



It's ALIVE – Go Live

Annual HMIS Training

OCTOBER 2023

Welcome and Intro

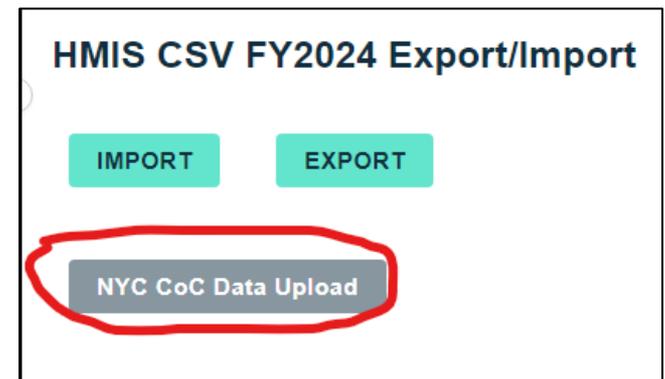
- ❑ Thanks to everyone for getting us this far!
- ❑ This training is primarily for NYC HMIS Data Warehouse end users as the annual required training
- ❑ Agenda
 - ❑ This is your required review of Policies and Procedures
 - ❑ Eccovia review of new Data Environment – logins, uploads, reporting, support
- ❑ This training is also available in Eccovia’s Learning Management System (LMS) called Eccovia University (logins for warehouse end users only)
- ❑ There will be more in-depth training soon on APRs, etc.
- ❑ Please ask questions in the chat!

Don't Panic!!

- ❑ HUD's Data Standards are NEW – even to them
- ❑ APRs are still being worked out by HUD and vendors – better to ask for extension and submit good data
- ❑ Monthly upload requirements for CoC – extended for the whole month of Oct (but don't delay)
- ❑ We expect failures and will help you/your vendor sort this out!
- ❑ Our warehouse is also new, and we will be continuing to improve the experience with your feedback

Unless...

- ❑ **Everyone** - Sign your P&P agreements in order to access new environment (email dsshmis@dss.nyc.gov for more info)
- ❑ **Everyone** - Confirm that your all your projects are listed in ClientInsight before attempting your monthly uploads for August and September (you may see extra projects that we report for your housing inventory – will have zero clients)
- ❑ **AWARDS Users** – MUST USE ONE BUTTON to upload data ([link to video](#)) *Note – successful uploads in AWARDS system does not necessarily mean success in ClientInsight.



New P&Ps!

- HUD requires HMIS implementations to have policies and procedures (P&Ps) that adhere to **HUD's technical standards** (privacy and security) and most recent **HUD HMIS Data Standards**.
- The P&Ps are posted on our [website](#) and go into effect **October 1, 2023**.

The screenshot shows the NYC CoC website with the following elements:

- Browser address bar: `nyc.gov/site/nycccoc/hmis/policies-and-procedures.page`
- Page title: **NYC CoC Continuum of Care**
- Navigation tabs: Home, About, Committees, Providers, **HMIS**, CAPS, 2023 NOFO, EHV
- Sub-navigation buttons: **Policies & Procedures**, HUD Reporting, Data Quality & Standards, Training & Resources
- Section: **Policies & Procedures**
- Text: "The NYC CoC is responsible for HMIS project oversight and implementation, which encompasses planning, administration, software selection, managing the HMIS Data Warehouse in compliance with HMIS Standards, and reviewing and approving all policies, procedures, and data management plans governing contributing homeless organizations."
- Text: "All projects, regardless of source(s) of funding, that upload data to the NYC HMIS Data Warehouse or are required to use an HMIS comparable database are subject to the **NYC HMIS Policies and Procedures**, which were approved by the NYC CoC Steering Committee. The NYC HMIS Policies and Procedures (P&Ps) have been updated and will be effective October 2023."
- Yellow arrow pointing to the second paragraph of text.

Background and Purpose

HMIS participation in the NYC CoC means data are uploaded to the NYC HMIS Data Warehouse and are subject to these policies and procedures.

The goal of the NYC CoC is to have **100% HMIS participation** of all homeless service projects, regardless of funding requirement.

