



## **Appendix A: Data Warehouse User Guide**

This appendix is provided as a reference for HMIS-contributing organizations. It consists of four sections:

- Section 1: Completing data uploads from within AWARDS to the NYC HMIS
- Section 2: Completing data uploads from Non-AWARDS databases to NYC HMIS
- Section 3: Accessing the Help Desk
- Section 4: Cheat Sheet for Non-Awards Users

The NYC HMIS Data Warehouse can be accessed here: <https://nychmis.footholdtechnology.com/>

### **Section 1:** **Completing data uploads from within AWARDS to the NYC HMIS**

#### FOR AWARDS USERS

**Please Note: Additional support can be accessed via the AWARDS Help Desk for the steps described below. See Item 2 for more information.**

Authorized users see a button on the System Set up module's menu page labeled "HMIS Data Export." Once an agency designates an authorized user, the Foothold Client Services Representative can add this user to the list of authorized uploaders in AWARDS. **Users should not begin uploading to NYC's HMIS Data Warehouse until you receive confirmation from your Foothold Client Services Representative your database is ready to contribute data.**

**To upload data to the NYC HMIS Data Warehouse complete the following steps:**

1. From the *AWARDS Opening Menu* page, click **Administration**. The *Administration* page is displayed.
2. Click **System Setup**. The *System Setup* fly-out is displayed.
3. Click **HMIS Data Export**. The *HMIS Data Export* page is displayed.

---

#### **HMIS CSV v6.12 Export/Import**

Export

NYC Continuum of Care Data Upload

2. Click the **NYC Continuum of Care Data Upload** button. The *Export to NYC HMIS* page is displayed.

3. The *Export to NYC HMIS* page displays a table showing the programs set to submit to the NYC HMIS, along with the number of program participation records to be exported for each program. If the information displayed is correct, click **Validate Records**. The *Validation in Progress* page is displayed.

**Upload to NYC Continuum of Care**

The projects below are set to "Submit to CoC" on the Agency Program Information settings page.  
Check the projects for which the HMIS CSV data should be exported to the NYC Continuum of Care Server.

Projects	Client Participation Records as of 10/01/14
<input checked="" type="checkbox"/> Cross-Database Sharing Project	6
<input checked="" type="checkbox"/> HMIS Coordinated Entry Project	36
<input checked="" type="checkbox"/> HMIS Emergency Shelter Entry Exit	3
<input checked="" type="checkbox"/> HMIS Emergency Shelter Night-by-Night	8
<input checked="" type="checkbox"/> HMIS Permanent Supportive Housing Multi-Step	2
<input checked="" type="checkbox"/> HMIS Permanent Supportive Housing Project	27
<input checked="" type="checkbox"/> HMIS RHY Basic Center Project	4
<input checked="" type="checkbox"/> HMIS Transitional Housing Project	6

[Check All](#) - [Clear All](#)

- On the *Validation in Progress* page click **Messages**. The *messages* module will be displayed.
- You will receive a separate *Validation Report* message for each project you selected to upload to NYC HMIS. Click on the first message. The report will contain the HUD CSV errors for the project. You cannot complete an upload until all client level errors are fixed. If you have client level errors your report will contain the following:

**Validation Report**

This validation report will let you know what information needs to be fixed before uploading. If there are errors, please fix the errors and re-validate. Once all errors have been fixed, please scroll to the bottom of this message and click the "Proceed with Upload" button.

The following errors were found when validating your files for upload:

The following client records will not be imported due to validation errors. Please fix the validation errors before completing the import. If you proceed with the import these client records will not be included.

Record # in Client.csv	First Name	Last Name
2	Tom	Mato
5	Alli	Gator

- + The following errors were found in Enrollment.csv
- + The following errors were found in Geography.csv (Agency Program Information)

The upload can not proceed until validation errors are fixed.

- Click the plus button next to the CSV file which contains the client level errors. The errors will be displayed. Pay particular attention to Enrollment.csv, Exit.csv, and Disabilities.csv. In this example, the errors are in *Enrollment.csv*.

