



**HMIS**  
**Homeless Management**  
**Information System**

# October 30<sup>th</sup>, 2018

## Mandatory Agency Admin Training

### Contents

MONTHLY AGENCY ADMIN REMINDERS: .....	2
NEWS: .....	2
New HMIS Team Member: Stephanie Grater .....	2
“Outreach Location” Format Change .....	3
UPDATES: .....	4
Annual Refresher Training .....	4
New Forms .....	4
Ticket Portal .....	5
Permanent Housing Workflow .....	6

## MONTHLY AGENCY ADMIN REMINDERS:

- Please remember to share what you've learned with the rest of your agency
- Please submit tickets to the Help Desk with any questions


## NEWS:

New HMIS Team Member: Stephanie Grater

- Please welcome her to our team!!



**Stephanie Grater**

 HMIS Customer Support Representative

## “Outreach Location” Format Change

- This change is meant to increase accuracy. We’ve separated Lat/Long into two fields, and also added a third field “Cross Streets” for further clarification (see images below)

### OLD:

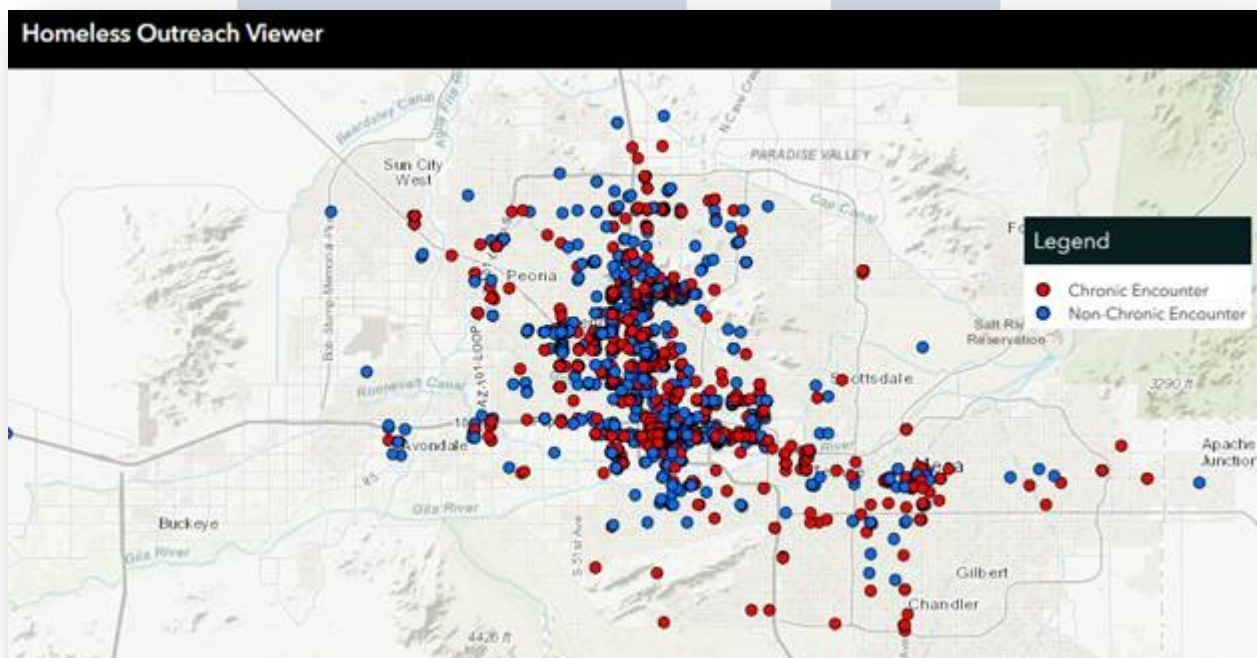
Latitude and Longitude:	<input type="text"/>
Use Exact Format to 5 Decimals: 33.xxxxx, -11x.xxxxx	

### NEW:

Use Exact Format For Latitude and Longitude	
Latitude: 33.xxxxx (Use Exact Format to 5 Decimals) *	<input type="text" value="33.56421"/>
Longitude: -11x.xxxxx (Use Exact Format to 5 Decimals) *	<input type="text" value="-118.45789"/>
Cross Streets	<input type="text" value="Test St. and Test Ave."/>

- REMINDER:** “Outreach Location” is expected to be recorded for **EVERY** Street Outreach Contact/Service.

