Transcript
Knowing Our Youth: Collecting and Uploading Runaway and Homeless Youth Data in HMIS

John McGah: Hello, everyone. You're at the Knowing Our Youth, Collecting and Uploading Runaway and Homeless Youth Data in HMIS webinar. We have just about another minute and a half before we begin, and then we'll start right at 2:00, so thank you for joining us, and we'll begin in a moment.

Hello, everyone, and welcome to today's webinar for Runaway and Homeless Youth grantees, sponsored by Health and Human Services' Family and Youth Services Bureau, or FYSB.

Today's webinar is Knowing Our Youth, Collecting and Uploading Runaway and Homeless Youth Data in, in HMIS.

My name is John McGah, and I work at the American Institutes for Research, and I'll be moderating today's webinar. On behalf of FYSB, I'd like to thank all of you for joining us today.

Before we begin today's presentation, I want to just go over a few logistical announcements. Today's webinar will last approximately 60 minutes and is being recorded. The webinar recording as well as the PowerPoint presentation that we're using today will be posted shortly in the near future on the RHYTTAC Web, webpage on the technical assistance in RHYMIS-HMIS links on that webpage. And the full link is shown here. And, again, you don't have to, to write this all down. We'll provide it to you afterwards.

Today's webinar will be in listen-only mode for the audience, given the size of the audience. You can use the chat box to the ... shown to the right of this screen to submit questions at any time during the webinar. That can include technical questions about the webinar or content questions you'd like to have answered. Keep in mind, at the end of this webinar, there will also be a Q&A session where we will present questions to the presenters but you can write in at any time. Any questions that are not answered during the time of this webinar can be submitted to the email address shown at the bottom of this screen, rhymis@air.org.

You may want to use the blue button to the right of your screen and to the left of the dialogue box. That will allow you to maximize the GoToWebinar panel and, in order to submit a question, you may want to click the orange button to expand the GoToWebinar panel and see the questions section. When it's pointing to the left, that will allow you to expand it and, to the right, will make it small.

The presenters for today's webinar are the following. Resa Matthew, who works at the Family and Youth Services Bureau; Peter Nicewicz, also at the Family and Youth Services Bureau; and Candice Hacker from Bowman Systems.

And, now, I'd like to hand it over to Resa. Dr. Matthew is the director of the Division of Adolescent Development and Support part of the Family and Youth Services Bureau at ACF and Health and Human Services.

Resa?

Resa Matthew: Thank you, John, and good afternoon to you and good morning to those of you who are on the West Coast. As John mentioned I have the privilege of providing oversight for both our Adolescent Pregnancy Prevention Program and our Runaway and Homeless Youth Program, which makes up the Division of Adolescent Development and Support.

[So I'd also like 00:05:02] to add my welcome to you to today's webinar. And so I think this is the third webinar that we have offered regarding the uploading of your Runaway and Homeless Youth data which is collected in your [continuum 00:05:15] of care HMIS system. So we will be sharing a couple of new up- updates based on feedback we have heard about the upload process. And then I know that, you know, for a lot of you, the collection of data, entering your data, the data quality check are not easy, and we really do appreciate the work that you do to provide better information on behalf of the youth that you serve. But I want to take a mo- moment to just highlight how our collective efforts in terms of collecting our Runaway and Homeless Youth data can benefit you as grantees.

So, first of all, you know, our Runaway and Homeless Youth data have always been included in our biannual report to Congress to meet the legislative requirement and then, second, I think another great benefit is that our Runaway and Homeless Youth data will also become part of the largest and most comprehensive Annual Homeless Assessment Report to Congress, or the AHA Report, and will also serve to continue to increase our vis- visibility of our program.

So I also want to take a moment to thank our Runaway and Homeless Youth team to include our program managers, our staff, Peter, and our federal project officers. And then, finally, last but not least, for our Runaway and Homeless Youth grantees, I also want to recognize and commend you for your efforts in serving Runaway and Homeless Youth in your program, collecting data over time, which I believe is so important to strengthening and funding the program to prevent and end youth homelessness.

And so, with that, again, welcome, and I'm going to turn it back over to John.

John McGah: Great. Thank you, Resa.

Before we begin with our first presenter, I'm just going to walk through the agenda for everybody. What we hope to cover in this roughly 1-hour webinar are the following topics.

Why we collect this Runaway and Homeless Youth data? How to collect this data? We use HMIS for the first time since ... in la- since last year. How is that done? Which data elements do we want to collect? The data upload expectations, who's expected to do what? We're going to talk then a little bit about data completeness and quality expectations, data quality being such an important part of the whole RHYMIS-HMIS process. It needs to be an ongoing consideration.

How exactly to upload the data? We'll look at some screenshots and step-by-step instructions and then, and then, lastly, how to read the data quality report that grantees will be receiving after the submission is made.

So, bef- one more thing before we go to our first presenter, and that's our first poll question. So our poll question is going to appear in front of you. We'd like you to consider this and answer true or false.

