



# ATA Meeting

## 07/27/2023

# Agenda

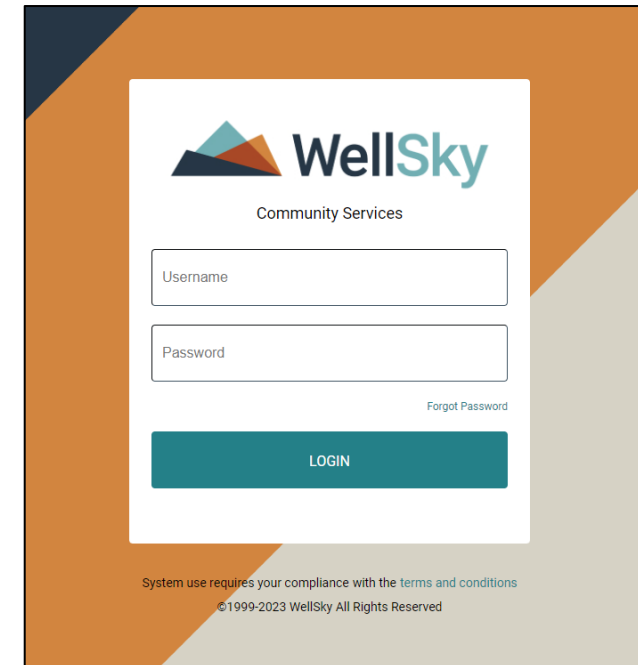
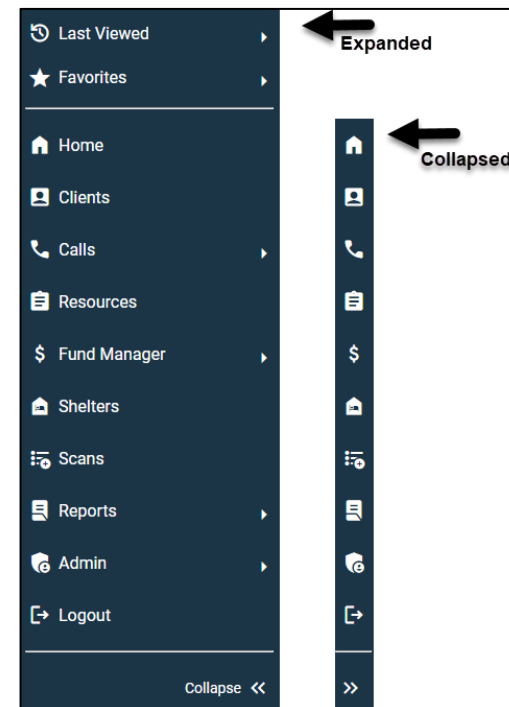
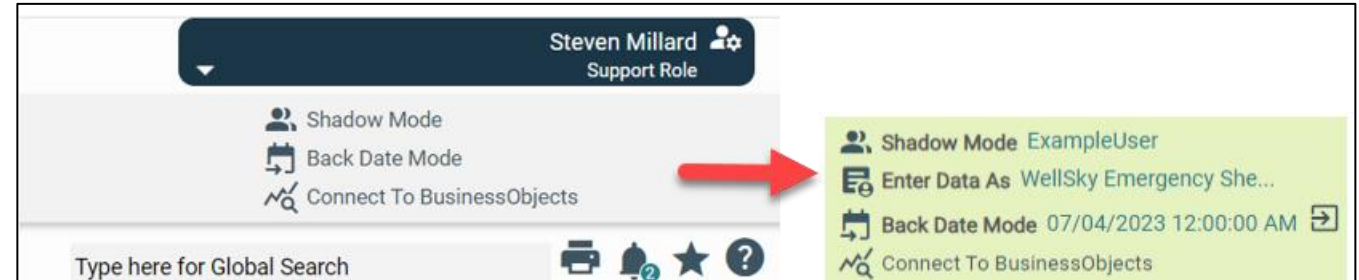
- Wellsky Community Services (ServicePoint) User Interface Update
- HUD 2024 Data Standards
- Data Quality Survey, Update and Schedule
- Training Update

