

HMIS User Meeting

October 2017

Introductions

- Erin DeRycke – Director, CoC Data and Operations
- Casey Parnis - Data Analyst
- Elizabeth Agredano - Data Analyst
- Mai Lee - CES Data Analyst
- Adriana McCarty - Jr. Data Analyst
- Chris Powell - HMIS Program Assistant

Agenda

- Version 6/Adsystemtech Update – Erin
- Data Standards Changes Training – Adriana
- Agency Administrator Training – Mai
- HIV/AIDS Sensitivity Training – Chris
- CFCOC Mini Guide – Elizabeth
- Checking Junk Folders – Casey
- Emailing Individual HMIS Staff – Casey
- HappyFox Ticket Tracking - Casey
- HMIS Data Quality Calendar – Casey
- Knowledge Base Update - Casey
- HUD’s Guidance on “Other” Response – Casey
- AHAR – Casey
- HMIS Survey – Chris
- Clarity Update - Erin
- Questions and Answers

Adsystem Version 6 Update

- Export Schedule page
- Reports
- Required questions for non-federally funded projects
- Reactivating enrollments
- Permissions for Collaborative projects
- Missing data
- Exit Questions for Federally Funded projects
- CoC Entry and Exit Assessments

2017 Data Standards Training

- 2017 HUD Data Standards changes have not been entirely implemented in Version 6 yet
- 211OC will send an email when the trainings are available online, and will include the date the trainings will need to be completed by
 - **All** users should complete training on <http://training.ochmis.org>
 - User accounts will be locked until training is completed
 - Training consists of:

TRAINING	WHO NEEDS TO COMPLETE IT?
General 2017 Data Standards training	ALL users in ALL agencies
Supplemental Trainings for different funding sources: <ul style="list-style-type: none">• RHY• SSVF• VASH• PATH	Only users whose projects receive a specific funding source

Intake and Exit Forms

- Intake and Exit Forms have been updated to reflect the 2017 Changes to the Data Standards. They are available on <http://ochmis.org/hmis-v5-forms/>
- The entire Forms are being revamped to match exactly the flowchart and the terminology of HMIS version 6
- **Intake and Exit Forms will be published once HUD Entry/Exit Assessments and changes to Data Standards are correctly implemented in HMIS**

Agency Administrator Training

- 2-1-1 OC Staff is working on an online training for the Agency Administrator Training
- Coming soon – Date is still TBD

HIV/AIDS Sensitivity Training Nov. 1st (2:00-4:00PM)



Photograph by Mark T. Hester
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NAMES Project AIDS Memorial Quilt

CFCOC Mini Guide

- Mini guide coming soon
- Guide on HMIS data entry and reporting for projects receiving CFCOC Funding:
 - Answering CFCOC Questions (Entry, Exit)
 - Scheduling/Tracking CFCOC Bed Nights
 - Tracking CFCOC Services: Case Notes, Case Management, etc.
 - CFCOC Reporting: General and Ad Hoc reports for deliverables and supplemental questions
 - Will be available in PDF format, searchable in Knowledge Base

Checking Junk Folder

The screenshot shows an email client interface. On the left is a sidebar with a 'Favorites' section containing 'Inbox - cparnis@211oc.org', a redacted folder, 'Sent Items', and 'Deleted Items'. Below this is a list of folders: 'Sent Items', 'Deleted Items', 'Archive', 'Conversation History', 'Junk Email [1]', 'Outbox', 'RSS Subscriptions', 'Trash', and 'Search Folders'. The 'Junk Email [1]' folder is highlighted. The main pane shows a search bar with 'Search Junk Email (Ctrl+E)' and a magnifying glass icon, and a dropdown menu set to 'Current Folder'. Below the search bar are filters for 'All' and 'Unread', and sorting options 'By Date' and 'Newest'. A section header 'Two Weeks Ago' is visible. A search result is highlighted in blue, with the subject 'HMIS Helpdesk' in yellow. The preview text reads 'PSDEs No Longer Required For Non-Fe...' and 'View this email in your browser PSDEs', with the date '10/10/2017' on the right.

