



HMIS DATA COORDINATOR MEETING

May 2023



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Agenda

- HMIS Latest News – CTHMIS.com
- Training for New Hires
- Known Issues
- DQ Alerts Dashboard
- User Menu Layout Change

Review CTHMIS.COM

- View upcoming Trainings:
 - <http://www.cthmis.com/>
 - See the Training Calendar at the bottom of the page
 - View upcoming classes on the training calendar
- Register for Trainings
 - <http://www.cthmis.com/>
 - Then click on 'Attend a Training' this will take you to the new training registration site.
 - Click on the class you need to attend and follow prompts to register
- FAQ/Knowledge Book
 - <http://www.cthmis.com/>
 - Then click on 'knowledgebase' this will take you to guides for various HMIS data entry processes
- Recordings/Videos
 - <http://www.cthmis.com/>
 - Then click on 'support videos' this will take you to the available videos related to HMIS

Training Note

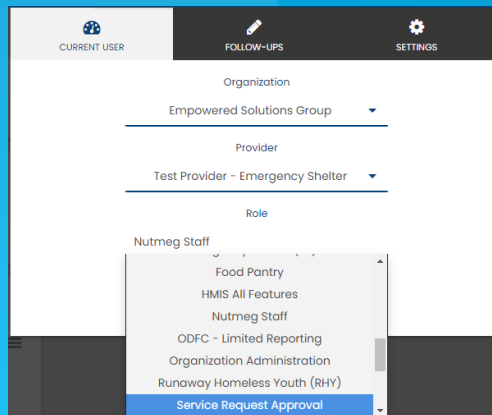
- If you need to get someone trained and the slots are full, please email the help desk
- As we have routinely done when possible we can add trainees to the virtual training within limits.
- The only requirement is that the request be made with in 2 days of the training b/c there is considerable set up time needed to get a trainee set up for the virtual training.
- Also, if you or a staff has registered for a training and they have not received a confirmation email with 48 hours of that registration, please contact the help desk – don't wait until the day of the training to alert us.

Training Registration for New Hires

- We should be careful about training a new staff member before their actual start date.
- We won't be able to provide their username and password prior to their start date.
- Also, we need to have their work email in the system vs. a personal email.
- We can make concessions if there will be a long gap in time from the hire date to the next training.
- But we will evaluate on a case-by-case basis
- Per usual, the HDC will be responsible for providing the Designation of Access.

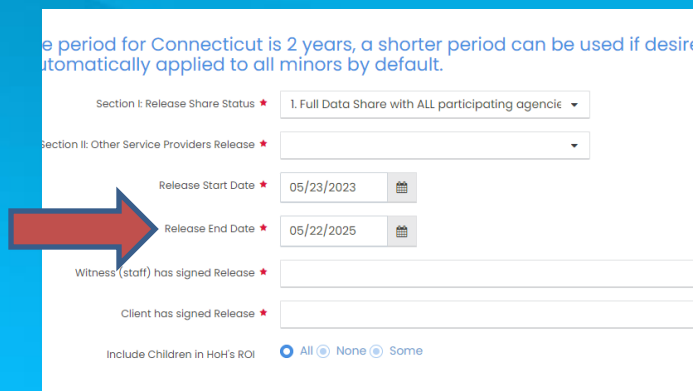
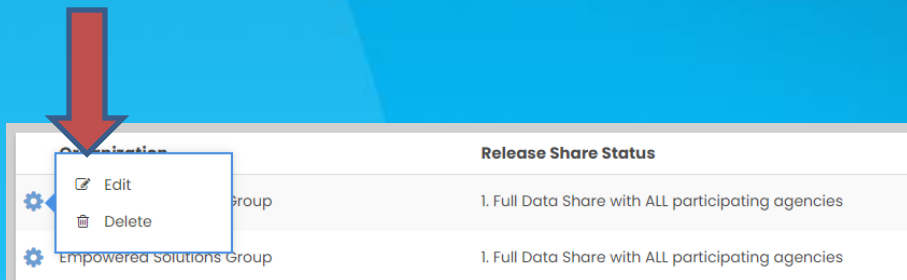
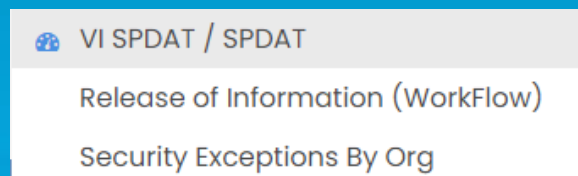
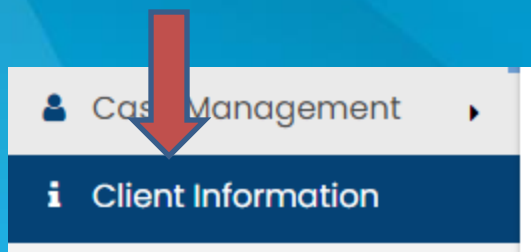
Known Issue

- The Org Selection feature for the Service Request Approval Screen is broken
- This will be an issue for those who approve requests and need to switch between orgs
- If you only approve for one org then you will be fine.



