Wake User's Meeting

November 2017

The Data Center at NCCEH

North Carolina Coalition to End Homelessness

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Today's Agenda

1. Annual Homeless Assessment Report

2. Wake Preliminary AHAR Data

3. Talking about Destination

4. Bed & Unit Inventory

What is the AHAR?

The Annual Homeless Assessment Report

- Report to Congress on the extent and nature of homelessness in America

- Visualizes progress of the federal strategic plan, *Opening Doors*

- 420 Continuums of Care nationwide included

- Covers the entire US

What does the AHAR do?

Estimates the number of homeless people in US

- Characteristics of homeless people in US
- Service use patterns
- Estimate capacity to house homeless people

Estimates the number of people in PSH

- Characteristics of people in PSH

AHAR data is important for NC

Helps to better understand the number, characteristics, and service needs of people using residential homeless services in your community

Inform local homeless assistance planning

Inform the public

AHAR Data Sources

AHAR contains data from 2 sources

HMIS Data

Point in Time Data

Your HMIS data MATTERS!

Universal Data Elements
Gender
Entry Date, etc.

Project Descriptor Elements
Project Type
Bed and Unit Inventories

HMIS Data Standards
MANUAL

July, 2017

U.S. Department of Housing and Urban Development

Aligns with Version 1.2 of the HMIS Data Dictionary

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HMIS data is based on HUD UDEs

October 1 to September 30 of the following year (12 months)

Any person who enters ES, TH and/or PSH during reporting period

Data are reported for individuals and person in families

Veterans are counted in a separate AHAR submission

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Some HMIS data is not included

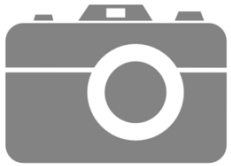🚫 Homeless people who only use a supportive service program

🚫 People in shelters that target victims of domestic violence

🚫 People who are service resistant and do not access any type of homeless residential program

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PIT data is also included in the AHAR

"Snapshot" of homelessness on a single night in late January

Unsheltered homeless population

Subpopulations: chronically homeless, mentally ill, veterans, unaccompanied youth, HIV/AIDS

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Each category is evaluated for usability

Coverage

At least 50% of the beds in a category must be participating in HMIS.

65%

Utilization

Bed utilization rates must be between 65% to 105%

Data Quality

Low rate of missing data

Data reflects what is valid

Information is consistent across time

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Data __must__ be cleaned prior to submission

Null values

Entries & Exits

Bed & Unit Inventory

Overall Data Quality

Homelessness should be:

Rare

Prevent or divert new episodes of homelessness
Access resources without a shelter stay

Brief

Reduce length of time while homeless
Reduce program length of stays
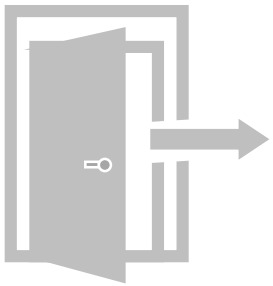Increase exits to permanent housing

Non-recurring

Reduce returns to homelessness
Focus on housing stability
Create access to resources without another shelter stay

2017 Wake AHAR Preview

Preliminary 2017 AHAR Data

Clients Served between 10/1/2016-9/30/2017

Category	Total Persons	Average Utilization Rate
Emergency Shelters for Families	878	94%
Emergency Shelters for Individuals	3436	80%
Transitional Housing for Families	319	83%
Transitional Housing for Individuals	205	75%
Permanent Supportive Housing for Families	222	105%
Permanent Supportive Housing for Individuals	434	97%

Exit Destination

Exit Destination

Purpose	Where will a client be staying the night after the leave a project
When do I collect this data?	Project exit
Who do I collect this data for?	All clients
Special Notes/ Changes	Helps us ask, "How effective are we at solving our clients' housing crisis?" HUD identifies what Destinations are positive, negative or neutral in this System Performance Measure 7 guide: Housing Destination Summary

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Sometimes it's hard to know which Exit Destination to select

Rental by Client with RRH or equivalent

Permanent Housing for Formerly Homeless Persons

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Check the NCCEH guide for examples

