

Transcript: Preparing for Spring 2017 RHY-HMIS Upload

John McGah: Good afternoon everyone we're ready to begin the webinar. Good afternoon and welcome to the RHYMIS training webinar sponsored by the Family and Youth Services Bureau or FYSB, part of the administration for children and families at HHS.

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 want to thank you all for joining us. Today's webinar is; Preparing for Spring 2017 RHY-HMIS Upload: Collecting and Uploading RHY Data in HMIS. Today we'll be featuring the following presenters from FYSB Resa Matthew and Peter Nicewicz and from Mediware Information Systems Candice Hacker. Next slide please.

Before we begin today's presentation I'd like to make a few logistical announcements for everyone. Today's webinar will last approximately 60 minutes and it is being recorded. The webinar recording and the PowerPoint presentation will be posted next week on the RHYTTAC RHY-HMIS resource page. The link to that is shown here at rhyttac.net. An email will also be sent to all attendees following the presentation requesting that you complete a feedback survey and if you could complete that, that will help us constantly improve these webinars. Next slide please.

Because of the size of this audience all attendees will remain on mute for the duration of the webcast, so you will be in listen only mode. We do want to hear questions from you, this is designed to be interactive. You can submit questions in the question panel up on the right of your screen in the GoToWebinar navigation bar, your questions are vital.

However, we may not have time in the webinar to answer all questions during the webinar, we will try and we actually do have a lot of time allotted to questions. All questions whether answered or unanswered will be included in an updated frequently asked questions document also available next week on the rhyttac.net website with the other resources.

Submit your questions throughout the webinar, but at the end of the presentation we will have a chunk of time for additional questions and we'll moderate the answers to those. Also if you have any technical assistance needs around this webinar, technical difficulties hearing or seeing anything please also submit those in the questions box as well.

Lastly, any additional questions you may have that weren't submitted or you would like to submit shortly after the webinar, please submit them to the email address below; RHYMIS@air.org next slide please.

If you'd like to expand the screen there is the full screen button on the GoToWebinar panel, that is the blue box there that will expand your screen. If

you are not seeing your navigation panel -- the GoToWebinar navigation panel -- and you'd like to submit a question, you want to click on that orange arrow and that will expand the GoToWebinar panel itself and allow you to enter your question. Next slide please.

So that does it on logistics.

I'd like to now introduce the presenters for today's webinar. We have as I mentioned before Resa Matthew from FYSB, Peter Nicewicz also from FYSB and Candice Hacker from Medeware Information Systems as I mentioned already. With that I'd like to hand it over to our first presenter Resa Matthew from FYSB, Resa over to you.

Resa Matthew: Thank you John and just want to also add my welcome to today's seminar. I think many of you know that this is our fourth webinar we've offered regarding the uploading of your RHY data collected in your continuums of care HMIS.

I also want to take this time to thank you very much for your effort in the work that you are doing serving youth who are experiencing homelessness there in your programs. Also thank you for collecting the data over time because I know that this is really so important to strengthening and funding your programs to prevent and end youth homelessness.

I also know the collection of data, data entry and data quality checks are not easy so we appreciate the work you do to provide better information on behalf of the youth you serve who are so much in need of your services. I think many of you also know that the collection of RHY data is a legislative requirement and to date we've not yet had 100% of our grantees participate in the data upload system. However, I am confident that with this spring 2017 upload we will meet that goal.

Then finally I also want to take a moment to recognize several individuals who are consistently working behind the scenes to make this data upload happen and to streamline it and to troubleshoot. I owe a debt of gratitude to several people first starting with Peter Nicewicz who is our RHY analyst. The AIR staff under John McGah's leadership and to the Medeware Information Systems staff under Candice Hacker's leadership. I will now turn back over to our moderator John, thanks John.

John McGah: Thank you Resa and I apologize for a little bit of the phone clarity we're changing that about their phones. Next slide please.. Now we'd like to just briefly go through the agenda for today's webinar. The four things we want to make sure we cover are listed here: why do we collect RHY data using HMIS will be a piece of the webinar. We'll look at grantee responsibilities, things that you'll be responsible for as grantees we want to be very clear on what that is.

