0:04

Good morning, everyone.

0:06

We're gonna give it a couple more minutes to see who else kinda trickles in a little bit. More than half of the people who registered right now. So, we'll give it a couple more minutes, and then we can go ahead and get started.

2:14

We'll give it one more minute, and then we'll get started.

3:16

All right, we can go ahead and get started.

3:19

Looks like we have the majority of people who registered.

3:24

So thanks everybody for, for attending, we, we haven't had a fully fleshed out HA meeting in quite a while. Most of the previous ones were around the vendor transition. So, we thought it'd be good to start 2022 out. getting back into the swing of things here.

3:45

Couple of things. Everybody's muted, if we do have time at the end, we'll, we might be able to unmute some people for some Q and A Otherwise, please feel free to, to put a question or ask a question in chat.

4:00

Myself, Mike, Max, or Alex will be able to to answer that.

4:06

And if we can't, there will be an FAQ of all the questions asked on the helpdesk along with the materials presented today. I did attach a PDF of the slide deck, as a handout, in case anybody wants to follow along.

4:20

or, I figured it'd be easier for everybody if the links that we kind of share in this, in this webinar, if they just had a copy of those. So, there are a number of links at the end and kind of spread out throughout the presentation.

4:38

So, with that in mind.

4:43

Here's the agenda.

4:44

It might be a little bit different than what we sent out, But, you know, we're just kind of streamlining some things, so we're going to start with introductions, so that you can kinda meet some of the, some of the team here. We'll go over some of the vendor updates that we had.

5:01

So I know some of you may not have, you may have missed an e-mail, or, you know, just missed any of the communications that were sent out about the vendor migration. Our current work with, with Well Sky, some of the new updates that are, kind of happening in the system, so we'll cover those. We wanted to cover the security policy. Part of its kind of reminder and part of it is some new things where we're instituting to make the system more secure. Will have some reminders about the Pit Hick, a Reminder about ETA's Training Modules.

5:40

We are in the middle of a DQ kind of revamping, but it's very preliminary so well. We'll talk a little bit about that.

5:51

And then, uh, we'll ask for some, some feedback. We have a, have a survey, short survey, for some feedback, to see how you'd like, like these to kind of work in the future.

6:02

So, with that being said, we'll do some introductions here.

6:09

So, my name is Paul Schmitz, I'm the senior manager of information services at all Chicago. I deal with the day-to-day in HMIS, kinda system updates, things like that.

6:21

I also managed to Helpdesk and oversee all the training.

6:25

Mike, do you want to join to introduce yourself?

6:28

Sure, Thanks, Spawn, and welcome everyone. My name is Mike Corcoran. I'm the director of information services from Chicago.

6:35

Responsibilities HMIS.

6:39

Some separate reporting systems, pause group, and another folks who weren't me to support the, the HMIS in Chicago.

6:49

Thanks, Mike.

6:51

Alex, can you introduce yourself, please?

6:54

Yes, good morning. My name is Alexander Polar, Assistant co-ordinator here at Chicago.

6:59

Um, also, I worked both desk and the system the day to day operations.

7:07

K N, Max is having some audio issues right now, but the other member of our team that helps with HMIS is Max Burns. He used to be on program, so you may be familiar with him for some of the programmatic stuff.

7:21

Currently, he's a System Senior co-ordinator here, He works with a lot of kind of the business processes on the side, revamping some of the new strategies we're doing. As far as data quality, things like that. She also helps with the helpdesk. She also runs the heck, So you may see a lot of communications coming from him, so if he fixes his audio, will, we'll let him say hi.

7:48

Um, so with that being said, let's move on to the the next section here that's going to be vendor updates. So Mike, do you want to cover this part?

8:00

Sure, thanks.

8:02

So in case anyone missed any of the communications toward the end of last summer, this slide shows the the statement was put out regarding, uh, B the vendor change and realigning ourselves with, uh, with well sky.

8:26

And since then, we've been working with well, sky on a number of different things, and even prior to making the decision, we work with Wells, kind of number of, different things that we'll cover in subsequent slides.

8:37

But, in case anybody missed what the actual statement website's here, and part of the PDF, for your reference.

8:46

Go to the next slide.

8:51

So, during the migration process, we learned a few things about our data, and about the system, that had some impact on, how the data was moving back and forth, among them, were client records, without any activity enrollments at the agency level within service point, as opposed to the program level, high number of old enrollments that don't have any exit date, um, need to clean up our reporting folders and some of the reports.

9:24

Um, and our services are based on the air's taxonomy, then there's quite a broad usage of that.

9:30

And we identified a potential need to start, consolidating some of those, um, into a smaller set of services.

9:38

But that's something that we need to work with the folks who are actually using the, the services piece of the HMIS.

9:47

And you'll see some of this reflected in some of the later slides as we as we walk through the presentation.

9:56

In addition, at no cost to us, Well, Skype performed what they call an operational assessment, um, some of the areas that they focused on were.

10:10

Supplemental and repeat training, including some items specifically oriented around training of agency technical administrators, um, improvements to how we've implemented visibility.

10:28

Cleaning up some of the custom data and assessments, um, how we do data entry, and, uh, come up with some standardization on the reporting side.

10:43

No action has been taken on these yet.

10:48

Again, that was just things that they reviewed in terms of where we were outside, what they consider to be the norm of how service points being being utilized.

11:00

Potentially some service engagement, things with service point, but that's pending.

11:06

Oh, that's pending both the approval of the contract and review both internal and within the community As to how we how we address any of these.

11:17

In terms of the contract itself, the contract negotiates or progressing some of the things that we're all looking to achieve in the new contract.

11:25

We're, um, as hansmann, an expansion of what an contractual terms of cost service levels, which largely revolve around uptime and availability and performance.

11:39

Pricing, obviously, and greater access to well sky subject matter expertise in both training and the professional services areas.