HMIS Exit Destination Guide
2017 Data Standards v1

Permanent Destinations	Explanation
Moved from one HOPWA funded project to HOPWA PH	HOPWA – Housing Opportunities for Persons with AIDS PH – Permanent Housing.
Owned by client, no ongoing housing subsidy	The client owns the unit they are living in and has no ongoing housing subsidy attached to it.
Owned by client, with ongoing housing subsidy	The client owns the unit they are living in and has an ongoing housing subsidy (mortgage payment support) attached to it. Includes USDA Rural Development Loan/Recovery Act Supports.
Permanent Housing (other than RRH) for formerly homeless persons	The unit the client is renting is being subsidized by a homeless funding source. This could be a scattered-site or site-based supportive housing where the rental subsidy is from Shelter Plus Care, Supportive Housing Program, or a local source of subsidy restricted strictly for homeless persons.
Rental by client, with RRH or equivalent	The unit the client is renting is being subsidized by a rapid Re-Housing homeless funding source, including: CoC, ESG, SSVF, VA GPD, or Locally-funded Rapid Re-Housing.
Rental by client, no ongoing housing subsidy	The client rents the unit they are living in and has no ongoing housing subsidy attached to it. Includes clients who leave for housing provided by college (dorms/apartments except if housing specifically included), Job Corps, Military or National Guard training.
Rental by client, with VASH housing subsidy	The unit the client is renting is being supported by a HUD/VASH subsidy. VASH - Veterans Affairs Supportive Housing
Rental by client, with GPD TIP subsidy	The unit the client is renting is being supported by a Grant Per Diem Transition in Place subsidy. This is a Veteran's Affairs (VA) funded program.
Rental by client, other ongoing, housing subsidy	The unit the client is renting is being supported by any other subsidy – either government or private, either site-based or voucher. Includes Section 8, HUD HCV, State Rental Assistance (SER), legacy SRO, Pay for Success, and college if housing is specifically included in aid. Does not include CoC PSH, HOPWA PH, RRH, GPD, or VASH.
Staying or Living with Family – Permanent Tenure	The client has moved into a room, apartment or house occupied by a family member and is intending on living there. Use "permanent" if the client has NOT been given a specific time limit in which he/she needs to leave.
Staying or Living with Friends – Permanent Tenure	The client has moved into a room, apartment or house occupied by a friend and is intending on living there. Use "permanent" if the client has NOT been given a specific time limit in which he/she needs to leave.

Temporary Destinations	Explanation
Emergency shelter, including hotel or motel paid for with voucher	The client has exited to an Emergency Shelter, including a hotel or motel paid for with an emergency shelter voucher, non-profit organization, or Federal/State/Local agency. Includes Domestic Violence shelter, Basic Center shelters/host home for youth and Missions.
Hotel or motel paid for without emergency shelter voucher	The client is exiting to a hotel or motel where the client pays for their own stay.

Moved from one HOPWA funded project to HOPWA TH	HOPWA – Housing Opportunities for Persons with AIDS TH – Transitional housing
Safe Haven	(Does not exist in NC)
Transitional Housing for homeless persons (including youth)	The client has exited to a Transitional Housing program that is time limited up to 24 months. Includes TBRA, Youth SHP and Youth transitional housing programs. Does not include an exit to substance abuse treatment facility.
Staying or Living with Family – Temporary Tenure	The client has exited to a family member's room, apartment or house and will stay there only a short time according to self-report or agency staff report. Use "temporary" if client is given a time limit in which he/she needs to leave or if the Case Manager has knowledge that the destination is meant to be very short term.
Staying or Living with Friends – Temporary Tenure	The client has exited to a friend's room, apartment or house occupied by a friend and will stay there only a short time according to self-report or agency staff report.
Place Not Meant for Habitation	The client has returned to living outside or any place not meant for human habitation (e.g. a vehicle, abandoned building, bus/train/subway/airport station, campsite.

Institutional Settings	Explanation
Foster Care Home or Foster Care Group Home	The client has exited to a youth (18-24 years old) or child (<18 years old) foster care home or foster care group home.
Psychiatric hospital or other psychiatric facility	The client has exited to a psychiatric facility, psychiatric hospital, or psychiatric unit of a local hospital.
Substance Abuse Treatment facility or Detox center	The client has exited to a substance abuse treatment program, detox program or other substance abuse residential facility.
Hospital or other residential non-psychiatric medical facility.	The client has exited to a hospital for any reason other than psychiatric. Includes any residential care involving a medical need (hospital, rehabilitation center).
Jail, prison or juvenile detention facility	The client has been arrested and is residing in a local jail, prison (state or federal) or juvenile detention facility.
Residential project or halfway house with no homeless criteria	The client exited to a residential project or halfway house that has no homeless requirement.
Long-term care facility or nursing home.	The client exited to a long-term care facility or nursing home.

Other Destinations	Explanation
Deceased	The client died while in the program.
Client doesn't know	The client doesn't know where he/she is going upon exit. Destination information will be considered missing.
Client refused	The client refused to tell program staff where he or she was going. Destination information will be considered missing.
Data not collected	Data was not collected before the client exited. Destination information will be considered missing.
Other	Some place other than what is available in any of the above fields. Destination information will be considered missing.
No exit interview completed	The client left the program before an exit interview was completed. Destination information will be considered missing.

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Sometimes we don't know where clients went...

09/14/17	09/30/17		10/24/17
Client Presents	Project Entry	Staff verify client was in bed 09/30/17-10/23/17	Project Exit
Henrietta comes to agency get info about services	1st night Henrietta is in a ES/TH bed		Henrietta leaves No destination info is provided

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This can lead to 'red flags' or null responses

When to select "No exit interview completed"
- If sources are not available—client did not provide info, staff do not have info, and there is no HMIS data

Want to use Other? Call the us at the HelpDesk first!

