

CT HMIS 
Measuring Success

HMIS DATA COORDINATOR MEETING

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Agenda

- HMIS Latest News – CTHMIS.com
- SSVF – Converting HP Enrollment to RRH
- SSVF – Landlord or Tenant Incentives
- Case Load Report
- PIT Data Submitted

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.

SSVF HP Enrollment to RRH

- SSVF does allow for an HP household who have lost their housing to take advantage of RRH funds. See information below from HUD AAQ:
 - SSVF grantees should exit the client from HP if the client's housing situation comes to an end. If they are no longer housed, then they should be entered into an SSVF RRH under an unhoused living situation.
 - It won't be a data quality issue. There is no reason to change the client from HP to RRH if they haven't exited their housing situation and are still receiving assistance to maintain their housing.
- They do not provide guidance on what the exit destination should be from the HP enrollment but it should reflect reality.

SSVF Landlord or Tenant Incentive

- Landlord or Tenant Incentive tracking has been set up in HMIS. SSVF has created a method for tracking this service until the new data standards are in place in October of 2023
- We have a workflow guide available to demonstrate how to track this information in HMIS
- There is a specific order to the process. The Financial Assistance Service of either Moving Costs (landlord incentive) or General Housing Stability (tenant incentive) has to be created first and approved in HMIS
- Once approved then the general service of 'Other (non-tfa) service-incentive' can be created.
- The date for this general services has to match the 'approved' date of the TFA.

Caseload Report

- Caseworthy has made some updates to the caseload report.
- The link to the article on CTHMIS is below:
 - <https://www.cthmis.com/releasenotes/detail/minor-enhancement-case-load-report-now-handles-users-with-access-to-multiple-organizations>
- The report is available under any role and can be found in the 'Operational Reports' section.

The screenshot shows the CTHMIS application interface. At the top, there is a navigation bar with three tabs: 'CASE MANAGEMENT' (selected), 'ADMINISTRATION', and 'MY CASEWORTHY'. Below this is a sidebar with a 'Reporting' section. The 'Reporting' section is expanded, showing a list of options: 'Operational Reports (Org)', 'Compliance Reports (Org)', 'CaseWorthy Analytics - Ap Builder', 'XML Report Exports', 'Report History', 'Chronic Homeless List', and 'My Saved Report'. The main content area features a large blue button with a brain icon and the text 'Case Load (Org)'. At the bottom, there are search and filter fields: 'Begin Date' with a calendar icon, 'End Date' with a calendar icon, 'Organization(s)' with a dropdown menu showing 'Liberty Community Services Inc.', and 'Case Manager(s)' with radio button options: 'All' (selected), 'None', and 'Some'.

PIT

- PIT count is complete and has been submitted to HUD's data exchange site – HDX
- Both CoC's have reported completing their submissions.
- No final report yet. ACT and the CoC's will provide that information when ready.
- As with last year the data collection process seemed to go smoothly.
- We still have a major issue with overlapping enrollments that HUD does require us to resolve.
- This was also an issue identified during the LSA submission to HUD.
- HUD has indicated that it is not permitted to have a household enrolled in more than one housing program at the same time.

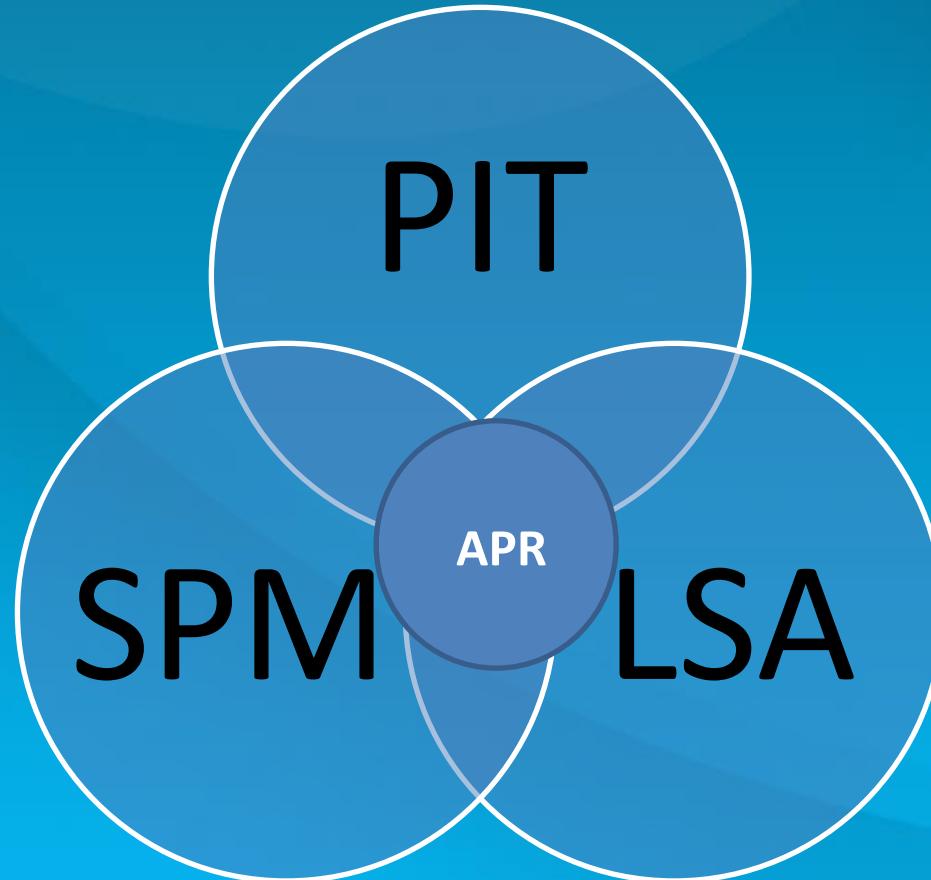
Help Desk Support

- 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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