



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

Spring 2021

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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 repository 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 twice a year 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 (GM)

An organization can have as many Grantee Users or Grantee Managers as necessary to complete the upload submission.

Additionally, a FYSB Federal Project Officer (FPO) has access to the repository to upload data, 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	
View Grant(s)	x	x	
Add Project-specific information to agency Grant	x	x	

3. *Who/what is the Grantee User in the RHY-HMIS Repository?*

RHY-HMIS Grantee Users can:

- ✓ Upload data
- ✓ View Data Quality and Status Summary Reports
- ✓ Create and edit projects and associate projects with a grant
- ✓ View Grants within their organization

4. *Who/what is the Grantee Manager in the RHY-HMIS Repository?*

The Grantee Manager (GM) is a term specific to the RHY-HMIS Repository. The ADO (Grantee Administrative Official) or the GAO (Grant Authorizing Official) listed for your organization in Grant Solutions is automatically given a Grantee Manager account. However, the Grantee Manager can be changed. Any staff in your organization can have a Grantee Manager account after following the necessary steps outlined [here](#) in this guidance or at: <https://rhy-hmis.acf.hhs.gov/request-account>.

RHY-HMIS Grantee Managers are considered *privileged users* because they can 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

5. *Who/what is the Federal Project Officer (FPO) in the RHY-HMIS Repository?*

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

III. Accessing the RHY-HMIS Repository

6. *I uploaded data last October 2020 – do I need to request another account?*

No. If you had an account during the last upload submission, you do not need to request another account. Your account remains the same in the RHY-HMIS repository. You will need to reset your password if you have not accessed the repository in more than 60 days.

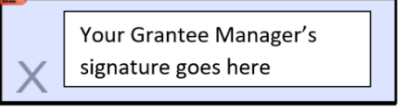
An account will become locked after 3 unsuccessful login attempts.

An account will become inactive if you have not logged in in 120 days. Only a RHY-HMIS Admin can re-enable a disabled user account; a user will have to put this request in to the [RHY-HMIS Service Desk](#) for assistance.

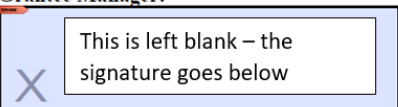
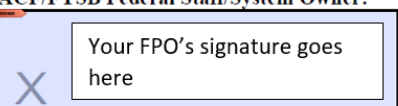
If you do not remember your username, please reach out the [RHY-HMIS Service Desk](#) for assistance.

7. I am new. How do I get an account to the RHY-HMIS Repository?

- a. Due to the system's security requirements, all new users are required to submit a '[User Access Request Form](#)', take a [security awareness training](#) and submit the certificate of completion to gain access to the system.
- b. **Step 1: User Access Request Form:**
 - i. New users - download and complete the [User Access Request Form](#)
 - ii. Who approves Part D on my form?
 1. If you request a Grantee User account → your agency's designated Grantee Manager or the Grantee Administrative Official (GAO)/Grantee Authorizing Representative (ADO) in Grant Solutions will sign and approve in part D of the form.

Account Type	Approver's Signature	Date
Grantee User account	Grantee Manager: 	Date: Select Date

2. If you request a Grantee Manager account → your regional Federal Project Officer (FPO) will sign and approve in Part D of the form. If you are not sure of who your Grantee Manager or FPO is, please reach out to the [RHY-HMIS Service Desk](#) to inquire.

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

- c. **Step 2: Security Training/Certificate:** Obtaining an account with the RHY-HMIS requires you to take the [HHS Cybersecurity Training](#) and submit a certificate upon completion. If your grantee organization offers a different security training, you can also complete and submit that certificate.
- d. **Step 3: Submit Documents**
 - i. For new users requesting a Grantee User account:

1. If there is a Grantee Manager account holder in your organization, submit your documents to them. They will approve, upload your documents, and create a Grantee User account for you.
 2. If there is not a Grantee Manager account holder in your organization, submit both documents for review and approval to the [RHY-HMIS Service Desk](#).
- ii. For new users requesting a Grantee Manager account: Submit both documents for review and approval to the [RHY-HMIS Service Desk](#).

