



Hennepin Who to Call for What

As Hennepin County programs roll out additional processes in HMIS, the following provides key contacts for questions that may arise. Additionally, this process is part of the HMIS data sharing roll out. Because of this, we will be learning together on a number of aspects of the processes around sharing data. Answers to questions may need a bit more clarification and the goal is to gather lessons learned from the process.

Issue or problem	Who to call	Additional information
Password re-sets	Wilder helpdesk	
ServicePoint technical problems	Wilder helpdesk	
Funder-Specific HMIS questions-data entry or reporting	Wilder helpdesk	Includes data entry and reporting questions for funders requiring HMIS. Wilder staff can continue to help with any question you would have called them about in the past.
Funder related program additions or changes	Wilder helpdesk	
Data Sharing/Visibility Questions	Wilder helpdesk	If you are not sure if you are seeing data appropriately or think you need to modify security and aren't sure if you should do it or how to do it.
Data Sharing Workflow questions	Matt Thiede	
Hennepin County specific process or assessment questions	Matt Thiede	Hennepin staff will be the main authority on any Hennepin specific assessment, reporting, or coordinated entry questions you may have. Wilder staff has limited knowledge at this time.
Client records that need to be merged	Matt Thiede	Matt Thiede will keep a list and sent it on to Wilder weekly.
Questions about client records that have been merged	Matt Thiede, then Wilder Helpdesk	
Policy questions	Matt Thiede; triage	

Contact information:

Wilder helpdesk: 651-280-2780 or <mailto:mhmis@wilder.org>

Matt Thiede: <mailto:Matthew.Thiede@hennepin.us>