



**Runaway and Homeless Youth – Homeless Management Information System**  
**Frequently Asked Questions (FAQs)**

August 2020

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## I. Overview of RHY-HMIS Repository

### 1. What is the RHY-HMIS Repository?

The Runaway and Homeless Youth – Homeless Management Information System (RHY-HMIS) is the web-based portal used by RHY grant-funded organizations to upload de-identified client data extracted from HMIS. The RHY-HMIS Repository is located at: <https://rhy-hmis.acf.hhs.gov/>

In previous years, HMIS data was uploaded to the RHYPoint data portal. RHYPoint is no longer being used and the RHY-HMIS Repository replaces RHYPoint. All uploads will now be completed through the RHY-HMIS Repository.

## II. Roles and Permissions in the RHY-HMIS Repository

### 2. What types of user accounts are available in the RHY-HMIS Repository?

For each RHY-funded organization, two types of user accounts are available in the Repository:

1. Grantee User and/or
2. Grantee Manager

Additionally, a regional Federal Project Officer (FPO) has access to the repository to view information, data, and reports for all the grantees within their region.

The table below outlines permissions each user type has in the repository.

Permission	Grantee User	Grantee Manager	Federal Project Officer (FPO)
Upload data	x	x	x
View Reports (Data Quality + Status Summary Report)	x	x	x
Create or Remove Grantee Users within agency/organization		x	
Unlock/lock Grantee User accounts		x	
Add Project-specific information to agency Grant		x	

### 3. Who/what is the Grantee Manager in the new Repository?

The Grantee Manager is a term specific to the RHY-HMIS Repository. This individual is the Grantee Administrative Official/Grantee Authorizing Representative for your organization with the Family and Youth Services Bureau (FYSB).

- A Grantee Manager is identified as the ADO (Grantee Administrative Official) or the GAO (Grant Authorizing Official) in Grant Solutions.

RHY-HMIS Grantee Managers are considered Privileged users because they have the ability to execute the following privileged functions that a regular Grantee User cannot execute:

- ✓ Create new Grantee user accounts
- ✓ Remove Grantee users from their organization
- ✓ View, Edit, and Lock or Unlock Grantee user accounts
- ✓ Create and edit projects: project type, organization and associate with a grant
- ✓ View Grants within their organization

All Grantee Managers must be approved for access to the RHY-HMIS by their regional Federal Project Officer (FPO). See [here](#) for requesting a Grantee Manager role.

### III. Accessing the RHY-HMIS Repository

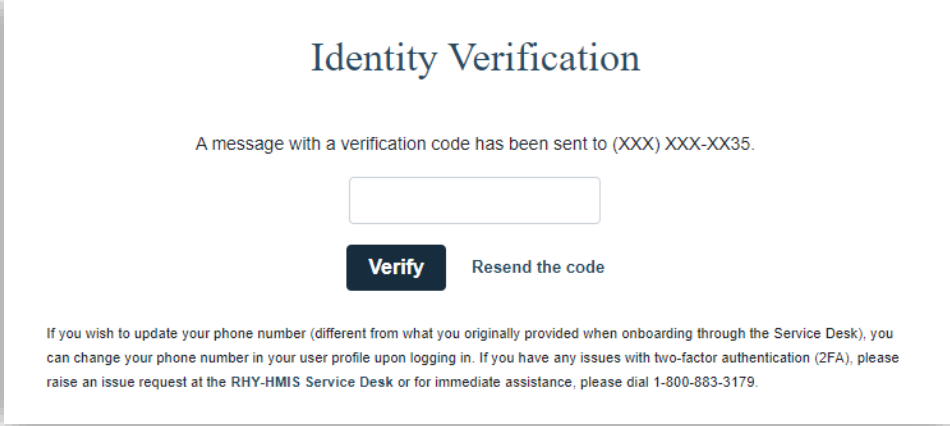
#### 4. *I never received login information. What do I do?*

The only users who will receive login information are users that have submitted their User Access Request Form and Security Certificate via the Service Desk (see [here](#) for additional information).

Each user who has been approved to receive access will receive an auto-generated ‘Welcome to RHY-HMIS’ email from the system. This email will contain a link for you to click and will direct you to the system to reset your password. Each user must reset their password and also provide a second form of authentication (2FA) to access the system. Please contact the [Service Desk](#) if there are any issues accessing the system or resetting your password.

#### 5. *Tell me more about two-factor authentication (2FA)?*

Two factor authentication (2FA) is required for RHY-HMIS Repository access. Two Factor Authentication is often described as “something you know” (Factor 1 – **password**) and “something you have” (Factor 2 – **validation code**). The two factors are “linked” to the RHY-HMIS Repository through the user interface, resulting in a double-verification of each User. This is far superior security to single factor authentication.



