



Homeless Management Information System (HMIS) Annual End User Training Standard Users

OCTOBER 2025

Welcome!

Today's Agenda

1. Introductions
 1. *Feel free to drop your name, role, and agency in the chat!*
2. Background
3. HMIS Updates and Housekeeping
4. Policies and Procedures – Key Policies Review
5. Staff Training Requirement
6. APR & Reporting Demonstration
7. Questions

HMIS Team

Jayne Day – HMIS Director

Charles M. Winkler – Deputy Director

Roxanna Deleon – HMIS Data Quality Specialist

Israel DeJesus – HMIS Special Projects Analyst

Allyson Kelley – HMIS Analyst

Caroline Prichard – HMIS Senior Analyst

Tori Morris – HOPE Project Manager and HMIS Analyst

Sean Quitzau – HMIS Support Specialist

Background

- Who Participates?

- All HUD – CoC Funded projects are required to participate in their local HMIS.
- Goal is 100% participation across the NYC CoC for all programs that serve individuals who are homeless or homeless-at-entry (regardless of funding source).
- CoC-funded **Victim Service Providers (VSPs)** are required to use a HMIS comparable database that conforms to the HMIS Data Standards and Policies and Procedures and can produce all HMIS reports. DV projects not operated by VSPs are required to participate in HMIS if they are HUD funded.

What is Participation?

1. Upload data monthly to NYC HMIS Data Warehouse
2. Comply with HMIS policies and procedures

The HMIS Lead must provide an annual HMIS training, as per the Policies and Procedures.

2025 – 2026 HMIS Calendar

November 2025	• Longitudinal System Analysis (LSA) Opens
January 27th, 2026	• Homeless Outreach Population Estimate (HOPE) • All CoC – funded agencies are required to participate! • Housing Inventory Chart/ Point in Time (HIC/PIT) Process begins
February 2026	• System Performance Measures (SPM) opens
March 2026	• System Performance Measures (SPM) due
April/May 2026	• Housing Inventory Chart/ Point in Time HIC/PIT due

Subject to change

Reporting Deadlines

Special Opportunity Funding Projects Only (SNOFO & YHDP)

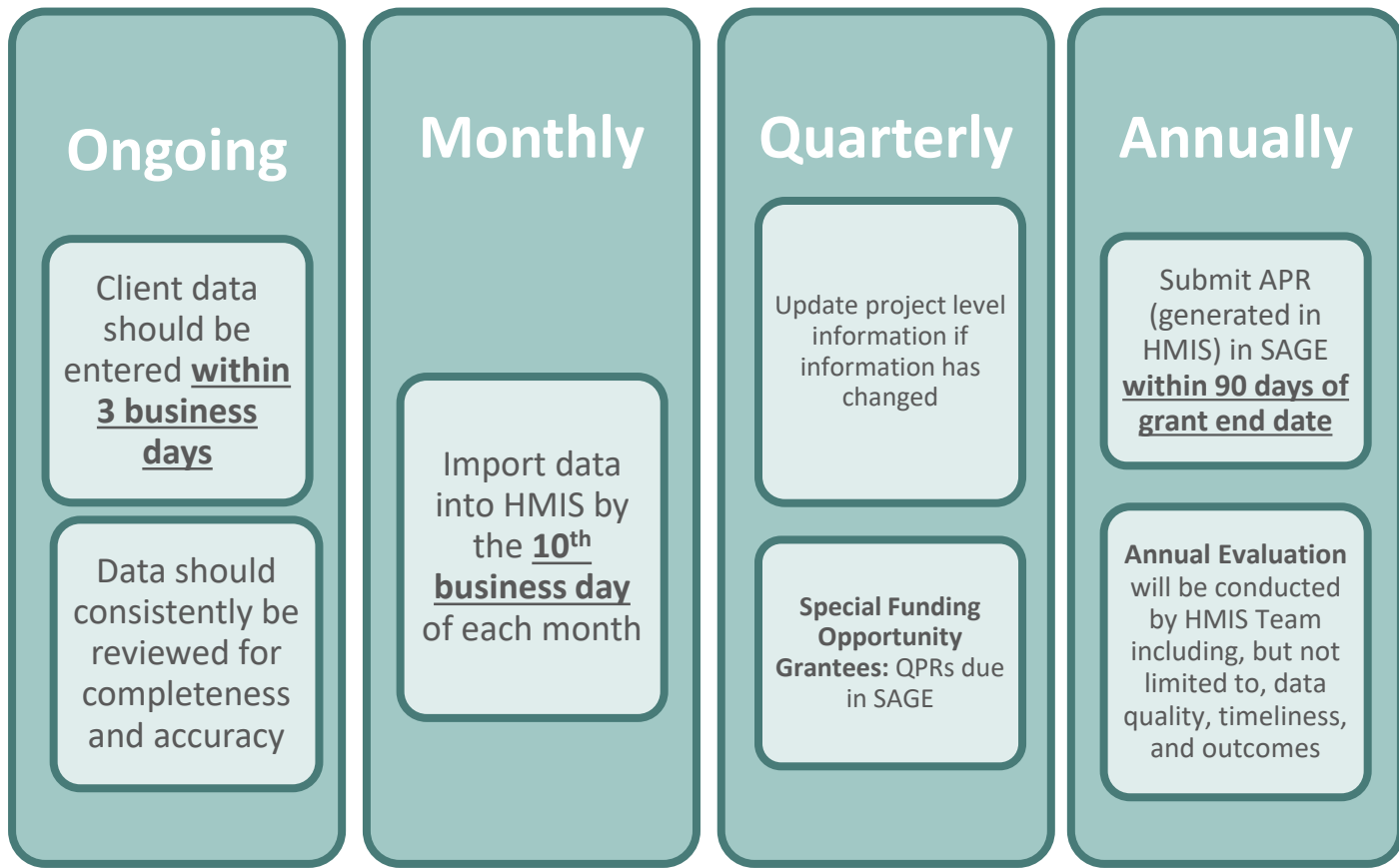
Quarterly		
Quarter	Dates Covered	Due date
Q1	10/1 - 12/31	1/30
Q2	1/1 - 3/31	4/30
Q3	4/1 - 6/30	7/30
Q4	7/1 - 9/30	10/30 (12/29 for SNOFO projects)