11:48

So, we expect that to conclude fairly soon here, but we'll, obviously, it'll be an announcement, not necessarily from us, or in this kind of a meeting context, as to the completion of that process.

12:05

So, the next thing we wanted to kind of give you guys an update on, is, are the blast guys kinda working on a new version of art, So, we had a, uh, we had kind of a sneak peek couple months ago And they, they're now rolling out a u.a.t.

12:25

so, essentially, uh, Art's gonna look a little bit different.

12:33

So, it's, it's not it's already so, they've implemented, implemented the U.a.t. already and I'll give you a live example that it looks like, all ATA's will have access to it now.

12:45

And it's working right now in conjunction with the old art. So, feel free to use the old art. But if, you know, if you want to play with, with a new one, I'll show you where it is, and I'll show you what it looks like. So, the old art was based on, I mean, they're both based on business objects, but the old one was old.

13:02

I think it was like two point something, maybe. So they've upgraded it to the most recent, which is 4.3.

13:07

So, there's limited access, but limited meaning, all ATA's, who have art access, haven't, they limited access to only certain certain continuum. So, all Chicago and the city of Chicago were the ones that were included with this.

13:25

So, they're gonna do user acceptance test and a testing through the end of February, So we'd ask if you guys want to play with it, which we encourage that you do.

13:38

But if you see any issues, like maybe a reports missing, like, you can't find the report because the folders will be lined up the same way. And I'll show you in the live example. If the reports not running or it's airing out and it never it used to and it works in the new art, send a ticket to the helpdesk so that we can record all this information and send it into two well, sky. We're doing the same thing with reports, and editing reports and things like that.

14:06

What we've noticed so far, Is that the The reports, at least running them, and opening them to edit on our end, Tend to tend to run a little bit faster.

14:19

So Everything, I mean, everything has that kind of new, fresh look.

14:25

It doesn't look like how art looks, So Allah let me bring my window ofir, so I can share and, uh, give you an idea of what this thing's gonna look like.

14:43

Cool.

14:46

OK, so, here we go, We're at the, the login page here.

14:52

Quick reminder, for those of you who haven't been in art in a while, what are kinda looks like now?

14:57

Uh.

14:59

It's been this way since, like 2009, uh, you have your folders up here, and then any kind of scheduled reports you have down here.

15:12

So, all these folders are instill in the new, in the new business objects.

15:21

So, if we went into this, you will see reports, and lot of the reports are in this general folder here. You should still see all of these, all of these reports. So, to find this, and again, this is, this is active, now, was active, they implemented it last week that had some issues, so they took it away, so we didn't tell anybody it was live, And then they just implemented, and, again, on Tuesday.

15:47

So, if you go into the Reports section here, scroll down, you'll see sap Business Objects.

15:56

So we'll go ahead and open that. And this works in the new browser, by the way. So you don't need to use an old version of the browser or anything like that. You can just, this should just run for you.

16:08

So it's gonna gonna look like this is going to show you any kind of recent things you ran.

16:14

And essentially, what you're gonna want to look at is folders.

16:22

So here's our Public Folders down here. So we can open them by clicking on this little arrow, or the chicago ly folder.

16:32

And then, of course, you can see, kind of, similar to what you were looking at before, right?

16:36

So here's the Chicago CRC Reports that we, that we use, then here's all the folders that are, that are there.

16:43

So the one folder they didn't move over for us was an archived folder in here, which really only facts anybody who moved their favorite silver, which is like, two ATA's, and then all Chicago. So, for the most part, is that, it's not gonna affect anybody yet, They're working on getting that folder over now.

17:06

So, let's open up just a general thing here. So, it's the, I clicked it here, but it's not showing the reports the reports are going to show in this main window.

17:18

And then here are the reports.

17:19

So, if I wanted to click on something like this income, non cash benefits and insurance, or enrollment.

17:32

Just kinda, it's gonna look pretty similar.

17:42

Is it not?

17:46

Mike, can you tell me if you see anything now?

17:51

Might have to re share my screen.

17:54

We see the, we see the slides.

17:57

Oh, yeah. Just minimize it.

17:59

The thing, all that stuff.

18:02

Can you be able to re navigate in art to Business Objects with us. Just a little slower.

18:11

Yeah. Were you able to see any of that before?

18:14

Yeah, We did. But some people are asked to the charity, just like do the work for sure. Are you able to see my screen now?

18:22

Yeah, we can see Art.

18:25

OK, so, essentially, on the left hand side here, you'll click on Reports.

18:33

And this is where you have, you may not have all of these audit reports. I may have a little bit more than, than the normal users since we're admins here.

18:40

But if you scroll all the way down to custom reports, you can access art from here.

18:44

But it's the sap Business Objects, which is the the one you want to look at.

18:51

So when you click on that, it'll open up then this Sappy launchpad.

18:59

Let's go back, Which will look like this. So, Max, are you able to see this?

19:06

Yeah, perfect.

19:08

OK, so I dictate that a little bit in the chat for folks, OK?

19:13

And we do have an later slide, a link for, like, a 10 minute video on the UI, OK, so what we ship, we'll share that link shortly.

19:24

So you may not have a favorites unless you have editing rights, and like I said, it's mostly all Chicago that has those, But you'll click on folders, then your folders will be, it will be here on the side.

19:38

So if we were to go back to art, I'll show you kind of what the differences.

19:43

So here are, all the folders are, where an art, they're just kinda smack in the middle.

19:50

And if you kinda open them this way, it shows you the folders, but it'll also show you.

19:58

The reports by clicking on these because it kind of opens the folder, right?

20:02

Well, on this thing, it will open up and we'll show you the folders when you click on these little triangles.

20:09

But it won't show you the reports. Here are the reports are in the folder, because this is the folder view on the right-hand side.

20:16

So we'll go back into Chicago, CRC Reports.

20:21

We'll go back in the general.

20:25

So, as you see, I click on the carrot and all it does is open up. It just expands these folders.

