

March 2020



## CARES REGIONAL HMIS NEWSLETTER

### Updates

#### CRHMIS Updates

The CRHMIS team is running at full capacity again! Please take a moment to "meet" our newest team members.

- Travis Brodbeck, a recent graduate from Siena College joined our team at the end of January. While studying at



Siena Travis was part of an interdisciplinary team that worked with the CARES HMIS Team to analyze homelessness in the Capital Region. He then presented his work at the CURCA Symposium and was awarded the Best Paper award at the 2018 Ted Winnowski Student Conference in Business.

- Cathy Allen joined the CRHMIS Team in the middle of February. Cathy spent about a decade in the medical administrative field before coming to CARES of NY Inc. Much of her work revolved around ensuring compliance of all local, state, and federal requirements for her departments.

We are so very excited that both Cathy and Travis (and all of their experience) have joined our team.

## Upcoming Training Schedule

Monthly Live Online New User Training will be offered this spring on the following dates/times:

- Wednesday March 11th at 1:00 pm
- Wednesday April 8th at 10:00 am

Email Bill Robson at [wrobson@caresny.org](mailto:wrobson@caresny.org) to register.

If staff are unable to attend a scheduled online training there are several other ways this required training can be attended.

1. Email Bill Robson at [wrobson@caresny.org](mailto:wrobson@caresny.org) to schedule a one on one webinar training
2. Email Bill Robson at [wrobson@caresny.org](mailto:wrobson@caresny.org) to schedule a one on one in person training
3. Visit our [website](#) to access the HMIS training library and complete the recorded training sessions at your own pace.



## From Foothold

If you have submitted a helpdesk ticket within the last few days you may have noticed some new fields and a new look.

From Foothold's March Newsletter:

### **Help Desk Tickets - Form Adjustments and Process Improvements**

Foothold Technology's Help Desk has implemented the use of a new system for managing the support tickets submitted to us.

The result will be the same support experience you're used to...

- A two-tier Help Desk structure with end users reporting to the agency or continuum's local Help Desk team, and that local team connecting with Foothold Technology when additional assistance is needed.
- Submission of Help Desk tickets from directly within AWARDS, as always, using either the life preserver icon in the Messages module or going to **navigation bar > Help > Help Desk**.

... but with some key improvements!



- **A better ticket form that only asks for essentials** and highlights required fields/options for easy identification (see below for details).
- A streamlined communication process between local Help Desk team members and Foothold, with responses that go directly to email rather than back into AWARDS. More importantly, **your local Help Desk can now choose to directly copy you on communication with Foothold so that you are looped into subsequent responses or follow-up.** When you are Cc'd in this way, the follow-up communication on the ticket will go to your email rather than AWARDS, and you can reply back via email in the event that you are asked for more information or need to ask a clarifying question.
- A more efficient process on the back end for the Foothold support team which we are confident will translate to **faster response times** for you!

In support of these changes, you'll see several adjustments to the Help Desk ticket form in AWARDS. The overall look and feel will be almost identical to the version of the form that existed previously, but you'll notice the following differences in the fields/options on the page:

#### **New Fields/Options:**

- **Cc** - An optional field in which you can enter a comma-separated list of additional recipients for the message. These recipients will also receive subsequent responses to the message from Foothold's Help Desk when we have been asked to assist.
- **Click Path** - A new field in which to enter a path to the AWARDS location or record relevant to your question or problem report. Because this information is crucial to the Help Desk's ability to conduct an effective investigation, this field is required. Enter "N/A" if not applicable.

#### **Changes to Existing Fields/Options:**

- **All Required Fields/Options** are now highlighted with an orange border for easy identification.
- **Message** - Previously labeled "Description." Additionally, the instructions above this textbox have been updated to reflect workflow changes, including red warning text regarding the need to exclude PHI.

**⚠ Warning! Because in Help Desk tickets submitted to Foothold will now be leaving the HIPAA-compliant environment offered by AWARDS Messages, you can no longer include protected health information (PHI) in your Help Desk tickets or attachments. Instead, use info such as Client IDs to identify specific records related to your ticket.**

- **AWARDS Area** - Replaces the "AWARDS Module" selection list available previously. It contains a more comprehensive list of functionality to choose from and also includes an "Other/Various" selection.
- **Client ID** - Previously labeled "Client Name." A required field in which to note the client ID number related to the record

being referenced in the ticket, if any. Enter "N/A" if not applicable.

**TIP:** Client ID information is most readily accessible from within the Client Search feature and in ReportBuilders throughout AWARDS. Depending on your agency's rules with regard to what defines PHI, the first couple of letters of a client's first and last names may be an acceptable alternative to Client ID.

- **Affected User** - Previously labeled "Name/Login ID." A required selection list from which to select the name of the individual who originally reported the problem if not yourself.
- **Division** - Previously labeled "Agency." A required selection in divisional databases.

**Removed Fields/Options:**

- Impact of Issue
- Number of Users Affected
- Phone Number
- Were you able to locate...



### Uploading Agencies

Don't forget that HMIS data uploads are due by the 15th of the month. Thank you so much to all of you who have been so flexible with working with Cathy identifying and updating any necessary validation errors to allow for successful data uploads into the CARES Regional HMIS.

If you have any questions or need any assistance with uploading HMIS data please reach out to Cathy at [callen@caresny.org](mailto:callen@caresny.org)



### HUD Updates

In case you missed my message a few weeks ago about the new HMIS Data Standards Interactive Tool that was published by HUD, take a look at it now. It is a phenomenal resource for users to really understand the why behind each of the data elements that are collected in HMIS.

You can check it out [HERE](#)



### RHY Updates

FYSB and RHYTTAC are pleased to announce the release of the 2019 National Runaway and Homeless Youth (RHY) Grantees Training post-event webpage.

This page provides access to:

- 2019 National RHY Grantees Training program;
- 45th Runaway and Homeless Youth Act (RHYA) timeline;
- Videos of the general sessions; and
- Workshop resources.

[The webpage may be accessed here.](#)



### NHSDC Updates

The NHSDC Spring 2020 Conference will be held from April 6 - 8, 2020 in Minneapolis, Minnesota. To register, please visit [this link](#). The Conference will be held at the Hyatt Regency in Downtown Minneapolis. Please make your reservations by accessing this link: [Hyatt Reservations](#)

The preliminary agenda has been released, feel free to take a look at all of the sessions being offered by community presenters in addition to sessions being presented by HUD.

Questions can be directed to the following address:  
info@nhcdc.org

Learn more about NHSDC



### Helpdesk Response Times

Please know that for the remainder of March, *specifically the 16th - 24th* all helpdesk ticket responses will be delayed (closer to the 1 business day turnaround time) as the CRHMIS team will be attending many out of office meetings while welcoming NY-525 Balance of State to the CRHMIS, and getting their CE process implemented in the HMIS. Additionally some staff will be out of the office on vacation during this time. Sue will be out of the office from 3/16-3/20 returning on the 23rd. Kelli will be out 3/20-3/24 (turning 40 on the beach in Ft. Lauderdale) returning on the 25th.



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