

# NC HMIS

## Durham User's Meeting

November 2017

The Data Center at NCCEH



North Carolina Coalition to End Homelessness

securing resources

encouraging public dialogue

advocating for public policy change

# Welcome

1. Introductions
2. AHAR Data
3. DQ Check:
  - a. Length of Time Homeless
  - b. Returns to Homelessness
4. Helpdesk Q&A

# AHAR

Annual Homeless Assessment Report

# AHAR contains data from 2 sources



The U.S. Department of  
Housing and Urban Development  
OFFICE OF COMMUNITY PLANNING AND DEVELOPMENT



→ **HMIS Data**

The 2016 Annual Homeless  
Assessment Report (AHAR)  
to Congress  
NOVEMBER 2016

→ **Point in Time Data**

# Your HMIS Data MATTERS!



## HMIS Data Standards MANUAL

*July, 2017*

*U.S. Department of Housing and Urban Development*

*Aligns with Version 1.2 of the HMIS Data Dictionary*

## **Universal Data Elements**

Gender

Entry Date, etc.

## **Project Descriptor Elements**

Project Type

Bed and Unit Inventories

# 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

# Some HMIS data is not included



Homeless people who only use a supportive service program

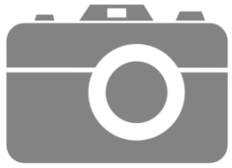


People in shelters that target victims of domestic violence



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

# 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



# Each category is evaluated for usability



## Coverage

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



## Utilization

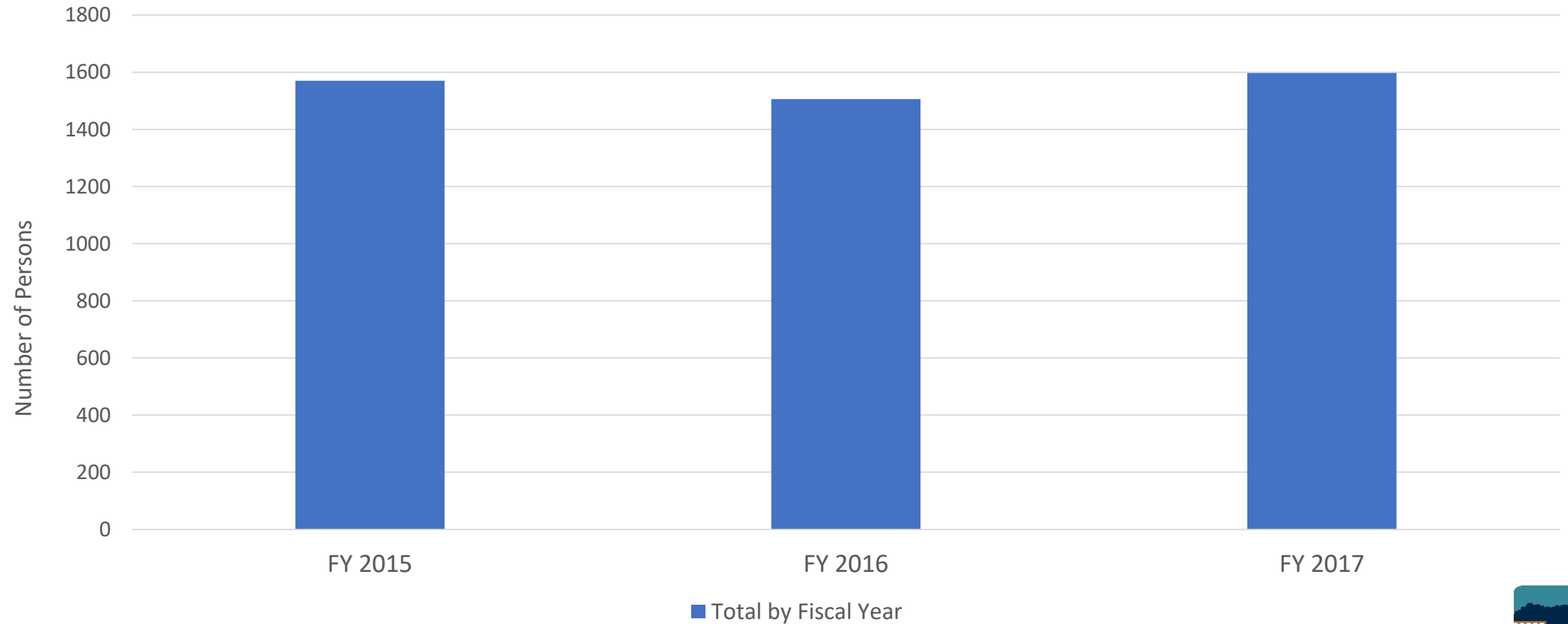
Bed utilization rates must be between 65% to 105%



## Data Quality

Low rate of missing data  
Data reflects what is valid  
Information is consistent across time

