RHY-HMIS

Runaway and Homeless Youth – Homeless Management Information System

Frequently Asked Questions (FAQs)

March 2024

FYSB Family & Youth Services Bureau

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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/

   HMIS data is uploaded quarterly to 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 quarterly upload submission.

   Additionally, a FYSB 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, and Report Dashboard)	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(s)	x	x	

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

   - ✓ Upload data
   - ✓ View Data Quality, Status Summary Reports, and Report Dashboard
   - ✓ Create and edit projects and associate projects with a grant
   - ✓ View grant(s) 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 view information, data, and reports for all the grantees within their region.

III. Accessing the RHY-HMIS Repository

6. ***I previously uploaded data to the RHY-HMIS Repository – do I need to request another account?***
   No. If you had RHY-HMIS account previously, 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.
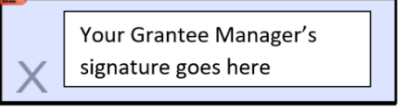
   An account will become locked after 3 unsuccessful login attempts.

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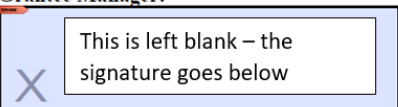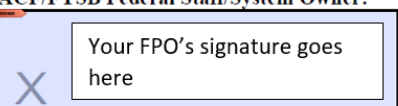
   If you do not remember your username, please reach out the RHY-HMIS Service Desk for assistance.

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:** Your Grantee Manager's signature goes here ✗	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:** This is left blank – the signature goes below ✗	Date: Select Date
Grantee Manager account Federal Project Officer account (FPO) FYSB Lead account	**ACF/FYSB Federal Staff/System Owner:** Your FPO's signature goes here ✗	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.
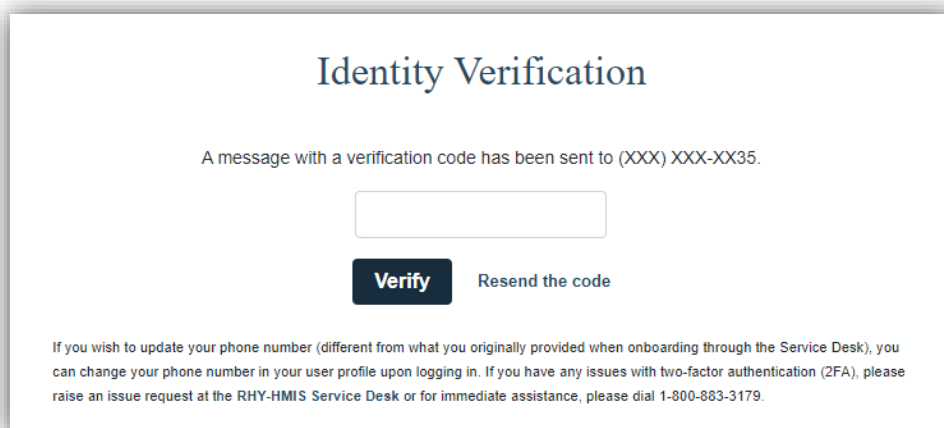
10. **Where can I complete the Cybersecurity Awareness Training?**
    Check with your local organizations to see if there is a Cybersecurity Awareness Training offered. If you cannot find a training locally, the Department of Health and Human Services Cybersecurity Awareness Training is available here. 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. Neither FYSB nor Abt has 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.

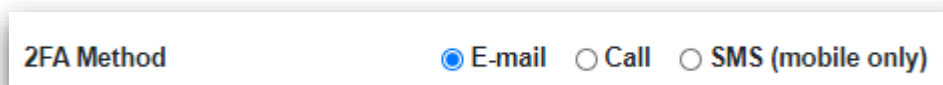When you submit your documents to gain access to the Repository, you will also be asked what your preferred two-factor authentication (2FA) method is. You have the option to choose email, SMS text message or phone call (no extensions). Whichever you choose, you will receive a validation code to log in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

12. What is the 90-Day Compliance Email sent to all Grantee Managers?
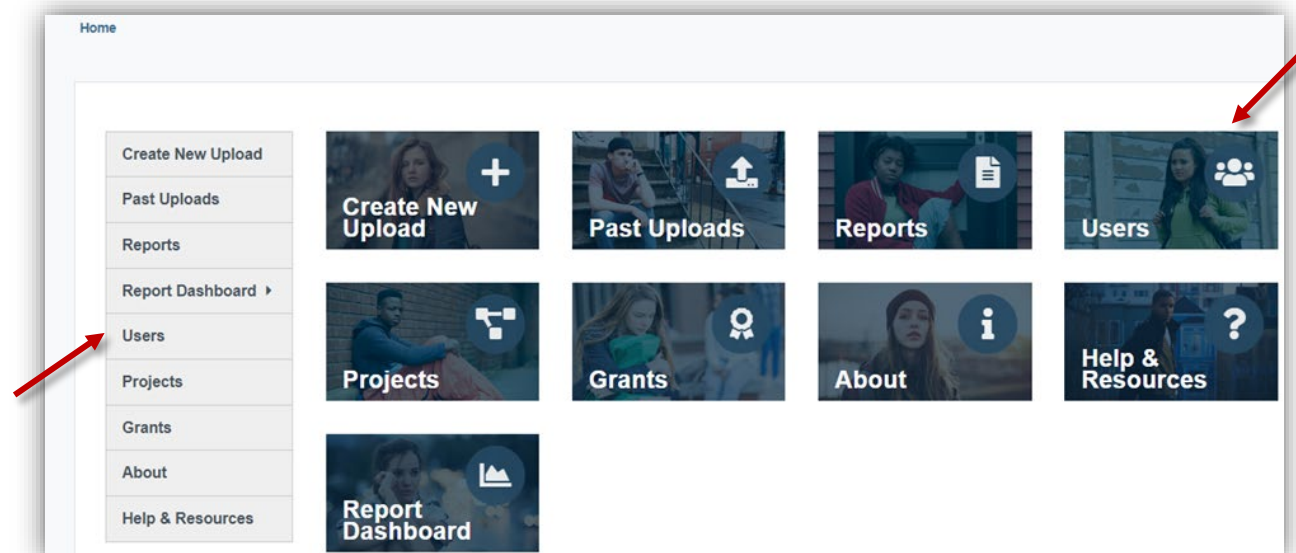
As privileged users, all Grantee Managers are required to login to the RHY-HMIS Repository every 90 days to review and assess the current list of users who have accounts for their organization. This is to ensure security compliance with the Family and Youth Services Bureau's Runaway and Homeless Youth – Homeless Management Information System (RHY-HMIS). Grantee Managers will remove Grantee Users that no longer need access and ensure remaining users at 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.

a. Once logged in, click on 'Users'.

b. 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.

a. Navigate to the 'Users' page. Click 'Create New.'

b. Complete the requested information on the form.

c. Upload the required documents

d. 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:
- o Uppercase alphabet: A through Z
- o Lowercase alphabet: a through z
- o Numbers: 0 through 9
- o 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 it is time to submit RHY data, use your HMIS to extract the RHY data. Your HMIS should generate data files using HMIS Comma Separated Values (CSV) Format Specifications. 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. This will de-identify all Personally Identifiable Information (PII).

