

The first part of this document contains meeting notes from the Training. The second part contains relevant Q&As from the webinar session.

Notes

1.) INTRODUCTION

- a. Attendees are **responsible to share what they've learned with their agencies. Those agencies that could not attend have until 12/14/18 to take quiz and have it counted as attendance**

2.) UPDATE: Status of Annual Refresher Training

- a. All clients who did not complete the training as specified have now been suspended. They've received notification emails (CC'd to their supervisors) and given links for the training. They can be reactivated after training, and submitting a ticket stating "I've completed the training now"

3.) UPDATE: Status of Permanent Housing Refresher Training

- a. CLARITY - this is the training we announced in October's Agency Admin HANDOUT.
 - i. It's mandatory for EVERY Permanent Housing Program
 - ii. PH programs include: RRH, PSH, Housing w/ Services, and Housing only.
 - iii. It's SEPARATE from the Annual Refresher Training
- b. Dec 05, we sent out the list of users that have not completed the PH training to their agencies.
- c. This alters our initial timeline as follows:
 - i. Users at Permanent Housing programs who have NOT completed the training by Dec. 20th, will have their accounts suspended
- d. Refer to the [October Agency Admin Training Handout](#) for questions:

4.) UPDATE: Outreach/PATH use of Latitude/Longitude

- a. We announced in the October Agency Admin Handout (see link above) about the change in the format of "Outreach Location"
- b. As seen in the PPT slide image, the change was from the present, (top image), to the upcoming, (bottom image).
- c. This Latitude/Longitude change is delayed – we have already reached out to our vendor WellSky because of a current system issue regarding the Latitude/Longitude fields.

5.) TRAINING: Security Reminders: (Security Plan, COE, Passwords)

- a. This concerns BOTH Continuums
- b. **About the Security Plan:**
 - i. Who needs to own this document?
 1. Your IT Department – or whomever is in charge of your agency's computers. If no one else, than your CEO should have a copy of the Security Plan document.
 - ii. What Do YOU Need To Know?
 1. The document outlines MINIMUM security for all HMIS agencies
 2. Outlines the kind of security used by our software vendor (did you know they employ 24/hr security personnel and video surveillance of the servers housing our data)
 3. Agencies are required to keep a copy of their users' Code of Ethics on file
 4. Agencies are required to inform the HMIS lead team within 24 hours of a User's termination or departure
 5. Agencies are required to use Virus Protection software and maintain a Secure Firewall
 6. Agencies assume all liability due to data breaches within their organization
 7. Users cannot share usernames or accounts

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8. ALL USERS are obligated to report suspected instances of non-compliance that may leave HMIS vulnerable to intrusion or compromise clients information
9. We conduct random audits of users to ensure they follow the Code of Ethics
10. All breaches to security must be reported to the HMIS Lead Agency immediately
11. There is also: details about passwords management and protection
12. AND details about Remote Access – when and where you can access HMIS
13. This document is available on our support site

iii. About the Code of Ethics:

1. What Do YOU Need To Know?
 - a. If you leave your work area for any length of time you MUST log-off HMIS and close the Internet browser before leaving your work area.
 - b. Never leave a computer unattended if it has HMIS open and running
 - c. Neither discriminatory comments nor profanity are permitted in the Homeless Management Information System. (This does not apply to quotes by a client)

iv. Tips concerning Passwords:

1. The strongest passwords are longer but, by definition, easier to memorize. You probably will NOT “need” to write it down somewhere. This comic strip illustrates:
 - a. In the top panels, we see a password that is half gibberish, is brief, and is mixed with common substitutions for letters (like a “four” for the letter A – a Zero for the letter “o”)
 - b. In the bottom panels, we see a password made of four random common words
 - c. The comic strip here shows that, if you tried to hack into an account using the top password at 1000 guesses/sec, it would take only 3 days to get into. So it’s described as “EASY” to guess. But for the bottom password at the same rate, it would take 550 YEARS.
 - d. The one on top? Hard to remember. The one on bottom.... You might have already memorized this one.
2. The comic concludes at the bottom, “Through 20 years of effort, we’ve successfully trained everyone to use passwords that are hard for humans to remember, but easy for computers to guess”
3. You are still restricted by the ServicePoint instructions – that means including at least two numbers or symbols – BUT... consider using better passwords for your account

