

CT HMIS   
Measuring Success

# HMIS DATA COORDINATOR MEETING

June 2023



Provided by:

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# Agenda

- HMIS Latest News – CTHMIS.com
- Street Outreach General Intake/Exit Docs
- Training
- Anonymous Client
- ROI Alert Notice
- BNL Webinars
- DQ Alerts Dashboard

# Training Changes for 7/1/2023

- All Trainings will be remote
- New LMS process will be implemented
- We will be working to reduce the class time as much as possible by offering recordings for general knowledge related material.

# Anonymous Client

- There has been a lot of discussion regarding the creation of Anonymous client records.
- If there is a need to create an anonymous record, please have staff contact the help desk.
- We will include the HDC on any ticket requesting assistance with creating an anonymous record.
- Keep in mind that an anonymous record causes the following issue:
  - Poor quality/completeness for Name, DOB and SSN
  - Inability to identify duplicates
  - Impacts all funder reports – APR, CAPER, PATH, SUR, PIT, SPM and LSA

# ROI Notice

- CT HMIS Release of Information (ROI)/Sharing Exception End Dates set to 12/31/999 will be corrected on June 22, 2023.
- During a recent Quality Assurance review, it has come to our attention that some clients in CT HMIS have Release of Information (ROI) entries with blank END Dates. To address this issue, we will be correcting these dates to ensure accuracy and compliance.
- Effective June 22, 2023, we will update the END Dates of these ROIs to reflect a duration of two years from the START Date of the ROI. This will align with standard practices and regulations regarding information sharing in CT HMIS.

# BNL Webinars

Link to Notice on CTHMIS.com:

- <https://www.cthmis.com/news/detail/ct-hmis-bnl-v2.7-launch-webinars>
- **The High-Level webinar:** Will provide an overview of the new features and updates introduced in the CT HMIS BNL v2.7. The primary objective is to enhance the understanding of CT HMIS Users/Program Staff.
  - [CT HMIS By Name List \(BNL\) v2.7 - High Level Webinar](#)
    - Date: **Wednesday, June 28**
    - Time: **3:00 pm - 4:30 pm**

**The Deep Dive webinar:** Will offer an in-depth exploration of the advanced functionalities and administrative aspects of the CT HMIS BNL v2.7. It is specifically tailored for CT HMIS BNL Managers & CAN Leads.

- [CT HMIS By Name List \(BNL\) v2.7 - Deep Dive Webinar](#)
  - Date: **Thursday, June 29**
  - Time: **2:00 pm - 4:00 pm**

# DQ Alerts Dashboard

## Active Alerts:

- Enrollment is more than 2 weeks in the future (Inspired by 722328)
- Alert - Enrollments that began/ended outside of the program begin/end dates
- Chronic Homeless is Missing Data
- Chronic Homeless Missing Data for "HIV/AIDS" question
- Approximate Homelessness Start Date is BLANK in the HUD Universal Assessment at Entry
- Outreach enrollment without Current Living Situation Assessment and/or service for 90 days
- Emergency Shelter enrollment without a bedlist checkin in 30 days
- Missing Move in date after 45 days
- Client has returned to a homeless setting or temporary setting
- ES Bed Nights are outside of the enrollment start and end dates
- Chronic Homeless Conflicting Data
- Days between is "Approximate date homelessness started" as compared to Program Enrollment Date is greater than 365 days
- Six Month Acuity Index Assessment Missing
- Six Month HOPWA Acuity Index Assessment Missing
- Days between is "Approximate date homelessness started" as compared to Housing "Move in Date" is greater than 365 days

# DQ Alerts Dashboard

## Pending Alerts:

- Program Assessments Reminders
- Client gave Verbal Consent
- Create Client Alert No ROI
- Approximate Homelessness start is before a known PH/RRH/HP Enrollment in HMIS
- Days Homeless exceeds 45 Days
- Invalid Move-in Date
- Emergency Shelter Bed Night is on or after Housing MI for an open RRH or PSH Enrollment
- Emergency Shelter - Overlapping ES Checkin Days (Night by Night)
- There are overlapping enrollments between programs
- Missing VI Reminder



# DQ Alert Rules Dictionary

You can get to the Alerts Rules Dictionary from two locations.

## Location 1:

- Left side menu, select 'Data Quality Alerts'
- Then select 'Alert Rules Dictionary'

## Location 2:

- Top of the HMIS window, select 'My CaseWorthy'
- Left side menu select 'Data Quality Alerts'
- Then Select 'Alert Rules Dictionary'

# DQ Alerts Dashboard – Client Level

Be on the look out for alert messages

**Client Dashboard**

**Client's Data Quality Alerts - Summary**

Total Alerts	Critical Alerts	Important Alerts	Informational Alerts
1	1	0	0

**Client's Data Quality Alerts - Most Recent 10**

Program	Severity	Alert Name	Alert Date	ClientAlertID
Test Program - Emergency Shelter	1 - Critical	Emergency Shelter enrollment without a bedlist checkin in 30 days	02/01/2023	200296

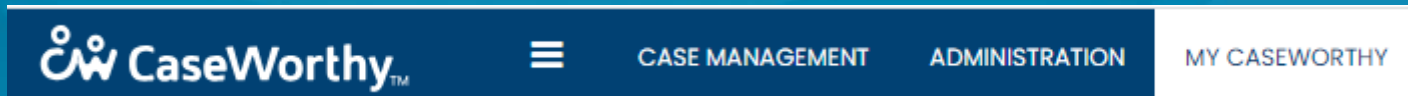
To view the client Alert, either click on the Alert from the Dashboard  
Or, select the DQ Alerts option on the left side menu

