



HENNEPIN COUNTY
MINNESOTA



Hennepin County Homeless to Housing HMIS Case Manager Training

Health and Human Services: Teresa Howard October 13, 2021

Logging in – Home Screen

WellSky | Community Services

Minnesota

Hennepin-SSO-HCC-HHS-PATH-HAA Supportive Services Only

October 13, 2021

Mode:

- Enter Data As
- Back Date
- Connect To ART

Teresa Howard
System Admin I

This indicates your "Home Provider"
It does not change.

This is your user name and license type

- Users "Home Provider" could be one of the following, depending on your role
 - Hennepin-HCC-Hsg and Homeless Initiatives (no data entry) (734)
 - Hennepin-SSO-HCC-<>-Homeless to Housing-Homeless Access Team (5275)
 - Hennepin-SSO-HCC-HHS-PATH-HAA Supportive Services Only (4184)
 - Hennepin-SSO-HCC-HHS-PATH-Homeless Adult Access Street Outreach (3344)
 - Hennepin Shelter Team-CE-HCC (3794)

Homeless to Housing HMIS Case Manager Training

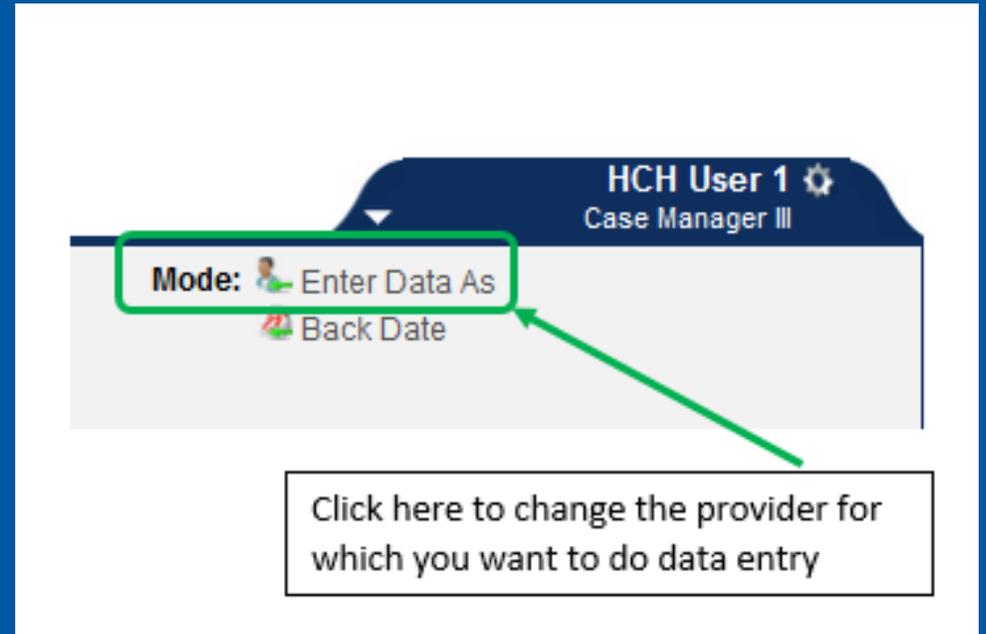
- Agenda

- Logging in and selecting the right provider
 - CES, Homeless to Housing, or PATH
- Homeless to Housing HMIS Set-up
- Shared Clients and Data Privacy Review
- HMIS Workflow
- Live Demo
- Reporting
- Questions

Selecting the Right Provider

Changing roles in HMIS requires changing providers

- This is done by using EDA mode
- EDA mode allows you to do data entry into a provider different than your “Home Provider”
- Security and visibility settings are tied to a certain provider so be sure you’re selecting the right one every time
- Select H2H, CES, HST, shelter or other funder as appropriate



Shared Clients and Data Privacy

- Clients who have gone through Hennepin Shelter Hotline, been to the ASC or Family Shelter Team, or been in a shelter will likely have signed the HMIS Release of Information (ROI) and have agreed to share their client record.
 - These are the clients you will see when you search for a record in HMIS
- If you are encountering a patient who is not in HMIS
 - Create a new client record and **ask client to sign ROI** to share statewide
 - Can get verbal consent if not meeting the client in person for the first time then sign at your first in person meeting
 - If the client does not wish to sign the ROI you can add them to HMIS, however you must close the client record from sharing.
 - This also means that client information will not be shared with other agencies including the ASC or shelters. It will only be visible to other Hennepin County projects.
 - Clients who do not sign an HMIS ROI also cannot be referred in CES via HMIS.