[-] The following errors were found in Enrollment.csv			
File Name	Row #	Data Element	Error
Enrollment.csv	2	HouseholdID	Tom Mato was not in a Household on their Admission Date. Please visit the Household and Child Info section of their Face Sheet and make sure they've been joined to a Household with a Household Start Date that is on or before their Admission Date.
Enrollment.csv	2	RelationshipToHoH	Tom Mato is missing their relationship to Head of Household. Please visit the Household And Child Info section of their Face Sheet and make sure their Household Start Date is on or before their Admission Date, and verify that a Relationship to Head of Household has been entered.
Enrollment.csv	5	HouseholdID	Ali Gator was not in a Household on their Admission Date. Please visit the Household and Child Info section of their Face Sheet and make sure they've been joined to a Household with a Household Start Date that is on or before their Admission Date.
Enrollment.csv	5	RelationshipToHoH	Ali Gator is missing their relationship to Head of Household. Please visit the Household And Child Info section of their Face Sheet and make sure their Household Start Date is on or before their Admission Date, and verify that a Relationship to Head of Household has been entered.

- Follow the directions within the **Error** column to fix the error. Errors are fixed within the client's project record in AWARDS. In this example, you would navigate to the client's face sheet – household composition and verify their household start date is on or before their project admission date. For more information on how to fix CSV validation errors, please view the following film: <https://demodb.fooholdtechnology.com/training/films/HMISValid.html>  
Additional troubleshooting information is also available in AWARDS online help: <https://demodb.fooholdtechnology.com/help/?11874>
- Follow steps 5-7 for each project you are uploading to NYC HMIS. This will help you fix all your client level errors for all uploading projects
- Once you have fixed the applicable client errors **for all uploading projects**, return to step 1 and complete the sequential steps. If you have successfully fixed your client level errors, you will see a **Proceed with Upload** button within your *Validation Report*. When you are ready, click **Proceed with Upload**.

**Validation Report**

This validation report will let you know what information needs to be fixed before uploading. If there are errors, please fix the errors and re-validate. Once all errors have been fixed, please scroll to the bottom of this message and click the "Proceed with Upload" button.

The following errors were found when validating your files for upload:

[-] The following errors were found in Geography.csv (Agency Program Information)

The *Export Running* page notes an export report will be sent via the AWARDS Messages module once the export is complete. Click the **messages** link on this page. You will receive two messages about the status of your export. The first will say your export "has been added to queue." **NOTE: this message does not mean that the upload has been successfully completed!** Once the export is complete, a message labeled "Upload Complete" will appear in the Inbox. This message will contain information regarding the status of the completed upload.

The process of uploading data to the NYC HMIS Data Warehouse is now complete.

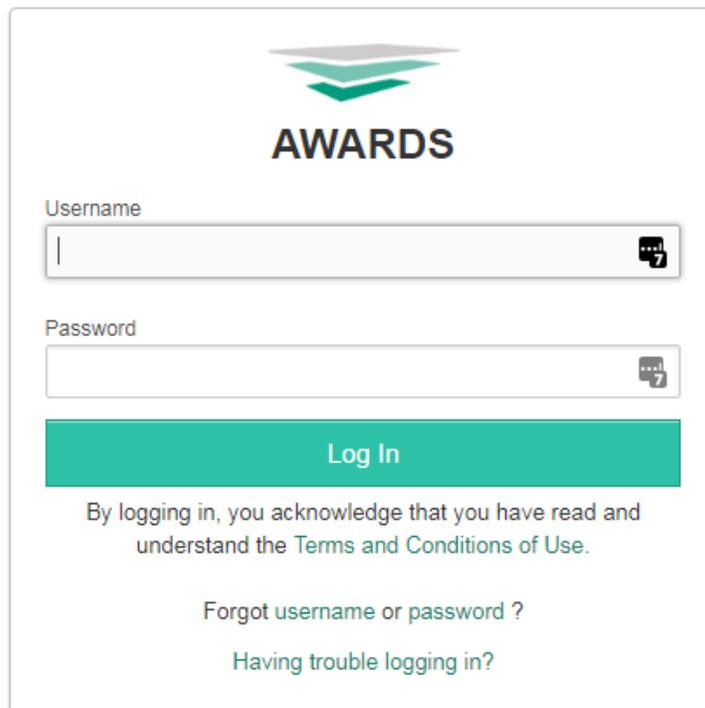
## Section 2: Completing data uploads from Non-Awards databases to the NYC HMIS

### FOR NON-AWARDS USERS

**Please Note: Additional support can be accessed via the AWARDS Help Desk for the steps described below. See Item 2 for more information.**

The first step in the upload process is to gain access to the NYC HMIS Data Warehouse. DSS will provide you with a unique Login ID and Password for a designated staff member at your agency. Once this information has been received, the following steps can be followed:

1. Open any Internet Browser window and type <https://nychmis.footholdtechnology.com> into the address bar. This will open the AWARDS Login Screen.



