



HMIS USER GROUP

Wednesday, November 30, 2011 at 1:00 PM

Westchester Village Hall, Westchester, IL

Calendar

- What training and webinars would you like to see offered next year? (Case Management; New APR; ShelterPoint; Prevention; ESG; other)
- User Group Meetings – last Wednesday afternoon of Feb, May, November

Data Entry Issues

- Adding/removing an Individual/New baby to/from an existing Household (see handout)
- Adding/removing an individual to/from an existing Entry/Exit (see handout)
- Review Universal Data Elements and Program Specific Elements
 - Review Handout
 - Prior Living Situation and Length of Stay
 - Record the type of living arrangement of the client the night before their entry into the program
 - Choose the time period that best represents the amount of time the client resided at that place
 - Sub-Assessments–Income, Non-Cash Benefits, Disabilities
 - Required of ALL clients including children
 - Associated Y/N Question must be answered consistent with sub-assessment data
 - Don't update existing records by modifying data, use Start and End dates
 - Entry Screen vs Exit Screen vs Annual Client Assessment Screen
 - All data on the Entry screen accessed through the Entry/Exit is "time-stamped" as of the Entry date
 - All data on the Exit screen accessed through the Entry/Exit is "time-stamped as of the Exit date; Review all data for accuracy and update as needed
 - All data on any assessment screen accessed through the Assessments Tab (including the Entry and Exit screens) will be time-stamped with the current time/date or the "backdated" time/date if in back date mode
 - Universal Data Elements (UDEs) will be "Strongly Encouraged" questions
 - Error message will pop up when you save assessment with unanswered questions
 - Can be overridden—"Would you like to answer these questions now?" Answer "No"
 - You will need to override questions not required of children
 - Override message occurs only once, regardless of how many questions are left unanswered
- SubCook HUD Periodic Update Assessment
 - Located under Assessments Tab
 - Make sure data is time-stamped appropriately, you may need to backdate
 - Includes sub-assessment to track date of assessment update, even if no other data is changed
- Adding a Case Manager to a Client
 - While in the client record, select the "Case Managers" Tab
 - Click on "Add Case Manager"
 - You may select another "ServicePoint User," yourself ("Me") or you may enter another name ("Other")
 - Use start and end dates to determine the applicable time period for this case manager
 - Some Bowman reports are based on the assigned "Case Manager"

Data Quality Reports

- Required for ALL programs entering data into HMIS
- **Due on second Tuesday of January, April, July, October** OR **second Tuesday of each month for seasonal Emergency Shelters** and any program having greater than 5% missing values for any data element in the previous quarterly report.
- Anytime you send a file with names or other Personal Identifying Information/sensitive data Password protect the file and call us with the password. Do not email the password with the file.
 - *Excel has this function built in. In excel 2007/2010 click the Office Orb in the top left corner of your screen and hover over prepare and select Encrypt Document. It will ask you to create a password and then confirm the password. Don't forget the password because there will be no way of opening the document after you have set it.*
 - *In 2003 click "Tools" > "Options" > "Security" tab and set the Password to open. It will prompt for you to confirm the password.*
- Remove tabs as needed: Download as an Excel file.
 - *Click on the Null Values tab. Hold the shift key and click on the very last tab (it will highlight the other tabs) and then let go of the shift key. Now RIGHT click on the last tab and choose the Delete tabs option and then save.*
- The point-in-time enrollment survey may be added to help keep reports to a minimum.

How To Make Passwords More Secure

- Don't use common passwords (See top 500 worst passwords of all time "language advisory" <http://www.whatsmypass.com/the-top-500-worst-passwords-of-all-time>)
- Don't use information from your life that can be found easily — birthdate, pet's name, maiden name
- Do consider using acronyms. Choose a phrase or favorite saying and use the first letter of each word, for example, "I'd Like To Teach The World To Sing" becomes "ILTTTWTS" or even better "IL2TTT2S", substituting the number "2" for the word "To". This makes an otherwise cryptic password easy to remember
- Do pad your password with symbols: "Bubbles!!!!!!" or "Smile:):):)" are more difficult to discover with the symbols
- Do use different passwords for different websites
- Do test password strength at the GRC Haystack Calculator by using a similar password — never enter your real password anywhere but the site you are logging into: <https://www.grc.com/haystack.htm>

Privacy and Security Review/Quiz

Next User Group Meeting

Tentatively scheduled for Wednesday, February 29, 2012 from 1-3.

