

PromisSE Frequently Asked Questions (FAQS)

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What is HMIS?

HMIS stands for Homeless Management Information System. HMIS is a computerized, web-based data collection system that tracks the nature and scope of human service needs at an individual agency as well as across a Continuum of Care. HMIS is specifically designed to capture uniform client level data over time.

What does PromisSE stand for?

PromisSE stands for Program Management Information System of the Southeast.

What is the relationship between PromisSE and HMIS?

PromisSE is an HMIS. The PromisSE Implementation is comprised of users across the state of Alabama and the panhandle of Florida. Throughout the PromisSE implementation, homeless prevention and homeless service providers are divided into

Continuums of Care (CoCs), all with One Roof as the Lead CoC. A simplified breakdown is listed below.

COC Code	Lead Organization	Office Location
AL-500	One Roof	Birmingham, AL
AL-501	Housing First	Mobile, AL
AL-502	SafePlace (Not currently participating)	Florence, AL
AL-503	North Alabama Coalition for the Homeless (NACH)	Huntsville, AL
AL-504	Montgomery Area Coalition for the Homeless (MACH)	Montgomery, AL
AL-505	Gadsden	Gadsden, AL
AL- 506	CHALENG of Tuscaloosa	Tuscaloosa, AL
AL-507	Balance of State	Montgomery, AL
FL-505	Homelessness And Housing Alliance	Fort Walton Beach, FL
FL-511	EscaRosa Coalition on the Homeless (ECOH)	Pensacola, FL

What software is used to implement PromisSE?

We use Mediware Information Systems ServicePoint, a software solution provider based out of Shreveport, LA and they provide the technical support for the database.

Who is in charge of the PromisSE implementation?

One Roof is the lead agency of PromisSE and is responsible for the implementation. One Roof is also the liaison between the user agencies and Bowman Systems.

How is PromisSE/ServicePoint accessed?

PromisSE/ServicePoint is a web-based system that is accessed via the internet. ServicePoint can only be accessed with a security certificate that will be installed once a user has successfully completed PromisSE Basic Training. **Only trained and active users are allowed to access ServicePoint.**

Why is PromisSE necessary?

Live Demographic information is crucial for making programmatic decisions and securing funding. PromisSE provides a more accurate count of the homeless population rather than a projected estimation.

Who should use PromisSE?

PromisSE is targeted towards homeless shelters, transitional housing programs for people experiencing homelessness, permanent supportive housing programs for formerly homeless persons, and other homeless service programs. Some agencies are required to use PromisSE if they receive certain types of funding from the U.S. Department of Housing and Urban Development (HUD). Other service providers and programs are encouraged to use PromisSE because it helps provide us with a more accurate representation of the homeless/at-risk population in our community.

What if my agency is a faith-based organization?

Faith-based organizations can have the same benefits of using PromisSE as any organization. This includes the same access to training, onsite assistance, and customizable reporting options. In addition, faith-based organizations in PromisSE provide a more complete and holistic approach to understanding and addressing the homeless needs in our community.

What are the benefits of PromisSE to a provider?

Having access to the PromisSE represents a strategic advantage for service providers. ServicePoint, the software used to implement PromisSE, allows multi-level client data sharing between organizations, as well as client case coordination and electronic referrals. Our locally developed information sharing model can prevent service duplications and enable collaboration between various homeless service providers while limiting access to sensitive data. Client privacy and confidentiality are a priority in our implementation.

In addition to the standard data collection and reporting functionalities, ServicePoint includes a comprehensive case management module, bed management, performance measurement tools, ad-hoc reporting, software customization options, etc.

Lastly, providers already in PromisSE are better positioned to apply for future funding opportunities, as many national and local funders now require HMIS participation.

Who should attend PromisSE training?

All users entering data in PromisSE are **REQUIRED** to attend basic training. Additional trainings can be requested through the "Request A Training" Page located under the PromisSE Tab as needed.

How do I sign up and get a username for PromisSE?

Anyone wanting to partner with One Roof and become a new agency in PromisSE will need to contact the PromisSE Coordinator, Laura Chaath. (Contact information on main PromisSE page) If your agency already participates in PromisSE, please visit the "Request A Training" page (under PromisSE Tab) and follow the instructions for requesting a basic training.

What is PromisSE training like?

PromisSE Training will vary based on the type of training. More information can be found on the "Request A Training" Page located under the PromisSE Tab.

If I experience a problem using PromisSE or have general HMIS questions, what should I do?

The preferred way to communicate with the One Roof PromisSE Team is to email us at our collective email promisse@oneroofonline.org and someone from the team will address your issue as soon as possible.