NYC CoC Continuum of Care

NYC HMIS Data Warehouse Transition

PLEASE NOTE: Go-Live for the new HMIS Data Warehouse in ClientInsight is October 2023 (next week!)

Please read this email carefully for next steps and key information.

NEXT STEPS – October Timeline

Please see the transition process/timeline below!

Timeline/Start Date	Important Steps
THIS WEEK: September 25th – 29th	1. **Sign new HMIS Agreements** - *All* participating providers need to review and sign the new HMIS Policies and Procedures *before* they will be granted access to the new warehouse. 2. **Run APR reports** – APR report specs change on Oct 1. If you have an APR due in Oct (or even Nov) – run your APR *now* for your SAGE submission. You will continue to have access to the AWARDS warehouse for uploads and APR reports this week. 3. **Fix data errors** - If your historic data had errors and was unable to upload to the new warehouse yet – try to fix those errors this week. You will not be able to complete regular monthly uploads until your historic data is uploaded. The HMIS team will be reaching out to you individually about any errors and next steps. 4. **Hold on accessing the new warehouse** – access to the new warehouse is locked until next week while the historic data are being converted to the new HMIS standards. 5. **Test HUD's new standards** – Eccovia has 2024 HUD standards testing site. If you would like to test a 2024 .csv export contact the HMIS team for access. (See info on new CE elements below)

NEXT WEEK: October 2nd – 6th	1. **HUD 2024 Specs are in place.** This means the data you collect, the export format, and the HUD reports will all have changes. 2. **ClientInsight Access** - **You will have access to new warehouse on Monday, October 2nd**. 3. **Mandatory Training** – Users will have access to training videos in **Eccovia University** to watch next week OR you can one of two **live trainings on Tuesday Oct 3rd 2-3 pm and Wednesday Oct 4th 11-12 pm**. Training content will cover new policies and procedures, navigation of ClientInsight and ClientTrack, uploading to the warehouse, how to run reports and check data, and how to get help.
ALL OF OCTOBER Oct 2nd – Oct 31st	1. **Checks before first upload** – We will provide guidance on how to check that all your projects are in ClientInsight, including your historic data from Oct 1 2016 to July 31 2023. Once confirmed you will be able to upload your August and September 2023 files. 2. **Uploads** - Organizations with signed agreements will be able to upload their August and September 2023 data to the new warehouse from Oct 2 – 31 (extended from usual first 10 business days of the month). 3. **Reports** - APRs won't be available until mid-October (See more information on reporting in the new warehouse below)

REGISTER - October Live Trainings

Register for mandatory live training sessions at the below links:

- Tuesday, October 3rd 2 pm - 3 pm
- Wednesday, October 4th, 11 am - 12 pm

If no representatives from your agency are able to attend these sessions, users can view training videos in Eccovia University the week of October 2nd. We will track attendance at live sessions and views in Eccovia University that will count towards mandatory participation credit.

PREP - New Data Standards

For Vendors or Providers with internally built data systems – there are two new questions that projects must program in their 2.09 Coordinated Entry Participation Status responses. Here is the NY-600 guidance:

- **2.09 "Project is a Coordinated Entry Access Point"** – Every project must put "No" (the CAPS system itself is the access point).
- **2.09 "Project Receives CE Referrals"** – Projects must enter "Yes" if project is set up in CAPS and is receiving referrals from the CAPS system.
- **2.09 CE Participation Status Start Date** – Put the project's operating start date UNLESS it is before 1/23/2018, in which case enter 1/23/2018 when CAPS started. (If you put "No" for receiving CE referrals you must still enter one of these dates).
- **2.09 CE Participation Status End Date-** leave blank, unless the project has ended, in which case put the operating end date.

AWARENESS – Report Availability in the New

Warehouse

Be aware that there are specific times that data are refreshed/synced. ClientInsight is the warehouse where data are uploaded, they are then deduplicated and synced with ClientTrack where the APRs and other federal reports are available.

- **ClientInsight:** Data are refreshed daily at 6:30 am and 12:30 pm ET. Uploaded data will not appear in ClientInsight reports until after each refresh.
- **ClientTrack:** Data are synced to ClientTrack nightly. Updated data will not be available in APR until the day after successful upload.

Vendors are still programming APRs according to new HUD specs and APRs will not be available until later in October. Let the HMIS team know if you have an APR due and need documentation for an extension request to HUD.

SUPPORT - How to Reach Us

Email – You can email the HMIS team at dsshmis@dss.nyc.gov and/or the Eccovia and HMIS team at nychmis@eccovia.com with questions, suggestions, or concerns.

Office Hours – Office hours will be an opportunity to ask NYC HMIS team and Eccovia representatives questions or offer feedback. The schedule and link for the office hours are posted on our webpage and will be updated regularly. Currently we are offering office hours **every Friday from 3-4pm** ET via zoom

FAQ – Visit our webpage to see an FAQ we developed based on your feedback and questions so far, which will be continually updated.

Visit our website

Thank you,
The HMIS Team
NYC Continuum of Care