Emailing HMIS Staff

- Please don't email individual staff!
- When you submit a ticket to the HMIS Help Desk every member of the HMIS Staff can see it.
- If you email an individual staff member they may be out of the office or away from their desk and your question will go unanswered.
- The tickets in the HMIS Help Desk provide training opportunities for newer members of HMIS Staff.

HappyFox Ticket Tracking

- We have heard from users that responses sent by 211OC staff to your tickets do not contain a thread of previous responses and have submitted a ticket to HappyFox asking if we can add this functionality.

	A	B	C	D	E	F	G
1	Staff Member	Ticket #	Ticket Subject	Ticket Text	Date Submitted	Date Closed	Notes
2	Casey	#HR00000001	Cannot Edit Income Tab	Our users are unable to edit the Income tab for Client Identifier 12345678 for their enrollment in the ocp_test project	10/25/2017		Response from Erin: "Ticket submitted to Adsystemch

HMIS Data Quality Calendar

Dear Casey,

This is a reminder that "[REDACTED]" will begin in 1
Hour on:

Wed, Oct 18, 2017 10:00 AM - 12:00 PM PDT

Add to Calendar: [Outlook® Calendar](#) | [Google Calendar™](#) | [iCal®](#)

Knowledge Base Update

SECTIONS

■ Agency Administrator (7)

- HMIS Part III Training
- HMIS Part II Training
- HMIS Part I Training
- HMIS Setup Protocol

■ FAQ (12)

- Agency Set-up Forms
- Common Terms and Acronyms (HUD/HMIS)
- ESG FAQ
- HMIS Forms

■ Project Entry (6)

- Data Entry Protocol for Rapid Re-Housing Projects
- Editing Previous Income Records
- Family Members Not Appearing in Pop Up Window
- Project Entry Guide

■ Reports (9)

- CoC Dashboard Reports
- Details vs. Summary Reports
- Housing Inventory Count
- How Do I Run a CSV Export?

■ Client Intake (2)

- Adding an Existing Client Record to a Household
- Client Consent

■ Error Messages (2)

- Account Is Purged
- This SSN Already Exists

■ HUD (6)

- Annual Homeless Assessment Report (AHAR)
- HMIS/HUD Data Standards
- Point In Time (PIT) Count/Report
- Rapid Re-Housing

■ Project Exit (5)

- Exit Program Tab
- Exit Tab
- Followup Tab
- How to Answer Exit Questions

■ Snapshots (5)

- Reviewing Snapshots for Additional Housing Members
- Snapshot at Entry
- Snapshot at Exit
- What is a Snapshot?

HUD's Guidance on "Other" Response

Question Text:

Hi,

We were wondering if HUD could provide us an example of a Type of Residence or Destination where the "Other" field is appropriate. Our users sometimes use the "Other" response category and often enter a response that should fit into another category such as "slept in car" which would be "Place not meant for human habitation" and we have not been able to come up with a situation where "Other" is the most correct response.

Thank you!

Response:

Hi Casey. Thanks for the inquiry.

We cannot provide you an example of "other." As the [HMIS Data Manual](#) states on page 51, "Any response of 'Other' will not count in any HMIS-based reporting as a positive outcome. Review the above list carefully to determine if any option above is a reasonable match." It is included as an option when something else from the list doesn't match, **but we have zero examples of good uses of "Other" to share. We strongly encourage every user to find a match where possible.**

AHAR

- AHAR corrections went out on Monday.
 - Corrections were sent out late due to the necessary reports not being available in Version 6 of HMIS
- We may follow up with data quality or bed availability questions after we receive feedback from HUD on the first draft of the AHAR.
- THANK YOU for all your patience during this time.

HMIS Survey

“Tell us what
you think!”



Take our survey!

<https://www.surveymonkey.com/r/8Q5FPKY>

BitFocus: Clarity Update

- Contract is being signed today
- Kick-off meeting was yesterday
- Up next: Configuration Planning Call and Migration Planning Call

Questions and Answers