

CT HMIS 
Measuring Success

HMIS DATA COORDINATOR MEETING

March 2023



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Agenda

- HMIS Latest News – CTHMIS.com
- Data Alerts Dashboard
- CAN and Bed List Auto Clean Up
- CAN Appointment Webinar
- Release Notes
- CTHMIS.com Survey – website functionality survey not related to HMIS database

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.

In-Person/Remote Training

- In Person will still be 10
- Remote Training has increased to 20

CT HMIS Emergency Shelter Training
Thursday, May 5, 2022 at 09:30 AM

Registration

Class Full

CT HMIS CAN (IN PERSON Class) Registration

This class will be in person in Middletown, CT. Please check your reminder email for the exact location.

CT HMIS Coordinated Access Network/Coordinated Entry Training
Wednesday, April 27, 2022 at 09:30 AM
35 Philmack Drive Suite B206, Middletown CT 06457

Updated Designation of Access (DOA)

- **Updated DOA** - https://www.cthmis.com/forms/submit_doa
 - We have expanded the role and program type options to provide more instruction when setting up users. There is also a CaseWorthy Roles document to assist with filling out the DOA.

CaseWorthy Roles Doc:

<https://docs.google.com/document/d/1zAGOXWI9nzbuPrN1B4zk7YHeo33ufLSwIZZdfJ7P0CI/edit>

DQ Alerts Dashboard

- DQ dashboard webinar:
 - <https://www.cthmis.com/news/detail/ct-hmis-new-data-quality-alert-dashboard-is-live>
- DQ Alerts Webinar notice:
 - <https://www.cthmis.com/news/detail/ct-hmis-new-data-quality-alert-dashboard-is-live>
- DQ Alerts are designed to help intercept issues that will impact funder reports, SPM, LSA and PIT reporting
- DQ Alerts Sample Review

CAN and Bed List Auto Clean Up

- Better Data Quality Through Automatic Cleanup of Incorrectly Opened CAN Network Enrollments and Bed List Enrollments
- <https://www.cthmis.com/releasenotes/detail/better-data-quality-through-automatic-cleanup-of-incorrectly-opened-can-network-enrollments-and-resource-usage-enrollments>
- We've implemented an automated nightly cleanup process that will close CAN Network and bed list enrollments. The below issues should be resolved nightly and will reduce common data entry errors such as:
 - Clients who have exited an Emergency Shelter, but who's bed list enrollment was mistakenly left open.
 - Clients who have been exited from a CAN's enrollment, but who's Network Enrollment has been left open. This should greatly reduce or eliminate any Agency Full errors when attempting to set up a client appointment.

CAN Appointment Webinar

- Webinar on scheduling appointments for Coordinated Access Network clients in CT HMIS.
- Webinar was this AM at 11. Recorded webinar will be posted to CTHMIS.com. Link below has further info:
- <https://www.cthmis.com/news/detail/ct-hmis-new-can-appointment-scheduling-process-webinar-03-28-2023>
- The purpose of this training is to show current CT HMIS users with the Coordinated Access - Network Role, how to properly schedule a client's appointment in CT HMIS for Walk-In clients that have not been referred through 211 and rescheduling appointments.

Release Notes and Survey

- Link to Release Notes:
 - <https://www.cthmis.com/releasenotes/index>

CT HMIS Users: We would like to improve your experience with the CT HMIS website - [cthmis.com](https://www.cthmis.com)

- <https://www.cthmis.com/news/detail/ct-hmis-website-survey-give-us-your-feedback>

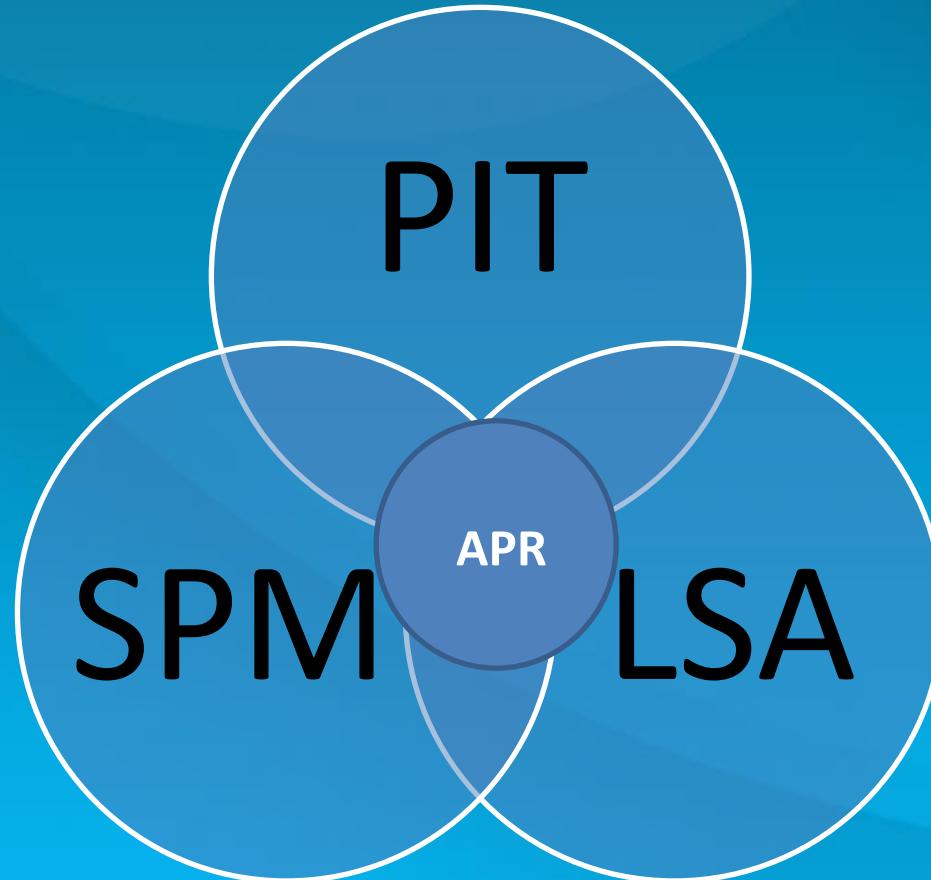
Help Desk Support

- 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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