Alliance to End Homelessness in Suburban Cook County
DRAFT – HMIS Calendar 2012

January
January 1-10 HPRP QPR January 4 HMIS Committee 9:30 January 10 Data Quality Reports Due January 25 User Focus: ESG January 25 PIT Sheltered Count

February
February 1 HMIS Committee 9:30 February 29 HMIS Committee 11:00 February 29 User Group Meeting February ? ART Training

March
March ? New User Training March ? Bowman User Conf

April
April 1-10 HPRP QPR Reports April 4 HMIS Committee April 10 Data Quality Reports Due April ? NHSDC Conference April 25 PIT Sheltered Count April 25 User Focus: Case Mgmt

May
May Emergency Shelter Data Review May 2 HMIS Committee 9:30 May 30 HMIS Committee 11:00 May 30 User Group Meeting <i>Site Visits</i>

June
June ? New User Training <i>Site Visits</i>

July
July 1-10 HPRP QPR Reports No HMIS Committee July 10 Data Quality Reports Due July 25 User Focus: APR (TH and PSH) July 25 PIT Sheltered Count <i>Site Visits</i>

August
August 1 HMIS Committee August 29 User Focus: ES <i>Site Visits</i>

September
September ? New User Training September 5 HMIS Committee September 27 User Focus: TBD

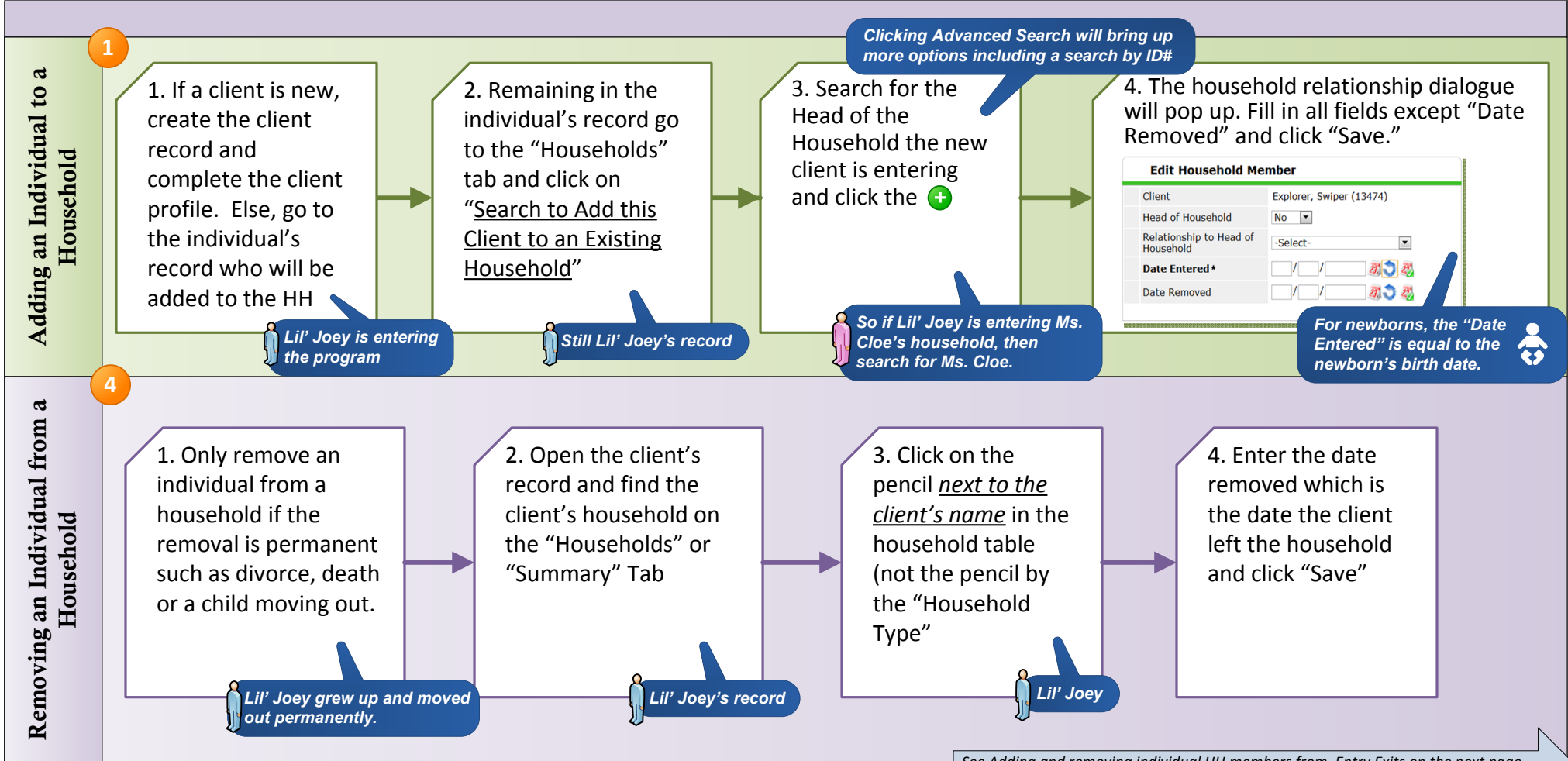
October
October 1-10 HPRP QPR Reports October 3 HMIS Committee October 9 Data Quality Reports Due October 24 User Focus: TBD October 31 PIT Sheltered Count October ? NHSDC Conference