20:32

The, you have to actually click on the folder, and then it pulls up what's inside right down here.

20:40

And then, if we were looking to, to run a report on something, you just click on the, on the actual report.

20:50

This does seem to kinda open a little faster than art does, but, you know, since I just opened it, it's going to refresh it for me now.

21:02

And this is kind of a, this is a bigger report.

21:05

But this prompt here, is similar.

21:09

We'll open it on this side, too, to view the report here.

21:19

So you can see us doing the same thing as refreshing data like that this one did, and this is gonna pull up the, the prompt to fill in your parameters.

21:36

So, this window here, select providers, ETA, vector, effective date, start, date, end date, that kinda thing.

21:43

Same thing here.

21:45

So, you'd select your provider, self.

21:47

We wanted something.

21:52

We can search for all Chicago in this case and, uh.

22:00

Pick one, or you can pick multiple.

22:02

With now just a checkbox and set a double clicking. This one, you would have to search here.

22:11

Then, double click on the ones you wanted to move them over into here.

22:16

And, if you didn't want them, you'd have to double click them back.

22:21

But editing these fields is the same.

22:23

Just spike like kinda clicking on them.

22:26

So, we'll say, OK for this project here.

22:30

These are already kind of preset, so we could leave them alone.

22:34

Because they have these, these check marks. But if you wanted to select an EDA provider, you could do that and search for them.

22:41

Same thing if you wanted to change the effective date, you can alter it here.

22:45

There's a the date up here, or you can enter it manually. You just want to make sure it's in the same format.

22:57

Same thing, let's start an end date, And then you would just run it.

23:07

So this is a test project, there's nothing in it.

23:11

So I didn't pull anything in, but if you were to choose one of yours, I've tested it on a couple, It'll pull in all those client IDs and things like that. So the same thing here.

23:22

I think this one's filtered the takeout test clients and that's all we have in our image.

23:26

Or, like, kinda test emergency shelter project.

23:34

And if, when you're, when you're done with this report, again, appears to file, so you can, you can save it and choose, excuse me.

23:45

You can choose the file format, just like you would an art. When you go up to the, to the document and hit Save.

23:55

I'll let you save in the same formats, and I'll let you name it and I'll let you put it where, where you want it to be.

24:02

I don't know how this is going to save and it didn't retrieve anything, but I guess we could see.

24:08

In this case, let's see.

24:14

This could also be because I choose, I chose different dates.

24:18

Um, again, this is u.a.t. testing, so we've tested a few of them, they've ran, they look pretty good. They look a little bit better.

24:28

This does give us the option to start adding, adding visualizations to new reports.

24:33

But we wouldn't really look into that until until we decide to let, until this is, like, fully implemented, And we have a firm handle on, like, exactly what it can do, but it does let you do some visualizations and charts and things like that, that, uh, old art didn't let you do.

24:55

So, again, it's under Reports.

24:58

If, if you guys want to test it out, try to break it.

25:03

Let us know what you did, and then we'll, we'll forward it on to, too, well, Sky, that'd be great because that'll help us with making sure this is good to go before we then remove this, or at least change this Art button up here, if all, you have a couple of questions over there.

25:24

Common question. First off, can you scheduled reports with this function with sap?

25:32

Yeah, you should be able to. You should be able to schedule them, too.

25:37

I haven't scheduled them yet, but let's, let's open it up This should have the same functionality, right? The only difference is it's a little faster, it's a little prettier.

25:50

It gives you some visualization things.

25:54

Um, I don't know if they give you that option here.

26:03

Again, we got this kinda on Tuesday.

26:05

Uh, so.

26:11

Let's see.

26:14

And, like I said, there's a, like a UI thing, so.

26:20

Let's open one of these.

26:30

Mmm hmm.

26:34

Second, listen the options.

26:45

Which one do I kinda get another slide?

26:52

So it looks like you could do it right here.

26:55

So each one of these reports has this little law.

27:00

Those little three little dots, and then here is your scheduling.

27:05

So, title, um, with delivery, it's generally like, do you want it in your inbox, right or in the default location? But it's going to be your inbox probably. Let's get out of there.

27:19

We also have, we do have a like a step by step guide but we have to, we have to edit it down a lot. A lot of the TAs. In fact, almost all of them just have the permissions to run the report.

27:34

So, there are some things about editing of the report in this guide that we don't, we think she's gonna get confusing.

27:41

So we'd like to edit that down a little bit more. So it just kinda covers all of this.

27:45

But you can see here that you can make it a recurring one. You can set it to run on a certain date.

27:52

This is new, allow retries, so if it fails, it'll run again.

27:58

Um, I'm not sure how these triggers work yet, um, but again, I would say four, you know, to give this a try, but, you know, keepin, keep in mind that it's u.a.t., it may not work, right. So you'll always have normal art to fall back on.

28:24

And we're encouraging, did encouraging to do this, but we're not keeping tabs on it.

28:28

Like, we're not gonna say, hey, you didn't do this.

28:31

Like, this is, it's u.a.t., we're encouraging that you do this, so that, when this actually gets implemented, there's less bugs if there are bugs.

28:41

And, yeah, you can schedule, you can get an e-mail.

28:47

If the job are unsuccessful, so that's, that's kinda nice. And you can get an e-mail on the job if the job fails, which is also good.

28:58

Close that.

28:59

So, yes, you want to look at the options you get here.

29:04

You may not have all of the options. I have, like organize. They may not let you organize, because you're not a system admin, but you may not have a favorites. I haven't, I haven't tested from your point of view yet.

29:20

So, with the, were there any other questions, Max? Yeah, there's one, there's one more than it would apply to everyone on the call. The question was, as well as sippy reflect live data reports, or is there a 24 Hour lag period? There's still a 24 hour lag period.

29:37

So, it's not necessarily sappy, it's just how they, and Michael have way more details, if you really want them, but it's going to work the same way the old art kinda does, or it's a, there's a, like, a load up at the end of the night, of all the data that was entered.

