



HMIS DOCUMENT

HMIS COURSE DIRECTORY

Homeless Services Network of Central Florida

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TYPES OF TRAINING	TRAINING TYPE DESCRIPTIONS	ACRONYMNS KEY	
HMIS	Database navigation, project workflows, service transactions, etc.	HMIS - Homeless Management Information System	RRH - Rapid Rehousing
REPORTS	Servicepoint canned reports, Report Writer, and ART reports	SSVF - Supportive Services for Veteran Families	PSH - Permanent Supportive Housing
CES	Coordinated Entry System navigation, workflows, referrals process	VA - Veterans Administration	SP - Servicepoint (our HMIS implementation)
ADVANCED/SPECIALTY	Agency Liaison, Agency admin, data quality troubleshooting	SAMSHA - Substance Abuse and Mental Health Services Administration	CES - Coordinated Entry System
WEB-BASED SESSION	Workflow specific, one-on-one (households, income, interims)	PATH - Projects for Assistance in Transition from Homelessness	ART - Advanced Reporting Tool
Training Course Name	Description	Who Should Attend?	Prerequisites/Requirements
HMIS (Homeless Management Information System)			
HMIS 101: New End-User	This all day session will provide an introduction to the Homeless Management Information System (HMIS), review S&P policies, and walk attendees through the entire client and household creation, entry/exit, services, referrals, and basic reporting workflow.	New Users or returning users that have been inactive in the system for 6 months or longer. This training is required for all first time users prior to attending any other type of training.	HSN University: Security & Privacy Training
HMIS 102: SSVF	A four hour session that provides an overview of the SSVF program, and walks current users through the data collection, entry and reporting requirements and workflow in the system.	VA-SSVF grant recipients using the HMIS	HMIS 101: New End-User; SP subscription
HMIS 102: PATH	A four hour session that provides an overview of the PATH program, and walks current users through the data collection, entry and reporting requirements and workflow in the system for both the SSO and SO components.	SAMHA-PATH grant recipients using the HMIS	HMIS 101: New End-User; SP subscription

HMIS 102: ESG	A four hour session that provides an overview of the ESG program, and walks current users through the data collection, entry and ESG-specific reporting workflow in the system.	ESG grant recipients using the system	HMIS 101: New End-User; SP subscription
HMIS 102: RRH	A four hour session that provides an overview of the SSVF program, and walks current users through the data entry collection, entry and reporting workflow in the system.	All users working within a RRH project; direct services or supportive services	HMIS 101: New End-User; SP subscription
HMIS 102: PSH	A four hour session that provides an overview of the PSH program and walks current users through the data collection, entry and reporting requirements and workflow in the system.	All users working with a PSH direct services or PSH Supportive Services project in the system	HMIS 101: New End-User; SP subscription
HMIS 102: Street Outreach	A four hour session that provides an overview of the Street Outreach project, and walks current users through the data collection, entry and reporting workflow in the system.	All users working with a Street Outreach project in the system	HMIS 101: New End-User; SP subscription
HMIS Refresher 101-102	A four hour session (max) that will provide an overview of the system, and will walk users through a variety of modules. This session may be tailored to meet the needs of attending users.	All current users in the system needing a refresher on either HMIS 101, or any 102 training	HMIS 101 and/or any HMIS 102 course; SP subscription
REPORTS			
Reports 101: Overview	A three hour session designed to provide users with a general overview of various reports and reporting processes available in the system	All active users	SP subscription
Reports 102: SP Canned	A two hour session designed to provide an in-depth look at canned (standard) reports in the system that can assist in understanding programmatic trends and data quality for their projects	All active users	SP subscription
Reports 103: SP Report Writer	A two hour session designed to provide an in-depth look at custom simple reports in the system that can assist users in creating and using reports meant to pull raw data.	All active users	SP subscription
Reports 104: ART Canned/Custom	A two hour session designed to provide an in-depth look at ART canned and/or custom reports that can assist in understanding programmatic trends and data quality for their projects	All active users	Reports 101; ART subscription required

Reports Refresher 101-104	A three hour session designed to provide an in-depth look at reports in the system - this training may be tailored to meet the needs of attending users.	All active users	SP subscription (ART required for 104)
CES (Coordinated Entry System)			
CES 101: Overview	An introductory session on the Coordinated Entry System	For all community partners	<p>The following courses require a SP subscription:</p> <ul style="list-style-type: none"> - CES Navigation & Referral Workflow - CES 102: PSH - CES 102: RRH - CES 101-102: Refresher <p>All CES training requests should be submitted directly to Allison Nye at:</p> <p>Allison.Nye@hsncfl.org</p>
CES Navigation & Referral Workflow	A session designed to walk attendees through the “Big Three” workflow, as well as how to make referral to Supportive Housing in the HMIS	For active users engaged in the Coordinated Entry System	
CES 102: PSH	A session designed to walk PSH partners through the appropriate CES workflow. This includes aspects on case management, housing location, grants forms, and contract requirements	For active partners in the Coordinated Entry System that are conducting PSH activities	
CES 102: RRH	A session designed to walk RRH partners through the appropriate CES workflow. This includes aspects on case management, housing location, grants forms, and contract requirements	For active partners in the Coordinated Entry System that are conducting RRH activities	
CES 101-102: Refresher	A session designed to address any questions or concerns as well as additional training on any topics related to Coordinated Entry Systems	For any participating partners engaged in the Coordinated Entry System	
Diversion	A session designed to educate the community on the concept of diversion and rapid exit techniques	For anyone in the community	
ADVANCED/SPECIALTY			
Agency Liaison	A session designed to pinpoint a lead point of contact and provide a detailed walkthrough of designated roles and responsibilities having oversight of system process and users within their agency	Agency HMIS Leads (i.e. data quality compliance officer, program manager, directors, etc.)	HMIS 101/102 Training, HMIS Reports 101-104 training, SP subscription, and ART subscription

Agency Admin	This training is provided on a case-by-case scenario and only in the event that a system need cannot be met with a different level of access	Only for agency project managers/supervisors or directors	SP subscription, written explanation on why this level of system access is needed, and a signed agency admin form.
Data Quality	A session/workshop designed to assist users in understanding data quality reports and how to update or correct errors in reports	Any active user in the system	SP subscription
WEB-BASED SESSION			
One-on-One Support Session	A remote session designed for one-to-one support and troubleshooting of any HMIS or reporting-related issues.	Any active user in the system	SP subscription
Households Workflow	A remote session to review the households' creation and management workflow in the system.	Any active user in the system	SP subscription
Income Workflow	A remote session to review the income data entry workflow in the system (entering correctly, updating and/or fixing income errors).	Any active user in the system	SP subscription
Interim Assessments Workflow	A remote session to review the interim review assessments workflow; who should create them and when for both updates and annual interim assessments.	Any active user in the system	SP subscription
Case Management Workflow	A remote session to review the case manager's workflow in the system (case manager assignment, case notes, and services).	Case managers or any user documenting case notes in the system	SP subscription
Service Transactions & Referrals	A remote session to review the services transaction and referrals workflow in the system.	Any active user in the system	SP subscription