  
**AWARDS**

Username

Password

**Log In**

By logging in, you acknowledge that you have read and understand the [Terms and Conditions of Use](#).

[Forgot username or password ?](#)  
[Having trouble logging in?](#)

2. Type your **Login ID** (provided by NYC COC) into the Login ID field
3. Type your **Password** (provided by NYC COC) into the Password field.
4. Click the **LOGIN to AWARDS** button. The database will then open to the AWARDS Opening Menu.
5. From the *AWARDS Opening Menu* page, click **Administration**. The *Administration* page is displayed.
6. Click **System Setup**. The *System Setup* fly-out is displayed.
7. Click **HMIS Data Export**. The *HMIS Data Export* page is displayed.
8. Click **Import**. The *HMIS CSV Import* page is displayed.

*Please note: Some older logins will display a limited HMIS Menu page when a user logs in. For these users, click **Upload Data**.*

The *HUD HMIS CSV format* page is displayed. For each of the seventeen files making up the CSV upload, users will see a "Choose File" button that will allow them to locate **and select the corresponding file on the user's local machine**.



After clicking **Choose File**, select the pre-assembled .zip file with, at a minimum, the following CSV files:

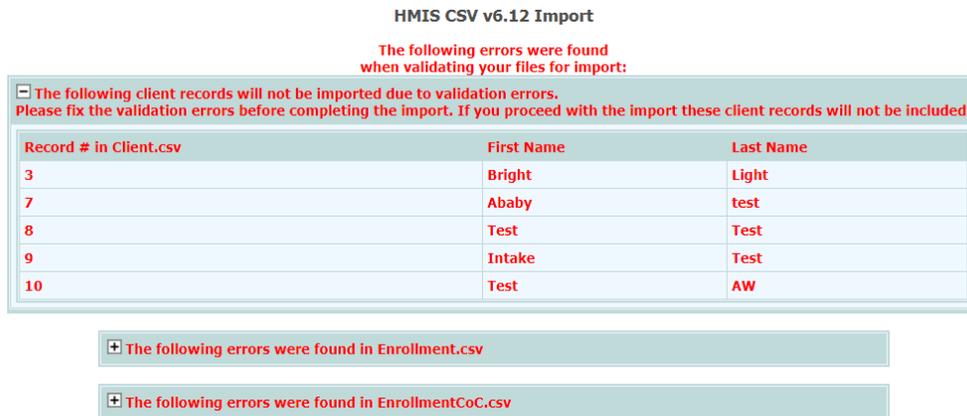
Affiliation.csv	Client.csv	Disabilities.csv	Enrollment.csv	EmploymentEducation.csv
EnrollmentCoC.csv	Exit.csv	Export.csv	Funder.csv	Geography.csv
HealthAndDV.csv	Inventory.csv	Services.csv	Organization.csv	IncomeBenefits.csv
Project.csv	ProjectCoC.csv			

*Please note: The file names can be altered from the listed names so long as the Export.csv file lists all of the correctly named files as contained in the .zip file. The .zip file can be named anything but must have the “.zip” extension.*

**File Value Guidance:** Please refer to the HMIS CSV Format Specifications v6.12 found here:

[https://hudhdx.info/Resources/Vendors/5\\_1\\_2/HMISCSVSpecifications6\\_12.docx](https://hudhdx.info/Resources/Vendors/5_1_2/HMISCSVSpecifications6_12.docx)

- Once the user browses their local machine and identifies the .zip file for import, clicking **VALIDATE FOR IMPORT** uploads the file and evaluates the individual CSV files for format and content. If there are errors found in the file, the user is notified of the errors. Each file containing an error is highlighted with an expandable list of error details. **Uploaders should fix all errors which exclude a client.** These clients will be listed at the top of the validation results.



- Click the plus button next to the CSV file which contains the client level errors. The errors will be displayed. Pay particular attention to Enrollment.csv, Exit.csv, and Disabilities.csv. In this example, the errors are in *Enrollment.csv*.

