
Uploading RHY-HMIS Data

User Guide v3.6

Family & Youth Services Bureau

Runaway & Homeless Youth Program



Family & Youth
Services Bureau

October 2019

Uploading RHY-HMIS* Data User Guide

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*Family & Youth Services Bureau: Runaway & Homeless Youth
Program*

* **Note:** RHY-HMIS (Runaway and Homeless Youth - Homeless Management Information System) refers to the use of HMIS by RHY grantees to collect and share data on youth served by RHY grant-funded organizations. The term RHY-HMIS displaces the older term RHYMIS, which referred to a separate management information system that has since been replaced by HMIS.

Document Change History

Version	Date	Pages Affected	Description
1.0	11/16/15	All	Initial version completed by AIR with Bowman Systems and National Safe Place Network
1.1	11/16/15	3, 12	Updated list of CSV files, support phone line number, and web link.
1.2	12/03/15	11	Updated information about when data quality reports will be emailed. Updated information about contacting HMIS Lead for assistance rather than going directly to the HMIS vendor.
2.0	03/21/16	4-12	Updated screenshots, added a section for selecting a grant to upload data for, changed dates.
2.1	10/19/16	All	Updated screenshots, and revised language to reflect changes to process and data quality requirements, and resources.
3.0	5/5/17	All	Updated screenshots, revised language to reflect minor changes to process and data quality requirements, and resources.
3.1	6/27/17	All	Edited for style consistency.
3.2	10/30/2017	All	Updated for Fall 2017.
3.3	4/11/2018	All	Updated for Spring 2018.
3.4	11/1/2018	All	Updated for Fall 2018.
3.5	4/2/2019	All	Updated for Spring 2019.
3.6	10/6/2019	All	Updated for Fall 2019.

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1.0 Introduction

The RhyPoint system is used to upload data from grantees of the Runaway and Homeless Youth (RHY) program.

This User Guide is designed to provide RHY grantees with a quick and simple reference on how to prepare their de-identified client data for uploading, how to check for quality, and how to upload their RHY-HMIS data.

One very important point to consider as you begin this process is the timing. This process cannot be begun at the final hour of the upload period. It is likely that each grantee will have to upload its data *at least* twice, in order to achieve targeted data quality levels. The following morning after the first upload, a Data Quality Report will be sent to your grantee's point of contact with details on any data quality issues. It will take time to address those data quality issues and upload your data again.

2.0 Terminology

The following is a short listing of nomenclature used in the guide.

CoC: The Continuum of Care (CoC) is a regional or local planning body that coordinates housing and services funding for homeless families and individuals.

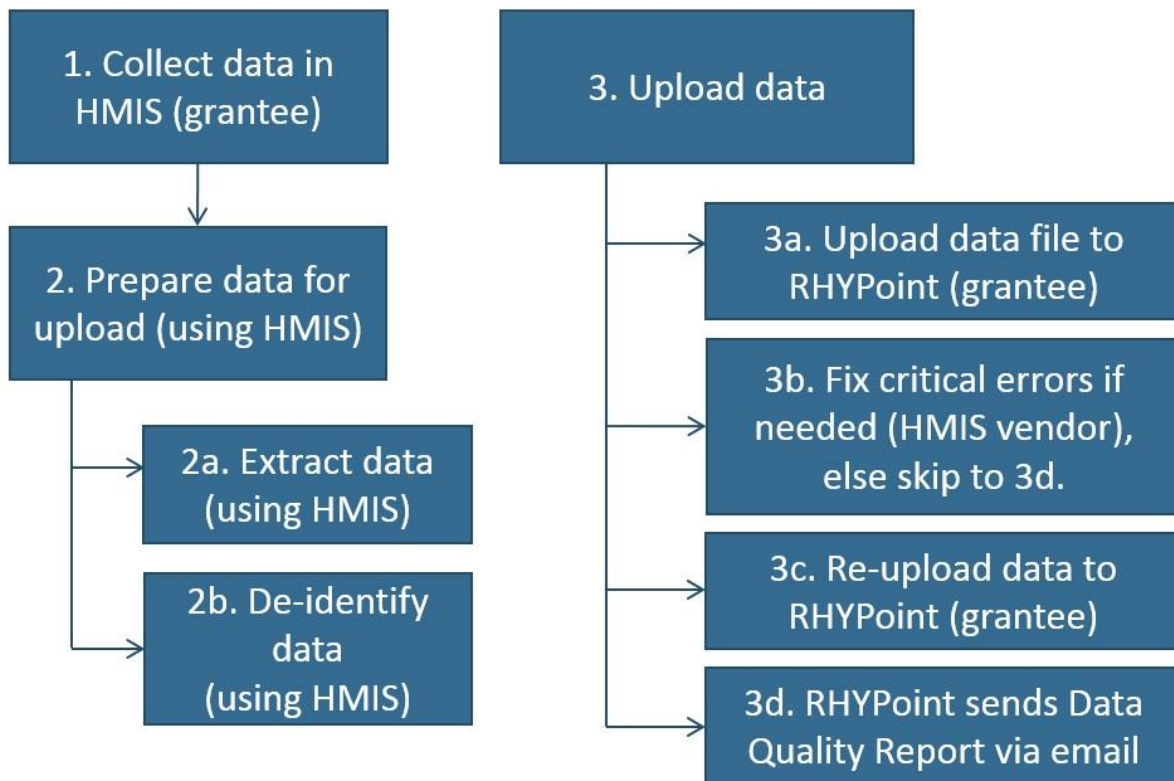
HMIS: Each CoC is required to maintain a Homeless Management Information System (HMIS) for all homeless people served in the geographic region covered by the CoC.