Annual

YHDP: Annual Performance Report (APR) for operating year due 90 days after operating year end date

SNOFO: As SNOFO reporting is cumulative, your “APR” will be the report ending on 9/30 of each year and will include additional questions.

Regular Reporting



2026 Data Standards Updates

- **Went into effect 10/1/25**
- Data does not need to be back-dated and new elements only apply to records dated on or after 10/1/25

Element	Change	Collected For	Selection Options
3.06 Gender	Retired		
R3 Sexual Orientation	Retired		
C4 Translation Assistance Needed	Retired		
4.21 Sex	NEW	All Programs All Clients	Male Female Client Doesn't Know Client Prefers Not to Answer Data Not Collected

- Label change: "Hispanic/Latino(a/e/o)" is now "Hispanic/Latin(a/o)"
- Clarification: Veteran elements can be blank for non-Veteran clients
- Addition of "Healthcare navigation" to SSVF service list
- Addition of funding options: "HUD: CoC Builds"
- Removal of funding options: "HUD: ESG – CV" and "HUD: HOPWA – CV"

HMIS – Focused CoC Committees

Performance Management Committee	Standing committee that supports the CoC via assessment, monitoring, and evaluating performance.
Performance and Quality Improvement (PQI) Subcommittee	Focuses on improving individual program performance; Reviews data quality quarterly Aims meet with all programs, regardless of data quality
Data Management Workgroup	Provides recommendations and support regarding HUD regulations

Interested in joining a committee or workgroup? Membership information can be found on the [CoC website](#)!

Eccovia is Now CaseWorthy™

- This summer, Eccovia joined Caseworthy!
- The ClientInsight/ClientTrack platforms remain unchanged
- Eccovia administrators (Lindsay Eivazian and Brett Rawl) are now with Caseworthy and will continue supporting NYC

NEW! Caseworthy University

- Go to the Caseworthy login page:
 - <https://caseworthytraining.docebosaas.com/learn/signin>
- Username is your email address associated with your account
- Temporary password is: **NewYork1**
- Upon logging in with this information, you will be required to change your password AND be prompted to review and accept the privacy policy and terms and conditions to continue

NEW! Caseworthy University

NYC CoC Continuum of Care

Your dedicated CaseWorthy University learning space is designed specifically for your Organization. Access tailored training and resources to support your team's success with ClientTrack by CaseWorthy.

