



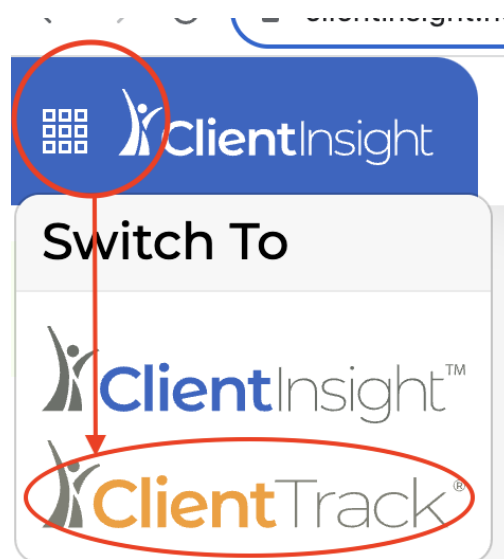
The NYC HMIS Data Warehouse is now live in ClientInsight!

Thank YOU for your participation and support during the transition!

This email is intended for warehouse users. Please read this email carefully for final setup steps and key information.

CLIENTTRACK – Please Access now!

Data Warehouse End Users should access ClientTrack (our reporting platform where you can run APRs and other reports), by logging in to ClientInsight and clicking on the blue window icon in the upper lefthand corner. You do not need a separate account to access ClientTrack.



After you attempt to access ClientTrack for the first time, you will be added to the queue for the HMIS team to assign you to your agency's data.

All End Users should access ClientTrack immediately (if you haven't already!) so that the HMIS team can complete your setup. You will not be able to access your agency's data until your account has been configured by the HMIS team-- so don't worry if you don't see anything in ClientTrack when you first check!

NOTE: Data uploaded after October will not be available yet.

NEXT STEPS – November

Next Steps	Details
ACCESS AND TRAINING	<p>Sign new HMIS Agreements - All participating providers need to review and sign the new HMIS Policies and Procedures <i>before</i> they will be granted access to the new warehouse.</p> <p>Training is available in Eccovia University (EU) – warehouse users with signed agreements will be granted access to both the warehouse and EU.</p>
UPDATES UPLOADS	<p>Please make sure to upload your August, September, October, and November data to the new warehouse by Thursday, December 14th.</p> <p>Please note, there will be no impact on annual evaluation scores for uploads that were missed or delayed <u>prior to the December upload</u>.</p>
APR REPORT	<p>APR due dates – HUD has issued an extension for APRs due in Oct and Nov based on delays in vendor updates to the new Data Standards until December 15th, 2023.</p> <p>APRS SUBMITTED TO SAGE MUST BE PULLED FROM CLIENTTRACK.</p> <p>APR Training – training on accessing and running the APR report is available in Eccovia University.</p>
QA and SUPPORT	<p>As a data check – run an APR for a one-year period in ClientTrack to confirm that the data are accurate.</p> <p>Instructions for how to request help in ClientTrack will be posted in Eccovia University soon.</p>

AWARENESS – Report Availability in the New Warehouse

Be aware that there is an ingestion process for data files along with 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.

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.

Data are synced to ClientTrack nightly. Updated data will not be available in APR until the day after successful upload. Nightly uploads will begin in December.

SUPPORT - How to Reach Us

Email – You can email the HMIS team at dsshmis@dss.nyc.gov 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 **Fridays from 3-4pm ET** (except for holidays) 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