29:54

Everything's updated as, usually it happens around, It's like 1 or 2 in the morning.

30:02

And that's when you will see all your data. So if you're scheduling reports, like what I do is I schedule them off around 3 or 4 AM.

30:09

So that, uh, when I look in the morning, all my reports are already there. I don't have to wait for them. And I also check.

30:19

I don't know if this is going to be on this one.

30:25

So, I don't know where it is in this, but, you know, and standard art, do you want to look at when the last warehouse build was.

30:34

And this is, while it says, like January 27th, 12 AM, this isn't like mountain time.

30:40

So, you have to add a couple hours, so this, this happens at the very end of the night. At least, that's what they said.

30:45

They may have changed it, but you always want to make sure that this warehouse build is up to date.

30:51

Likes it, this said like, 25th of july 24th, then you know, that's the data that's like the most recent data, because there's been an issue with there are built. And we check this every morning. And if there is an issue we, we contact whilst guy to make sure they update it.

31:06

Um, we had those are issues was it might have been last week.

31:14

On the 19th, we had some art issues. They were having trouble with the build and they were having trouble with the universes that the data's stored in. So, but, again, that was, that was resolved later on that night.

31:29

OK, we're there. Was there anything else?

31:32

I know there's no other options.

31:36

OK, let's see, Move back to, to the slide, So, in this slide, there's, uh, kinda like a, I think it's like a 10 minute zoom call, that kinda resume recording, That goes over the UI, again. So, there's a password for it here.

31:56

Right. And what we'd ask is, as you're doing this, you're contacting the helpdesk, let us know if, like, you know, like some of the questions you guys, you guys just had, were, we're good.

32:08

So, if there's, like, no one, we're going to have to do an actual training on this for everyone.

32:15

So, if there are things that you particularly want to see, when you're, when you're doing your UI, or your u.a.t., put those in the tickets that you're sending to us, so that we can then make a note to make sure that we're covering everything.

32:28

And then, when we actually do a training, and that, like a, you know.

32:33

Like, Stilwell, Skype video, like this one kinda is, but an actual, like, interactive kind of thing, that we'll, we'll have to break out for, for the tenant LMS as well, so that there's a module on it, and any future ATA's will have access to it, right? Make sure you put those in your tickets so that, you know, we make sure we're covering everything.

32:54

And if you, and, if you have any issues with this, with this link, it does work. Like, I tested it.

33:01

At least it worked for me. Let us know if you have issues with this link as well.

33:05

We can get you a good link to make sure it because we'll just reach back out to the vendor.

33:13

So we just went over the live example little out of Order, Lutz.

33:21

So, we have a really quick thing on Unit Manager.

33:25

So, uh, at some point this year, they've kind of rolled it back.

33:30

They were gonna push unit manager out as a replacement for shelter point.

33:37

It's different. They have a whole new UI.

33:39

Um, and they had given us access to testing for, like a day, before they took it down, and then they started working on the data standards. And a couple of other things.

33:51

So, um, They say it should be rolling out this year. We'll have enough time to test it as well, and share it with, with all of you, so that you can test and try to break it as well. The It looks somewhat like Business Objects. Where it so, it's a little prettier has kind of like a more modern look. It does work on tablets.

34:12

So, for anybody, you know, like, in the field, able to use a tablet and a phone.

34:21

The workflow, uh, I mean, it's different.

34:24

They're saying it's easier, but, you know, if you're used to the old shelter point, that's probably going to feel easier at first, but overall, it does look better. And you can also set up alerts on it, as well.

34:36

They have another, they have a short video, on all the features and improvements. So we'll share that here.

34:42

Again, we're not in a, uh, I just wanted to make sure everybody was aware that this was happening. We might have spoken about it, or maybe e-mailed about it last year, and then it was kinda shelved for a little bit.

34:54

And until we can actually get a, like a working version of it to kinda to share. We can only show this video and let you know like keep in mind at some point shelter point is gonna go away and be replaced by this.

35:10

The next topic would be some of the data cleanup that we did, so, uh, since, since the vendor migration and the operational assessment, there were a number of things. We decided to try to clean up, to make the system perform a little bit better, make reporting around a little bit better and an overall prep, the system for some of the larger system reports. Like, system performance measures like, the LSA things like that. So.

35:42

We did a couple of things here.

35:44

We had 120,000 records that were free, 2020, that had no activity whatsoever. So there were client records that were created, and then nothing happened with them.

35:57

Some of them going back to 22,000, like an eight.

36:01

So a lot of the clients that were collide records that were in the system were imported from the previous system into service point.

36:10

And then we're never touched again.

36:12

So uh, what we did is we hid them.

36:17

Well, we inactivate them, so they're still there. so if there was a client that we that someone wanted, we can re-activate them.

36:24

It's it's pretty easy. It's just like unlocking a record, essentially, for us. So so far, we haven't had any any tickets on that, since we've done that at the beginning of the month. I think that happened. But it was about 120,000 client records.

36:38

So in Service Point currently, as far as client records go, there were about 500,000 client records.

36:47

And 120,000 of them had no data in them whatsoever, other than like a name.

36:52

So we did that, that helped with some of this, some of the searches. So if you're searching for a client, it might have speedup sped up a little bit more.

37:02

Um, we also did a big purge of co-ordinated Entry clients that did not have activity, and we use the co-ordinated Entry Teams, the logic they use to keep someone on the co-ordinated Entry list.

37:22

So, no activity within 90 days. Things like that. So, we worked with them to kinda come up with this and then worked with whilst guy, provided a list of clients.

37:32

And, I think, Mike, you can correct me.

37:34

I think there were like 20,000 clients give or take, that were removed.

37:40

Yeah, it was in the 20 plus 20 some thousand range, it's about two thirds, there were like 35,000, um, enrollments that we could targeted we through the logic we use. We got about 23,000 of them, I think.

37:56

Um, and if I could just interject something, so.