When you submit your artifacts to gain access to the Repository, you will also be asked what your preferred two-factor authentication (2FA) method is. You have the option to choose email, SMS text message or phone call (no extensions). Whichever you choose, you will receive a validation code to log in to the system.

If at any point in time, you wish to change your 2FA method, you can click on your name in the upper right hand corner (after logging in to the Repository). There should be a dropdown that includes 'Profile' and 'Logout.' Click on 'Profile' and you should see the screenshot below as an option to choose a new preferred method.

2FA Method

☒ E-mail   ☐ Call   ☐ SMS (mobile only)

**6. I uploaded data last year - will my account transfer to the new Repository?**

No. Accounts are not transferred from the previous year(s). This is a new system and all users must complete the request and approval process in order to obtain an account to the Repository.

**7. How do I obtain an account to the RHY-HMIS Repository?**

Any user wanting access to the Repository will need to complete the [User Access Request Form](#) and submit the form, along with a certificate of completion of a cybersecurity awareness training to the RHY-HMIS Service Desk at <http://rhymisservicedesk.net/>. Users must upload the completed and approved form to the RHY-HMIS Service Desk in the category → “[Submit User Access Request Form](#)”

- The **User Access Request Form** is also downloadable from the RHY-HMIS Home page or the RHY-HMIS Service Desk

Requesting Grantee User Account

If you are requesting a **Grantee User** account, you will need to sign your form in Part C and have your agency's approved Grantee Manager approve/sign your form with their signature in Part D of the form (see screenshot below). **The Grantee Manager is the Grantee Administrative Official/Grantee Authorizing Representative for your organization** with the Family and Youth Services Bureau (FYSB).

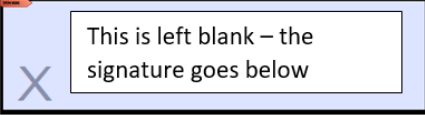
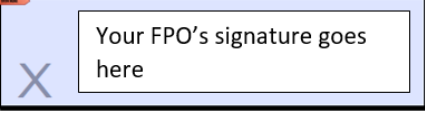
- A Grantee Manager is identified as the ADO (Grantee Administrative Official) or the GAO (Grant Authorizing Official) in Grant Solutions.

Electronic signatures and email approvals are accepted.

Account Type	Approver's Signature	Date
Grantee User account	<b>Grantee Manager:</b> 	Date: Select Date

### Requesting Grantee Manager Account

If you are requesting a **Grantee Manager** account, you will need to sign your form in Part C and have your regional Federal Project Officer (FPO) approve/sign your form with their signature in Part D of the form (see screenshot below). Any new Grantee Managers will require FPO approvals.

Account Type	Approver's Signature	Date
Grantee User account	<b>Grantee Manager:</b> 	Date: Select Date
Grantee Manager account Federal Project Officer account (FPO) FYSB Lead account	<b>ACF/FYSB Federal Staff/System Owner:</b> 	Date: Select Date

Electronic signatures and email approvals are accepted.

Grantee Managers can add Grantee User accounts as needed for their organization. The Grantee Manager will need to verify completion and upload the User Access Request Form and certificate of security training to the Repository for each Grantee User they Create/Add.

### **8. How many accounts can each organization have?**

There is no limit to the number of Grantee User or Grantee Manager Accounts. However, to maintain the highest level of security, it is recommended that the number of user accounts be limited by necessity.

Each organization **must have** at least one Grantee Manager. Additional users can be Grantee Managers or Grantee Users, as needed.

### **9. Can someone else in my organization be designated as the Grantee Manager?**

Yes. If you are the Grantee Manager (Grantee Administrative Official/Grantee Authorizing Official) for your organization in the Repository, but you will not be the individual managing your organization, uploading data or accessing the Repository, you can designate someone else in your organization as the Grantee Manager. They will need to have their regional FPO sign and approve their User Access Request Form to be assigned the role of Grantee Manager.

### **10. Where can I complete the Cybersecurity Awareness Training?**

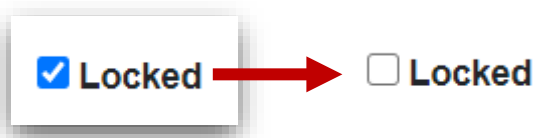
Check with your Grantee organization to see if there is a Cybersecurity Awareness Training offered. If you cannot find a training locally, the Department of Health and Human Services Cybersecurity Awareness Training is available [here](#). You must have completed the security training within the last twelve months at the time of account request.

If completing the HHS training, please remember to save your training certificate to your computer so you can submit it with your User Access Request Form in the RHY-HMIS Service Desk. FYSB or Abt do not have access to obtain or locate completed trainings/certificates.

#### IV. User Account, Password Reset, & Locked Accounts

##### **11. My account is locked out, how can this be fixed?**

After 3 unsuccessful login attempts, your account will be locked. Please reach out to your Grantee Manager, as they have the ability to unlock user accounts that have been locked. The Grantee Manager will navigate to 'Users,' locate your account and remove the checkmark from the locked checkbox. If you have any issues coordinating with your Grantee Manager, please reach out to the RHY-HMIS Service Desk.