IMPORTANT

In order to access links within a document, please download the document, since the hyperlinks are disabled within the viewer.

New York City - Continuum of Care Learning Plans

The screenshot displays two learning plan cards. The first card, titled 'EXPLORE & LEARN LMS ESSENTIALS', is circled in red. It shows 'In progress' status, '1 courses | 35m 00s', and a 'Learning plan' link. The second card, titled 'NYC CoC ClientTrack User Training', is also circled in red. It shows 'In progress' status, '13 courses | 4h 24m', and a 'Learning plan' link.

Quick Links

Explore helpful resources and tools across our platforms.

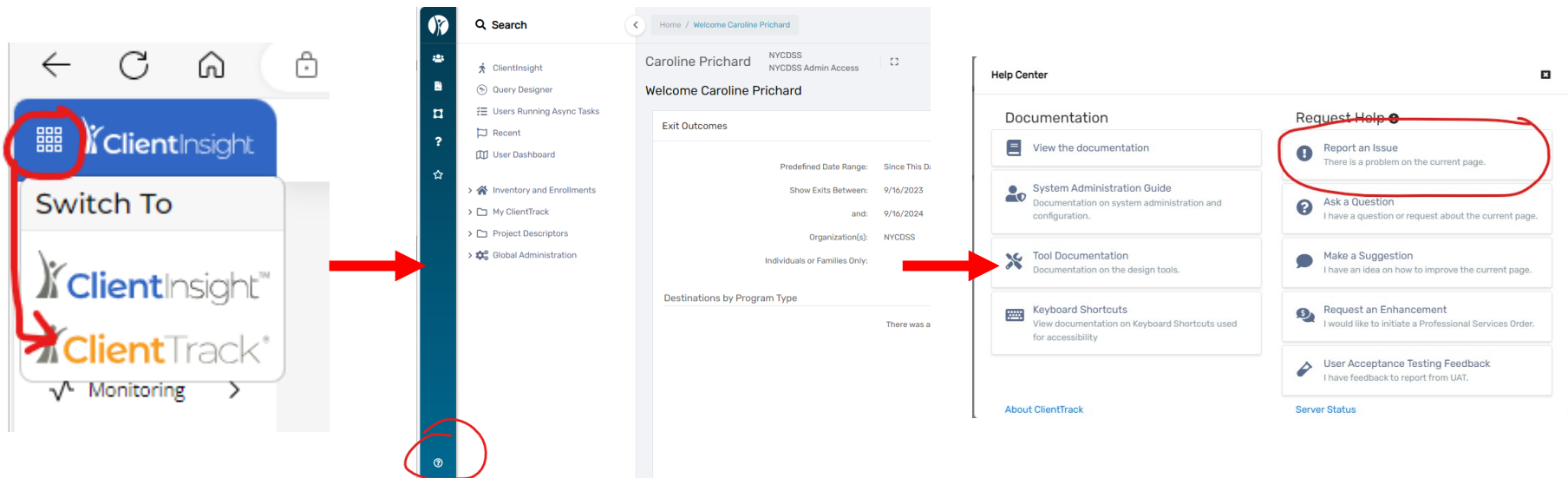
My Activities My Profile Help Center
Support Center System Health About ClientTrack

Communicating with the HMIS Team and Caseworthy

ClientTrack Ticket	Email
Upload or Report Issues • Technical questions regarding back-end data access or programming • <i>Ex: A report is producing something unexpected that does not match your source data.</i> • Issues with the ClientTrack or ClientInsight interface • <i>Ex: A menu option is missing when an End User logs in to run a report.</i> • User access • <i>Ex: An End User does not have access to a specific program's data in ClientTrack.</i>	Business Issues • Questions regarding policies • Annual Evaluation, compliance • Questions regarding federal reporting • APRs, SAGE • Notification of staff changes, privacy/security breaches, or of an agency's intent to switch data systems • Anything else!

Submitting a ClientTrack Help Desk Ticket

1. Log in to ClientInsight.
2. Toggle to the ClientTrack side using the window icon on the upper lefthand corner.
3. Select the question mark icon on the lower lefthand corner, and “Report an Issue.”