We'll look extensively at how to upload your data, how to extract the RHY data you've entered into your HMIS system; how it will be de-identified and then how you upload it to the RHY portal. We'll be very clear on those steps. Lastly, when you do successfully upload your RHY data you'll receive a data quality report. We'll go over in this webinar how to read that report clearly and accurately so you get the information you need. Next slide please.

Now before we begin with our presenters we have a quick poll question. We want to get you engaged here as participants and we'd like your answer to this question or to this statement please indicate whether it's true or false.

I believe collecting RHY program data in HMIS has been helping improve our understanding of the youth we serve, is that true or false. Please indicate here. We'll give you a brief moment and then we'll share those results in a moment.

Okay, well thank you for voting. 83% of you said true that you do believe collecting RHY program data in HMIS has been helping improve your understanding of the youth that you are serving. That's pretty good, we want to continue to find ways to get that to 100% and ways that we can further improve that for everyone, the use of this data to ultimately help youth that are experiencing homelessness. Thank you.

With that now I'd like to turn it over to our next presenter Peter Nicewicz. Peter I'll hand it over to you and next slide please.

Peter Nicewicz:

Great, thank you John and welcome everyone and thank you so much for tuning in to today's webinar and taking the time out of your busy day to join us. I just wanted to start with a why slide. I know that you are all busy collecting data in HMIS, you are busy making sure that it works, that you can upload it and it's a lot of work involved. As Resa mentioned we really appreciate all of the work that you put in to this data collection and we really believe that there was a great benefit for doing that.

I just wanted to walk through some of the reasons why we collect the data on the national level, but also why you should continue doing so on the local level and for your community as well.

First of all we all want to know how many homeless youth there are, I know that's the question that's frequently asked by; funders, policy makers, other interested people. Knowing the scale of the problem you are trying to solve is really the first step in tussling the solution to it.

Knowing the number of homeless youth is not enough to end youth homelessness, we also encourage you to collaborate with the other providers in your community as you work on your goals to prevent and end youth homelessness. One way to do that is by sharing the data you collect in HMIS with other providers.

I just wanted to plug our confidentiality and privacy rule here for a second. To collect data and to just enter it within your HMIS for your own program, you do not need the consent of the youth or of the parent. However, to share the data with other providers within your HMIS software you do need the consent of the parent or the legal guardian if the youth is under 18. You also need the consent of the youth themselves for youth who are 18 and over.

Again, the best practice is really to obtain consent. I think that makes people feel a lot more comfortable when sharing information with you. That way it also gives you the right to share your client's data with other providers so that you may more easily collaborate within your community to end youth homelessness.

Just a quick clarification that to upload the data to us on the federal level you don't need the consent. The reason for that is that we do not collect personally identifiable information containing the names and social security numbers. Those are all scrambled and hashed before they enter our system on the federal level.

By collecting data we can better understand the demographics of the youth we serve. As you know this includes the age range of the youth and the demographic information such as: race, ethnicity, and gender. We also collect information about entry where the youth comes from and that is really important to understand the patterns of: where youth come from, what they do when they are in your programs, and also where they live.

We also collect information about the needs of the youth, so this includes whether they have physical disability, developmental disability, chronic health condition, substance abuse problems and or mental health problems, it also includes various family dynamics. This information really has been helpful and I believe will continue to be very helpful as we increase data quality to understand the needs of runaway and homeless youth that you serve and the types of services that should be provided.

Next, outcomes that we collect include: the destination where the youth go after they exit the program, their employment status and education, as well as after care plans. The reason why I'm mentioning those is just to highlight the really critical importance of making sure that you do perform the exit interview as the youth leave your program and make sure you do get all of this information. It really does help paint a picture of what happens to the youth after they leave.

All in all you have; the entry, the services provider, the needs of the youth and outcome information. Really all of this information together helps to establish some trends and it should help you and will also help us on the national level understand who you serve and how your services can help youth get to where they need to go.

We also encourage you to always keep an eye out on data quality and completeness as Resa mentioned. Candice will touch more in her presentation about how to read the data quality report, what it means. In addition I just want to flag that we will actually be conducting additional training webinars sometimes this summer that will include information on data quality and completeness and best practices for each of the programs within RHY.