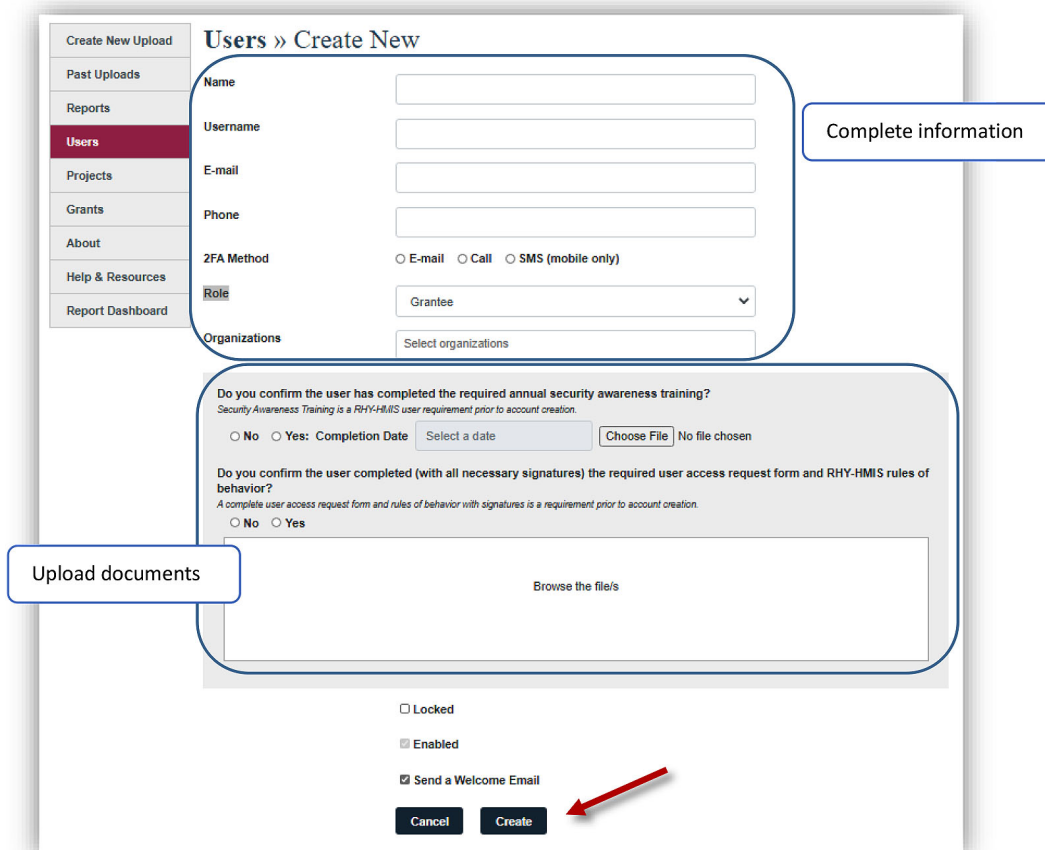Your HMIS will generate a set of CSV files for each of your RHY projects and will package those files into a .ZIP file corresponding to each project. That is, your HMIS will generate one .ZIP file for each RHY project. Once your HMIS has generated a RHY .ZIP file, you can log into the RHY-HMIS Repository 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) during the reporting period are required to submit data during the quarterly submission period.

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

RHY-HMIS data must be uploaded to the RHY-HMIS repository quarterly for all active grants that served clients. Because uploads are required quarterly, there are four upload periods. Each upload period is open for two weeks. The fourth quarter upload period is separated into two upload periods Q4a and Q4b. Q4a upload is for grants that are ending in September of the current year. Q4b upload is for grants that are continuing beyond September of the current year.

RHY-HMIS Upload Quarterly Schedule:

1. Q1: Upload period: January 3rd and 4th week

   Reporting period: 10/1 to 12/31 (3 months)
2. Q2: Upload period: April 3rd and 4th week

   Reporting period: 10/1 to 03/31 (6 months)
3. Q3: Upload period: July 3rd and 4th week

   Reporting period: 10/1 to 06/30 (9 months)
4. Q4a: Upload period: September 2nd and 3rd week

   Reporting period: 10/1 to 8/31 (11 months)

   For grants ending in September of that year

   Q4b: Upload period: October 3rd and 4th week

   Reporting period: 10/1 to 9/30 (12 months)

   For grants continuing beyond September of that year

18. *If there is a project that has 0 clients (no clients were served during the reporting period), should I still upload?*

Yes. If no clients were served during the reporting period, you will still need to upload a file with 0 clients. The Repository will accept files with 0 clients.

Uploads » View

Data Quality Report Summary   Export

Organization: Vendor Organization #10   **File Name:** 074cde9e-empty-4e13-ac8d-7d3a6be63262.zip
Grant Number: AAAAAAAA   **Uploaded By:** Bongwook Lee
Grant Program: Test A Grant   **Uploaded At:** 2024-02-16 15:25:10
Project: A: Street Outreach   **Processing Started:** 2024-02-16 15:25:12
Project Type: Street Outreach   **Processing Ended:** 2024-02-16 15:25:20

Status: ✓ Accepted : Empty Dataset   Export Log

Data Files	Data Validation	Data Quality

No data found

You will need to notify your FPO that 0 clients were served for the project and provide an explanation why 0 clients were served during the reporting period. Then contact the RHY-HMIS Service Desk to explain that 0 clients were served for the project and that the FPO has been notified. Attach the email exchange with your FPO to the ticket submitted to the RHY-HMIS Service Desk.

19. **I am unable to upload data for my grant. What do I need to do?**
You will need to notify your FPO that an upload will not be completed for the reporting period and provide an explanation why no upload will be made. Then contact the RHY-HMIS Service Desk that the FPO has been notified that no upload will be made for the project. Attach the email exchange with your FPO to the ticket submitted to the RHY-HMIS Service Desk. The Service Desk will mark the project as not having an upload for the reporting period.