Workflow Summaries

Program Start Workflow Summary - HMIS

1. Search for client in HMIS
 - If client is new to HMIS, connect with Hennepin Shelter Hotline
2. Complete CES program entry and assessment (if needed)
 1. EDA to 4314 (singles) or 4315 (family)
3. Complete Case Manager program entry (may be combined Federally-funded/CM provider)
 1. EDA to CM provider
 2. Complete Case Management assessment
 3. Review and update MN Core Entry Assessment for your project type
 4. Update other assessments for other funding sources (if applicable)
4. Complete Case Manager Tab
5. Create Case Plan

Program Update Workflow Summary - HMIS

1. EDA to CM team provider
2. Search for client
3. Search for program entry
4. Create Interim Update
 1. Update CM Assessment
 2. Update MN Core: Update for all non-PH (if something has changed since entry)
 3. Update other Interim assessments for other funding sources (if applicable)
5. Update Case Plan
 1. Add follow-ups
 2. Update goals or action items
 3. Add new goals or action items
6. Update Case Managers Tab

Note: Do not update Current Living Situation from the CM or CES provider unless the client is NOT enrolled in a Federally-funded program

Program Exit Workflow Summary - HMIS

1. EDA to CM team provider
2. Search for client
3. Search for program entry
4. Record exit date and destination
5. Review and update MN Core Exit Assessment for your project type
 1. Update Contact Info and other exit assessments for other funding sources (if applicable)
6. Update Case Plan
 1. Record final outcomes
7. Update Case Managers Tab
 1. End any case managers no longer active with the client

Program Entry

Program Start Workflow - HMIS

1. Search for client in HMIS
 - Add client to HMIS (with ROI) if not found
2. Complete CES program entry and assessment (if needed)
 1. EDA to CES provider (4314 or 4315)
 2. Follow instructions for CES program entry and assessment
3. Switch EDA to Case Management provider

Next...

Program Start Workflow - HMIS

Complete Case Manager program entry

1. Create program entry to CM provider

1. Entry/Exit Tab

2. Create Entry/Exit

- Type: Basic

3. Complete Case Management Assessment

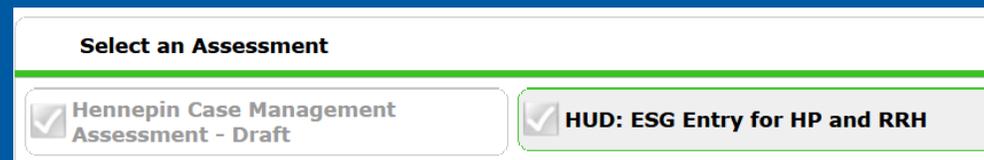


Select an Assessment

<input checked="" type="checkbox"/> Hennepin Case Management Assessment - Draft	<input type="checkbox"/> HUD: ESG Entry for HP and RRH
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- If client has already had a CES assessment, some fields will already be complete. Confirm or update fields as needed.
- Save (not Save and Exit)

4. Complete or review and update MN Core Assessment and/or any other Federal or State assessment if assigned



Select an Assessment

<input type="checkbox"/> Hennepin Case Management Assessment - Draft	<input checked="" type="checkbox"/> HUD: ESG Entry for HP and RRH
--	---

- If client has been to ASC or shelter most fields will already be complete. Confirm or update fields as needed.
- Save and Exit

Case Management and CES

- Most questions on the CM assessment are also on the CES assessment.
- You can choose to do either assessment first. If you know they will need a CES assessment, it may be easier to do the CES assessment first.
- Make sure you're in the right EDA to create the CES entry, otherwise the client will not be placed on the CES Priority List.
- See "Tips for Clients Enrolled in Multiple Projects" handout for more details.