Finally, remember that this data is -- as I think is you know -- really helpful not just for us. We use it to write the report to congress on RHY, we also collaborate with other federal partners to compile the annual homelessness assessment report, which is also a report that goes to congress to highlight the state of homelessness within the United States.

You can also use it for your own program needs and that includes: responding to funding announcements, for advocacy purposes and so on. The possibilities are endless and it's really there for you to own the data as long as you remember the confidentiality rules that I talked about.

All right, well with that next slide please I want to talk a little bit about the timeline. As you probably know the upload period for this spring upload starts on May 8th which is a Monday and it will be open for three weeks until May 26th, 2017 which is a Friday. The basic expectation is that all active RHY grantees must participate which includes the TLP demonstration grantees. I believe there are about 10 grantees in the nation who are doing the demonstration project.

The reporting period that you will be submitting the data for is the first half of fiscal year '17 which is October 1st, 2016 to March 31st, 2017. Next slide please.

What does that mean for you? Well let's kind of break it down into a few points. Now is a good time to make sure that you have entered all of the data since the reporting period has already passed. You already should have all of the clients for that reporting period in your system, make sure that there are no missing values. If there are issues within HMIS that you resolve them.

The best contact person if you are having issues with your HMIS is your HMIS lead, which is usually the entity that's associated with your continuum of care. There is a special note for basic center program grantees and I know that you've heard about this for a while now.

I just wanted to remind everyone that if you are providing out-of-shelter prevention services -- so that includes home based services, street based services, and other kinds of service where the youth do not stay in the shelter overnight -- then you should be recording those in a separate HMIS project under what's called homelessness prevention. Your HMIS lead can help you set up that project in HMIS if they haven't done so and they can help you train on how to exactly collect the data in that particular project.

Finally just watch out for guidance training notices from RHYTTAC and AIR. RHYTTAC is our training and technical assistance provider as you know, so they send a lot of the messages related to the RHY program and that includes messages related to the upload. AIR as John mentioned is our technical assistance provider for the upload particularly and they also might send a few messages out. Please be on the lookout for those emails. Next slide please..

Starting on May 8th that's when the repository will open and what you should do is use your HMIS to generate what's called a CSV report file. CSV stands for comma separated value. Version 5.1 is the current version. Make sure it is hashed for RHY.

Now I know that's a little bit technical, but basically the hashing part means that the name and social security numbers are de-identified, are scrambled up so that we don't actually get the PII -- the personally identifiable information -- for those fields. We want to have your data but we won't know who we are talking about when we see your records.

When you generate that report and Candice will walk you through a little bit more on how to do that, basically it will be a ZIP file. That ZIP file will contain a number of CSV files and those are just basically text files that contain all of your program's data for that reporting period. That ZIP file is what you upload into the repository.

There are two steps involved: one, using your HMIS software (and there are a number of software vendors throughout the nation), you create the ZIP file; and two, you go into the repository under rhymis.net and you upload that file and indicate which program the file is associated with. Again Candice will walk you through those steps, but I just wanted to emphasize that it is two steps involved: one using your HMIS system and the other using the RhyPoint repository.

I encourage you to do this as early as May 8th because we have had some issues in the past. We have been able to resolve a lot of technical issues and hopefully every time that you do this the process gets a little bit smoother, but we can't guarantee it will work the first time around. The best practice is really on May 8th that Monday go in extract the report, go into the RhyPoint repository, upload your data and make sure it works and if not let us know. Next slide please.

After you upload you will receive a data quality report within about 24 to 48 hours. That data quality report will indicate the completeness and the quality of the data you have submitted, so you are encouraged to review it closely and fix the issues regarding your data quality within your HMIS and then resubmit. Again I just want to stress that the repository is only open for those three weeks so you have to resubmit before May 26th, otherwise the repository will be closed and you will not be able to resubmit again.

Just wanted to add that the TA service desk is available and that's RHYMISServiceDesk.net it's in that last bullet point. Again RHYMISServiceDesk.net and that we are using that as a technical assistance tool to help triage all of your questions.

