

# NC HMIS

## Wake HMIS Users Meeting

March 2018



North Carolina Coalition to End Homelessness

securing resources

encouraging public dialogue

advocating for public policy change

# March Agenda

1. Welcome + Introductions
2. What can Prior Living Situation data tell us?
3. Importance of Housing Move-In Date
4. Feedback from you!
  - Household Composition
  - Where to expect duplicates
5. What's next?



# Prior Living Situation

# How can Prior Living Situation help us paint a picture?

## **Eligibility and vulnerability patterns**

Are we sheltering or housing homeless clients? Or at-risk clients?  
What percentage?

## **Completeness and Accuracy**

Where are they just before seeking our help?  
How does our workflow collect client data?

# First 2 questions are required for all HoH & adults

## HOMELESS HISTORY INTERVIEW

*Chronic homeless status is determined, by a client's history of homelessness, disability status, and the length of time spent on the street, in an emergency shelter, or a Safe Haven (SH).*

*However, intake staff should not instruct the client on the length of time or episodes necessary to qualify as chronically homeless. Responses should simply be the actual client responses.*

*Questions must be asked exactly as they are presented below.*

Prior Living Situation (Immediately Prior to Entry)	<input type="text" value="-Select-"/>	▼ G
Length of Stay in Previous Place	<input type="text" value="-Select-"/>	▼ G

# 3 categories for Prior Living Situation

Examples of residences in each category



## Literally homeless Situation

Place not meant for habitation

Emergency Shelter

Interim Housing (Chronic Homeless only)



## Institutional Situation

Hospital

Foster care

Jail/Prison



## Transitional & Permanent Housing Situation

Permanent supportive housing

Transitional housing

Rental by client

**Includes Missing/Don't Know/Refused responses**

# Prior Living Situation dropdown in HMIS

Questions must be asked exactly as they are presented below.

Prior Living Situation (Immediately Prior to Entry)
Length of Stay in Previous Place
Approximate date homelessness started:
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
Total number of months homeless on the street, in ES or SH in the past three years
Housing Status
Zip Code (of Last Permanent Address, if known)

-Select-

-Select-

----- HOMELESS SITUATION -----

Place not meant for habitation (HUD)

Emergency shelter, including hotel or motel paid for with emergency shelter voucher (HUD)

Safe Haven (HUD)

Interim Housing

----- INSTITUTIONAL SITUATION -----

Foster care home or foster care group home (HUD)

Hospital or other residential non-psychiatric medical facility (HUD)

Jail, prison or juvenile detention facility (HUD)

Long-term care facility or nursing home (HUD)

Psychiatric hospital or other psychiatric facility (HUD)

Substance abuse treatment facility or detox center (HUD)

----- TRANSITIONAL AND PERMANENT HOUSING SITUATION -----

Hotel or motel paid for without emergency shelter voucher (HUD)

Owned by client, no ongoing housing subsidy (HUD)

Owned by client, with ongoing housing subsidy (HUD)

Permanent housing (other than RRH) for formerly homeless persons (HUD)

Rental by client, no ongoing housing subsidy (HUD)

Rental by client, with VASH subsidy (HUD)

Rental by client, with GPD TIP subsidy (HUD)

Rental by client, with other ongoing housing subsidy (including RRH) (HUD)

Residential project or halfway house with no homeless criteria (HUD)

Staying or living in a family member's room, apartment or house (HUD)

Staying or living in a friend's room, apartment or house (HUD)

Transitional housing for homeless persons (including homeless youth) (HUD)

Client doesn't know (HUD)

Client refused (HUD)

Data not collected (HUD)




At Bottom of list



# Living Situation in HMIS

(all required)

**Questions must be asked exactly as they are presented below.**

Prior Living Situation (Immediately Prior to Entry)	<input type="text" value="-Select-"/>
Length of Stay in Previous Place	<input type="text" value="-Select-"/> ▼ G
Approximate date homelessness started:	<input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/>    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="-Select-"/> ▼ G
Total number of months homeless on the street, in ES or SH in the past three years	<input type="text" value="-Select-"/> ▼ G