HMIS Lead: The HMIS Lead is the entity designated by the Continuum of Care to operate the Continuum's HMIS on its behalf. This is different than your HMIS vendor.

RhyPoint: The web-based portal that is used to upload de-identified RHY-HMIS data, extracted from HMIS, to the central RHY-HMIS repository found at www.RHYMIS.net.

RHY-HMIS: RHY-HMIS (Runaway and Homeless Youth - Homeless Management Information System) refers to the use of HMIS by RHY grantees to collect and share data on youth served by RHY grant-funded organizations. The term RHY-HMIS displaces the older term RHYMIS, which referred to a separate management information system that has since been replaced by HMIS. As discussed elsewhere, "sharing" of data with other agencies using HMIS is subject to the consent of the youth (for youth 18 and over) or his/her parent/legal guardian (for youth under 18); data uploaded as described in this User Guide must be de-identified as explained herein. For more information, read: <https://www.rhyttac.net/rhy-hmis>.

Exhibit 1. Process Flow Chart



3.0 Collect Data - Date Range

All RHY projects are required to collect all of the Universal Data Elements (UDEs) and a select number of Program-specific data elements. Information on the rationale, collection point, subjects, and instructions for each element can be found for this upload period in the [HMIS Data Dictionary \(Version 1.3, March 2018\)](#)¹. The first step in the RHY-HMIS process outlined in this Users Guide is to enter data on an ongoing basis for all RHY clients who have an open record.

4.0 Prepare the Data for Upload

Once you have collected all of your data there are some steps required to prepare the data for uploading to the system.

¹ After this current submission period (Fall 2019), the next data collection period (beginning with data collected October 1, 2019) will follow the guidance laid out in the [2020 HMIS Data Standards](#).

4.1 Extract the Data

This is a process your HMIS vendor will create for you. Run the software function your vendor created specifically for your HMIS. This will create thirteen (13) .CSV files and collect them in one .ZIP file ready for upload using the [HMIS CSV Format Specifications Version 6.12](#).

This process may be slightly different for each HMIS software. But each HMIS software must generate the following .CSV files:

- Export.CSV
- Project.CSV
- ProjectCoC.CSV
- Funder.CSV
- Client.CSV
- Enrollment.CSV
- EnrollmentCoC.CSV
- Exit.CSV
- IncomeBenefits.CSV
- Disabilities.CSV
- HealthandDV.CSV
- EmploymentEducation.CSV
- Services.CSV

Caution: As a precaution, we encourage users to directly upload the .ZIP file containing the .CSV files which have been generated by your HMIS. Do not save the .CSV files before uploading them, as the saving process may alter the structure of the file.

4.2 What is the Date Range for the Current Submission Period?

For the annual update in May, data collected describes clients served and services delivered during the just-completed **six-month** period from October 1 through March 31. For the annual update in November, data collected describes clients served and services delivered during the entire **12-month** federal fiscal year, that is, from October 1 through September 30.

