



## All Chicago and WellSky Webinar: Questions and Answers

On September 23, 2021, All Chicago and WellSky hosted a webinar for member organizations from the Chicago CoC. During this webinar, All Chicago and WellSky spoke about the new approach the two teams are taking to ensure sustained alignment on priorities for improved system performance. WellSky provided an overview of the company and how its HMIS solution fits into the company's broader overall strategy. The webinar concluded with a preview demo of the new version of SAP's Business Objects software that powers the Advanced Reporting Tool ("ART").

The following questions were submitted by Chicago-area stakeholders via the webinar's chat function.

### Will WellSky allow for batch uploads of data from other systems?

WellSky's Professional Services team can perform batch uploads of data from other systems. These imports can be performed either as one-time or recurring projects. These types of uploads are outside of the scope of the typical HMIS contract, so there are costs associated with them that would need to be paid for by the requesting agency. The best approach is to begin with a conversation among representatives from the organization needing the import, All Chicago, and WellSky to begin to define requirements and to develop a project plan.

### Will there be WellSky training for ATAs?

WellSky and All Chicago are working together to determine the best approach to training for ATAs, whether that be a train the trainer mode or direct training by WellSky. Additionally, WellSky will be attending community meetings regularly to ensure ongoing information sharing and updates about new functionality.

### Does the "send to" option allow you to send reports via email?

The ability to send reports via email is part of SAP Business Objects, but it has been disabled by WellSky due to concerns related to potential exposure of sensitive personally identifiable information. WellSky is investigating this functionality further as part of the upgrade project to determine if this functionality can be limited to certain users.

### Will [the PIT] report also allow non-shelter users to be able to see the Unique ID for when people are housed through other facilities?

The PIT report allows users to see a client's ID, but Providers can only see data that they have access to and/or visibility to in ServicePoint (now referred to as "Community Services"). The new reports will not change what information users can see as this is bound by the visibility settings the community enacted in HMIS. Users can also modify the report so that items such as Client Names and ID are not displayed for local saves/exports.

### If you have multiple reports open, will one update the other in real time?

No. Each report is a separate instance with its own prompts and results. Prompt sharing only occurs within a single report when multiple queries are used.