Consumer Involvement in HMIS
Planning & Implementation

Real Roles Consumers can play in HMIS implementation

Consumer HMIS Trainees – Day Long Institutes / Internship/ Consultants
HMIS Peer Trainers / Advocates can learn and teach:
- What an HMIS is and does
- Unique identifier
- The difference between written and oral consent
- Privacy Protection Policies and security measures
- What an I&R Service does
- Benefits Eligibility
- What is client level data
- What is coordinated case management and data sharing
- Benefits / risks of coordinated case management
- Implementation phases of an HMIS
- Can explain the rules to people in Domestic Violence situations
- Can explain the rules to people with judicial system issues
- Can reinforce client control over information
- Ensure polices to protect clients are understood and followed by all
- Can represent clients in a dispute
- Can lead Consumer Advisory Groups / Facilitate committees
  Can help to review and monitor operational and project deliverables
- Can analyze impact of HMIS on continuum and homeless services users
- Those experienced with the system can explain their experiences
- Peer Trainers and Advocates can also lead Consumer Advisory Groups and facilitate committees

Other ways Consumers can be involved include:
- Meetings such as:
  - Steering Committee, to develop, monitor, enforce and revise HMIS policies
  - Consumer Advisory Committee
  - Evaluation / Selection Committee
    - Software - can be involved in user testing during review process
    - Can assess appropriateness of questions
    - Program design
  - Policy Development / Review
  - Various Ad Hoc Committees
  - Discussion groups
  - Panels

- Employment
  - Peer Trainer / Advocate
  - Consultant
  - Consumer Advisory Group Coordinator
  - Researchers
o Conducting / tallying surveys
o Administrative Tasks - Can make follow up calls during Technical Infrastructure Assessment
o Data analysts
o Evaluators of software and program design

The areas that Consumer Involvement will have most impact include:
- During visioning, planning process, development of privacy protection policies
- While establishing an I&R system, Consumers can:
  o identify favorable locations
  o evaluate or design ‘screen’
  o indicate realistic expectations for use of kiosk
- Helping to inform system structure
- Reviewing data elements
- Monitoring

Key Ways Consumers were involved in Massachusetts
- Privacy protection policies development
- Consumer panel presentation to agency staff
- Involving Consumers on Steering Committee
- Software Evaluation Review
- National Data Consortium
- Seattle, WA HMIS design and implementation
- Consumer Advisory Committee
- HUD National TA Initiative
- Staged reading of script on HMIS
- Reviewing the HUD Implementation Guide
- HMIS Institute Training

Outcomes and benefits to involved Consumers
- Skills development
- Knowledge and exposure to social issues through reports
- Enhanced professional and career choices
- Employment opportunities
- Consulting practice
- Peer / Leadership development
- Recruiting other Consumers
- Ongoing Consumer Advisory Committee
- The development of a Capacity Building Training
- Collaboration with local programs to participate in various activities
- Collaboration and coordination with local advocacy groups
- Springboard to participation on other local community decision making groups
- The development of a professional network
- Intersection for national participation