Case Manager Assessment

- Purpose:
 - Collect information that will be regularly updated with clients during case management to help speed their entry to permanent housing
 - Information collected:
 - Current Living Situation: complete each time you meet with a client
 - *Vital documents: update as needed. Upload documents when possible.
 - *Contact Information: update as needed
 - *Housing preferences/CES Updates: update as needed
- *fields are collected on CES assessment and may not need to be completed at entry

MN Core Assessment

- Purpose:

- The Minnesota Core Assessment collects basic information that will be used to report on who is served in the program. Used when client is not enrolled in any other Federal or State homeless program in HMIS.

- How to complete

- If your client is new to HMIS you will need to complete this entire assessment
- Clients who go through the ASC or stay in shelter likely will have already had this assessment collected.
- If client is already in HMIS, simply review and update as needed at program entry
 - Look for responses that are blank or have colored indicator that is not green (means a response is older and may need to be updated)

- Information collected:

- Demographic information
- Health insurance, Disability, Income and Non-cash benefits information
- Homeless status and Prior Living Situation series
- Current Living Situation and Client location
- Move-in date: Do not edit this information.

(Most fields are also collected on CES assessment and may not need to be completed at entry)

Program Start Workflow – HMIS Case Plan

Case Plan Tab

1. Add Goal

- Case Manager
- Date
- Classification
- Type
- Description (optional)
- Target Date
- Overall Status
 - Identified or In Progress

Client Information		Service Transactions					
Summary	Client Profile	Households	Entry / Exit	Case Managers	Case Plans	ROI	Assessments

Goal - (1165630) Testeleon, Casey	
▼ Household Members	
This Client is not a member of any Households.	
Provider *	zz-HCC Test Provider - Case Management (5415) <input type="button" value="Search"/> <input type="button" value="My Provider"/> <input type="button" value="Clear"/>
Case Manager	Teresa Howard ▼
Date Goal was Set *	10 / 01 / 2021 <input type="button" value="↻"/> <input type="button" value="↺"/> <input type="button" value="↻"/>
Classification *	Chemical Dependency and Mental Health Treatment ▼
Type *	Obtain an evaluation (mental health, substance abuse, or dual diagnosis) ▼
Goal Description	
Target Date	10 / 10 / 2021 <input type="button" value="↻"/> <input type="button" value="↺"/> <input type="button" value="↻"/>
Overall Status *	Identified ▼

HMIS Case Plan – Follow up

Projected Follow Up Date	10 / 09 / 2021	  
Follow Up User	Hennepin County CoC (3467)	<input type="button" value="Search"/> <input type="button" value="My Provider"/> <input type="button" value="Clear"/>
	<input type="text" value="Teresa Howard"/>	
Follow Up Made	-Select-	
Completed Follow Up Date	/ /	  
Outcome at Follow Up	-Select-	

- Setting a follow up date is optional.
- Will cue a reminder on your home page to follow up with the client
 - For whichever user is indicated
- Update when follow up is complete

HMIS Case Plan – Additional Info

Case Notes					
	Provider	Case Manager	User Creating	Note Date	Note
	zz-HCC Test Provider - Case Management	Teresa Howard	Teresa Howard	10/10/2021	Client needs to be evaluated in order to be eligible for additional benefits. Evaluation needs to be complete by 10/15
<input type="button" value="Add Case Note"/> Showing 1-1 of 1					
Action Steps Planned					
	Action Step	Target Date	Status	Outcome	
	Contact evaluation agency to schedule	10/13/2021	In Progress		
<input type="button" value="Add Action Step"/> Showing 1-1 of 1					

- Add Case Notes

- Shared with other CM teams, HC operated shelter staff, and PATH workers. Not statewide.