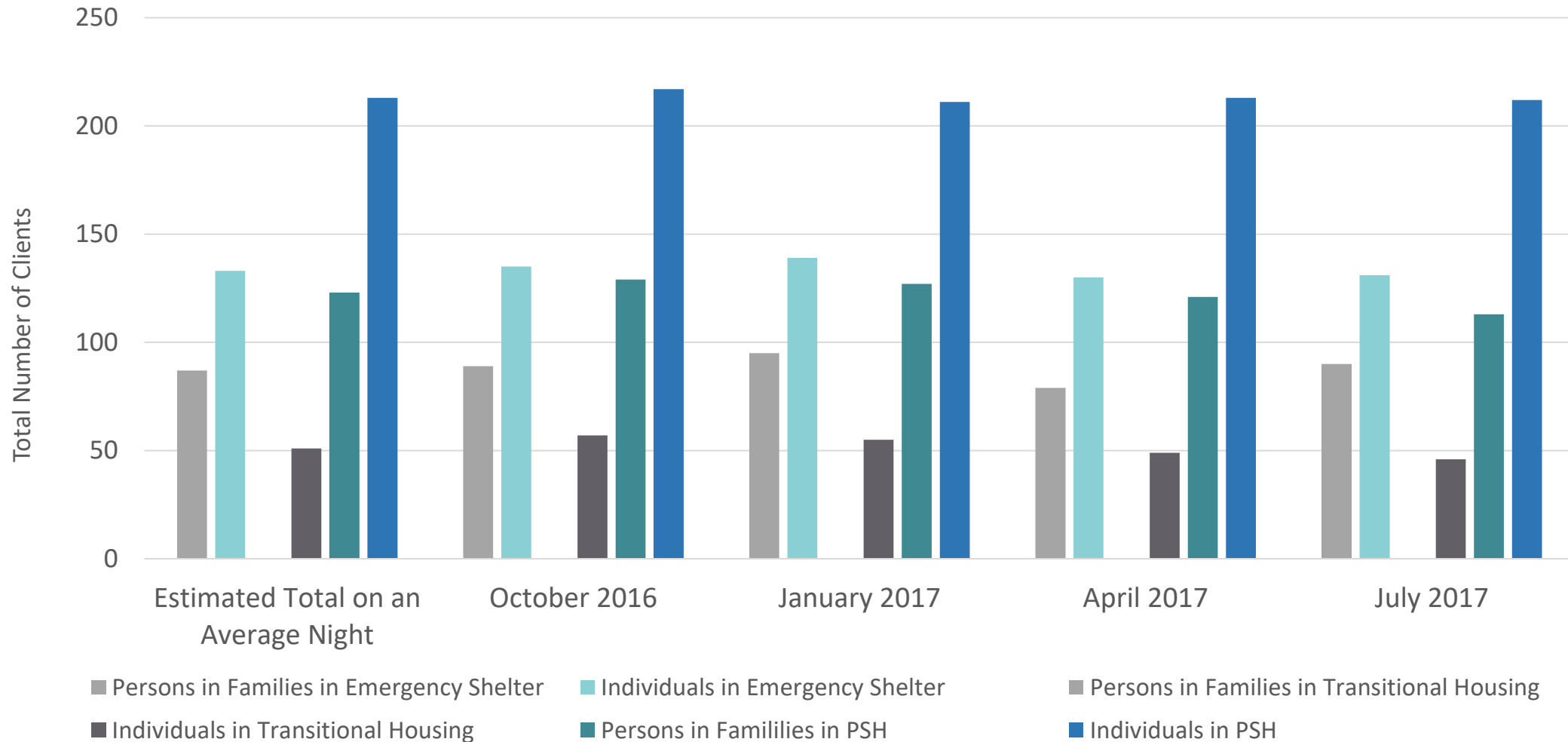
# Unduplicated Annual Count



Source: Durham AHAR data



# Estimated Total Client through the Year



Source: Durham AHAR data



# Entries & Exits impact

## **Entries & Exits**

Enter Data As mode for accurate project

Backdate mode for accurate dates

## **Timeliness**

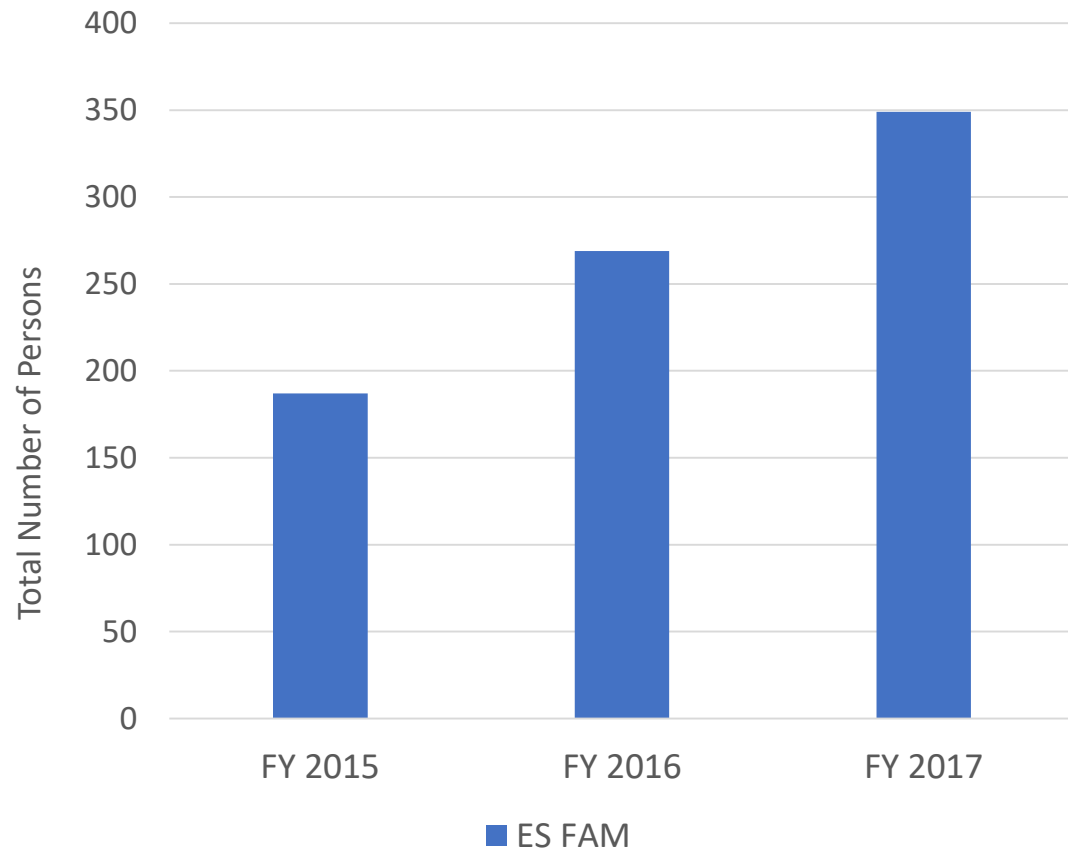
Delaying data entry increases risks to data quality



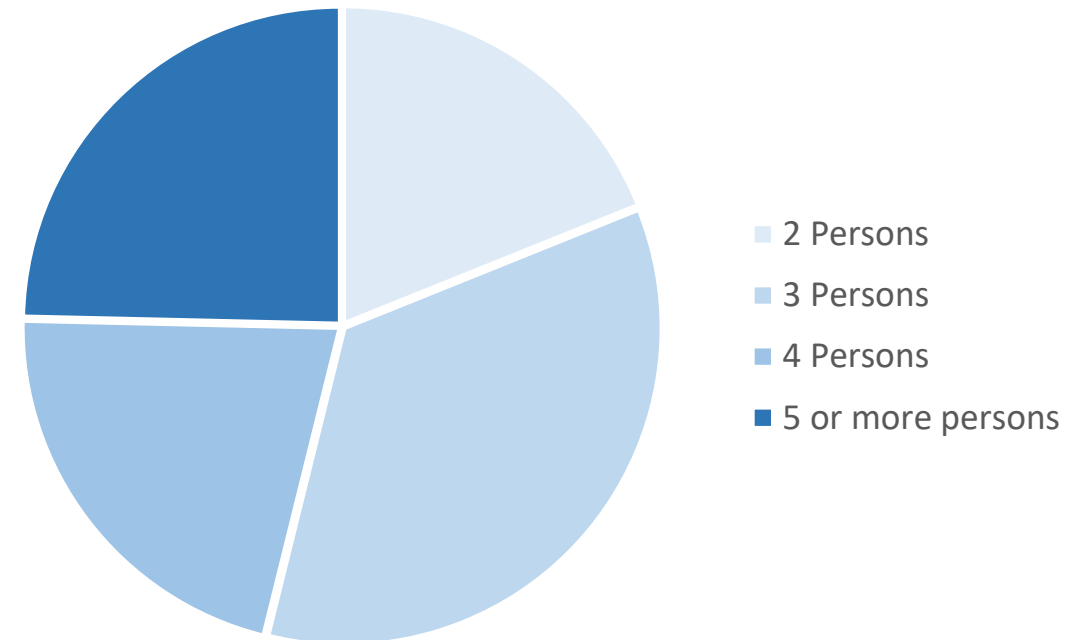
Remember: Missing data is ALWAYS better than inaccurate data

# Families in Emergency Shelter

Total Persons in Family ES by Year



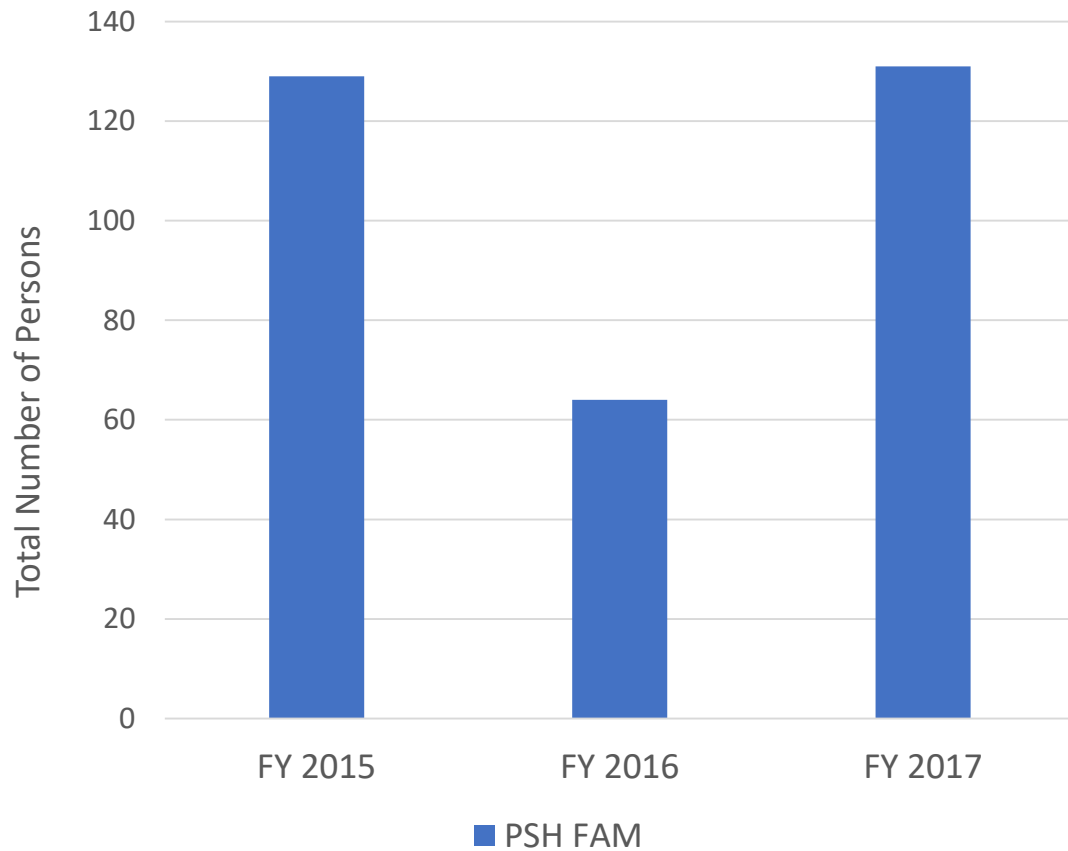
FY17 Number in ES for Families by Household Size



