

ATA Meeting

September
9/23/2026



Agenda

- HMIS Training Updates
- Multi-Factor Authentication
- Helpdesk Metrics Dashboard
- Agency Participation Agreement Process
- Quarterly Spotlight
- Project Performance Reports
- Updates / Reminders
- Questions

Multi-factor Authentication

WellSky upcoming update remains on track and will introduce mandatory multi-factor authentication (MFA) for all HMIS users. As part of this update, users will sign in using the email address associated with their HMIS account rather than their current username. The upgrade is expected to be released by WellSky around early October. We will provide implementation timelines, login instructions, training materials, and office hours once additional details are available.

- Agencies should review active HMIS user accounts and ensure all users have a valid, current email address on file.
- Please review our [Helpdesk article](#) for more details



Community Services
All Chicago

[Forgot Password](#)

LOGIN



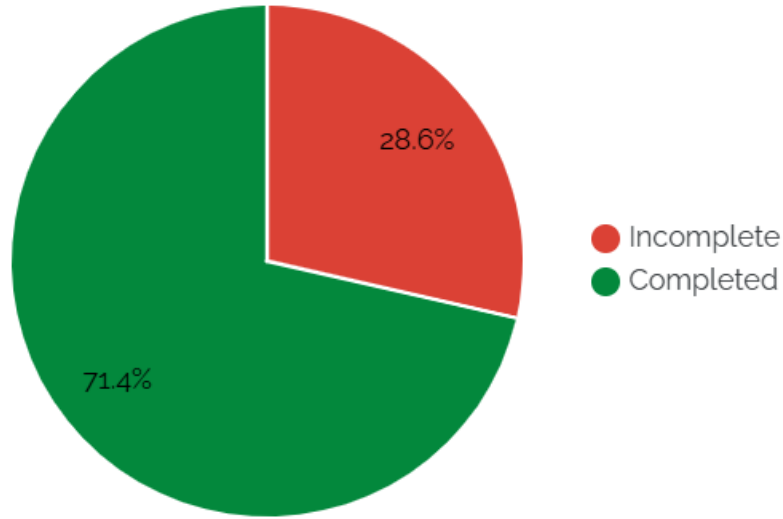
Review of HMIS Access Request Process

1. Training and user profile **requests** are made **through forms** (New, Transfer, Current)
2. Learner(s) and ATA receive **confirmation from Help Desk**:
 - a. Course enrollment
 - b. Training account
 - c. Training credit(s) count
3. Learner(s) complete the following LMS courses:
 - a. Introduction to HMIS
 - b. Data Management
 - c. Project-Specific course(s)
 - d. HMIS General Access Training - Final Steps Instructions
4. Learner(s) sign up for and complete the **Sample Client Assignment**

[Steps to Receiving HMIS Access – 2026](#)
[Talent LMS HMIS Training Progress](#)



Training Status by Record Count



Record Count by Training Status and Times on the waitlist



Data from May 24th to July 24th

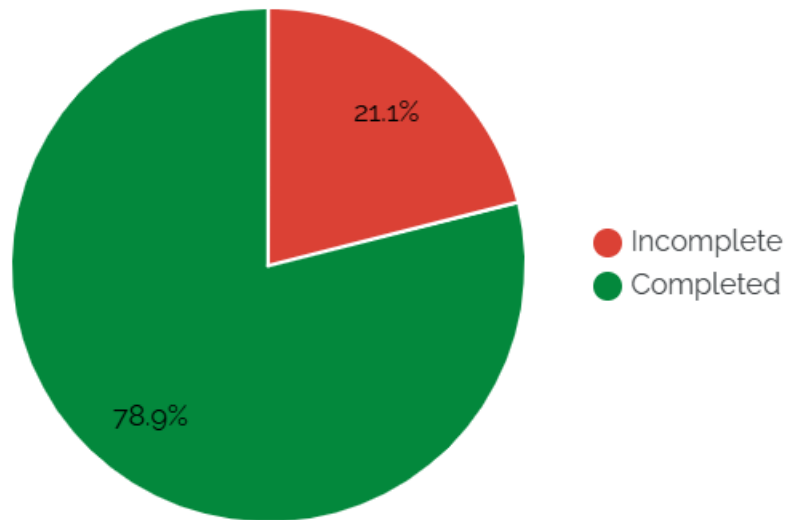
Total = 85

Notes:

- Increased percentage of users admitted to the assignment are receiving their access
- First attempt completion rates remain about the same



Training Status by Record Count



Record Count by Training Status and Times on the waitlist



Data from July 25 to Sept 18th

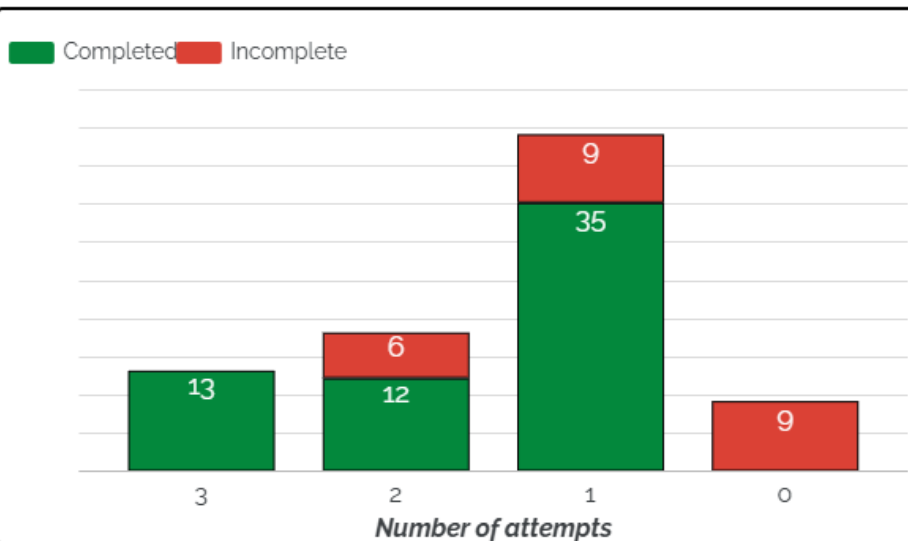
Total = 57

Notes:

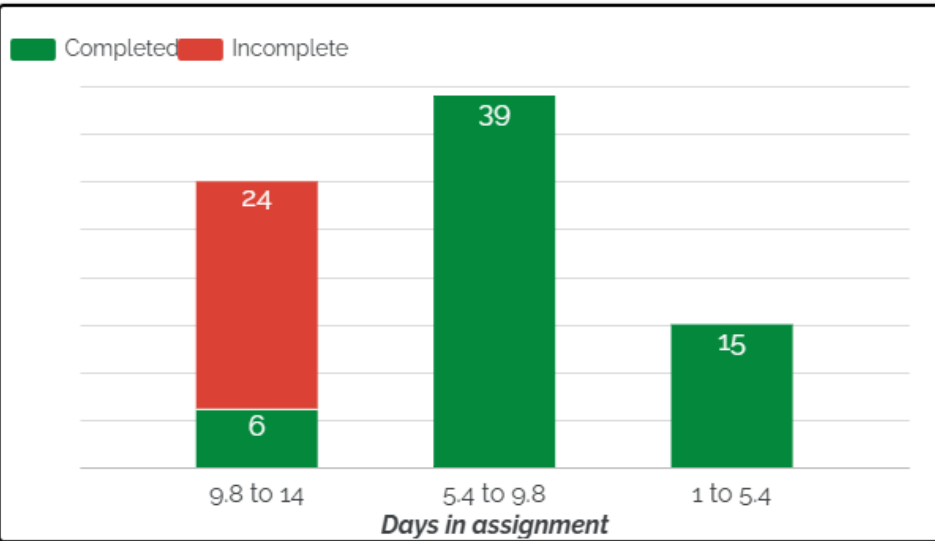
- Fewer users, but increased percentage of users admitted to the assignment are receiving their access
- Increased completion rates