38:03

The way that we're doing this is that we are creating the logic within Chicago to, to identify, um, what the enrollments are with the clients are, what the exit destination should be, things like that And anwell skies. And they basically have a program that will read the file.

38:22

We sent them and exit the clients.

38:26

That program is not, C is not co-ordinated, entry specific, and so it's something that we can, we'll leverage in the future.

38:34

So, if we have obsolete programs or programs where there is some difficulty in, keeping up with how many clients are exited, know, rather than to have somebody have to sit down at a screen, manually do all those things, you know, If it makes sense, Um, for historical and older records, for us to do that same sort of mass exit, to clean things up.

39:03

Well, you know, we'd have to talk about the logic behind it, and how we select them, and filling an exit destinations, and things like that, but it's, it's usable for any program.

39:12

It's not limited to the co-ordinated Entry Processing.

39:19

Yeah, so, we'll be able to, We're gonna.

39:22

Did we, or, are we doing this?

39:25

Is this is a monthly thing, or how did, how did we decide to, did we decide on this re-occurring part of that? We requested a quote from ... to do it on a monthly basis? We just received that earlier this week, so I'm still use. the intent is to do it regularly.

39:40

We'll see whether it's monthly or what that turns out to be, again, based on expense how many records we're looking at.

39:47

But hopefully it will taper off to the point where we don't need to do it.

39:50

We had a big backlog of, I think, because of process, we had a big backlog on exited clients.

39:58

And this was the way to go with that.

40:00

Hopefully, it's not something that will continue indefinitely.

40:03

We'll just need to do it monthly for awhile to catch up with all of those.

40:07

And make sure that they actually are inactive and can be exited.

40:13

Yeah, I think of, during the, when covert hit and we had some staffing changes, and there were staffing changes, the co-ordinated entry team as well, Some things got lost in translation. so appliance weren't being exited.

40:28

So this is a good way to kinda catch up on a lot of that.

40:33

The, so, the other thing, the other thing we did were, and, ..., you should be aware, it should have been receiving e-mails, is this level to enrollment cleanup, So, we're finding a lot of clients that were enrolled in the agency instead of your actual project. So, these clients would be missing from any of the reports because we, none of the reports actually pull in the agency.

40:54

They just pull in the projects underneath it, so we don't want to enroll them in the agency level.

40:59

There are a couple exemptions for this, like H P C C is set up, as a level two, So they do their, their calls as Level two, so they were exempt for this, We don't include them.

41:12

And there might have been one, are one, maybe one other, maybe two others.

41:18

But they were that we exempted them for that as well as one of our I think one of our projects is set up as a level to our EHR project.

41:27

So, um, other than that, you should be enrolling your clients into your project, which would be a level three or a Level four.

41:34

So, this is something we're going to check every month.

41:39

I included a screenshot here. If you guys wanted to run that kinda, whenever you guys want to run it, or if you want to schedule it.

41:46

Like I said, we're going to be checking in on the first of every month, Um, there is a report in art called clients enrolled at agency level that you guys can run for your agency.

41:55

It'll give you a list of all of those, that's suggest checking that every so often, because it's, it's just going to happen by mistake.

42:04

And it's easy enough to to change that by updating the client, right? So when you go into the enrollment.

42:13

You can, you can check to select the correct project and then just hit Update. So, if you have any questions on how to do that, just e-mail the helpdesk, We can send you instructions on how to do that.

42:25

If we see a lot of these questions, that how to do that, we'll make an article for it.

42:30

Because it's, it's very, very simple to do, and it's really, really quick.

42:34

And it's, it makes way more sense to just move them to the correct project, then deleting the enrollment and creating a new enrollment.

42:43

Because, when you do that, it looks like there's a timeliness issue because you hit backdated. Right?

42:49

You don't want that, you can just move them over, and that she did that. That'll clear that up.

42:56

The next thing we wanted to talk about was security for the system.

43:00

So with our operational assessment and us kind of taking a second look at while Sky, as our as our vendor currently we wanted to kind of talk a little bit more about our inactivation policy for for end users. So we've been finding more and more Every every few months we go through and we kinda see who hasn't logged in in a certain amount of time.

43:24

And inactivate there, they're their account, and generally then we reclaim their license so we can give them out to somebody else who needs it.

43:35

So, uh, currently, every, you know, if you haven't logged in, well, so here's here's what the changes, the changes. We're going to do this monthly now, so you haven't logged in in 30 days. We're going to inactivate your account.

43:48

So, for some people, maybe they only login once a month.

43:52

So, a good way to do that was just just make sure you login once a month, but we're just going to inactivate it. We're not gonna take the license away. So it's going to effectively work like a password reset. So if you're inactive, just send us a ticket.

44:07

Alright, e-mail helpdesk at all chicago dot org. And we'll re-activate, your password doesn't change. We don't have to reset the password. We just activate you again.

44:16

Um, we, So I, Steven, I see your question. It depends on how many.

44:23

We can't do anything like there's no auto e-mails. So Stevens asking, why? activate? why not notification first?

44:31

The issue is, there may be too many for us to e-mail, like if we if there are like 40, we can't send out 40 e-mails, like there's no notice automatic notification like that, right?

44:43

Because what we've been seeing over the last year is that people haven't logged in in like 3, 4 months, right, so it could be that we inactivate people, and they don't even realize it because they're not logging in.

44:59

Now, we do that currently at, at six, at well, at six months and a year, Right.

45:05

So, essentially, currently, the way we do it is if you haven't logged in, in six months, we activate you, and we take your license.

45:14

And then when you want to get back in, you have to complete the intro to introduction to HMIS, because sometimes, things change.

45:21

We want to make sure, if you're, if you're really only login once every six months, that you're up to date on how you're entering data in the system.

45:31

The and then, after, if you're ...

45:33

a year or longer, then we make you complete the entire training all over again, because things, definitely to change over the course of a year. We actually had someone who hadn't recently hadn't logged in and in.