- See notes in the summary

- Click to open edit, read, or add another note for each goal

- Add individual Action Steps for goals

- Includes separate follow up reminders for each step

- Can also include an attachment

	Classification	Type	Date Set	Target Date	Status	Outcome	Goal Description	Notes	Latest Note Date	
	Legal	Increase understanding of legal situation	10/11/2021	10/15/2021	Identified				10/11/2021	
	Chemical Dependency and Mental Health Treatment	Obtain an evaluation (mental health, substance abuse, or dual diagnosis)	10/01/2021	10/10/2021	Identified				10/10/2021	
	Economic	Obtain access to benefits	09/29/2021	10/15/2021	In Progress					
	Stability and Sufficiency	Obtain public medical benefits	09/29/2021	10/15/2021	Closed	Achieved				
<input type="button" value="Add Goal"/> Showing 1-4 of 4										

HMIS Case Plan – Additional Info

- Add Case Plan File Attachments
 - Shared statewide, do not include PHI
 - Can be attached by clicking on the “paperclip” icon or by clicking “Add New File Attachment”

• Print Case Plan

Case Plan Print Options

Print Case Plans	<input checked="" type="radio"/> All <input type="radio"/> Date Range
Include Closed Goals	<input type="checkbox"/>
Include Action Steps	<input checked="" type="checkbox"/>
Include Signature Lines	<input checked="" type="checkbox"/>

Client Information
Service Transactions

Summary
Client Profile
Households
Entry / Exit
Case Managers
Case Plans
ROI
Assessments

Goals

	Classification	Type	Date Set	Target Date	Status	Outcome	Goal Description	Notes	Latest Note Date	
	Legal	Increase understanding of legal situation	10/11/2021	10/15/2021	Identified				10/11/2021	
	Chemical Dependency and Mental Health Treatment	Obtain an evaluation (mental health, substance abuse, or dual diagnosis)	10/01/2021	10/10/2021	Identified				10/10/2021	
	Economic	Obtain access to benefits	09/29/2021	10/15/2021	In Progress					
	Stability and Sufficiency	Obtain public medical benefits	09/29/2021	10/15/2021	Closed	Achieved				

Showing 1-4 of 4

Case Plans File Attachments

	Date Added	Name	Description	Type	Provider	
	10/11/2021	CM Assessment Draft 10.6.21.pdf	Reference Letter for Public Housing	pdf	zz-HCC Test Provider - Case Management	

Showing 1-1 of 1

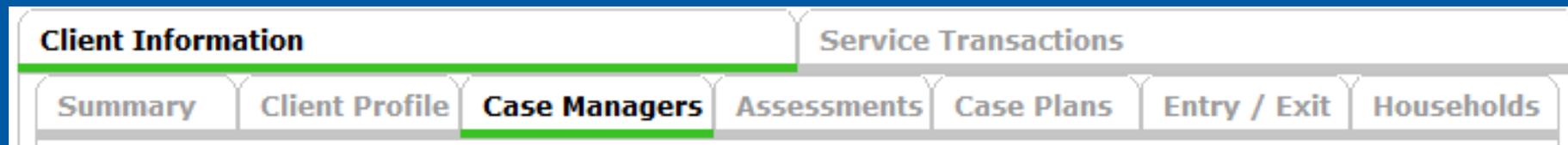
Add New File Attachment

Print Case Plan

Exit

- Includes a variety of options for printing all or part of the case plan
- Can print to paper or PDF

Case Managers Tab



- Shared statewide
- Important communication tool
- Record contact info for
 - Yourself or Other workers you know are involved with the client
- Case Managers do not need to be HMIS user
- Include workers such as
 - ARMHS
 - CADI
- Record an end date when the client is no longer working with the identified case manager

The screenshot shows a table titled 'Case Managers' with the following data:

Name	Provider	Phone Number
 Carina Aleckson	CCSPM-DS-HCC<><>Opportunity Center Drop In	612-204-8309

Below the table is an 'Add Case Manager' button and the text 'Showing 1-1 of 1'. Callouts provide instructions: 'Click to add new case manager record' points to the button; 'HMIS Provider who added the case manager record' points to the 'Provider' column; 'Review current case manager information. Click the pencil to edit or update a case manager record' points to the pencil icon in the first row.

Adding a Case Manager Record

“Servicepoint User” or “Me”

“Other” Case Manager

OR

Type* ServicePoint User Me Other

Select User* DEMO Hennepin-SSO-HCC<><>HCH-Case Management (4381) v
HCH User 1 (4375) v

Name* HCH User 1
Title
Phone Number 612.543.0000
Email Address hchuser@hennepin.us

Provider* DEMO Hennepin-SSO-HCC<><>HCH-Case Management (4381) v

Start Date* 07 / 07 / 2017
End Date

If selecting a SP user or “Me”, this section will auto populate with information from the user profile

Start date auto fills with current system date. Leave end date blank until worker is no longer working with the patient.