# Addie enters Emergency Shelter on 08/15/17

Question	Addie's Response
Residence Prior to project entry?	Streets
Length of stay in prior living situation?	1 year or longer
Approximate date started?	7/14/2016
Total # times homeless in past 3 years?	4 or more times
Total # months homeless in past 3 years?	More than 12 months



# Addie enters Emergency Shelter on 08/15/17

**Questions must be asked exactly as they are presented below.**

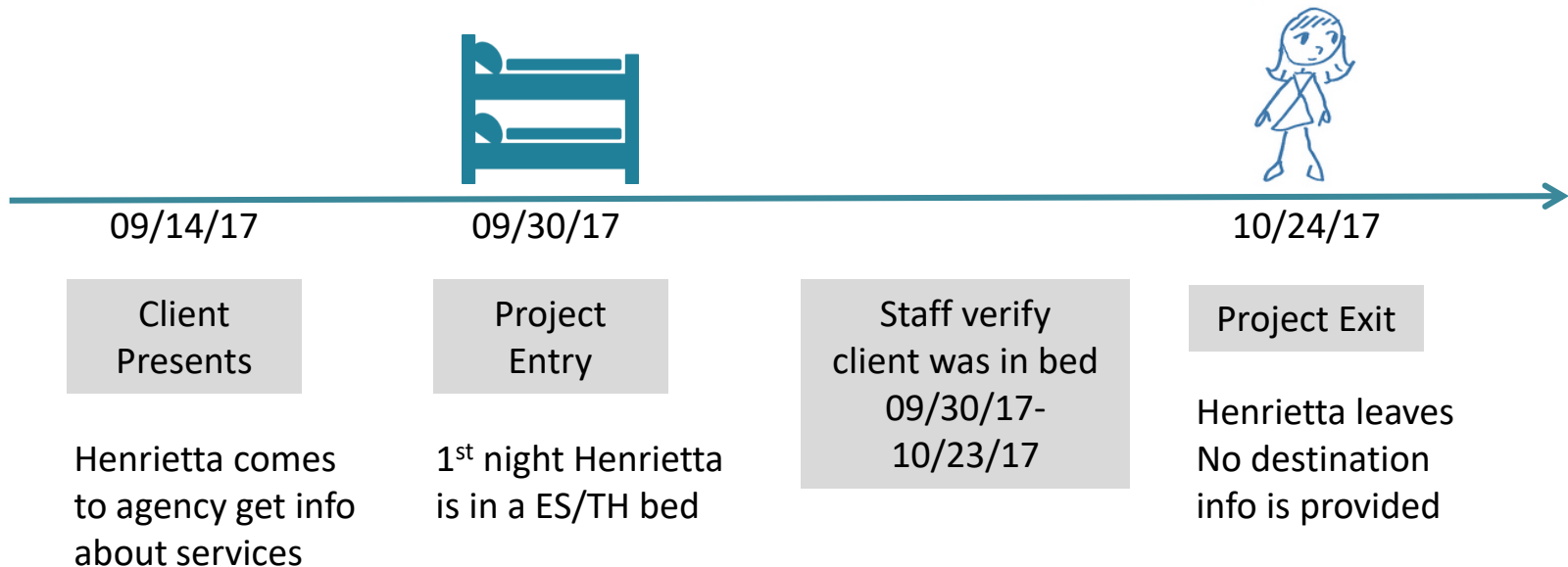
Prior Living Situation (Immediately Prior to Entry)	Place not meant for habitation (HUD)
Length of Stay in Previous Place	One year or longer (HUD) ▼ G
Approximate date homelessness started:	07 / 14 / 2016    G
Regardless of where they stayed last night - Number of times the client has been on the streets, in ES, or SH in the past three years including today	Four or more times (HUD) ▼ G
Total number of months homeless on the street, in ES or SH in the past three years	More than 12 months (HUD) ▼ G



# Destination

<b>Definition</b>	Where a client will stay just after exiting a project
<b>Collection Point</b>	Project Exit
<b>Subject</b>	All clients
<b>Special Notes</b>	If client exits without providing destination information to staff, the “No exit interview completed” response should be used

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





# This can lead to ‘red flags’ or null responses

When to select “No exit interview completed”