45:46

And like Jesus, 20, 22, Now, in six years.

45:51

So, um, and, you know, if you haven't logged in success, three, data standard changes.

45:59

Um.

46:02

Let's see.

46:05

Sarah, I'm reading your question now. How many H so, Cindy, how many ... will be assigned per agency? It really kind of depends on the agency.

46:15

The agencies, some have more than others. Like, there are some agencies here that only have two users in one's an ETA. And there are some agencies that are really, really big that have like 4, 500 ..., right?

46:27

So, if you need someone to be an ETA, submit a ticket, and request it, and we can, we can see, you know why it's necessary, and an update, that kind of thing.

46:38

Let's see, CERA your question about.

46:46

Let's see, Sarah asks, we have staff nately login to HMIS to complete annual assessments, so they may go a month or two without logging in. It's possible to increase it to 2 or 3 months.

46:56

I mean, we could, I can talk about it with Mike, but it really comes down to making sure this system is secure. So one of the other things we kind of found where agencies sharing, sharing logins, things like that. So if it's only 2 or 3 months, it's really just a ticket to the helpdesk, almost like a password reset.

47:15

So it would kind of be, I mean, if you haven't logged into three months, if your password is not saved in your browser, you may be logged out anyways.

47:23

Again, it's something we can, we can discuss, but we're really trying to take security a little bit more seriously than it has been taken in the past.

47:34

So for, for staff who change who switch agencies?

47:41

I think our current, Well, our previous was, uh, if they were in, if they've been in the system, if they've logged in within an, under that six months, we'll create a new account for them.

47:53

They don't have to do the training, because they were kind of there.

47:57

So, if it's, if it's, if it's after six months, they haven't logged in after six months, it's, it's going to be the same kind of policy here. They have to complete the intro.

48:08

We'll complete them, there's no proctored session or anything.

48:10

But if they, if they were at an agency and then they switched and it's been a year, they have to just retake the training, so if they're under that six months, we'll recreate their account for them, like with the new, with the new agency.

48:24

So that kind of really hasn't changed.

48:30

Um, then the, again, I mentioned this a little bit to sharing logins.

48:37

I want to be really careful about sharing logins, where, where we're kind of revamping, how we're looking at the security of the system, you know, we want to make sure that all the client's information is safe and that there's not some big run.

48:54

No and social security numbers, all of a sudden getting highjacked, things like that.

48:59

So please let your staff know.

49:03

Don't share logins. You can always just ask. We can put you through the training.

49:07

No, You know, it's easy enough.

49:11

Well, we can walk you through any of the training you want. If you're having trouble, let us know.

49:16

We'll set up one-on-one time with you and your staff.

49:19

Um, No, there's not. There's not a lot of people who work with a on HMIS, it's like me, Max, and Alex for training things, right?

49:29

So, there's not a lot of us for the, there are over one thousand end users now.

49:33

But, will always find time to our, to do one-on-one sessions with either you, or if you have staff, know, will scheduled. Well, we'll find the time to do it.

49:43

So please, you know, please reach out if you're having any sort of trouble.

49:49

The, the next thing we want to talk about is a point in time count.

49:55

So, Alex, you wanna want to talk about it?

50:01

Yes. So today's actually deployed is OK.

50:05

The following project types of emergency shelters, transitional housing. Safe havens are all required to participate in the kiln today.

50:16

We want to just make sure that all clients that will be staying in the project will be.

50:24

Actually included ...

50:25

before 11 59 PM today, clients that are no longer stay in it share at your project or have left.

50:34

We want to make sure that their exit out of the project, as well as not a list.

50:40

Also, we do want to make sure that these households stay together, of, clients do come in, and they're more than one clue.

50:49

We do want to make sure they stay together during this point in time count. So, we do have an article on shelter point on our help desk.

50:57

There is a link, just to assure the, uh, these households do stay together. We just want to make sure that the group IDs, when you're putting them into shows employee, do remain the same.

51:08

So, if you have any questions on that, please reach out to the whole desk or refer to the Shelter Point Guide.

51:15

For that, we also do have a training course available on an alumnus.

51:20

It's available to anyone whom there are lakes to that.

51:24

And that was just kind of give you a rough guide on how to go about the Point in Time Counts a day.

51:30

Again, if there are any questions that you find yourself having throughout the day to day, please reach out to the Helpdesk, and we will definitely be able to assist with that.

51:43

Thanks, Alex.

51:44

So, again, reminder, feel free to post questions in chat. We're going to, we'll throw them up on the helpdesk.

51:50

We already have kind of a placeholder link that's in this particular slide deck for the ATA meeting, recap kinda thing, so it's going to have a recording of this video of this webinar, It's gonna have it. So it will have a video, It'll have the slide deck and they'll have a list of all the questions, and we'll answer them in text actually even though we may have answered some of them over the call.

52:16

OK, let's talk a little bit about the heck.

52:20

Good morning everyone. My name is Max Berms, Ivan.

52:24

Probably many of you are working with many of you for this year and years previous. So, this is kind of, just a reminder. As many of you probably know, the process is kind of enforcement.

52:35

So, yesterday, on the 26th, the pre hick closed, officially, other still outstanding submissions.

52:42

So, if you are a provider operating projects in the city of Chicago, and you haven't created a ... yet, please do so.

52:51

It doesn't matter that you are an emergency shelter, transitional housing or safe haven provider, or any former permanent housing provider, all projects must have a pre exhibition.

53:02

It's incredibly important to ensure the data quality about your projects Is maintained and updated at in flex accurately, in HMIS, as well as the actual hick data submission later this spring.

53:15

So, that's kind of like the first reminder, get your pre K again.

53:19

The second part, though, the hick itself, so, measuring the occupancy and vacancy of your projects that goes alongside the pit is going to kick off tomorrow. Once the data is updated state in HMIS, oh, we will be sending SQL, monthly reports to all the permanent housing providers that we can.