Distribution of Number of attempts



Distribution of Days in assignment



Data from May 24th to July 24th

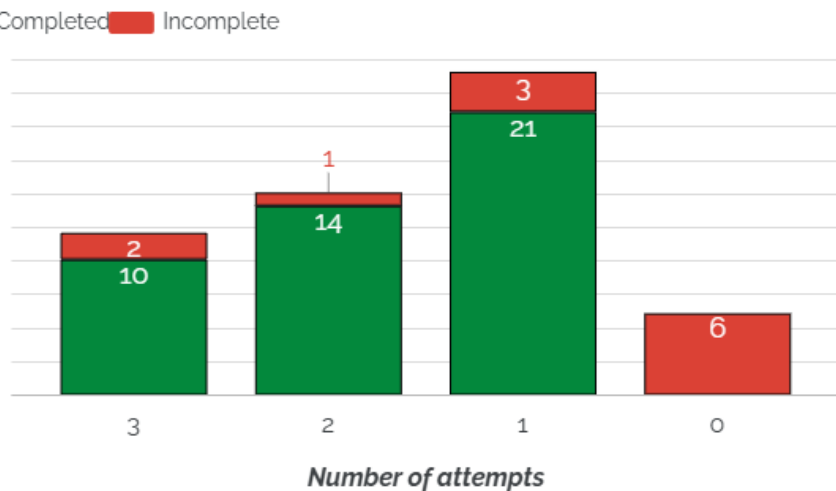
Total = 85

Notes:

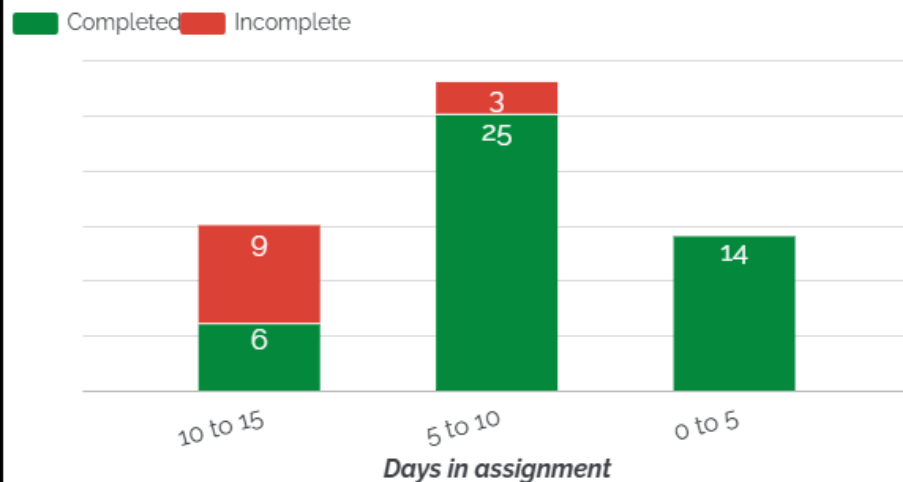
- Decreasing percentage of incomplete assignments that only submit a sample client once or twice



Distribution of Number of attempts



Distribution of Days in assignment



Data from July 25 to Sept 18th

Total = 57

Notes:

- Decreasing percentage of incomplete assignments that do not submit an attempt



Sample Client Assignment – Registration

- Register through the HMIS General Access Training - Final Steps Instructions course
- Users are added to the assignment in the order we receive a complete and eligible registration form
 - A complete and eligible registration form meets all of the following:
 - ❑ The user's HMIS training username
 - ❑ Have completed their project-specific course within the last 3 months
 - ❑ Have completed the Introduction to HMIS or Data Management course within 6 months OR is a current HMIS user
- Priority is placed for users that have re-confirmed training after being placed on a hold or other previously approved special circumstances



Sample Client Assignment – Current Cohort



- Update to 15 users at a time starting Monday, September 28th
- 10 days total days
- 3 attempts to pass
- Active Engagement required within 5 days of admission:
 - ✓ Submit a sample client or
 - ✓ A direct message from the ATA of when they plan to submit a sample client



Sample Client Assignment - Notifications

1. User and indicated ATA/supervisor receive copy of waitlist registration
2. When added to the assignment:
 - 1) User receives automated notifications from Talent LMS:
 - i. At admission
 - ii. After 3 days
 - iii. Upon removal – due to Hold and/or Expiration
 - iv. 24 hours before the 10-day expiration
 - 2) User and ATA/supervisor receive invite to Office Hour the following week.
 - 3) User and ATA/supervisor receive notification of being placed on a hold.