CoC-funded **Victim Service Providers (VSPs)** are required to use a HMIS comparable database that conforms to the HMIS Data Standards and can produce all HMIS reports. DV projects not operated by VSPs are required to participate in HMIS if they are HUD funded.

Unlike other CoCs, the NYC HMIS is a data warehouse rather than a traditional database.

Key Roles

HMIS Lead Agency	NYC DSS	Federal Homeless Policy and Reporting / HMIS Team	
Contributing HMIS Organization (CHO)	Organization Providing Services	HUD CoC Grantee / HMIS Participating Agency or Provider	
CHO HMIS Administrator	Organization Staff Member	A single point-of-contact established by each CHO who is responsible for day-to-day operation of the CHO data collection system & HMIS compliance	
CHO IT Administrator	Organization Staff Member (IT team, etc.)	A single point-of-contact established by each CHO who is responsible for technical support and privacy/security compliance	
CHO HMIS End User	Organization Staff	Individuals interacting with the HMIS Data Warehouse (1 – 2 per agency)	Completes uploads to HMIS Data Warehouse
CHO Home System End User	Organization Staff	Individuals inputting data to organizations home data system, (Admin staff, front-line staff, etc.)	Inputs to your home data system

CHO Requirements for Participation

Data

Enter client data within 3 days of interaction

Upload client data monthly to HMIS warehouse

Pull APR from HMIS warehouse

Software

Use HMIS compliant software

Attain vendor compliance within 30 days

Notify HMIS Lead of vendor change (and have approval)