I believe collecting RHY program data in HMIS has been helping improved our understanding of the youth we serve.

If you could take a moment, we'd like to get your voice in this webinar and, and see what people think of that question. (pauses)

Okay, a couple more moments. (pauses) And let's see what we got. (pauses) I can't see the whole screen that you all are seeing, so let's see. 71 of you said false and 29 said true. Okay, so that's something we need to address. I believe collecting RHY program data in HMIS has been helping improve our understanding of the homeless youth we serve.

Oh, I'm sorry. It's the opposite. It was given ... (laughs) That's good. I'm reading this in the chat room. 71% of you said true and 29% said false. So we do want to work on that 29%, but it's great to hear that about 3, 3 quarters of grantees think that's true, but we want to improve that.

And, with that, thank you, and I'm going to hand it over now to our first presenter, Peter Nicewicz, who's the point person on the RHYMIS from FYSB.

And, Peter, over to you.

Peter Nicewicz: Thanks, John, and welcome, everyone, and thank you so much for tuning in on this webinar and taking the time out of your busy day when I know you have a lot of other things you could be doing. So, as Resa and John mentioned I want to touch briefly on why, how, what and when in terms of data collection and the data upload process, and then I'll pass it over to Candice Hacker from Bowman Systems, who will get into the details about how to upload the data, how to log in and then how to read the data quality report.

So just a quick overview of why collect data, I know that Resa has mentioned that the data that you upload to us goes into reports to Congress, and it's really helped

paint the national picture of where we are in our collective efforts to prevent and end youth homelessness, but, in addition to that, you know, having data really tell the story of youth at all levels and it ... that the goal is to empower you so that you make the best decisions for your youth, your program, your community, your state and also the national level.

We know that the difficulties of counting the number of homeless youth in different opportunity such as the Point-in-Time Count and really using HMIS is another method of recording the number of youth or counting the number of youth that we have that we find in street outreach and shelters and prevention services and our transitional living programs.

We also know that sharing the data when the proper [consents 00:11:53] are in place helps us at the community level to better assist youth to the story for the entire community. The data that we collect you, you should be able to run reports on any of the elements that you like, and so that means ideally, you should be able to break down demographics and take a look at what is the bre- demographic breakdown of your program by race, gender, sexual orientation. Perhaps you want to look at different needs such as educational attainment or employment or health status or sexual exploitation.

So, all of these things, it helps us collect the outcomes where the youth go after the leave the RHY program and it really, hopefully, is there to empower you to make the best decisions for your program. Ideally, when the data is used correctly, it can give you new insights about the strengths of your programs or opportunities or, perhaps, challenges. For example, you might want to look at reports as to what happens to just the population of pregnant and parenting youth that you're serving or youth with mental illness, for example, or let's say that you started a referral program within after-school program or vocational training program and you wanted to see if that coordination between your program and that other program is actually helping with the educational attainment or employment of, of the youth you're serving.

So all of those things are examples of, in an ideal world the data that you're collecting can be used locally by you, by the program and by the community to help make decisions. We know that, unfortunately, a lot of times the data that we collect, that you collect has missing values, and that's because you're asking these questions in very challenging settings. So, for example, you might be asking about sexual exploitation while you're contacting the youth on the street. That's a really sensitive question, and we know that, a lot of times, the data is missing or has quality issues, and so Candice will talk to you a little bit more about how we use data quality reports to help guide you into making the best decision, decisions in terms of where is the data missing and how can you better improve data collection efforts.

Finally, as Resa mentioned we do use data for reports. I also wanted to highlight that this data can also be used by you in, in applications such as the fall application. It can used in advocacy documents, other kinds of reports, local reports. It really is,

as I like to call it, showing your work, part of the homework that you, you do as the gra- grantee. And I ... My hope is that it is used to, to reward the fruits of your labor and, and to continue the great work that you do.

Next slide please.

So how do we collect data? Well, most of you know that we've been using the Homeless Management Information System since federal fiscal year '14 ... excuse, federal fiscal year '15, and the reason for that, it goes back to the data sharing piece I mentioned and, and enabling your entire community to understand the number and the needs of the youth.

In the HMIS integration process, we realized that geography plays a major challenge, and so every CoC by HUD rules has its own HMI System, and RHY programs often cross CoC boundaries, and this is especially true in the SOP world. Ideally, you will get involved in every CoC that your program is a part of, and that means using your community's ... each CoC's HMIS.

However, we do know that in, in some cases, that might be very complicated because there are a lot of CoCs that you're involved with, maybe there are, maybe there are too many HMIS systems, and we want this to be reasonable and we do not want this to be a significant burden, and so what that means is, if you find yourself navigating through numerous CoCs or numerous HMIS system please do let us know at the help desk email that's listed on the slide. It's rhymis@acf.hhs.gov.