***If you have not used the [RHY-HMIS Service Desk](#), you will need to create a username and password the first time you visit. This username and password will be different than your RHY-HMIS username and password.*

8. How many accounts can each organization have?

There is no limit to the number of Grantee Manager or Grantee User 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 the FPO sign and approve their User Access Request Form to be given the role of Grantee Manager as outlined [here](#).

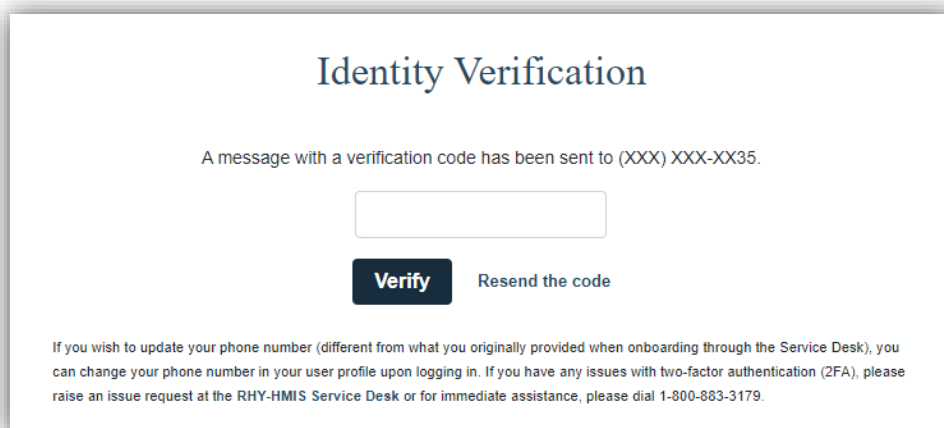
10. Where can I complete the Cybersecurity Awareness Training?

Check with your local organizations 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.

11. 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.



Identity Verification

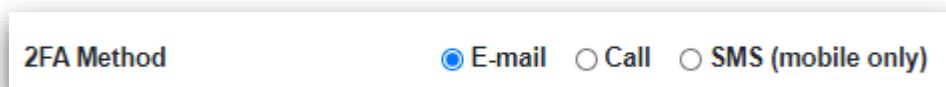
A message with a verification code has been sent to (XXX) XXX-XX35.

Verify
Resend the code

If you wish to update your phone number (different from what you originally provided when onboarding through the Service Desk), you can change your phone number in your user profile upon logging in. If you have any issues with two-factor authentication (2FA), please raise an issue request at the RHY-HMIS Service Desk or for immediate assistance, please dial 1-800-883-3179.

When you submit your documents 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)