For example, the April/May 2019 upload included data for the date range October 1, 2018 through March 31, 2019; and the November 2019 upload will include data for the date range October 1, 2018 through September 30, 2019. If an individual has not received services during the time period covered by the upload, there is no reason to include them in the uploaded data set.

4.3 De-identify the Data

Grantees are responsible for de-identifying the data prior to uploading the data into the RhyPoint. A program should have been provided by your HMIS vendor to de-identify the extracted data (in the generated .CSV files) by using what is known as the SHA-256 hashing algorithm. Specifically, when your system produces the ZIP file that will be uploaded, that program would hash the "Client Name" and "Client Social Security (SSN)" fields as prescribed by the SHA-256 RHY section in the [HMIS CSV 6.12 Format Specifications](#).

5.0 Upload Data to RhyPoint

Once your data have been extracted and de-identified, and loaded into a .ZIP file, you are ready to upload your data to RhyPoint.

5.1 RhyPoint User Access

RhyPoint can only be accessed by authorized users who have been assigned a username and password. You should have received an email from the RHY-HMIS TA providers (American Institutes for Research or AIR) with your grantee's username and password to access the RhyPoint system. Login information was e-mailed to your RHY grantee point of contact. If you have not received it, contact the RHY-HMIS On-line service desk at www.RHYMISServiceDesk.net. Please note that you will need to change your password the first time you log in to RhyPoint.

5.2 Log in to RhyPoint

Go to www.rhymis.net and log in by entering the username and password provided via email by American Institutes for Research (AIR), the RHY-HMIS TA provider. Your temporary password is re-generated every 6 months and is sent to you about 2 weeks before the start of the submission period. The email you receive come from no-ReplyRHYMIS@air.org.

To start, log in to RhyPoint for the first time during this submission period with your username and temporary password. Next, you will immediately be prompted to change your password to a new password of your choosing. Please create and enter your new password twice for confirmation and record it in a safe and secure location. Then you are ready to upload data into RhyPoint.

Exhibit 2. Login to RhyPoint

Rhy RHYPoint

RHY Import Site

Vendor Testing
The portal will be open for vendor testing only from April 17 until April 28, 2017

Grantee Submissions
The portal will be open for grantee submissions from May 8 until May 26, 2017

User Name

Password

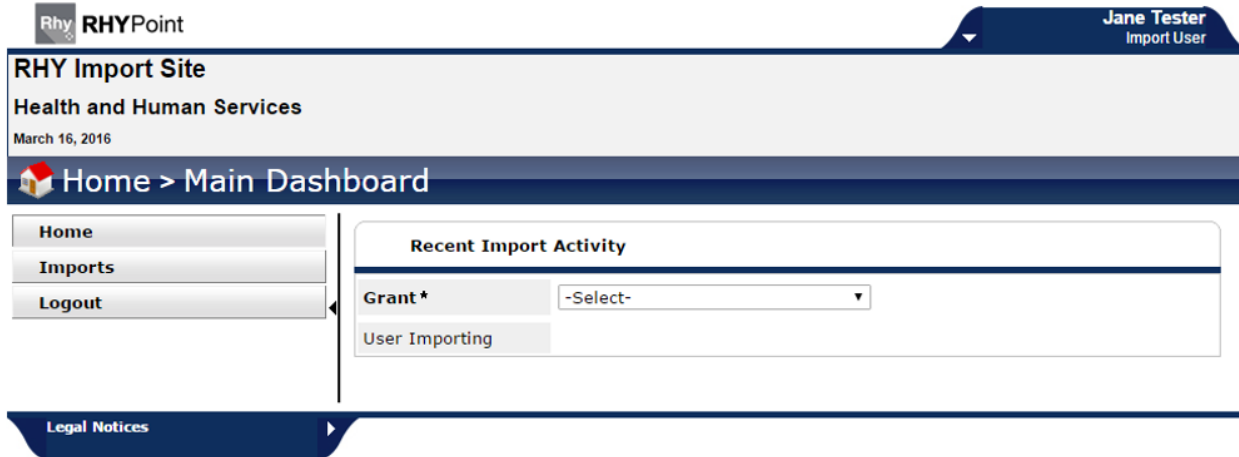
Forgot your user name or password?
RhyServiceDesk.net

System use requires your compliance with the [terms and conditions](#)