What to Include in a Help Desk Ticket

- Descriptive subject
 - “Missing Data from [Project] APR” ✓
 - “Something is Wrong” ✗
- Detailed description of problem, including error message(s) and when you first encountered the issue.
- Any solutions you have already tried.
- Screenshots of error messages or visual issues, and any relevant files or documents related to the problem. **The CT Help Desk is secure and PII can be uploaded on this platform, unlike email.**

Weekly Office Hours

- Fridays, 11am – 12pm
- Link can be found on the HMIS Website (Under “HMIS Data Warehouse) or [HERE](#).
- Bring issues, questions, or suggestions!

The screenshot shows the NYC Continuum of Care website. The header includes the logo and navigation links: Home, About, Committees, Providers, HMIS, CAPS, EHV, 2024 NOFO, and a search bar. Below the header is a purple navigation bar with links: Policies & Procedures, HUD Reporting, Data Quality & Standards, and Training & Resources. The main content area is titled 'HMIS Data Warehouse' and includes a sidebar with links for 'For HMIS Support or Questions' and 'HOPE'. The main content area lists several documents: 'Data Warehouse Information Vendor Letter', 'June 12, 2024 HMIS Lead Letter to Vendors (PDF)', 'Data Migration Guide', and 'June 26, 2024 HMIS Data Migration Quick Guide (PDF)'. The 'Office Hours' section is circled in red and contains the text: 'The HMIS team will be hosting office hours weekly on Tuesdays from 11am to 12pm at the following Teams link:' followed by a bulleted link 'HMIS Office Hours'. Below this are sections for 'Annual Training' (with a link to '2023 Annual HMIS Training (PDF) Sessions in October 2023') and 'How to Access ClientInsight, ClientTrack, and'.

NYC Continuum of Care

Translate | Text-Size

Saved to Y: Drive

Home About Committees Providers **HMIS** CAPS EHV 2024 NOFO Search

Policies & Procedures HUD Reporting Data Quality & Standards Training & Resources

[HMIS Data Warehouse](#)

For HMIS Support or Questions

HOPE

Share Print

Data Warehouse Information

Vendor Letter

June 12, 2024 HMIS Lead Letter to Vendors (PDF)

Data Migration Guide

June 26, 2024 HMIS Data Migration Quick Guide (PDF)

Office Hours

The HMIS team will be hosting office hours weekly on Tuesdays from 11am to 12pm at the following Teams link:

- [HMIS Office Hours](#)

Annual Training

- [2023 Annual HMIS Training \(PDF\) Sessions in October 2023](#)

How to Access ClientInsight, ClientTrack, and

Need More Training?

We are here to help! Please let us know if you have requests for additional training resources, including:

- Caseworthy University trainings
- One on one support from the HMIS Team or our Caseworthy administrators
- Additional live training sessions
- Additional office hour availability

Policies & Procedures – Key Policies Review



Policies and Procedures

- 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 the CoC/HMIS [website](#) and went into effect **October 1, 2023**.

The screenshot shows the NYC Continuum of Care (CoC) website. The browser address bar displays 'nyc.gov/site/nyccoc/hmis/policies-and-procedures.page'. The website header includes the NYC CoC logo, a search bar, and a 'Translate' button. The main navigation menu has tabs for 'About', 'Committees', 'Providers', 'HMIS', 'CAPS', '2023 NOFO', and 'EHV'. Below this, a purple banner contains four buttons: 'Policies & Procedures', 'HUD Reporting', 'Data Quality & Standards', and 'Training & Resources'. The 'Policies & Procedures' button is highlighted. The page content area has a left sidebar with links for 'Data Warehouse Transition', 'For HMIS Support or Questions', and 'HOPE'. The main content area is titled 'Policies & Procedures' and contains text explaining the NYC CoC's responsibility for HMIS project oversight and implementation, including a mention of the 'NYC HMIS Policies and Procedures' which were updated and will be effective October 2023. A large orange arrow points to the text 'NYC HMIS Policies and Procedures'.

Policy Highlights

- Policies & Procedures apply to both the **NYC HMIS Data Warehouse** (ClientInsight/ClientTrack) and **each Contributing HMIS Organization (CHO)'s HMIS Software** where data are collected.
- CHOs must update their NYC HMIS Warehouse End User Agreements as needed for staffing changes (within 15 days).
 - Notify the HMIS Team at DSSHMIS@dss.nyc.gov to update!
- CHOs receiving CoC funding are required to run/pull HUD Annual Performance Reports (APRs) from the warehouse (not the CHO's HMIS software) for SAGE submission.
 - HMIS Team will work with agencies who have support issues with APRs due to warehouse discrepancies. Please run your APRs as early as possible to ensure adequate time to address any issues.

