

MINNESOTA'S HMIS

Managing information to help end homelessness.



Data Matters

February, 2011

ServicePoint 5 upgrade postponed

As you know, we are implementing a major upgrade of ServicePoint, the software used for Minnesota's HMIS. Many smaller sites are successfully using the new software, but testing among large-scale users, such as Minnesota's HMIS, has uncovered some technical glitches. We are working closely with Bowman Systems and consulting with Governing Group members and others to resolve these issues and ensure a smooth transition for all of our end users.

The most direct impact for most of you is that we are delaying ServicePoint 5 training sessions and webinars so they can incorporate any changes to the process that may result. We will schedule a full line-up of new training opportunities prior to the upgrade (which we expect to take place later this spring) and notify you through this newsletter.

If you registered for any of the two-hour ServicePoint 5 trainings, please remove them from your calendars.

We apologize for the inconvenience that this may cause you. Please contact us with any questions or concerns.

Full-day new user training update

While we look forward to the upgrade to ServicePoint 5, we recognize that some of you have training needs that cannot wait. Therefore, full-day ServicePoint 4 trainings in the metro will resume on a regular monthly schedule. The previously-announced ServicePoint 5 full-day trainings on March 11 and 29 in the metro and March 24 in Grand Rapids will continue as ServicePoint 4 trainings.

Please see the the [HMIS calendar](#) for upcoming training dates and registration information. If you are located outside the metro area and have upcoming training needs, please let us know.

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