53:40

Providers who ARR supporting clients with permanent housing, but don't necessarily have the data quality in HMIS to use the SQL reports.

53:52

Um, The folks there that don't have the data quality to do that, they won't be able to complete the. Same with using the same form, the survey for the heck itself will go up tomorrow. So, basically, the order of business will be your reports will arrive.

54:10

Likely tomorrow morning.

54:11

The the Hick survey itself will go out shortly thereafter.

54:15

And you'll have until next week, February third two, verify the data.

54:21

If you're not sure about whether the Higgs surveys of pertains to your projects or your agencies, or just contact us helpdesk, if you're an emergency shelter, transitional housing, or Safe Haven project, it's very important. You do need to do a pre hit click the slide, kind of says, up, above, but you do not need to submit a hicks survey.

54:40

This is a big change from years past.

54:43

We're going to be using your data in place of Grant. Save You, Some work.

54:51

Next question.

54:54

Sorry, go ahead, Paul.

54:55

Now I want it says, did you want to clear up the misunderstanding with the FSS webinar?

55:04

Yes.

55:05

So, I'm not entirely sure what was conveyed on this webinar earlier this month, all projects. It doesn't matter what project type you are, needs to have a break.

55:15

Projects that are TH S or SH do not need to submit a survey because they're participating in the Pit.

55:23

Think about it from this way.

55:25

You're going to give the same data for the pit.

55:28

Why would we ask for you to just do the same process for that? I guess is the short answer.

55:32

It's like We're trying to save you work.

55:34

Yes.

55:36

So if you're going to be participating in the pit, you don't need to do that.

55:41

Since we're going, if there's some sort of discrepancy there, we always have to revert back to whatever data you gave, anyways, because that, a lot of analysis is run on that data and we just can't budget.

55:53

Whereas, like, if you're hitting, your bed data's doesn't line up per se. We can call, you, work it out, but the data is like set in stone.

56:01

So, I'm gonna say it one more time, very clearly, if you're emergency shelter, transitional housing, or Safe haven project, you do not need to submit a hicks survey that will open up tomorrow.

56:13

If you're a permanent housing provider, you will need two.

56:17

That means TSH, PH or PH, RH, any flavor of permanent housing you're going to need to do the heck.

56:26

There'll be additional materials that will come out tomorrow. I'm sorry, I'm sorry.

56:29

I sound like, I'm like being, you know, redundant care, but I'm trying to make sure that it's very clear about what's expected for folks.

56:39

So we had one question. Can you, can you send Sandra Medina the hip link, again, the pre hick link.

56:48

You make a note of that.

56:49

Yeah, We could do that.

56:57

OK, thanks, Max.

57:03

So, this, I wanted to give a reminder, again, we've been getting a lot of new ETA's recently.

57:09

And, while we've been trying to remind them about this, we do have a training module for a TA that kind of go over some of the responsibilities, some of the reporting, how to use, some of the reporting, like art and some of the canned reports. So, it's a free course, we don't, there's no charge for this, just going to the, going to the talent LMS webpage and clicking on course catalog.

57:31

All you have to do is type in ETA.

57:34

And you'll find the webinar series here.

57:37

Um, it covers contexts, expectations, some of the admin tools, reporting, and then troubleshooting some of your, some of the more canned reports, so, like, an API or a Caper, it has some of that troubleshooting in it, right?

57:55

I just wanted to make sure that everybody was aware of this is here.

57:58

We will be updating it with some of the new Business Objects stuff, because, when, when we finally, actually move over to Business Objects 4.3, none of the art stuff in here is going to make any sense.

58:12

So.

58:15

If you, if anybody has any issues kind of.

58:20

Getting this to run or errors, or things like that, Please let the helpdesk now. You know.

58:25

This thing has been here for quite awhile, We haven't had a lot of questions on this at all. I just want to make sure everybody knows.

58:33

Especially with some of the newer ATA's, they're newer too, Service zero point two, so it's a little overwhelming.

58:41

Um, Max, it looks like a task, is looking for the hick survey as well.

58:48

If you can get that over to Andrea, right, the ...

58:50

Survey will come out in an e-mail tomorrow to everyone that applies to OK.

59:00

Thanks, Max.

59:02

So yeah this was just a reminder because we've been seeing a lot of new ETA's coming in.

59:06

So the next thing to cover is: Omak Stephens asking he missed yesterday's deadline.

59:17

What should he be doing?

59:20

Just go ahead and that link is still open. So please just keep submitting your predicts. The link is open all posted in the Chat right now for everyone to access.

59:30

And as a reminder, your username and logging HMIS ID of your project it goes, OK, yeah, so if your project is 300, then your username is 300, and your password is 300.

59:44

So, you don't have to, that's, it's going to be that, so, you're gonna be your project.

59:51

OK, I don't see any more questions yet. So the next thing, again, this is kinda just an update for everybody, and it's a data quality process.

1:00:00

So we haven't had a data quality process since, I think, January of 2020.

1:00:07

And we've had a number of reasons, as to why, the first being, covidien, trying to come up with all of the craziness that was happening during coven.

1:00:18

And then, then we, then, we spent most of, a year doing the, the vendor transition, right?

1:00:24

Trying to, trying to migrate everything over to, to clarity in bit focus.

1:00:30

So, with that in mind, we are just about done with a new report, Um, some of you may have already kind of looked at it, but.

1:00:44

we will share it out to ATA's if they want to test it and take a look at it.

1:00:49

There is one thing on it we're not really happy with, and it's, it's an income one, but we're working on that right now, but everything else is pretty good. The, uh.

1:01:03

But the process itself, we're also discussing, kind of changing right now, So, right now, we're having internal discussions, um, what we'd like to do, and we'll, of course, this will be a discussion after we.