Requirements for Participating Organizations

- Self-certify use of HMIS compliant software, as well as review and compliance with Policies and Procedures
 - Issues of compliance should be remediated within 30 days
- Data should be collected & uploaded timely (3 business days to enter collected data, uploaded within the first 10 business days of each month).
- HMIS Lead should be notified:
 - Changes to staff contacts or End Users
 - Software/vendor changes*
 - Changes to project participation
 - Security or privacy breaches

NOTE: Please notify the HMIS team as early as possible in this process. Switching to a new software without advance notice could lead to delays in your ability upload and produce reports.

Privacy & Security

- All participating organizations should maintain a **Privacy Notice** (detailing the organization's security procedures for collecting and storing PII) and a **Privacy Posting** where data is collected.
 - Samples of these can be found on pages 33-38 of the Policies and Procedures and can be used or edited as needed.
 - Privacy Notice should be publicly available on organization's website.
- Data should be retained for a minimum of 7 years, but organization can define longer retention timeline.
- Organization should have a procedure for disposing of data securely, including physical records and documentation.

Appendix G: Sample Privacy Posting



HMIS Privacy Posting

We collect personal information about homeless individuals in a computer system called a Homeless Management Information System (HMIS) for reasons that are discussed in our *privacy notice*.

We may be required to collect some personal information by law or by organizations that give us money to operate this program. Other personal information that we collect is important to run our programs, to improve services for homeless individuals, and to better understand the needs of homeless individuals. We only collect information that we consider to be appropriate.

If you have any questions or would like to see our *privacy notice*, our staff will provide you with a copy.

Data Quality

- **Completeness**

There should be no missing data for program-specific data elements (program-level data, such as operating start date and bed inventory) OR universal data elements (data required for all individuals, such as DOB)

- **Duplicate client records**

- **Data accuracy**

- Veterans must be 18+
- Those on SSI must have a disability
- Unaccompanied children (under 18) should be verified and documented

- **Timeliness**

- Client should be entered within 3 business days at entry, annual assessment, updates, and exit

- **Overall error rate**

- Can be identified using your APR

End User Agreements

Passwords

- ☐ My NYC HMIS Data Warehouse User ID and Password are for my use only and must not be shared with anyone.
- ☐ I will take all reasonable means to keep my User ID and Password physically and electronically secure.

Hardware

- ☐ If I am logged into the NYC HMIS Data Warehouse and must leave the work area where the computer is located, I must log-off the NYC HMIS Data Warehouse before leaving the work area.
- ☐ I will ensure that any computer I am using to access the NYC HMIS Data Warehouse:
 - ☐ Is equipped with locking timeout function
 - ☐ Has virus protection software installed with auto-update functions
 - ☐ Has software or hardware firewall protection

Security Breaches

- ☐ If I notice or suspect a security breach or other issues with HMIS data or systems, I must notify the HMIS Lead System Administrator – NYC Department of Social Services – within 3 business days.

Staff Training



Did You Know?

Contributing HMIS Organizations (CHOs) are required to train users of your **home data system** before users access the system & annually.



Data Quality

What makes good data quality?		How can I achieve this?
Completeness	No missing universal data elements – Including name, DOB, SSN, Race, Sex, Veteran status	• <i>Confirm information at every interaction</i> <i>Make data quality selection when an element is not provided</i> • <i>Explicitly ask for each piece of information and do not assume</i>
Duplication	Clients' records should be associated with a single client ID	• <i>Exit clients timely</i> • <i>Check system for existing records</i>
Accuracy	Related information should reconcile Ex: Veterans should be 18+, Individuals receiving SSI should have a recorded disability	• <i>Double check data</i> • <i>Verify with documentation when possible</i>
Timeliness	Client should be entered within 3 business days at entry, annual assessment, updates, and exit	• <i>Don't wait to input records! Data quality is better when information is recorded immediately.</i>

Privacy Notice

Participants in your programs have a right to be informed regarding the collection, usage, and maintenance of their PII.