Type* ServicePoint User Me Other

Name* Jane Adams
Title Social Worker Supreme
Phone Number 612.555.1275
Email Address jane.adams@hcmc.org

Provider* DEMO Hennepin-SSO-HCC<><>HCH-Case Management (4381) v

Start Date* 07 / 07 / 2017
End Date

If adding a case manager record for a non SP user, fill out all these fields manually.

Leave this provider drop down at whichever provider you’re EDA’d to

Quick Links and Navigation Tips

Multiple Assessments in one provider

- **Using multiple assessments in one provider:**

- The primary assessment users will see upon creating an Entry/Interim/Exit will be a "core" one assigned based on the Project Type of that provider. For example, all Permanent Housing providers will see "Permanent Housing Core Assessment" upon creating a new Entry.
- Then, there will be *separate* tabs that contain the Entry questions specific to the funding sources associated with that program. If a provider has no HMIS-required funding sources, then there will be no additional assessments, just the primary Common one, to complete

The screenshot displays a web application interface for managing assessments. At the top, there is a header bar with the text "Include Additional Household Members" on the left and "Showing 1-1 of 1" on the right. Below this is a section titled "Entry Assessment". Underneath, there is a label "Select an Assessment" with a red arrow pointing to a green circle containing the number "1". Below this label is a row of three assessment options, each with a checkmark icon and a red arrow pointing to a green circle containing a number: "1" for "Permanent Housing Core Assessment", "2" for "DHS Housing Support Assessment", and "3" for "Minnesota Housing LTH Assessment". Below the assessment options are two sections: "Household Members" and "Household Data Sharing". The "Household Members" section shows a list with one entry: "Age: Unknown" and "Veteran: No (HUD)". The "Household Data Sharing" section shows "Client:" followed by a blurred name and "MN: LTH Entry".

ICA's Full Instructions: [Using multiple assessments in one provider](#)

H2H Providers Home Page - Quick Links

- Summary Page – easily navigate to:

- Favorites

- “Star” frequently visited client records
 - Hover to see client name
 - Click client ID to open that client record

- Follow-up List

- See past due or upcoming follow-ups that were set for client goals
 - Hover to see client name and goal
 - Click the client ID to go to that goal

- Counts Reports

- Customizable up to 4 reports
 - Click number link to open a list of clients
 - Click client ID to open client record

The screenshot shows the 'Home > Home Page Dashboard' interface. It features a search bar at the top right and a navigation menu on the left. The main content area is divided into several sections:

- Last Viewed / Favorites:** A list of client profiles with IDs (930139, 1044438, 1097325, 1116407, 1165630) and links to 'Edit Favorites' and 'Less'.
- System News (5):** A list of news items with dates and headlines, such as 'ART downtime complete, REPORTcollection for FY2022 Data Standards changes in reports, and more!' and 'Recertification Training Due 10/15!'.
- Agency News (0):** A section for agency news, currently empty.
- Follow Up List (2):** A table showing follow-up goals for client 1165630.

Client ID	Type	Date	Time Remaining
1165630	Goal	10/09/2021	Past
1165630	Goal	10/17/2021	6 Days
- Counts Report:** A 2x2 grid showing client counts:

My Clients:	2	My Clients With No Recent Case Activity:	1
My Clients With An Entry But No Exit:	1	My Clients With Outstanding Referrals:	0

H2H Providers Client Summary Navigation

- Summary Page – easily navigate to:
 - Program Entries/Services
 - See where a client is/has been receiving services
 - Goals
 - See Case Plan goals or add new goals
 - Notes about client
 - View or add notes for case management
 - Shared only with H2H, PATH, Hotel shelters

Households			
ID	Type	Head of Household	Relationship
Search Existing Households		Start New Household	

Entry/Exits			
Program	Type	Entry Date	Exit Date
zz-HCC Test Provider - Case Management	Basic	10/01/2021	
Add Entry / Exit		Showing 1-1 of 1	

Goal			
Classification	Type	Date Added	Notes
Legal	Increase understanding of legal situation	10/11/2021	
Chemical Dependency and Mental Health Treatment	Obtain an evaluation (mental health, substance abuse, or dual diagnosis)	10/11/2021	
Economic	Obtain access to benefits	09/29/2021	
Stability and Sufficiency	Obtain public medical benefits	09/29/2021	
Add Goal		Showing 1-4 of 4	

Case Managers		
Name	Provider	Phone Number
Teresa Howard	zz-HCC Test Provider - Case Management	612-543-2013
Add Case Manager		Showing 1-1 of 1

Services		
Start Date	End Date	Provider
Add Service		Add Multiple Services
No matches.		

