

CT HMIS   
Measuring Success

# HMIS DATA COORDINATOR MEETING

May 2022



Provided by:

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# Agenda

- In-Person Training
- Multi-Factor Authentication (MFA)
- Emergency Shelter Check-in Issue – resolved
- Q19a2 APR and CSV Known Issue
- SPM Published Reports
- Data Outliers Report

# Review CTHMIS.COM

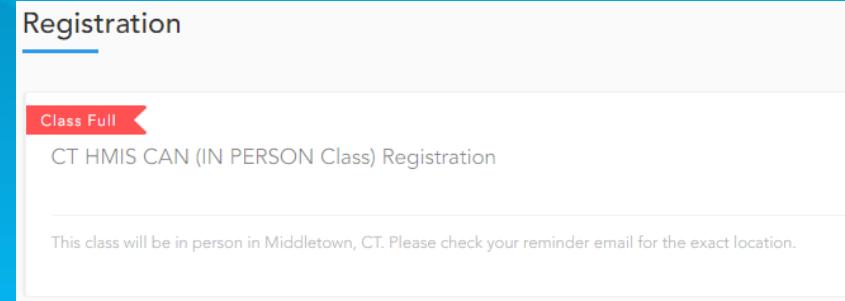
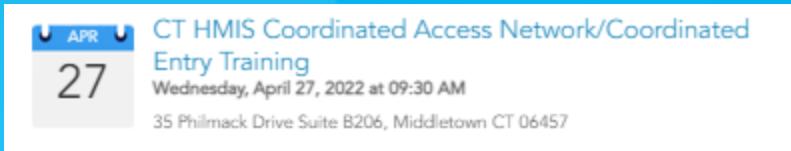
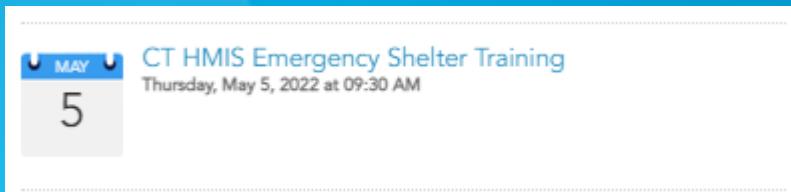
- View upcoming Trainings:
  - <http://www.cthmis.com/>
  - See the Training Calendar at the bottom of the page
  - View upcoming classes on the training calendar
- Register for Trainings
  - <http://www.cthmis.com/>
  - Then click on 'Attend a Training' this will take you to the new training registration 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 Training

- Our first in person CT HMIS class is scheduled for Wednesday, April 27.
- Our new model will be a hybrid mix for all classes with the choice to register for an online class or an in person class.
- Please check the class description for the class type before registration.
- Our new office is now located at 35 Philmack Drive in Middletown, CT



# Multi-Factor Authentication

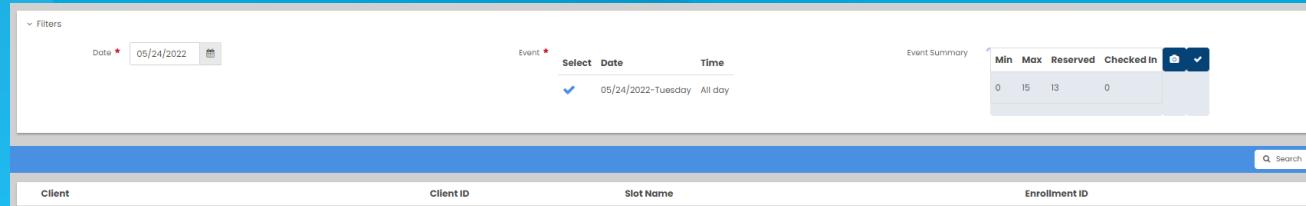
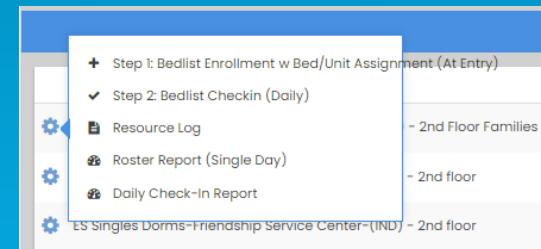
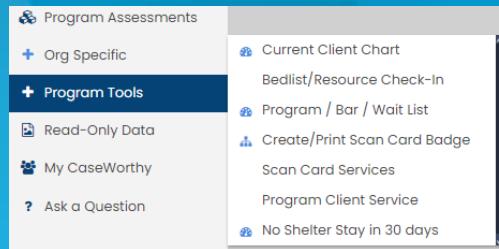
- CT HMIS MFA Project has kicked off.
- All users will be required to use MFA by the end of May.
- This will require use of a mobile device for text messaging or email.
- If your agency uses one email address for multiple staff then you will need to use a cell phone number for MFA
- If your agency shares a cell phone for staff use, then you will need to use personal cell phone numbers for MFA
- Remaining Trainings/Support:
  - Weds 6/1/22 & Thurs 6/2/22 - CT HMIS: MFA - Security Enhancement Open Support Meeting (From 9:00 am - 4:30 pm)

## Info Link:

- <https://www.cthmis.com/news/detail/ct-hmis-mfa-review-prepare-to-go-live-june-1-at-900-am>

# Emergency Shelter Check In Issue

- The check in feature should now be resolved
- If you have an Emergency Shelter program, please make sure you are able to complete check ins.