I just wanted to note that you also need a separate user name and password for that RHYMISServiceDesk.net account and that's different from RhyPoint. Apologies for all of the different systems that you have to use, but we are trying to basically keep it as streamlined as possible. That TA account is there to really help assist you on any of the issues you might be having with the upload.

All right, so that is all for my part and now I'll pass it on to Candice who will talk to you a little bit more about how to upload the data in more detail and then how to review the data quality report. Thanks.

Candice Hacker: Thank you Peter this is Candice, I hope that you can hear me just fine. What we'll be looking at first is a series of screen images that will give you a sense of what to expect when you actually go in to log into the RhyPoint site. I just want to remind you that grantees will not be able to do anything for submission until May 8th, so if you attempt to log in prior to that you will not be able to.

This is the log in screen. You will enter your username and the temporary password that you have been provided. Next slide please.. That temporary password does expire upon its first use, so once you have used that you will have to create a new password. You'll have to enter it twice to make sure that you have it input and then you will be able to use that new password each time you log in subsequently.

If you should forget your password you are able to contact the service desk, there is a link to it right there on the bottom of the log in, right underneath the log in button should you need assistance and if you've forgotten your password. Next slide please.

When you initially log into the system you will have to accept the user, the software license agreement. This is the user end agreement that basically states that you as the user will not use the information that is contained within for any personal or non RHY related business. Once you accept that you'll get to the next screen. Next slide please..

Once you arrive at the homepage there are just a few options for you to click on. You'll immediately see the recent import activity screen. From here you'll see a drop down where the grants with an asterisk is that will give you the drop down that you use to select your grant options. Next slide please.

Here we see an example where the grantee has two different grants, so you'll want to select the grant for which you have created your CSV download file so that you can upload it here into the system. You'll use the down arrow to choose

either the SOP or TLP grant. The number that's present at the end of your grant identifier is the expiration date of the grant and that is provided in the event that you have more than one grant with different expiration dates. Next slide please.

Once you choose the appropriate grant you will first click on the choose file button which will allow you to browse your desktop or a thumb drive wherever you have saved the file. Then secondly you will click on the upload button which will start the upload process into the RhyPoint database. Next slide please.

It will take a few moments for the slide to upload, so please make sure that you give it an opportunity to complete the upload. Once that is done next slide please, you will receive a notification of a success should you have a successful upload. If there is an issue with an upload we will look at a couple of examples of what kind of message that you will get.

Please note that this pop up screen that you get here once you submitted also notifies you that an email will be sent to the person that did the upload and it is a copy of the same information. That if you don't get a screen image here you will get an email of that information sent to you using the email address that had been provided to us. Next slide please.

Once the file has been uploaded, you will actually see that file listed under successfully uploaded files. You can only upload one file at a time but you may upload more than one file if you have several grants or several grants with different operating years. Once you've completed all of your uploads you'll be able to see those there on the bottom of the screen. Next slide please..

Once you've got recent uploads you can click on the recent upload activity tab which is on the top left. You'll see that appear in the center of the right screen just above the grant number where you can see the name of the file that was uploaded and the date and the time that the upload was completed. Once the upload processes, it does take a little bit of time for the import to the database itself to complete and we'll show you an example of that on the next slide please.

After the import completes, you will see the import ID; that's what we use to track your particular record; the file name; and when the import was actually scheduled, started and completed, so that you have a record there and you'll be able to see that information any time that you log into the system. We do keep record of that information in our database as well. Next slide please.

You may find that you have a structural error during the file upload. A structural error is an error in the CSV file itself. Should you come across one of these types of errors, you will get an email with the specific information and that information should be passed on directly to your HMIS lead not to the vendor directly. Your HMIS lead is the one that will interact with the vendor to make sure that appropriate information is exchanged for that process. Next slide please..

Here is one example here there are several critical errors that might be a little hard to see on your screen, please remember that you will actually get access to the PowerPoint at a later date. In this instance it is letting the user know that there are critical errors that need to be collected before the submission can be accepted.

This is telling you that this particular file is not being accepted into the repository and you would be able to tell that as well because you would not see that file in your recent upload activity. You will get a copy of that email and again that email should be sent directly to your HMIS lead for questions and to help confirm what the issue is. Next slide please.