Just a reminder that the HMIS world is a private market enterprise. So what that means is all HMIS systems look different. They come with various bells and whistles in terms of customizing user functions. So the way it works roughly on the federal level is we require certain data elements to be co- collected at the minimum, but other funders locally and your CoC might want to add additional elements that you are collecting that is not then reported to us in the federal level.

So what that means is, ultimately, you are the customer as the HMIS user, and this is just a call out to everyone that you really should be working with your HMIS lead to help improve what you get out of HMIS. And so, if you think, for example, there should be additional data points that are collected just for your program that really will help your program, talk to your HMIS lead and see what is doable within your HMIS setting because that HMIS lead is the point person to, to help make decisions about the community's HMIS package.

And because the HMIS system is a private enterprise as I mentioned, you're really, the flipside of it is you're expected to, to pay for its use, and so we do ask that you pay the license fees. But we have found circumstances where the license fees have been unreasonable, and so, if you're having issues paying the fees or have some sort of arrangement that you, you think is really burdensome or unreasonable, please do let us know again. That email address is the best way to, to reach us, and we will get back to you.

Another point to make is the data standards have been changing regularly, and so, October 1st, we will have new data standards. We call these the4 5.1 version. These are largely the same as the ones we have been collecting over the last year, and so there are no changes to the RHY-specific data elements, but the only significant change that applies to all homeless assistance programs and not just RHY grantees is the series of questions on chronic homelessness as defined by HUD.

So, previously, there were a few elements that were used to determine whether an individual is chronically homeless, and so those were length of time and prior residents, prior to coming to the program, and, now, there was consolidated, consolidated question that walks you through and, basically, if you answer yes to all of those points and you walk through the definitions the system will be able to determine whether that individual is chronically homeless. And that helps in terms of reporting the number of chronically homeless people. That applies to youth as well obviously, not so much in the youth space, the adult space, but, you know, as you know, there are chronically homeless youth and it also helps with eligibility, and a lot of HMIS systems are able to sort of give you eligibility programs automatically based on that status.

And as, as a final reminder, talk to your HMIS lead. That HMIS lead is your point person on helping setting up your programs within HMIS, training you, helping you collect the data, understanding the requirements and generating reports.

Next slide please.

So I want to get into the weeds a little bit about BCPs and then SOPs. These are 2 issues that have come up over the last 18 months, and I just want to reiterate some of the rules regarding projects setup.

So first is, for Basic Center Programs, we know that Basic Center Programs obviously do a lot of things, right, in addition to emergency shelter. A lot of you who run this Basic Center Programs also do street-based services, some of the home-based services. A lot of you have drop-in shelters ... drop-in centers, excuse me, and then also prevention services on top of that. And so, in the HMIS world, these really should be set up as 2 different projects. One is for prevention where you collect all of the data on your youth for who you only provide services and who do not stay in the shelter. The other project is the emergency shelter, and those are your overnight youth that stay up to 21 days federally funded, but could stay longer if there is additional funding besides FYSB funding. So, if you don't have both projects in HMIS, please do talk to your HMIS lead as soon as possible because we do want you to use both.

And you know, a lot of ... I've gotten a lot of questions about when to use each, and so the basic rule is, if a youth comes in for prevention services only and you don't have to anticipate that they will be in the shelter, enter them into the prevention projects and then exit probably on the same day when they are done with the

prevention piece. If they come in for prevention services and then after an assessment and after calling the parents, for example, you find out that there is an unsafe situation and you do need to intake them into the shelter, you would exist them out of the prevention program first and then enter them on that same day into the emergency shelter, and then, finally, if you do know that they're coming into the shelter right away, there's no reason to put them in the prevention program. Just put them in the shelter.

So, hopefully, that's a little bit more clear. We will have additional guidance on this issue coming out in ... very soon in an HMIS manual.

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So the next point I wanted to make, again, a little in the weeds, but this ... and this is for the street outreach programs, is the difference between contact and engagement. So our expectation is that you record every interaction that you have with a youth one-on-one, and, again, that really helps with the count of youth in your community. So the only exception to that would be group settings. So, if you're doing a presentation or a training, don't record that activity, but the date of contact in that SOP project is the first time you interact with the youth one-on-one.

And it usually corresponds to that project entry date in your SOP program, and so you might collect very little information on that first time. You might not even get the youth's real name, just the nickname, and that's okay. Upon further interaction, the hope is, once you begin the case planning or a deliberate client assessment, the youth becomes engaged and then, once you sort of formally engage them you enter the date they were engaged. And this usually happens after the contact date, so it's a later date, but, sometimes, it could happen on that very first contact, and so, theoretically, it's possible that the project entry date is the same as the contact date and it's the same with the date of engagement.

And then for the youth that, you know, disappeared, that you might see once, you never really engaged and, unfortunately, you do not see again, (clears throat) excuse me, you leave the date of engagement blank.

Next slide please.

