NC Balance of State HMIS Users Meeting

March 2019

March Agenda

System Updates
- Global Visibility issue
- HMIS@NCCEH Launch update
- Point in Time and Housing Inventory Count updates

What's this mean?
- System Performance Measures (SPMs)

How can we help?
- [Data Collection Stages Explained](#) (esp. Permanent Supportive Housing)
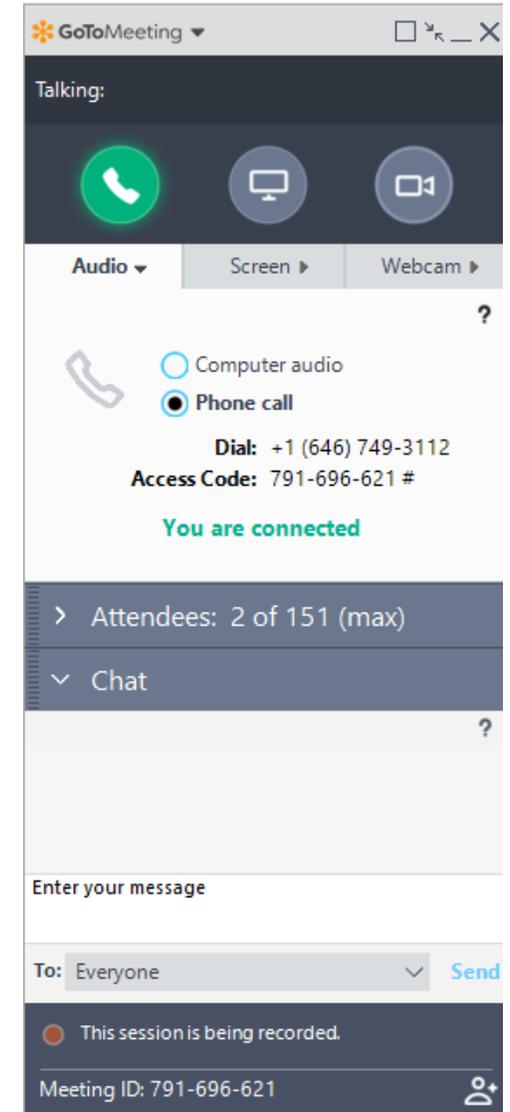
What's Next

Welcome

Reminders

Your line is muted. We will unmute the line during Q&A pauses.
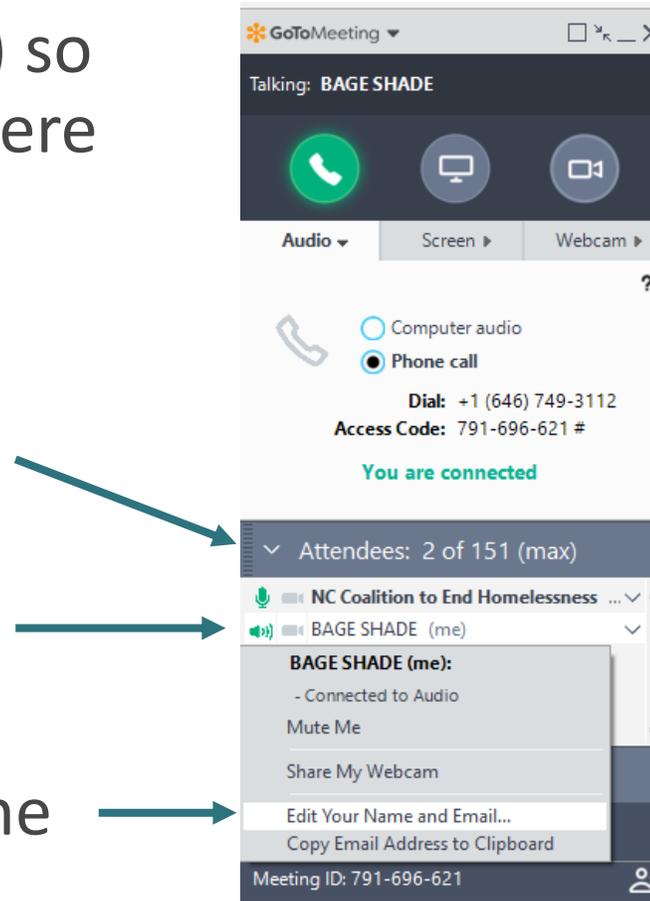
The chat box is available

Make sure you're counted!

Enter your name(s) so
we know you are here

1 Click Attendees

2 Click on (me)

3 Click Edit your Name
and Email...

System Updates

Global Visibility Issue, HMIS@NCCEH Launch, and PIT/HIC

Global Visibility Issue & Corrective Action Plan

2018 Discovery: Visibility for some clients extended beyond the Agency
- Cardinal Innovations
- Volunteers of America

NCCEH Data Center has completed these tasks on your behalf:

1. Ensured that the "Global" Visibility Group has been removed from all data elements in the system except for the "Client"

2. Verified that your provider page visibility settings in HMIS do not share additional data elements beyond your Agency

HIPAA Covered Entities should complete an additional internal audit

HMIS@NCCEH Launch

Launch Date?

No, not yet.

How to prepare?

Keep collecting and entering data! Keep an eye out for new agreements to be sent via DocuSign emails.

What is NCCEH doing?

Reviewing the demo site (the test run of the NC HMIS copy) for Quality Assurance.

