CARES Regional HMIS Newsletter

August 2018

Happy August Everyone!

Our email subscription company has upgraded their website, with a whole bunch of new fancy bells and whistles. I am asking for your patience with me, as I learn and play with everything the upgrade has to offer. After this newsletter, priority number 1 will be to figure out how to add additional pictures of kittens, because let me tell you, the crew we have right now is ridiculously adorable.

Until I master this new skill, you should hop on over to our facebook page where I have recently added some super cute pictures of Kitty Mayhem.

Updates in AWARDS

I am fairly certain that "excited" is the understatement of the year to describe my feelings about this new AWARDS update. Effective Wednesday, August 1st the HMIS Annual Update reminder messages that you receive in your AWARDS messages will ONLY be sent for the Head of Household with updated language that Annual Updates are to be completed for the ENTIRE household using the anniversary of the head of household's admission date into the program.

As if this alone wasn't enough they have also added a new field to the HMIS Info section of

Data Quality Reports

Have you ever looked at the Monthly Data Quality Report that is posted on our website and thought to yourself; "Self, I see our program on here with some missing data. I don't want our program on this report. We need to clean this data up. But, how do we go about doing this?"

Well today must be your lucky day, because I am here to show you the easiest way to find and fix missing data elements. In fact, it is so easy, you may even call it "Life Changing". Please, though not necessary, feel free to send thank you gifts of chocolate and coffee to the CARES Inc office Attn: Kelli

the Face Sheet labeled **Date of Relevant Anniversary**, which automatically populates with the Head of Household's anniversary of admission. This field has also been added to the HMIS Reportbuilder in the HMIS Info Updates section, where it is called "Date of Relevant Anniversary (Update).

All of my Annual Assessment dreams are coming true at once!

To view the report:

1. From the AWARDS Home Page Select Administration
2. Select Fiscal/Program (If you do not have access/see this button contact Kelli Clark)
3. Select HMIS Data Quality Report
4. Select your project and enter the date range: 10/1/17 - last day of the prior month
5. Select Show Individual Detail
6. Click Continue

TADA!!!!!!! The HMIS Data Quality Report is displayed

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Income and Sources at Annual Assessment

In order for a client/household member to be counted as having an Annual Assessment completed, the system is looking at the **Effective Date** within the HMIS Info section of the client's Face Sheet. HUD says the Effective Date must be within 30 days before - after the **Head of Household's admission anniversary date** (*even for all household members - regardless of their admission date*), however there are several factors that can throw this 30 day rule off, so I always suggest that the date entered into the Effective Date field is the Head of Household's actual anniversary date. Example: If my Admission Date was 3/21/2017, my Effective Date for my annual assessment should be 3/27/2018. If my son Andrew's admission date was 12/27/2017, the Effective Date for his annual assessment will also be 3/27/2018 - the same as mine.

AWARDS Helpdesk

The entire HMIS team regularly monitors the Helpdesk in AWARDS to ensure timely responses to all requests. That being said, it is important when contacting one of the HMIS staff using AWARDS messages to do so by creating a Helpdesk Ticket. Unlike our regular emails there is no way to set an "Out of office" message letting you know that we are not in and to contact another staff person. As dedicated as we all are, and as much as we would absolutely love to be in office working every day, sometimes our supervisor makes us take vacations and/or days off. When this happens we have access to our messages and if a user did not send their request via Helpdesk Ticket no one else on the team can see the request and it will go unanswered until the person the request was sent to returns.

HMIS New User Trainings

Both IN HOUSE and LIVE ONLINE training sessions are coming back! Bill is currently scheduling HMIS New User Training sessions for the fall beginning in September. These sessions typically last 3 hours and are a wonderful opportunity to be able to ask questions. The hope is to hold at least 2 training sessions monthly, 1 online, and 1 in person here at the CARES office. An announcement will be made as soon as the sessions are scheduled and added to our event calendar. Keep your eyes peeled for the announcement as registration is required and can sometimes fill up quickly.

The prerecorded online training series will still be available for all users on our training page

Feel free to contact Bill wrobson@caresny.org if you have any questions

Please reach out to your CSR; Sue or Bill if you have any questions about this.

Speaking of Helpdesk.....
Sending client level information such as names through regular email is strictly prohibited. Client confidentiality is our number one priority.