The second kind of error that you might get is letting you know that you have successfully uploaded your data but that there are still some issues with the submission itself. The critical errors will not allow you to upload your data and it will specifically say your file has not been received. The non-critical issues will let you know that you have successfully uploaded but that you still may want to submit those error details and send those over to your HMIS lead just to have the vendor double check what is happening with that particular file. Next slide please.

Again, another type of error on this one -- and you'll notice on the top -- I forgot to mention this on the first error slide, it specifically states "Error" at the top of the pop up. If it's successful you will see the word "Success." It is telling you that given that the data contained within the file has not been properly hashed, which means it has not been de-identified that we cannot accept the file with personally identifiable information.

Our system will not save a copy of that file and you will need to do a new download from your HMIS system that includes the data and it's hashed so that we can make sure that we do not receive any personally identifiable information into our RhyPoint database. Next slide please.

Once you have submitted your file successfully you will receive a data quality report. For those of you that are new you will get that by email usually first thing in the morning the following morning after your upload. If for some reason you haven't received your data quality report after 48 hours, please let us know via the help desk and we can make sure to get a copy of that to you.

Once you receive that data quality report you can use that data quality report to double check anything that has been submitted to make any corrections if you would like and then to resubmit a new file if you choose. You can also add additional people to receive the data quality report and you can do that by requesting assistance through the service desk. Next slide please.

Just a little bit of information from the last upload process so that you can have a sense of how things went. In the November upload we started the newer shorter data quality report and just by project type we can see that emergency shelter, homelessness prevention and transitional housing all had excellent scores in the 90s or very close to 90s. Overall the street outreach score was at 77% which were a little bit lower than the other project types. It's still excellent considering that the threshold is at 77% again for the upload process. Next slide please.

Just a review of the universal data elements that you require 75% threshold, this gives you: the project types, who it's required for, when the data is collected, and what the actual element is. You can review this a little bit closer and make sure that your projects are set up correctly in HMIS and that you are collecting the appropriate data elements. Next slide please.

While there are a number of program-specific data elements required for RHY, we are only checking some of those elements during the upload process. These are the elements that are most critical to the mission of FYSB, so you can see the list of elements here again with that same designation of: what the element is, when the data is collected, for which project types, and for which client. You will notice again that there is a 75% threshold, so if you do need to make a correction you can make the correction and resubmit your data up until the end of the submission period which we remind you again is May 26th. Next slide please.

The first page of your data quality report will give you a project descriptor summary. What you will want to take special note of is that you have both a project type code that is listed that is an appropriate FYSB funded project type as well as the federal partner program and then your grant identifier, grant start date and grant end date for that particular grant. In an ideal situation with an appropriate project set up this type of screen is what you will see, there will be no red texts on the screen.

However, if there is an error -- next slide please -- you will see that on this sample there is a project type code of permanent housing, rapid re-housing chosen and on this one it is highlighted in red. It is an indicator to you as the grantee that your project is not set up correctly in the HMIS database. If anything on this page is red, those clients will not be included in this year's upload. Please make sure that you are checking that first page and not just skipping directly to the summary. Next slide please.

Each grantee will receive a summary for the specific project type that you have uploaded, in this particular example we're looking at transitional housing and this example has an excellent score. You will get a green plus indicator when you have reached the 75% or higher threshold for a particular element. You will get a red negative sign if you are less than 75% for a particular element and that will give you the opportunity to make data corrections as needed. Next slide please.

I'm going to turn it back over to John, who has a poll question. I just want to remind you that after the summary screen there is the option to look at the detail tab for each of the clients that are in your submission. Wherever you see a red indicator that something is missing, that's how you can go back to your original HMIS database, make a correction and do a resubmission if necessary. Thank you.

John McGah: Great, thank you Candice for that walk through. You are right we do have a poll question now as we wind down the presentation and we head into the question and answer portion. First we want to get your feedback. Here is the poll; answer true or false to this statement: "I have enough information to successfully submit fiscal year 2017 -- that is, October 2016 through March 2017 -- data in the Spring upload process. Is that true or false for you at this point?"

