CARES COLLABORATIVE HMIS NEWSLETTER

CARES of NY, Inc. will be closed for business on Monday September 7th.

In honor of Labor Day our office will be closed on September 7th. All HelpDesk Tickets will be answered on Tuesday September 8th.

CCHMIS Updates

September is gearing up to be a busy one for the CCHMIS Team. In addition to the typical year end (federal fiscal year) projects we begin working on, this year we will also be implementing Homeless Prevention Coordinated Entry into HMIS as well as new ESG-CV projects. Speaking of ESG-CV funding... We have begun working with each recipient to identify the agencies which will be recieving this funding and setting the projects up in the CCHMIS. Once this has been completed we will reach out to the Agency Administrators to determine which staff will have access to the new projects. There are no additional data elements to be collected for these projects, so current CCHMIS users will not need any additional training. However, staff that do not currently have access, or any new staff hired for these projects will still need to go through the New User Training series. We understand that projects are anxious to begin their data entry, and we genuinely appreciate everyone's patience as we continue working with HUD TA and each recipeint to ensure correct and compliant project set up in the CCHMIS.

AWARDS Updates

From FOOTHOLD: Client File Cabinet - Enhanced Navigation and Organization!

Like Calendar, the AWARDS file cabinet functionality is something we hear about regularly and are eager to make more powerful and user-friendly for our customers. As a first phase of this enhancement work we're introducing improved navigation that is

consistent with other parts of AWARDS, a ReportBuilder for easy file review across clients and programs, a secondary point of access from within the Services-Individual module, AND the option to categorize your files for better organization. Read on for details on each of these exciting changes!

- Secondary point of access from the Services-Individual module - Previously the only point of access to the client file cabinet was opening an individual client's face sheet, and from there gaining access to the file cabinet and its various files. To give you additional flexibility in accessing and uploading these useful files, you'll now see a Client File Cabinet selection option in the Services - Individual module's fly-out menu as well! Keep in mind that you have to have access to that module in order to take advantage of this enhancement
- Improved default view when accessing the file cabinet form a client's face sheet - To make navigation and display cleaner and more user-friendly, the client file cabinet section of the face sheet will now be paginated, with a default view of five documents at a time. The number of documents per page is adjustable using the Show option in the upper-left corner, the lower-left corner shows you the total number of files and how many are being viewed, and you can navigate from page to page using the Previous / Next and page number options in the lower-right.

In addition, two new columns are displayed when viewing the file cabinet from the face sheet - Category (only displayed when optional categorization is used - more on that below!) and Size.
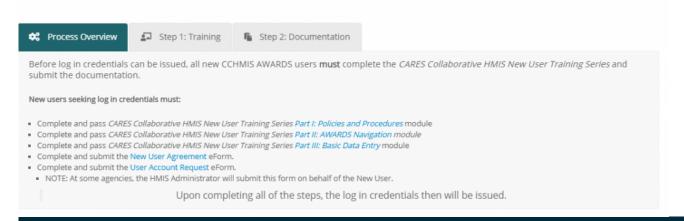
- New look and feel for the file cabinet index - When clicking Update File Cabinet from the face sheet, or when navigating to the client file cabinet using the new option in the Services-Individual module, the file cabinet index and interface has a new look and feel that is consistent with other parts of AWARDS. There you'll see the typical action icons (Edit, View, Delete, and Add New) along with a new Download icon in an action bar above the index. You'll also find the Search and Filter By options in the upper-right corner. The left-hand menu bar of this new index provides easy access to the new Client File Cabinet ReportBuilder, as well as a way to return to the client's face sheet when that was the point from which you originally accessed the file cabinet.
- Client File Cabinet ReportBuilder now available - A new ReportBuilder provides easy access to a wealth of client file cabinet data - whether for a single individual, all clients in a selected program, or even all clients across the agency. Using this ReportBuilder, which is accessible from the index or the Reports module, allows users to complete many useful auditing tasks; for example, checking to see who in a program does and does not have a required document in their file cabinet.
- File categorization now available - Optional categorization functionality enables AWARDS administrators at your agency to use the ListBuilder to set a shared Client File Cabinet categories list for all programs in AWARDS. Once that list is configured, a corresponding Category column is added to the client file indexes. In addition, a new Category selection option is automatically made available at data entry that then allows for the assignment of individual files into the appropriate category, both when uploading new files or editing existing files. Note that when categorization is in use, the Client File Cabinet index is sorted alphabetically - first by category, and then by file name.

NOTE: Please be aware that at the current time it is not possible to select multiple files for placement into a category; each file must be categorized separately. We understand that this may make categorization of existing files tedious for agencies that have large file cabinets. As we work on additional phases of the file cabinet enhancements project in coming months we will be looking into the feasibility of building in multi-select categorization to improve usability. In the meantime, we encourage you to begin taking advantage of categorization for new files uploaded into AWARDS, and gradually categorizing existing files as they are updated or otherwise worked with. This categorization, particularly when used in combination with the Client File Cabinet ReportBuilder, will provide additional flexibility in not only navigation, but also in administrative oversight.