6.) TRAINING: Using and Interpreting ART Report: 0252 Data Completeness Report Card

- a. What is it for? How can it be used?
 - i. Primarily to monitor your agency’s data quality. (See slide for more)
 - ii. It’s NOT a HUD report, it’s made by our vendor to be used as a tool. So it’s not as sophisticated as the COC-APR.
- b. Running the report: (See video walkthrough, also refer to 0252 Report Manual, available in ART)
- c. Reading the report:
 - i. The summary tab gives a basic pie chart and some overall grades, showing the scores for every project you ran in this report. In the lower part of the summary tab it gives a simple overview of grades, for each of your projects.
 - ii. The second tab is the overall report card – summing the grades of every project you ran in this report, and giving you the data score broken down by specific questions. There’s a subsection for UDE’s, non-UDE elements, and the HUD Verification Sub assessments.
 - iii. The third tab gives you individual report cards for each project you ran in this report. We see separate scores for each of your projects now.
 - iv. The fourth tab is where you can track down missing data elements!

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1. What are those acronyms at the top? They are the same elements from the report cards!

HUD UDE's

The client's ID
Their Entry Date
Exit date
Was a name recorded
Was a SSN recorded
Was a DOB recorded
Was a Race, Ethnicity, Gender, veteran status recorded?
Has staff answered the question "Y/N Disability status"?
Did they mark a residence prior to project entry?
Did they record the length of stay IN THAT previous place?
If the client has exited, was a destination recorded?
Is there a designated HoH?
And was a "client location" recorded?

The ADDITIONAL DATA ELEMENTS

Was the answer for "Domestic Violence" recorded?
Was it correctly recorded whether they're receiving Income? NC Benefits? Insur.?

The HUD VERIFICATION ELEMENTS

In this section, it shows how many of the subassessment values were recorded
The disability subassessment needs 8
Income needs 15
Non-Cash Benefits needs 6 answers
And Insurance needs 10.

--When it says "Income OK=15" that means..... if it says "OK"than you've recorded ALL 15 elements for Income.
"Income Amount" is asking, "Was a valid income amount entered?"

2. How to read the outputs:
 - a. "OK" shows where there is a value for the element
 - b. "Null" shows where there is a missing value for the element. Missing values are those where EITHER no value is selected OR where "Data Not Collected" is chose
 - c. A dash (-) appears where the value is not applicable for a particular client.
 - d. For the HUD VERIFICATION elements, an **OK** means you've answered all the subassessment questions. IF THERE'S A Data Quality issue, a number appears in Red font. For example, where a **5** appears in Red for NC, this means that 5 of the 6 possible picklist types is recorded and 1 picklist type is missing
- v. The fifth tab (final tab) tells you how you answered the prompts to run the report in the first place. This is important because if you reach out to the Help Desk, you can use it as reference when we ask how you filled out the prompts.



Q&A

<i>Webinar Question</i>	<i>Answer</i>
<i>Does the Code of Ethics need to be saved in paper or electronic version?</i>	<p>You can store it however your agency wants, as long as your agency is responsible for keeping it on file.</p>
<i>When running the 0252 ART Report, can I correct the errors within the report?</i>	<p>No. Unlike some of the “Canned” reports, all ART reports output simple lists of client IDs. They are not hyperlinks which take you to the client in question. You cannot make changes within the ART report output. (Most ART outputs are downloaded as an Excel file anyway). To make corrections, you will need to track down the record in ServicePoint.</p>