Do <u>not</u> enter inaccurate information into HMIS
- ✓ Missing data is always better than inaccurate data

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Remember that HUD encourages us to get more info

Info from Client

HMIS

Info from Staff
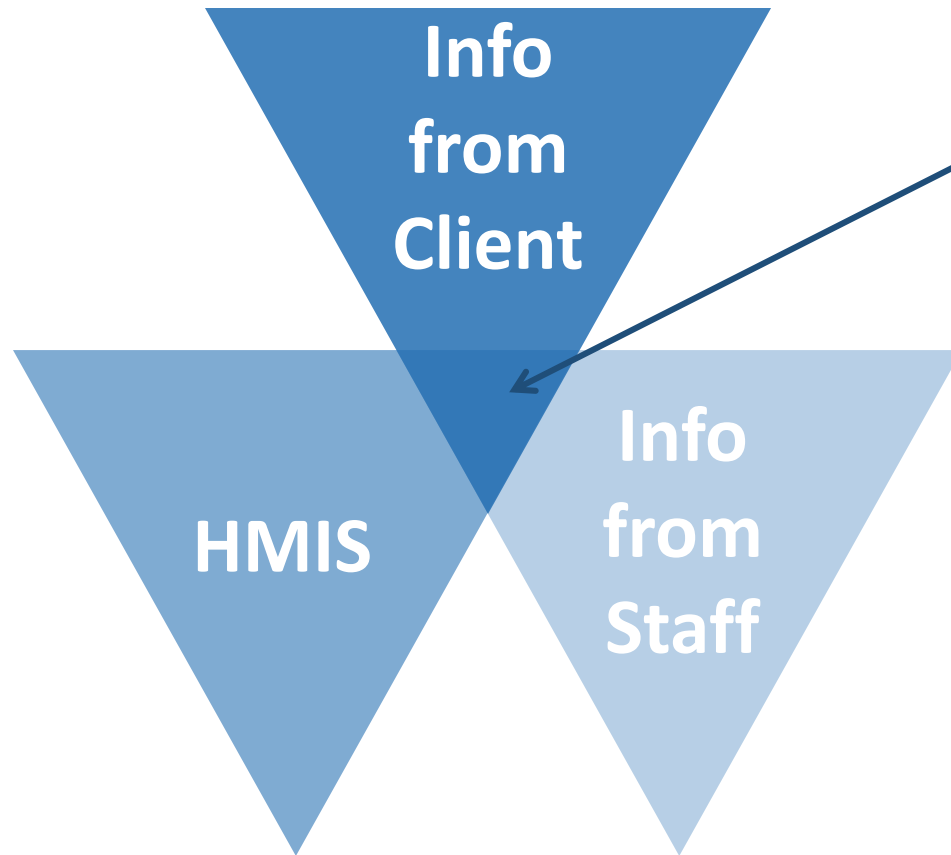
Use all of this information to better understand where the client went after leaving your project

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Using HMIS data

In the previous slide, HMIS is recommended as a source for information. There are limits here:

- Only immediate entries (i.e. next day) can be used as an appropriate exit destination information
- We cannot use any subsequent enrollment as an exit destination

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What does Destination mean for our programs?

- Have you used Destination to make any changes?

- What practices do you use to permanently house clients? How is that reflected in Destination data?

- What barriers do you encounter to exiting clients to permanent housing?

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Discussion/examples of using destination data

- Is shelter a process or a destination?
  - The percentage of client exits leaving for permanent housing can help map progress towards a systems approach

- Can destination data show barriers to or successful practices for permanent housing?

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Bed & Unit Inventory

How to change B/U Inventory?

Contact the HelpDesk through our new
[Bed & Unit Inventory Update Form](#)!

Three Elements to B/U in HMIS

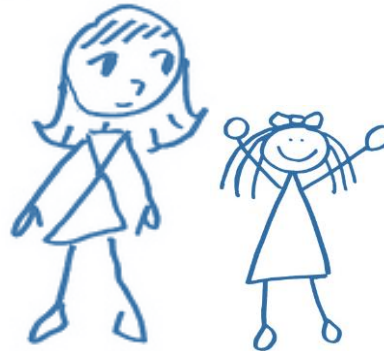Household Type   Housing Type   Availability

Three Household types for beds

1 Households without children

2 Households with at least one adult and one child

3 Households with only children

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Three Housing types for beds

1 Site-Based – clustered/multiple sites

2 Site-Based – single site

3 Tenant based – clustered/multiple sites

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Three Availability types for B/U

Beds are incorporated into utilization according to their availability to clients

1 Year-round

2 Overflow

3 Seasonal

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Question & Answer

Upcoming Dates & Deadlines

Date	Topic
October 1	New 2017 Data Standards effective
October 1	HDX Opens up for AHAR submission
October 26	Wake User's Meeting
October 31	AHAR draft submission is due in HDX
October 31	2017 Data Standards Training must be completed by all users
December 1	AHAR final submission is due in HDX
January 25	Wake User's Meeting

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Data security depends on all of us

Do not leave your computer logged in & unattended

Do not share passwords

Alert us when staff with access to HMIS leave your agency

ncceh.org/hmis

access local support for Balance of State, Wake, Durham, & Orange CoCs

919.410.6997 or hmis@ncceh.org

helpdesk for local support

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