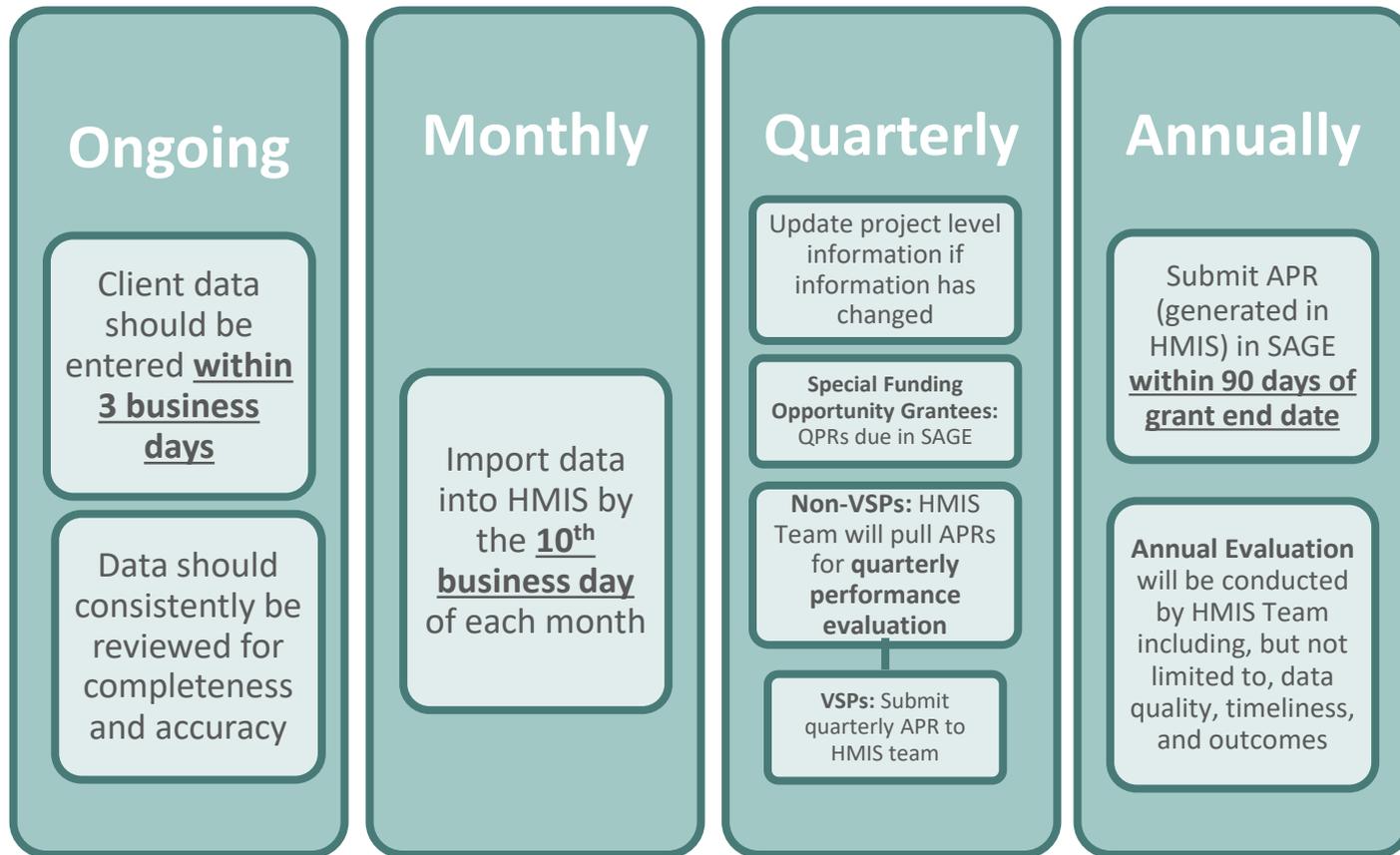
Agreements

Designate HMIS and IT Administrators

Follow Security and Privacy P&Ps

Keep warehouse End User agreements updated

Regular reporting



Data Security and Privacy

Data Security – CHO’s IT Requirements

- Computers and connections used for data collection and reporting must be secured.
- Vendors must meet HUD’s minimum technical standards (see compliance certification)

Privacy Notice and Privacy Posting

- How and when PII are collected, used, and shared, must be posted on your website (**privacy notice**) and in places where clients are asked for their information (**privacy posting**)
- Samples are available the NYC HMIS Policies and Procedures

Data Quality and Training

Programs should:

- Review data quality reports regularly in system
- Complete logic checks and compare with paper records to assess accuracy and timeliness
- Update and/or correct data

Goal: Data is entered correctly and can be verified with documentation

Training should:

- Review NYC HMIS Policies and Procedures
- Focus on Data Security and Privacy
- Highlight best practices for quality data entry and timeliness

Goal: Staff are aware of expectations and best practices

NOTE: Projects serving **primarily victims/survivors of Domestic Violence** are only required to collect the last 4 digits of each client's social security number. All other programs are expected & required to collect complete SSNs.