Sample Client Waitlist – Probationary Hold

After **5 days of inactivity**, users will be placed on a **probationary hold for 5 days**.

- a. Users placed on a hold will be removed from the assignment, and the next user(s) on the waitlist will be added to the assignment to take their place.
 - i. The user will receive an automated notification from Talent LMS about the removal.
 - ii. The user, their ATA, and any other listed supervisor will receive notification from the Help Desk about their removal and next steps.

During this time, the user and the agency has **5 days** to confirm receipt and intent to continue with training.

- a. If confirmation is received within 5 days, then the user is added back to the top of the waitlist and is re-admitted when the next available spot opens up.
- b. If no confirmation is received, then the user is removed from the waitlist and must re-register to be added back onto the waitlist.

Users may only be placed on probationary hold **once**. If they **fail to submit a sample client** within 5 days a second time, they will automatically be removed from the waitlist and require a re-registration.



Sample Client Assignment – Extra Support

- Current Roster and their ATA/supervisors only
- Sample Client Assignment Office Hour
 - Wednesdays at 11a
- 1:1 troubleshooting meeting
 - Link to book found in Office Hour invite
 - Help Desk ticket



General Training

Training Credits

- Credit inventory is back up and available on the Help Desk article: [Paying for HMIS Training and Requesting Credits](#)
- Quarterly Invoices
 - Will be sent during the week of DQ processing
 - Next set of invoices will be sent this week

Training Survey for ATAs

We're always looking to ways to further improve this process. Please complete the following survey, which will be open for input for the next month, closing on October 21st.

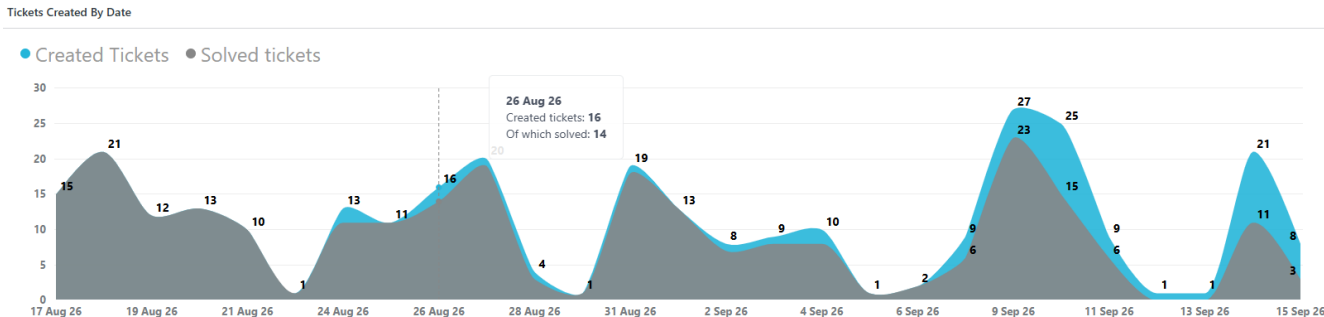
[HMIS Training Process Survey](#)