#### V. Uploading Data to the RHY-HMIS Repository

##### **12. How does the data submission process work?**

RHY data is collected as you enter information into your HMIS. When the time comes to submit your RHY data, use your HMIS to extract RHY data. Your HMIS should generate data files using HMIS CSV Format Specifications Version FY2020 1.8. In generating these data files, your HMIS will automatically hash the Name and Social Security fields for all clients whose data are included in the RHY upload files.

Your HMIS will generate a set of CSV files for each of your RHY projects and will package those files into a .ZIP file corresponding to each project. That is, your HMIS will generate one .ZIP file for each RHY project. Once your HMIS has generated an RHY .ZIP file, you can log into the RHY-HMIS Repository and upload that .ZIP file – view steps to upload data [here](#). You will receive a message on the screen indicating acceptance or rejection of your upload. Review the [Data Quality Report](#) for additional information.

##### **13. Who is required to submit data?**

All RHY grantees that were active (received RHY funding and had at least one client enrolled) in FY2020 are required to submit data for this submission period.

##### **14. Is the HMIS Vendor the same as the HMIS Lead?**

No. The vendor is the company that developed your HMIS software. The HMIS Lead is the entity in your CoC who is responsible for HMIS in your community. All HMIS software questions should go to your HMIS Lead. You can access a list of HMIS Leads by Continuum of Care (CoC) at this website: <https://www.hudexchange.info/grantees/contacts/>

**15. What is the Grantee Manager's responsibility and how do they add the 'Project-Type' attributes in order for me to upload data into the Repository?**

Before data can be uploaded to the RHY-HMIS Repository by any user, the Grantee Manager of your organization must set up all the RHY-funded projects in the Repository for each grant. This is the only way that data from HMIS can be accurately uploaded and associated to the correct project and grant.

The Grantee Manager will need to add the "project type" attributes to the grant in order for the correct dropdown options to display in the dropdown box when a user uploads (Screenshot 1 below).

Grantee Managers will need to log into the Repository and follow the steps below:

1. Navigate to 'Projects'
2. Click "Create New" (Screenshot 2 below) → this will bring up a form (Screenshot 3 below)
3. The Grantee Manager will need to enter the Project Name, Project Type, Organization and then select the Grant under which the project is funded

Without the project specific information, nothing will show in the dropdown box and you will be unable to upload any files. Please coordinate and communicate with your Grantee Manager to have them follow these steps or reach out to the RHY-HMIS Service Desk [here](#) for additional assistance.