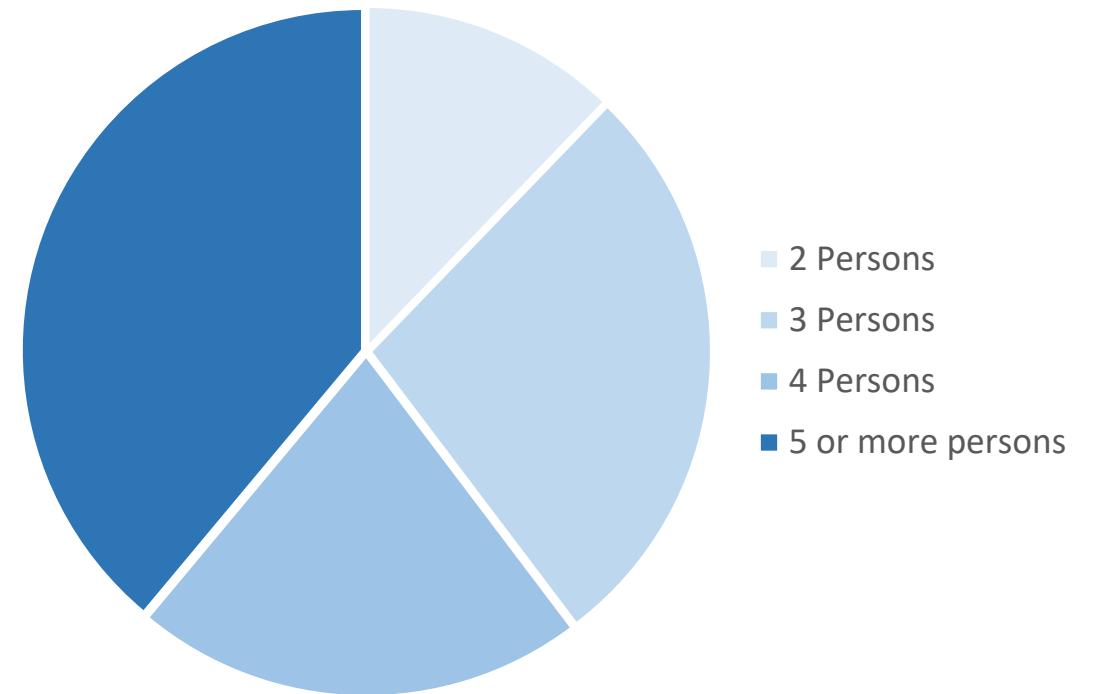
Source: Durham AHAR data

# Families in Permanent Supportive Housing

Total Persons in Family PSH by Year



FY17 Number in PSH for Families by Household Size



# Households impact

## Households Tab

Household Tab connects ROIs, Entries, Exits

Managing Households is hard, here's our [guide](#)

## Entry Intake

Relationship to HoH on Entry is source for HUD

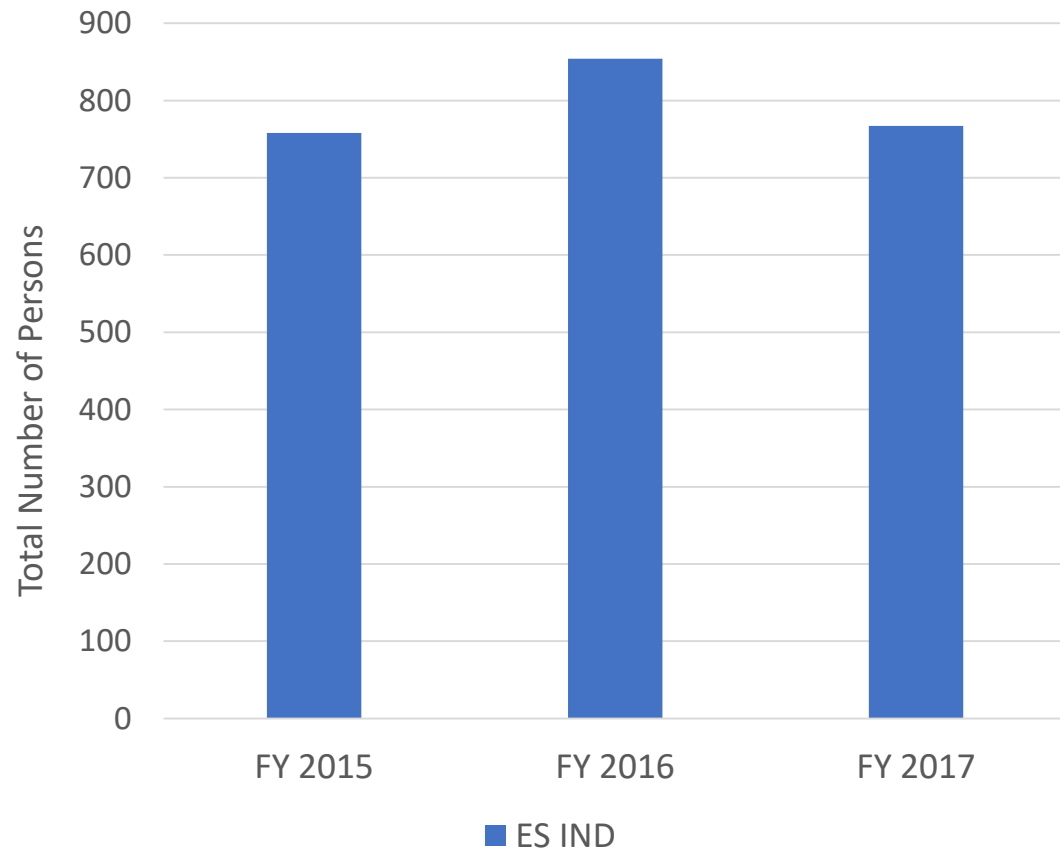
All adults Households can exist!



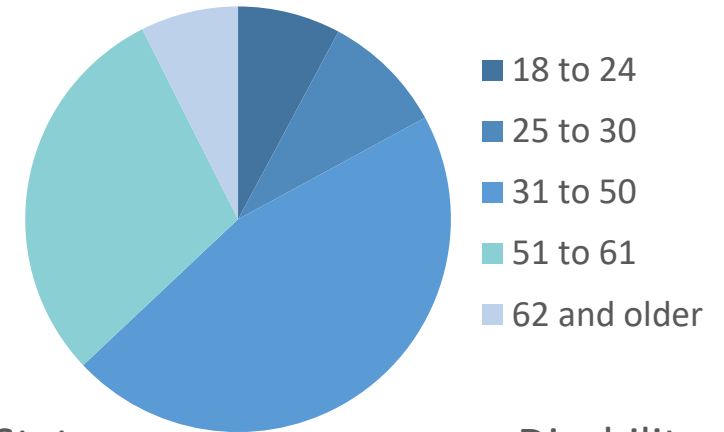
Remember: Missing data is ALWAYS better than inaccurate data