Point in Time & Housing Inventory Count

Point in Time & Housing Inventory Count

Reminders:

0628 HIC Report for Permanent Housing projects requires Client Location

Select which CoC the Head of Household is staying in at every data collection point (Start, Interim, or Exit)

*__**ANSWER Client Location for Head of Household only!**__*

Client Location	-Select- ▼

Point in Time & Housing Inventory Count

Reminders:

Client Entries, Interims, and Exits are required for all projects

- Different project types use Entries (Project Start) differently
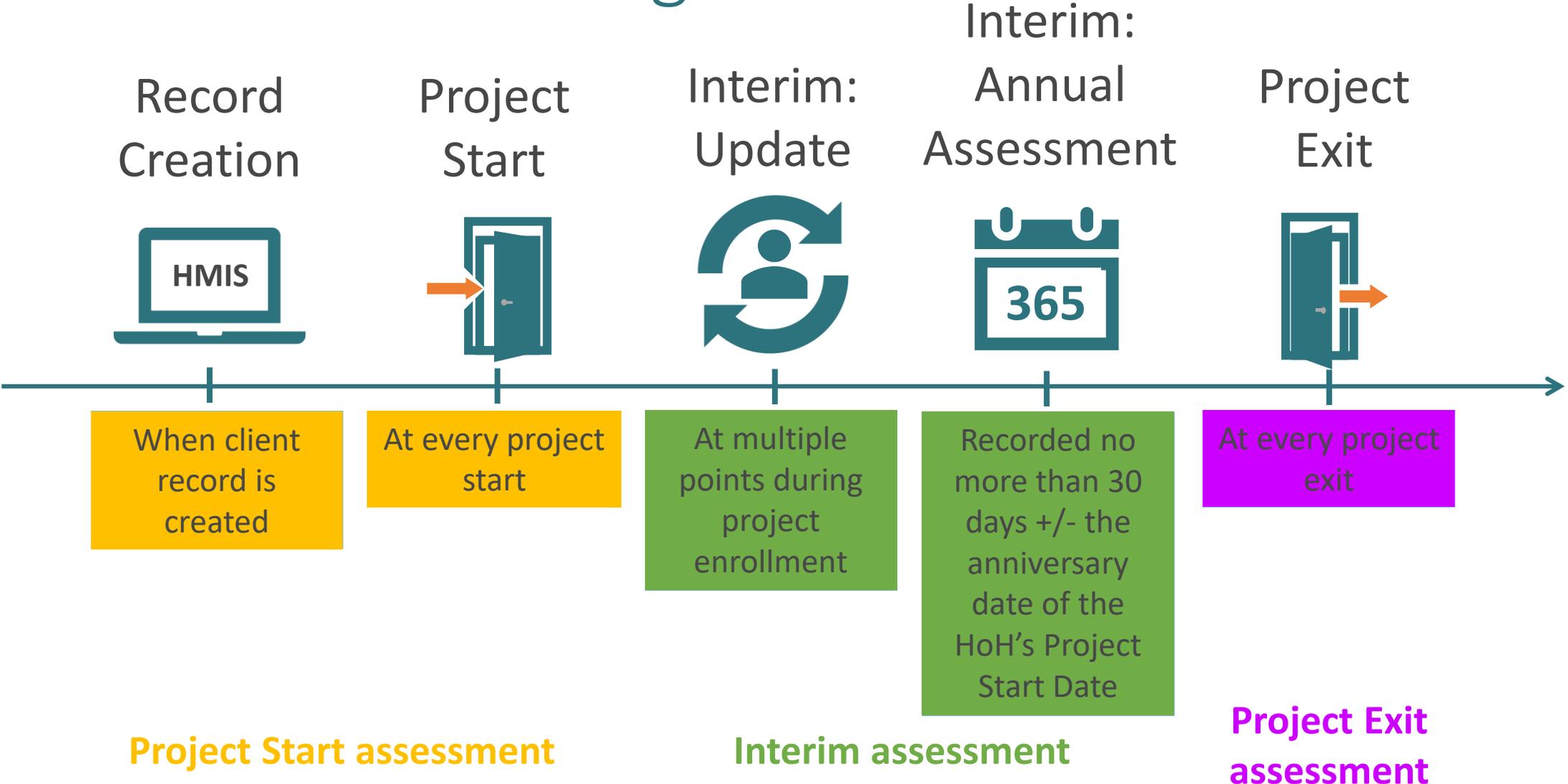
Issues seen in PIT/HIC data

- Missing or Inaccurate Start Dates for Permanent Housing Projects
- Missing or Inaccurate Housing Move-In Dates for Permanent Housing Projects
- Missing or Inaccurate Annual Assessments for Sheltered and Permanent Housing Projects
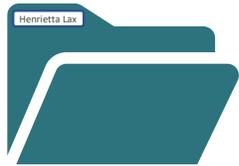- Missing or Inaccurate Exits for Sheltered Projects

Data Collection Stages

with Project Start Date and Project Exit Date

Data Collection Stages

Record Creation	Project Start	Interim: Update	Interim: Annual Assessment	Project Exit

| When client record is created | At every project start | At multiple points during project enrollment | Recorded no more than 30 days +/- the anniversary date of the HoH's Project Start Date | At every project exit |

Project Start assessment **Interim assessment** **Project Exit assessment**

Data Collection Stage: Record Creation

What

Creates the client profile and contains data elements collected once or are unlikely to change

Who

All clients

Collection Notes

Each client should have one Record Creation point in a given database, but may have more than one project start, etc.