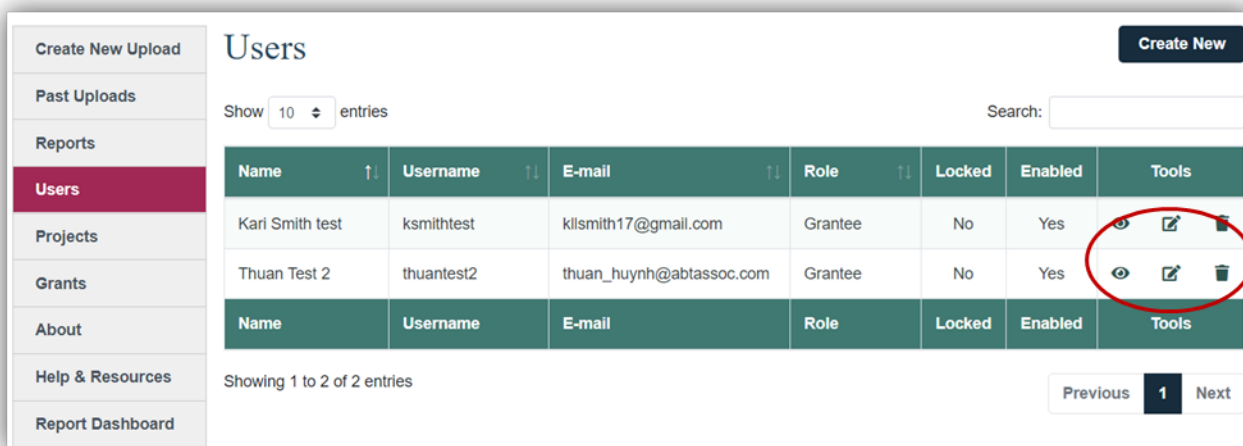
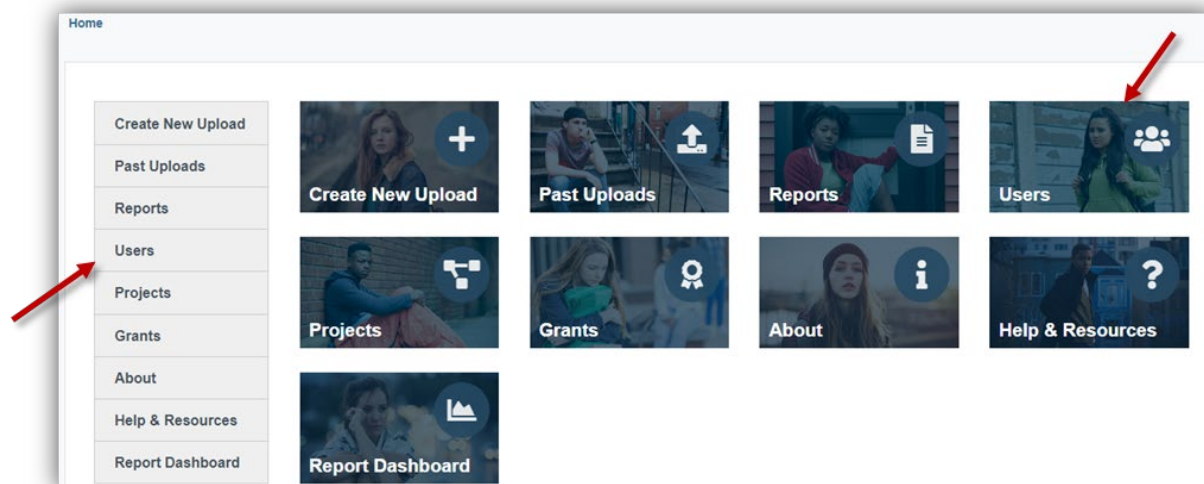
12. What is the 90-Day Compliance Email sent to all Grantee Managers?


As privileged users, all Grantee Managers are required to login to the RHY-HMIS data upload repository every 90 days to review and assess the current list of users who have accounts for their organization. This is to ensure security compliance with the Family and Youth Services Bureau's Runaway and Homeless Youth – Homeless Management Information System (RHY-HMIS). Grantee Managers will remove Grantee Users that no longer need access and ensure remaining users are still active for their organization and require a RHY-HMIS account.


IV. User Account, Password Reset, & Locked Accounts

13. I am a Grantee Manager. How do I manage the Grantee User account(s) for my organization?

Grantee Managers can view, edit, add, and remove the Grantee User accounts for their organization.

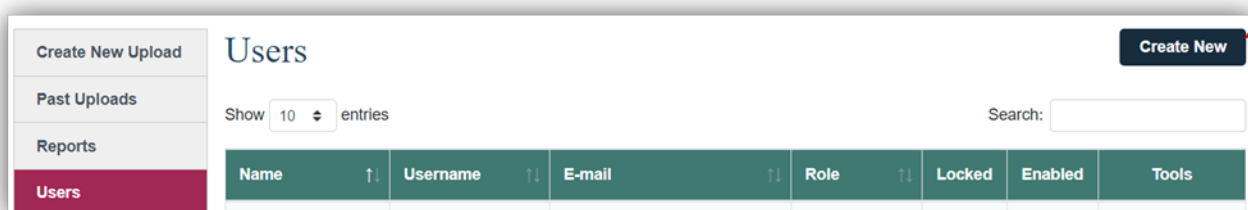


- Once logged in, click on 'Users'.
- To view the account information for a specific user in your organization, click on the  icon under 'Tools'.

