FAQ – HMIS Software Transition

Answers from questions asked during the statewide webinar January 12, 2016

Q: Has it been determined if it's possible to run many smaller csv export files in a single night on the new system?
A: We can run multiple csv exports per night. We will have more specific information about size/date limitations soon.

Q: Given migration…how would you anticipate PIT for Jan 29th? Will we get it from Adsystech or Bitfocus in April?
A: We are going to pull all Balance of State Point in Time Count data from the current system prior to March 13th.

Q: Are we going to be able to enter and calculate the VI-SPDAT score in the current system or are you just going to wait to do that until after we get the new system.
A: We will not be pursuing additional fixes to the VI-SPDAT in the current system. Bitfocus has the VI-SPDAT available and we will have more information about how to request use for your Programs soon.

Q: Will I (and our sub grantees) have access to Adsystech far enough in to March to complete our February SSVF export and upload to the repository? I often upload our data and then must fix data quality issues and upload again (usually the repository ends up being open for data fixes until the 12th of the month or so).
A: SSVF grantees should plan on submitting their final upload (including corrections) to the VA prior to March 13th.

Q: Regarding service data migration, I am concerned about not having access to our spending data and SSVF service data. We must have access to SSVF service data for 10/1/15-9/30/16 for upload to the VA repository monthly. Also, we use HMIS to track our spending for CHG, EFH, ESG, and local dollars.
A: We will migrate data standard services first (including SSVF) and then focus on non/old data standard services afterwards.

Q: Can data in the additional question beds be migrated (PIT count question beds, outcomes question beds, follow up question beds)?
A: After the minimum required data is successfully uploaded, we will work on transferring additional data elements.

Q: Are you anticipating that we will be able to start using the new HMIS software as of March 14?
A: As of now, what we know is that the current software will go away mid-March. We will have a better idea of when the new system will be accessible to Users after training is complete by the HMIS Admin Team. Our goal is to have everyone using the new system by the beginning of April.

Q: [From the conversation on the webinar regarding site visits to Las Vegas observing the intake of 400 clients in one hour into an overnight shelter]: Does that mean the men staying at the shelter

swiped a card and that counted them in the system?
A: Yes, the men who stayed in the shelter were issued an HMIS card their first stay, maintained that card, swiping it to get signed up for additional stays.

Q: How is Commerce handling bridging reporting?
A: If you have a funder required report during the potential "blackout" period, please contact your funder and make arrangements to submit the report at a later date.

Q: If you are only bringing over data that is required under HUD does that mean you will not bring over all the various services we have set up?
A: The data required by HUD will be transferred prior to non-data standard/old data elements. There may be a period of time after the new system goes live that you don't have access to your old services, but we will do our best to transfer them as quickly as possible.

Answers from questions asked during the statewide webinar January 26, 2016

Topic: Paper Data Collection March 2016

Q. Will Commerce be able to provide us with a paper copy of the intake questions?
A. Yes.

Q. Will the paper copy be a scan entry form?
A. No

Topic: E-signatures and other consent questions

Q. Will it be a local decision to use electronic signatures for HMIS User Code of Ethics forms?
A. Yes, it will be a local decision after any guidance about it that Commerce may issue, forthcoming.

Q. Is the 7 year consent period required? Or can we make it unlimited on new client consent forms?
A. A time limit of some sort is required, yes. Seven years is the industry standard.

Q. I think I heard that Commerce will require all new Agency Partnership agreements. Do you know when those agreements will be available?
A. You can expect us to contact you about that sometime between now and April 1.

Topic: Reporting

Q. Will the ad-hoc reporting tool Looker be available for users on day 1?
A. Reports will work – though I'm unclear at this time what reporting tools users will have access to.

Q. How will we be able to complete our upload to the VA for March SSVF data if we will be entering

FAQ – HMIS Software Transition

March data in Clarity in April (upload to the VA due by 5th business day of the month)?

A. We will send a clarifying email to Abt on all SSVF grantees in the state who use the state's HMIS for reporting to the repository and request an extension on your behalf. We will let you know what they say. Commerce staff may be able to provide data entry help to meet reporting deadlines as well.

Q. We're getting some questions about the transition and how it will impact reporting requirements to Commerce. There is particular concern around HEN. Will Commerce be issuing a letter or guidance that we will hold harmless on reporting requirements during transition?

A. CHG Managers released guidance to CHG Leads in each community that HMIS reports are not required for 2016 invoices until further notice. For more information, contact your CHG lead.

Q. What are you telling users about their ad-hoc reports and how they can re-create them in the new system?

A. We haven't provided any information about this at this time. We expect to re-create working ad hoc reports in the new software with users and on behalf of users.

Topic: Other

Q. Will these slides be emailed to us afterward?

A. Yes

Q. I'm new to these calls so please forgive if this has been answered previously, but is Clarity going to be available to download on mobile devices or iPads for ease of use in the field?

A. Two-factor authentication requirements for state software might make this not possible. We're still working out those details.

Q. When will Thurston County CAC be going live on Clarity?

A. Along with everyone else you will be going live April 1.

Answers from questions asked during the statewide webinar February 9, 2016

Q: Will we have new HMIS consent forms that clients need to sign?

A: Yes. We will distribute them when approved by the AAG

Q: We have an RHY data transfer due in April. Will the data be transferred to Clarity by that time?

A: It depends. What is the timeframe of data due for RHY in April?