November
2012 AHAR Reports Due 2013 AHAR Data Collection Begins November 7 HMIS Committee 9:30 November 28 HMIS Committee 11:00 November 28 User Group

December

HMIS: Adding and Removing Individuals from previously created Households

To add individuals to an existing Entry complete steps 1 & 2 (see orange circles). To exit an individual from an existing Entry complete step 3. To remove the client from the household (permanently) complete step 4.



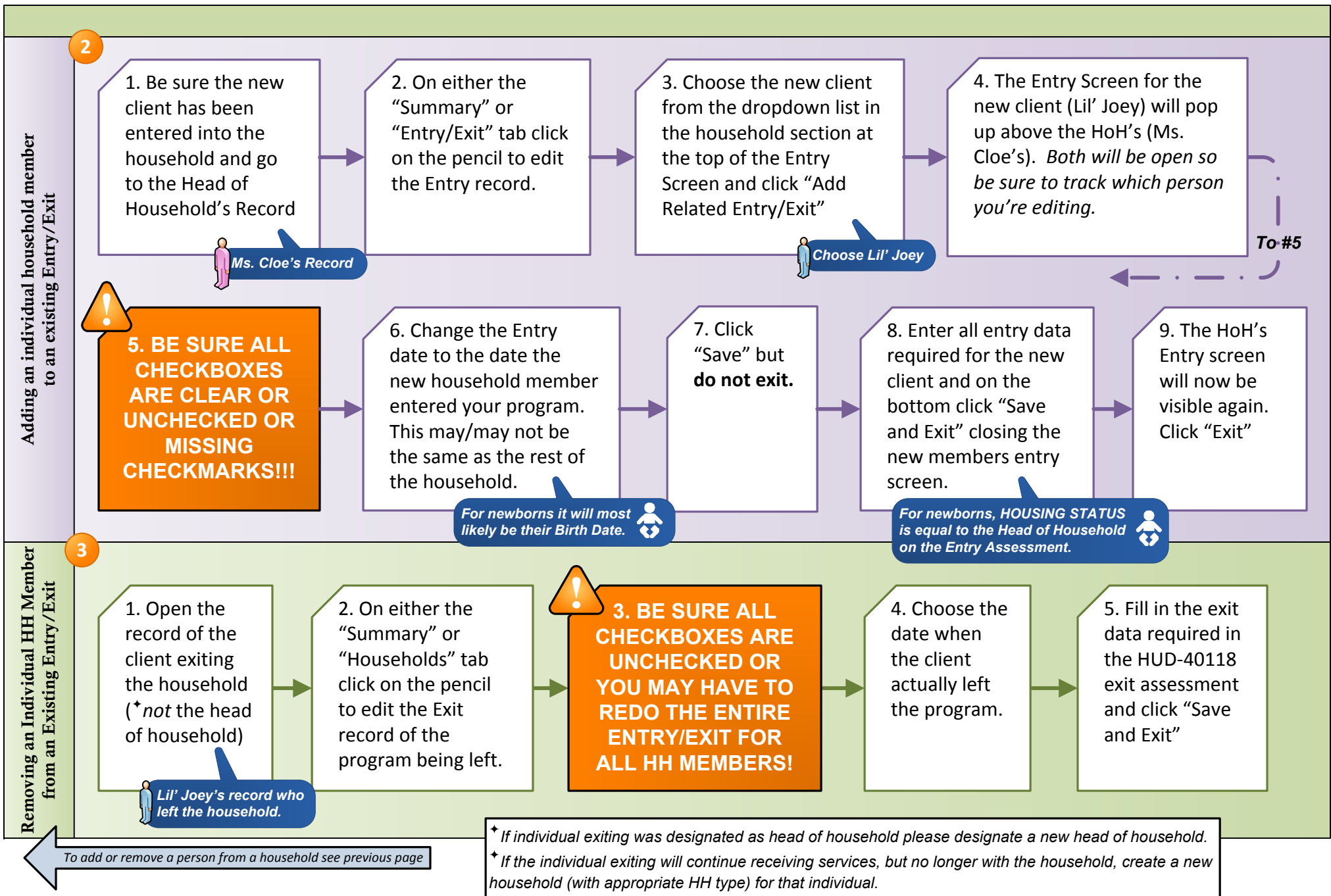
Service Transactions and Households

A household (HH) member cannot be added to service transactions already created.