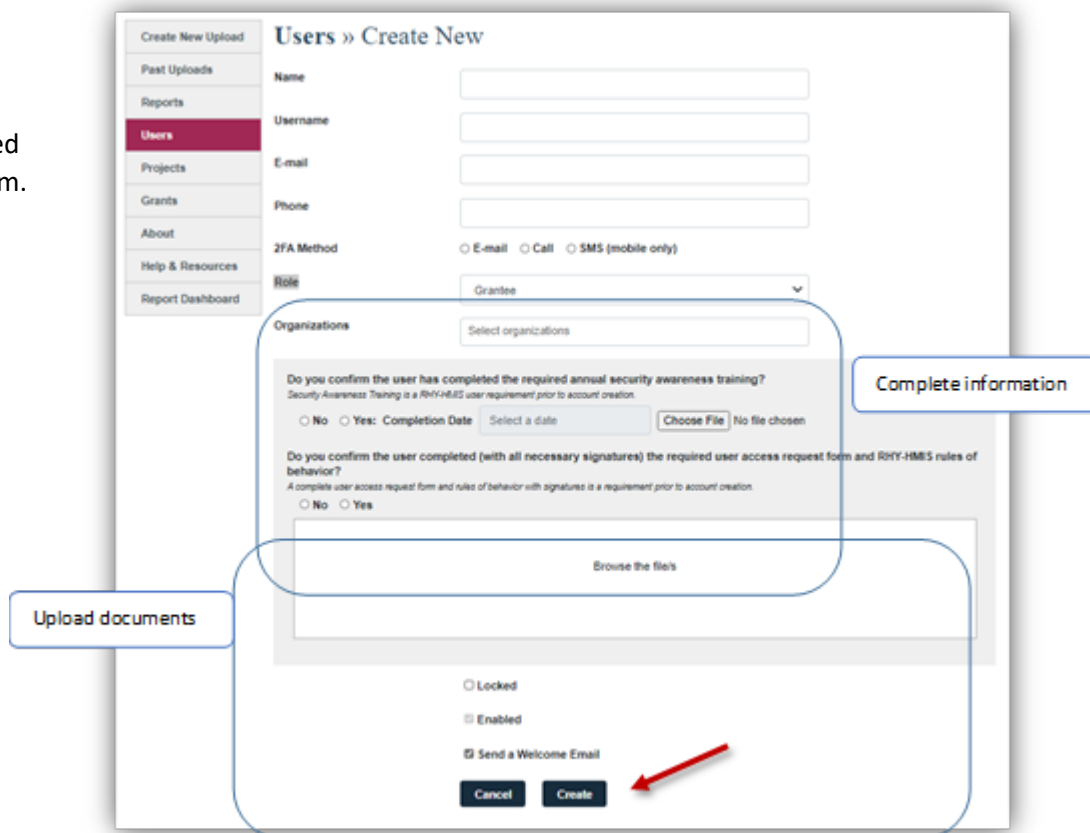
- c. To edit the account information for a specific user in your organization, click on the  icon under 'Tools'.
- d. To delete the account information for a specific user in your organization, click on the icon under 'Tools'.



Creating a RHY-HMIS Account: Grantee Managers have the function to create Grantee User accounts for their organization. Once Grantee managers have received the completed the User Access Request form and the certificate of completion for security training, they can create a Grantee User account.



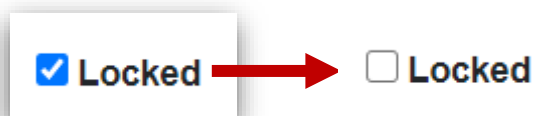
- Navigate to the 'Users' page. Click in 'Create New.'
- Complete the requested information on the form.
- Upload the required documents
- Click 'Create'



14. My account is locked. 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](#).

If you are the Grantee Manager, please reach out to the [RHY-HMIS Service Desk](#).



Your username/password is valid for 60 days. The password must be at least 15 characters long and contain at least one character from each of the four lists of characters:

- Uppercase alphabet: A through Z
- Lowercase alphabet: a through z
- Numbers: 0 through 9
- Special Characters: !@#\$%^&*

An account will become inactive if you have not logged in in 120 days. Only a RHY-HMIS Admin can re-enable a disabled user account; a user will have to put this request in to the [RHY-HMIS Service Desk](#) for assistance.

V. Uploading Data to the RHY-HMIS Repository

15. How does the data submission process work?

RHY data is collected as you enter information into your HMIS local implementation. 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.

16. 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.

17. If there is a project that has 0 clients, should we still set up a project slot for upload?

No. If 0 clients were served, do not set a project slot. Do not upload a file with 0 clients. The repository will reject any file with 0 clients.