Release of Information			
Provider	Permission	Start Date	End Date
Add ROI		No matches.	

Notes about client

Notes about client		
Client notes	Start Date *	End Date
Notes about client test	10/11/2021	
Add		Showing 1-1 of 1

Program Update - Contacts

Program Update Workflow - HMIS

1. EDA to and complete required updates for any Federal or State-funded project first.
2. EDA to CM team provider
3. Search for client
4. Search for program entry

Option 1 - On the Entry Exit Page

- Click the Interim button

Client Information | Service Transactions

Summary | Client Profile | Households | **Entry / Exit** | Case Managers | Case Plans | ROI | Assessments

Reminder: Household members must be established on Households tab before creating Entry / Exits

Program	Type	Entry Date	Exit Date	Interims	Follow Ups	Client Count
zz-HCC Test Provider - Case Management (5415)	Basic	10/01/2021				

Add Entry / Exit | Showing 1-1 of 1

Option 2 - On Summary Page

- Click the edit entry pencil to open the entry, save and continue, then click the interim button

Households	Entry/Exits						
ID	Type	Head of Household	Relationship	Program	Type	Entry Date	Exit Date
Search Existing Households		Start New Household		zz-HCC Test Provider - Case Management	Basic	10/01/2021	

Add Entry / Exit | Showing 1-1 of 1

Goal	Case Managers					
Classification	Type	Date Added	Notes	Name	Provider	Phone Number
Legal	Increase understanding of	10/11/2021		Joe Johnson	zz-HCC Test Provider - Case Management	612.555.1234

Household Members Associated with this Entry / Exit

Name	Head of Household	Entry Date	Exit Date	Interims	Follow Ups	Reason for Leave
(1165630) Testeleon, Casey		10/01/2021				

Include Additional Household Members | Showing 1-1 of 1

Program Update Workflow - HMIS

4. Create Interim

1. Add interim review

Interim Reviews

Interim Reviews Associated with this Entry / Exit

Review Date	Review Type	Client Count
No matches.		

Add Interim Review

2. Review Type = Update

Add Interim Review - (1165630) Testeleon, Casey

Interim Review Data

Entry / Exit Provider	zz-HCC Test Provider - Case Management (5415)
Entry / Exit Type	Basic
Interim Review Type*	Update
Review Date*	10 / 12 / 2021 8 : 18 : 14 AM

3. Update Case Management Assessment and other required assessments

Interim Review Assessment

Select an Assessment

Hennepin Case Management Assessment - Draft

HUD: ESG Entry for HP and RRH

Notes about client

HUD: CoC & ESG Update

4. Record Current Living Situation

5. Update any fields where information has changed since last contact

6. Save and Exit

Program Update Workflow - HMIS

5. Update Case Plan

- Click edit pencil next to the goal to record to
 - Update goals or action items or add notes
 - Complete follow-ups
 - Close completed or abandoned goals
- Click "Add Goal" to add new goals or action items

Classification	Type	Date Set	Target Date	Status	Outcome	Goal Description	Notes	Latest Note Date
Legal	Increase understanding of legal situation	10/11/2021	10/15/2021	Identified			1	10/11/2021
Chemical Dependency and Mental Health Treatment	Obtain an evaluation (mental health, substance abuse, or dual diagnosis)	10/01/2021	10/10/2021	Identified			1	10/10/2021
Economic	Obtain access to benefits	09/29/2021	10/15/2021	In Progress				
Stability and Sufficiency	Obtain public medical benefits	09/29/2021	10/15/2021	Closed	Achieved			