☐ The following errors were found in Enrollment.csv

File Name	Row #	Data Element	Error
Enrollment.csv	3	HouseholdID	Bright Light was not in a Household on their Admission Date. Please visit the Household and Child Info section of their Face Sheet and make sure they've been joined to a Household with a Household Start Date that is on or before their Admission Date.
Enrollment.csv	3	RelationshipToHoH	Bright Light is missing their relationship to Head of Household. Please visit the Household And Child Info section of their Face Sheet and make sure their Household Start Date is on or before their Admission Date, and verify that a Relationship to Head of Household has been entered.
Enrollment.csv	9	HouseholdID	Intake Test was not in a Household on their Admission Date. Please visit the Household and Child Info section of their Face Sheet and make sure they've been joined to a Household with a Household Start Date that is on or before their Admission Date.
Enrollment.csv	9	RelationshipToHoH	Intake Test is missing their relationship to Head of Household. Please visit the Household And Child Info section of their Face Sheet and make sure their Household Start Date is on or before their Admission Date, and verify that a Relationship to Head of Household has been entered.
Enrollment.csv	10	HouseholdID	Test AW's household has no one designated as "Self." Please visit the Household And Child Info section of their Face Sheet and make sure their Household Start Date is on or before their Admission Date, and verify that a Relationship to Head of Household has been entered.
Enrollment.csv	7	HouseholdID	Ababy test is part of a household (Household ID 31) with validation errors and will not be included in the export.

10. Errors which exclude a client should be fixed in user's home system or within the CSV file itself, to the best of the uploading agency's ability. Specific steps to fix errors will be unique to the platform the uploader is using. If the errors are critical, the import is suspended and the user is directed to correct the errors. Examples of critical errors include: missing files, incorrectly formatted files, or unknown programs.
11. Once critical and errors which exclude a client are fixed, return to step 5 and validate your files for upload. Click **IMPORT**.
12. Clicking **IMPORT** completes the importing process The Import in Progress page notes an import report will be sent via the AWARDS Messages module once the import is complete. Click the messages link on this page. You will receive two messages about the status of your import. The first will say your import "has been added to queue." **NOTE: this message does not mean that the import has been successfully completed!** Once the import is complete, a message labeled "Import #xxxx Results" will appear in the Inbox. This message will contain information regarding the status of the completed import.

The process of uploading data to the NYC HMIS Data Warehouse is now complete.

## Section 3: Accessing the Help Desk

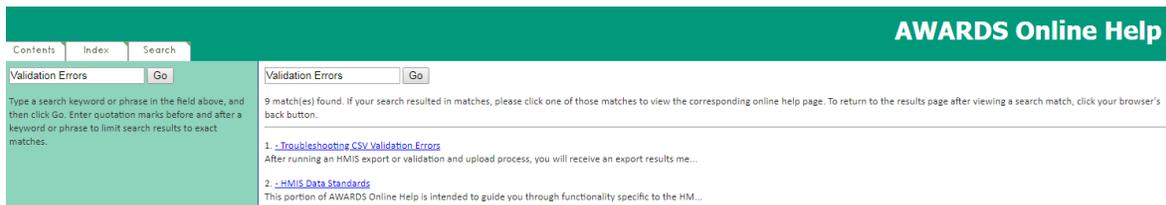
Before you contact the Help Desk, it is strongly recommended you complete a thorough review of AWARDS online help resources.

1. You can access AWARDS online help via the **Help** menu in the top right corner of your screen. In the selection list, select **AWARDS Online Help**.



In many cases you will be able to find the information you are looking for very quickly, and as a result will not need to contact the Help Desk, which can be a lengthier process.

2. Click the **Search** tab on the right side of the page. To complete a search, enter a keyword or phrase in the available field and click **Go**.



3. If an Online Help search did NOT resolve your question/issue, close the secondary window containing the search results and click the Help menu found in the top right corner of the screen and select Help Desk.

**PLEASE NOTE: AWARDS users should access the Help Desk within their own AWARDS database and NOT the NYCHMIS AWARDS. Non-AWARDS users having a problem with the NYCHMIS, can access the Help Desk within NYCHMIS.**

4. Complete the “How Can We Help You?” page with as much detail as possible. Tickets lacking detail can lead to a longer process to resolve an issue, because our help desk team will need to request additional information. Complete click paths and screen shots are particularly helpful.

**How Can We Help You?**

Our goal is to provide you with the best and quickest assistance possible. Here's how you can find what you're looking for.

---

**Search Online Help**

Before contacting the Help Desk, you can search for an immediate answer to your question using our Online Help search tool. Help Desk response time can vary from 24 hours to 2 business days.  
(Enter quotation marks before and after a keyword or phrase to limit search results to exact matches.)