Notify your FPO that 0 clients were served for the project and no uploads will be made. Then contact the [RHY-HMIS Service Desk](#) to explain that 0 clients were served for the project and that the FPO has been notified that no upload will be made for the project.

18. 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/>

19. How do I add the 'Project-Type' attributes to upload data into the Repository?

Before data can be uploaded to the RHY-HMIS Repository by any user, either the Grantee Manager or the Grantee User for 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 User or 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).


The Grantee User or Grantee Manager 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) for the Grantee Manager or Grantee User to complete
3. The Grantee Manager or Grantee User 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 on the 'Create Upload' page and you will be unable to upload any files. Reach out to the [RHY-HMIS Service Desk](#) for additional assistance if needed.

1

Step 1: Upload ZIP File



Drag and drop a file

Select a file

Select a grant

Grant Number: 20VT6680
Grant Program: Street Outreach Program
Project: Street Outreach

**Organization: Vendor Organization #9
Grant Number: 20VT4811
Grant Program: Transitional Living Program
Project: Transitional Housing**

Organization: Vendor Organization #10
Grant Number: 20VT1763
Grant Program: Basic Center Program

2

Projects

Show 10 entries

Organization	Grant	Project Name	Tools
Avenues for Homeless Youth	90CX7084 CX - Transitional Living Program	Emergency Shelter Project	
Project Oz	90CX7086 CX - Transitional Living Program	Transitional Housing Project	

Showing 1 to 2 of 2 entries

Previous **1** Next

3

Projects » Create New

Project Name:

Project Type:

Organization:

Grant:

Figure 1: Steps to add 'Project-type' attributes for project dropdown

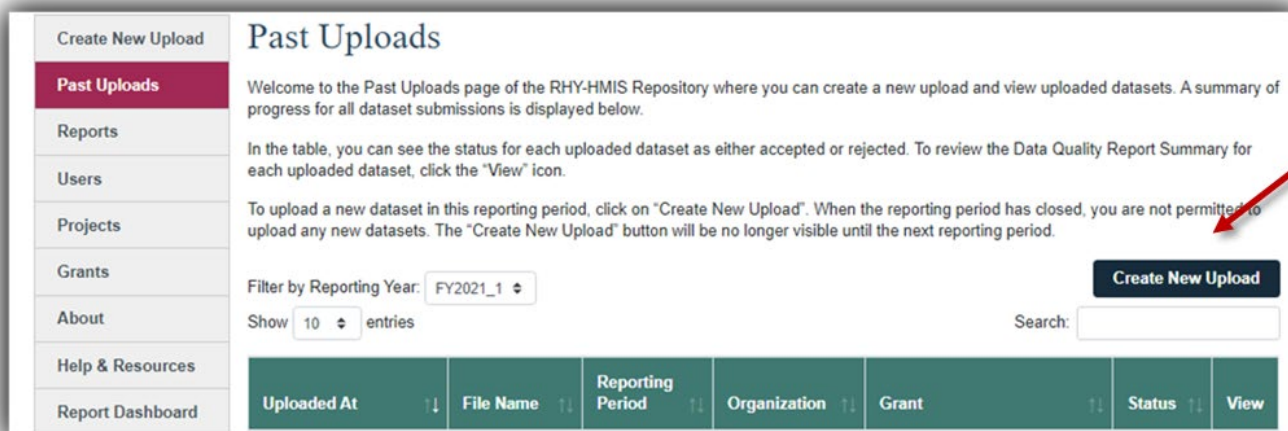
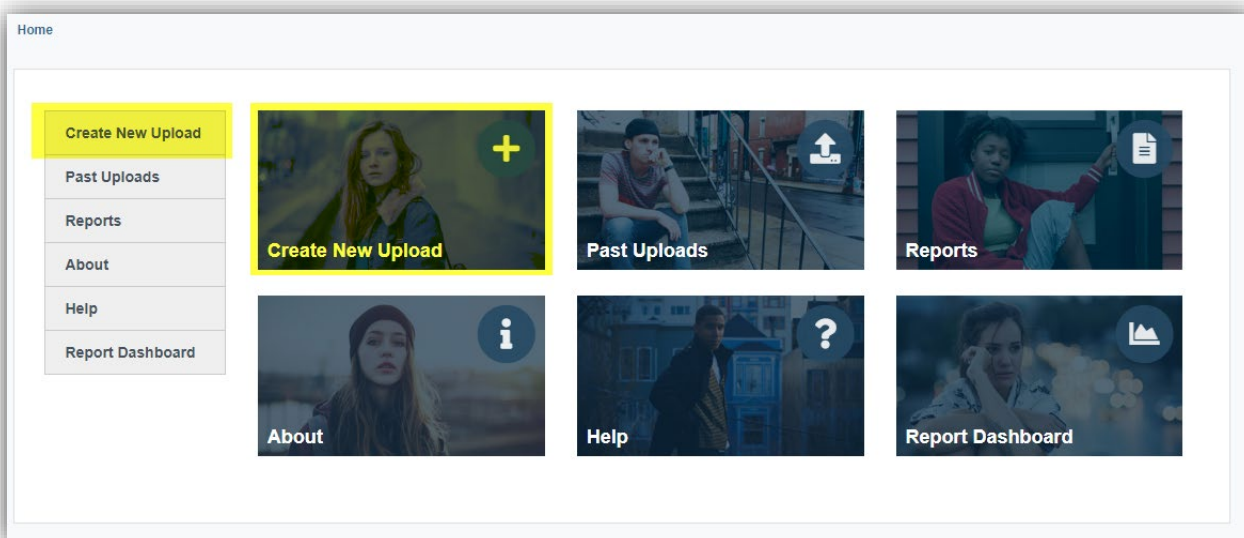
**20. The project-type attributes have been set up so that my dropdown options populate.
What are the steps to upload data?**