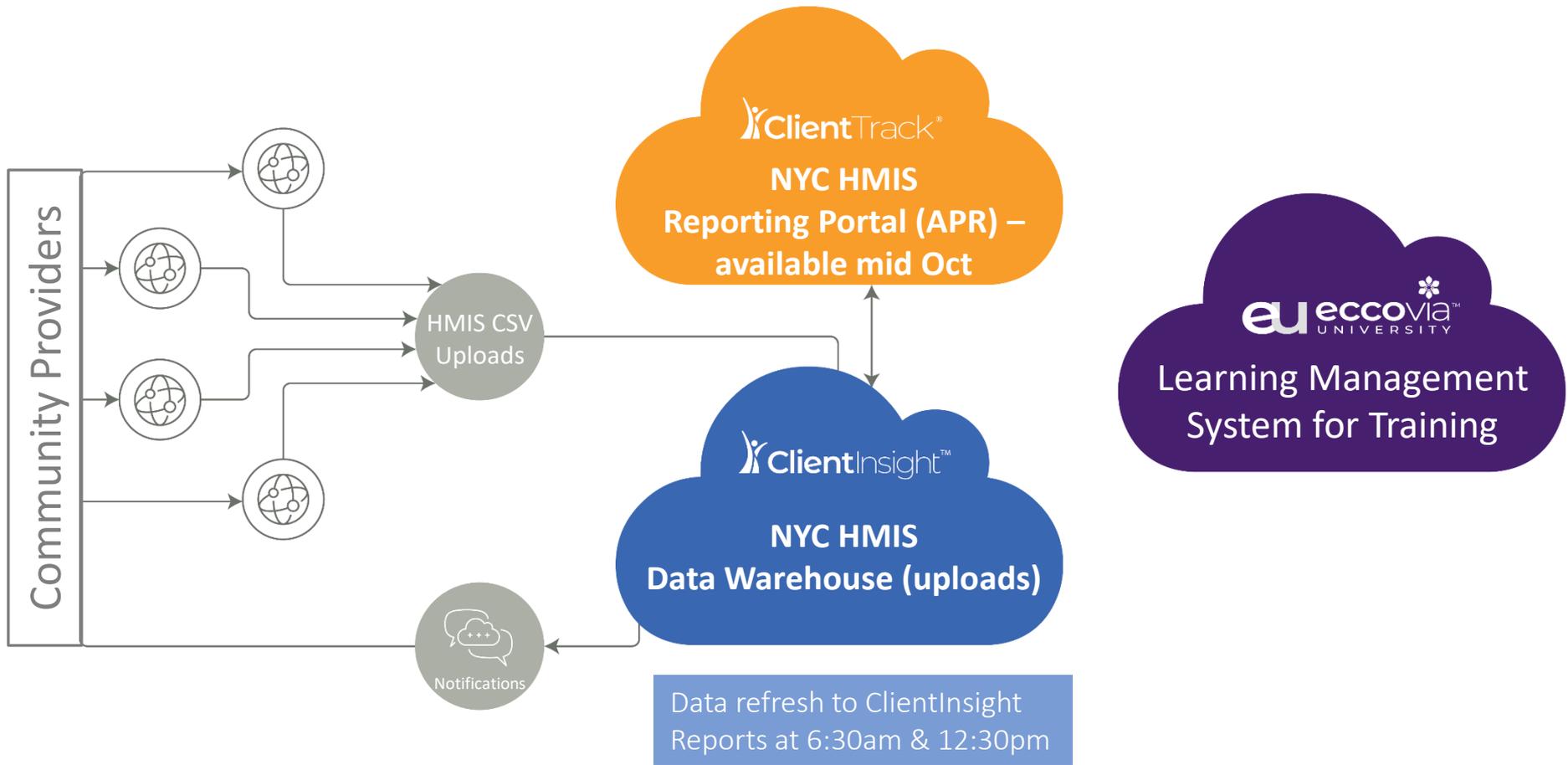
Agreements (Policies and Procedures, pgs. 16 – 38)

- All HMIS warehouse participating providers are required to complete and submit **the yellow agreements/certification below** to the HMIS Lead (DSS)

<i>Agreement</i>	<i>Unit</i>	<i>Requirements to Sign/Complete/Post</i>
Participating Organization Agreement	<i>Complete 1 per agency</i>	<i>Prior to October 1, 2023 or for new Participating Orgs</i>
HMIS Compliance Certification	<i>Complete 1 per agency</i>	<i>Prior to October 1, 2023, or when changing software</i>
NYC HMIS End User Agreement	<i>Complete 1 per warehouse end user (up to 2/agency)</i>	<i>Prior to October 1, 2023, or within 15 days of staff turnover</i>
Sample CHO End User Agreement	<i>Reference only</i>	<i>Must attend required annual trainings that will cover Policies and Procedures</i>
Sample Privacy Notice	<i>Reference only</i>	<i>Must be posted on CHO's website</i>
Sample Privacy Posting	<i>Reference only</i>	<i>Must be posted at data collection workstations</i>

New NYC HMIS Data Environment

Data refresh to ClientTrack Reports nightly



Accessing New Environment

- ❑ You must sign the Policy and Procedure agreements before you will be granted access to [ClientInsight](#). Only 1-2 End Users per Provider that have signed agreements will be able to access the warehouse.
- ❑ ClientTrack (federal reporting portal) can be accessed (starting in mid-Oct) through ClientInsight in the upper right-hand corner.
- ❑ [Eccovia University](#) (Learning Management System) is only available to Warehouse End Users.

