

Dear NYC HMIS Warehouse End Users,

We are experiencing a large report demand on our system due to our large Longitudinal System Analysis (LSA) report due to HUD in January. Until further notice –

**If you need an APR/QPR you will need to [submit a ticket](#) in ClientTrack** (see the “How to Submit a Ticket” course in Eccovia University).

- Please include the **Report Parameters** including Project name as it appears in ClientInsight/Track (list all projects if consolidated grant) and date range.
- If possible, attach an APR from your source system (with client detail) to your help desk ticket.
- Eccovia will run the APR report for you and send it to you in ClientTrack.
- If all looks good, you can submit to SAGE. If there are data issues, Eccovia/our team will work with you to correct data issues and reupload your data.
- **REMINDER:** uploaded data are not immediately available for reporting and require a special transfer at this time. We are prioritizing project based on their due dates.

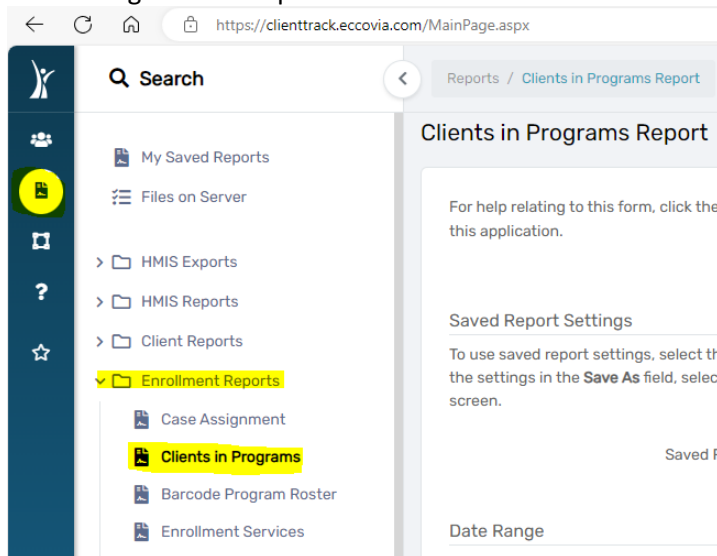
**For YHDP Programs:**

- Please note, you have an additional Supplemental CSV required for your QPR submission. For this, you will need to include that you are a YHDP project and require a RHY Hashed CSV in your ticket above.
- Eccovia will send the RHY Hashed CSV to you via ClientTrack. This file should be run through the SRT App, after which you will be able to upload it to SAGE.
  - The SRT app can be downloaded [HERE](#), or on the YHDP tab in SAGE.

The HUD Field Office has asked providers to inform them/your field rep if you expect your APR/QPR to be late. Eccovia can provide a letter explaining delays for your records.

In the meantime, one additional report besides the APR/QPR you can use to audit/check your data that you can run at any point.

- The **Clients in Program report** in ClientTrack (you can access ClientTrack from ClientInsight in the upper left-hand corner). NOTE that HPD and BG cannot use this report for projects outside of their org but can request these from us.



Again, if you are having any issues please submit a help desk ticket in ClientTrack and we will follow-up with you as soon as possible! We appreciate your patience and support as we get our new system up and running at the same time as we're fulfilling a large (and somewhat new) report demand. Oh my!

Happy holidays,

NYC HMIS team

[dsshmis@dss.nyc.gov](mailto:dsshmis@dss.nyc.gov)

[DSS Intranet Home \(nyc.gov\)](#)