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”
- Choose the correct file from your local computer (matched to the project type/grant dropdown option you will upload to)
- Choose the correct “project” option from the dropdown (by project type, matched to the file you have chosen) to upload the file into (Note: The project must be set up ahead of time. If not, click ‘Add Project’).

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

Home » Uploads » Create New

Create New Upload

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 project

If you want to add an additional or different project for the grant(s) of your organization, please click the 'Add Project' button below which will take you to the 'Projects' page. This is where you can add the necessary projects in order to select an additional or different option from the dropdown. Please do not add any project that will not have data uploaded to it. Once you have added a project, navigate back to the 'Create New Upload' page and the dropdown option will populate. If you require immediate assistance, please open a ticket at the RHY-HMIS Service Desk.

Add Project

Figure 2: Rejected Upload

- Once you have associated the correct file with the correct upload/grant/project, click “Upload”

Home » Uploads » Create New

Create New Upload

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).

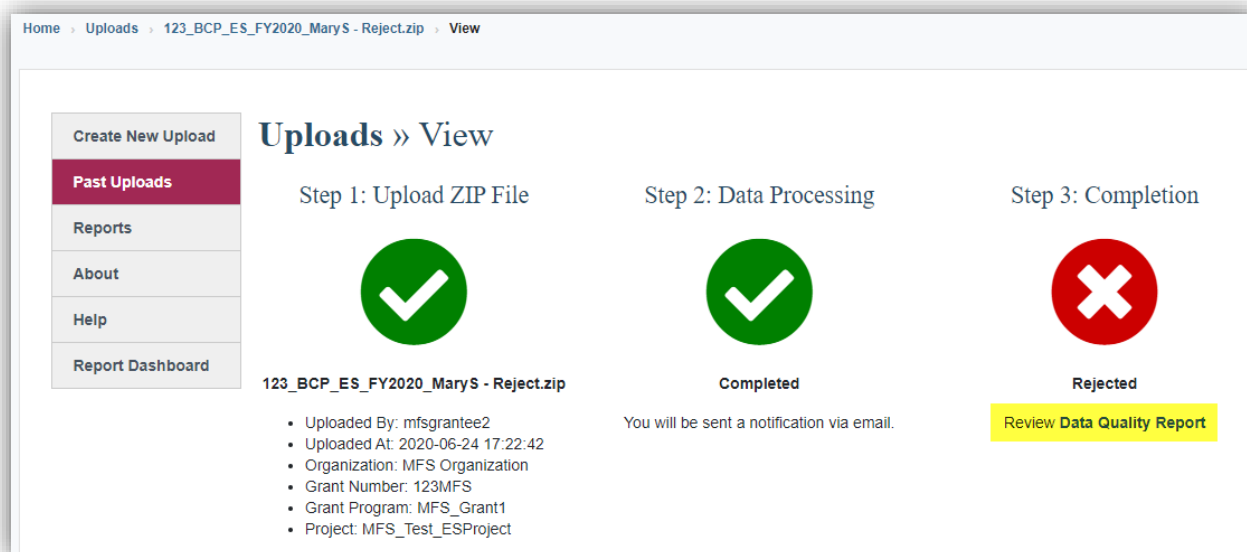


Figure 2: Rejected Upload

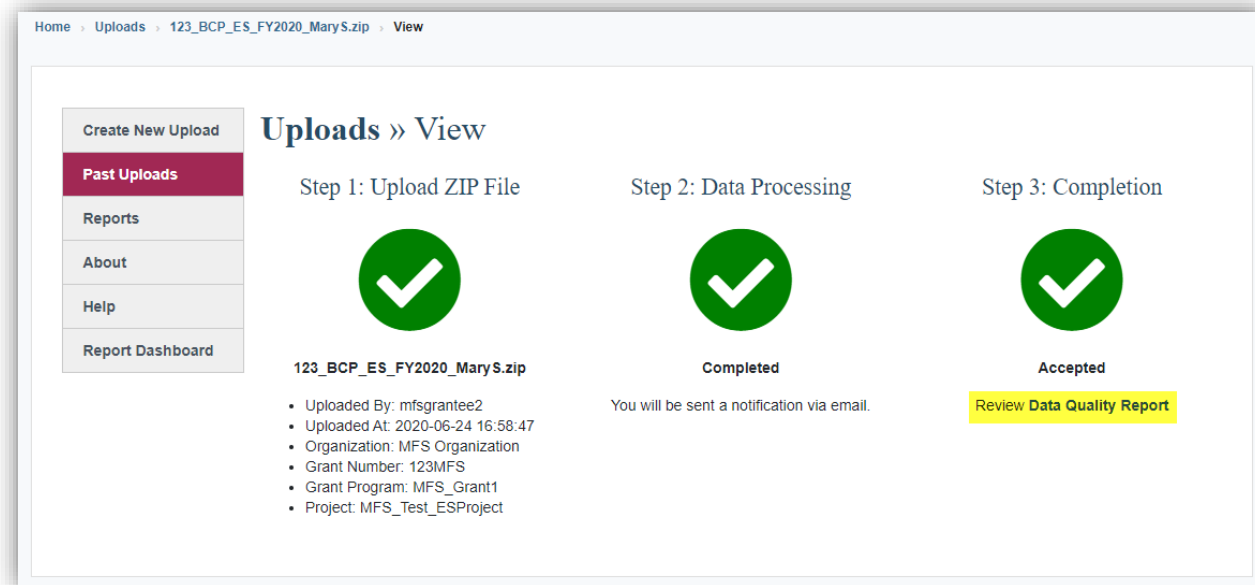
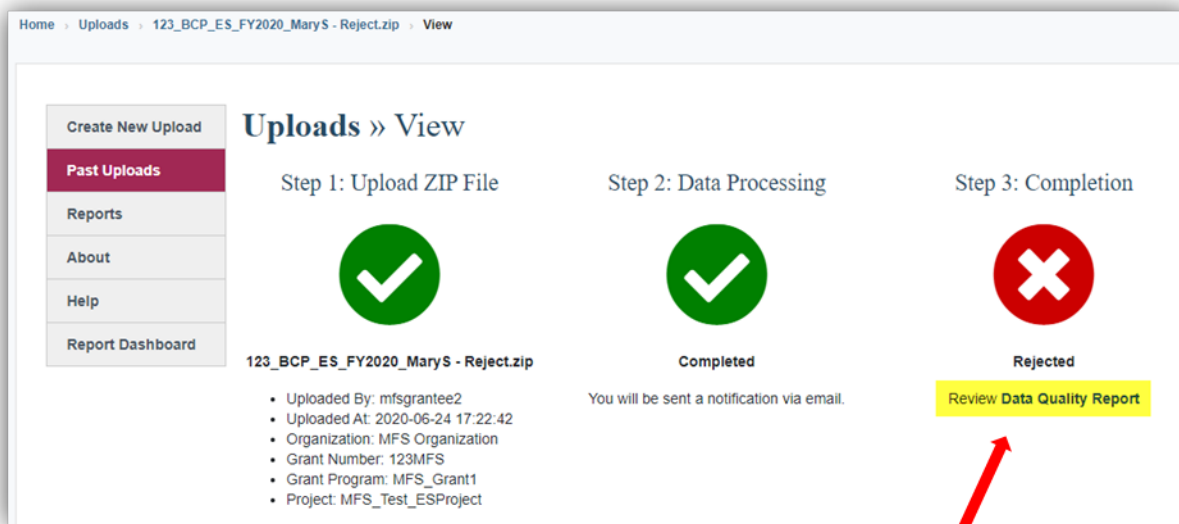


