

February 2020

CARES REGIONAL HMIS NEWSLETTER



CARES of NY, Inc. will be closed on Monday February 17th

In honor of President's Day the CARES of NY, Inc. office will be closed on Monday February 17th. All requests (helpdesk, reports, logins) will be responded to when the office reopens at 9:00 am on Tuesday February 18th.

Updates

LOGGING INTO AWARDS

If you are having trouble logging into the AWARDS CRHMIS database most likely one of two scenarios is the culprit.

1. It has been more than 30 days since the last time you logged into AWARDS so your log in credentials were deactivated **OR**
2. Your password expired (should be changed every 90 days)

Both scenarios will cause an error message to display when attempting to log in, however only scenario number 2 can be resolved on your own, provided you have already set up your security details (meaning you have selected a security question, provided an answer, and entered your work email address on the



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Security Details page). If you have done all of the above and think your password may have just expired, you can click on the links below the Log In button titled Forgot Username or Password. Doing so will generate an email asking for your security details. If you have not set your security details this will not work. If your log in credentials have been deactivated due to not logging in within the last 30 days, the only way to correct this is to email your Customer Service Rep (Sue or Bill) asking to have your credentials reinstated. You will notice a link at the bottom of the log in page named "Having Trouble Logging In", this opens up a page from Online Help containing pretty much the same tips I provided above, but they include an email address for a different helpdesk - the vendor helpdesk, that should only be contacted in the AWARDS database is down. Sending an email to this address will only result in Foothold replying to your email letting you know to contact the HMIS team at CARES (and who has time for that???)

The quickest way to have your log in troubles resolved:

- Log in at least once every 30 days
- Update your password when you begin getting the password expiration reminders (will start when you have 10 days before your password)
- Set your security details. Instructions are [here](#)
- Contact your CSR for assistance. Do not contact Foothold, this will only delay the process.

NECESSARY DATA CLEANUP BY FEBRUARY 7TH

There are a number of HUD-mandated activities/reports in the coming months that require clean and accurate HMIS data, including:

1. Point-In-Time Count
2. System Performance Measures (submitting mid-February; data pulled from Federal Fiscal Year)
3. Rank & Review Tool – Phase 1, (projected to begin in the upcoming weeks; data pulled from Federal Fiscal Year)

To ensure clean data pulls for HUD-mandated activities/reports and local community planning, it is imperative that all program data for the Federal Fiscal Year (10/1/18 – 9/30/19) and the night of your CoC's PIT Count is entered and up-to-date in HMIS **by noon Friday, February 7th 2020.**

- *For agencies that upload data to the CRHMIS from their own AWARDS Database – Please upload your HMIS data no later than February 5th to allow time for resolving validation errors.*

Steps to clean your data:

1. Run a Data Quality Report in AWARDS for the above date ranges ([Instructions](#))
2. Ensure data listed in report makes sense for your program (i.e. number of people housed, type of housing)
3. Review any missing data elements and update with accurate information, if possible.

AGENCY AND USER AGREEMENTS

All HMIS agency and user agreements were sent out January 7th



and due to be returned on Friday January 31st.

If you haven't already done so, all agreements (both agency and user) must be returned to Kelli no later than Friday February 14th.

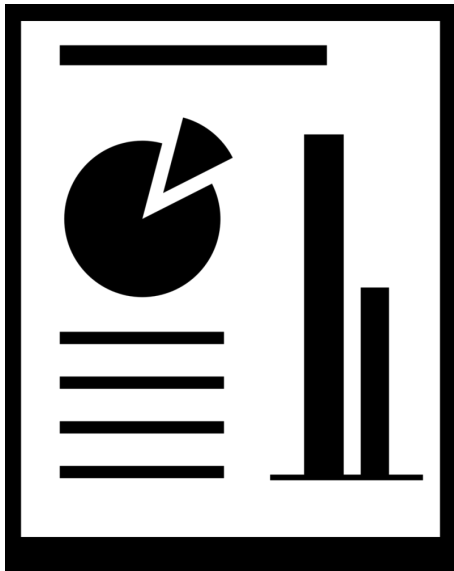


DATA COMPLETENESS AND QUALITY REPORTS

Beginning this month you will notice a new section heading on the monthly Data Completeness and Quality reports posted to our website. HUD is looking at the length of time it takes a person enrolled in a PH or RRH project to physically move into housing. This is measured by looking at the Admission Date vs the Housing Move InDate.

Unless a person moves into a housing unit on the same day they are deemed eligible for project participation, the admission date and housing move in date should not be the same date.

PH and RRH project staff should be processing an admission in HMIS for a person once they are accepted into the project



(meaning they meet all the criteria for project placement and are beginning to look for housing). This means that the data element "Has Client moved into Permanent Housing" should remain "No" since they haven't physically moved into housing. When the client does secure housing and physically moves into a unit staff should note this in the HMIS Info section of the Face Sheet, by entering an effective date then changing the response option to "Has Client Moved into Permanent Housing" to "Yes" and entering the date they physically moved into the unit and selecting a residence unit.

Historically project staff have been concerned that this work flow would cause negative outcomes at discharge for anyone who left the project without moving into housing. While yes, if people are leaving the project before they can secure housing discharge data may not look so great. But the flip side of this, and what HUD is going to be looking at is if everyone that is admitted into a PH or RRH project physically moves into housing on the same day, is there really a need in that community for more housing/money?

Please do not wait to backdate an admission into a PH or RRH project until the person has physically moved into housing, as this will cause timeliness of data entry to increase, as well as potentially not counting these clients in any reports that may be run while the person is still looking for housing.

When the reports are published if your project has a high number of clients whose Admission and Housing Move In Dates are the same and their admission date needs to be corrected you will need to do the following:

1. Create a list of all clients (including household members) who need their admission date corrected - Make sure you include the Correct Admission Date
2. Send this list via an [AWARDS Helpdesk Ticket](#) asking to have the admission dates corrected
3. The CRHMIS team will begin working to correct the Admission Dates and will send an update once completed

Remember, client level information (names) are prohibited from being sent via regular email. The CRHMIS team will not be able to correct admission dates for any projects that send this list via regular email.



NHSDC Updates

SPRING 2020 NHSDC CONFERENCE ANNOUNCEMENT:
Spring 2020 will be in Minneapolis, Minnesota on April 6-8, 2020
The conference will be co-sponsored by the HUD Office of Special Needs Assistance Programs (SNAPS), and will be a 3-day event featuring tracks of HUD content in the morning and NHSDC sessions in the afternoons; there will be no pre-conference sessions. HUD SNAPS and partnering technical assistance providers are excited to offer content that will increase knowledge and expertise across CoCs and help to level-set the field for HMIS professionals.

[Learn more about NHSDC](#)

CARES



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