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After you login, you will arrive at the **RhyPoint Home Page**:

Exhibit 3. RhyPoint Home Page

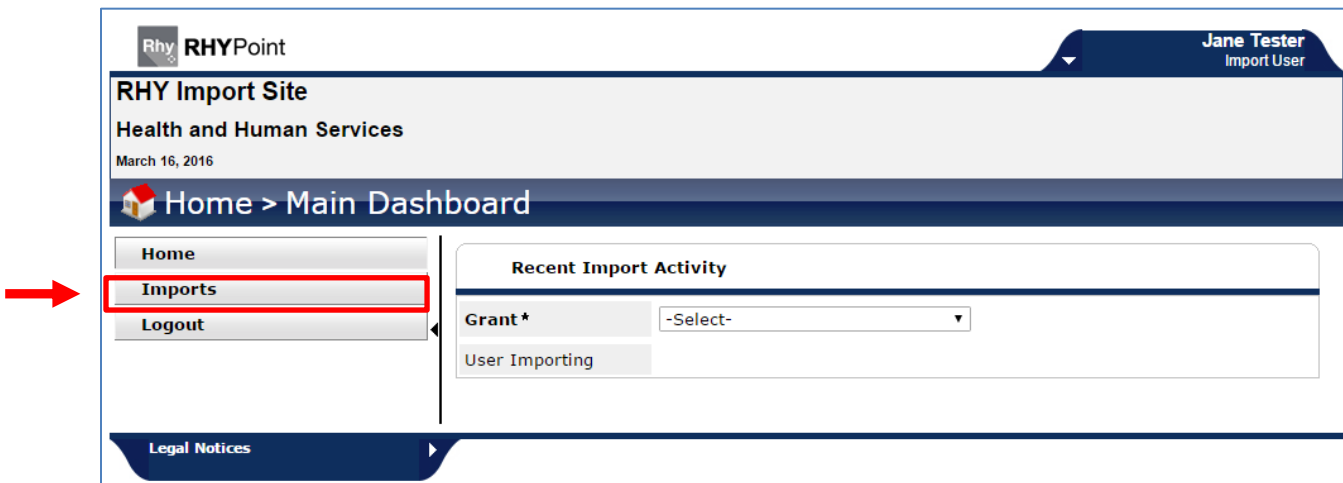


5.3 Import a File for Upload

You must select the **Imports** button on the left side of the page to start a file import.

- Click on the Imports button, located below the Home button on the left-hand navigation (see Exhibit 4).

Exhibit 4. Select Imports



You will arrive at the Imports page.

5.4 Select Your Grant

From the Imports page, you must select your grant from the **Grant drop-down menu**.

Exhibit 5. Select Grant from Imports Page

The screenshot shows the RHYPoint interface. At the top left is the RHYPoint logo. At the top right, the user name 'Jane Tester' is displayed. Below the logo is a purple header bar with the word 'Imports' and a document icon. On the left side, there is a vertical navigation menu with buttons for 'Recent Upload Activity', 'Imports', 'Help', and 'Logout'. The main content area is titled 'Import Management' and contains a section for 'Upload File(s) for Import'. This section includes a 'Grant:*' dropdown menu, a 'File Name 1:*' text input field, and a 'Clear Upload' button. The dropdown menu is open, showing options: '-Select-', '-Select-', 'MyGranteeName_SOP_90Y00000_2017', and 'MyGranteeName_TLP_90CX0000_2019'. A red box highlights the dropdown menu, and a red arrow points to it from the left. Below the input fields is an 'Upload File(s)' button. At the bottom of the main content area is a section titled 'Successfully Uploaded Files'. A dark blue footer bar at the very bottom contains the text 'Legal Notices'.