Data Collection Stage: Project Start

What

When the most data elements are collected through an Entry Assessment (aka Intake) to establish the client's initial status

Who

All clients

Collection Notes

Once collected at Project Start, data changes should not be edited on the Entry but through an Update or Annual Assessment
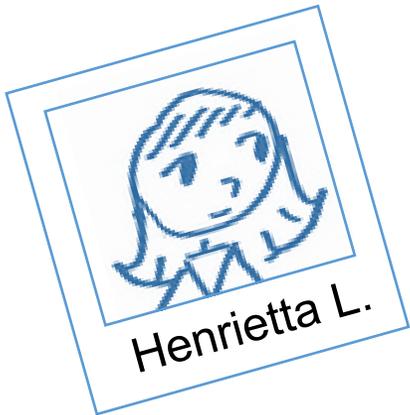
Project Start Date

What

Determines the beginning of client participation in a project

A "snapshot" of the client on their first day

Collection Notes

Data should reflect the client's status on day 1 of their entry into a project

Different for each project type

Henrietta L.

Project Start Date

Who

All clients

Data Collection Stage

On Project Start Assessment

Project Start Date

Collection Notes

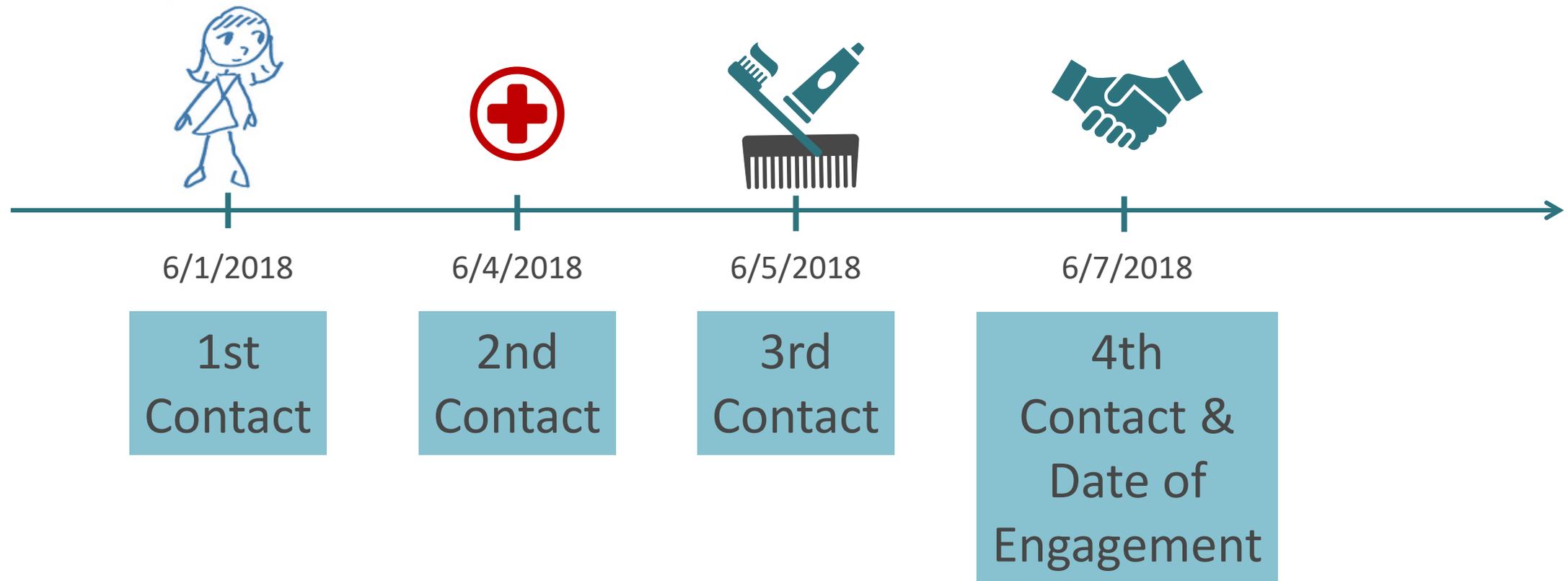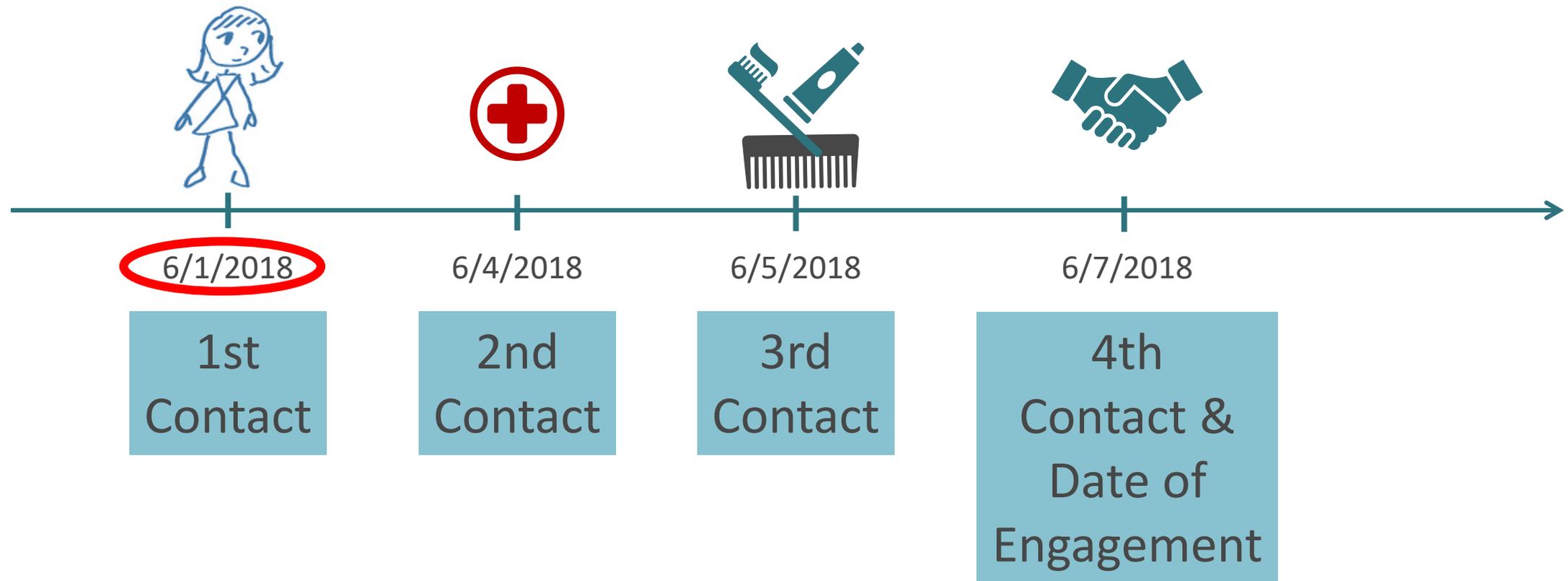| Project Type	When do I enter Project Start?
Street Outreach (SO)	First contact between client and outreach worker
Residential homeless (ES, TH)	First night the client sleeps in a bed
Permanent Housing (RRH, PSH)	The date when an eligible client accepts offer of available services
All Other (SSO, HP)	First services delivered to client