We'll give you a moment to answer that and I'll give you the results in a moment. Okay, 91% of you said that was true that you do have enough information and 9% said no, not quite yet. That's good and we want to make sure we get that to 100% and part of that has to do with knowing where you can get additional resources. Next slide please.

We mentioned at the start of this webinar that the recording of this webinar and other materials will be at the rhyttac.net web page: their technical assistance page and specifically the RHY-HMIS page. On that; you'll have the webinar, you'll have a user manual, you'll have an updated frequently asked questions document and a data quality report manual will all be there at the end of next week.

In addition to those resources if you need to email folks at FYSB directly, that email address is here on the screen: rhytmis@acf.hhs.gov. Or, always a good first line of an approach is to visit the RHYMIS online service desk and this is at RHYMISServiceDesk.net. When you go there -- and many of you have already used it -- you get an account. If you don't yet, you'll have to create a username and password as Peter mentioned earlier. Once you do that once, you are set to use that login information forever more.

That system allows us to coordinate between AIR who is providing technical assistance, Mediware who is providing technical assistance, HHS service providers, RHYTTAC is there involved to coordinate your tickets track the status and make sure we get to you in a timely manner. Those are good resources. Next slide please.

That ends our presentation portion, we have just about 20 minutes left and we'd like to turn it to your questions with our panelists to answer some of them. A number of the questions have been flowing in during the webinar and our people behind the scenes have been answering the questions that should be available to all. These questions and answers will be made available to all attendees.

Let me just go through a couple of questions and answers now. While I'm sharing that if you have more questions please submit them in the questions tab on your GoToWebinar navigation stream and we'll address those as they come in.

First, a number of people have asked when will the usernames and passwords for RhyPoint be sent out. The answer is this, you'll have the same username if you've been a user in the past but you get a different password generated every six months for security reasons. That is being emailed out to all users this Friday, April 28th, if there is any issue with that and there should not be the fall back will be Monday, May 1st so look for that email. If you don't receive it by May 1st contact us at the RHYMISServiceDesk.net technical assistance screen. That will be coming and it should be this Friday.

Some other questions that came in: if I am a basic center program, BCP and I have two projects under that grant one is for emergency shelter and one is for prevention services only, do I upload two different CSV files for those two different projects? The answer is yes, you should see both of those distinctive projects BCPES for emergency shelter and BCPP for prevention on your drop down menu. You want to upload a separate upload file for each of those.

Let's see, here is a new question that came in; can we get more than one log in for RHYMIS or RhyPoint in case the HMIS lead is unavailable? I'm going to answer that but then I'm going to put it to Candice and Peter. The answer is you can have more than one login per grant but only one per project or program. In the example I just mentioned with BCP emergency or BCP prevention there can only be one user assigned to upload data for each of these and similarly for other programs only one per program or project. If you have more than per grant that's okay. Peter would you add anything to that question, that answer?

Peter Nicewicz: Just to answer the question maybe more directly that the HMIS lead can certainly help you with the upload, but the way we have set up the system is that someone within your organization the RHY grantee will be responsible for the upload. If you are not sure who from your organization is currently signed up to do so, please email me at rhymis@acf.hhs.gov -- the email address that John provided earlier -- and I will be able to look it up for you.

You should have gotten an information sheet from your federal project officer asking for this information. In case you missed it or just forgot, I'm happy to look that up for you and hopefully that will clarify things. Thanks John.

John McGah: Sure thank you. Here is another question for you Peter. The question is, Who determines who is our HMIS lead and who should have access?

Peter Nicewicz: Your HMIS lead is associated with your HUD-funded Continuum of Care. The only way I know how to do that is with Google or Bing. Search for "Contact a CoC HUD Exchange" and then on the HUD exchange website you will see a link for contact

information for CoCs. Go to your continuum of care and the HMIS lead information should be there.

If you are still having trouble with finding your HMIS lead please let me know. Again, you can use the RHYMISServiceDesk.net address or just directly email at rhymis@acf.hhs.gov.

John McGah: Great, okay thanks Peter. Here is another question that just came in; what's the relationship between the RhyPoint data upload and the semiannual narrative reports required for each grant?