5.5 Import Data

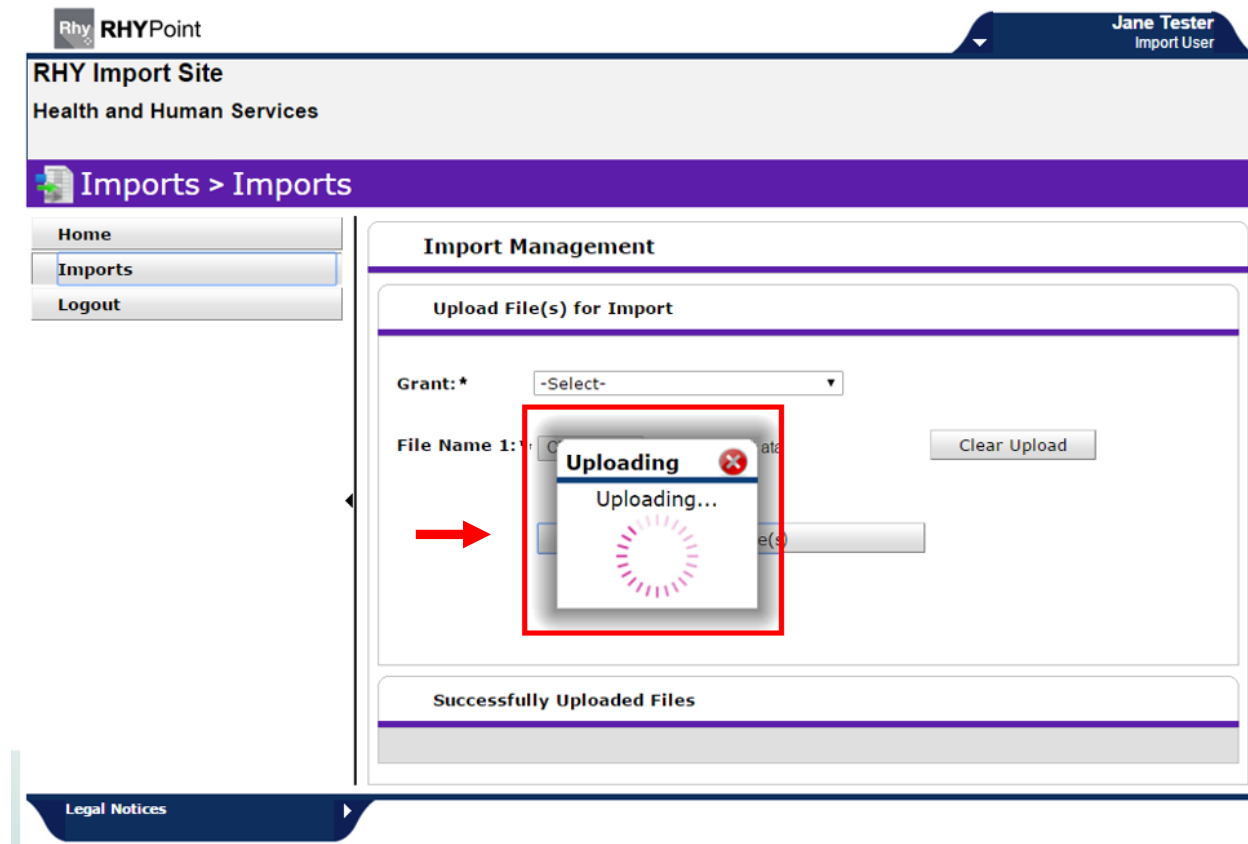
- Click on the **Choose File¹** button.
- Select your RHY data file to import, then click **Upload File²**.
(The dropdown list under the Grant field includes a line that combines grant name, RHY program type, grant ID and end date of the RHY grant.)

Exhibit 6. Choose File

The screenshot displays the 'RHY Import Site' interface. At the top, it shows 'RHYPoint' and the user 'Jane Tester, Import User'. The main header includes 'RHY Import Site', 'Health and Human Services', and the date 'March 16, 2016'. A navigation bar shows 'Imports > Imports'. A sidebar on the left contains 'Home', 'Imports', and 'Logout'. The main content area is titled 'Import Management' and contains a form for 'Upload File(s) for Import'. The form includes a 'Grant' dropdown menu with the value 'MyGranteeName_TLP_90CX0000'. Below this, the 'File Name 1' field has a 'Choose File' button highlighted with a red box and a red '1' next to it. Below that, an 'Upload File(s)' button is highlighted with a red box and a red '2' next to it. A 'Clear Upload' button is also present. At the bottom of the form, there is a section for 'Successfully Uploaded Files'.

- You will see the **Uploading in Progress** indicator
- Please note that in order to make sure a fresh data set gets imported every time, whenever you execute an upload, any data you have previously imported gets inactivated. That way the data quality report is based on the latest set of data that was imported.