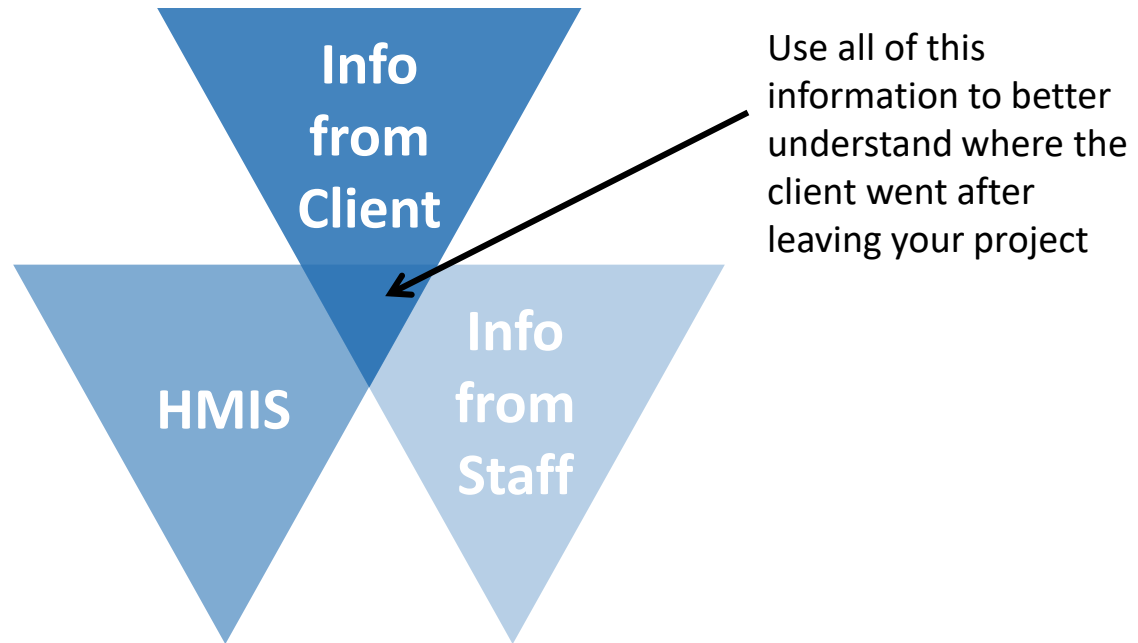
- If sources are not available—client did not provide info, staff do not have info, and there is no HMIS data

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

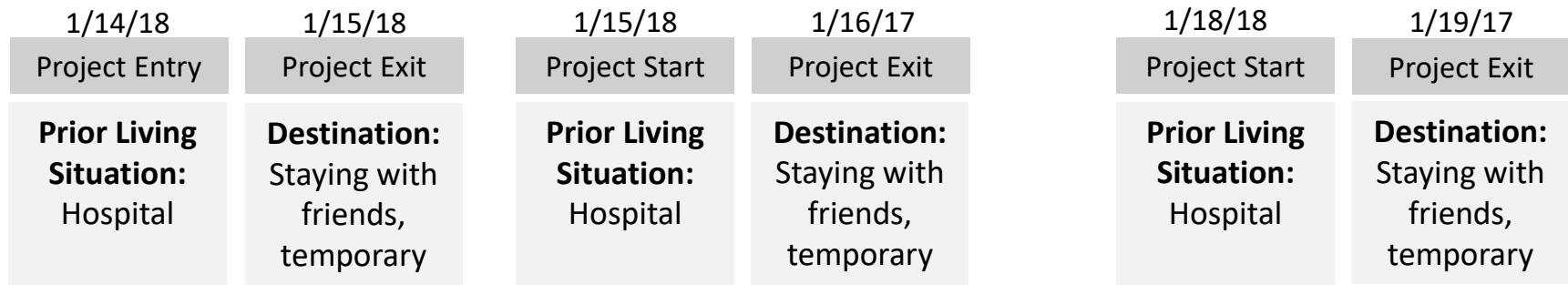
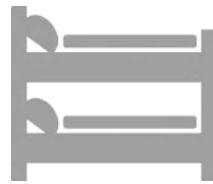
Do not enter record inaccurate information