Peter Nicewicz: Thanks, that's a great question. Currently those are two separate processes, they are required as part of your RHY grant. The semiannual narrative actually goes through our division of grants management and is part of what I think is called the PPR or Performance Progress Report that your federal project officer reviews on a semiannual basis.

The upload is your data, so this is just quantitative numbers from HMIS. The goal is to eventually make these two processes a little bit more streamlined so that when you have a monitoring visit from your federal project officer, they are using both your HMIS data that you submitted for this upload, as well as your narrative from the PPR and looking at that to review your progress.

John McGah: Thank you. Here is another question; what happens if we don't collect some of the data that was listed as expected. For instance if we do not collect the data of how many times homeless, will that affect the upload if its not listed here or the data quality score?

Peter Nicewicz: Is that a question for Candice or?

John McGah: I'm sorry, so I was thinking the first part for you Peter and then the next part I guess for Candice. If a grantee does not collect required data what are the implications of that maybe with future grants or what not and then for Candice or you Peter how does it affect the data quality score?

Peter Nicewicz: Sure, so the expectation is you collect all of the data that's required. We understand that sometimes you are not able to collect it particularly in situations such as street outreach where you might not have opportunity to ask all of the questions. The data is openly going to be reviewed by your federal project officer and it is used to monitor the overall progress of your grant.

We're working on processes to streamline that a little bit more, but again I encourage you to use this time to really improve your data quality and completeness. Maybe Candice you can talk a little bit more about what it means for the data quality report?

Candice Hacker: Yes of course. If there are data elements that you are not collecting then those will appear as missing in your data quality report. It will not impact your upload as the CSV files will just not have values for those particular questions.

Where you could see an issue is dependent on the volume of clients that you serve and the number of questions that you are not answering. It may well be that you are not at the 75% threshold so you will want to work with your HMIS lead to make sure that you are both collecting those values in HMIS and work with your case managers to make sure they are collecting the information when they do intakes with the clients.

John McGah: Great, thank you guys. We got about 10 minutes left so I want to keep going through a number of questions that are coming in. The next one is; how do we get an additional RhyPoint log in and I can answer that one.

For an additional RhyPoint log in and again it's one per project/program but if you need, if you want to change that user or you want to get an additional one for a program that for some reason doesn't have a log in, you want to go to the RHYMIS service desk. That's the RHYMISServiceDesk.net. I'm looking at it right now there is five categories to the left and you want to click on user accounts and passwords that will open up a menu where you can choose user management which allows you to add or change users.

Then from there it'll ask you for specific information about your grant and the user and you submit it there. If everything lines up you'll be assigned via email changed user information or an additional user if that's appropriate.

Related to that there is another question; previously our executive director was the only one with a username and a password for RhyPoint. We have requested this to be changed and she does not upload data or do anything with HMIS, should we wait to see who receives the email April 28th to see if that has been changed?

Yes that will work or you can submit a ticket in RHYMIS service desk and we can tell you if it's been changed or not ahead of time if you don't want to wait. Also I will add that's a common occurrence in many organizations where the director or leadership is not necessarily involved with the data.

He or she can be taken off as the authorized user who uploads data but can still be on the list to receive a data quality report each time that's generated with an upload. He or she will still be up to speed on how things are going, when things are being submitted without being a bottleneck if he or she shouldn't be in that position to actually upload. You can add recipients for the data quality report also on the RHYMIS service desk page.

Okay next question; how do we find out if we have missing values or good data quality and which exact records need to be edited. Candice do you want to answer that?

Candice Hacker: Yes. On the data quality report that you will receive back after your upload there is a tab called the detail tab and on that tab you will see a client's ID number to the far left of the tab where that ID number is the originating databases client ID number. You should be able to look up the client by that ID number, go in and make the necessary edits or alterations, generate a new file and then re-upload once those corrections are made. Then you will receive a new data quality report the following day. You can do that as many times or as few times as you would like during the process.

John McGah: Great thank you. Here is the next question; someone who is using a specific HMIS tool and wondering are there instructions on how to extract the data from that particular HMIS and just reading this from the HMIS provider and then have that file ready to upload. As far as general instructions there is a user guide on the RHYTTAC page where other resources are. For your specific HMIS vendor if you are not clear how to extract that data you should contact that vendor directly to make sure you are clear. Candice or Peter would you add anything to that?