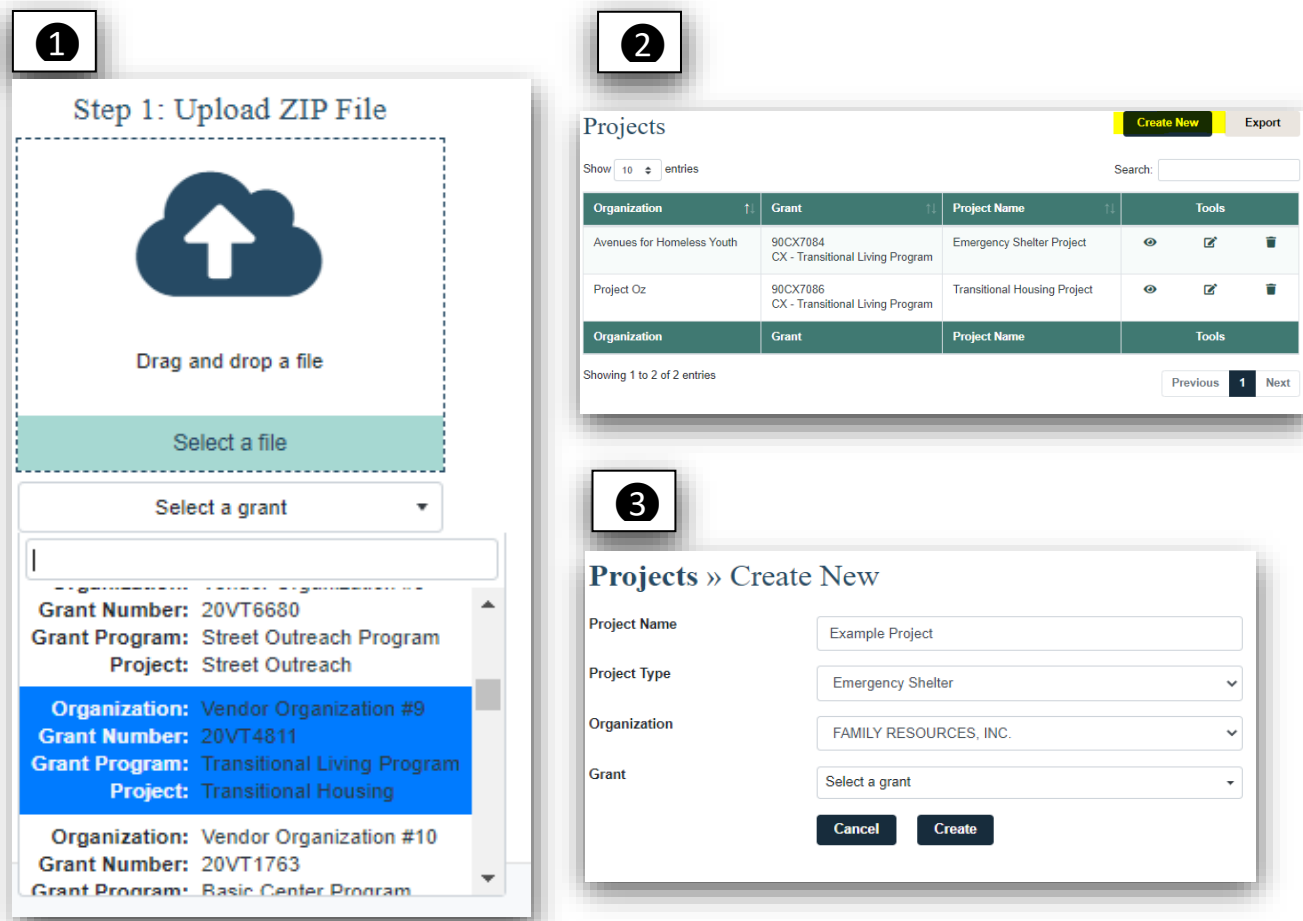


Figure 1: Steps for Grantee Manager to add 'Project-type' attributes for Grant dropdown

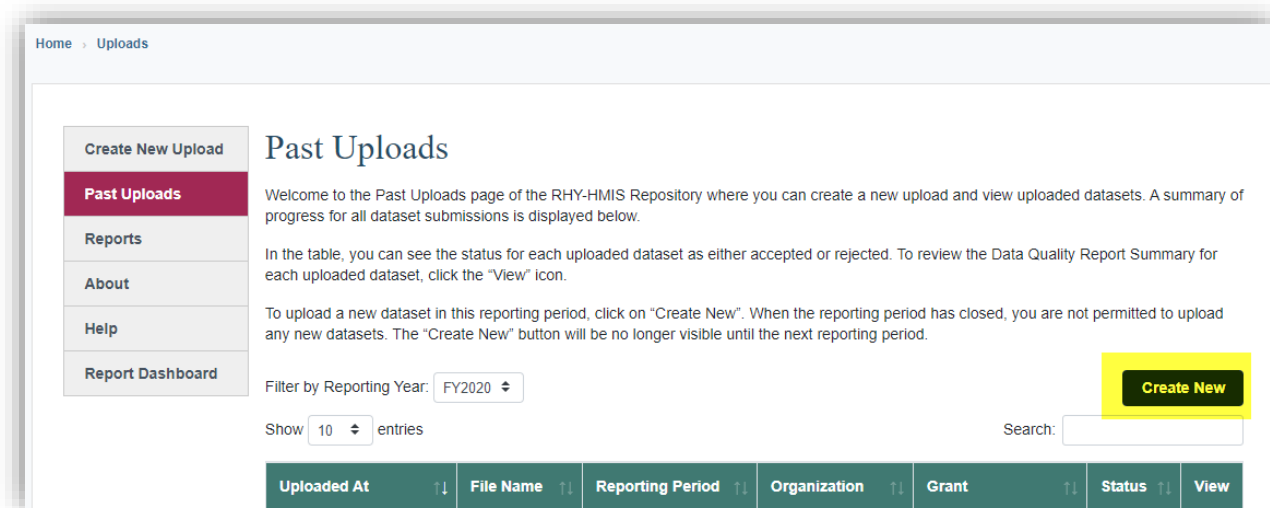
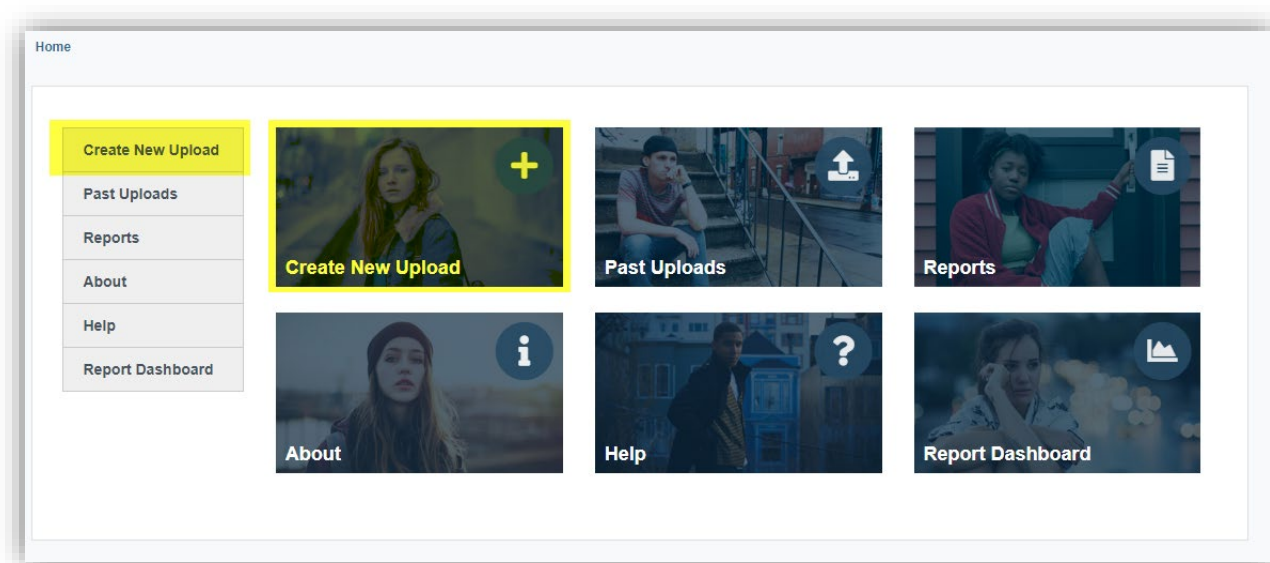