Figure 3: Accepted Upload

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.

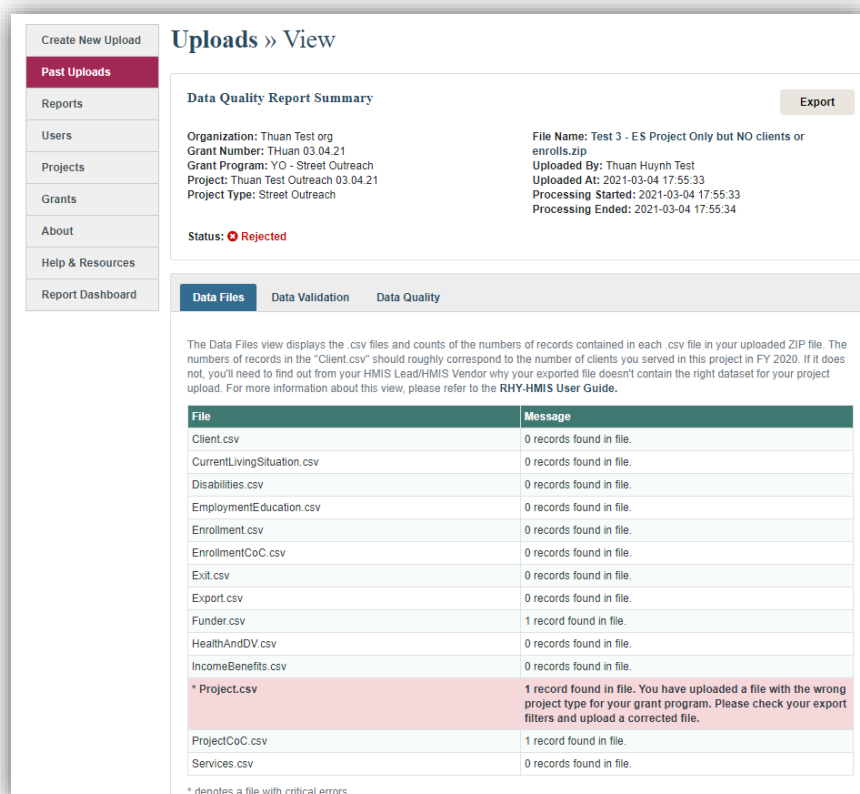
21. My upload was rejected. Where do I go for help?

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 on 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.

Pro Tip: The project type of the CSV file uploaded must match the project type slot selected in



the repository. For example: an ES CSV file will be rejected when uploaded to a TLP project slot in the repository.

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

Spring 2021 Data Upload Submission Period:

- April 12 – April 16, 2021: First Upload Due
- April 19 – April 30: Final Upload Due

Reporting Period for Data Upload:

- October 01, 2020 – March 31, 2021 (6 months)

VI. Understanding Data Quality Reports

23. 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.

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.

24. 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
<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 RHY-HMIS User Guide.</p>		
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 RHY-HMIS User Guide.</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

25. 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	4/3/2017	Value has a wrong date format.	26	26

26. 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 highly recommended**, 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 will not 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%

27. 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

28. 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 [RHY-HMIS Service Desk](#). 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.

29. 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.

The RHY-HMIS User Guide: Data Collection and Reporting is a manual that 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 Grantee Training are available on [RHYTTAC](#).

30. What is the response time for on-line service desk to provide you with an answer?

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