January 2019 – Agency Admin Training (AAT) Notes

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 02/08/19 to take the quiz and have it counted as attendance

2.) NEWS: Ongoing/Upcoming Assessment Improvement
   a. HMIS team is continuously improving assessments – agencies are always notified if they may be impacted
   b. Improvements include the use of "hover-text". For assessment questions, hover over (or click on) questions to see the description and explanation of what the question is asking for. Ensure your staff know!
   c. If your browser only shows hover text that is abbreviated, click on the question for a popup of full text.

3.) UPDATE: Ticket Portal – Additional Functions
   a. You can now add additional contacts when submitting tickets
   b. New category: "System Performance" lets us know if ServicePoint or ART are performing poorly.
   c. New functionality: "Reporting" category
       i. Additional prompts appear so you can detail the reporting issue. Saves time!

4.) UPDATE: Naming Convention
   a. New suffix: "PRIV" (meaning private visibility) to go on some DV programs and other outliers who do NOT share visibility in the default fashion
   b. We have a **supporting document** that outlines the use of Acronyms in ServicePoint

5.) TRAINING: Recording SSN
   a. We've been seeing Data Quality problems with Social Security Numbers
   b. ISSUE 1: Incorrect selection of "SSN Data Quality". See PPT slide - explains how to pick the correct answer
   c. ISSUE 2: Incorrect use of filler numbers.
       i. MYTH: *"If client refuses/doesn't know SSN, enter all zeroes"*
       ii. MYTH: *"If client refuses/doesn't know SSN, use HMIS ID# "*
       iii. TRUTH: Leave blank all parts of the SSN that are unknown or refused; do NOT use filler numbers.
   d. ISSUE 3: Resolving duplicate Social Security Numbers from your agency
       i. Run ART report "0212 Duplicate Clients in ServicePoint – v2".
       ii. Tab B lists clients side-by-side with their potential duplicate. After reviewing duplicates, the clients can be corrected in ServicePoint OR if they cannot be corrected, reach out to the Help Desk to merge the clients.

6.) TRAINING: 0628 – HIC Supplement – v8
   a. This entire report training was recorded separately and is available here: https://youtu.be/SRNcLhEcy-c
   b. **The correct selection of Prompts is as follows:**
       i. **Maricopa – select the date 01/22/2019**
       ii. **BOS – select the date 01/23/2019**

7.) TRAINING: SSO Program Review – System Wide
   a. This entire report training was recorded separately and is available here: https://youtu.be/mkLfDeDOXwM

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Q&A	

Webinar Question	Answer
Will there be a "Priority" field on the HMIS Ticket Portal?	At this time, we will not be placing a priority field on the ticket portal. Part of the reason for this, is because we need to retain the ability to set our own ticket priorities based on everything we are seeing in the portal at that time. HOWEVER, if you know the urgency of your request please let us know the date you need a response.
Are tickets still being generated through Help Desk emails?	No. When a ticket is sent directly to the Help Desk (not in the context of a ticket) we will redirect the sender to the ticket portal instead.
What's the most appropriate way to reflect Social Security Number data quality for DV clients?	Leave the SSN fields blank, and then for the SSN Data Quality select "Client Refused"
Who merges duplicate client profiles?	Staff at the HMIS Help Desk are the only persons able to do client merges. If you come across duplicate client profiles, please let the Help Desk know by submitting a ticket and we will merge them for you.
If the client refuses to give the Social Security Number, will this reflect poorly in the Data Completeness Report?	This is more impactful for some project types than others. For instance, if your project is federally funded by the VA, they require full Social Security Number information so they can verify the Veteran status of the client. Other agency types will still take a hit to their data quality, but there is some room for error – as long as it falls within the requirements stated on the Data Quality Plan (https://hmisaz.org/policies-%26-forms)
Which date are we supposed to use for the ART Report: 0628 – HIC Supplement – v8?	The correct selection of Prompts is as follows: -Maricopa: select the date 01/22/2019 -BOS: select the date 01/23/2019
On the topic of the Point in Time (PIT) Count, please clarify what is meant by "Number of clients seen that night"?	In Maricopa, we counted the clients in shelters and on the streets on the night of 1/21. (This is why we did our PIT street count in the early morning hours of the 22nd – we asked them "where did you sleep last night?"). In Balance of State, we counted the clients in shelters and on the streets on the night of 1/22.
Who will we submit the 0628 HIC Supplement report to?	Right now, you don't have to submit the report to any person. Its purpose is to help you verify that your PIT numbers are correct *at your own shelter(s)*.
For the report SSO Program Review – System Wide: Can this be used for Street Outreach (SO) projects as well?	Yes. However, for PATH Street Outreach, keep in mind that it IS NOT capturing PATH specific services.