If the HH member should have been on a Service Transaction you must delete each Service Transaction from EACH member of the HH and create a *new* Service Transaction including all HH members. ***This means you must go into each HH members/children's record individually and delete the Service Transaction.***

It may be appropriate to include new HH members on new Service Transactions moving forward without editing past Service Transactions.

HMIS: Adding and Removing an Individual Household (HH) Member from Existing Entries





HMIS Income Guide

Income received from any source in the last 30 days?

Required of all clients. Please see below for guidance for children.

YES

↓ Go to Sub-assessment and click "Add" ↓

NO

→ Continue to Non-Cash Benefits →
(on the back of the back of this sheet)

Source

- Earned Income (HUD)
- Unemployment Insurance (HUD)
- SSI (HUD)
- SSDI (HUD)
- A Veteran's Disability Payment (HUD)
- Private Disability Insurance (HUD)

- Worker's Compensation (HUD)
- TANF (HUD)
- General Assistance (HUD)
- Retirement Income From Social Security (HUD)
- Veteran's Pension (HUD)

- Pension From a Former Job (HUD)
- Child Support (HUD)
- Alimony or Other Spousal Support (HUD)
- Other (HUD)

Start Date

1. Approximate dates are acceptable
2. If a client had the source of income before coming into your program, for the APR it is **important** that the income start date is before their entry date.
3. If a client obtains new income while in your program, make sure the start date of the benefit is after the entry date into your program.

If a client had the source of income before coming into your program, for the APR it is important that

the income start date is BEFORE their entry date.

End Date

1. If a client loses an income source while in the program enter the end date for that source.
2. If a client still has the same income when they leave the program, leave the end date empty.
3. If a client receives a raise from any source, give an end date to the income already entered and create a new income record. This will indicate there was an increase of income while the client was in your program.

Do Not Change or Delete Records[†]

1. Never delete a source of income even when it ends. Simply add an end date!
2. If a client's income changes, put an end date in the income record (on the date it changed) and add a new record with the new amount using the date it changed as the start date.

[†]Only delete an income record when you have made a mistake or have duplicated the same source AND amount of income for the same time period.

Children

1. Income received from any source over the past 30 days? **Must be answered!**
2. Answer "No."
3. Any income attributed to the child where the check is made out in the Head of Household's name should be entered in the Head of Household's record with a note in the notes field attributing it to the child.
4. If a child earns income from employment and they are 17 years old or under the income is not considered part of the Household income and does not have to be recorded.



HMIS Non-Cash Benefits Guide

Income received from any source in the last 30 days?
Required of all clients. Please see below for guidance on children.

YES

↓ Go to Sub-assessment and click "Add" ↓

NO

→ Continue to the Domestic Violence Question →

Source

- Supplemental Nutrition Assistance Program (Food Stamps) (HUD)
- MEDICAID (HUD)
- MEDICARE (HUD)
- SCHIP (HUD)

- Special Supplemental Nutrition Program for WIC (HUD)
- Veteran's Administration (VA) Medical Services (HUD)
- TANF Child Care Services (HUD)
- TANF Transportation Services (HUD)

- Other TANF-Funded Services (HUD)
- Section 8, Public Housing or rental assistance (HUD)
- Other Source (HUD)
- Temporary rental assistance (HUD)

Start Date

1. Approximate dates are acceptable
2. If a client had the benefit before coming into your program, for the APR it is **important** that the benefit start date is before their entry date.
4. If a client obtains new benefits while in your program, make sure the start date of the benefit is after the entry date into your program.

If a client had the benefit before coming into your program, for the APR it is important that the income start date is BEFORE their entry date.

End Date

4. If a client loses an income source while in the program enter the end date for that source.
5. If a client still has the same income when they leave the program, leave the end date empty.
6. If a client receives a raise from any source, give an end date to the income already entered and create a new income record. This will indicate there was an increase of income while the client was in your program.

Do Not Change or Delete Records[†]

1. Never delete a benefit record even when it ends. Simply add an end date!

[†]*Only delete benefit records when you have made a mistake or have duplicated the same source for the same time period.*

Children

1. Non-Cash Benefits received in the past 30 days? **Must be answered!**
5. If the household receives any non-cash benefits, the sub-assessment must be completed for each household member for whom the benefit is intended.