**16. The Grantee Manager has set-up the project-type attributes so that my Grant dropdown options populate. What are the steps to upload data?**

- Once you have a file extracted from your HMIS, saved locally and named using the following naming convention, you may begin the upload process:

File Name Part 1	File Name Part 2	File Name Part 3	File Name Part 4	File Name Part 5
Grantee ID	RHY Program Name	HMIS Project Type	Report Period	User

- Example file name: 100\_TLP\_TH\_FY2020\_MaryS
- Click “Create New Upload” from either the left-hand menu or the button on the home page or the “Create New” button on the top right of the “Past Uploads” page.



- Either “Drag and Drop a File” OR click “Select a File”

Home > Uploads > Create New

**Uploads » Create New**

Step 1: Upload ZIP File      Step 2: Data Processing      Step 3: Completion

Drag and drop a file

Select a file

Select a grant

- Choose the correct file from your local computer (matched to the project type/grant dropdown option you will upload to)
- Choose the correct “Grant” option from the dropdown (by project type, matched to the file you have chosen) to upload the file into (**Note:** your Grantee Manager is responsible for setting these grant drop down options up ahead of time – see [here](#) for more information).
- Once you have associated the correct file with the correct upload/grant/project, click “Upload”

Home > Uploads > Create New

**Uploads » Create New**

Step 1: Upload ZIP File      Step 2: Data Processing      Step 3: Completion

123\_BCP\_ES\_FY2020\_MaryS.zip

Select a file

MFS\_Test\_ESProject

Upload

**Last Upload:**

Project	File	Uploaded At	Uploaded By	Status
123MFS: MFS_Test_ESProject	ES2.zip	2020-06-24 16:30:14	mfsgrantee2	Accepted

- The “Data Quality Report” will appear whether you have an “Accepted” or “Rejected” upload (Figures shown below).