- ✓ Missing data is always better than inaccurate data

# HUD encourages us to get more info for Exit Destination

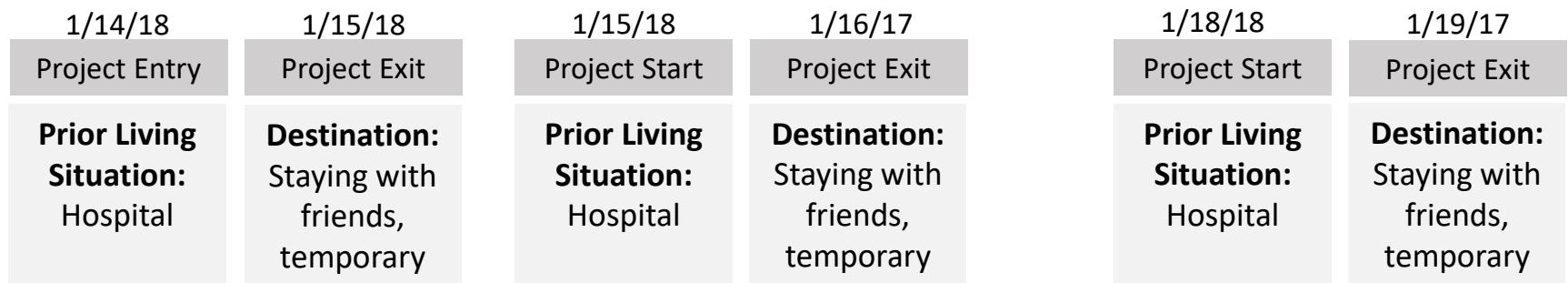


# Sometimes responses aren't updated



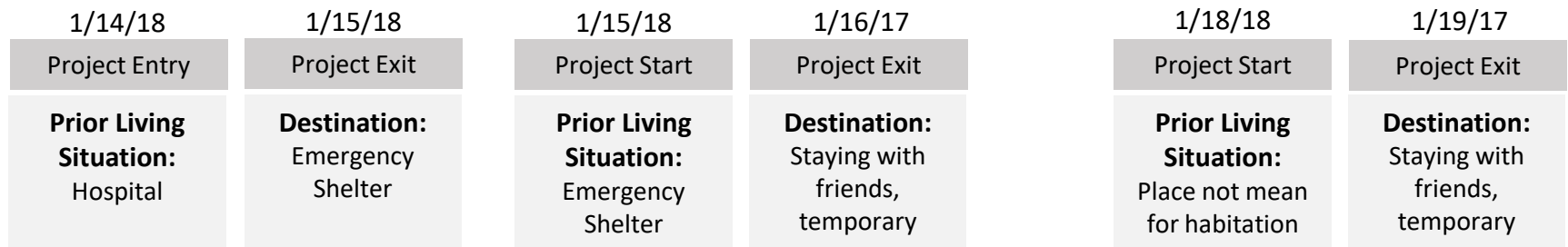
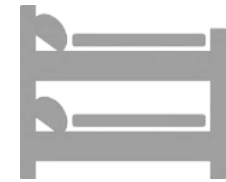
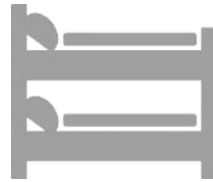


# Is this accurate?





# Every response should align with every entry





# Reports for Prior Living Situation

# Where to find Prior Living Situation in Reports

## **Eligibility and vulnerability patters**

CoC-APR

ESG-CAPER

## **Completeness and Accuracy**

CoC-APR

ESG-CAPER

0408 Client Living Situation

0640 Data Quality Framework



# Update and annual Assessment

# The HMIS Data Collection Stages

Record  
Creation



When client record  
is created

Project  
Start



At every project  
start

Update



At multiple points  
during project  
enrollment

Annual  
Review



Recorded no more  
than 30 days  
before or after the  
anniversary date of  
the HoH's Project  
Start Date