New Helpdesk Metrics Dashboard

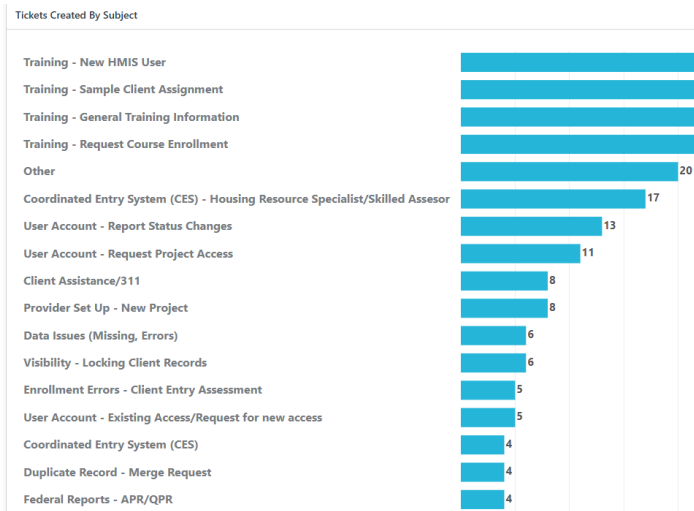
We are excited to announce the launch of the new HMIS Helpdesk Dashboard. This quarterly reporting initiative is designed to provide greater transparency into HMIS support tickets and community support trends. The dashboard provides insight into Helpdesk activity, performance, and the types of assistance most frequently requested by HMIS users.

Today, we have released both Q1 and Q2 Helpdesk Metrics Dashboard reports, which are now available in our [Helpdesk article](#).



Helpdesk Metric Examples

- Tickets Created by Subject
 - Understand the topics generating the largest volume of Helpdesk requests. This data highlights common areas where users may need additional assistance, training, or documentation.
- Resolution Time by Subject
 - See how resolution times vary across different request types. More complex topics often require additional research, coordination, or troubleshooting before a resolution can be provided.
- Tickets by Organization
 - Provides visibility into overall Helpdesk utilization across the community and helps identify organizations that may be seeking additional support, guidance, or technical assistance.



Agency Participation Agreement (APA)



HOMELESS MANAGEMENT INFORMATION SYSTEM AGENCY PARTICIPATION AGREEMENT

This Agency Participation Agreement (the "Agreement") is made and entered into effective as of **<<Date>>** (the "Effective Date"), by and between All Chicago Making Homelessness History, an Illinois not for profit corporation located at 651 W Washington, Suite 504, Chicago, IL 60661 ("All Chicago"), and **<<Agency>>** located at **<<Address>>** (the "Agency") regarding access and use of the Chicago Homeless Management Information System (the "HMIS").

RECITALS

WHEREAS, HMIS is a data collection tool designed to record and store client-level information on the characteristics and service needs of persons at risk of, or currently experiencing homelessness within a community.

WHEREAS, in compliance with all state and federal requirements regarding client/consumer confidentiality and data security, the Homelessness Management Information System ("HMIS") is designed to collect and deliver timely, credible, quality data about services and homeless persons or persons at risk for being homeless (each a "Client").

WHEREAS, All Chicago desires to grant a revocable right to Agency to use and access the HMIS and Agency desires to obtain such a right upon the terms and conditions described herein.

NOW, THEREFORE, in consideration of the premises and mutual promises hereinafter set forth, Agency and All Chicago mutually agree as follows:

1. **Term.** The term of this Agreement begins on the Effective Date and continues until terminated in accordance with Section 5.
2. **Precondition to HMIS Access and Use/Revocable Use.** As a precondition to Agency receiving access to the HMIS, Agency agrees to abide by and comply with the terms and conditions of this Agreement, All Chicago's standard Privacy Policy (the "Privacy Policy"), and any and all operating procedures of All Chicago ("Operating Procedures"). Agency shall abide by the terms of the Privacy Policy and Operating Procedures as amended from time to time by All Chicago in its sole discretion. Subject to Agency's compliance with the foregoing preconditions, All Chicago shall grant a revocable right to Agency to use and access the HMIS with such access rights as determined by All Chicago in its sole discretion. In accordance with applicable laws, All Chicago reserves the right to charge Agency a fee for the services provided hereunder. If All Chicago implements a fee, All Chicago shall provide Agency with 30 days prior written notice of the fee and the Agency agrees to pay the fee in accordance with the payment terms set forth by All Chicago.
3. **Duties of All Chicago.**
 - a. All Chicago shall provide, to the extent reasonably practical (as determined in All Chicago's sole discretion), support, assistance, direction, guidance, resources, and training to Agency to facilitate and support the use of the HMIS and Agency's compliance with the responsibilities and obligations set forth herein. All Chicago will provide Agency with reports from time to time with respect to data that Agency enters into HMIS.