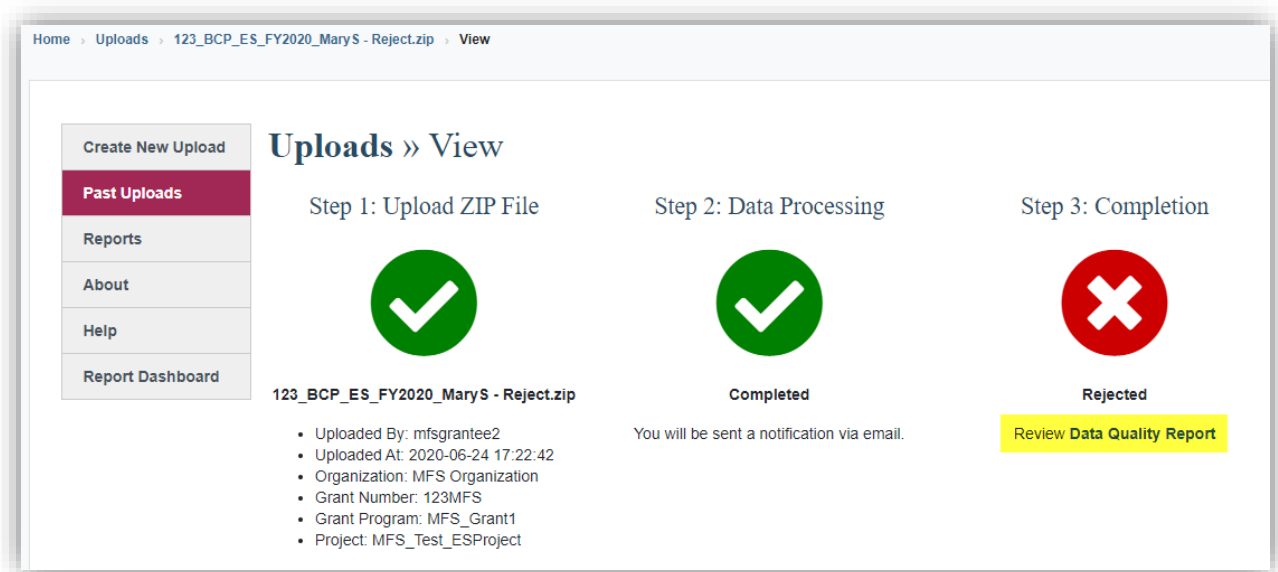


Figure 2: Rejected Upload

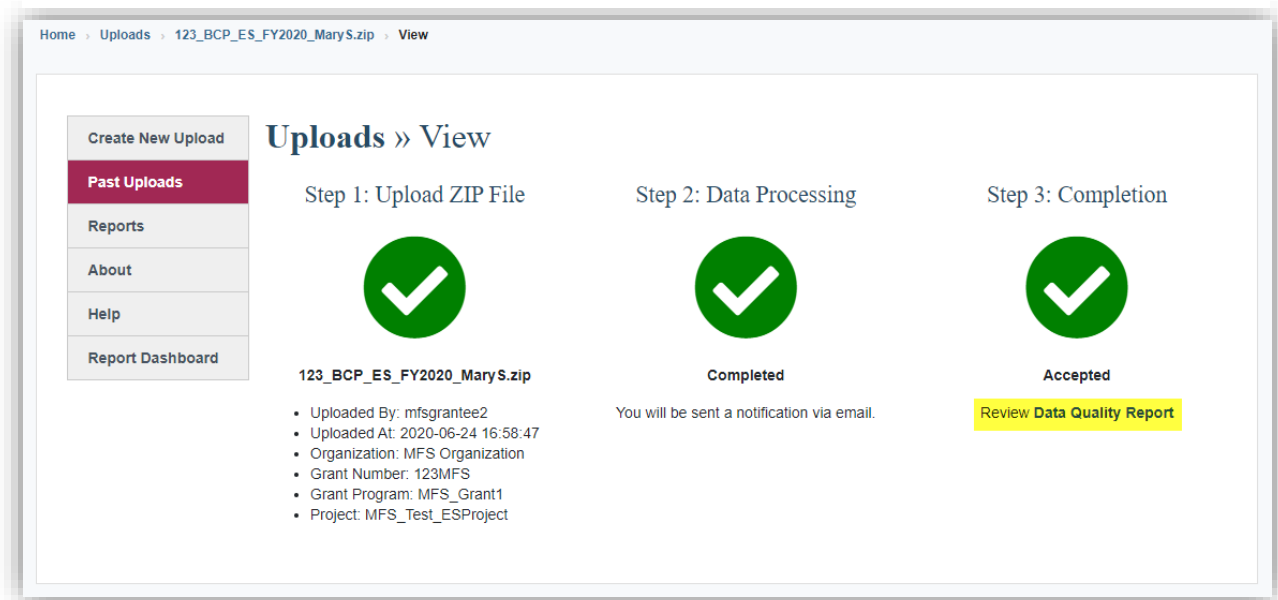
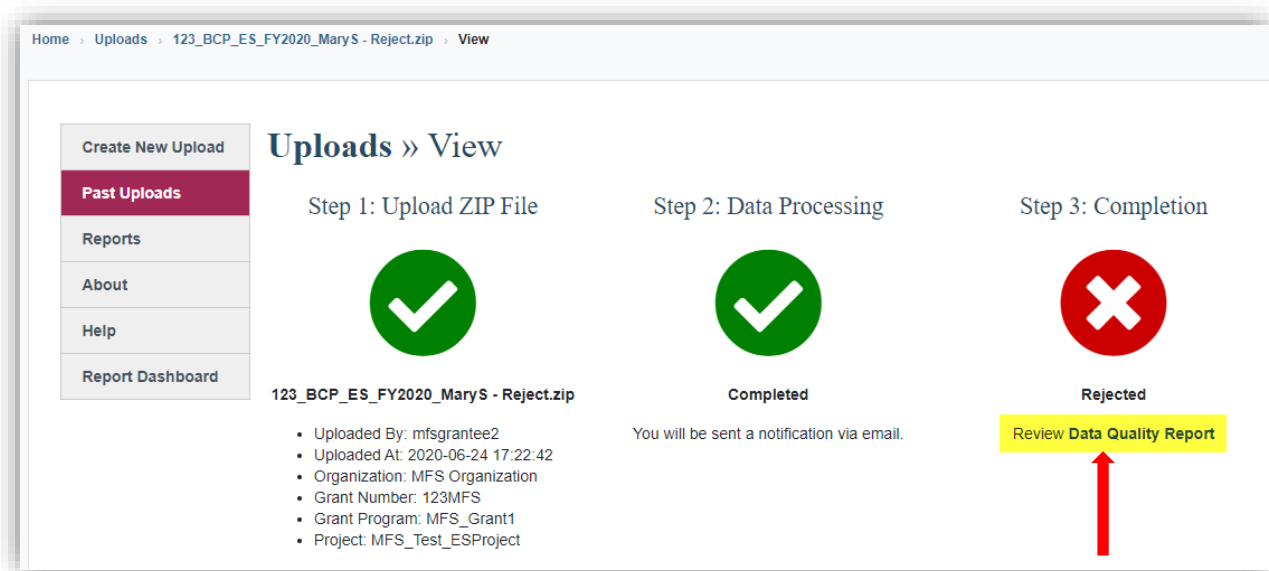