Your “Outreach Location” efforts help our Continuums of Care develop such tools as **Homeless Outreach Viewer (below)** created by MAG (Maricopa Association of Governments) for the Street Outreach Collaborative/Work Group. The site is available to HMIS users doing Street Outreach.



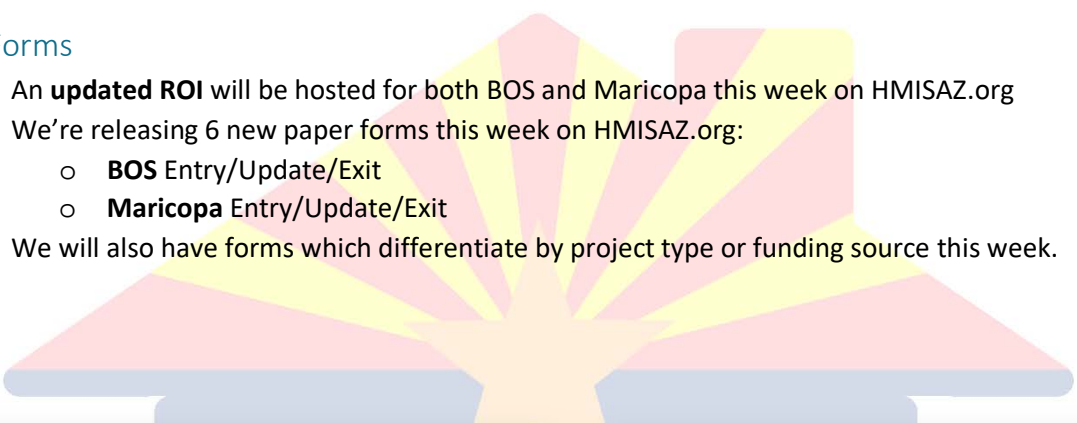
## UPDATES:

### Annual Refresher Training

- Currently seeing 415/700 completed
- **Nov. 1<sup>st</sup>** – We'll send each agencies notification of who still has NOT completed training
- **Nov 15<sup>th</sup>** – User accounts which have NOT taken the training will be suspended until they complete the training

### New Forms

- An **updated ROI** will be hosted for both BOS and Maricopa this week on HMISAZ.org
- We're releasing 6 new paper forms this week on HMISAZ.org:
  - **BOS** Entry/Update/Exit
  - **Maricopa** Entry/Update/Exit
- We will also have forms which differentiate by project type or funding source this week.



**HMIS Data Collection for Project START**

This form can be used by all project types. Some project types are also required to track other information such as contacts, engagement, or move-in date. See supplemental forms for Outreach, PATH, HOPWA, RHY and SSVF projects.

**Section I: Client Information**

**NAME - [ALL CLIENTS] - [ALL PROJECTS]**

First name	
Middle name	
Last name	
Suffix	
Alias	

**NAME DATA QUALITY - [ALL CLIENTS] - [ALL PROJECTS]**

<input type="checkbox"/> Full name reported	<input type="checkbox"/> Client Doesn't Know
<input type="checkbox"/> Partial, street name, or code name reported	<input type="checkbox"/> Client Refused

**SOCIAL SECURITY NUMBER - [ALL CLIENTS] - [ALL PROJECTS]**

□ □ □ □ □ □ □ □ □ □ □ □

**SOCIAL SECURITY NUMBER DATA QUALITY - [ALL CLIENTS] - [ALL PROJECTS]**

<input type="checkbox"/> Full SSN reported	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Approximate or partial SSN reported	<input type="checkbox"/> Client refused

**VETERAN STATUS - [ALL CLIENTS] - [ALL PROJECTS]**

<input type="checkbox"/> No	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Yes	<input type="checkbox"/> Client refused
<input type="checkbox"/> Data not collected	