20. **Is the HMIS Vendor the same as the HMIS Lead/Administrator?**
No. The vendor is the company that developed your HMIS software. The HMIS Lead/Administrator is the entity in your CoC who is responsible for HMIS in your community. Typically, they are the people that trained you on using HMIS. For HMIS software questions and issues, you 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/

21. **I cannot find the RHY report/data in my local HMIS.**
If you cannot locate the report for RHY data in your local HMIS, please reach out to your The HMIS Lead/Administrator. Typically, they are the people that trained you on using HMIS. For HMIS software questions and issues, you 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/

22. **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.

However, once a project has been set-up for a grant, do not create another project for the same grant for each upload. This will only create duplicate projects that will need to be deleted. Projects, like grants, are multi-year.

The Grantee User or Grantee Manager will need to add the "project type" attributes to the grant 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.

23. 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 suggested 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_FallFY2021_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.
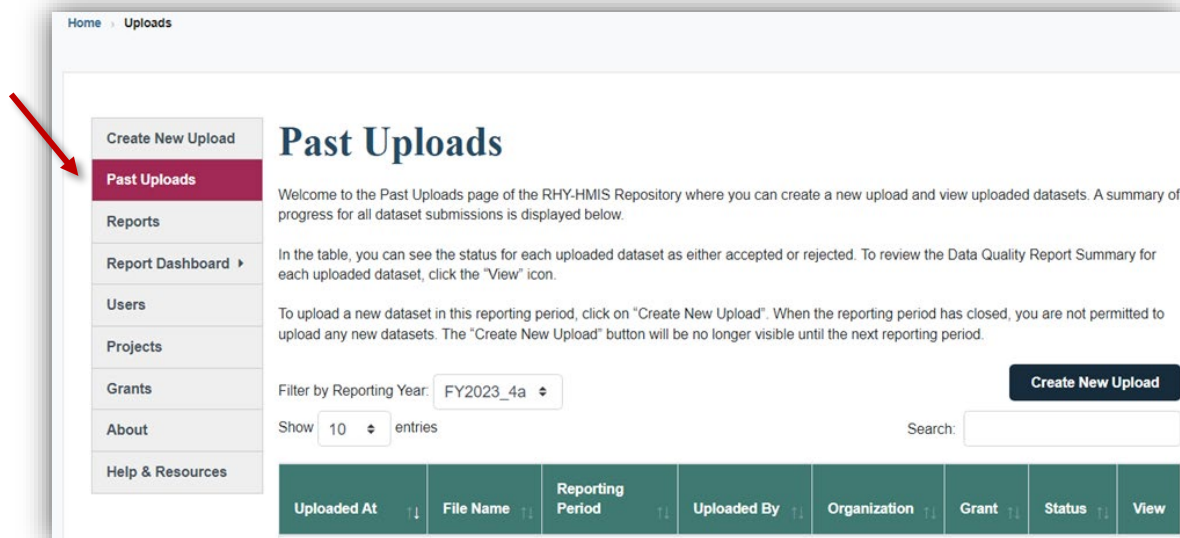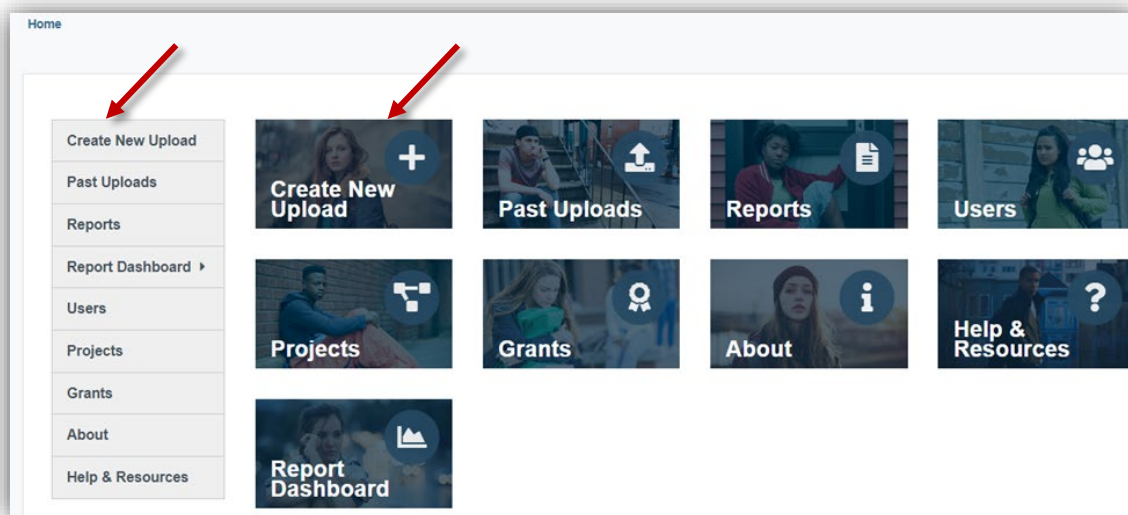
- Either "Drag and Drop a File" OR click "Select a File"
- Choose the correct file from your local computer (matched to the project type/grant dropdown option you will upload to)
- Choose the correct "project" option from the dropdown (by project type, matched to the file you have chosen) to upload the file into (Note: The project must be set up ahead of time. If not, click 'Add Project').

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

- The "Data Quality Report" will appear whether you have an "Accepted" or "Rejected" 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.

24. *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.

VI. Understanding Data Quality Reports

25. *What reports are available in the Repository to help me understand the quality of the data I have uploaded?*

Status Summary Report

You can find this report be clicking on "Reports." 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.

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.

26. 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.

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
*	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.

27. 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 was not 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

28. 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.

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%

- The view displays the overall *quality* of the data submitted. Files will not 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."

29. *Where can I find client record information to improve data quality?*

The Data Quality Errors report will have the client record detail to help you improve data quality.

To find the Data Quality Errors report, you will go to the Data Quality Report Summary. Find and click on the 'Export' button.

Uploads » View

Data Quality Report Summary   Export

Organization: Thuan Test org
Grant Number: 90CY7188 Thuan
Grant Program: CY - Basic Centers
Project: Thuan Test 5 03.04.21
Project Type: Emergency Shelter

File Name: 38d406a1-c5bf-450d-8090-58004bc49a9c.zip
Uploaded By: Bongwook Lee
Uploaded At: 2021-09-03 10:13:56
Processing Started: 2021-09-03 10:13:58
Processing Ended: 2021-09-03 10:14:07

The Data Quality Report Summary will be exported as an Excel file that you can save to your computer. The exported file will have all of the Data Quality Reports along with a Data Quality Errors report. The Data Quality Errors report has the Personal ID for you to locate the client record in your local HMIS.