---

**Contact the Help Desk**

To contact the Help Desk please complete the form below with as much detail as possible. The more information you provide, the quicker we can assist you.

**To:** Israel DeJesus;Charlie Winkler;Roxanna DeLeon;Michael Brydges;Stacie Carr

**Subject:\***

**Problem/Question Details:**

Please type a detailed description of your question or problem, and record information on the AWARDS area you are working with using the options that follow. When reporting a problem, be sure to list any steps taken prior to the problem's occurrence, including any selections made while completing the problematic task and the text of any error messages received. That detail will enable the Help Desk to replicate your experience as closely as possible and will speed up the investigation process.

**Description:\***

*Please Note: This page can also be opened from within the Messages module directly by using the red and white buoy icon on the left-hand side of the page.*

3. Once you've completed your request, click **Send Message**. A copy of your request will be sent to you in the AWARDS Messages module.
4. Periodically check your AWARDS Messages module inbox for a response to your problem report or question. When a response is received, review it carefully. In the event that the Help Desk was unable to investigate with the amount of information provided, you will be asked to supply additional details. Otherwise, you will be provided with information about the area of the application you were working with, or with a resolution to any problem you may have been experiencing.

**If you are UNABLE to reach the AWARDS login page:** Please contact Foothold Technology at one of the following email addresses:

- helpdesk@footholdtechnology.com (during business hours)
- emergency@footholdtechnology.com (outside of normal office hours)

Foothold Technology's office hours are 9-5 ET M-F, inclusive of all holidays.

The DSS HMIS Team is also available to assist providers with issues related to uploading and data quality.

**Section 4:**  
**“Cheat Sheet” for Non-AWARDS Users**

**“Cheat Sheet” for Non-AWARDS Users on Comma Separated Value (CSV) HMIS Imports/Exports**  
**Prepared by the NYC CCOC Data Management Committee\***

**Purpose:** The Data Management Committee of the New York City Coalition on the Continuum of Care (NYC CCoC) has prepared the instructions below for non-AWARDS users to better understand and troubleshoot issues related to uploading CSV files with HMIS data into the NYC CCoC data warehouse.

A. Database Administrators (DBA) should consult with [https://hudhdx.info/Resources/Vendors/5\\_1\\_2/HMISCSVSpecifications6\\_12.pdf](https://hudhdx.info/Resources/Vendors/5_1_2/HMISCSVSpecifications6_12.pdf) for up to date information regarding HMIS CSV Format Specifications v6.12 – September 2018 which includes the following updates:

7/2017	6.1	<ul style="list-style-type: none"> <li>• Reverted to practice of continuous version numbering for HMIS CSV.</li> <li>• <b>Geography.csv/2.8</b> – added 99 (Unknown/data not collected) to list for <i>GeographyType</i>.</li> <li>• <b>EnrollmentCoC.csv</b> – corrected reference to DE 3.16 Client Location to use correct DE#.</li> <li>• <b>Exit.csv/R18:</b> deleted <i>CounselingType</i> and associated list R18.A; added <i>IndividualCounseling</i>, <i>FamilyCounseling</i>, <i>GroupCounseling</i> to accommodate identification of more than one type of counseling received.</li> </ul>
9/2017	6.11	<p>Corrections:</p> <ul style="list-style-type: none"> <li>• <b>Project.csv – HousingType</b> column was added to file definition in 6.1 but not listed as a change. The column is required.</li> <li>• <b>Client.csv – Race</b> columns have been non-nullable since 2014 but only a 1/Yes response was defined. Added explicit 0 as the alternative to 1.</li> <li>• <b>Exit.csv</b> and <b>HealthAndDV.csv:</b> Re-added the <b>PersonalID</b> column to both file definitions. The deletion was not intentional; was not listed as a change.</li> <li>• <b>List 1.4 RecordType</b> for <b>Services.csv:</b> Updated list values consistent with changes listed the file definition and in Appendix C list of changes.</li> <li>• <b>Appendix C</b> list of changes for <b>Inventory.csv:</b> Struck reference to split of <b>BedType</b> into three separate fields. The change was not needed and was not made in the definition of the Inventory file.</li> </ul>
9/2018	6.12	<ul style="list-style-type: none"> <li>• Updated pagination and table of contents</li> <li>• <b>Appendix B:</b> Remove “29:VA:Domiciliary Care” from list 2.6.1</li> <li>• <b>Appendix B:</b> Add “43:HUD:CoC – Youth Homeless Demonstration Program (YHDP)” to list 2.6.1</li> <li>• <b>Appendix B:</b> Corrected reference to outdated HMIS Data Standard documentation in Notes</li> <li>• <b>Services.csv:</b> Updated hyperlink to List for RecordType 210 to V8.1</li> <li>• <b>IncomeBenefits.csv:</b> Fixed hyperlink to lists 4.4.A; removed list 4.4.A for 4.4.12A OtherInsuranceIdentify</li> <li>• <b>Exit.csv:</b> Fixed note for R18.B and R18.2 to say “Integer &gt;0”</li> </ul>

