

**SPECIAL POINTS OF INTEREST:**

- ServicePoint upgrade 4.03
- Upcoming training and Monday site visits
- BAS-Net progress
- BAS-Net participating agencies
- Dear BAS-net Betty
- Agency tip of the month

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## What's New with BAS-Net

**Kudos to Salvation Army! They are the recipients of our BAS-Net Achievement Award!**

### Greetings BAS-Net Community

Greetings BAS-Net users and welcome to your second edition of the BAS-Net Bulletin. This is a quarterly bulletin that aims to provide you with regular updates regarding our HMIS as well as a forum to discuss concerns, comments and questions. In addition to software changes and improvements, this newsletter will serve as a communication tool. You don't have to wait until the next bulletin, however, to have your questions answered. As always, feel free to contact Laila or Kristin directly with any needs you may have.

### Welcome Kristin Cipollone!

Our new Research Assistant, Kristin Cipollone, joined the

Homeless Alliance in May. Kristin has a bachelor's degree from the University of Rochester, received her master's degree in education and is currently working on her doctorate degree in the sociology of education. Kristin has a widely varied background, rooted in social justice and education. She has worked for the NYS Division of Human Rights, taught elementary school in the South Bronx and worked with refugees while studying in Milan, Italy. We are pleased to have Kristin as part of the Homeless Alliance and encourage you to join us in welcoming her to our community.

### Monday Site Visits

For those of you requiring assistance troubleshooting,, running

reports or refreshing, we will be available to visit your organization Monday afternoons. Please don't be shy! We will contact you if we haven't heard from you!

### Training schedule

Attention first-time users of BAS-Net or those interested in honing your skills, mark your calendars as we will be offering four training sessions in the upcoming June and July months. All trainings will be held at Cornerstone Manor from 9:30am-12:30pm. The training dates are as follows: June 12, June 19, July 10, July 17. Please contact Laila or Kristin to reserve your space. Remember, a \$10 fee, returned upon attendance, is required to reserve your space. Consult the HAWNY website for the most up-to-date information.

## System and Security Upgrade: ServicePoint 4.03

As you may have noticed, in early May, ServicePoint was upgraded to version 4.03. Some of the new features include:

### ClientPoint Search Screen

- The ClientPoint Search Screen has been rearranged and expanded.

- The button previously titled **Add/Find Client** has been changed to **Search for Client.**

### Households Section

- If a client has been designated as part of a household, the head of household is now identified in

the **Head of Household** column in the Household section.

For further information on the recent upgrade, click on the "Help" tab in BAS-Net and select "What's New," and then select 4.03.

## Tip of the Month:

*Cornerstone Manor*

Looking for fun and interesting ways to use BAS-Net? Take a hint from Cornerstone: Use Report Writer to create a personalized list of birthdays for the clients in your program. Birthday wishes go a long way in making people feel welcomed and special!

Laila or Kristin would be happy to come by on a Monday afternoon to show you how to run such a report!

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Have any unique tips that you would like to share? Email your suggestions to Laila

## How Are We Doing: The BAS-Net Community

Data quality continues to be an issue in BAS-Net. It is important to collect accurate, complete and consistent information so we can report correctly to HUD on the characteristics of our homeless population. While all the information on the HUD 40118 form is required, HUD emphasizes the following Universal Data Elements: date of birth, prior liv-

ing situation, ZIP code, disability, veteran status, gender, race and ethnicity (these elements are highlighted in red on BAS-Net). The adjacent chart shows the percentage of our clients who have this essential information properly documented in BAS-Net.

Please contact Kristin or Laila if you would like to learn to run this type of report on your own agency.

Social Security Number	62%
Date of Birth	87%
Prior Living Situation	45%
ZIP Code	29%
Disability	35%
Veteran Status	33%
Gender	87%
Race	63%
Ethnicity	58%

## BAS-Net Achievement Award

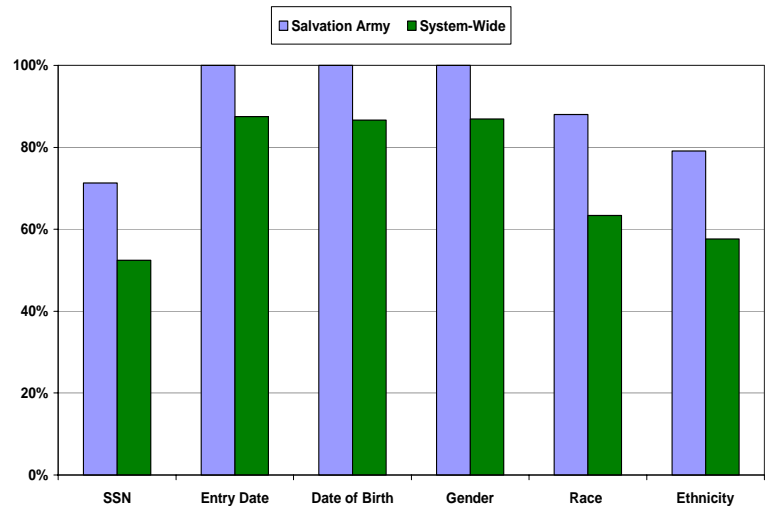
### And the Winner Is...

