

HMIS Enhancement Requests-Process Overview

The Release Bin Subcommittee will review system enhancement requests as they are received and the committee will evaluate at least monthly. The committee will use the current scoring criteria to create a prioritized list of projects. Once work on projects begins, new requests will be added to the queue in order of their score and date requested. System changes due to Federal and State Funder Mandates will almost always have a higher priority on the list. **Critical system issues that arise are always the highest priority and could cause delays in the estimated release date of approved enhancements.**

Each month, enhancement request status updates will be posted on both cthmis.com and cceh.org and a link will be included in the CCEH Data Newsletters. These updates will include the estimated time to complete the project and the anticipated release date. Additionally, documentation and/or training dates for system enhancements will be released prior to the project going live.

As a request status changes, you will receive notification of the update. This includes an approved project changing from pending to started, for example.

In the event of a conflict of interest, Release Bin Committee Members will need to recuse themselves and the committee will request ad hoc members for the purposes of impartial request review.

System Enhancement Requests are scored on a 100 point scale and are based on the following: Funder mandates, Level of System Benefit, Funding Availability, Additional Costs, Complexity, and Estimated Time to Complete Request. Complexity and Project Completion Time will be scored by Nutmeg Consulting and, if necessary, CaseWorthy, Inc. **In the event of a tie score, requests will be prioritized by the date the request was received. HUD Mandates will automatically be assigned 100 points.**

Please understand that priorities may change over time and system functionality and funder mandates are prioritized first. If you have any questions regarding the process, please reach out to the members of the Release Bin Subcommittee:

Nancy Cannavo- NCannavo@hungerford.org
 Crane Cesario- Crane.Cesario@ct.gov
 Russ Cormier- Russ@nutmegit.com
 Meredith Dambois- MDamboise@newreach.org
 Jackie Janosko- JJanosko@cceh.org
 Matt Morgan- Matt.Morgan@JourneyHomeCT.org
 Fred Morton- Fred.Morton@ct.gov
 Maria Satterwhite- msatterwhite@homesforthebrave.org

If your request was rejected and you feel the need to appeal the decision, please notify both the subcommittee and the CT HMIS Steering Committee Chair, Crane Cesario: Crane.Cesario@ct.gov and Director of HMIS & Strategic Analysis, Brian Roccapriore: broccapriore@cceh.org.