Training Updates

We have updated our training site and guys, let me tell you... It is AMAZING! All of the current New User Training videos are there along with the documentation requirements but now, NOW each video with the corresponding quiz are all attached to each other AND autmatically sent to the CRHMIS Team. NO MORE SCREENSHOTS!
You can **click here** to be taken directly to the New User Training section of the Training/Resources page. If you have the time (I know, I know) we would love it if you would take a peek at it and let us know what you think. There will be all new videos posted for October 1st - hopefully without my dogs barking in the background.

✿ Process Overview	⮂ Step 1: Training	▣ Step 2: Documentation

Before log in credentials can be issued, all new CCHMIS AWARDS users **must** complete the *CARES Collaborative HMIS New User Training Series* and submit the documentation.

New users seeking log in credentials must:

- Complete and pass *CARES Collaborative HMIS New User Training Series Part I: Policies and Procedures* module
- Complete and pass *CARES Collaborative HMIS New User Training Series Part II: AWARDS Navigation* module
- Complete and pass *CARES Collaborative HMIS New User Training Series Part III: Basic Data Entry* module
- Complete and submit the New User Agreement eForm.
- Complete and submit the User Account Request eForm.
  - NOTE: At some agencies, the HMIS Administrator will submit this form on behalf of the New User.

Upon completing all of the steps, the log in credentials then will be issued.

Uploading Agencies Updates

There are roughly 115-125 agencies that partipate in the CCHMIS, about 95% of these agencies enter their data directly into the CCHMIS AWARDS Database. The remaining 5% contract with an online casemanagement software provider (mostly with Foothold's AWARDS), enter client data into their database, and then upload it to the CCHMIS. This allows them to store client level data for all the projects they administer into one centralized database that is customized to their specific needs while still remaining compliant with HMIS participation.

In 2015, Foothold established the AWARDS Impact Prize to recognize customers who have leveraged AWARDS to measurably impact the health and well-being of the communities they serve. We are excited to use this section of FootNotes to share their amazing work with all of you.

Meet the 2020 AWARDS Impact Prize Winners!

This month we highlight **Alliance for Positive Health**, an Albany-based agency that embarked on their AWARDS implementation with a goal of moving away from an almost exclusively paper-based system to record and track consumer data and services. Although they had already begun to use another third-party database to centralize their data, they found the process to be inefficient, redundant, and time-consuming.

The move to AWARDS finally gave them their own centralized agency-wide database where data could be shared across programs - ensuring more accurate and comprehensive service documentation, eliminating double and sometimes triple data entry, and giving staff the opportunity to focus more of their time on doing what they do best - providing mental health, substance use, and homeless services to their clients.

Quality Assurance Coordinator Jessica Adrian and Data Entry Specialists Christiana Booker and Brad Morgan met with front line staff to evaluate the existing workflows and identified ways to improve them. They took staff's feedback and worked with their Foothold Implementation Consultant to guide the agency away from "the way we've always done it" and truly create a digital environment that increased staff productivity, ownership, and overall satisfaction.

Congratulations to Jessica Adrian, Christiana Booker, and Brad Morgan of Alliance for Positive Health as a 2020 Impact Prize winner!

Jessica Adrian
Quality Assurance Coordinator

Christiana Booker
Implementation Team

Brad Morgan
Implementation Team

RHY Updates

Don't forget that if you have a RHY grant that expires 9/30/2020 that you must complete an upload to RHYTTAC by 9/25/2020. If you will be doing an upload this month please reach out to me as soon as possible for assistance if needed.

RHY Grants that do not expire on 9/30/2020 will do their data upload in mid October.

NHSDC Updates

NHSDC Updates

The National Human Services Data Consortium is proud to announce our Fall 2020 Virtual Conference! The conference is unique because it will run throughout October. That's right! Resources and sessions will be available the whole month to provide you with meaningful plenaries, sessions, labs, meetups, and more! We are so excited to bring this opportunity to get everyone connected even during pandemic times!

Dates: October 5th – October 30th
Time: Times for each session will vary
Cost: $110 per person. Register here: https://whova.com/portal/registration/event1_202004/

Sneak Peek at Conference Sessions:
HUD-COVID-CARES <-------- They are referring to the CARES Act, not us CARES of NY Inc...
Tracking Dynamic Housing Problem Solving Resources in HMIS
HUD Data Elements and Domestic Violence: Using Data to Inform Safety
Be A Data Guru – Examples, Insights, and Methods
From Implementation to Refinement: An Action-Oriented Project Management Approach to CES Refinement
Driving Policy Change through the Application of Data
HMIS Personnel Certification
Coordinated Entry 2.0 When Coordinated Entry Needs More Coordination and Less Data Entry
HMIS Project Set-up 101
HMIS Budgeting Strategies
Implementing Effective Contract Negotiation and Relationship Management Strategies 101
HMIS Project Set-up 201
HMIS Project Management and Annual Calendar of Expectations
HMIS Governance 101

Data Quality 101: What is DQ?

Problem Solving Lab: Develop Your DQ Plan

Plenaries to be announced

What Else to Expect

Networking Virtual Meetups

Social Virtual Meetups

Session Discussion Communities

Wellness Sessions

Learn more about NHSDC

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