Known Issue

- ROI End Date is 'open'
- There have been reports that ROI's are defaulting to 'open'
- The user will need to manually enter the ROI End Date
- If the end date is left as open the user can fix manually in the 'client information' section from the left side menu



DQ Alerts Dashboard

- Chronic Homeless is Missing Data
- Approximate Homelessness Start Date is BLANK in the HUD Universal Assessment at Entry
- Outreach enrollment without Current Living Situation Assessment and/or service for 90 days
- Emergency Shelter enrollment without a bed list check-in in 30 days
- Missing Move in date after 45 days
- Client has returned to a homeless setting or temporary setting
- ES Bed Nights are outside of the enrollment start and end dates
- Chronic Homeless Conflicting Data
- Days between "Approximate date homelessness started" as compared to Program **Enrollment Date** is greater than 365 days
- Days between "Approximate date homelessness started" as compared to Housing "**Move in Date**" is greater than 365 days
- Overlapping Enrollment Event - Check In, Move In Date, TH/SH or CLA Service
- Six Month Acuity Index Assessment Missing

DQ Alerts Dashboard

Be on the look out for alert messages

Test2 Test11

05/20/1980
Female

Client ID: 261821
Family ID: 172309
Family Name: Test11,Test2-1980-05-20

+ Enroll Emergency Shelter

Client

Find Client

VI-SPDAT v2

Client Dashboard

Client's Data Quality Alerts - Summary

Total Alerts	Critical Alerts	Important Alerts	Informational Alerts
1	1	0	0

Client's Data Quality Alerts - Most Recent 10

Program	Severity	Alert Name	Alert Date	ClientAlertID
Test Program - Emergency Shelter	1 - Critical	Emergency Shelter enrollment without a bedlist checkin in 30 days	02/01/2023	200296

To view the client Alert

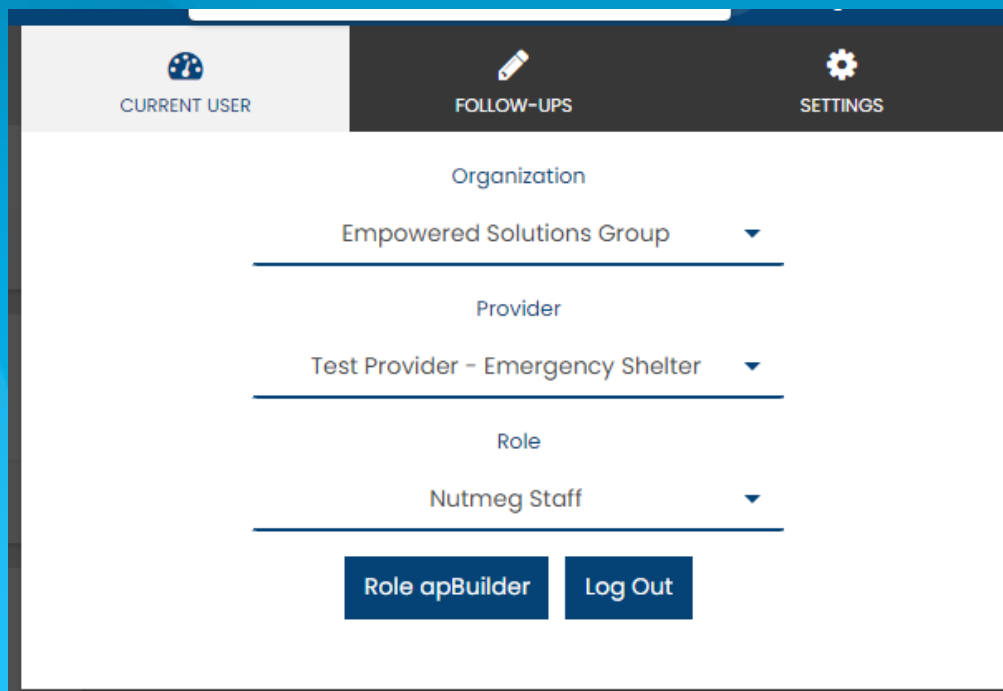
- Client Information
- COVID-19
- Program Assessments
- + Org Specific
- + Program Tools
- Read-Only Data
- Data Quality Alerts**

Data Quality Alert Menu

Client Data Quality Alert Summary

Layout Change

- There has been a slight modification to the Org, Provider and Role selection layout
- Functionality is the same



The screenshot displays a web application interface for user selection. At the top, there is a navigation bar with three tabs: 'CURRENT USER' (selected), 'FOLLOW-UPS', and 'SETTINGS'. Below the navigation bar, the 'Organization' dropdown menu is open, showing 'Empowered Solutions Group'. Below that, the 'Provider' dropdown menu is open, showing 'Test Provider - Emergency Shelter'. Below that, the 'Role' dropdown menu is open, showing 'Nutmeg Staff'. At the bottom of the form, there are two buttons: 'Role apBuilder' and 'Log Out'.