Meet Henrietta
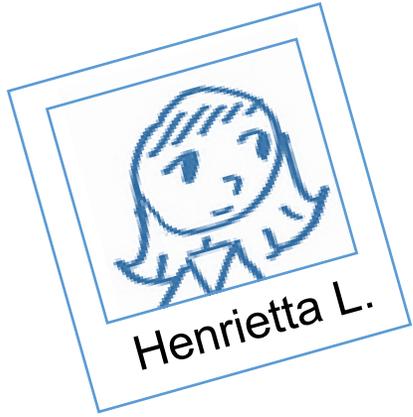
Henrietta L.

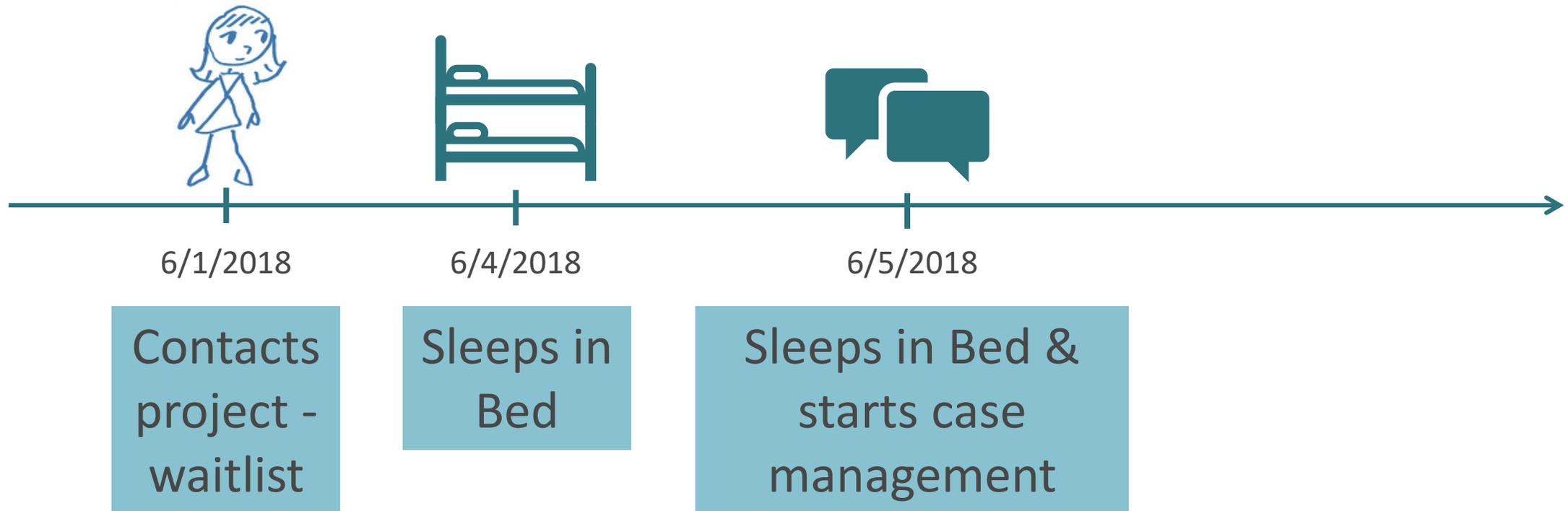Henrietta is our example client to illustrate real-life context for HMIS data collection and data entry.
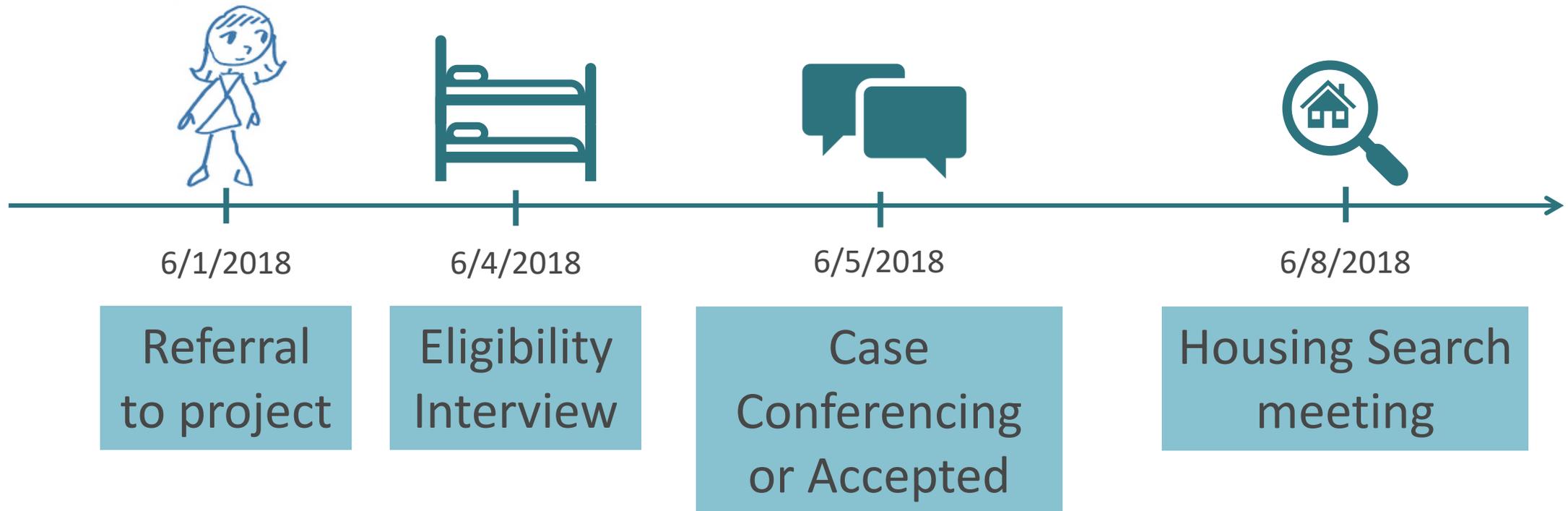
Project Start Date: Street Outreach

6/1/2018	6/4/2018	6/5/2018	6/7/2018
1st Contact	2nd Contact	3rd Contact	4th Contact & Date of Engagement

Project Start Date: Street Outreach

6/1/2018	6/4/2018	6/5/2018	6/7/2018
1st Contact	2nd Contact	3rd Contact	4th Contact & Date of Engagement

Project Start Date: Residential Homeless Projects (ES, TH)

6/1/2018 — Contacts project - waitlist

6/4/2018 — Sleeps in Bed

6/5/2018 — Sleeps in Bed & starts case management

Project Start Date: Residential Homeless Projects (ES, TH)

6/1/2018 — Contacts project - waitlist

6/4/2018 — Sleeps in Bed

6/5/2018 — Sleeps in Bed & starts case management

Project Start Date: Permanent Housing (RRH, PSH)

6/1/2018 — Referral to project

6/4/2018 — Eligibility Interview

6/5/2018 — Case Conferencing or Accepted

6/8/2018 — Housing Search meeting

Project Start Date: Permanent Housing (RRH, PSH)

6/1/2018	6/4/2018	6/5/2018	6/8/2018
Referral to project	Eligibility Interview	Case Conferencing or Accepted	Housing Search meeting

Project Start Date: Permanent Housing (RRH, PSH) from Shelter

6/1/2018	6/15/2018	6/15/2018	6/17/2018
Sleeps in Bed at Shelter	Coordinated Entry Assessment	Client Accepted and can access RRH services	Housing Search meeting

Project Start Date: Permanent Housing (RRH, PSH) from Shelter

6/1/2018 — Sleeps in Bed at Shelter

6/15/2018 — Coordinated Entry Assessment

6/15/2018 — Client Accepted and can access RRH services

6/17/2018 — Housing Search meeting

Project Start Date: All Other projects (HP, SSO)

6/1/2018 — Presents for services

6/4/2018 — Community Kitchen meal

6/5/2018 — Budgeting Class begins

6/8/2018 — Utilities Assistance

Project Start Date: All Other projects (HP, SSO)

6/1/2018

6/4/2018

6/5/2018

6/8/2018

| Presents for services | Community Kitchen meal | Budgeting Class begins | Utilities Assistance |