If it is for client data through February 2016, then yes.

If it is for client data through March 2016, then no.

Q: Has it been mentioned if Clarity is Windows 10 compatible?

A: Yes, it is. [Note: Windows 10 may not be HIPPA compliant. Google search the topic and you will find many entries about it.]

Q: Will there also be a reports training for Clarity.
A: In March the basics of reporting will be taught to you as part of the basic training we will provide all users. We will have more advanced report trainings after the big push to go live April 1 is behind us.

Q: What is the link to Clarity info?
A: www.help.clarityhs.com

Q: Will user set up be done as a downloadable app?
A: No.

Q: Have you heard if Clarity is available on mobile devices such as IPads?
A: Yes, but the mobile functionality is not usable for WA state users due to our two-factor authentication rules.

Q: For Coordinated Entry, will Clarity have the VI-SPDAT as part of client information; will we be able to build waitlists in HMIS?
A: Yes, for the most part. We are still testing Coordinated Entry functionality.

Answers from questions asked during the statewide webinar February 23, 2016

Q: Will there be Clarity training in other parts of the state? Or will all of them be in Olympia?
A: In March and April they will be in Olympia or in webinar form. Travel will begin again after April.

Q: Can you show the link for training one more time?
A: It can be found on our HMIS website at: http://www.commerce.wa.gov/hmis

Q: What is the HMIS legislation again?
HB 2834 [2015-16 Concerning implementation of the homeless youth prevention and protection act of 2015.]

Q.Apologize if this is a repeat, but will you be doing basic reporting training in the initial software training? We are trying to reschedule our due dates for quarterly reports, so need to know when our grantees will be able to do reporting.
A.Yes

FAQ – HMIS Software Transition

Q. Do we only need to register for one training or is there an advance class like the previous training on Enginuity?
A. Just register for a software training in March. More advanced classes will be scheduled for later.

Q:Will the enter/exit program questions for clients be similar or the same as the ones we have been using?
A.Yes.

Q.This is my first call also--is there still going to be a transfer first of Yakima county? When does that happen?
A.Yes. At the same time as balance of state transfer – so by April 1.

2/23/16 Meeting Agenda/Notes

Agenda:

1. Training dates are set! Let's review.
    a. Go to www.commerce.wa.gov/hmis
    b. Click on the Training Schedule/Catalogue
    c. Read instructions
    d. Scroll to end
    e. Click on link for which you want to register
    f. Register
    g. Receive confirmation
2. User tasks on Adsystech:
    a. Look at data every which way you can against known data quality and performance measures
    b. Enter last of February data
    c. Run reports you need
    d. Tell us if you are one of the ones who accidentally log in March 14. We'll be creating a percentage ☺
3. User tasks on PAPER FORMS:
    a. New stuff in March for existing clients
    b. New clients in March
    c. Exits in March
4. User tasks on Clarity
    a. Get trained
    b. Help us do a spot check during your training on the build out we did of your programs
    c. Play around in the test site we give you access to at the end of your training
    d. Go Live on April 1
    e. Enter all March data from PAPER FORMS

Updated: March 16, 2016

   f. Proceed with normal data collection, entry and reporting for infinity
5. ETA on signature forms
6. Admin tasks between now and April1:
   a. Legacy data migration
   b. Remaining set up issues, including screen revisions if any
   c. Train users
   d. Quality review and final testing
   e. Security Audit with external contractor
   f. Help expedite forms revisions
7. Update on HMIS legislation
8. Anything else?

Answers from questions asked during the statewide webinar March 8, 2016

Q: When entering in Clarity, if you check mental health problem for example, there is a question if the problem is long term. Can you define long term?

A: After an internet search and a review of the HUD HMIS Data Standards, I cannot find a definition of "long term" as it pertains to mental illness. The entire data element states: "Expected to be of long–continued and indefinite duration and substantially impairs ability to live independently" and you would only answer "yes" if all of those conditions applied to the client, so please use your best judgement as to the length of duration of the mental illness.

Q: When will there be any live HMIS trainings on the east side of the state?

A: Look for a schedule to be released soon for May and June trainings in person outside Commerce offices.

Q: Will Commerce be re-creating the Dashboard Report (Management Report) that is available in AdSysTech? If so, when?

A: Yes. April 1 it should be available.

Q: Any idea how easy or hard it will be to add "Services Provided" in Clarity? There are a number of services not included in our current Adsystec program.

A: After "go live" please call your friendly HMIS team member and we'll help you get services added that are missing.

Q: When a client is exited and their data needs to be revised after the exit date will Clarity allow us access without Commerce having to reactivate the client as currently done with Adsystech?

A: Yes, except for Whatcom. Katie in Whatcom will continue to manage the reactivate process for Whatcom users and the SSVF grantees that receive HSC SSVF funding in and around Whatcom County. [Added after meeting: you may need to contact HMIS TA staff or your local HMIS administrator if you are you trying to fix exited records and you have multiple household members, multiple status updates, and/or you are asking to delete a program record.]

Q: I just want to clarify that when working with someone who is homeless, we don't enroll them in a program in HMIS until they have secured housing.
A: Nope – you can enroll anyone in HMIS regardless of housing status, but there are some specific types of programs and assistance that have eligibility requirements, so be sure you're following the rules according to the funder of the services you want to provide. And run reports! Check your data quality yourself so you can be sure you're doing things correctly.