**Section II: Universal Data Elements**

**PROJECT START DATE (Month / Day / Year) - [ALL CLIENTS] - [ALL PROJECTS]**

□ □ □ / □ □ / □ □ □ □ □ □ □ □ □ □ □ □

**RELATIONSHIP TO HEAD OF HOUSEHOLD - [ALL CLIENTS] - [ALL PROJECTS]**

<input type="checkbox"/> Self (head of household)	<input type="checkbox"/> Head of household's other relation member (other relation to head of household)
<input type="checkbox"/> Head of household's child	<input type="checkbox"/> Other, non-relation member
<input type="checkbox"/> Head of household's spouse or partner	<input type="checkbox"/> Data not collected

**DATE OF BIRTH (Month / Day / Year) - [ALL CLIENTS] - [ALL PROJECTS]**

□ □ □ / □ □ / □ □ □ □ □ □ □ □ □ □ □ □

**DATE OF BIRTH TYPE - [ALL CLIENTS] - [ALL PROJECTS]**

<input type="checkbox"/> Full date of birth reported	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Approximate or partial date of birth reported	<input type="checkbox"/> Client refused

**PRIMARY RACE - [ALL CLIENTS] - [ALL PROJECTS]**

<input type="checkbox"/> American Indian or Alaska Native	<input type="checkbox"/> White
<input type="checkbox"/> Asian	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Black or African American	<input type="checkbox"/> Client refused
<input type="checkbox"/> Native Hawaiian or Other Pacific Islander	<input type="checkbox"/> Data Not Collected

**SECONDARY RACE - [ALL CLIENTS] - [ALL PROJECTS]**

<input type="checkbox"/> American Indian or Alaska Native	<input type="checkbox"/> White
<input type="checkbox"/> Asian	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Black or African American	<input type="checkbox"/> Client refused
<input type="checkbox"/> Native Hawaiian or Other Pacific Islander	<input type="checkbox"/> Data Not Collected

**ETHNICITY - [ALL CLIENTS] - [ALL PROJECTS]**

<input type="checkbox"/> Non-Hispanic / Non-Latino	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Hispanic / Latino	<input type="checkbox"/> Client refused
<input type="checkbox"/> Data Not Collected	

**GENDER - [ALL CLIENTS] - [ALL PROJECTS]**

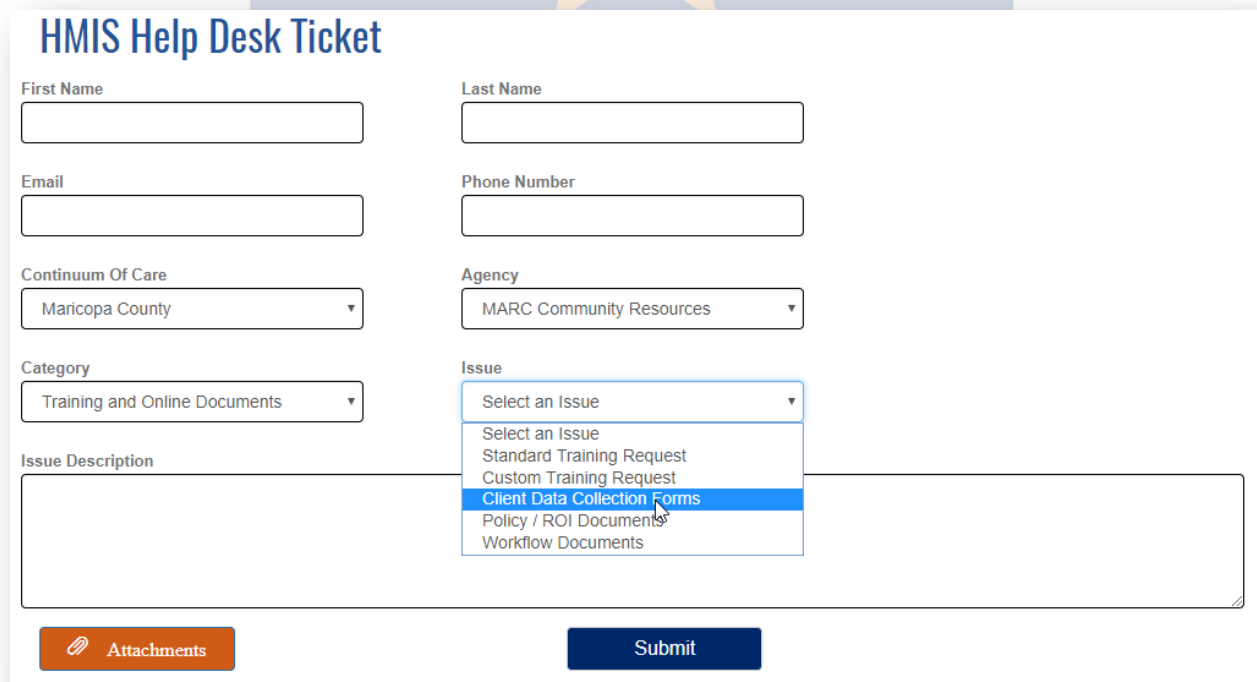
<input type="checkbox"/> Female	<input type="checkbox"/> Gender Non-Conforming (i.e. not exclusively male or female)
<input type="checkbox"/> Male	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Trans Female (MTF, or male to female)	<input type="checkbox"/> Client refused
<input type="checkbox"/> Trans Male (FTM, or female to male)	<input type="checkbox"/> Data not collected