Data Collection Stage: Interim Update

What

When elements are collected at multiple points during project enrollment in order to track changes over time or entered to record activities as they occur
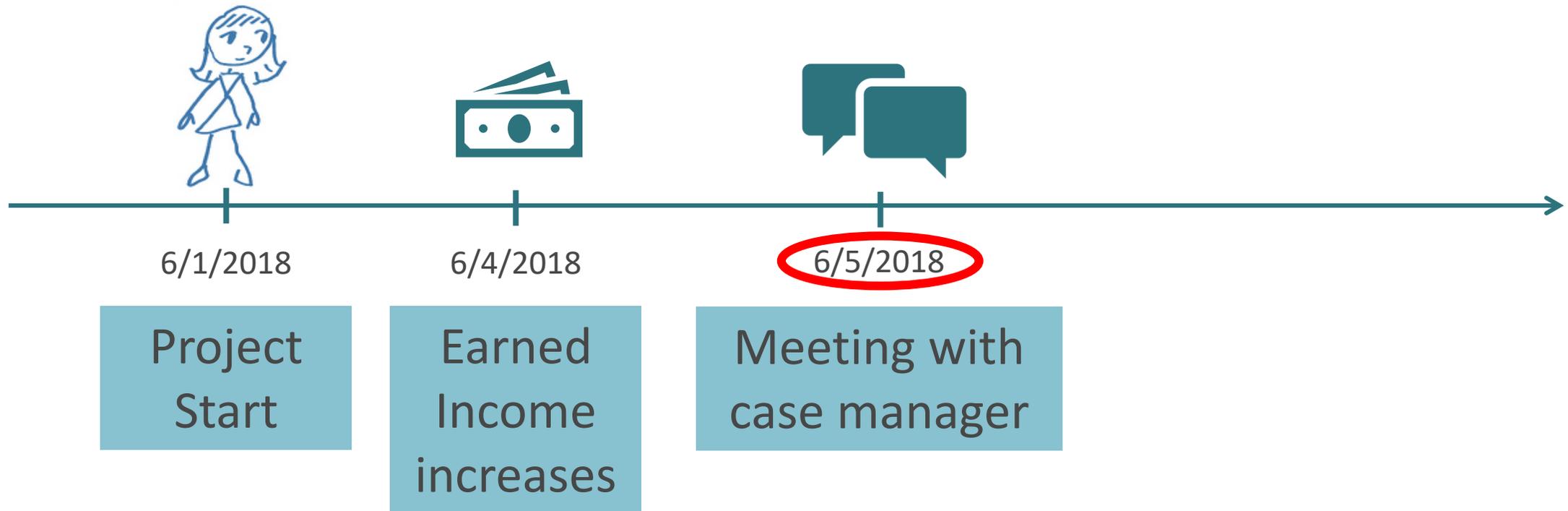
Who

All clients

Collection Notes

This is the only collection stage to record Housing Move-In dates.

Interim Update: What is the date of the Interim?

6/1/2018 — Project Start

6/4/2018 — Earned Income increases

6/5/2018 — Meeting with case manager
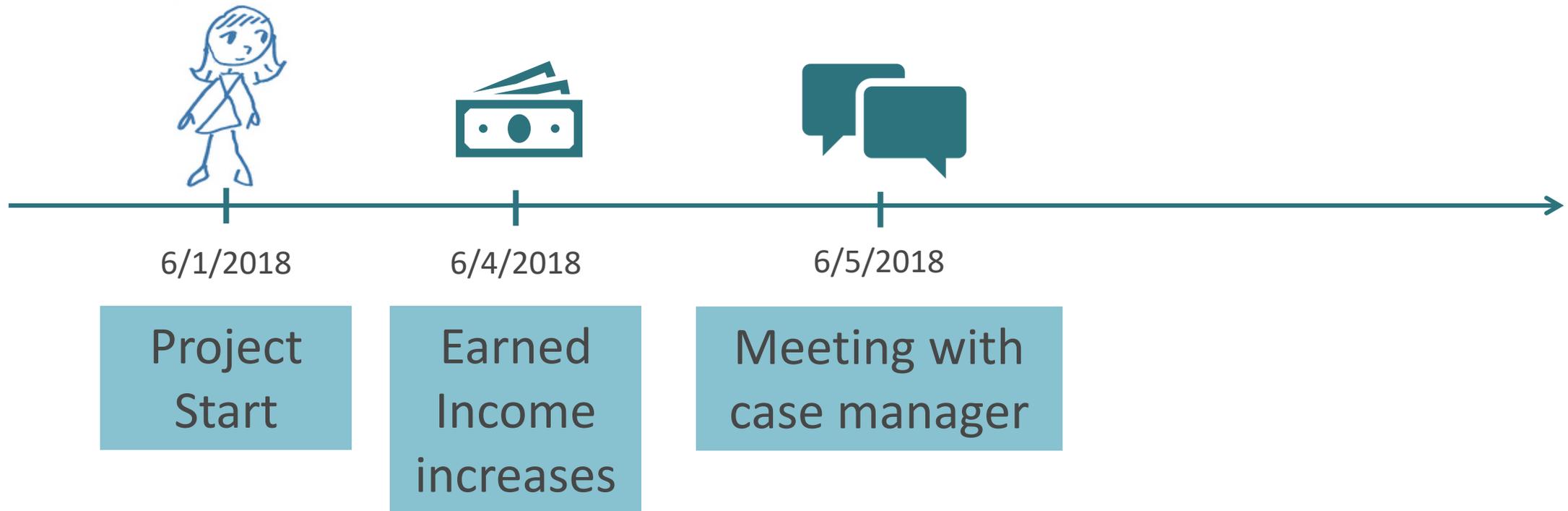
Interim Update: What is the date of the Interim?

