

WELCOME TO MONTHLY OFFICE HOURS



MONTHLY OFFICE HOURS – OUR TEAM



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MONTHLY OFFICE HOURS

Agenda:

- News and Updates
- Good to Know
- HMIS Topic:
 - Overlapping Enrollments
 - Where to start
 - Scenarios
 - Best Practices
 - Report
 - Paused Workflows
- Questions and Answers/General Assistance



UPDATES



UPDATES

- Last month Office Hours was on Duplicate Clients. Please share these resources with anyone else at your agency
 - [Cheat sheet](#)
 - [Recording](#)
- Community Support for Feedback on HMIS Data Standard changes:
 - HMIS Data Standards – Feedback to HUD Survey:
<https://survey.fedw1.medallia.com/?SnapHMISsurvey>
 - Send your recommendations to HMIS@hud.gov



UPDATES

- Spiceworks email: help@housingforward.on.spiceworks.com
 - Going forward, this is the only email that will work
- New CAS Workflow is going live 4/29/25
 - Access for any user acting as an access point will be removed
 - Training will be available soon after in order to get access back
- SOHA will be 5/20/25



NEWS SECTION

Remember to check the news section in HMIS on a regular basis.



GOOD TO KNOW



GOOD TO KNOW

- Exit Destination responses for Long-Haul Truck Drivers
 - Even if the driver is using the sleeper cab in the truck, that is “Place not meant for human habitation.”
 - If the driver is sleeping in a hotel/motel or with friends/family instead of the truck, mark the respective destination



GOOD TO KNOW

- Permanent and Temporary Family or Friends Destinations:
 - There is no timeframe to differentiate “temporary” and “permanent”.
 - Is this reunification or is there a time limit on the stay?
 - If the client says there is no time limit, we can assume it is permanent and select that.



DUAL ENROLLMENTS



DUAL ENROLLMENTS

Why is this an issue? Client cannot physically be in two places at one time and these data errors affect the CoC reporting.



SCENARIO 1

Client Transfers to different program in same agency

- When one housing program ends and another takes on its clients, the organization owning the new project in HMIS must ensure clients are exited from the existing project and enrolled in the new project. Only clients with open enrollments need to be moved.
- Step 1: Exit Clients from the Existing Program
- Step 2: Enroll Clients into the New Project



SCENARIO 2

Housing Move-In Date Overlaps Emergency Shelter Enrollment Dates by Several Days

- Overlap ok – but need to have entry and exit date showing they came and left. This is for clients who have housing but felt like they needed to stay somewhere they felt safe
- Overlap not ok – when client just wasn't exited for several days after receiving housing



SCENARIO 3

Possible Duplicate Project Enrollment

- Need to determine correct start and end date if ONLY enrolled once OR was the client ACTUALLY enrolled twice?? Was there a break in housing in the program??
- Entry/Exit/Housing Dates correct?
- Submit a ticket



SCENARIO 4

DRTRR and Diversion

- Client is enrolled in DRTRR and Systemwide Diversion.
- The reason is CoC Systemwide Diversion Grant is paying for rent because we ran out of money for DRTRR to pay for rent. DRTRR is paying for case management.



ACTIONS TO TAKE

- Bringing it to your attention
- Cheat sheet and report was sent to DQOs
 - DQO may ask for your support in cleanup effort
- HF is looking to develop training materials on this topic
- What feedback do you have?



BEST PRACTICES



BEST PRACTICES

- Use case notes
- Look at enrollments
- HMID is not the lease date but the date the client slept in the unit



PAUSED WORKFLOWS



PAUSED WORKFLOWS

- In 2025 alone we have 1833 Paused Workflows
- This caused major data elements to be missing in HMIS
- We did a [training](#) on this in September (starts at 34:00)
 - Check your own paused workflows
- We will get with major offenders



FINAL NOTES



OFFICE HOURS

WEEKLY

All HMIS End-Users

General technical
assistance

Every Fri from
10:30am-11:30am

MONTHLY

All HMIS End-Users

Specific HMIS
reinforcement

Every 4th Thurs from
10am-12pm

Previous Monthly
Office Hours

QUARTERLY

All HMIS DQO

Technical Assistance
for DQO related duties
2nd Wed of the month
following completed
quarter 11:30am-1pm