**Data Quality Alert Menu**

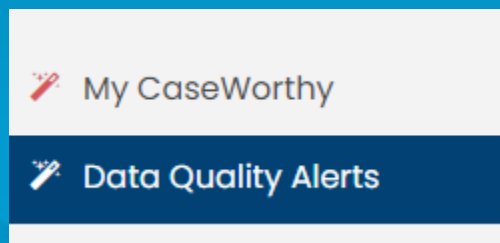
Client Data Quality Alert Summary

# DQ Alerts Dashboard – Agency Level

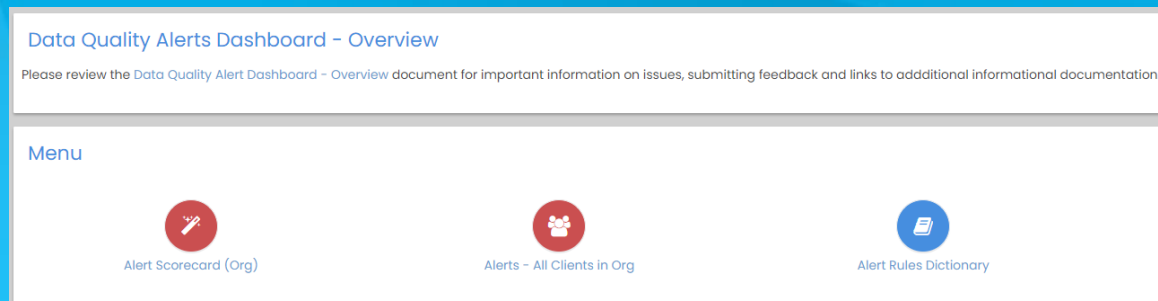
To see Alerts for all clients under your Org Setting, click on 'My Caseworthy' at the top of the HMIS window



From the left side menu click on Data Quality Alerts



This will open the dashboard where you can view the alert scorecard, all clients alerts and the alert rules dictionary



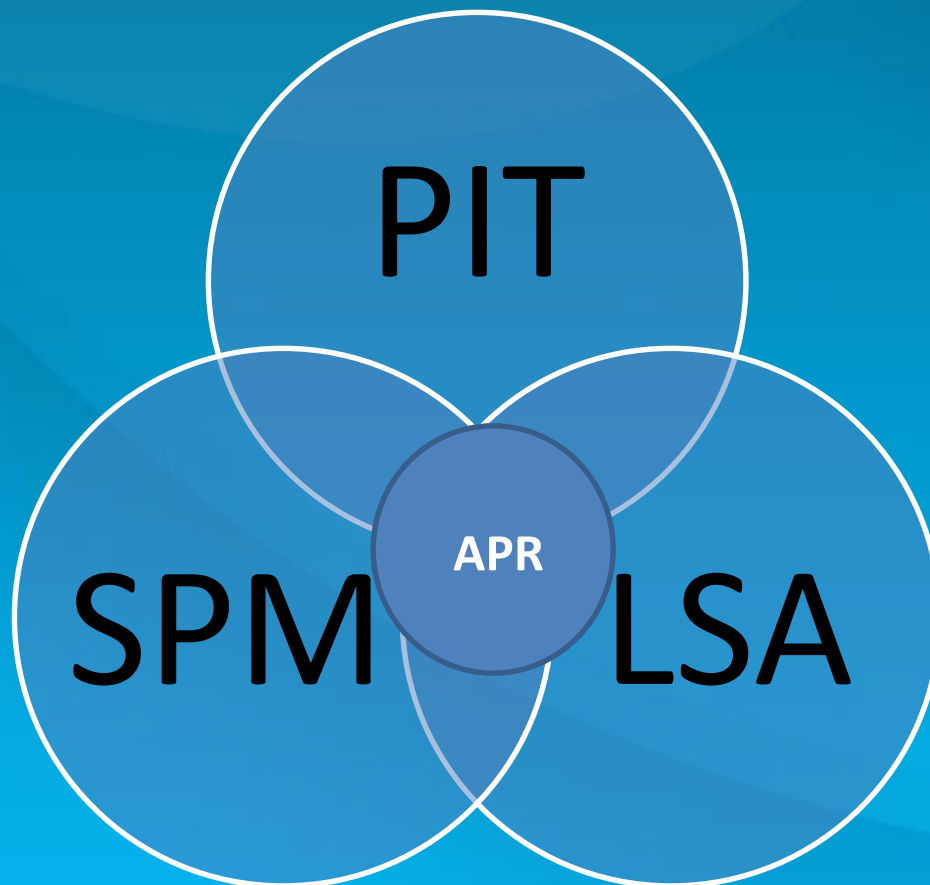
# Help Desk Support

- Just a reminder, the help desk is available to all users for all programs in HMIS, regardless of funder
- Often, we will receive an email from CCEH, DOH or DMHAS passing on general questions about a program or issue that a user or users have conveyed to them in a meeting or email
  - It is always best to email our help desk directly so we can gather the most accurate information on the issue.
  - Provide dates and times when available for a screen share and if needed we will schedule a meeting with the user.
  - The majority of our tickets are resolved within one business day.
  - This process will resolve issues much quicker and help to reduce the amount of time a user is experiencing an issue or is misunderstanding a process.

# 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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