Showing 1-4 of 4

Projected Follow Up Date: 10/17/2021

Follow Up User: Hennepin County CoC (3467) | Search | My Provider | Clear

Teresa Howard

Follow Up Made: Yes

Completed Follow Up Date: 10/12/2021

Outcome at Follow Up: Achieved

Overall Status: Closed

If Closed, Outcome: Achieved | 10/12/2021

If Partially Complete, Percent Complete: -Select-

6. Update Case Manager Tab

Program Exit

Program Exit Workflow - HMIS

1. EDA to CM team provider
2. Search for client
3. Search for program entry

Option 1 - On the Entry Exit Page

- Click the Exit Date edit pencil to create the exit

Program	Type	Entry Date	Exit Date	Interims	Follow Ups	Client Count
zz-HCC Test Provider - Case Management (5415)	Basic	10/01/2021				

Option 2 - On Summary Page

- Click the edit date exit pencil to create the exit

ID	Type	Head of Household	Relationship	Program	Type	Entry Date	Exit Date
				zz-HCC Test Provider - Case Management	Basic	10/01/2021	

Program Exit Workflow - HMIS

4. Create Exit

1. Record Destination

- Reason for leaving is optional

2. Save and Continue to assessment

Edit Exit Data - (1165630) Testeleon, Casey

Exit Date * 10 / 12 / 2021 3 : 53 PM

Reason for Leaving Completed program

If "Other", Specify

Destination * Rental by client in a public housing unit (HUD)

If "Other", Specify

Notes

Save & Continue **Cancel**

5. Update Contact info

1. On Case Management Assessment

Contact Information

Preferred Contact Method -Select- G

Email where you can be reached or where a message can be sent: G

Phone number where you can be reached or where a message can be left: G

Mailing address where you can reliably receive mail G

If Physical Location is preferred contact method, indicate location: G

Alternative Contact #1 Name G

Alternative Contact #1 Relationship G

Alternative Contact #1 Email G

Alternative Contact #1 Phone G

6. Update Core Exit assessment and any other assigned assessments as needed

Program Exit Workflow - HMIS

5. Update Case Plan

- Click edit pencil next to the goal to record to
 - Update goals or action items or add notes
 - Complete follow-ups
 - Close completed or abandoned goals

Classification	Type	Date Set	Target Date	Status	Outcome	Goal Description	Notes	Latest Note Date
Legal	Increase understanding of legal situation	10/11/2021	10/15/2021	Identified			1	10/11/2021
Chemical Dependency and Mental Health Treatment	Obtain an evaluation (mental health, substance abuse, or dual diagnosis)	10/01/2021	10/10/2021	Identified			1	10/10/2021
Economic	Obtain access to benefits	09/29/2021	10/15/2021	In Progress				
Stability and Sufficiency	Obtain public medical benefits	09/29/2021	10/15/2021	Closed	Achieved			

6. Update Case Managers Tab

- Add end date for your line or any other CMs who are no longer working with client
- Add new CMs associated with client

Projected Follow Up Date: 10/17/2021

Follow Up User: Hennepin County CoC (3467)
 Teresa Howard

Follow Up Made: Yes

Completed Follow Up Date: 10/12/2021

Outcome at Follow Up: Achieved

Overall Status: Closed

If Closed, Outcome: Achieved

If Partially Complete, Percent Complete: -Select-

Live Demonstration

<https://minnesota.servicept.com>

Reporting

- Home Page Dashboard reports

- My Clients

- All clients where I am Case Manager

- My Clients With an Exit But no Entry

- My current clients

- My Clients With Null UDEs

- Clients missing universal Data Element (on ESG Assessment

- ART Reports

- By name lists

- Core Report

- Who is being served
 - Outcomes

- Client Coordinated Entry Status

- Who is on or off CES Priority list
 - Referral status

- Notes about client

Questions

- For any questions about using HMIS, contact
- Institute for Community Alliances
 - General HMIS questions
 - www.hmismn.org
 - mnhmis@icalliances.org
- CES Inbox
 - CES Assessment or Process Questions (other than HMIS specific)
 - CES.Hennepin@hennepin.us
- Teresa Howard, Hennepin County Local HMIS System Administrator
 - H2H workflow specific questions
 - Teresa.howard@Hennepin.us