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?**
  o Yes, follow the instructions below:

• **Can changes be made to the summary page?**
  o 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?**
  o 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.**
  o Helpdesk Link
  o HMIS Office Hours Link
  o ECHO HMIS Training Materials