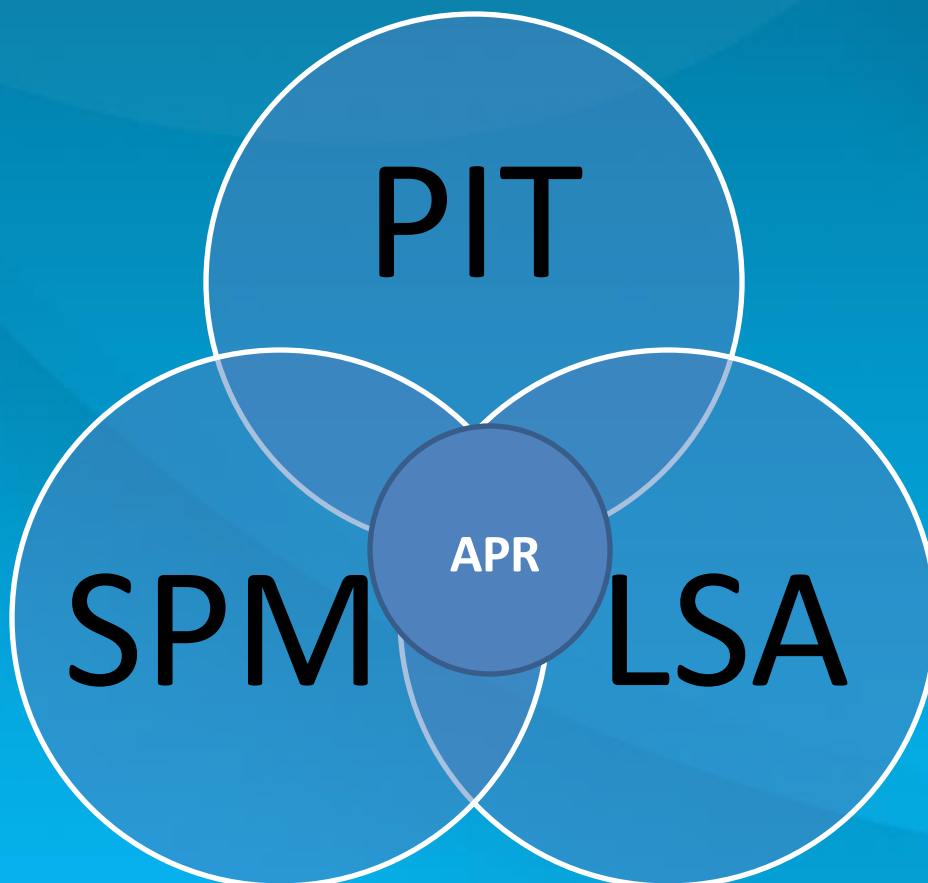
Help Desk Support

- Just a reminder, the help desk is available to all users for all programs in HMIS, regardless of funder
- Often, we will receive an email from CCEH, DOH or DMHAS passing on general questions about a program or issue that a user or users have conveyed to them in a meeting or email
 - It is always best to email our help desk directly so we can gather the most accurate information on the issue.
 - Provide dates and times when available for a screen share and if needed we will schedule a meeting with the user.
 - The majority of our tickets are resolved within one business day.
 - This process will resolve issues much quicker and help to reduce the amount of time a user is experiencing an issue or is misunderstanding a process.

Report Cycle

The PIT count lays the foundation by establishing the Housing Inventory and a glimpse of occupancy vs. need as well some demographics

SPM evaluates how successful the community has been with addressing specific metrics



LSA establishes the utilization and bed coverage and evaluates data completeness

APR is the tool for the agency to maintain the data that feeds the community level reports

How To Submit A Ticket

A Note on Tickets: Any Staff person may submit a help desk ticket. The request is that users check with their HDC first. At that point either the HDC or the end user may submit the ticket.

HDC must submit tickets requesting deletions – case notes, enrollments, assessments

When submitting a Help Desk Ticket make sure to include:

General Client Issues:

- Client ID – most important
- Client Enrollment - which enrollment is being impacted by the issue
- User Login – if you have multiple logins, tell your user ID
- Role – tell us which role you are using

Report Issues:

- if this is a report issue; what is the exact name of the report as it appears in HMIS?
- What date range are you using
- Provide a few sample client ID's where you are seeing the problem
- What Program are you running the report on

Open Mic

Questions
or
Comments?



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