The annual Agency Participation Agreement (APA) renewal process is expected to begin in mid-October. As required by the Chicago CoC, all organizations participating in HMIS must have a current APA on file to maintain access. The APA outlines the responsibilities of both your agency and All Chicago as the HMIS Lead. Since the terms are set by the CoC, agreements cannot be modified on an agency-by-agency basis. Please watch for communications starting in the coming days.

- More information on the APA process can be found in our [Helpdesk article](#)



APA Preparation

As we prepare to launch the 2027 APA renewal process, we ask agencies to review the information currently on file.

- Review the [Agency Participation Agreement 2026 Agency List](#) to confirm the person currently designated as your agency's authorized signer.
- If the signer listed for your agency is no longer correct, please complete the [APA Signer Update Request Form](#) as soon as possible. Updating this information before the renewal process begins will help ensure APA communications, reminders, and signing requests are sent to the appropriate person and reduce the risk of delays.



HMIS Quarterly Spotlight

Our next HMIS Quarterly Spotlight will focus on Prior Living Situation, one of the most important data elements used to determine project eligibility and support accurate reporting. This session will review common data entry challenges, discuss how Prior Living Situation impacts reporting outcomes such as the APR, and provide guidance on selecting the response that best reflects a client's housing situation at project entry.

HMIS Quarterly Spotlight: Prior Living Situation

- October 6th at 1:00 PM
- <https://attendee.gotowebinar.com/register/3220571170910889816>



Please share with all HMIS users at your agency

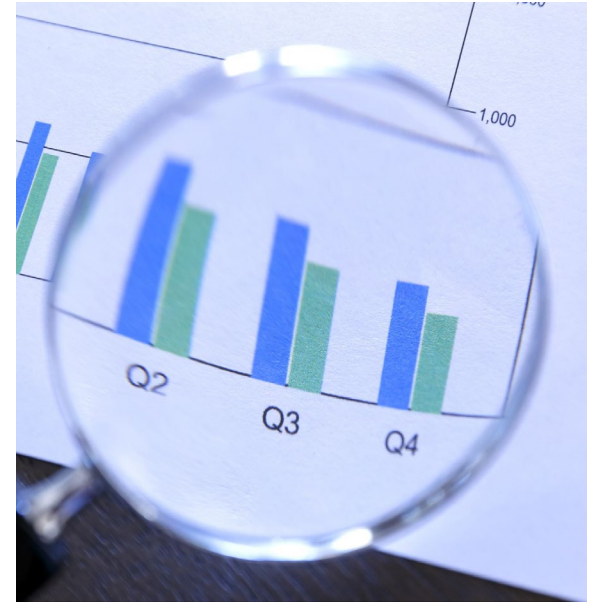


Data Performance

We strongly encourage agencies to take advantage of Project Performance Report (PPR) Requests throughout the year. Regularly reviewing program performance and client level data through these reports can help identify data quality issues early, improve reporting accuracy, and ensure your HMIS data reflects the work being done by your program. Consistent review of PPRs is one of the most effective ways agencies can support ongoing data quality efforts and prepare for federal, funder, and community reporting requirements.

For more information on submitting a PPR request or the report methodology:

<https://allchicago.org/hmis/project-performance-reports-requests>



Updates / Reminders

Data Quality

- Q2 2026 process ends this Friday, 9/25
- **Overlapping enrollment reports will be sent out soon**
- Next DQ Q3 is set for [November 9, 2026 – November 20, 2026](#)

Helpdesk

- [HMIS HelpDesk Survey – 2026](#)

ATA Meeting

- Next ATA Meeting is set for [November 18th at Noon](#)



Questions