	Field	Group	File	Line #	Personal ID
1	Field	Group	File	Line #	Personal ID
2	Social Security Number (SSN)	All Clients	Client.csv	41	172523
3	Social Security Number (SSN)	All Clients	Client.csv	36	171882
4	Social Security Number (SSN)	All Clients	Client.csv	41	172523
46	Race	All Clients	Client.csv	85	49205
47	Date of Engagement	HoH and Adults	Enrollment.csv	9	173887
62	Last Grade Completed	HoH and Youth	EmploymentEducation.csv	33	81007
63	Last Grade Completed	HoH and Youth	EmploymentEducation.csv	62	91653
64	Last Grade Completed	HoH and Youth	EmploymentEducation.csv	122	157693
65	Last Grade Completed	HoH and Youth	EmploymentEducation.csv	135	138143
66	Last Grade Completed	HoH and Youth	EmploymentEducation.csv	205	91653
67	School Status	HoH and Youth	EmploymentEducation.csv	33	81007
68	School Status	HoH and Youth	EmploymentEducation.csv	62	91653
69	School Status	HoH and Youth	EmploymentEducation.csv	122	157693
70	School Status	HoH and Youth	EmploymentEducation.csv	135	138143
71	School Status	HoH and Youth	EmploymentEducation.csv	205	91653
72	Employment Status	HoH and Youth	EmploymentEducation.csv	33	81007
73	Employment Status	HoH and Youth	EmploymentEducation.csv	62	91653
74	Employment Status	HoH and Youth	EmploymentEducation.csv	122	157693
75	Employment Status	HoH and Youth	EmploymentEducation.csv	135	138143
76	Employment Status	HoH and Youth	EmploymentEducation.csv	205	91653
77	General Health Status	HoH and Youth	HealthAndDV.csv	63	81007
78	General Health Status	HoH and Youth	HealthAndDV.csv	66	91653
79	General Health Status	HoH and Youth	HealthAndDV.csv	220	81007
80	General Health Status	HoH and Youth	HealthAndDV.csv	235	91653
81	General Health Status	HoH and Youth	HealthAndDV.csv	275	138143
82	Dental Health Status	HoH and Youth	HealthAndDV.csv	63	81007
83	Dental Health Status	HoH and Youth	HealthAndDV.csv	66	91653
84	Dental Health Status	HoH and Youth	HealthAndDV.csv	220	81007
85	Dental Health Status	HoH and Youth	HealthAndDV.csv	235	91653
86	Dental Health Status	HoH and Youth	HealthAndDV.csv	275	138143

Summary | Data Files | Data Validation | Data Quality | **Data Quality Errors**

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

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.   Report Dashboard

31. What is the Report Dashboard?

The Report Dashboard allows users to visualize data that has been uploaded to the Repository. The Dashboard creates charts and graphs to help users analyze performance trends, data quality, and equity in the provision of services through RHY funded programs. Any data uploaded can be viewed in the Report Dashboard as soon as it is accepted by the Repository.

To access the reports in the Dashboard, log into the RHY-HMIS Repository. Click on "Report Dashboard" from either the left-hand menu or the "Report Dashboard" button on the home page.
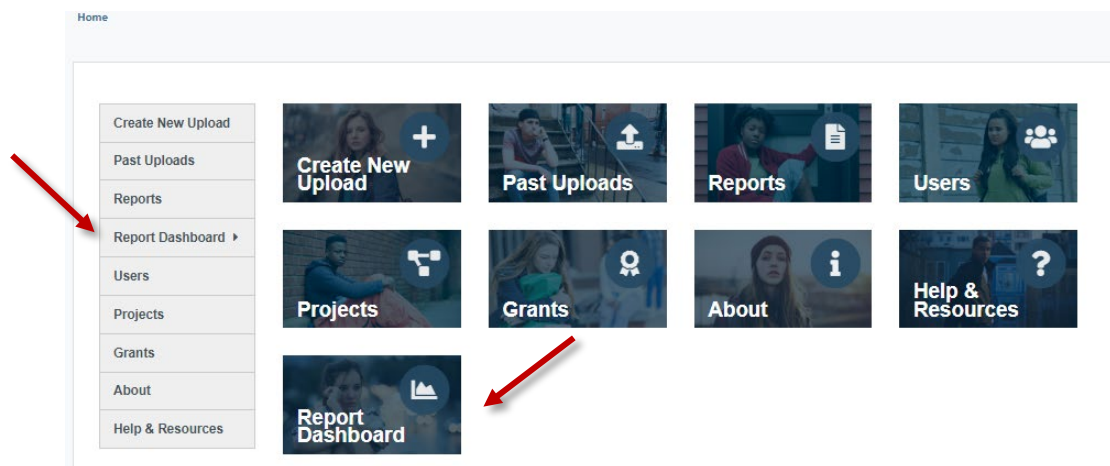
The Dashboard has six pages:

- Summary
- Outcomes and Outputs
- Trends

- Overview
- Exits
- Characteristics

All Repository users can view all six pages. Grantee and Grantee Managers account holders can only run reports from data for their organization. Federal Project Officers (FPOs) can run reports from data for all the grantees in their region. On all the pages, users can run reports for data from each year that data has been uploaded.

32. *What is the Summary section in Report Dashboard?*

The landing page for the Report Dashboard is the Summary. It provides the number of:

- Clients served by project type - TLP, BCP-ES, BCP-P, MGH, and SOP
- Clients exited by project type
- Grants by project type

Users can see the numbers for each fiscal year that has uploaded data. FPOs can see the total numbers for all the grantees in their region or by each grantee organization. Grantees can only see data for their organization.

33. *What is the Overview section in Report Dashboard?*

On the Overview page, users can select to run reports by:

- Fiscal year (FY)
- Project Types - TLP, BCP-ES, BCP-P, MGH, and SOP
- Ethnicities
- Ages

- Organization – For FPOs, by all grantee organizations or a specific grantee organization in their region
- Races
- Genders

There are five sections in Overview. The first section reports on:

- Total clients served by RHY during the FY
- Clients entered prior to the FY and still being served by RHY
- Clients entered during the FY
- Clients entered, exited, and entered again during the FY

The numbers below the top line will not sum to the top line because clients can appear in more than one 2nd line sum, but the top line is a deduplicated count of youth regardless of entry, exits, and re-enrollments.