# Individuals in Emergency Shelter

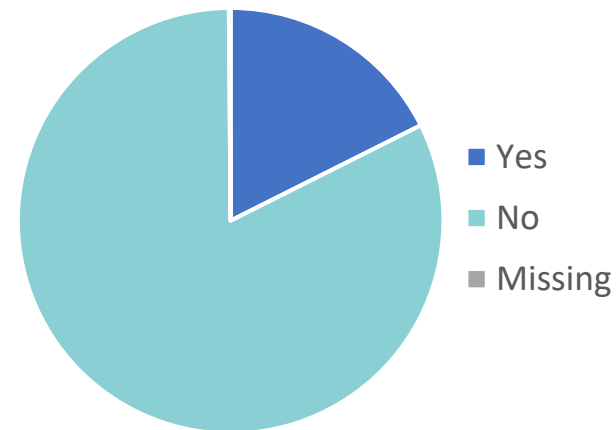
### Total Individuals by Year



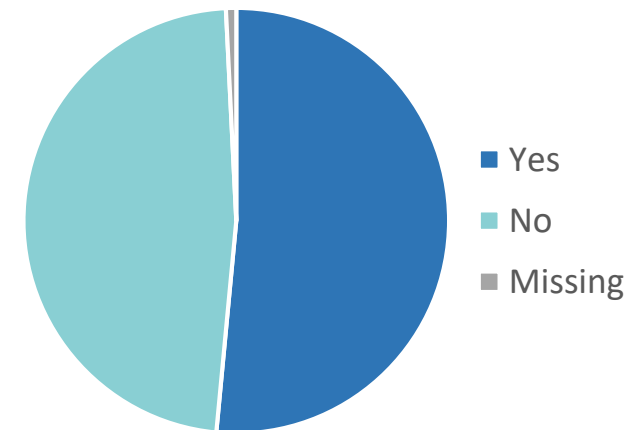
### Age



### Veteran Status



### Disability



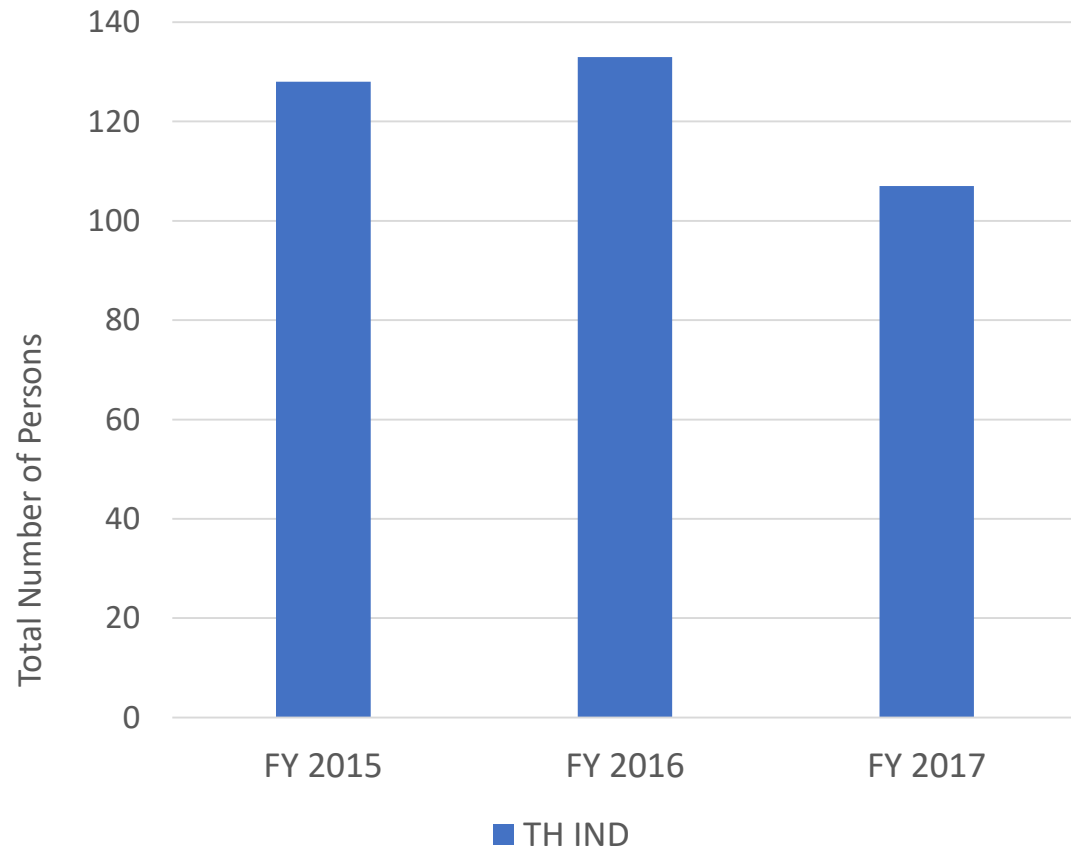
Source: Durham AHAR data



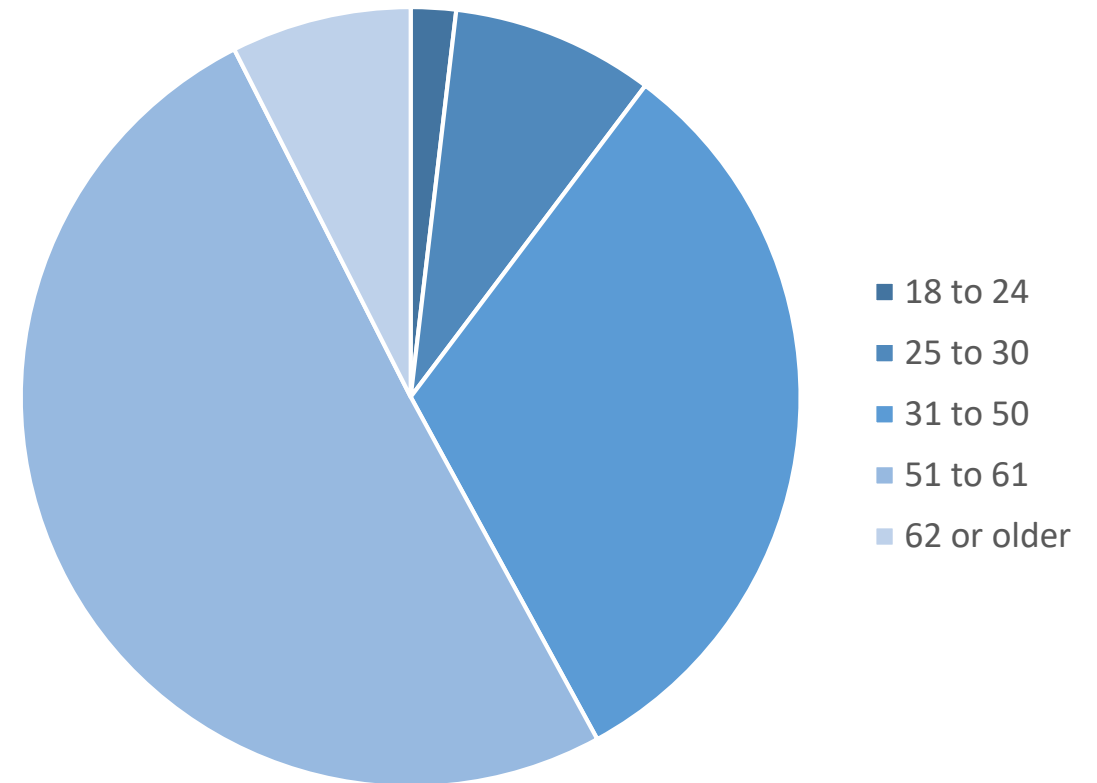


# Individuals in Transitional Housing

Total Individuals by Year



Number of Persons by Age

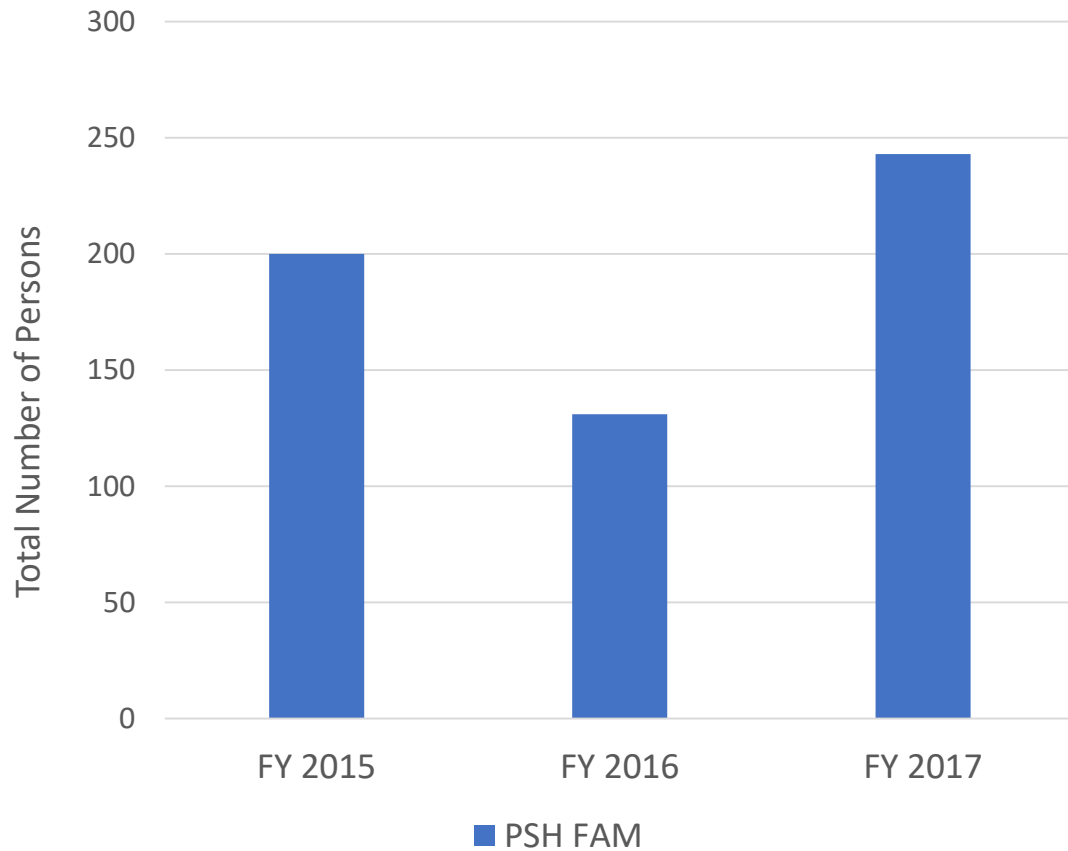


Source: Durham AHAR data

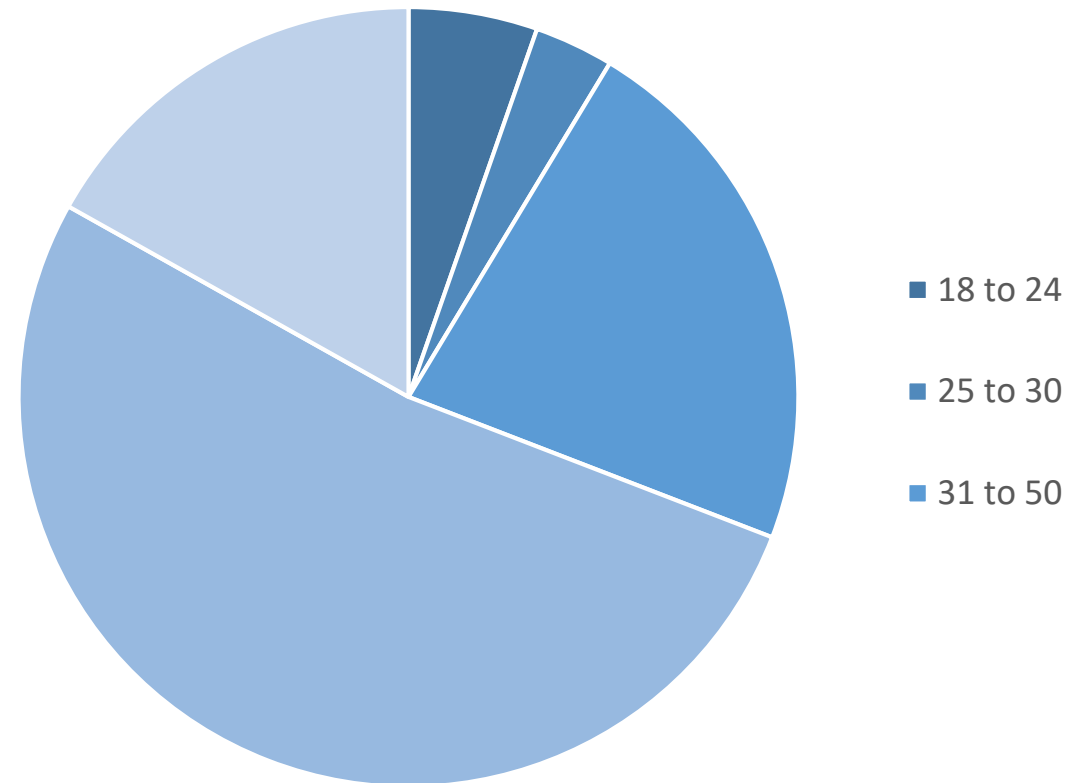


# Individuals in Permanent Supportive Housing

Total Persons in Individual PSH by Year



Number of Persons by Age



Source: Durham AHAR data



# Universal Data Elements impact

## **Null values**

Client Doesn't Know, Client Refused, Data Not Collected

## **Missing data**

Could be missing or could be misplaced with wrong EDA mode or Backdate

## **Data Conflict or Inaccurate responses**

When two answers can't both be true



Remember: Missing data is ALWAYS better than inaccurate data

# 2017 AHAR Data

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

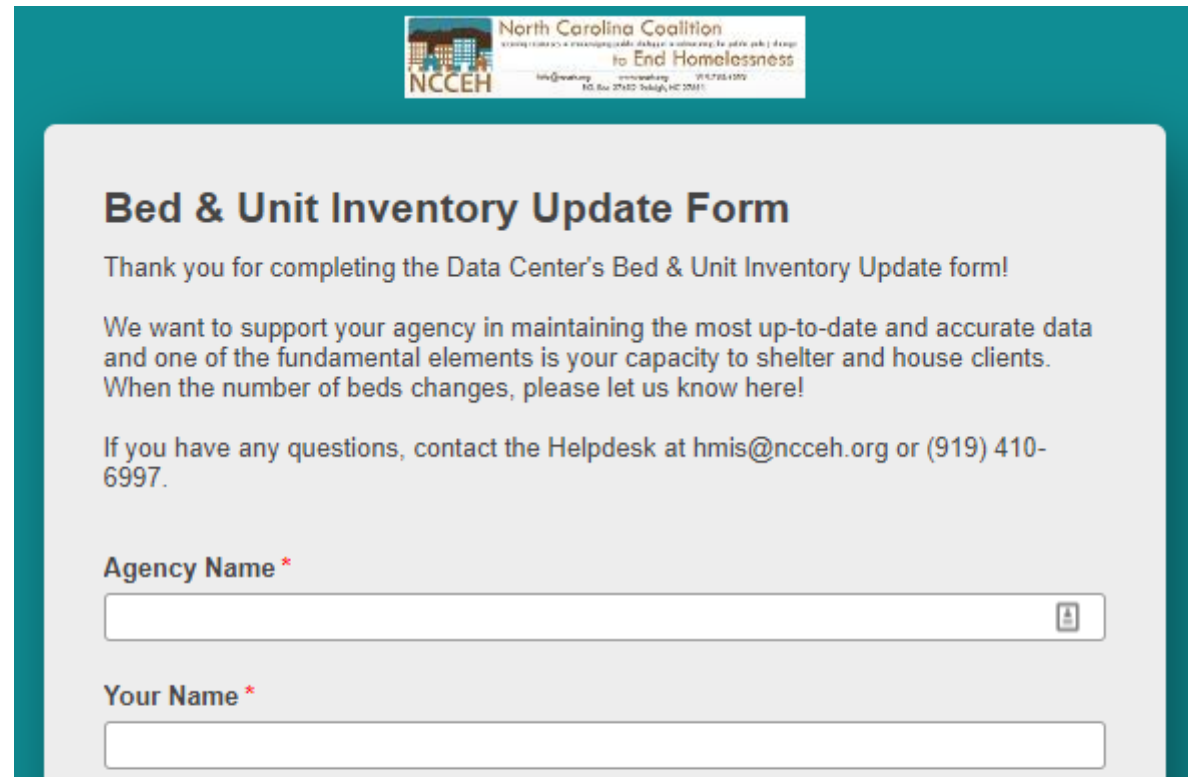
Category	Total Persons	Average Utilization Rate
Emergency Shelters for Families	349	88%
Emergency Shelters for Individuals	767	92%
Transitional Housing for Families	0	0%
Transitional Housing for Individuals	107	84%
Permanent Supportive Housing for Families	131	95%
Permanent Supportive Housing for Individuals	243	101%

Source: FY17 Durham AHAR data



# Bed & Unit Inventory Impact

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



The screenshot shows a web form titled "Bed & Unit Inventory Update Form" with a teal header. The header contains the NCCDH logo and the text "North Carolina Coalition to End Homelessness". The form body is white and contains the following text: "Thank you for completing the Data Center's Bed & Unit Inventory Update form!", "We want to support your agency in maintaining the most up-to-date and accurate data and one of the fundamental elements is your capacity to shelter and house clients. When the number of beds changes, please let us know here!", and "If you have any questions, contact the Helpdesk at hmis@ncceh.org or (919) 410-6997." Below the text are two input fields: "Agency Name \*" and "Your Name \*".

**North Carolina Coalition to End Homelessness**  
NCCDH  
10101 University City Blvd, Suite 1000, Raleigh, NC 27613  
919.728.4300  
hmis@ncceh.org

## Bed & Unit Inventory Update Form

Thank you for completing the Data Center's Bed & Unit Inventory Update form!

We want to support your agency in maintaining the most up-to-date and accurate data and one of the fundamental elements is your capacity to shelter and house clients. When the number of beds changes, please let us know here!