So what data do we collect? The link that is provided here really should be the sort of gospel or major encyclopedia that you use for data collection questions. I do ask that, if you have a collection question feel free to always email us at that RHYMIS email address I pointed out, but do check in that HMIS Data Standards link because that is a pretty comprehensive like I said, it's almost like an encyclopedia guidance for all programs. We will, (clears throat) excuse me we will issue a RHY-specific one that supplements this, and that should be available in the near future.

So next slide please.

I want to now turn really quickly to the expectations for the fall data upload. So the expectation is that or the upload period will take place from November 2nd to November 22nd, and the expectation is that all of you who are active RHY grantees must participate. The reporting period the data that you're colle- that you're uploading to us will be the fe- federal fiscal year '16, so from October 1st, 2015 to September 30th, 2016.

Next slide please.

So, a couple of things for you to keep in mind as ... between now and November, now, make sure that your entering and have all the data for all of the youth that you have served in the last federal fiscal year, the one that's ending on September 30th. Make sure that your HMIS lead is in touch with you and that you have ... you ... all of your projects are properly set up. Hopefully that's not an issue for most of you, but we do want to make sure that you have your BCP prevention program in addition to your BCP emergency shelter for the BCP grantees. And then, finally look out for additional guidance from us and RHYTTAC and AIR by email.

Next slide please.

So, when it does come time for the upload, you will want to, and, again, the upload is in November, but, starting in October, you will be able to generate your reports. The report is called the CSV Version 5.0 report, which is a ZIP file with a bunch of CSV files inside and then that's hashed for RHY. (coughs) Excuse me. That report is generated in your HMIS, and that hash part means that your data is de-identified so that your data will not contain the youth's actual first name or last name or Social Security number because we do not collect that information. So, again, submit during that November period. And we ask that you submit early, so, starting in November 2nd that's the ideal date to submit.

Next slide please.

A couple other things and da- and Candice will go into detail about this, but you will receive a data quality report. Make sure that you review the data quality report. And, and I will be clear here. You are not required to resubmit once you get your data quality report, but, if your score is lower than the threshold and if you find that there's a lot of issues with the submission we do encourage you to resubmit. Again, you will not be penalized in any way if you do not, but the point of the data collection is to have as accurate and complete data as possible, and so it is highly encouraged that you review the data quality report fix any issues and resubmit.

Finally, and more information will be available on this as we will have an online ticketing TA system through the JIRA system that we had available in May, and we found that to be very useful.

Okay, next slide please.

Really quickly, just as a reminder on sharing practices, so, while the benefit of an HMIS is we can de-duplicate and share data, we also as grantees must safeguard privacy and confidentiality of the youth. So, to collect data, you never need consent. You should be collecting data on any youth you interact with even if there is no consent in place. To share data with other project, other homeless assistance programs within your CoC, you do need consent, and the basic rule is, if the youth is a minor under 18, then they need the consent of the parent or legal guardian and, if the youth is 18 and older they can can consent for themselves.

I know that, that there are some circumstances where local and state laws conflict slightly with that, and so I will not be able to answer those specific questions right now, but do let us know if there is an issue in your community.

With that, I will pass it on to Candice, who will talk about the login and the data quality process.

Candice?

Candice Hacker: Thank you, Peter. Hi. I'm Candice Hacker with Bowman Systems, and I'm going to talk to you briefly about the login process. This should be a review for those of you who ha- who have done this in the past and, if it is new for you, you'll have the opportunity again to review this PowerPoint and, and webinar if you need to, and there will also be a user manual that we'll walk over these steps for you as well.

So this first screenshot that you're seeing is the actual login site for RHYPoint. Each user who has previously done an upload will be reiss- will be using the same username, reissued a new password for this upload period. If you are a new user, you will receive your, your username and password from AIR during the next couple of weeks.

Next slide please.

Once you actually log in to the site, you will be you will be prompted to go ahead and create a new password that will be individual to you as the user. You need to make sure that it has at least 8 characters and with 2 numbers or symbols. That will be the password that you will begin to use after you've done that initial login to the site.

Next slide please.

You will get a popup that is your end-user agreement that essentially walks you through the steps that you're ... you should be used to from your local HMIS, which is that you accept the, the terms and conditions of using RHYPoint, that you're that you agree to not use the information contained within for any personal use. You'll hit "Accept" and then continue on to the ... Next slide please.

Once you're signed in, you will arrive at the RHYPoint homepage. As you can see, it's very simplified and there are very few options on this particular screen. When

you go in to do your first upload, you will select your grant from the location that says, "Grant," and select.

Next slide please.

Once you hit that, it's popped down. You will see the various grant IDs that are associated with each of your RHY grants. You will want to upload each RHY grant separately using your grant identifier, the project type. So SOP, for example, is your street outreach program, and then the numbers at the tail-end of the grant identifier are the ... is the expiration date of that particular grant. So, if for ... if you have multiple grants for a particular type, make sure that you're uploading data to the appropriate grant expiration year as well. So you'll select the appropriate grant.