Project  
Exit



At every project  
exit

Post Exit



**\*All Permanent Housing projects must record Move-in dates as an Interim Review – Update**

# Data collected during enrollment

## **Updates**

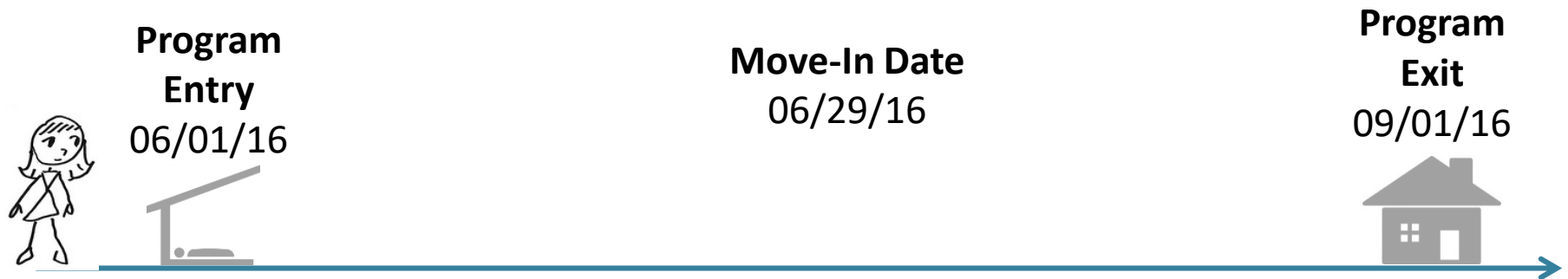
Information that is collected at multiple points during project enrollment in order to track changes over time or entered to record activities as they occur. Is the only place to record move-in date.

## **Annual Assessment**

Required for clients enrolled in a single project for 365+ days. Must be recorded no more than 30 days before or after the anniversary of the client's Project Entry Date.

Information must be accurate as of the *Information Date*

# Permanent Housing projects: Add update when client moves into Permanent Housing



Housing Move-In Date = 06/29/2016

Add an Update to enter the date

*The Housing Move-In Date MUST be entered via an INTERIM ASSESSMENT with a timestamp that occurs after the Project Start and before the Project Exit. If client is not in housing leave this question blank.*

*This question differentiates between clients who are awaiting placement and those who have moved into any type of permanent housing, regardless of funding source or whether the project is providing rental assistance.*


## HOUSING MOVE-IN DATE (Head of Household Only)


Housing Move-in Date

 /  /     

# Updates in ClientPoint

Client - (9) Lacks, Henrietta

Mass Visibility Update 

 (9) Lacks, Henrietta

Release of Information: Ends 10/17/2017


-Switch to Another Household Member- ▾

Submit

## Client Information

## Service Transactions

Summary Client Profile Households ROI **Entry / Exit** Case Managers Case Plans Measurements Assessments

 Reminder: Household members must be established on Households tab before creating Entry / Exits

### Entry / Exit

Program	Type	Entry Date	Exit Date	Interims	Follow Ups	Client Count
 Heading Home Housing - Rowan County - Rapid Re-Housing (7075)	HUD	 10/17/2016				 

Add Entry / Exit

Showing 1-1 of 1

Updates are entered through "Interims"



# Adding an Interim Review

**Interim Reviews** ✕

**Interim Reviews Associated with this Entry / Exit**

Review Date	Review Type	Client Count
No matches.		



# Select the Review Type

## Add Interim Review - (9) Lacks, Henrietta

**Household Members**

**To include Household members associated with the Entry / Exit for this Interim Review, click the box beside each name.**

(3) Single Parent

- (9) Lacks, Henrietta (Entry Date: 10/17/2016 8:31 PM)
- (12) Lacks, Harry (Entry Date: 10/17/2016 8:31 PM)

**Interim Review Data**

Entry / Exit Provider	Heading Home Housing - Rowan County - Rapid Re-Housing (7075)
Entry / Exit Type	HUD
<b>Interim Review Type *</b>	<input type="text" value="-Select-"/>
<b>Review Date *</b>	<input type="text" value="8"/> : <input type="text" value="32"/> : <input type="text" value="20"/> <input type="text" value="PM"/>

Include appropriate HH member



Select type of review from drop-down

Save & Continue Cancel

# Enter Review Date + Save & Continue

## Add Interim Review - (9) Lacks, Henrietta

**Household Members**

**To include Household members associated with the Entry / Exit for this Interim Review, click the box beside each name.**