# Wellsky Community Services User Interface Update

- Chicago CoC contracts with Wellsky to provide HMIS system, Community Services
- The Community Services User Interface (UI) is based on older technology that limits functionality and ease-of-use. Wellsky has other systems and applications that use a more modern and functional UI platform.
- Wellsky has implemented and released (as of 7/20/2023) a new version of Community Services using a new UI platform. This will be the UI used going forward for all future releases, including the 2024 HUD Data Standards release on 10/1/2023, as well as the preceding release that enables administrative updates for the 2024 Data Standards in September 2023.
- No new features or functions are included in the UI update. It is mostly cosmetic, but some navigation items have moved or work differently. The new UI will be used to provide new functions and features in releases planned for 2024.
- Wellsky conducted a webinar on 7/21/2023 open to all users to introduce the new UI. That webinar has been recorded and the recording is available
- Internet Explorer no longer supported

# WellSky Community Services User Interface Update





- **ServicePoint → Community Services**
- **Functionality and most navigation is the same**
- **Updated color palette, fonts, and icons**
- **Completed article with more images and outlined changes will be available by the end of the week.**





# Wellsky Community Services User Interface Update

- Last Viewed  
[\(6323\) Client\\_Test](#)  
[Less](#)
- Favorites  
[Client Profile \(6323\)](#)  
[Edit Favorites](#)  
[Less](#)
- Home
- Clients
- Calls
- Resources
- Fund Manager
- Shelters
- Scans
- Reports
- Admin
- Logout

Clients > Client Profile

Type here for Global Search    

Client - (6323) Client, Test [Mass Visibility Update](#) 


 (6323) Client, Test  
Release of Information: **None**

Client Information Service Transactions

Summary Client Profile Households ROI Case Managers Entry / Exit Case Plans Measurements Assessments

Added to the system 07/25/2023 05:34 PM

Name	Client, Test	Social Security
Date of Birth		U.S. Military Veteran?
Gender		
Primary Race		
Secondary Race		



Households

ID	Type	Head of Household	Relationship
<a href="#">Search Existing Households</a> <a href="#">Start New Household</a>			

Release of Information

Provider	Permission	Start Date	End Date
<a href="#">Add ROI</a> <b>No matches.</b>			

Case Managers

Entry/Exits

New UI Client Record

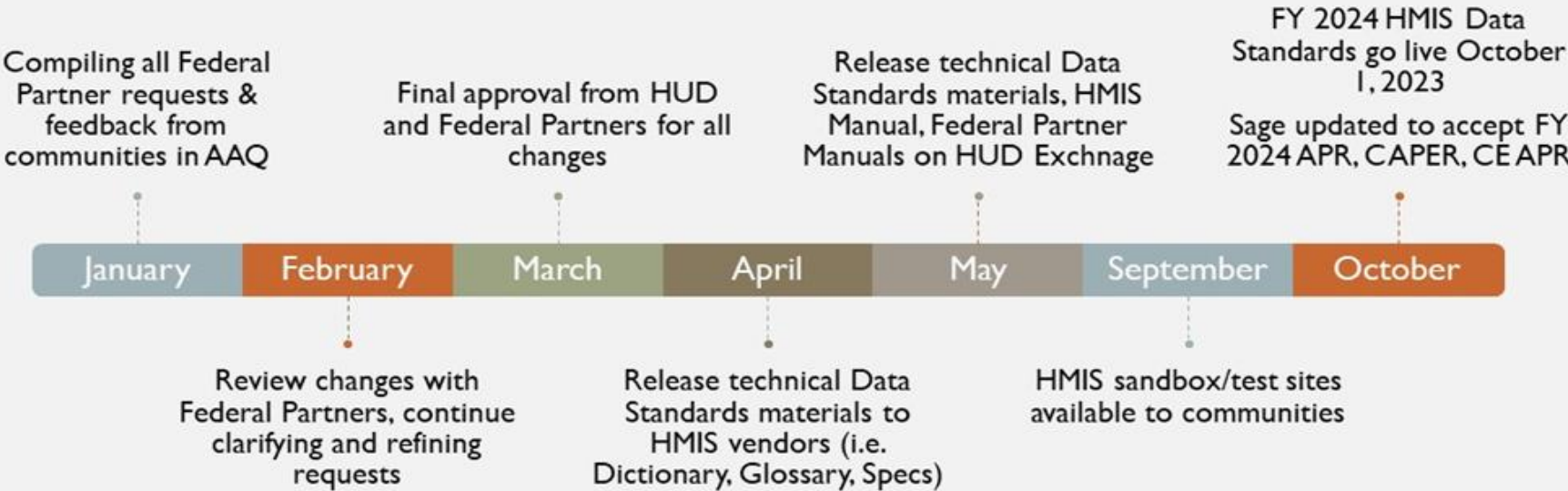
# Wellsky Community Services User Interface Update