Exhibit 7. Upload in Progress

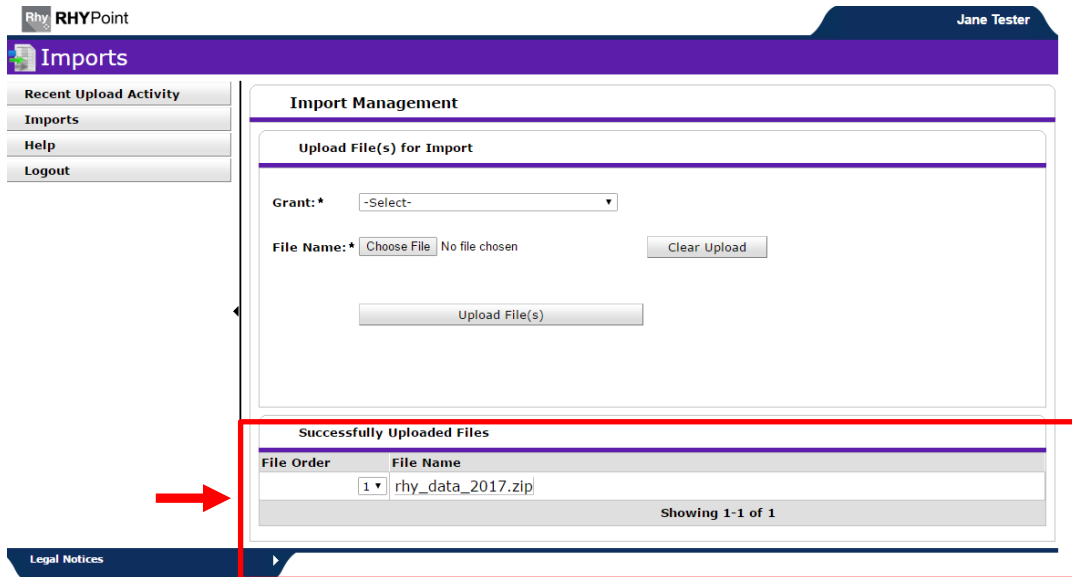


- **DO NOT** close your browser window while the upload is in progress. If you close your browser window the file will not complete uploading.

- Once the file has uploaded you will see that the file has been **successfully uploaded**.

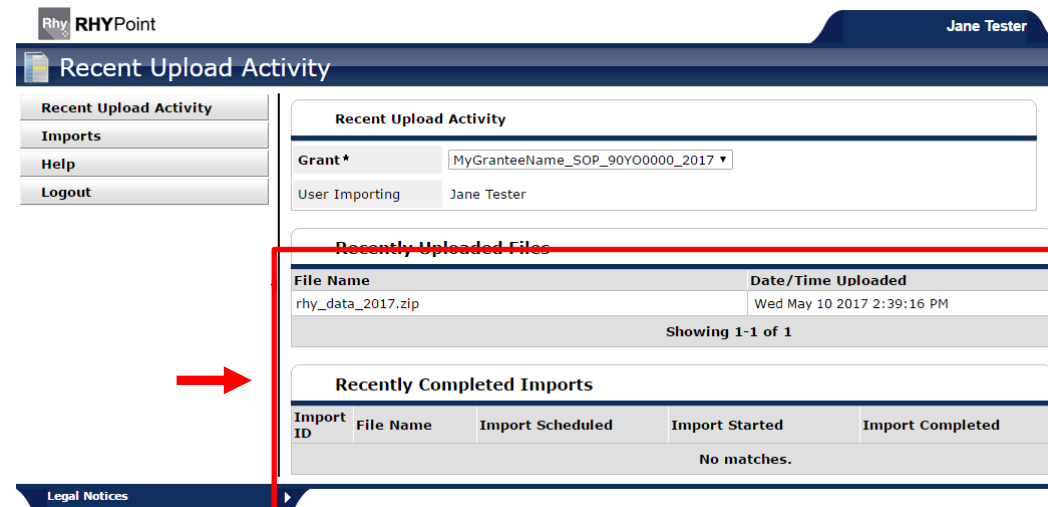
NOTE: If you receive an error message indicating that your file has “**critical errors**” (covered in section 5.5.1), your file will NOT be uploaded. If you receive a message that your file has “**structural errors**,” then your file WILL be uploaded, but those structural errors mean that significant portions of the data cannot be found or read by the RhyPoint system.