Please note, this data cannot be exported to Excel. Should you need this detailed data, please contact your HMIS Lead for available HMIS reporting locally. All data in the RHY Dashboard comes directly from HMIS data uploaded by RHY Grantees and should be available locally.

434

Total clients served by RHY during the FY

358

Clients entered prior to the FY and still being served by RHY

76

Clients entered during the FY

1

Clients entered, exited, and entered again during the FY

The second section is a bar graph on the Referrals to RHY Programs that Track Referrals.

Referrals to RHY Programs that Track Referrals

Category	Value
Self-Referral	12
Individual: Parent/Guardian/Relativ...	14
Outreach Project	3
Temporary Shelter	1
Residential Project	1
Hotline	1
Child Welfare/CPS	2
Juvenile Justice	1
Law Enforcement/ Police	3
Mental Hospital	1
School	10
Other Organization	8
Unknown/Missing	3

* Note that referrals are not required data for SOPs, therefore totals cannot be summed.

The third section reports on Average and Median Days in Program for All Clients Served.

Average and Median Days in Program for All Clients Served

735	719
Average Days	Median Days
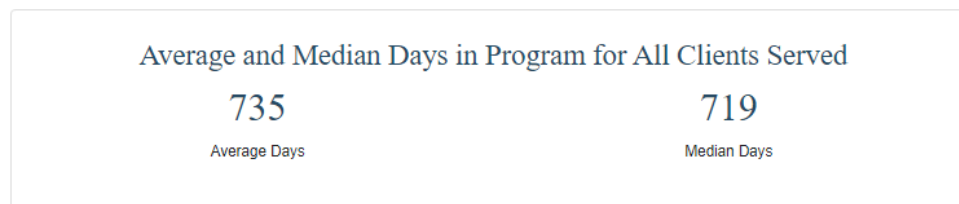
The fourth section reports on Prior Living Situation at Project Entry and Length of Stay in Prior Living Situation at Project Entry.

Prior Living Situation at Project Entry

Category	Value
Institution	7
Permanent	11
Temporary	261
Unknown	1
Unsheltered	153

Length of Stay in Prior Living Situation at Project Entry

Category	Value
One night or less	60
Two to six nights	58
One week or more, but less than one...	61
One month or more, but less than 90...	95
90 days or more but less than one y...	78
One year or longer	69
Unknown/Missing	14
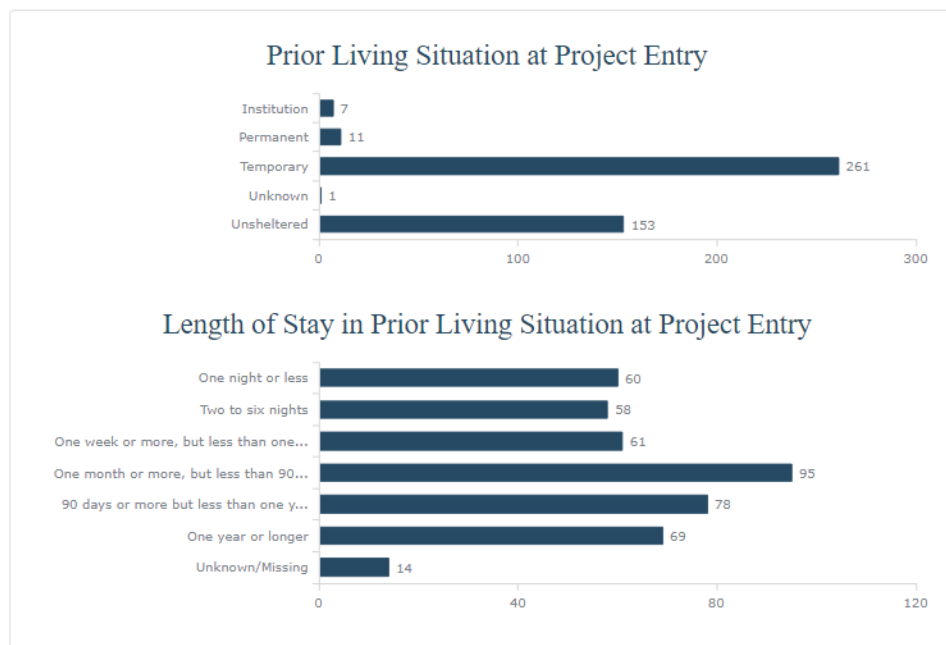
The fifth section reports on RHY Services Accessed.

34. What is the Outcomes and Outputs section in Report Dashboard?

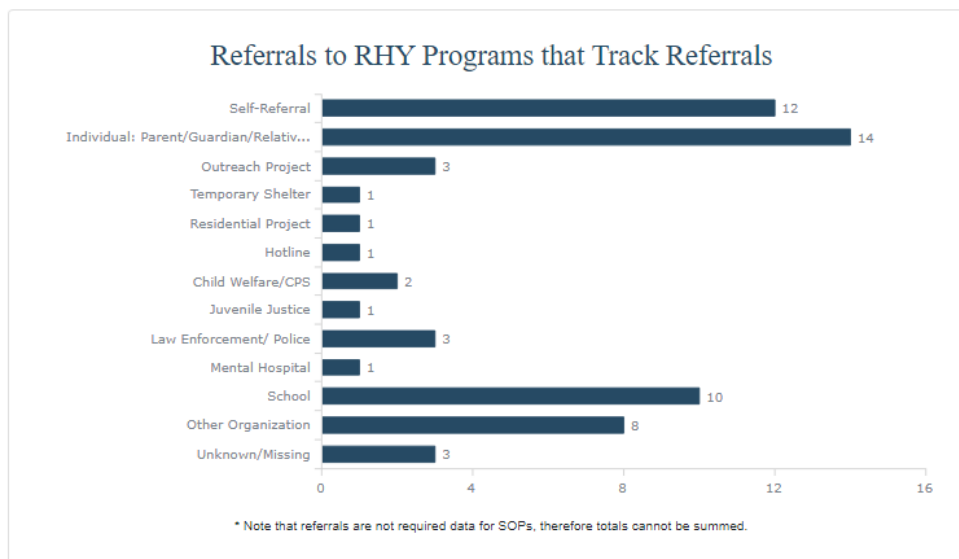On the Outcomes and Outputs page, users can select to run reports by:

- Fiscal year (FY)
- Project Types - TLP, BCP-ES, BCP-P, MGH, and SOP
- Ethnicities
- Ages

- Organization – For FPOs, by all grantee organizations or a specific grantee organization in their region
- Races
- Genders

There are three sections in Outcomes and Outputs. The first section reports on:

- Number of clients exiting from BCP-ES and TLP/MGH that were living in a safe and appropriate setting and with a permanent positive community connections.
- Number of clients exiting from BCP-ES and TLP/MGH that were attending school regularly, graduated from high school, or obtained a GED, and employed or looking for work.