**DISABLING CONDITION - [ALL CLIENTS] - [ALL PROJECTS]**

<input type="checkbox"/> No	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Yes	<input type="checkbox"/> Client refused

## Ticket Portal

- Agencies have been added to the Ticket Portal picklist (<https://hmisaz.org/submit-a-ticket>)
  - **BOS:** Community Bridges, Dept. of Economic Security, and Primavera
  - **Maricopa:** City of Tempe, Dept. of Economic Security, MARC Community Resources and Women in New Recovery
- Additional ticket categories have been added. Please carefully REVIEW all categories to make sure you have accurately selected the reason for your ticket:
  - Added category: “System Performance”. Sub-issues include:
    - *ServicePoint Lagging/Not Working*
    - *ART Lagging/Not Working*
    - *Technical ServicePoint Issue*
  - Changed category: “Training” to “Training and Online Documents”.
  - Added new sub-issues:
    - *Client Data Collection Forms*
    - *Policy/ROI Documents*
    - *Workflow Documents*



The image shows a screenshot of the HMIS Help Desk Ticket form. The form is titled "HMIS Help Desk Ticket" and contains several input fields and dropdown menus. The fields are arranged in a grid-like structure. The "Issue" dropdown menu is open, showing a list of options with "Client Data Collection Forms" selected. The form also includes an "Attachments" button and a "Submit" button.

**HMIS Help Desk Ticket**

First Name

Last Name

Email

Phone Number

Continuum Of Care

Agency

Category

Issue

Issue Description

The "Issue" dropdown menu is open, showing the following options:

- Select an Issue
- Select an Issue
- Standard Training Request
- Custom Training Request
- Client Data Collection Forms**
- Policy / ROI Documents
- Workflow Documents

## Permanent Housing Workflow

- Some instrumental clarification is needed regarding the Permanent Housing workflow; we are releasing **Mandatory Training for EVERY Permanent Housing Program** to get this information out. This item is substantial enough to data integrity that we've created mandatory training on the subject.
- **This is SEPARATE from the Annual Refresher Training.**
- A brief on what's in the training:
  - At this point, all the PH projects should be aware that we collect *Housing Move-In Date*. However, there has been confusion on what to do if the client's housing status changes (in other words – the client loses their housing and becomes homeless again). The clarification in this case is the following: If the person loses their housing and becomes homeless again, they **NEED** to be *EXITED*. They can be *RE-ENTERED* the next day.
  - We will make it clear that *Housing Move-In Date* is **ONLY** on the UDE Assessment, not on other assessments
  - We'll train on the importance of **UPDATING** Universal Data Elements
  - We'll further clarify on "what does *Entry* mean, what does *Housing Move-In Date* mean, and what does *Exit* mean."
- When is the training?
  - We are releasing it Nov. 1st. PH users will have until Nov. 30th to complete the training.
  - PH user accounts will be suspended if not completed by Dec. 15th.
- Who is the training for?
  - All users with EDA access to a PH program (including PSH and OPH) **MUST** complete this training

