Chicago HMIS Vendor Migration
Frequently Asked Questions
Updated February 8, 2021

Will the entry/exit report that was recently removed from HMIS be in the new system?
- Clarity software has prebuilt reports that will provide similar information

Will the new system accept uploads of data from another data system?
- Yes, we're very excited about this functionality. We'll have to determine how to allow this to happen for the system to ensure that the real time data we need is still available, but we're excited to explore this with the community once Clarity is up and running.

How does the system build out work?
- All Chicago is working with BitFocus to set up the architecture of the new system, and to import the data from ServicePoint. The data migration starts with the data included in the HUD CSV file, and then moves on to the items considered "custom". Custom data includes questions Chicago has identified as needing that isn't required by HUD, but also includes things like client photos, releases of information, and special assessments.

Will the new system have different roles/access levels? Will ATAs have to re-establish their role during the Training period?
- We are working with BitFocus on creating the needed access levels in Clarity. We will be having a meeting next week specifically focused on this. But we do anticipate that all users, including ATAs, will need to go through requisite training on the new system before they get access. This ensures that all users know how to use the system correctly.

There are reports in ART that cannot reconcile historic data that is not in compliance with current data standards. Will that be a problem in the new system?
- This issued primarily demonstrated itself in a custom DQ report built in ART. In that report, older data was pulled in, but had a retired list next to it. HUD has suggested that if the client is still active, the client's data should be updated through Data Standards updates. If a client is no longer active, the historical data can remain. This will not be an issue in Clarity.

What is the time period through which we can run still reports in Service Point HMIS?
- We are still finalizing the time frame at which no new data or information can be entered into ServicePoint. This will impact when organizations will no longer be able to pull reports from ServicePoint. At present, we are anticipating a system go live date of Monday, April 26.

Will runaway and homeless youth related reports and data elements be in the new system?
- Yes, the RHYMIS required report is included in the HUD base export.

Are VA required data included in the initial migration?
- The VA data is included in the HUD export. Given the switch over time period, though, providers are encouraged to complete their VA uploads early if possible using Service Point in case there are any issues in the first few weeks of Clarity use.

Will all data, including custom assessment data, be migrated before the go live date?

- We are working with BitFocus to ensure that the custom data Chicago needs for May 1 is migrated in time for the go live date. Given the time frame for the migration, we anticipate there may be hard choices to make about what data is available for May 1, and what data needs to be added after the system goes live. For example, while our goal is to migrate HMIS data back to 2012, on May 1, we may not have all of the historic data in the system in order to ensure we have time to bring in the relevant custom data. Providers are submitting a survey about their custom data and other agency settings to ensure that these needs are factored into the migration plan.

Can you share the process for migrating the custom assessment data and how it will be validated?
- We are working with BitFocus to determine how this will happen in the Chicago migration.

Will service providers be included in discussions with the vendor to ensure the user perspective is included in system decisions?
- Many of the components of Clarity are "out of the box", meaning will be used based on the software system design. For some items, though, there is opportunity to make decisions about settings. Some of these were included in a survey for ATAs about system design that was sent out on February 3. Additionally, there will be some system mapping sessions with BitFocus to ensure that the system is being configured in line with Chicago's needs that providers will be invited to participate in.

My agency uses ServicePoint to collect data and manage our clients outside of HMIS? Have you encountered this before?
- We will follow up with the agency that raised this question.

How will the new system impact CES and EHI? There are agencies that have property management divisions that only interact with HMIS for CES. Will there be specialized training for these folks?
- Thank you for raising this. We agree there needs to be specialized training for these staff.

Will service transactions operate in the same way?
- Somewhat. An initial service is created and then a service item or group of items are created for the service, allowing service items to be grouped categorically. It is much more streamlined without the need to skip half of the page to finish. We are working with BitFocus to structure the workflow for service transactions to best leverage Clarity functionality.

Will project numbers or client numbers change?
- Yes, there will be new project numbers and client numbers in the new system.

Will the new system link to the HUD APR on the Sage website?
- Yes, Clarity will have an APR export report that pulls the same information as the APR in ServicePoint.

Will ShelterPoint be similar?
- This depends on how one was using it. ShelterPoint had various ways to complete the same objective. One could find the bed and create a Shelter Stay Service Transaction or create the Shelter Saty transaction and assign the bed. Clarity uses their Attendance Module which shows

a bed list like ShelterPoint but lays them out as a grid so you can click on the actual bed and assign. Clarity also offers a scanning in/out option akin to SkanPoint.