Next slide please.

Once you do that, you'll click on number 1 first, which is to choose the file. That will give you a browser window which will then let you access your CSV file whether you've saved it on your desktop or in some other location on your computer. When you pick that file, you'll then click on number 2, which is to upload file.

Next slide please.

You will receive an uploading notification that will take sometimes several minutes for that upload to proceed. So, if you would move to the next slide, you'll see the next step. If your import is a success and there are no issues with your particular file, you'll receive this popup window as well as an email with a confirmation of the same information. This popup window tells you how many records are contained for each of the ... or how many approximate records are contained for each of the items that are listed below. So, for example, this particular sample file had 69 clients included and so on. And this is your notification that, yes, your file has been successfully uploaded.

Next slide please.

Once you've uploaded the file, you will see on the upload ... or, excuse me, on the import management screen that that successful upload has been complete. It actually takes a little while for the, the file to completely import into the database. In the next slide, we'll show you what that looks like.

Next slide please..

So this recent upload activity gives you the uploaded file, and then you can see underneath if an upload is complete, that ... excuse me, that the import is complete. You will see those filenames below. You can check this page after you've done multiple uploads to determine what has actually completed in terms of upload and what has been actually imported into the system.

Next slide please.

So you can see that, after that RHY data 2016 ZIP file was uploaded, it took a couple of hours for the import to complete and, once that import is complete, that will generate the trigger for your data quality report to be returned to the user via email typically the next day. So, if for some reason you don't see the email the following business day with the exception of Sunday mor- or, yeah, Sunday mo- with the exception of Sunday morning, then please contact the, the AIR help desk through the JIRA system.

Next slide please.

You may find that you have a structural error during your file upload. Some of these file ... excuse me, structural errors will cause the file to be rejected. In the majority of cases, the notification to you is just a notification that there may be an error in the file, but that you have the opportuni- that it's been imported.

Next slide please.

Oops, we're in the wrong direction. There we go. Oop, go back 1 please. I need the file ... I think we've gone ahead a couple of slides. Here we go. Stop there please. (laughs)

So this is an error message that you would find should you submit to RHYPoint and inadvertently sent a file with non-hashed client data. So, for RHY, because we want to protect the confidential, confidentiality of all of our youth, the client's name and Social Security number are hashed using a specific formatting that is processed by your vendor and, if you attempt to ha- to import a file that did not have that data properly hashed, you will receive this particular error message.

If you receive the error message that tells you that you have improperly hashed the client data, your file has not been received by the repository, you will receive an email confirming this. You'll likely need to go back into your HMIS system and download the file and the hashed version. I think some vendors have a checkbox that you need to select to make sure that you're getting RHY hashed data, and then you will need to do the import process again. So this type of error is telling you that this file is not accepted into the repository.

Next slide please.

You may also receive a notification that there are critical errors that must be corrected before your submission can be accepted. So, for example, if you're missing enrollment entry dates or project type, you will get an email with details about that error and how to make the corrections so that so that the file can be accepted. Again, it's really important to read the email to note whether your file has been accepted or not accepted and, if you have questions about that, again, through the help desk, we can absolutely go through and assist you in determining, you know, if your file was received or not.

Next slide please.

You may also receive an notification that tells you that your file has some noncritical errors that may result in a lower data quality score, but that it did not prevent your file from being accepted. So, again, the, the email will tell you. You'll note that at the top of this popup, it does indicate that you had a successful import, but that you may have some other errors contained within your file.

Next slide please.

Once you've successfully uploaded your file the data will be imported into the, the RHY database and reviewed for data quality, and you will receive the data quality via email the following day. And we'll talk about some changes to the data quality report here in a few slides. The report is returned to the person who did the upload, but we can actually add other people to the list so that you could have 1 person who ... we could have 1 person who actually does the upload, but have multiple people receiving a copy of the data quality report. So, for example, if your executive director would like to see it, we can arrange for that, and you can receive that assistance by going through the RHYMIS service desk on that which the website is listed there.

Next slide please.

So here are just some statistics just to give you an idea of where we stood in terms of data quality over the past couple of submissions. We have some fields where, where the data completion is very high. For example, destination at exit, gender, residence prior, race and ethnicity all have very good data completeness overall scores. However, there are other fields where data completeness has been has been a lot lower, so you'll notice domestic violence, employment status, sexual and labor exploitation all have very low reporting rates for the clients, and so it's really important to note that, that the data is going to be as good as the submission, so the more complete and accurate the data that you get in through your upload the more accurate the reporting will be about the clients that are being served by your project and the successes that your projects are having in serving those clients.

With this in mind and, and seeing where various where various rates have come in in terms of data completeness, certainly, there are in many, many fields that your users and, and you yourselves are required to fill in as you complete data for your clients during intake, during update and during exit. And so with that in mind for this year's data completeness and data quality reports [inaudible 00:40:50] worked with us to, to really hone down the data quality report and data completeness report to some of the to some of the fields that are, are more critical in making sure that data quality and data completeness are really covered on those fields. It doesn't mean that we don't want you to still fill in the other items that are not included in the data quality of your report, but it gives you a place to really focus your improvements to data quality.