In FY **2020**, **26** clients exited BCP-ES and TLP/MGH projects and of those, **26** were living in a safe and appropriate setting for a **100%** successful exit rate, and **22** exited with a permanent positive community connection (**84.6%**).
In FY **2020**, **26** clients exited BCP and TLP/MGH projects and of those, **16** were attending school regularly (**61.5%**), graduated from high school, or obtained a GED, and **21** were employed or looking for work (**80.8%**).

The second section is Outcomes. It reports on the percentages of client with the following outcomes:

- Clients living in safe and appropriate settings after exit
- Clients that are attending school regularly, have graduated from high school, or obtained a GED at exit
- Clients that are employed or looking for work at exit
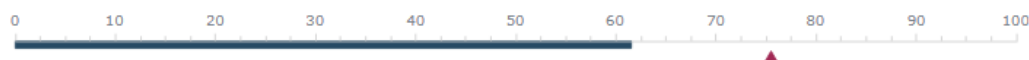- Positive ongoing attachments to families, communities, schools, and other social networks

The success of RHY funding for BCP and TLP/MGH is measured in part by client outcomes such as safe exits, increases in education, and increases in employment. These data are reported annually to Congress.

Outcomes

Increase the proportion of clients living in safe and appropriate settings after exit.

| 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |
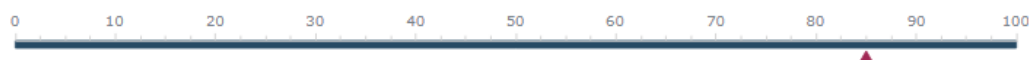
Increase the percentage of clients that are attending school regularly, have graduated from high school, or obtained a GED at exit.

| 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |

Increase the number of clients that are employed or looking for work at exit.

| 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |
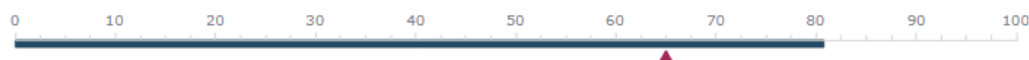
Increase positive ongoing attachments to families, communities, schools, and other social networks.

| 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |
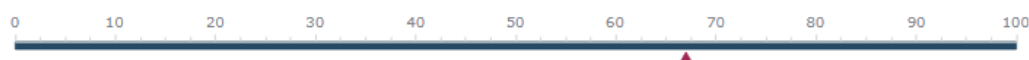
* Red triangles represent the targets set by the RHY Program Office.
* The top section includes data from only the project types available included in the filters (and will not match the overall exit numbers from the Exit page of the dashboard as such); the subsequent sections are specific to project types those outcomes are applicable to regardless of filters selected. Only TLP, MGH, and BCP-ES projects collect safe and appropriate exit information and only TLP, MCH, BCP-ES and BCP-P collect school information and employment information.

The third section is Outputs. It reports on 1) the Number of Grants with Upload Data and 2) Number of Youth Served, providing a trend analysis across fiscal years.
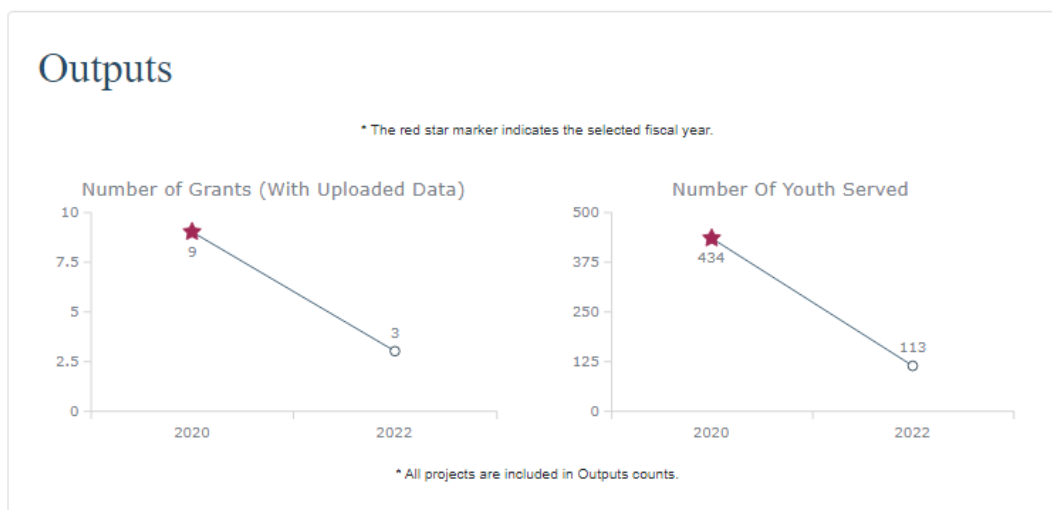
35. What is the Exits section in Report Dashboard?

The Exits page has a Sankey diagram and shows flow through a system for clients exited from RHY funded projects. The middle column is the RHY Program and its interventions offered. The left side shows inputs into the different projects by race. The right side shows outputs from the different projects by destination. Users can select to filter the graph by:

- Fiscal year (FY)
- Project Types - TLP, BCP-ES, BCP-P, MGH, and SOP
- Ethnicities
- Ages

- Organization – For FPOs, by all grantee organizations or a specific grantee organization in their region
- Races
- Genders

* All projects are included in Exits analysis.