Peter Nicewicz: The only thing I would add is your HMIS lead is the person to contact if you have any particular questions on how to use your software and they usually are able to help you understand all the bells and whistles of your particular software. In addition a lot of vendors do publish user guides, so look out for that. If you are using a particular software you might want to actually even google or bing your particular software vendor and user guide and usually there are instructions on how to generate the report. Candice I don't know if you had anything else to add about that.

Candice Hacker: No, I believe that covers everything Peter, thank you.

John McGah: Great all right. Great reminder and upgrade Peter to my answer that if you do have an issue with your HMIS vendor it is good to always go to your CoC's HMIS lead first as they are the preferred point of contact. Speaking of HMIS vendors and HMIS leads here is a question; is the HMIS vendor the same as the HMIS lead and the answer is no. The vendor is who maintains and makes your software and the lead is the person or the agency in your CoC who is responsible for HMIS in your community, in your continuum of care so those are different roles.

Okay, the next question is from a person who writes: We have a street outreach program and two shelter programs that are supported through RHY. We are familiar with the date of engagement question for street outreach but recently one of our shelter programs has the date of engagement question added and only some clients have this questions on their HMIS profile. We aren't sure what this means for a shelter program, could you speak to that.

Peter Nicewicz: Thanks for the question and the short answer is you are not required to answer the date of engagement question for your shelter program. The date of engagement is only for street outreach programs and that actually leads me to believe that there might be a slight set up issue in your HMIS software. I would encourage you to bring that up with your HMIS lead and let them know that that question is appearing for your shelter program and it really shouldn't be.

John McGah: Great, okay thank you. Next question in our last couple of minutes and if you do have additional questions get them in now please we still have time for a couple more. This person writes; I know who our HMIS lead is what I'm trying to discern is if our HMIS lead should be doing the test file this week.

For those of you who don't know there is a testing period right now to upload test data into the RhyPoint portal and the answer is no. That is only for HMIS vendors, the companies that make the software so they can test how the functionality is working at their end not the HMIS lead.

Another question: Is there a difference for street outreach programs between date of entry and date of engagement. What is the difference in these two fields, in these two questions?

Peter Nicewicz: That's a great question. The date of entry is really a question that is asked for all programs within HMIS and particularly for street outreach that would be when you first encounter the client. The date of entry when they enter the program. The date of engagement is the date when you begin a deliberate client assessment or case planning, so the implication is that you might have a lot of clients in street outreach but you will not engage all of them because you might not see them after one contact.

You only put the date of engagement in when you start a deliberate case plan with them where you begin to intake them into the program with the hopes of them exiting out of homelessness.

John McGah: Great, thank you. Another quick question here; if we have a client that is underage and comes into the basic center program emergency shelter how should we answer the head of household question and what if they don't know their social security number. Peter can you answer that as well.

Peter Nicewicz: That's a great question. Usually the answer to the head of household question is "self" for RHY youth and that includes underage youth, because they are their own head of household. I know that's a bizarre term for youth, but we usually consider individual youth including underage youth to be basically heads of households. If there is a parenting youth and they bring a small child or a baby with them, that child will be considered a child of the client or a child of the head of household.

In terms of social security number if they don't know you can enter a partial number, you can also say client refused or client doesn't know.

John McGah: Okay. I think there was another question I don't know if we addressed it; if the answer is client doesn't know or client refused will that affect our quality report score and the answer is no. That's a valid answer if the client refuses or doesn't know. It will not negatively affect your quality score.

With that I'm afraid that's all the time we have. Questions are still being answered directly through the GoToWebinar. Anything that was not answered and everything that was answered will be consolidated and sent to participants of this webinar and also included in the frequently asked questions document which will be posted at the end of next week on rhyttac.net technical assistance RHYMIS page.

With that as it's just three o'clock we want to thank everyone for joining us. Thank you to our presenters for presenting today, thank you for your questions and enjoy the rest of your afternoon. That concludes this webinar, take care.