three absences without notice can lead to removal from the board.

Melanie discussed board norms and the upcoming board retreat, and encouraged those in attendance to be polite and speak respectfully. Bashing of organizations or individuals will not be tolerated.

Consent Agenda – Melanie Lewis Dickerson

Melanie opened the floor for discussion about the consent agenda or any of the items within before entertaining a motion to approve.

Brenton Hutson motioned to approve consent agenda minus section ‘G’ (HMIS Lead Agency Workplan). Andrew Alsip seconded the motion. The vote carried unanimously.

NOFA Updates – Will Connelly

Will Connelly encouraged the guests in attendance to attend the next board meeting and stated his gratitude for input from the community. He thanked to Leanne Wheeler, past MDHI board president, for attending.

Will discussed the \$23.7 million in Annual Renewal Demand (ARD) for the NOFA process. 94% of the renewal project funding is placed in Tier 1, and 6% is placed in in Tier 2. He explained the process for potential Tier 2 cuts and walked through the timeline and the milestones since the NOFA competition opened. Projects were required to submit APR data by the week of August 10. The project application deadline is August 23. The preliminary ranking will be announced and posted on the website on August 29.

Will note that the board must approve a final ranking at the September 14 board meeting. He explained the reallocation process and the bonus funding process. He shared that MDHI received 10 letters of intent asking for 5.5 million (out of 1.4 million available) dollars of bonus project funding.

Will explained that more than 400 CoCs are competing for the 2 billion dollars and the better Metro Denver scores as a community, the less likely we are to lose projects or funding. He asked if there were questions from the board about this process or timeline.

HMIS Vendor Recommendation

Melanie introduced the conversation around the HMIS recommendations. Will discussed the board memo addressing the fairness of the process, and stated that we are still in the vendor procurement process. The procurement is confidential but the meeting is open to the public, the process has been fair and evaluated closely to ensure the validity of the evaluation process.

Will thanked Mandy May and the HMIS team for their work in the RFP process since March of this year. Will reported on the recommendation of the HMIS Governance Committee to select Bitfocus, Inc. as the new vendor with their HMIS software product Clarity Human Services, and further, that should funding not be secured for Bitfocus/Clarity Human Services that we remain with Adsystech/AES.

Will indicated that the funding and governance structure and funding streams should have been identified early on. The work is now to find funding to support a statewide system. Denver's Office of Hope has committed funding and Will has approached DOLA for additional funding.

Melanie opened the floor for discussion and questions regarding the recommendation.

Brian Ngo-Smith asked what happens if we don't build a statewide system with the other CoCs. Will responded that it's a question of governance structure and not pricing. We have not received a quote for our CoC only.

Daphne McCabe asked what happens if the recommendation is not approved today. She asked if there can be a 'skinny' backup option. Melanie responded that she is excited about the vendor recommendation and that she would not like to cloud the vote.

Pat Hall asked what exactly happened during the demos that made BitFocus score the highest. Mandy May responded that for each type of demo (overall, end user, reporting, coordinated entry, system administrator) they scored the highest. Users indicated that the ease of use and intuitive design made it easy to use, and felt that the product addressed the pain points by the other vendors.

Pat Hall asked if they have any local presence. Joe responded that they have a presence in Colorado Springs.

Renee Crews stated that BitFocus scored high in every area and the reporting from the back-end was much easier than any other system.

Will stated that BitFocus was just awarded contracts in Seattle and Las Vegas, so they have a great deal of experience handling large metro areas.

Bob Munroe stated that collaboration is primary to our CoC. He asked Will to speak about how the HMIS Governance Committee worked together and how well the three CoC representatives worked together. Will responded that the other two CoCs have sometimes felt pushed around because Metro Denver has more resources for this type of system. He indicated that a lot of work still needs to be done around the statewide governance before it is solidified.

Bob asked more specifically how well the representatives worked together. Did everyone participate well? Mandy May responded that the process went relatively smoothly.

Bob asked again if we have laid the groundwork for a solid governance structure. Both Mandy May and Joe responded that they felt the committee worked well together.

Brenton asked if the other CoCs have already voted on this recommendation. Will responded no and that the Balance of State CoC has asked for an extension to vote by email and that Colorado Springs is planning to vote August 25.

Brenton walked through the individual scoring between the various CoCs and whether they were in agreement with the final recommendation. Will responded that each of the CoCs feel confident about their recommendation. Will responded that the El Paso CoC feels that they have a closer relationship with Adsystem.

Brian asked how are we going to identify money to pay for the new system. Will responded that several funders have been approached. He asked Erik Solivan to discuss the funding committed by the City and County of Denver.

Erik spoke to the mayor's interest in supporting the HMIS transition and the wish to move forward. The investment in a new system for the region is critical.

Will asked Erik about the exact level of investment from Denver. Erik responded that \$400k is their goal for initial investment for this product with a potential for future support.

Shelley McKittrick stated that allocating additional funding to support HMIS is necessary for a better system. Better service and a better system lead to ongoing growth and improvement.

