

SAAS TRANSITION

QUICK OVERVIEW



Contact HMIS

HMIS.Support@HavenForHope.org

WHAT

Our HMIS will transition from a self-hosted software environment to one managed by our Vendor, CaseWorthy. Our community is currently self-hosted which means we store the data on a machine we maintain. SaaS, or Software as a service, means that the machine will now be maintained by the Vendor, CaseWorthy.

PURPOSE

SaaS is a best practice among HMIS setups and is the most common HMIS setup across the country due to the enhanced security and the benefits of an enterprise company backing such as an advanced infrastructure and access to more resources including troubleshooting assistance by the vendor. Other benefits to transitioning to the SaaS model are improved system performance and resource allocation for greater focus on strategic initiatives.

IMPACT TO USERS

The impact from the end user view should be minimal, there should be no change to the look of HMIS or any tasks performed. No impact to custom or baseline reports are anticipated. However here are some places end users will be affected:

NEW URL

A new URL will be announced prior to launch. Please update any place you have this URL stored such as browser bookmarks or favorites.

DOWN TIME

HMIS will be unavailable during the transition. This will likely be scheduled during non-business hours and should be for a short period of time. The HMIS team will notify of the date/time once one is determined.

SUBMIT REPORTS EARLY

We recommend submitting all year-end FY24 reports ASAP before the transition occurs and storing copies of the reports in case we experience reporting challenges during the transition.

CODE MIGRATIONS

System updates, formerly known as code migrations, will be completed and scheduled by the vendor after the transition takes place. System updates will occur every other Monday at 10:00 PM. Exact dates will be communicated prior to any updates.

WHEN

The exact date is to be determined however we expect sometime in early November. The HMIS team will inform users once a date is known.

TESTERS NEEDED

We will be reaching out to assign one user from each agency to test being able to log in. Our aim is to identify any potential challenges that may come with agency specific firewall or security settings so they can be addressed promptly.

SUPPORT

An optional office hour call will be held prior to the transition on 10/17 from 1:00-2:00 PM. Questions may also be submitted at HMIS.Support@HavenForHope.org.