Data Collection Stage: Interim Annual Assessments

What

When clients have been enrolled in a single project for 365+ days, the current context or any changes must be recorded here
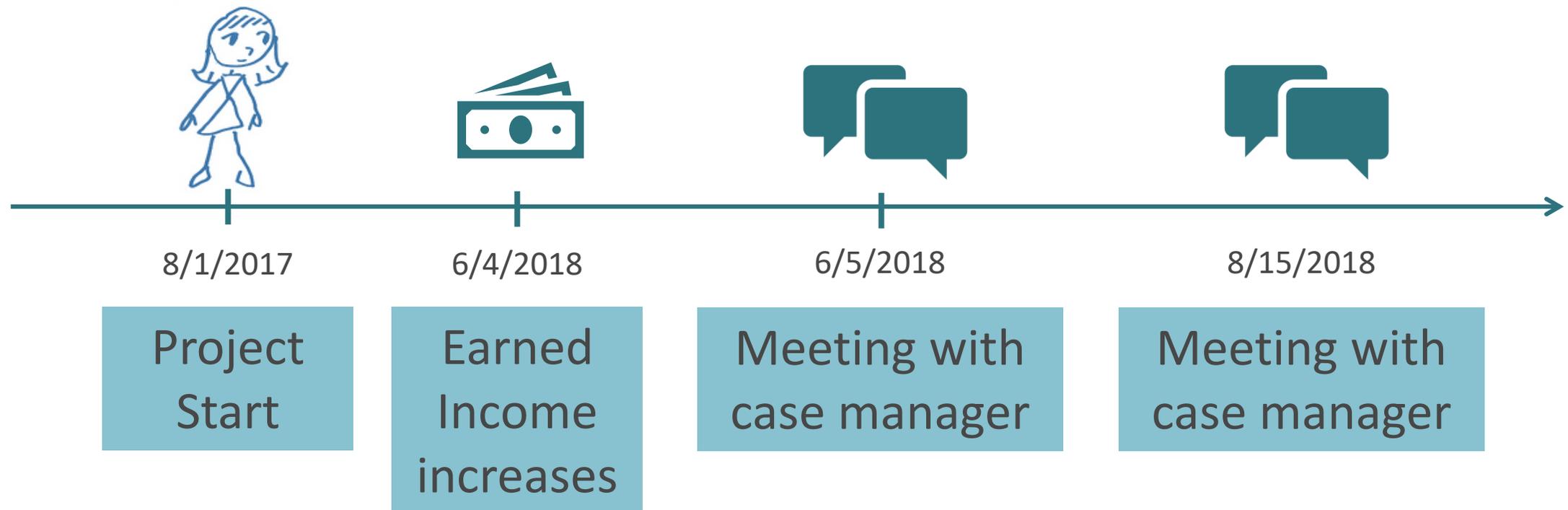
Who

All clients

Collection Notes

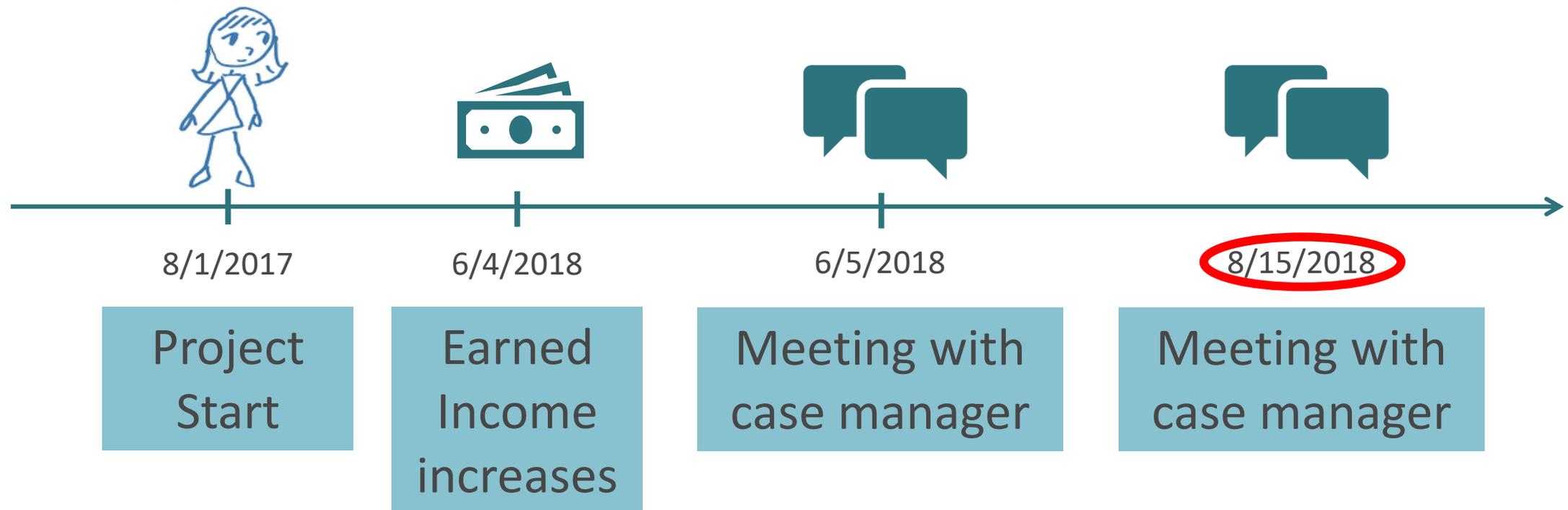Anniversary dates are drawn from the Head of Household's Project Start Dates