B. DBA should make sure that they have all 17 CSV files as follows:

- |                        |                    |                |
|------------------------|--------------------|----------------|
| 1. Services            | 9. Export          | 17. ProjectCoC |
| 2. Affiliation         | 10. Funder         |                |
| 3. Client              | 11. Geography      |                |
| 4. Disabilities        | 12. HealthAndDV    |                |
| 5. EmploymentEducation | 13. IncomeBenefits |                |
| 6. Enrollment          | 14. Inventory      |                |
| 7. EnrollmentCoC       | 15. Organization   |                |
| 8. Exit                | 16. Project        |                |

- C. If “Affiliation.csv”file has a misspelling alter the first row of for each program that will be imported using Notepad and change the first column from AffiliationID. In AWARDS the correct spelling is used so the DBA may have to make this correction manually each month.
- A. Ensure that accepted values are used in the HMIS non-AWARDS system are consistent with HUD data standards use on the frontend and on the backend.
- D. When reviewing the Enrollment.CSV file pay special attention to how the HMIS calculates Chronic Homelessness. For additional information use the following URL to gain access to the HMIS Standards Reporting Terminology Glossary: <https://www.hudexchange.info/resources/documents/HMIS-Programming-Specifications.pdf>.
- E. Logic Used to Automate the Chronically Homeless Logic used to identify clients that meet CH criteria:
  - Foothold formulation**
    - i. They must have a Disabling Condition. Disabling condition (3.8) = yes.
    - ii. They must be Literally Homeless. Living situation (3.917.1) = Code 16, 1, 18 or 27 or [on the night before, did you stay in streets, ES or SH?] (3.917.2c) = yes or [project type] (2.4) = Code 1 or 4 or 8.
    - iii. They must be experiencing Long Term Homelessness. ([Approximate date started] (3.917.3) <= [project entry date] (3.10) -365 days, OR ([number of times the client has been on the streets, in ES, or SH in the past three years including today] (3.917.4) = “4 or more times” and [total number of months homeless on the street, in ES, or SH in the past three years] (3.917.5) >= “12” or “More than 12 months”)

**DMC/Anish & Lizzie formulation:**

Possible Logic Used to Automate the Chronically Homeless Logic used in HMIS to identify clients that meet criteria:

- i. Disabling condition (3.8) = yes or [expected to be of long continued and indefinite duration and substantially impairs ability to live independently] = Yes
  - ii. Use Code =1) for any of the following: [physical disability] (4.5), [developmental disability] (4.6), [chronic health condition] (4.7), [HIV/AIDS] (4.8), [mental health problem] (4.9), [substance abuse] (4.10), and
  - iii. Living situation (3.917.1) = Code 16, 1, 18 or 27 or [on the night before, did you stay in streets, ES or SH?] (3.917.2c) = yes or [project type] (2.4) = Code 1 or 4 or 8)
  - iv. and ([approximate date started] (3.917.3) <= [project entry date] (3.10) -365 days or ([regardless of where they stayed last night -- number of times the client has been
  - v. on the streets, in ES, or SH in the past three years including today] (3.917.4) = code 4 or more times and [total number of months homeless on the street, in ES, or SH in the
  - vi. past three years] (3.917.5) >= Code 12)
- F. **Before uploading the CSV files to AWARDS, the DBA should remind program staff to review their data errors or missing data and make corrections as needed. Staff should be given at least 5 days notices to scrub their data prior to the 10<sup>th</sup> business day of each month as required by DSS for uploads. If the non-AWARDS HMIS system does not have data quality reports, the DBA can send the CSV files to project representatives so they are aware of data errors to ensure the data integrity before uploading!**