Figure 3: Accepted Upload

**Pro Tip:** Did you forget something? Need to fix something? Mess something up? You can start over: just click “Create New Upload” again on the menu on the left to reset the file upload page.

**17. My upload was rejected. Where do I go for help?**

If your upload was rejected, you will need to review the Data Quality Report that will explain why the data was rejected. You can “Export” results to MS Excel for easier viewing/tracking and you can navigate back to your data quality reports anytime by clicking on ‘Past Uploads’ in the left-hand navigation.



Depending what the data quality issues are, you will most likely need to reach out to your local HMIS administrator to help you resolve the identified issues from the report. Exporting the results to Excel will allow you to send the report to the HMIS administrator.

**18. When do I upload data for my organization – what is the upload period?**

There is only one upload for FY2020:

**FALL 2020 DATES:**

- **Grant period of performance ENDING Sept 29<sup>th</sup>/30<sup>th</sup>:** September 7<sup>th</sup> – 25<sup>th</sup>, 2020
- **Grant period of performance NOT ENDING Sept 29<sup>th</sup>/30<sup>th</sup>:** October 26<sup>th</sup> – November 16<sup>th</sup>, 2020

If you are unsure what the period of performance for your grant is, please check with your regional Federal Project Officer (FPO).

After FY2020, uploads will be on a semi-annual basis every six months and will be communicated in advance.

## VI. Understanding Data Quality Reports

**19. What reports are available in the repository to help me understand the quality of the data I have uploaded?****Data Quality Report**

Either during the upload process or by going to the menu item(s): “Past Uploads” or “Reports,” you can view the upload status or data quality reports to help get you to 100% successful data

submissions. You can “Export” results to MS Excel for easier viewing/tracking and you can navigate back to your data quality reports anytime. The Data Quality Report contains three separate tabs: Data Files, Data Validation, and Data Quality detailed in questions 20-22 below.

### Status Summary Report

This report allows a user to see the count of accepted/rejected uploads for each upload. You can use the search feature in the upper right hand corner of the screen to search for your organization and/or grant number and receive a count of “Accepted/Rejected” uploads per project. By clicking the Tools icon you will see the details about each report (what makes it successful or not) using the Data Quality reporting page.

### 20. What is Data Files tab within the Data Quality Report Summary?

This view will tell you what files were present in the CSV file you uploaded, as well as the volume of data included in each file. This can give insight into a Rejected file, or give insight about the size of your upload for an Accepted file.

- Any discrepancy with your expectations for clients included in the upload file needs to be addressed locally with the HMIS Lead/Admin. There is either a data collection, project set up, or export issue.
- **Pro Tip:** Count of Client.csv (minus one) should roughly match your client counts of people served by that project Grant Year to Date (GTD).

Data Files

Data Validation

Data Quality

The Data Files view displays the .csv files and counts of the numbers of records contained in each .csv file in your uploaded ZIP file. The numbers of records in the "Client.csv" should roughly correspond to the number of clients you served in this project in FY 2020. If it does not, you'll need to find out from your HMIS Lead/HMIS Vendor why your exported file doesn't contain the right dataset for your project upload. For more information about this view, please refer to the **RHY-HMIS User Guide**.

File	Message
Affiliation.csv	Unnecessary file skipped.
Assessment.csv	Unnecessary file skipped.
AssessmentQuestions.csv	Unnecessary file skipped.
AssessmentResults.csv	Unnecessary file skipped.
Client.csv	78 records found in file.
CurrentLivingSituation.csv	0 records found in file.
Disabilities.csv	1,000 records found in file.