Exhibit 8. Upload Successful



- After a successful upload, if you visit your “**Recent Upload Activity**” page you will see confirmation that that your file was successfully uploaded and is in the **Import Queue**, awaiting import and Data Quality analysis that night.

Exhibit 9. Recent Upload Activity Page after Successful Upload



Typically, the import of an uploaded file and the preparation of the Data Quality Report happen during the overnight hours after a file has been successfully uploaded (provided that the upload took place before 5pm Central time; otherwise, it may take an extra day). Once your file has been “Imported” and checked for data quality, you will see your file in the “Recently completed Imports” section.

- Once your file has been successfully **uploaded AND imported**, you may choose to address any data quality issues that have been identified in the Data Quality Report that was sent to your agency contact.

NOTE: If you make any corrections or updates to address data quality issues **prior** to receiving the Data Quality Report, **you must nevertheless wait until the first upload file has been successfully imported** before you upload the corrected file.

Exhibit 10. Home Page after Import (after the Data Quality Report has been run following the successful upload on the previous day)

The screenshot shows the RHYPoint interface. At the top left is the RHYPoint logo, and at the top right is the user name 'Jane Tester'. Below the header is a navigation bar with 'Recent Upload Activity' selected. A sidebar on the left contains links for 'Recent Upload Activity', 'Imports', 'Help', and 'Logout'. The main content area is titled 'Recent Upload Activity' and includes a dropdown for 'Grant*' (MyGranteeName_SOP_90YO0000_2017) and 'User Importing' (Jane Tester). Below this are two sections: 'Recently Uploaded Files' (showing 'No matches.') and 'Recently Completed Imports' (highlighted with a red box). The 'Recently Completed Imports' table has the following data:

Import ID	File Name	Import Scheduled	Import Started	Import Completed
164	rhy_data_2017.zip	Wed May 10 2017 2:39:16 PM	Wed May 10 2017 2:42:18 PM	Wed May 10 2017 2:44:10 PM

At the bottom of the table, it says 'Showing 1-1 of 1'. The footer contains 'Legal Notices'.

5.5.1 Critical and Structural Data Errors

Critical Errors that Prevent a Successful Upload

If your data file has any “**critical errors**” your data file will not be uploaded. In order to be successfully uploaded (and then imported), your upload file must meet the following criteria:

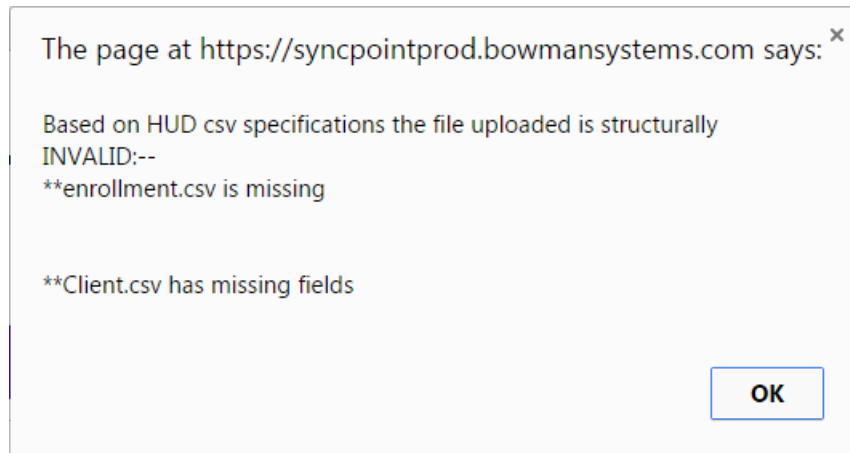
- The upload file is a ZIP file,
- There are no subfolders in the ZIP file,
- There is at least one record in the Client.CSV and Enrollment.CSV files,
- The Name fields and Social Security field are hashed using SHA-256 hash function,
- The CSV files (within the ZIP file) conform to [HMIS CSV Format Specifications v6.12](#), and
- Your file has more than 300 non-critical errors, data will not be accepted.

Should you receive an email indicating “critical errors,” you can forward the email to your HMIS Lead, so that the file can be fixed. Once you receive the fixed data file from your HMIS Lead, upload it to RhyPoint using the steps described above, starting at the beginning.