So next slide please.

So, for this submission period, the required universal data elements, all of the universal data elements are still required, but the, the percentages of your data quality report will be based on these particular universal data elements. So date of birth/date of birth type, race, ethnicity, gender, disabling condition, residence prior, length of stay, destination, relationship to head of household and length of time on street, emergency shelter or safe haven are really areas that you're going to want to focus your data quality.

Certainly, there are, you know, 80-plus objects that are, that are created ... or, excuse me, that are entered at, at project entry, and so you'll have a spot here to sort of focus your data quality efforts, but, again, you still want to, you still want to collect because all of the other elements are required, but the scoring of your, your submission will be based entirely on this smaller list of elements.

Next slide please.

They're some of the required program-specific data elements, the PSDEs, that will also be required, so, certainly, the disability type, date of engagement for street outreach projects, sexual orientation, last grade completed, school status, employment status, and pregnancy status, and then whether the client is formally a ward of child welfare or foster care or the juvenile justice system. So, these, the smaller subset of PSDEs will be included in that 75% threshold and, with the universal data elements and project descriptors, between these 2 sets of data elements we're able to give enough information about the clients served during the past fiscal year where your data completeness should be more accurate and more thorough if you're able to focus just on 20 or so elements as opposed to 80, and so your overall score will be composite of the, the universal data elements, the project descriptor, the, the data elements still trying to achieve that 75% threshold.

Again, if your file is received by the repository, you are not required to resubmit to improve your data quality. However, where you see that you have less than 75%, we do recommend that you re- that you go ahead and do some improvements to data quality and then resubmit during that 3-week window as you'll have plenty of time to do that during that timeframe.

There are also going to be ... These are the data completeness elements. There will be a few items related to data quality. So, for example, are you missing a head of household in a particular household grouping of clients and those items are yet to be determined, but that will also be listed as part of your score and in your report itself?

Next slide please.

And so it's very critical when setting up projects that you work with your HMIS lead or the people that trained you if you're not familiar with what the HMI- who the HMIS lead is to make sure that your projects are set up correctly in your home HMIS database. It's very critical to do so because the reports themselves and the,

the way that data is read for the- these particular project type is very specific to, for example, this pro- provider name to this transitional housing project, the program type code is set correctly, the federal partner funding source is identified, the grant identifier is entered correctly with the grant start and end dates.

These pieces of information are very critical to linking your upload back to your grant so that FYSB is able to tell that all active grantees have participated in the upload process and have had a successful upload of the right data. So the front page of your data quality report will contain a sheet that looks similar to this. You will be able to tell from here, if something is highlighted in red, whether it's missing or the formatting or the project type seems to be incorrect, and we would encourage you to work directly with your HMIS lead, again, the people that worked with you to get trained on your HMIS system to make sure that this data is [filled in 00:45:31] correctly.

Next slide please.

The second part of the data quality report will list those data elements that we just saw in the previous slide and give you an overall percentage. So, for example, this particular sample grantee whose transitional housing had an overall score of 94.90%, there is there's no reason for this, this particular grantee to, to resubmit. Their data quality is excellent being in the 90s. Certainly, we wouldn't prevent you from resubmitting should you choose to make additional data data changes, but you know, if you're receiving a data quality score over 75%, you certainly do not need to resubmit.

And then the final tab that we don't have an example for here will be a detail tab that will tell you for the clients that are missing a particular element, which client is which-ing ... missing which element so that you're able to go in and make corrections if desired.

Next slide please.

So I, I think I may have jumped in a little too fast. We have a poll question. I'm going to turn it back over to John and let him go ahead and do our poll and still give us a little bit of time for Q&A.

John McGah: Great. Thank you, Candice.

A lot of questions are coming in, and we want to, we want to get to all of those but first this poll question to, to get a pulse of where we're at. If you could similar to the last poll question, answer true or false to the statement, "I have enough information to successfully submit fiscal year '16 data in the fall upload process?" Is that true or false? Let's see where we stand, and then we'll move to your questions. Here are some good ones here. (pauses)

We'll take a moment. (pauses) And then, presenters, as we wait for these results, if you could be ready, I'll start sharing these questions to you. We'll try to get through

as many as we can. And a reminder on the questions we won't get to all of them on the webinar in the interest of time, but we will pull these together in a document and send them out to everybody.

Okay, the results of the poll question 84% thought that was true statement, that you do have enough information for now; and 16% said, "No, I do not have enough information to successfully submit quite yet." Okay, so we want to get that to a 100. So let's before we move to the questions, I just want to remind folks that there are a couple options for technical assistance. One is to submit questions you may have through email to the staff at FYSB, and that's rhymis@acf.hhs.gov or where we coordinate a lot of question and activity around RHYMIS starting with the last submission period, is the RHYMIS service desk online service desk at rhymisservicedesk.net.