Congratulations to the Salvation Army, the recipient of HAWNY's first BAS-Net Achievement Award! The Salvation Army has excelled in data entry, reaching 100% data entry for three of HUD's required universal data elements. The Salvation Army is also well above the system-wide average for other data elements.

Please refer to the charts and graphs adjacent to this to learn more about Salvation Army's performance as it compares with the system as a whole.

Many thanks to Carolyn Hillman, Ann Curry and Patty Rejewski for their hard work!

Percent of Universal Data Elements Entered



Data Element	Salvation Army	System-Wide
Social Security #	71%	62%
Entry Date	100%	88%
Date of Birth	100%	87%
Gender	100%	87%
Race	88%	63%
Ethnicity	79%	58%

# Dear BAS-Net Betty... Your opportunity to find answers to all those pesky BAS-Net Questions



Dear BNB,  
Lately, when I run APR reports on BAS-Net, I come up with very little client information. I know that we are entering clients into the system. Why are they not showing up in the report?

*Confused in Buffalo, NY*

Dear Confused,  
When completing entry/exits for clients, what type of entry/exit are you completing? If you are running a HUD 40118 APR report, but all

of your entry/exits are the "Basic" type, they will not show up in the report. Whenever completing an entry/exit for a client, be sure to always select the appropriate type (always HUD 40118).

Dear BNB,  
Can you explain the primary and secondary race prompts in the Additional profile section of the client intake form? Do I always have to complete both?

*Unsure in Buffalo, NY*

Dear Unsure,  
What a great question! The secondary race prompt is only necessary when a client identifies as bi-racial. If a client self-identifies as only one race, you may leave the secondary race prompt blank; there is no need to list the same data twice.

If you have any questions regarding BAS-Net language, uses and/or functions, write to BAS-Net Betty. Send your question via email to [bondi@wnyhomeless.org](mailto:bondi@wnyhomeless.org) or [cipollone@wnyhomeless.org](mailto:cipollone@wnyhomeless.org) and write BAS-Net Betty in the subject line.

**Point-in-Time Counts**  
Just a friendly reminder that point-in-time counts should be conducted every 20th day of each month. Be sure to send your counts promptly by fax or mail to Laila or Kristin to ensure that our information is current and accurate.

## User Groups

After a brief hiatus, we would like to reinstitute User Group Meetings. These meetings will convene on a monthly basis with the expressed purpose of facilitating dialogue about BAS-Net; be it concerns, suggestions, questions or problems. We encourage anyone to attend or to have each agency designate one delegate who will attend meetings when possible. Participants will be able to share agency feedback as well as network with other users at various

agencies. Please join us for discussion, and light refreshments. The two past User Group Meetings discussed the following issues:

- Accuracy of data entry (duplicate clients due to misspelling, inverted names, etc.)
- BAS-Net mentoring
- Using the unnamed client feature as opposed to the anonymous feature when entering a client who wishes to withhold

their identity

- Use of bedlists (transferring clients and parent/child sleeping arrangements)
- Backdate feature unnecessary because client records can be edited
- Race vs, Ethnicity

All minutes from meetings will be posted on the HAWNY website. Meeting dates and times will follow.

## Quick Tips

- To avoid making multiple entries for a client, be sure to search the client's name in the system before creating a new client.
- Running monthly reports is an excellent way to ensure that all the necessary client data is entered into the system.
- For basic user questions, important forms and training materials, consult the HAWNY website. Under the "Programs" tab you will find an entire section devoted to BAS-Net.
- Remember all the informa-

tion highlighted in red in both the "Additional Profile" and "HUD 40118" is all the information required by HUD therefore be sure to complete all these components.





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## Participating Sites

We are well on our way to accomplishing our goal of organizational compliance with HMIS. Currently, 86% of local emergency, transitional, and permanent housing providers are using the system. Below is a current listing our agencies participating in BAS-Net .

- AIDS Community Services of WNY
- American Red Cross
- Buffalo City Mission
- Buffalo Federation of Neighborhood Centers
- Catholic Charities HEARTH
- Cazenovia Recovery Systems
- Community Services for the Developmentally Disabled
- Compass House
- Cornerstone Manor
- Crisis Services
- Gerard Place
- Hispanics United of Buffalo
- Homespace
- Horizon Health Services
- Housing Options Made Easy (HOME)
- Interfaith Hospitality Network of Greater Buffalo
- Lakeshore Behavioral Health
- Living Opportunities DePaul
- Paradise Opportunities House
- Paradise Opportunities Supportive Living Apartments
- Restoration Society
- Southern Tier Environments for Living
- Spectrum
- Teaching and Restoring Youth
- The Franciscan Center
- The Salvation Army
- Transitional Services Inc. (TSI)
- Veterans' Life OPS
- Vive, Inc.: An Organization for World Refugees
- YWCA