Non-Critical Structural Errors in a Successfully Uploaded File

Your ZIP file may be found by the RhyPoint system to have “**non-critical errors**,” which will not block successful upload of your file. This may mean that the .CSV data file has not been set up properly. You will receive an immediate on-screen alert from the system indicating what needs to be fixed in your data file. You will also receive an email the following day detailing those errors. Again, these errors will not, on their own, block successful import, but this information should be passed on to your HMIS Lead to correct the problem(s) to ensure a fully successful upload and import in the next submission period, and if possible, to allow your agency to re-submit a corrected ZIP file during the current submission period.

Exhibit 11. Structural Data Error



5.5.2 Data Quality Report

Once you have successfully uploaded a file, your data will automatically be reviewed for a data quality check. The RhyPoint system analyzes the uploaded files on a nightly basis so **you will receive the Data Quality Report via email the morning after you successfully upload your data file, if your upload is completed during business hours, (possibly two days later if you uploaded it after 5pm Central time).**

All data fields should be as complete and accurate as possible. The goal set forth by FYSB, is that each required data field should be at least 75% complete and that the data set should include client records for at least 75% of the projected client total. Try your best. The Data Quality Report will indicate which fields meet the 75% threshold for completeness, and which fields should be targeted for improvement to reach the 75% threshold for completeness.

Data uploads are not rejected if the data set fails to meet the 75% targets. Also, FYSB staff understand that the 75% threshold is particularly difficult for Street Outreach Programs (SOPs) given the nature of that work, so the threshold requirements do not apply to SOPs. Nonetheless, SOP staff should make every effort to achieve these data quality goals, so that program statistics can accurately reflect the clients they serve.

5.5.3 Fixing Data Quality Issues

All RHY grantees are asked to meet the 75% data quality thresholds (with the above-stated exception that FYSB staff understand that achieving that kind of data quality is not always possible for SOPs.) RHY staff should work with their HMIS Lead to fix any structural data issues. The HMIS Lead, in turn, can contact the HMIS vendor, if changes or repairs are necessary at that level.

5.6 Re-Upload the Data

- After addressing critical errors that prevented a successful upload;
- After addressing non-critical structural errors that undermined data quality;
- After addressing non-structural data quality errors by entering missing records and/or missing data fields and/or by correcting incorrect data entries (for example, correcting the DOB, gender, spelling of the name of a client, etc... or any field you wish to correct in your HMIS data).

Once data quality issues are corrected, resubmit your data using the same steps as described above, beginning with section 4.0 of this Users Guide: generating the de-identified .CSV files, and then uploading your revised data through the RhyPoint screen. The RHY-HMIS system will overwrite your earlier submission with the latest data you upload.

Note: Keep in mind that it takes time to complete this process of correcting data, resubmitting, and waiting for the next day's Data Quality Report. Remember that all final data must be submitted by the official May or November deadline. Try to do your first upload as early in the submission period as possible, so you have as much time as you will need to fix any problems with the data and do a re-upload within the submission period.

6.0 Resources

The following resources are available for the RhyPoint uploading process.

- RHY-HMIS TA – For information about the RHY-HMIS upload process and requirements.
 - www.RHYMISServiceDesk.net – The RHY-HMIS On-line Service Desk – **THIS IS YOUR BEST RESOURCE FOR RHY-HMIS TA.**
 - RHY-HMIS TA Phone line: (781)373-7081 (local number); (800)883-3179 (toll free). Feel free to use this call number if you are having trouble accessing the RHY-HMIS On-Line Service Desk. Please note that ALL TA requests must first come through the online service desk at www.RHYMISServiceDesk.net
- RHYTTAC – For all other training and technical assistance resources and questions about RHY and RHY-HMIS.
 - <https://www.rhyttac.net/rhy-hmis> - Posted on this page you will find the most recent versions of the following resources:
 - Uploading RHY-HMIS Data User Guide
 - RHY-HMIS Data Quality Report Manual
 - RHY-HMIS recorded webinars
 - Webinar PowerPoint Slides
 - Webinar transcripts
 - RHY-HMIS Frequently Asked Questions (FAQ) document
- HUD HMIS TA – For question that relate to your CoC's HMIS requirements or resources visit:
 - Ask A Question via the HUD Exchange website:
<https://www.hudexchange.info/get-assistance/my-question/>