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**Agency Name \***

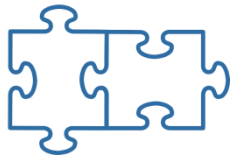
**Your Name \***

DQ Check:  
System Performance Measures

# 7 measures to gauge impact



Help communities view their progress towards preventing and ending homelessness




The measures are interrelated and provide a more complete picture of system performance



Identify areas for improvement, needs, gaps

# SPM data is pulled from two sources



Connecting your community.

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## NC HMIS

User Name

Password

Forgot your username or password?  
Contact your agency administrator

System use requires your compliance  
with the [terms and conditions](#)

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A	B	C	D	E	F
Row	Year	Proj. Typ	Organization Name	Project Name	Geoc
2E+05	2016	PSH	CASA	Carolina Place/ 1131 Carlton	3723
3E+05	2016	ES	DORCAS	Emergency Housing	3705
2E+05	2016	RRH	Passage Home	Essential Services- (Matthew House/Millbrook Villas)	3723
2E+05	2016	PSH	CASA	Families at Home-HUD 2003 (Oak Hollow)	3723
2E+05	2016	ES	Salvation Army	Family Shelter	3723
2E+05	2016	ES	Wake Interfaith Hospitality	Family Shelter	3723
2E+05	2016	TH	Healing Transitions	GPD-Veterans Per Diem	3723
2E+05	2016	ES	Urban Ministries of Wake	Helen Wright Center	3723
2E+05	2016	RRH	Passage Home	Hollenden Place	3723
2E+05	2016	PSH	CASA	Hope Crest	3723
2E+05	2016	PSH	WCHS	Housing First Shelter + Care 2004	3723
2E+05	2016	PSH	WCHS	Housing First Shelter + Care 2007	3723
2E+05	2016	PSH	Passage Home	Jobs Journey	3723
2E+05	2016	PSH	DHIC	Lennox Chase	3723
3E+05	2016	TH	Haven House	Maternity Group Home	3723
2E+05	2016	PSH	CASA	McKinney Team Housing	3723

**HMIS**

**HDX**

**Housing Inventory Chart (HIC)  
Point-in-Time Count (PIT)**



# What HMIS client data is included?



October 1, 2015 to September 30, 2017 (24 months)



Any person who entered SO, ES, SH, TH, RRH and/or PSH during the reporting period



Data are reported for individuals and person in families

# System Performance Measures

- 1** Length of Time Homeless
- 2** Returns to Homelessness
- 3** Number of Homeless
- 4** Increases in Income
- 5** First Time Homeless
- 7** Exits and Retention of Permanent Housing

# Data Quality Check: System Performance Measures

- 1** Length of Time Homeless
- 2** Returns to Homelessness
- 3** Number of Homeless
- 4** Increases in Income
- 5** First Time Homeless
- 7** Exits and Retention of Permanent Housing

# 1 Length of Time Homeless

## **Definition**

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The length of time persons are homeless in emergency shelter, and transitional housing projects