36. What is the Trends section in Report Dashboard?

The Trends page has six charts that provide analysis across fiscal years for:

* Total Clients Homeless
* Median Days in Program
* Exits with Education Improvements
* Average Days in Program
* Exits to Permanent Destinations
* Exits with Employment Improvements

Users can filter the charts by:

* Fiscal year (FY)
* Project Types - TLP, BCP-ES, BCP-P, MGH, and SOP
* Ethnicities
* Ages
* Organization – For FPOs, by all grantee organizations or a specific grantee organization in their region
* Races
* Genders

Home › Report Dashboard › Trends

Report Dashboard
Trends

FY 2020 ▾	All Grantees ▾	All Project Types ▾
All Races ▾	All Ethnicities ▾	All Genders ▾
All Ages ▾		

Sidebar:
- Create New Upload
- Past Uploads
- Reports
- **Report Dashboard** ▾
- Overview
- Outcomes & Outputs
- Exits
- **Trends**
- Characteristics

Total Clients Homeless

434 (2020, red star), 113 (2022)

This is a total count of youth served in RHY projects (BCP-ES, BCP-P, TLP, MCH, SOP) according to the filters selected and for the fiscal year indicated by the chart. The red star marker indicates the selected fiscal year from the filter. Trend lines are drawn automatically by the software based on all data chosen. Count is deduplicated and reflects FY data uploaded in the final upload of each FY indicated.

Average Days in Program
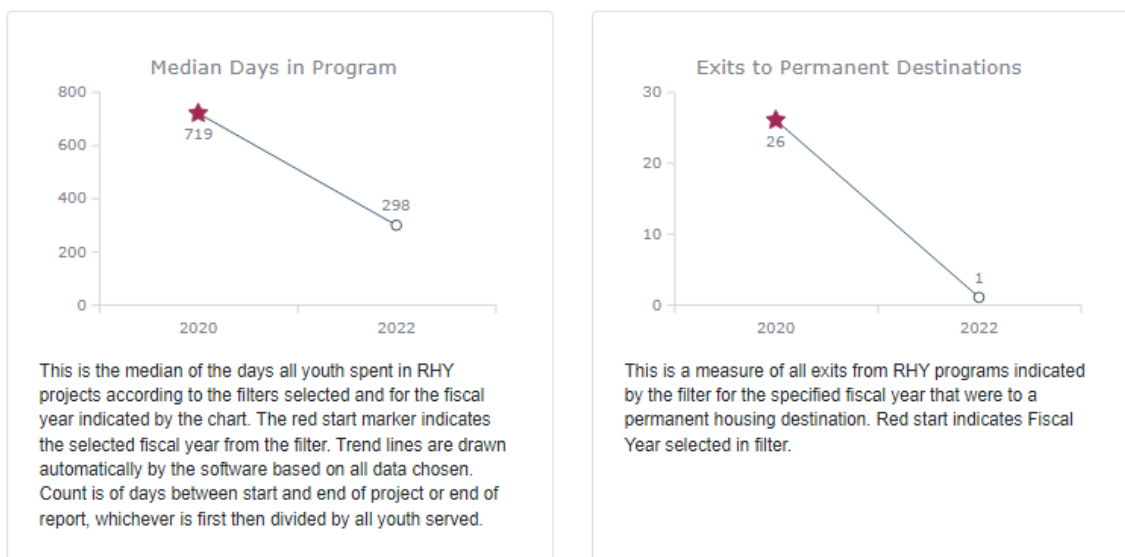
735 (2020, red star), 222.2 (2022)
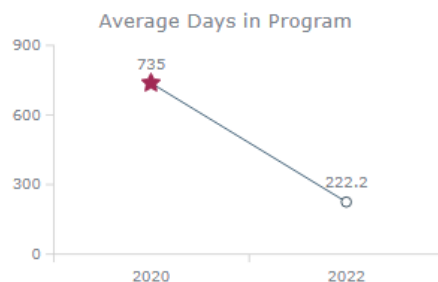
This is an average of the days all youth spent in RHY projects according to the filters selected and for the fiscal year indicated by the chart. The red start marker indicates the selected fiscal year from the filter. Trend lines are drawn automatically by the software based on all data chosen. Count is of days between start and end of project or end of report, whichever is first then divided by all youth served.

Exits with Education Improvements

16 (2020, red star), 1 (2022)
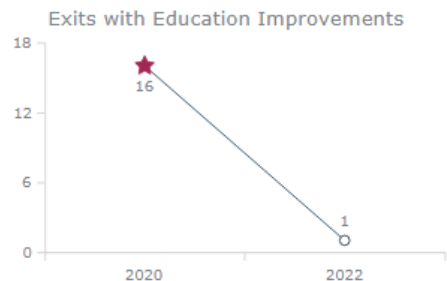
This is a measure of all exits from RHY programs indicated by the filter for the specified fiscal year that had a higher grade completed at exit than at start. Red start indicates Fiscal Year selected in filter.
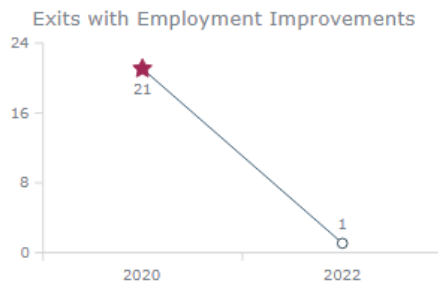
Exits with Employment Improvements

21 (2020, red star), 1 (2022)

This is a measure of all exits from RHY programs indicated by the filter for the specified fiscal year that had a higher Employment status at exit than at start. Red start indicates Fiscal Year selected in filter.

Median Days in Program

This is the median of the days all youth spent in RHY projects according to the filters selected and for the fiscal year indicated by the chart. The red start marker indicates the selected fiscal year from the filter. Trend lines are drawn automatically by the software based on all data chosen. Count is of days between start and end of project or end of report, whichever is first then divided by all youth served.

Exits to Permanent Destinations

This is a measure of all exits from RHY programs indicated by the filter for the specified fiscal year that were to a permanent housing destination. Red start indicates Fiscal Year selected in filter.

37. What is the Characteristics section of the Report Dashboard?

The Characteristics page has three charts: Characteristics, Entry Information, and Health Information at Entry. Users can filter the charts by:

- Fiscal year (FY)
- Project Types - TLP, BCP-ES, BCP-P, MGH, and SOP
- Ethnicities
- Ages
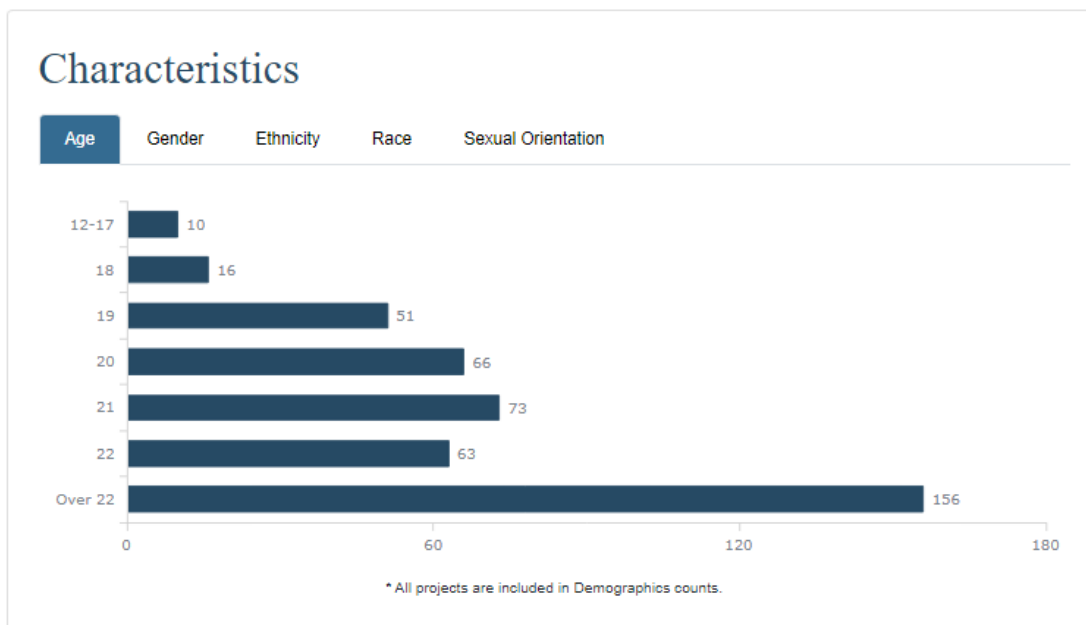- Organization – For FPOs, by all grantee organizations or a specific grantee organization in their region
- Races
- Genders

The first chart is Characteristics. It provides the Age, Gender, Ethnicity, Race, and Sexual Orientation for clients served for the selected fiscal year.

The second chart is Entry Information. It provides School Status, Last Grade Completed, Employment Status, Employment Type, Formerly a Ward of a Child Welfare/Foster Care Agency, and Formerly A Ward of the Juvenile Justice System collected for all clients in BCP and TLP/MGH at entry for the selected fiscal year.
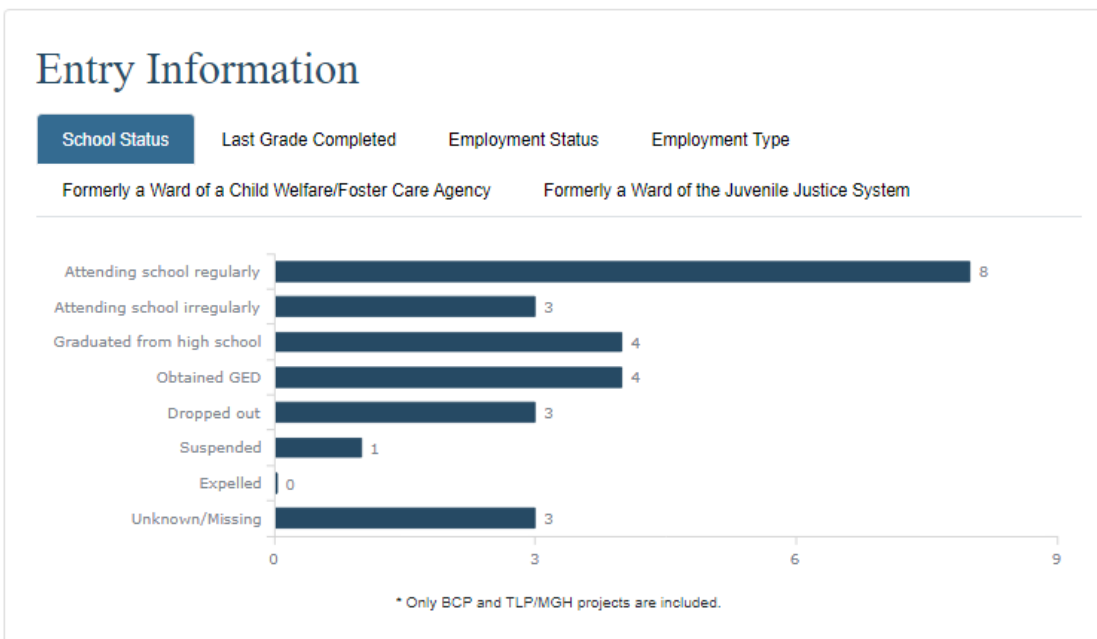
The third chart is Health Information at Entry for all clients for the selected fiscal year. It has charts for Disability, General Health Status, Dental Health Status, Mental Health Status, and Pregnancy Status.
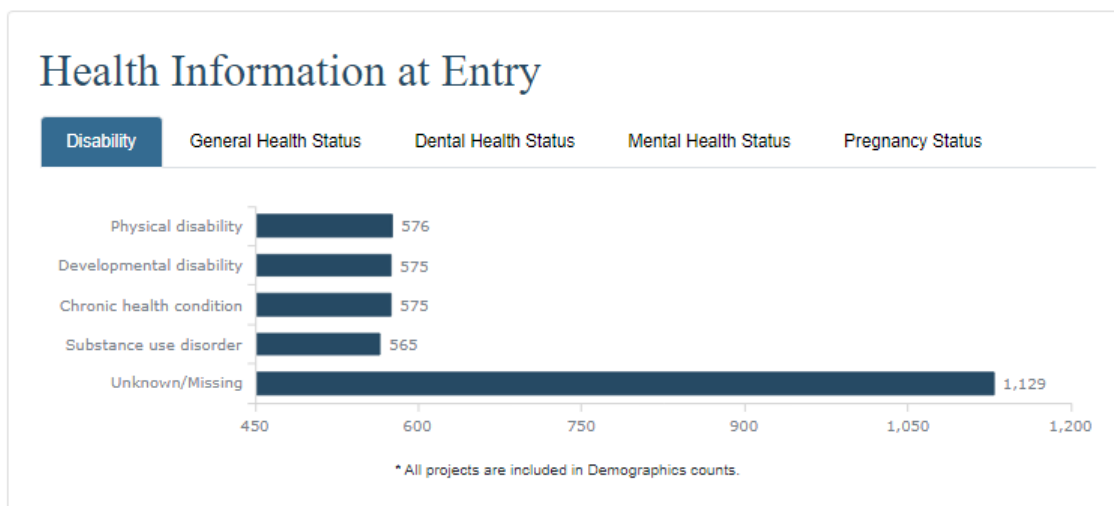
VIII.   Assistance and Resources

38. *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.

39. *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 Data Collection and Reporting 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.

40. *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.