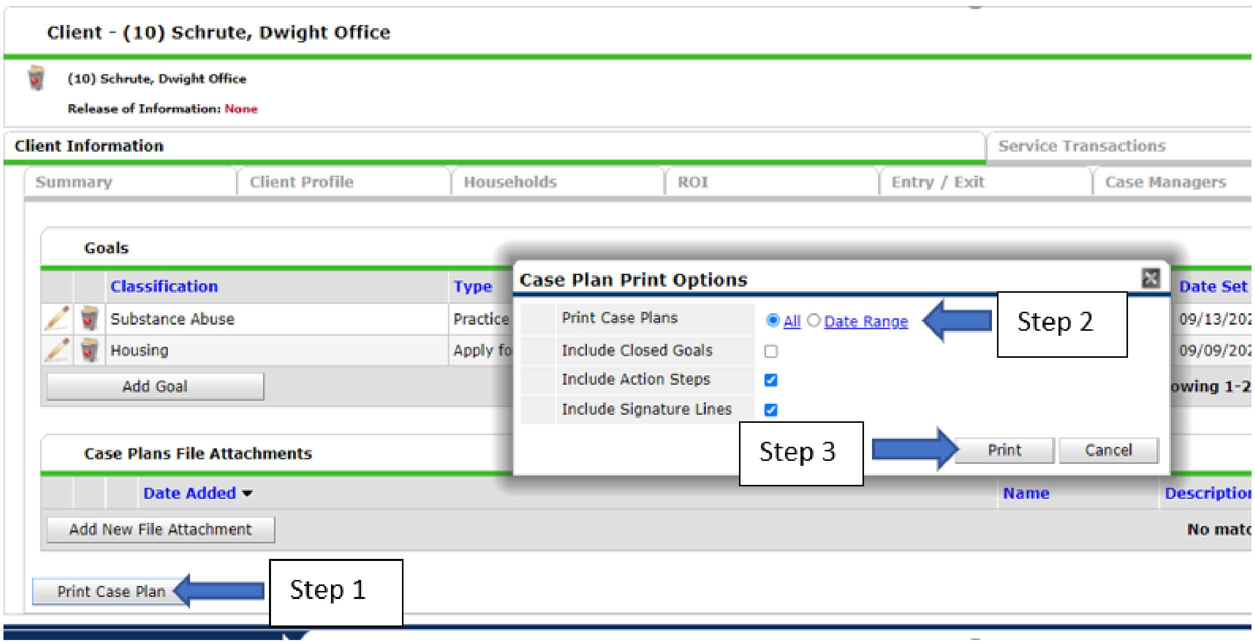
2021 HMIS Satisfaction Survey FAQs

- ***What are Universal Data Elements (UDEs), how do we enter UDE's into HMIS and how does this affect reporting?***
    - Data Quality Training Video
- ***How do we correctly enter clients into households?***
    - Household Training Video
- ***What documents are required in HMIS and how do we upload them?***
    - ROI Training Video
- ***How do we put in interim updates and when should we put in interim updates?***
    - Interim Update Training Video
- ***What are the homelessness categories and how do we define Chronic Homelessness?***
    - There will be a training on how to track history of homelessness. When it is released we will notify agency admins.
    - Definitions of Homelessness Training Video
- ***Can we have project specific trainings?***
    - Yes, program specific trainings are coming soon. In the meantime, please register and attend HMIS Open Office Hours.
- ***Can we communicate with other case managers through HMIS?***
    - No, however when you assign yourself as a case manager within a client profile other providers working with that client can see your phone number and contact you.
- ***Can we get a refresher on create clients and entering them into a project?***
    - Yes, please register and attend HMIS Open Office Hours
- ***How do we complete annual updates?***
    - Please register and attend HMIS Open Office Hours for guidance.
- ***How can we see what is missing from a client's profile?***
    - All HMIS Users have access to "Canned Reports". A user can access those reports by clicking on the Reports tab on the left-hand side in the main menu in Servicepoint. Data Quality Framework and the CoC-APR are helpful reports to check for data quality.
- ***Can data be deleted from HMIS?***
    - Yes, submit a helpdesk ticket if you need help with deleting data.
- ***Can we bring back the Entry/Exit report?***
    - WellSky removed the Entry/Exit Report. We have advocated for it to return.
- ***Will there be updates to ART?***
    - Yes, updates are coming next year. We will send out information when Wellsky provides more guidance.
- ***Can Date of Birth be added to client search parameters?***
    - Yes, DOB can be added to the client search. If you do not have that function, have a project manager or agency admin submit a helpdesk ticket and we will add the DOB search function.

- ***Can we print all case notes at once?***
  - Yes, follow the instructions below:



- ***Can changes be made to the summary page?***
  - Yes, changes can be made to the summary page. Those requests must come from Program Managers within your organization. Please submit a helpdesk ticket to request changes.
- ***What are the ART reports we should use? How do we pull ART reports and what does each report do?***
  - If you would like a list of the reports that Wellsky has available with a description of what each report does, please send us a Helpdesk ticket and we will forward the document to you.
- ***For all other questions, please submit a Helpdesk Ticket, attend HMIS Office Hours or review the documents available on the ECHO HMIS Training page on our website.***
  - Helpdesk Link
  - HMIS Office Hours Link
  - ECHO HMIS Training Materials