## **Goal**

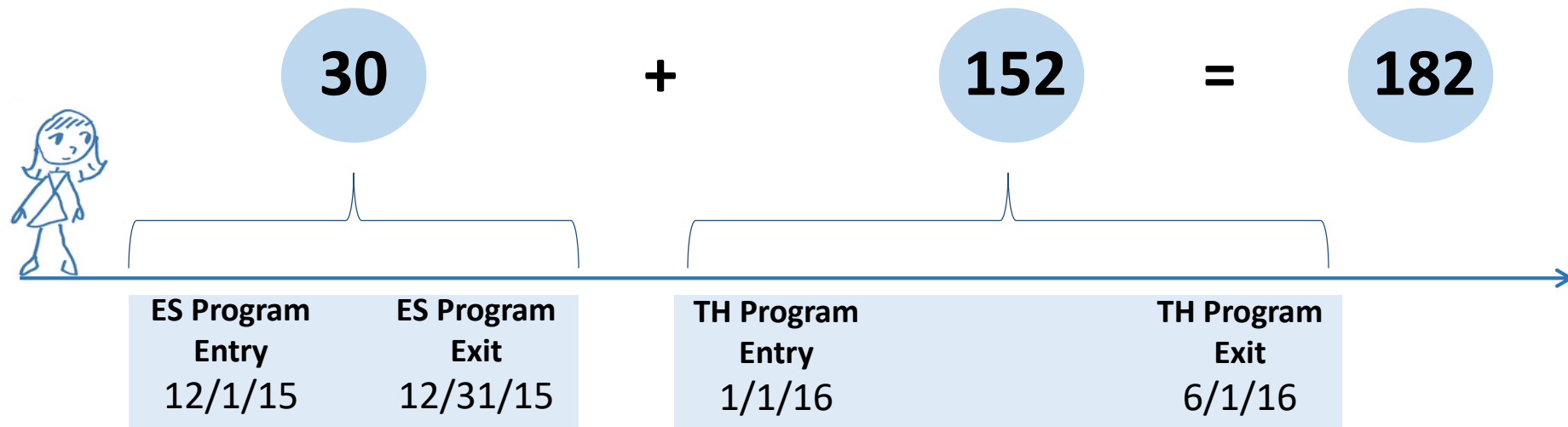
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Reduction in the average and median length of time persons remain homeless

# Meet Henrietta

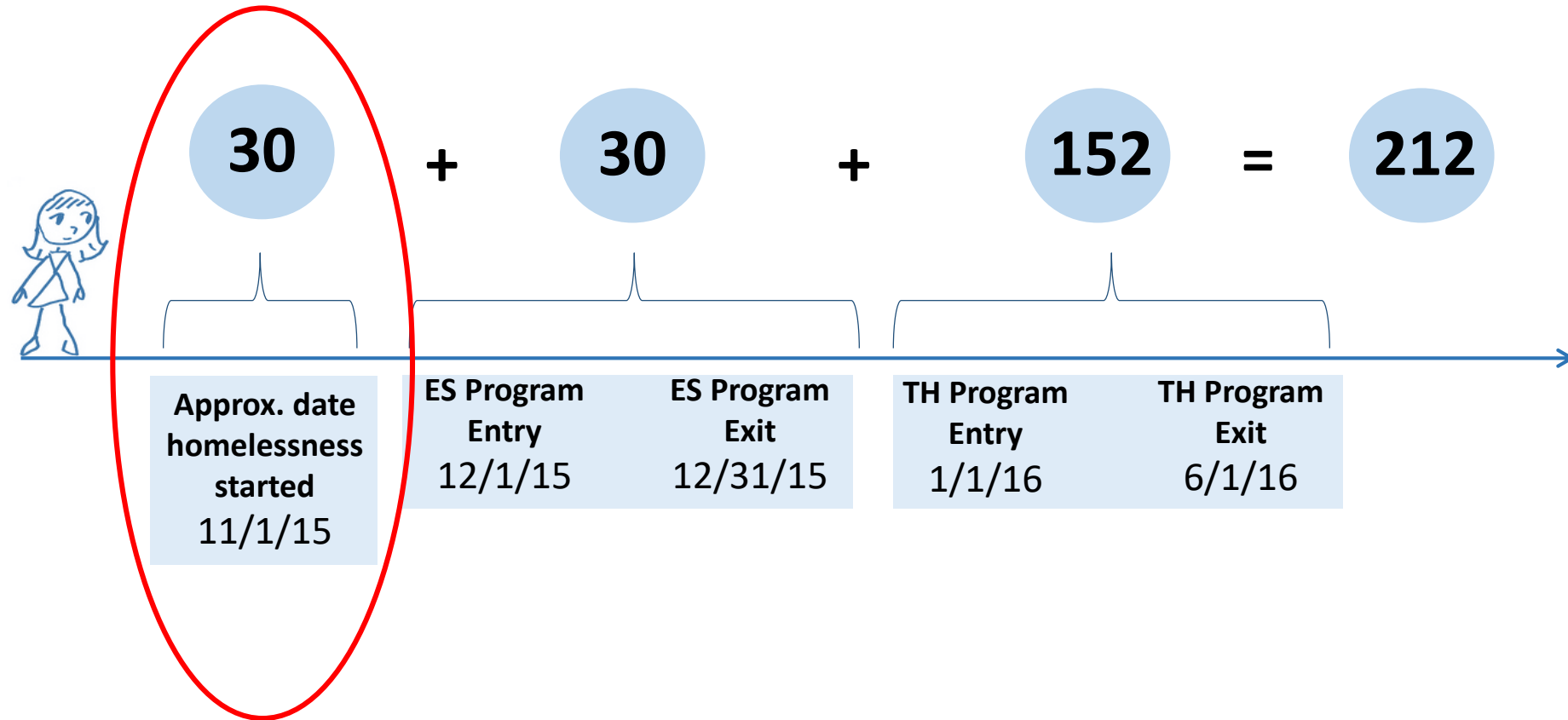


# 1 Length of Time Homeless






# Length of Time Homeless

Based on Approximate Start Date + Entries and Exits



# Approximate Start Date is in the Homeless History section of HMIS Intake

Prior Living Situation (Immediately Prior to Entry)	<input type="text" value="Place not meant for habitation (HUD)"/>
Length of Stay in Previous Place	<input type="text" value="One month or more, but less than 90 days"/> G
Approximate date homelessness started:	<input type="text" value="01"/> / <input type="text" value="01"/> / <input type="text" value="2017"/>    G
Regardless of where they stayed last night - Number of times the client has been on the streets, in ES, or SH in the past three years including today	<input type="text" value="Four or more times (HUD)"/> G
Total number of months homeless on the street, in ES or SH in the past three years	<input type="text" value="6"/> G