Will asked if the 400k would help cover the initial costs and any remainder could help with year one costs (due to the projected shortfall). Will is concerned about negotiating with Bitfocus for the ongoing costs for year two and beyond.

Melanie asked if the 200k gap is statewide or local. Will said it is statewide.

Leanne Wheeler stated the initial investment from IBM Smarter Cities might come with future support based on their recommendation.

Leanne asked about possibility of HMIS administration provided by BitFocus. Will responded that BitFocus would hire 1-2 local folks if this were to happen and the remainder of the support would be from afar.

Ian Fletcher stated that BitFocus provides service to Los Angeles and Seattle and migrated away from Adsystem. They have experience with our system specifically.

Lori Rosendahl stated that the Balance of State agencies may struggle with any change, due to lack of staff capacity and funding at their agencies. Pat Hall asked what we can support them in making the transition. Lori responded that they will want help and assistance with the onboarding.

Brenton asked what the vision is for implementing a system that stakeholders, funders, etc. would be excited about using. Will responded that an easy to use system will allow program managers to get the reports they need as they need them, and will help with program evaluation and service delivery.

Linda Barringer asked about the HMIS policy committees memo and if there is a response given the specific concern of the committee. Melanie responded that the board does not have a prepared response, and that a solid system plan for data sharing, working with partners, etc. is thoughtful. We can use lessons learned from the last HMIS transition. Will responded that the capacity of the other CoCs is really limited by capacity of staffing. Mandy

May responded that the lead agency will need additional staffing to support the transition and the existing system during the change. Megan Morales explained that the Coordinated Entry module was much easier to use than the other vendors.

Lindi Sinton stated that Adsystem had sold us on a wonderful system and has asked if we have close contact with cities who have recently undergone a transition. Rebecca Mayer responded that we have had both formal reference checks, as well as informal conversations with Los Angeles and Seattle. Mandy May stated that the customer service was great but the customization capability was not there.

Brain Ngo-Smith stated that customization is desired by customers but often causes complication.

Erik asked if MDHI needs help identifying funders for the transition. Will responded affirmatively.

Claire Clurman asked if we have dedicated staff or time spent toward funding for the unmet need. Will responded that we don't have many leads outside of DOLA and Denver.

Brenton asked what the transition timeline is given the possibility of overlap between the two services. Will responded that we will likely have significant overlap, but he would like to accelerate the initial recommended nine-month migration and training plan.

Daphne asked if BitFocus can help with bed reservation for shelters. Will responded that it is included as part of the system.

Melanie asked if the VA can share any information about their ability to use the system given their security restrictions. Andrew Alsip responded that the VA wants to work more collaboratively with the CoC, specifically with the veteran by-name list.

Brian asked if BitFocus is Electronic Health Record (EHR) compatible. Mandy responded that she believes it is but she will investigate further to confirm.

MaryJane asked if vital records can be uploaded. Mandy responded that they can.

Andrew Alsip asked if we can export the data during the export and store it outside during the migration process.

Jay Krammes asked if this system can integrate with PIT count better. Will responded that if more shelters participate, the PIT will become much simpler.

Lindi asked if the two decisions are between the current recommendation and what happens if we don't approve the recommendation. If the BOS decides not to move with us, what would happen. Will responded that if we don't move forward in agreement, a statewide system will not be possible.

Jay asked if they have experience serving a state. Melanie responded that they serve the states of Washington, Nevada, as well as LA county.

Melanie entertained a motion to approve the HMIS Vendor Recommendation.

Shelley motioned that the Board of Directors for MDHI accept the primary recommendation of BitFocus as the new HMIS vendor for our community, without any further authorization being granted at this time for any other vendor. Brian smith seconded. Motion approved unanimously.

Melanie gave thanks for all those who played a role in this process.

HMIS Workplan (deferred from the consent agenda)

Melanie stated the need to review a revised lead agency workplan and vote via email. Erik Soliván asked what happens if the board is not able to vote by the deadline (Sept 1). Mandy May stated it would extend the current workplan. Brenton asked if the board is approving the workplan for another year or what is the exact timeline for the workplan to be voted on. Will responded that his board memo spells out his recommendation to wait until next spring to review the HMIS lead agency structure.

Brenton asked when the last time we RFP'd the existing HMIS Lead Agency. Melanie responded that it was roughly 7 years ago. Erik Soliván made a motion for further consideration past Sept. 1. Brenton seconded.

Brian Ngo-Smith provided a friendly amendment to review and vote on this recommendation during the Sept. board meeting. Motion carried unanimously with no abstentions.

Open Forum for Comments and Community Announcements

Shelley McKittrick provided an update about the King's Inn relocation of families. They housed 30 families in 7 weeks and the City of Aurora provided another 40k to help house these families. Aurora then approved a 200k flex fund to address any future crises. Shelley added that minors scoring under 10 on the VI-SPDAT are a community with an unmet need in Aurora currently.

Pat Hall shared that Adams County has completed a homelessness study with the Burnes Center.

Lori Rosendahl has shared that Jefferson County is opening their waitlist for housing.

Diane Howald announced the work being done by MDHI to lead the SOAR steering committee locally and statewide.

Meeting Adjourned – 3:52pm