Common Issues in HMIS Version 6

Logging in:

- Make sure you are attempting to log into the correct version of HMIS. There is a link to version 6 on our website.
- If you attempt to log in and the page seems to refresh but stays on the log-in page, please enter a ticket with the HMIS Helpdesk. The user groups for some agencies have not migrated over to version 6 correctly, and it is preventing some users from logging in.

CSV Exports:

- Agencies that need to complete CSV exports (APRs, SSVF repository exports, RHY repository exports) within the next couple of weeks will need to do so in version 5.
- Agency Administrators at all agencies with exports due within that timeframe still have access to version 5.
- If your agency needs to run an export in version 5, and your agency administrators no longer have access, please enter a ticket with the HMIS Helpdesk.
- Any corrections that need to be made to the data should be done in version 5. Agencies will need to track the changes they make in the tracking spreadsheet available on our website, and send it to the HMIS Helpdesk when revisions are completed.
- Adsystech will migrate any new clients, services, or case notes into version 6. Unfortunately, corrections to data, like snapshots or revisions to entry, exit, or demographics data, will not be included in this migration, and will need to be completed by agency staff again in version 6.

Reactivating Enrollments:

- The functionality to reactivate enrollments is not yet released in version 6, so for now, corrections cannot be made to exited clients in version 6. 211OC will provide an update when this functionality is available.

Group Services:

- The ability to add services to multiple clients at one time is not currently available in version 6. 211OC is working with Adsystech to correct this. We will be sending out instructions on how to use this page when it becomes available.

Missing Data:

- 211OC has received multiple tickets regarding missing data in version 6. Adsystech is working on resolving these issues, and is planning for fixes to be implemented Monday or Tuesday. Please continue to send any issues you find to the HMIS Helpdesk.

Answering Entry Questions:

- To answer the HUD Entry questions, select the HUD Question assessment on the Assessment tab on the Enrollment page. 211OC is working with Adsystech to remove the assessments that don't apply to your agency.
- Instead of allowing questions to be added to the Entry questions (as was the case in version 5), Adsystech has moved all questions that are specific to our CoC under the CoC_Entry_Questions assessment. This assessment includes any custom questions requested by an agency, as well as 'Referred from CES', 'City immediately prior to entry', and 'Receiving services from CFCOC'. 211OC is working with Adsystech to ensure the correct questions that should be answered by your agency are showing up.

Answering Exit Questions:

- Users are currently unable to answer the exit questions because the assessments are blank. 211OC is working with Adsystech to correct this issue.
- Similar to the Entry questions mentioned above, Adsystech has created a CoC_Exit_Questions assessment that includes all questions that are custom to our CoC.

Reports:

- Adsystech is slowly releasing general (previously management) and ad hoc reports. If there is a report you need, contact the HMIS Helpdesk, and we can try to work with you to get the data you need.
- If there is an urgent request, data may be able to be pulled from version 5, but the data will only reflect what was in the system on the data your agency migrated to version 6.