# Q19a2 APR and CSV Known Issue

- Table Q19a2 on the APR does not match the Q19a2 table on the CSV export
- This will not generate an error but will show inaccurate information on increases or decreases in income.
- See the detail info in red where latest earned income = 1690 but latest total income = 1689.87.
- The APR table shows that only 3 people increased income b/c it is reading the income at entry as being = to the income at latest total income
- The CSV shows that 4 people increased income b/c it comparing the entry income against the rounded dollar amount of Latest Earned of 1690.

Entry Total Income(Financial - Entry)	Entry Earned Income(Financial - Entry)	Latest Income Data Quality(Financial - Latest)	Latest Total Income(Financial - Latest)	Latest Earned Income(Financial - Latest)	my column for review
219	0 Yes		783	783	564
0	0 Yes		2031.48	2031	2031
0	0 Yes		2818.8	2600	2600
1689.87	1689.87 Yes		1689.87	1690	0.13

Q19a2: Client Cash Income Change - Income Source - by Start and Exit									
24.b.2 Income Change by Income Category (Universe: Adult Leavers with Income Information at Start and Exit)	Had Income Category at Start and Did Not Have It at Exit	Retained Income Category But Had Less \$ at Exit Than at Start	Retained Income Category and Same \$ at Exit as at Start	Retained Income Category and Increased \$ at Exit	Did Not Have the Income Category at Start and Gained the Income Category at Exit	Did Not Have the Income Category at Start or at Exit	Total Adults (including those with no income)	Performance Measure: Adults who Gained or Increased Income from Start to Annual Assessment, Average Gain	Performance measure: Percent of persons who accomplished this measure
	0	2	3	0	3	20	28	3	11%

Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10
Number of Adults with Earned Income	0	2	2	1	3	20	28	4	0.14
Average change in Earned Income		-96	0	0	1805	0	0	1354	0

# SPM Report Results

- HUD has published the SPM results
- National report:
  - <https://files.hudexchange.info/resources/documents/National-Summary-of-Homeless-System-Performance-2015-2021.pdf>
- Interactive data:
  - <https://public.tableau.com/app/profile/system.performance.measures.hud.public.data/viz/HUDCoCSystemPerformanceMeasures/M1LengthofStay>

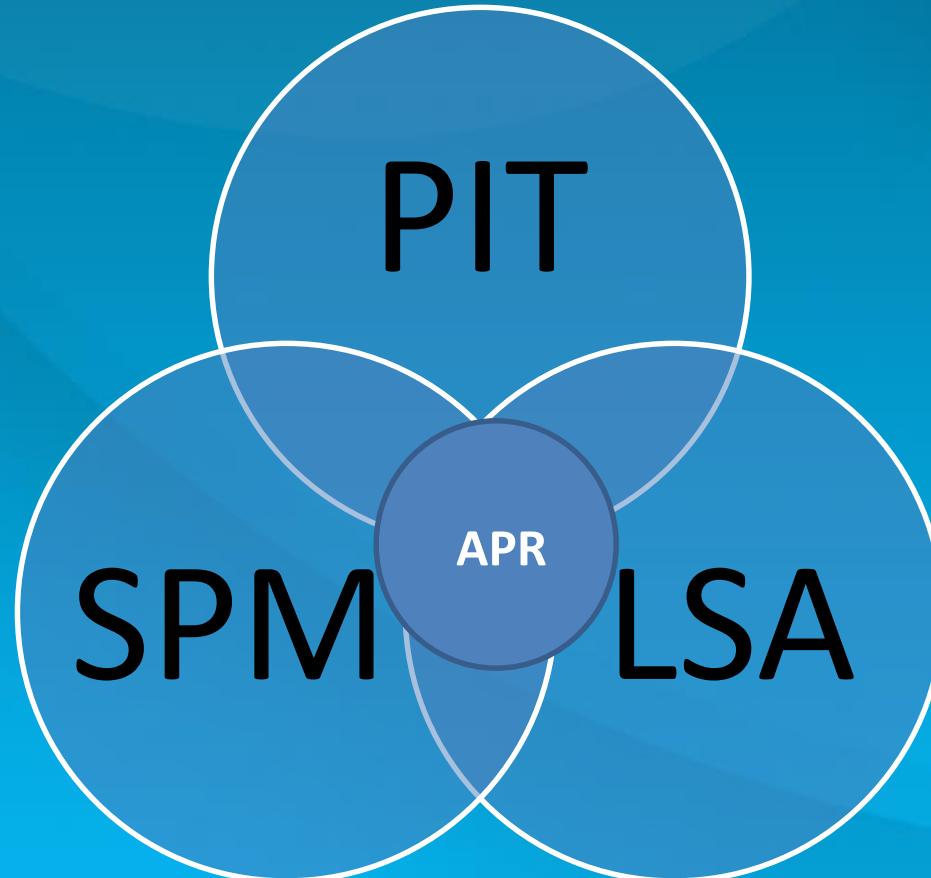
# Data Outliers Report

- Last meeting a question was asked about the Data Outliers Report
- Users can contact CCEH for the Release Notes on this report
- The report is being re-worked to add PSH programs
- The report is located via the following path:
  - Administration
  - Compliance Reports
  - Data Quality Monitoring Section

# 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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