- G. Once the CSV files are acceptable, the DBA needs to visit the following URL: <https://nychmis.footholdtechnology.com/zf2/> to upload the files to the NYC CoC Data Warehouse.
- H. Log-In using the credentials and follow the instructions in Appendix A, Section 2 for how to upload the files
- I. If the files are unable to be accepted and have too many errors to pass validation, the DBA must send errors to sites for them to clean up the issues.
- J. If validation errors are received, the DBA needs to also consult with their HMIS provider to troubleshoot issues related to HUD HMIS specs and how their CSV files are translated in AWARDS. DBA may also need to speak with DSS HMIS Team and to Foothold to troubleshoot issues as needed.
  - a. DBA will get a Validation Error Report as part of the import process. The errors will be displayed after the file is selected, after “validate records” is selected, but before the files are imported. Errors will be displayed in the following format:

**HMIS CSV v6.12 Import**

**The following errors were found when validating your files for import:**

The following client records will not be imported due to validation errors. Please fix the validation errors before completing the import. If you proceed with the import these client records will not be included.

Record # in Client.csv	First Name	Last Name
3	Bright	Light
7	Ababy	test
8	Test	Test
9	Intake	Test
10	Test	AW

The following errors were found in Enrollment.csv

The following errors were found in EnrollmentCoc.csv

The following errors were found in Enrollment.csv

File Name	Row #	Data Element	Error
Enrollment.csv	3	HouseholdID	Bright Light was not in a Household on their Admission Date. Please visit the Household and Child Info section of their Face Sheet and make sure they've been joined to a Household with a Household Start Date that is on or before their Admission Date.
Enrollment.csv	3	RelationshipToHoH	Bright Light is missing their relationship to Head of Household. Please visit the Household And Child Info section of their Face Sheet and make sure their Household Start Date is on or before their Admission Date, and verify that a Relationship to Head of Household has been entered.
Enrollment.csv	9	HouseholdID	Intake Test was not in a Household on their Admission Date. Please visit the Household and Child Info section of their Face Sheet and make sure they've been joined to a Household with a Household Start Date that is on or before their Admission Date.
Enrollment.csv	9	RelationshipToHoH	Intake Test is missing their relationship to Head of Household. Please visit the Household And Child Info section of their Face Sheet and make sure their Household Start Date is on or before their Admission Date, and verify that a Relationship to Head of Household has been entered.
Enrollment.csv	10	HouseholdID	Test AW's household has no one designated as "Self." Please visit the Household And Child Info section of their Face Sheet and make sure their Household Start Date is on or before their Admission Date, and verify that a Relationship to Head of Household has been entered.
Enrollment.csv	7	HouseholdID	Ababy test is part of a household (Household ID 31) with validation errors and will not be included in the export.

- b. Once all Errors are corrected the validation error report has less and less errors and the import can be completed.

- c. There is also an “importresults.csv” which shows you which clients are uploaded. This will be sent to you after the upload is completed as an attachment to a message labeled “export xxx results.”
- K.** If validation is passed, copy the message. Do the same if you get any error messages which may occur for documentation purposes to prove that the upload took place and was accepted.
- L.** The DBA should password protect the client.CSV file [this file has to be converted to EXCEL format before adding a password], along with any error messages which may have occurred, and send them to parties of interest as needed.
- M.** Data Quality reports can be generated in AWARDS, allowing DBAs to verify if the data uploaded to Foothold was accurately translated. For access to AWARDS contact the DSS HMIS Team.

For additional assistance with the information in this “Cheat-Sheet” please contact:

- Roxanna DeLeon, HMIS Coordinator, NYC DSS HMIS Team, at [deleonr@dss.nyc.gov](mailto:deleonr@dss.nyc.gov)
- Michael Brydges, HMIS Analyst, NYC DSS HMIS Team, at [brydgesm@dss.nyc.gov](mailto:brydgesm@dss.nyc.gov)
- Israel DeJesus, HMIS Special Projects, NYC DSS HMIS Team, at [dejesusis@dss.nyc.gov](mailto:dejesusis@dss.nyc.gov)

\* This document is subject to revision and will be updated over time as new information becomes available. It is current as of the time of this publication. It represents the best knowledge provided by several persons whose agencies do not use the Foothold Technology AWARDS system. NYC DSS and Foothold Technologies do not “certify” the veracity of this document. Users should consider it a guide only that may be helpful. For additional information or assistance, contact the persons listed above.