So, with that, let's get to our questions. Let's see, I'm going to go in order here. One, one question about after-care. How do we track after-care services once discharged? Will we then reenter into prevention or should we have a maintenance program for those after-care services?

Peter, I'll put that one to you.

Peter Nicewicz: That's a great question, and thank you for that. We've actually received that question from a number of grantees, so I, I do know that it's pretty common. So the way, the best practice, the way we advise you to do it is in the 4.36 element that talks about traditional exit care or after-care plans and actions, you know whether as the youth is leaving the program, whether there is a after-care plan and if there is a referral and then any other kinds of things that are provided to the youth upon exit. And so that is sort of the minimal expectation. When the data comes to us, that's all we really need to see.

In terms of your own practice because, remember, I said that HMIS is pretty flexible and that really you can work with your HMIS lead to, to expand it you can choose, but you're not required to set up a separate project that could be potentially prevention. I would talk to your HMIS lead and see what they think about it, but, in terms of again, the expectations in terms of the upload to us we do, we do not need an after-care as a separate project in HMIS.

John McGah: Okay, thank you, Peter. We had a couple of questions about BCP emergency shelter and BCP prevention. One person said she's looking forward to additional information and clarification on those programs. Another question about the setup of those programs in HMIS asked, "What if the HMIS lead does not set up a data element? Will the grantee be penalized for missing that clarification, that setup?"

Peter Nicewicz: No. Again, I mean, the intent is not to penalize. The intent is to get the data. You know, if you're having ... if there's something not correctly set up, you know, again, the ... my hope is that you are working with your hmis le- lead to do it, but, if you're having issues, ple- do, please do let us know. And if it will impede your upload

please email the rhymis@acf email or, once we have the JIRA online ticketing TA system in place, use that to help process any problems you may be having.

John McGah: Okay. Thank you. We have a question here [inaudible 00:52:33]. How do I get a username associate ... the username associated with me for RHYPoint associated with me instead of the former CEO? I'd like the info to be sent to my email instead of hers."

For changes to your ... the person who should be getting usernames and passwords for RHYPoint, you should go through the RHYMIS service desk, the JIRA ticketing system and, in there, there's a password option. Click on that, and it'll ask you for your grantee number and name and who was the old username and who, who is the old authorized user and who is the new person, and it'd ask for some information. We'll put that in the system, and it will be changed.

Similarly, if you'd like to add 1 or 2 people to also receive follow-up information for that program, we can add other people to receive the data quality report or other information in addition to you and that also is through JIRA, the rhymisservicedesk.net.

Here's another question around projects. "We have multiple projects," person asks. "Does each project require separate passwords?"

Candice, do you want to fill that one or, or, Daniel, who's with you?

Candice Hacker: So it's ... This is Candice. So it is not necessarily a different password for each project, but it is a different password and login for each user. So, if you have I believe we, we can set up more than 1 user to upload per grant, but then you'll need to make sure that they're setting up, they're uploading ... that you don't have 2 users who are both uploading for the same grant as they may be overwriting one another's data.

Daniel, correct me if I've gotten that backwards please.

Daniel Darnell: Yeah, you can have multiple users that access or that receive emails about a grant, but only 1 user is able to upload per grant. However, if your project has multiple grants you can divide that out and have different people upload for different grants. So that's 1 person per grant.

John McGah: So 1 per grant and multiple people for additional information or the data quality report. I see another person had that same question concerned about in the past if there was overwriting of project information. What Daniel just described, with 1 user per project, it will take care of that.

Thank you, Daniel and Candice.

We talked about licensing fees. A couple of people asked "If our HMIS lead wants to pay our licensing fee, is that allowed?"

I think that's fine. Do you confirm, Peter?

Peter Nicewicz: I'm sorry, John. Can you repeat the question one more time?

John McGah: Sure. If our HMIS lead wants to pay our licensing fee, is that allowed?

Peter Nicewicz: I believe so. You know, it really is a local decision, and so I since I don't know the circumstances of, of this particular question, I, I don't want to answer definitively, but you know, if, if the CoC is willing to pick up the costs then, you know, there is nothing that would prohibit you in general from doing that. But, again make sure that you have a conversation and clear, a clear understanding of the process within the CoC.

John McGah: Okay. Good. So, you know, we can follow up with the person who submitted that question. If you could follow up we'll, we'll get the details of your local situation.

Thank you, Peter.

Another question came in. "You did say the existing users will be given a new password. Is that correct?" And that is correct. As part of our security controls, each year, a new password will be generated for users, and it requires you to go into RHYPoint. The first time, use that password and you'll be asked to generate a new one that you can create whatever you want that's safe and that you keep track of and keep secure.

Related to that, "When will this new password be given out to old users?" And the answer is 2 weeks before the submission period. The submission period is novem-starts November 2nd. So 2 weeks before that we have the new password schedule to go out.