Clients should be informed of:

What is being collected	Personally identifiable information Demographic information Information relating to outcomes for services received
Why it is being collected	Provide individual case management, track individual and project-level outcomes, identify unfilled service needs, conduct research, and producing aggregate-level reporting
Who it is being shared with	The Department of Social Services Federal Homeless Policy and Reporting (FHPR) unit, acting as the HMIS Lead for NYC <i>Client-level data is NOT shared directly with HUD</i>
When & how it will be disposed of	Dependent on organization: 7 years minimum, disposed of securely

Privacy & Security Checklist

- ✓ **Clients are informed of their right to privacy.**
- ✓ **I have read and understand my organization's privacy and security protocols.**
- ✓ **My physical space is secure.**
 - ✓ My User ID and password are not written down & I will not share my login info.
 - ✓ If I am away from my workspace, my desktop is locked.
 - ✓ I will ensure printed or hardcopies of clients' records or documents are physically secured, such as in a locked file cabinet.
 - ✓ I follow my organization's procedures for securely disposed of or destroyed.
 - ✓ Non-authorized individuals do not have access to PII.
- ✓ **My technology is secure.**
 - ✓ I do not access PII on public networks.
 - ✓ I only electronically transmit PII via secure, encrypted means.
 - X Flash drives
 - X Unencrypted emails

APR Demonstration



Go to **ClientTrack > Reports > FY 26 HMIS exports > CSV APR – FY2026**. Enter date range, and select your organization. You can choose a specific project by selecting "Filter by Project" and choosing which projects you would like to run the report for.

The screenshot displays the ClientTrack web application interface. On the left, a dark blue sidebar contains a navigation menu. A red circle highlights the 'Reports' icon (a document with a magnifying glass), and a red arrow points from it to the 'CSV APR - FY2026' item in the 'HMIS Exports: FY26 Core Reporting' section. The main content area is titled 'CSV APR - FY2026' and contains the following sections:

- Introduction:** A paragraph stating the tool is programmed based on HUD specifications, with a link to the HUD Exchange CoC APR and ESG CAPER Programming Specifications page.
- Instructions:** A paragraph explaining that all clients enrolled in the selected projects/grants will be included in the report, and that selecting multiple projects/grants is only intended for cases where multiple projects/grants are required for the APR submission.
- Saved Report Settings:** A section with instructions on how to use previously saved report settings. It includes a dropdown menu for 'Saved Report Settings' (currently set to '-- SELECT --') and a text input field for 'Report Identifier'.
- Date Range:** A section with instructions on how to indicate the time period for the report. It includes a 'Date Range List' dropdown (currently set to 'Since This Date, Last Year') and a date range selector with 'Begin Date' (10/14/2024) and 'End Date' (10/14/2025) fields.
- Organization:** A section with instructions on how to indicate which organizations should be included in the report. It includes a note that the list only shows organizations you are authorized to view.

At the bottom right of the main content area, there are two buttons: 'Run Export' and 'Cancel'. The URL in the address bar is <https://clienttrack.eccovia.com/MainPage.aspx#mo1941>.

Export Encryption



If you encrypt the export, the generated exports will be zipped and encrypted using 256 bit AES encryption that can only be decrypted using the password you provide. Strong passwords are not enforced here, but the password you provide must be at least 8 characters long.

If you choose to not to encrypt your export, the file exported may contain person identifying information in plain text. All appropriate cautions should be exercised to ensure the protection of this information.

Indicate if the exported file(s) should include a header line at the beginning of the file that indicates what each of the values in the CSV file represent and if values in the CSV should *always* be enclosed in double-quotes.

Encrypt Export:

☐

Include Header Row in CSV File(s):

☒

Always Quote CSV Values(s):

☐

ClientTrack is not responsible for the protection, use, or misuse of information contained in the exported file(s).



I assume the full responsibility of ensuring the security of the exported file(s) and any data contained within

Done





ClientInsight



Query Designer



Users Running Async Tasks



Recent



User Dashboard



Inventory and Enrollments



My ClientTrack



Project Descriptors



Global Administration



Search





My Saved Reports



Files on Server



By Name Lists



HMIS Exports



HMIS Reports



Client Reports



Enrollment Reports



Administrative Reports



Provider Reports



Service Reports



Referral Reports

Files on Server

Displayed below is a list of the files available for you to download. Files with an expiration date will be automatically the file will no longer be available for download by any user and will not be available for processing if used in an im

[View the status of export or import tasks.](#)