1:01:17

No, after we're, we're good with what we think should happen, will then discuss it with the feed, the community for feedback, And, you know, see what, what everybody thinks is, we're taking into consideration all of the reporting that everybody does. Right, so we're talking about quarterly reporting, annual reporting, Right. Everybody has an APR that's, in a different month. Right. So we're trying to take in like that the FSS quarterly reporting we're trying to take in, like, all Chicago runs.

1:01:49

And let's say we do the heck, we do the pit in in January, right?

1:01:54

So right now, we're kind of looking at narrowing kinda the scope of that.

1:02:01

So we'll have more to share with you soon, but we're kind of looking to make the fit, the data quality around all of those reporting.

1:02:11

So, right now, I think we're discussing A March, July, and November reporting period for this, so that it's after a lot of the heavy stuff in January. And then right before the evaluation instruments. So that your prepped for that.

1:02:30

So things like that, and we're also looking at So we're looking kind of at like three instead of four, and we're also looking at only two of them being mandatory.

1:02:43

Right, so, again, we're still in like discussions about this, and we're hoping to roll the actual process out in March, So you should hear from us soon? With a, with an updated plan for feedback and discussion.

1:02:56

So, we want to make sure that, you know, it's not all Chicago just dictating from on high, it's actually a community discussion and here's kind of what we think will be easier for everybody.

1:03:06

So, keep an eye out for that, it'll, it'll be, the discussion will have to have, it, gets knocked, it's going to be an e-mail and I'm telling you, it's, it's, it's, it has to be a back and forth.

1:03:17

So please, Please have some patience before we roll that out. If you have questions, feel free to submit them to the helpdesk. No.

1:03:28

Well, we'll share what we can with your right now, but we really want to have something solid kinda checked before.

1:03:36

So, before we send it to everybody for feedback.

1:03:42

So, the last thing, would be feedback from you.

1:03:47

So, we're gonna send out a, it's, so it's in here, but well, we'll e-mail this to all the ... as well.

1:03:56

A short survey, um, just to kinda get feedback on a few things because we haven't done any ATM meetings in awhile.

1:04:06

Um, we want to know, like, and because they're probably going to be virtual for awhile.

1:04:13

How you want this format to work, right? I think, like, you know, if there's time, we may be able to unmute people for some actual live questions and things like that. But there may not always be time.

1:04:26

And we want to know like, What kind of format do you want to see, do you want, do you think they should still continue bimonthly, as they did in the past? Or should they happen more frequently, less frequently?

1:04:38

Are there any kind of trainings you want to see from all Chicago that, I mean, we haven't done in the last two years.

1:04:44

The last two years have been a little, uh, the seat of your pants, so to speak, right? Everybody's kinda been busy with so many different things, so, with Lockdowns and Covidien such, so, we want to get feedback on what you need from us.

1:05:01

Are their trainings you need? Are, you know, are there things that are, that are bothering you about some of the current training modules, which, we'll be updating this year. We just haven't announced any of that yet.

1:05:13

So, the survey, we have on the next page, here of all the other resources.

1:05:20

So, this, I can put the.

1:05:27

I can put the, the link for this in.

1:05:32

In chat, if you'd like the, but we can, we're gonna e-mail this out.

1:05:38

But it is in the PDF handout, It's on the last page. So, you can also get it there.

1:05:45

Um.

1:05:48

I can't remember the question is, like, 7 or 8 questions, but you don't have to. None of them are required, and it's anonymous, so you don't, if you want to put your name in it somewhere, you can, but we're not asking for that.

1:05:58

You just want to get a big tally of what everybody's thinking so that, no, we have a better idea of how, how to, how to serve our community.

1:06:08

I feel like everybody's been wrapped up this year on their own stuff, but we ought to make sure, no, ETA's and their staff, what they need to make sure they know they can get their job done.

1:06:20

So, here we have a link for the helpdesk. We have a link to Talent LMS.

1:06:25

Here's our e-mail for that for the helpdesk as well.

1:06:29

Of course, if you go to the helpdesk, there's also a submit a request there as well.

1:06:35

So, that, uh, excuse me. So that you can submit a form if you want, But the e-mail works just as fine. There's the link for this particular meeting for the ETA meeting notes right now. It's just a placeholder until this. This recording is done.

1:06:55

I put the two links for the, the link for the survey, and the links for the point in time, and shelter point guide that we're in earlier, Those are here at the end. And then finally, as you can see, there's a.

1:07:10

The Feedback Survey.

1:07:12

So, let's see. I can put that in chat if someone just wants it now.

1:07:42

Suddenly throw it into chat for everybody.

1:07:49

OK, so we'll send this, we'll send this out to all ATA's as well, so if you click on it and chatter click on it from here, feel free to ignore the e-mail.

1:08:00

OK, so then the only other thing, it looks like we still have about 20 minutes.

1:08:06

So, if anybody has questions, feel free to post them in chat. If, at some point, within the next 20 minutes, there are no more questions than we can.

1:08:16

We can end the meeting earlier, but if you have questions, feel free to post them in if it's something that's a little too complicated.

1:08:26

four, for this, let us know, and we can try to unmute you, if you have a microphone.

1:08:52

I think you can raise your hand in here, but I don't know exactly where that's at.

1:09:00

But if I see something flashing, I'll take a look at it.

1:09:18

So, we'll wait for, like, five minutes for any kind of questions to come in.

1:11:25

All right. It doesn't look like anything's coming in.

1:11:29

If you have any questions or anything, uh, please e-mail the helpdesk. Otherwise, why don't we send out the e-mail?

1:11:41

Thanks, Betsey. Thanks. Thanks, Matt.

1:11:43

When you see the e-mail come out with kind of a recap of what this was with the link, feel free to take a look at the helpdesk and share the video with anybody you think may have missed it. Otherwise, thanks, everybody, for attending. It was great to kinda talk at you all for an hour.

1:12:02

So if you have any more questions, please, please e-mail the helpdesk, and we'll get. we'll get right back to you.

1:12:12

All right. Thanks, everyone.

1:12:15

Have a good day, everyone