"What do we do if we don't get the new password?" If you don't get the new password at that point you should submit a ticket to the JIRA system, and JIRA is ... it's just a product. It's J-I-R-A, but that's the rhymisservicedesk.net, and we will make sure you get a password immediately. That did happen a couple of times over the last submission period, but overwhelmingly, most people got their username all set, but it could happen, so please do contact us if you don't get it.

Notices someone says, "Who will send that notice? I'm not sure which ... was it only HMIS lead?" I'm not sure which notice it's referring to. (pauses) [inaudible 00:58:16] was going to talk. Most information will go to authorized users as well as if there are additional people that have been added on for information or data quality reports not to upload, but for that other information.

So I'm not sure what that question specifically referred to. I apologize. There's a couple of questions about domestic violence data elements whether or not the DV data elements are required of RHY projects. There were some questions among a couple of people.

Peter Nicewicz: So this is Peter. Domestic violence is not required by RHY grantees. It is required by other federal partners but not RHY programs.

John McGah: Great. Thank you.

We got a couple more minutes here, so I want to squeeze a couple in. "Will there," this question is, "Will there be an error with the upload if service providers track all services in HMIS versus just the 1 instance?"

Peter, does that make sense to you? I don't know if that's referring to street outreach. Go ahead.

Peter Nicewicz: Yeah. I think that this this is a question about the ... how many times should services be recorded? And I just want to reiterate that our expectation is that, the services piece and the referrals piece, you only know it once per enrollment, so you do not have to record every time a service is provided to a youth because that, that creates a lot of burden for the, for, for the grantees. So, again if you are providing youth with a particular service like counseling, you don't have to record every time that counseling session occurs, just once per enrollment.

And in terms of the upload I believe that even if you did record multiple times per enrollment, I believe that data still should be uploaded and there should be no error because it will meet all of the required specifications.

John McGah: Okay. Great. Thank you.

Real quick as our time is almost up regarding the data threshold requirements, one person wrote, "These expectations are, are not possible for many contacts made in street outreach who may never participate long enough to get this information, and this would be a problem if that's expected."

I'll, I'll speak to that quickly, and jump in, Peter, if I miss anything, but those threshold requirements are not necessarily required at that level for street outreach programs. You are encouraged and expected to collect as much data as you can. As Peter said in the presentation as appropriate, you're, you're getting, you know, sensitive information in tough situations trying to build a relationship. You're in ... That threshold is not the same for street outreach programs.

Peter Nicewicz: And, and if I may add, John for street outreach, the threshold is calculated a little bit differently. So, for the youth that do not have a date of engagement where ... If you remember, I talked about the contact versus date of engagement where the youth that ... you did not engage those records will not be included in the threshold. So for the 75% threshold, it's only those youth who have a date of engagement that will be counted in the threshold. So, so we do expect that for the sort of non-engaged youth the data quality will be low, but it will not even be included in the data quality report.

John McGah: Okay. Thank you.

And the very last question, I want to squeeze this in, "A little off topic, but is the 21-day BCP shelter stay limit 21 days at a time or 21 days ever? 21 at time or 21 ever?"

Peter Nicewicz: So the legislation says that the services may be provided for not to exceed 21 days. You know I got to be honest. I've never actually (laughs) encountered that question before and I'm not a 100% sure. So, if that individual could bear with me, we can give you a definitive answer. I just ... I don't have the answer right now.

Resa Matthew: Peter? Peter, this is Resa. I'm going to interject. Yes, we have our legislation for the Basic Center Program does say that a youth can stay in the Basic Center Program for up to 21 days under FYSB funding. But a youth can stay longer than 21 days if there's a different funding source to support that youth being in the emergency shelter beyond the 21st day.

John McGah: Per- Great. Thank you, Resa.

With that, we are 2 minutes over. I want to thank our presenters for presenting this information. I want to thank most specially you, folks, who called in and submitted these questions. Thank you for joining us. The questions were excellent.

As I said, we will collect all the questions that were answered and the responses and all the questions that were not answered and provide responses in a document that we'll prepare and will put up on the RHYTTAC website. You'll get an email that this is available. So, hopefully, we'll answer all questions that were submitted. If you have additional questions, please submit those to rhymis@air.org or through the rhymisservicedesk.net. That's the JIRA ticketing system. So you'll be receiving that information.

 I want to thank you again for your time. The submission period is November 2nd through 22nd. One question I see was asked, "Will there be a test period where we can upload in kind of a [sandlot 01:04:42]?" The answer is no, but there is a period of about 3 weeks in October where HMIS vendors can test the upload files and make sure everything is working. So that will be going on. We've been in communication with all the vendors. You should reach out to your HMIS lead about that if you have any questions.

So, with that, I thank everyone again, and you'll be hearing from us. Thank you for all your work. And that concludes our webinar. Have a good afternoon.