# What's the difference between Average and Median?



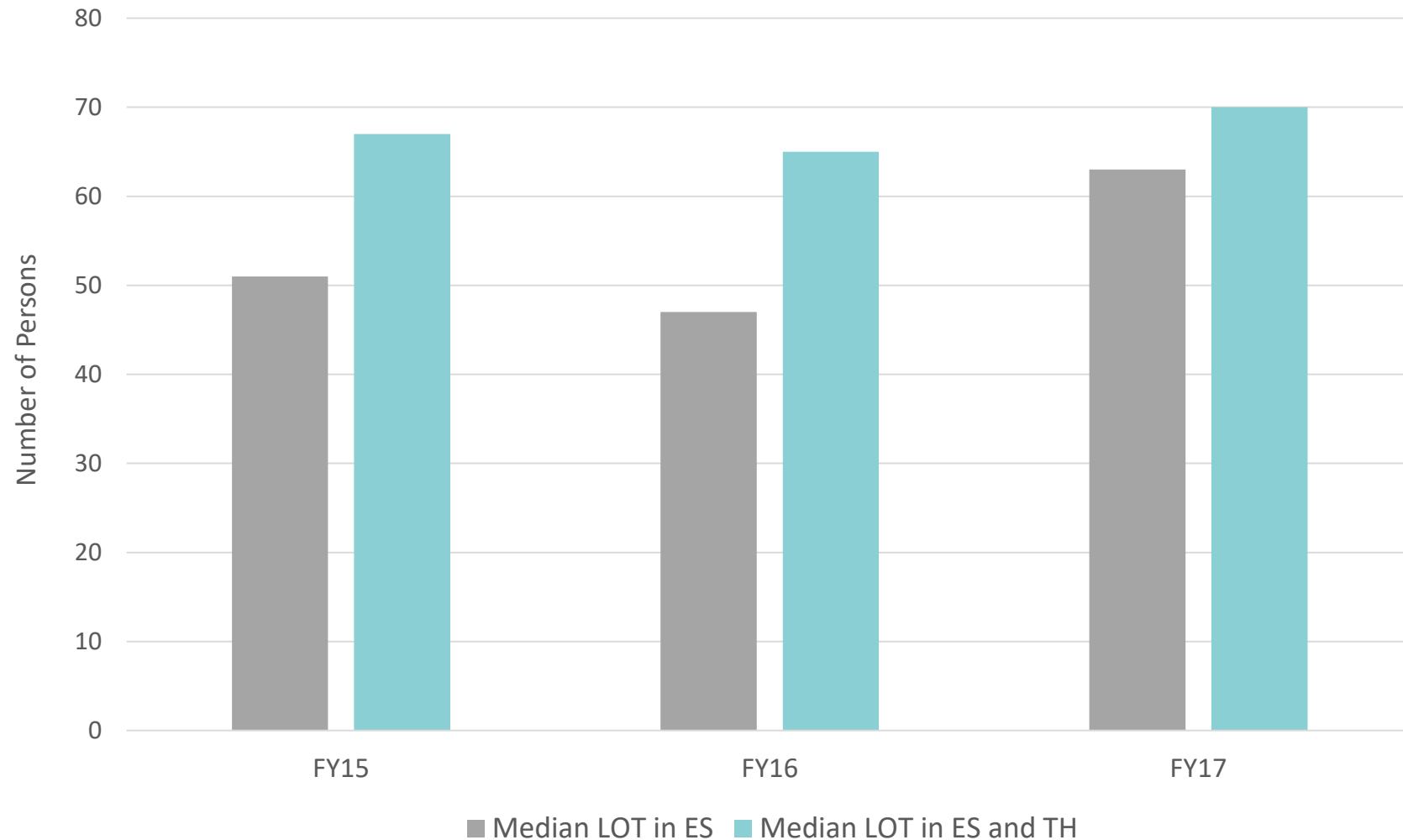
**Average = 70 days**

Adding 30, 45, 60, 90 and 125 and then dividing by five equals 70 days

**Median = 60 days**

50% of clients stayed less than 60 days and 50% stayed more than 60 days and

# Median Length of Time Homeless by Year



**1**  
Length of  
Time  
Homeless  
Entry/Exit only

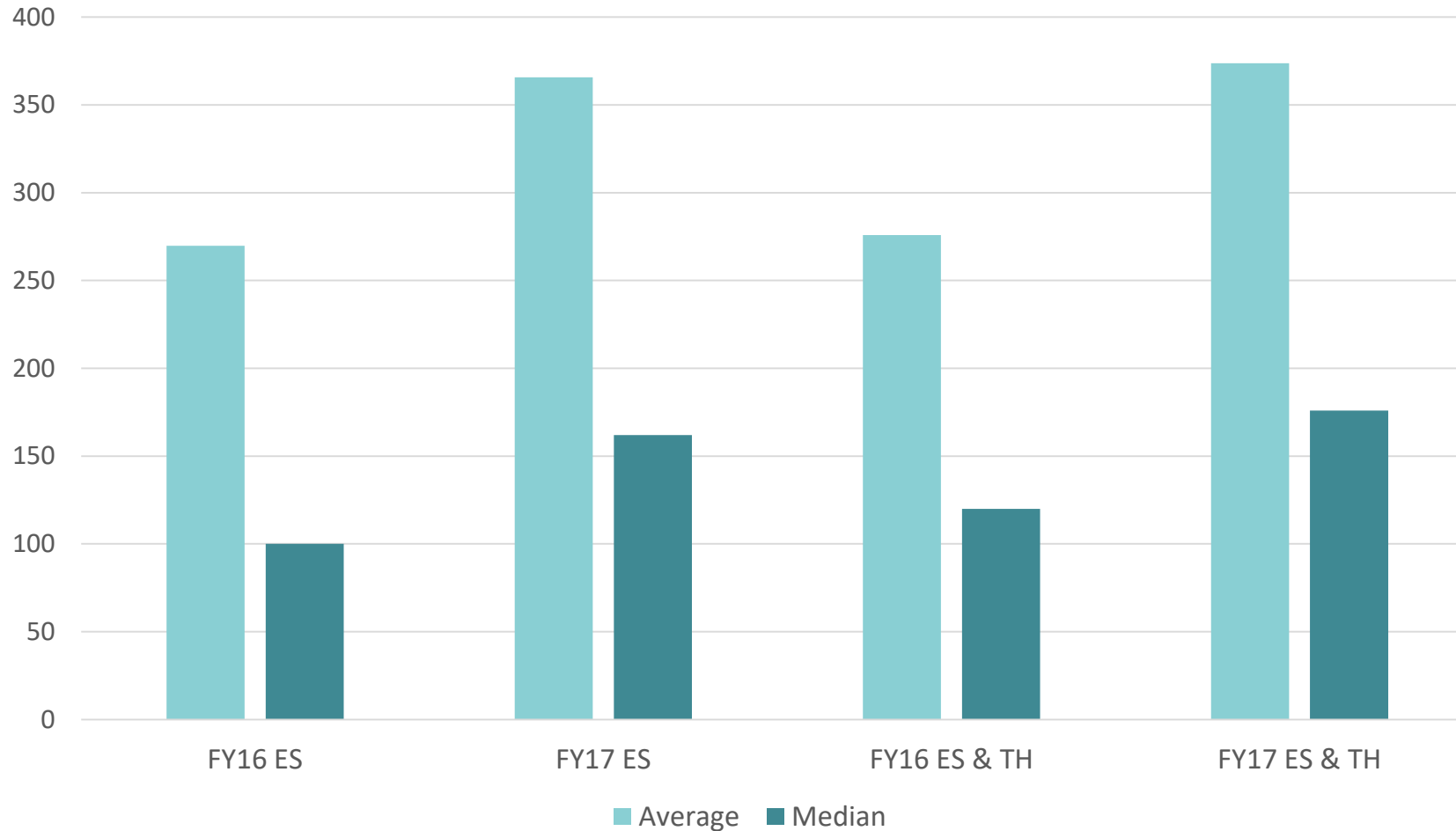
Source: Durham SPM data

# Median Length of Time Homeless by Year

**1.2**

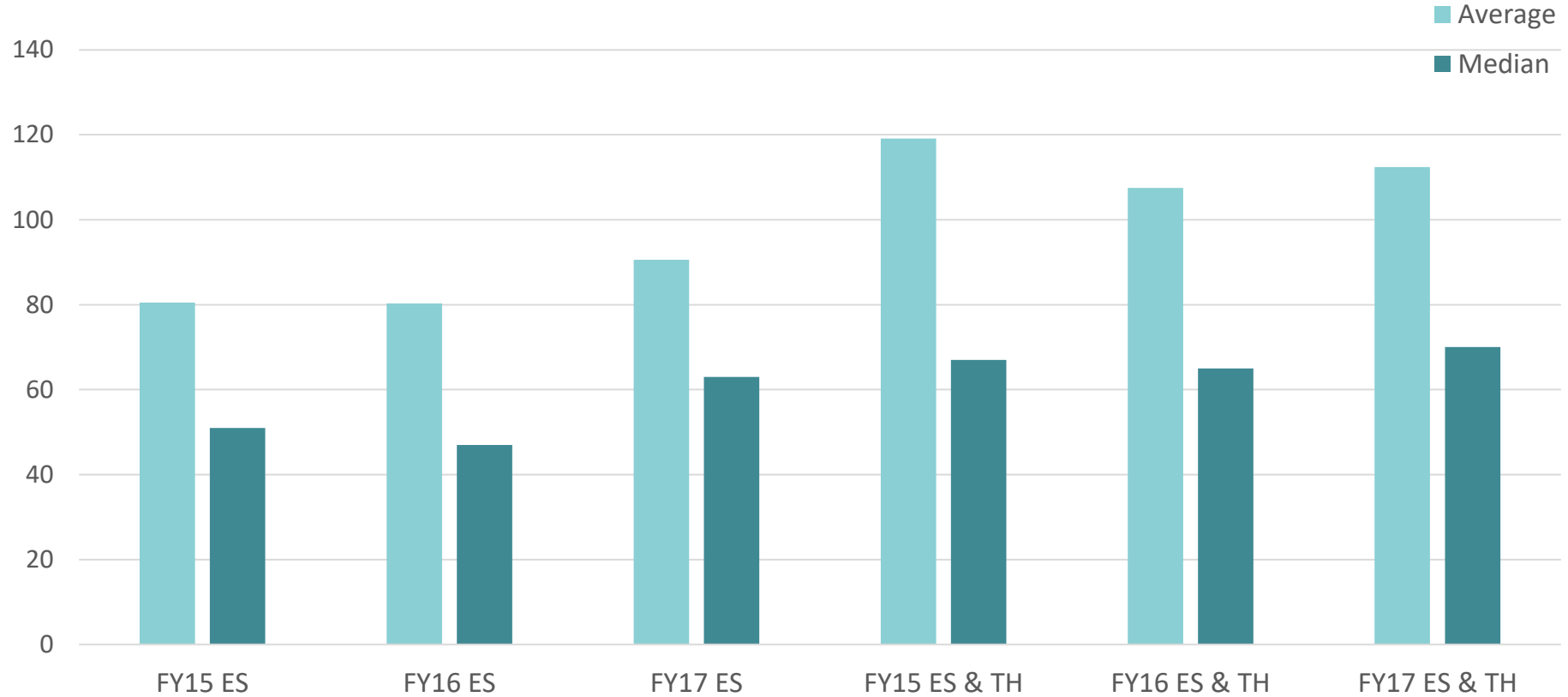
Length of  
Time  
Homeless

with Approx Date  
Homelessness  
Started



Source: Durham SPM data

# Average and Median Length of Time Homeless by Project Type



1

Length of Time Homeless

Entry/Exit only

Emergency Shelter only

Emergency Shelter and Transitional Housing

# Entries, Exits, and Null Data Impact

## **Entries/Exits**

Date accuracy

Project type (only for ES and TH are included)

## **Inaccurate Responses**

ES and TH entries need clients in beds. Are there practices that prevent accurate Entry or Exit dates?