(3) Single Parent

- (9) Lacks, Henrietta (Entry Date: 10/17/2016 8:31 PM)
- (12) Lacks, Harry (Entry Date: 10/17/2016 8:31 PM)

**Interim Review Data**

Entry / Exit Provider	Heading Home Housing - Rowan County - Rapid Re-Housing (7075)
Entry / Exit Type	HUD
Interim Review Type *	Update
Review Date *	10 / 18 / 2016 8 : 46 : 51 PM



Save & Continue

Cancel

# Complete Update data entry

## Entry / Exit Interim Review



### Interim Review Data

Entry / Exit Provider	Heading Home Housing - Rowan County - Rapid Re-Housing (7075)
Entry / Exit Type	HUD
Interim Review Type	Update
Review Date	10/18/2016 08:46:51 PM

### Interim Review Assessment

#### Household Members

- (9) Lacks, Henrietta  
Age: 26  
Veteran: No (HUD)
- (12) Lacks, Harry  
Age: Unknown  
Veteran: No (HUD)



Don't forget other Household Members

#### NC HMIS Update

Interim Review Date: 10/18/2016 08:46:51 PM

**\*\* ANSWER FOR ALL CLIENTS, INCLUDING CHILDREN unless specified otherwise\*\***

**Covered by Health Insurance**

#### Health Insurance

**HUD Verification**

Start Date *	Health Insurance Type	Covered?	(HOPWA) If Private Pay Insurance, Specify	(HOPWA) If No, Reason not covered	End Date
<input type="text" value="Add"/>					

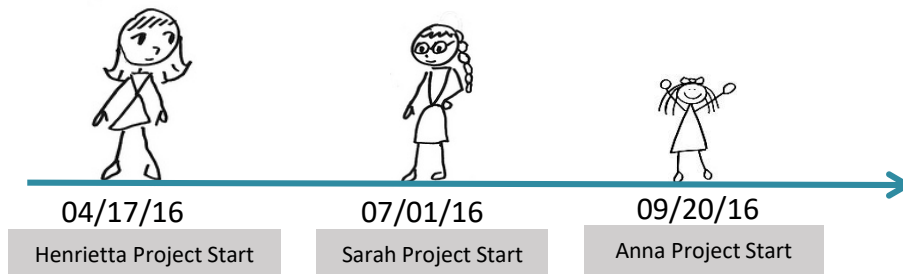
# When to complete an Annual Assessment

Date Type	Date
Client Entry Date	10/17/2016
Client Anniversary Date	10/17/2017
30 days before Anniversary Date	09/17/2017
30 days after Anniversary Date	11/16/2017

When to record the Annual Assessment?  
Within 09/17/2017 – 11/16/2017

# Annual Assessment is now based on HoH Start Date

Conducted no more than 30 days before or 30 days after the anniversary of the **Head of Household's Project Start Date**.



Name	R-H	Project Start	Anniversary
Henrietta	HoH	04/17/16	04/17/17
Sarah	Adult	07/01/16	04/17/17
Anna	Child	09/20/16	04/17/17

Annual assessments are based **solely** on the head of household's anniversary date.

The annual assessment must include updating both the head of household's record and any other family member's at the same time



Feedback

# Household composition in HMIS

HMIS can help track some aspects of household composition – but has limits

Do households typically stay the same throughout the project enrollment?

What would be useful to know about household composition for your agencies?



# Where to expect duplicates?

In preparation for System Performance Measures, the Data Center will review data across agencies for overlapping entries.

Does your agency have any serve clients at the same time as another agency in the community?



What's on deck

# Upcoming Deadlines and Events

Due	Report Name
Feb 28	ES and TH Deadline for PIT/HIC Submissions*
<b>March - April</b>	<b>PIT/HIC System Performance Measures</b>
March 27	Entry/Exit Training 10 am -1 pm @ NCCEH
April 6	Next Wake HMIS Users Meeting
April 30 - May 1	Bringing It Home – State Conference (save the date)
August	City ESG CAPER
November	Longitudinal System Analysis (new name for AHAR)

[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

919.755.4393

[www.ncceh.org](http://www.ncceh.org)