

HMIS User Training

September 20 & 21 2011

The Purpose of HMIS

- The Purpose of HMIS is NOT the generate Reports for your APR
- The purpose of HMIS is to track a client's progress through the Continuum of care from intake until permanent housing, and hopefully self sufficiency.
- It is turning into THE PRIMARY DATABASE for Homeless Providers and Government departments that deal with Homeless not just HUD.

Logging In

- Check you are at the correct Address
 - > HMIS LIVE
 - <https://www.clienttrack.net/modesto>
 - > HMIS Training
 - <https://www.clienttrack.net/modestotest>
 - > Make sure your username is correct.
 - First initial, Last name
 - John Smith = Jsmith
- Your Password is Spelled Correctly
- If you still have problems logging in please contact the HMIS Technician and he can reset your password.

The Importance of Data Entry

- If you want to generate correct APRs your Data must be Correct.
- If you run a report and you have clients in wrong programs/Grants then it was an error during DATA ENTRY.
- If Garbage goes in Garbage comes out.
- One of the most important Question is how do I get better data into the HMIS

Intake Forms

- The HMIS Technician will provide Sample Data entry forms which are RECOMMENDED but not required
- In order to make your Data Entry Person's life easier you should use a Data Entry form that collects all the "Required" data elements for HMIS.
- If the intake form is filled out at the point of intake it would be even better because you then have clients in front of you ready to answer the questions.
- Intake forms are a lot easier than having to dig through the client's file at the time of data entry.

Oversight By the Management

- At the end of the Day Management is responsible overseeing their employees and making sure everything is done correctly.
- In order to do this The HMIS Technician will be providing Monthly Reports on the number of clients entered and the number of times and employee logged in.
- Management will also be Free to call HMIS technician and request Ad Hoc reports

Time to Data Entry

- Each Agency has a signed MOU and a User agreement where they agree to data entry clients within 72 hours of intake.
- Most Agencies do not have the staff time to do this and they take one day to enter all their clients.
- It is crucial not to distance oneself from the HMIS because you forget how to do it.

Step By Step Instructions

- The HMIS Technician will provide you with Step By step instructions for Data Entry on SHP, HPRP, and ESG programs.
- These are to help when you have not done any data entry in a while.
- If you still need help always feel free to Email the HMIS Technician.

Families

- Every Person should be instantiated as a Family even if they are only one person
- ClientTrack requires the FamilyAcctID for some reports and workflows.
- FamilyAcctID is only generated when you add a client to a family.
- HPRP Reports will not work correctly if client is not added to a family.
- ClientTrack now automatically Adds your client to a family but it is good practice to do it manually because this is not guaranteed to work on clients already in the system

Services

- Required by HPRP
- Must have a Start and End Date
- Do NOT use Quick Services because you will not input all data necessary.
- Not Required for SHP, ESG, CDBG, VA or PATH.
- It is a good idea to keep track of services even if not required to have a good Idea of a client's progress through the continuum of care.

Barriers

- Permanent Supportive Housing is for people that have a disability and require Support services it is important to Document those disabilities as Barriers.
- Do not use the Quick Services, as it does not ask you for Status which is a required field for Exit.
- Be aware that if your target population is disabled you should probably be listing those disabilities.

Chronically Homeless

- IN GENERAL.—The term `chronically homeless' means, with respect to an individual or family, that the individual or family—
 - > (i) is homeless and lives or resides in a place not meant for human habitation, asafe haven, or in an emergency shelter;
 - > (ii) has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least 1 year or on at least 4 separate occasions in the last 3 years; and
 - > (iii) has an adult head of household (or a minor head of household if no adult is present in the household) with a diagnosable substance use disorder, serious mental illness, developmental disability (as defined in section 102 of the Developmental Disabilities Assistance and Bill of Rights Act of 2000 (42 U.S.C. 15002)), post traumatic stress disorder, cognitive impairments resulting from a brain injury, or chronic physical illness or disability, including the co-occurrence of 2 or more of those conditions.

Work Orders

- Your agency should already have a copy of the Work Orders, if you do not have one please let the HMIS Technician know and he will give you a copy.
- They are important so that you and the HMIS Technician are aware of the progress of your issues and their progress.
- Work orders will make sure everyone gets what they need in a timely manner.

Status of Grant Setup

- SHP- 50 % Completed
- ESG- 25% Completed
- HPRP- 25% Completed
- VA-100% Completed
- CDBG- 0%
- Path - 0%
- Estimated Date Completed for ALL Grants? End of Year.

APR

- The HMIS Can generate an APR both the new one for grants whose operating year ends after July 1st 2011 and the old one for all grants whose end date is before July 1st 2011
- The APR is dependant on the Data in the System and if you have bad data in the system Your APR will not be accurate

DATA QUALITY

- Data Quality is perhaps the single most important thing you need to worry about for HMIS.
- Good Data quality means accurate reports, and above all a good record of a client's progress at least at your agency.
- Regular data entry and following good practice standards improves Data Quality.

Issues and Concerns

- If an Issue is never reported, nothing will ever be done about it.
- If you have a problem it is likely someone else has it too.
- There are some random errors that might happen once or twice, so try going back then forward to see if the error is fixed.
- If an error keeps happening contact the HMIS technician. Using the Issues tool on ClientTrack helps us Deal with the Vendor.

Data Systems International

- DSI makes ClientTrack
- 30 Employees
- 3 Main Programmers
- Provide HMIS Services to half the nation
- They are busy and take a while to respond.
- If you have an issue that requires DSI's Intervention be prepared to wait at least a month for it to be resolved.

Resources

- Any Materials provided during trainings are always available at the Housing Authority Website through the HMIS Link.
- The HMIS Technician
- The ClientTrack User guide is also available through The Help > Documentation option in ClientTrack