## Rollout Plan:

- Develop Help Desk Articles and other documentation regarding new UI and differences
- Email to each HMIS user providing timetable and links to resources. The News section in the HMIS will also have a notification
- Update training site first, and provide opportunity for users to access and see for themselves in August
- Approximately a week later, the HMIS live (production) site will be updated
- We will hold live office hours to provide support to users having difficulty
- We welcome feedback on any agency-specific training or support needs
- The new UI will be reflected in updated training and Help Desk material as we update for the 2024 Data Standards

# 2024 Data Standards

## FY 2024 HMIS DATA STANDARDS



# 2024 Data Standards

- HUD has released the 2024 HMIS Data Standards Documentation
- HUD Exchange URL for documents:
  - <https://www.hudexchange.info/resource/3824/hmis-data-dictionary/>
- Documents:
  - FY2024 HMIS Data Dictionary
  - FY2024 HMIS Data Standards Manual
  - HMIS C4 Translation Assistance Needed Supplement
- New Data Standards take effect 10/1/2023



# 2024 Data Standards

## Schedule

- August TBD: Email to all users with schedule, resources links, and invitation to webinar
- August TBD: Review and update template and agency-specific intake forms and other documents/processes
- August TBD: Conduct office hours and/or on-request agency workshops to identify changes for 2024 Data Standards
- September TBD: Wellsky releases update with new project and other fields so we can do updates to projects in advance of the main 10/1/2023 release
- September TBD: Wellsky releases 2024 HUD Data Standards for a single training site (“sandbox”). We will use this to scope assessment and reporting changes required

# 2024 Data Standards

## Schedule

- 10/1/2023: Live sites updated with version containing 2024 Data Standards
- 10/1/2023: HMIS Team updates assessments, reports, project master data, etc.
- TBD Live site accessible by users (HMIS may need to restrict access during updates)
- TBD Updated Reports available (some reports may be delayed)
- TBD HMIS Office Hours and webinars for users
- TBD Training and Help Desk Articles updated with new UI and 2024 Data Standards

# 2024 Data Standards

## Suggested Actions – Agencies

- Review the HUD Documentation
- Review/revise intake data collection and/or mapping of case data to HMIS
- Participate in report reviews to determine how to implement changes
- Provide feedback on what training is needed for your agency
- Identify any critical reports so we can prioritize
- Let us know of any non-operational projects that don't need to be updated

# Data Quality Update

- Survey conducted 7/13/2023 – 7/21/2023
- 5 responses received, thanks to everyone who participated
- Result Highlights:
  - Ensure Inventory Accuracy for Utilization Report
  - Disability at Exit Reporting
  - Combination TH/RRH reporting
  - More frequent distribution of Timeliness Reports
- Next round of Data Quality process will cover 1/1/2023 – 6/30/2023
  - Start on 8/14/2023
  - End on 8/25/2023
  - Webinar on 8/14/2023

# Training

## Training Prioritization Survey

Survey was sent out earlier this month: <https://forms.office.com/r/vjLUajk0Jv>

Purpose: Gather information on community preferences, needs, and current experience regarding HMIS training and the use of the Help Desk as a resource.

We received 14 responses. Thank you to all that participated! Your feedback is valuable in updating all training and documentation for the upcoming Data Standards change.

# Training

## Training Prioritization Survey

### Feedback:

- More training requested for:
  - Interim Updates
  - RRH Assessments
  - Follow up to get more details
- Add live training sessions
  - Follow up to get more details
- Help Desk Articles and information not used frequently
  - Add training for new and existing users on availability and navigation of Help Desk site
  - Look into improving ease of use
- Share data on new user training status and progress
  - Follow up to implement sharing this information

Thank you!