Eccovia University Training

 <p>NYC PP</p> <p>NYC PP #1 - Overview of NYC HMIS Policies and Procedure</p> <p>Revisit course</p>	 <p>NY CI CT</p> <p>NY CI CT #2 - Orientation to New Data Environment</p> <p>0%</p>	 <p>NY CI BASIC NAV</p> <p>NY CI BASIC NAV #3 - ClientInsight Basic Navigation</p> <p>Completed</p>	 <p>NY CI DASHBOARD</p> <p>NY CI DASHBOARD #4 - ClientInsight Dashboard Filters and Visuals</p> <p>Completed</p>	 <p>NY CI REPORTS</p> <p>NY CI REPORTS #5 - ClientInsight Dynamic Reporting</p> <p>Completed</p>
 <p>NY CI DATA TOOLS</p> <p>NY CI DATA TOOLS #6 - ClientInsight Client Deduplication and Record Linking</p> <p>Completed</p>	 <p>NY CI CONFIG</p> <p>NY CI CONFIG #7 - ClientInsight Report Categories and Data Quality Alerts</p> <p>Completed</p>	 <p>NY CI APR</p> <p>NY CI APR #8 ClientTrack - How to Run an APR in ClientTrack</p> <p>0%</p>	 <p>NY CI DATA QA</p> <p>NY CI DATA QA #9 - ClientTrack - Helpful Reports to Monitor Data Quality</p> <p>Completed</p>	 <p>NY CI CGA APR</p> <p>NY CI CGA APR #10 - ClientTrack Collaborative Grant Administrators APR Training</p> <p>0%</p>

NOTE: Only accessible for warehouse end users with signed agreements.

NYC HMIS Training Requirement

- ❑ All End Users Must Complete HMIS training annually, which includes a review of Policies and Procedures and training on data system, data quality, and performance.
- ❑ This year (2023) users can attend one of two live trainings or complete the trainings in Eccovia University to meet this standard.

Completing Your Org's October 2023 Upload

Step 1 – Confirm Historic Data

- 1. Confirm your historic data was migrated:** Select “Reports” -> “Community reports” on the left hand side of your browser. Select the “Projects by Organization” report. Please use this report to confirm that all of your agency’s reporting programs are listed.

The screenshot shows the ClientInsight web application interface. The left sidebar is expanded to show 'Community Reports' highlighted with a red circle. A red arrow points from this circle to the 'Projects by Organization List' report in the main table, which is also circled in red. The table lists various reports with columns for Favorite, Title, Type, Visibility, Categories, Description, and Created By.

Favorite	Title	Type	Visibility	Categories	Description	Created By
☆	Current Living Situation	Custom	Published			ewartm@hra.nyc.gov
☆	SC - Personal ID Roster	Custom	Published	Client Enrollment Details	Personal ID Roster for QA purposes	carrst@hra.nyc.gov
☆	Counts of Clients in Programs with a Filter for Project Type	Custom	Published			jjgardner@eccovia.com
☆	Count of Gender	Custom	Published			ewartm@hra.nyc.gov
☆	Count of Ethnicity	Custom	Published			ewartm@hra.nyc.gov
☆	Projects by Organization List	Custom	Published			jjgardner@eccovia.com
☆	Counts of Clients by Project	Custom	Published	Client Enrollment Details	Counts of Clients by Project with Entry and Exit Dates	jjgardner@eccovia.com

Step 1 – Confirm Historic Data

ClientInsight

Reports > View Report

6
Count of ProjectName

SourceSystemName	OrganizationID	OrganizationName	ProjectName	ProjectID	Total Clients in Projects	Num of Projec
All						
(

Check project list here!

Note: You will see non-participating programs in your report if there are projects that DSS reports in the HIC/PIT. These are empty programs and can be ignored for upload purposes.

Step 2 – Upload HMIS Export

2. **Attempt your August - September 2023 upload:** Once you are ready to attempt an upload with your HMIS .CSV export for August and September, select “Data Tools” on the left-hand menu and “Upload Files for Processing”.

a. **IMPORTANT NOTES:**

- Your historic data must be uploaded before uploading 8/1/2023 – 09/30/2023 or your historic data will overwrite your new data!
- AWARDS users should not upload manually and instead **must use** the AWARDS “one-button” upload, which has been routed to the new data warehouse. Using the export and manual upload process from AWARDS will create duplicate records.
- If your uploads are unsuccessful (no worries! We have new data standards AND a new data system – we’ll work it out!) please review file checker errors and contact HMIS team if you need any help.

Thanks!

Questions? Concerns?

DSSHMIS@dss.nyc.gov

**Join our NYC HMIS Transition office hours, Fridays
3pm – 4pm!**

[Data Warehouse Transition - CCOC \(nyc.gov\)](http://nyc.gov)