Figure 2: Accepted File example

Data Files	Data Validation	Data Quality
<p>The Data Files view displays the .csv files and counts of the numbers of records contained in each .csv file in your uploaded ZIP file. The numbers of records in the "Client.csv" should roughly correspond to the number of clients you served in this project in FY 2020. If it does not, you'll need to find out from your HMIS Lead/HMIS Vendor why your exported file doesn't contain the right dataset for your project upload. For more information about this view, please refer to the <a href="#">RHY-HMIS User Guide</a>.</p>		
File	Message	
*	The process failed due to an error. Please try again. If the problem persists, please contact the online service desk.	
*	The process failed due to an error. Please try again. If the problem persists, please contact the online service desk.	
*	The process failed due to an error. Please try again. If the problem persists, please contact the online service desk.	
Affiliation.csv	Unnecessary file skipped.	

Figure 3: Rejected File example

## 21. What is Data Validation tab within the Data Quality Report Summary?

This view will look at an Accepted or Rejected file and compare it to the expectations established in the RHY Program HMIS Manual (and HMIS Data Standards and CSV Programming Specifications).

- Any issue on "Data Validation" means a standard expectation for the data wasn't followed (date out of format, data element missing, etc.) and may cause a file to be rejected.
- "Data Validation" is the key to a successful upload. It will tell you what is missing or wrong with your data.

Name of the .csv file in your extract	Column header of the .csv file in your extract	Current "wrong" value	Why the value is considered "wrong" for this upload	PersonalID should be your HMIS ID, EnrollmentID tells you which project enrollment (in case there's more than one in HMIS to find)	
File	Column	Value	Message	Personal ID	Enrollment ID
Enrollment.csv	DateToStreetESSH	4/1/2017	Value has a wrong date format.	22	22
Enrollment.csv	DateToStreetESSH	4/2/2017	Value has a wrong date format.	24	24
Enrollment.csv	DateToStreetESSH		Value is missing.	22	22

## 22. What is Data Quality tab within the Data Quality Report Summary?

This view looks at the overall completeness of the data elements and provides a score (up to 100%) for complete data.

- The view displays the overall **quality** of the data submitted. Files won't be uploaded with more than 50% missing data. These scores represent either missing data (up to 50%) or "Unknown" data (things like "Client Refused," "Client Doesn't Know," and "Data Not Collected").
- **A score of 75% or greater is required**, and up to 100% complete is the goal for each grantee.
- Data may be missing from an upload but not cause the file to be rejected, so "Data Quality" serves a different purpose than "Data Validation" in the sense that you won't get your "Data Quality" score without first passing the "upload test."

Data Files

Data Validation

Data Quality

The Data Quality view displays the overall **quality** of the data submitted. Files won't be uploaded with more than 50% missing (blank) data. These scores represent either missing data (up to 50%) or "Unknown" data (things like "Client Refused," "Client Doesn't Know," and "Data Not Collected"). A score of 75% or greater is required, and up to 100% complete is the goal for each grantee. For more information about this view, please refer to the **RHY-HMIS User Guide**.

Field	Demographics	Total	Match	Score
Name	All Clients	10	10	100%
Social Security Number (SSN)	All Clients	10	10	100%
Date of Birth	All Clients	10	10	100%
Race	All Clients	10	10	100%
Ethnicity	All Clients	10	10	100%

## 23. Is the 75% threshold a requirement or just a suggestion?

For this upload period, the 75% data quality threshold is not a requirement; however, we encourage you to review the data quality report, make any improvements and corrections you can, and do a resubmission if your data quality falls below the threshold.

## VII. Assistance and Resources

### 24. Where can I go for help?

For assistance with general information or resources, uploading data, user accounts and passwords, data quality reports, data dashboard, or any other issues associated with the RHY-HMIS Repository or the RHY-HMIS Data Dashboard, please contact the Service Desk at <http://rhymisservicedesk.net/>. If you have not submitted a question to the Service Desk before, you will need to create an account (username and password) in order to submit a question.

If you are having trouble accessing the RHY-HMIS Service Desk, you can use the RHY customer support number: 1-800-883-3179.

**25. What resources are available?**

Additional information and resources about the RHY program can also be found at <https://www.rhyttac.net/rhy-hmis>. The Runaway and Homeless Youth Training and Technical Assistance Center (RHYTTAC) provides training and technical assistance to the FYSB RHY Program grantees and allied professionals. User manuals, guides, video/audio training recordings, and other RHY-HMIS resources can be found.

This includes the RHY-HMIS User Guide: Data Collection and Reporting. This manual has step-by-step instructions along with screenshots to help users navigate the RHY-HMIS repository.

A video/audio recording, transcript and presentation slide deck of the RHY-HMIS Launch Training are available on RHYTTAC.

**26. What is the response time for the Service Desk to provide me with an answer?**

Twenty-four (24) hours at most to get back to you. Usually it is much sooner.