HMIS APR 2024 Export_20240920165246_TaskID_13537.zip

HMIS APR_CAPER 2024 Validation_20240920164807_TaskID_13538.zip

HMIS APR_CAPER 2024 Pre-Load 2_20240920164219_TaskID_13536.zip

HMIS APR_CAPER 2024 Pre-Load_20240920164120_TaskID_13535.zip

The screenshot displays a software interface with a dark blue sidebar on the left containing navigation icons. The main area is divided into two panels. The left panel, titled 'My Saved Reports', lists various report categories and specific reports. The right panel, titled 'APR / CAPER - RUNS', shows a table of report runs with columns for Run #, Fiscal Year, and Export Asynchronous Task ID. Red annotations highlight the navigation path: a circle around the 'Files on Server' icon in the top menu, an arrow pointing to the 'APR / CAPER Review' report in the 'My Saved Reports' list, and another circle around the context menu icon (three dots) next to the report entry in the 'APR / CAPER - RUNS' table. The context menu is open, showing options like 'View FY2026 APR/CAPER' and 'Set For Removal'.

My Saved Reports

- Files on Server
- BNLs
- HMIS Exports
 - APR / CAPER Review**
 - APR/CAPER Review - Admin
 - CSV APR - FY2026
 - CSV CAPER - FY2026
 - CSV CE APR - FY2026
 - CSV Export 2026
 - HUD XML Export
 - LSA Export
 - Preview LSA Runs
- HMIS Reports

APR / CAPER - RUNS

Run #	Fiscal Year	Export Asynchronous Task ID
CoC APR		
2962	2026	37136
View FY2026 APR/CAPER		
Set For Removal		

Exports Excel version of the
APR with each question in a
separate tab

1 of 1			Search	Find Next			
Number of adult and head of household lea			Excel			16	
Total Number of Stayers						111	
Number of Adult Stayers			Excel Data			100	
Number of Veterans						2	
Number of Chronically Homeless Person			PDF			0	
Number of youth under age 25			Word			11	
Number of parenting youth under age 25 with children				0	0		
Number of Adult Heads of Household				114	114		
Number of child and unknown-age heads of household				0	0		

Q6a - Data Quality: Personally Identifiable Information

Data Element	Client Doesn't Know Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Name (3.01)	0	<u>2</u>	0	<u>2</u>	1.57%
Social Security Number (3.02)	<u>1</u>	<u>13</u>	0	<u>14</u>	11.02%
Date of Birth (3.03)	0	0	<u>11</u>	<u>11</u>	8.66%

Q6b - Data Quality: Universal Data Elements

Data Element	Client Doesn't Know Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Veteran Status (3.07)	0	<u>2</u>	0	<u>2</u>	1.72%
Project Start Date (3.10)			<u>1</u>	<u>1</u>	0.79%
Relationship to Head of Household (3.15)		0	<u>2</u>	<u>2</u>	1.57%
Enrollment CoC (3.16)		0	0	0	0.00%
Disabling Condition (3.08)	<u>1</u>	<u>13</u>	0	<u>14</u>	11.02%

Q6c - Data Quality: Income and Housing Data Quality

Data Element	Client Doesn't Know Prefers Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Destination (3.12)	0	0		0	0.00%
Income and Sources (4.2) at Start	0	<u>2</u>	0	<u>2</u>	1.72%
Income and Sources (4.2) at Annual Assessment	0	<u>17</u>	0	<u>17</u>	47.22%
Income and Sources (4.2) at Exit	1	0	0	1	6.25%

Q6d - Data Quality: Chronic Homelessness

Starting into project type	Count of total records	Missing time in institution (3.917.2)	Missing time in housing (3.917.2)	Approximate Date started (3.91.3) Missing	Number of times (3.917.4) DK/PNTA/missing	Number of months (3.917.5) DK/PNTA/missing	% of records unable to calculate
ES-EE, ES-NbN, SH, Street Outreach	0				0	0	0.00%
TH	0	0	0		0	0	0.00%
PH (all)	<u>116</u>	0	<u>3</u>		0	0	2.59%
CE	0	0	0		0	0	0.00%
SSO, Day Shelter, HP	0	0	0		0	0	0.00%
Total	<u>116</u>						1.72%

Thank You!

Questions? Concerns?

DSSHMIS@dss.nyc.gov

Join our NYC HMIS office hours, Tuesdays 11am – 12pm!

[NYC HMIS Website](#)

HUD Resources:

[HUD Exchange - HMIS Data Standards Manual](#)