## **Null Responses**

Approximate Start Date must be collected



Remember: Missing data is ALWAYS better than inaccurate data

# 2 Returns to Homelessness

## **Definition**

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The number of persons who return to street outreach, emergency shelter, transitional housing or permanent housing projects after previously exiting to a permanent housing destination

## **Goal**

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Reduction in the percent of persons who return to homelessness

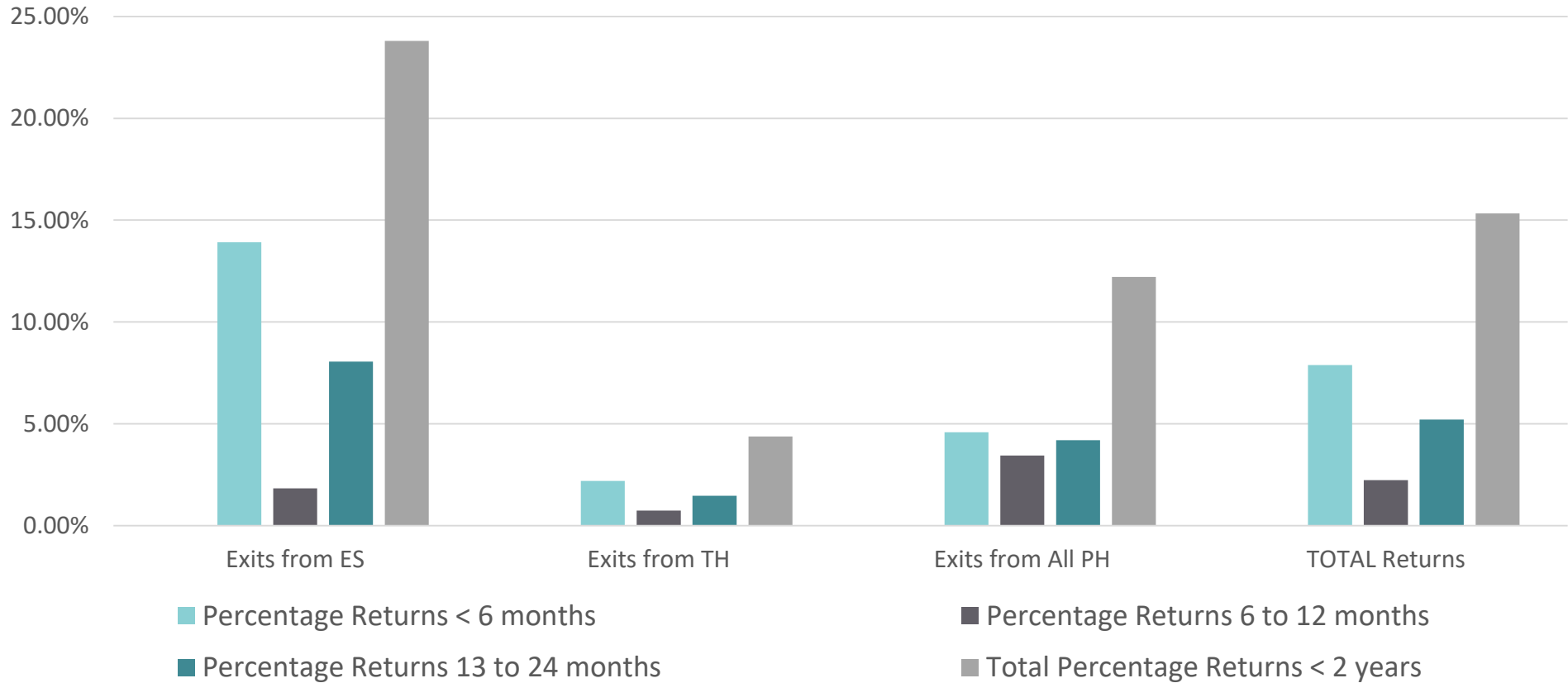
## 2 Returns to Homelessness



# Percentage of Permanent Housing Returns to Homelessness

2

Returns to Homelessness



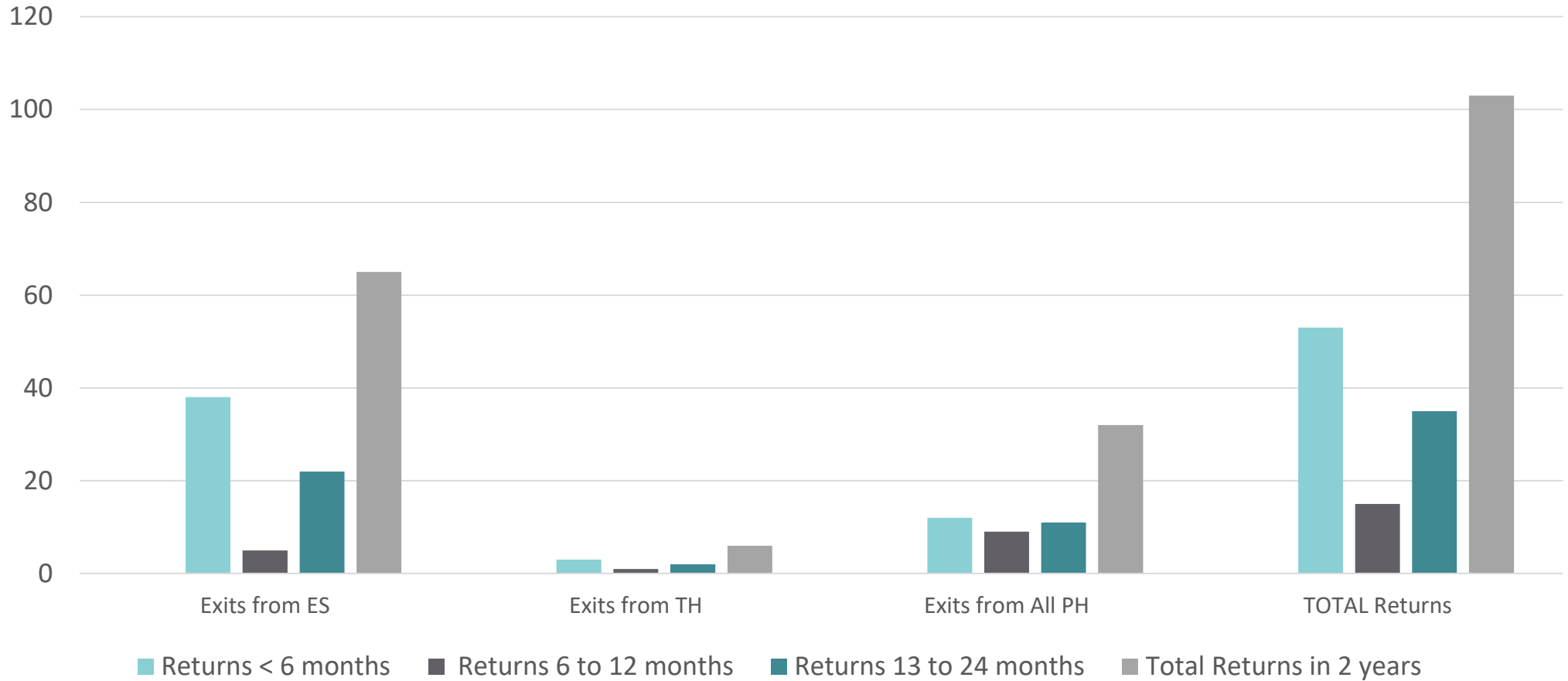
Source: FY17 Durham SPM data



# Number of Persons Returning to Homelessness, FY17

2

Returns to Homelessness



Source: FY17 Durham SPM data



# Entries, Exits, and Null Data Impact

## **Inaccurate Responses**

Permanent Housing Destinations should be accurate. Check the Exit Destination Guide for descriptions. Know what project types are in your community.

## **Null Responses**

Destination must be collected (for all clients) in order for this measure to be accurate



Remember: Missing data is ALWAYS better than inaccurate data

# 2 Returns to Homelessness

How to read the 0701 Returns to Homelessness Report in ART

**Measure 2a and 2b: The extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness within 6 to 12 months (and 24 months in a separate calculation)**

	Total Number of Persons who Exited to Permanent Housing Destination (2Years Prior)	Number Returning to Homelessness in Less than 6 Months (0-180 days)	Percentage of Returns in Less than 6 Months (0-180 days)	Number Returning to Homelessness from 6 to 12 Months (181-365 days)	Percentage of Returns from 6 to 12 Months (181-365 days)	Number Returning to Homelessness from 13 to 24 Months (366-730 days)	Percentage of Returns from 13 to 24 Months (366-730 days)	Number of Returns in 2 Years	Percentage of Returns in 2 Years
Exits from ES	273	38	13.92%	5	1.83%	22	8.06%	65	23.81%
Exits from TH	137	3	2.19%	1	0.73%	2	1.46%	6	4.38%
Exits from All PH	262	12	4.58%	9	3.44%	11	4.20%	32	12.21%
TOTAL Returns	672	53	7.89%	15	2.23%	35	5.21%	103	15.33%

Total Clients Exiting to Permanent Housing

Returns within narrow six or twelve month range

Total Clients Returning within two years

**[ncceh.org/hmis](https://ncceh.org/hmis)**

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

**919.410.6997** or **[hmis@ncceh.org](mailto:hmis@ncceh.org)**

helpdesk for local support



**North Carolina Coalition to End Homelessness**

securing resources

encouraging public dialogue

advocating for public policy change