

HMIS Training Procedures

To gain access to the Production/Live environment, an individual must:

- Agree to and complete the HMIS New User Agreement
- Successfully complete the HMIS New User Training

HMIS Trainings: Basic Training Information

HMIS New User Training Information: The HMIS Systems Team at Changing Homelessness has several “HMIS New User Training” methods to accommodate organizations and individuals’ needs and preferences. Standard training practice included completing an online New User course found at <https://chiedconnect.net/>. Please contact us at hmis@changinghomelessness.org to register for a training or if you have any additional questions.

For information regarding online resources, see Introduction/Online Resources in the “[HMIS Basic User 2025 Manual](#)”.

HMIS Report Training Information: The HMIS Systems Team at Changing Homelessness holds “HMIS Report Trainings” by user/group request. “HMIS Report Trainings” are also available online at chiedconnect.net. This training is aimed at providing users the opportunity to learn more advanced tools in ClientTrack, especially around reporting, data clean-up for reporting, and pulling data on their own. Please contact us at hmis@changinghomelessness.org to register for a training or if you have any additional questions.

Training Processes and Procedures

Once a new user training is requested, new users will receive an email and complete a new user agreement form by filling out an HMIS User Agreement by going to <https://www.changinghomelessness.org/hmis-user-agreement/>

There are two main types of New User Trainings. However, if you have any questions or concerns, or need specific accommodations such as, but not limited to, live – online training, or live – in-person group or individual training, please contact Changing Homelessness’s

HMIS team at hmis@changinghomelessness.org and an instructor will reach out to communicate preferences and discuss available options.

New User Training types are chosen by availability, user preference, and other factors. The two main types of New User trainings are:

- A. HMIS New User Training - Online
- B. HMIS New User Training - Hybrid

HMIS New User Training - Online

The steps to completing the HMIS New User Training – Online are as follows:

1. User or Supervisor initiates contact with HMIS team by sending an email to hmis@changinghomelessness.org
2. User receives a reply email from hmis@changinghomelessness.org with a link and instructions to fill out an HMIS User Agreements. User fills out HMIS User agreement.
3. After receiving HMIS User agreements submission, HMIS team member emails user a welcome email with instructions on how to start the appropriate New User training course.
4. User completes course, and per the instructions of the course, sends an email to hmis@changinghomelessness.org to communicate course completion.
5. HMIS team checks course submissions.
 - a. If the course is completed fully, login instructions to log into the “live” environment are sent to new user.
 - b. If the course is not completed, HMIS team emails new user applicable correction/submission requirements to user. Once the user corrects and communicates the completion of corrections, “live” environment login instructions are sent to new user.
6. HMIS team reaches out to new user after two weeks requesting any feedback/follow up questions the new user may have encountered.

HMIS New User Training – Hybrid

The steps to completing the HMIS New User Training – Hybrid are as follows:

1. User initiates contact with HMIS team by sending an email to hmis@changinghomelessness.org
2. User fills out HMIS User agreement.
3. After receiving HMIS User agreements submission, HMIS team member emails user a welcome email requesting 3 available times in the time slots of Tuesday-Thursday at either 10:30am or 1 pm to complete a 1-hour introduction live training before the user begins online training.
4. HMIS team member receives available times and sends invite to new for live training.
5. Live training is completed with HMIS team member and new user.
6. After completing live training, HMIS team member emails users a welcome email with instructions on how to start the appropriate Hybrid New User training course online.
7. User completes course, and per the instructions of the course, sends an email to hmis@changinghomelessness.org to communicate course completion.
8. HMIS team checks course submissions.
 - a. If the course is completed fully, login instructions to log into the “live” environment are sent to new user.
 - b. If the course is not completed, HMIS team emails new user applicable corrections/submission requirements to user. Once the user corrects and communicates the completion of corrections, “live” environment login instructions are sent to new user.
9. Two weeks after completing training, HMIS team reaches out to new user requesting any feedback/follow up questions the new user may have encountered.