Annuals must be recorded (for all clients) 30 days before or 30 days after the Head of Household's Anniversary date
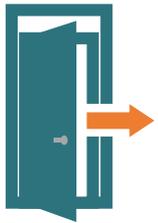
Interim Annual Assessment: What is the date of the Interim?

8/1/2017	6/4/2018	6/5/2018	8/15/2018
Project Start	Earned Income increases	Meeting with case manager	Meeting with case manager

Interim Annual Assessment: What is the date of the Interim?

8/1/2017	6/4/2018	6/5/2018	8/15/2018
Project Start	Earned Income increases	Meeting with case manager	Meeting with case manager

Data Collection Stage: Project Exit

What

When the last data elements are collected through an Exit Assessment (aka Exit Interview) to establish the client's basic context and destination

Who

All clients

Collection Notes

Data should reflect the client's status on the last day of their entry into a project

This final stage demonstrates the impact projects have had on clients since their Project Start
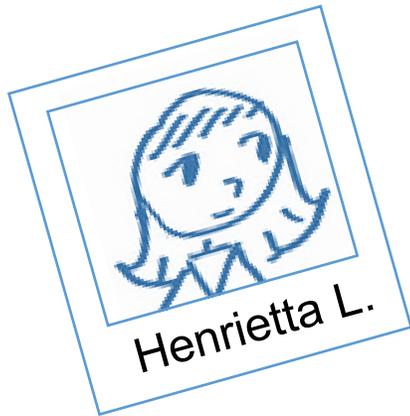
Project Exit Date

What

Determines the end of client participation in a project

A "snapshot" of the client on their last day

Contains the essential outcome element Destination and the last check on the client's context

Henrietta L.

Collection Notes

Different for each project type

Project Exit Date

Who

All clients

Data Collection Stage

On Exit Assessment

Project Exit Date

Collection Notes

| Project Type	When do I create an exit?
Street Outreach (SO)	Client enters another project or finds housing, finds another outreach project, is deceased, or outreach worker cannot find and client has no contacts for 90 days
Residential homeless (ES, TH)	When a client leaves the bed and does not return that night
Permanent Housing (RRH, PSH)	When services end and client is no longer official participant on caseload
All Other (SSO, HP)	When the last services delivered to client

Point in Time & Housing Inventory Count
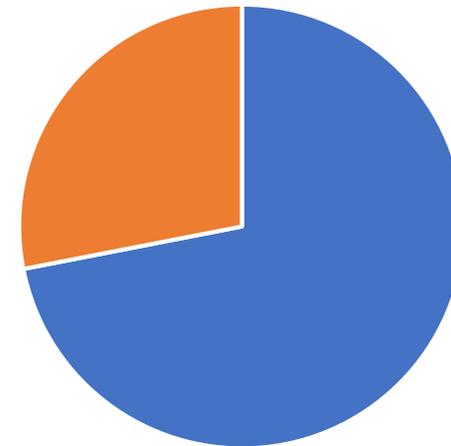
Reminders:

Once you've worked with Data Center staff to correct errors, we'll send you the link to submit Final Reports. Help us by confirming the data through this submission!

HMIS Sheltered
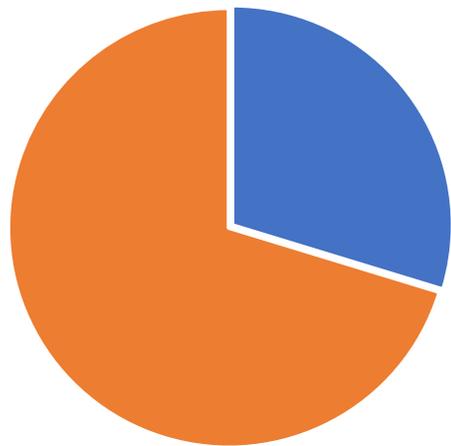
HMIS Permanent Housing

- Final
- In-progress

- Final
- In-progress

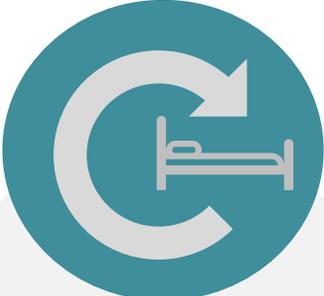# System Performance Measures

What do we know?

Can you name any of HUD's System Performance Measures?

System Performance Measures

1 Length of Time Homeless

2 Return to Homelessness

3 Number of Homeless

4 Increase in Income

5 First Time Homeless

7 Exits and Retention of PH
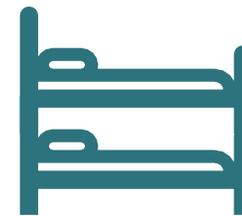
Length of Time Homeless (LOTH)

What is LOTH?
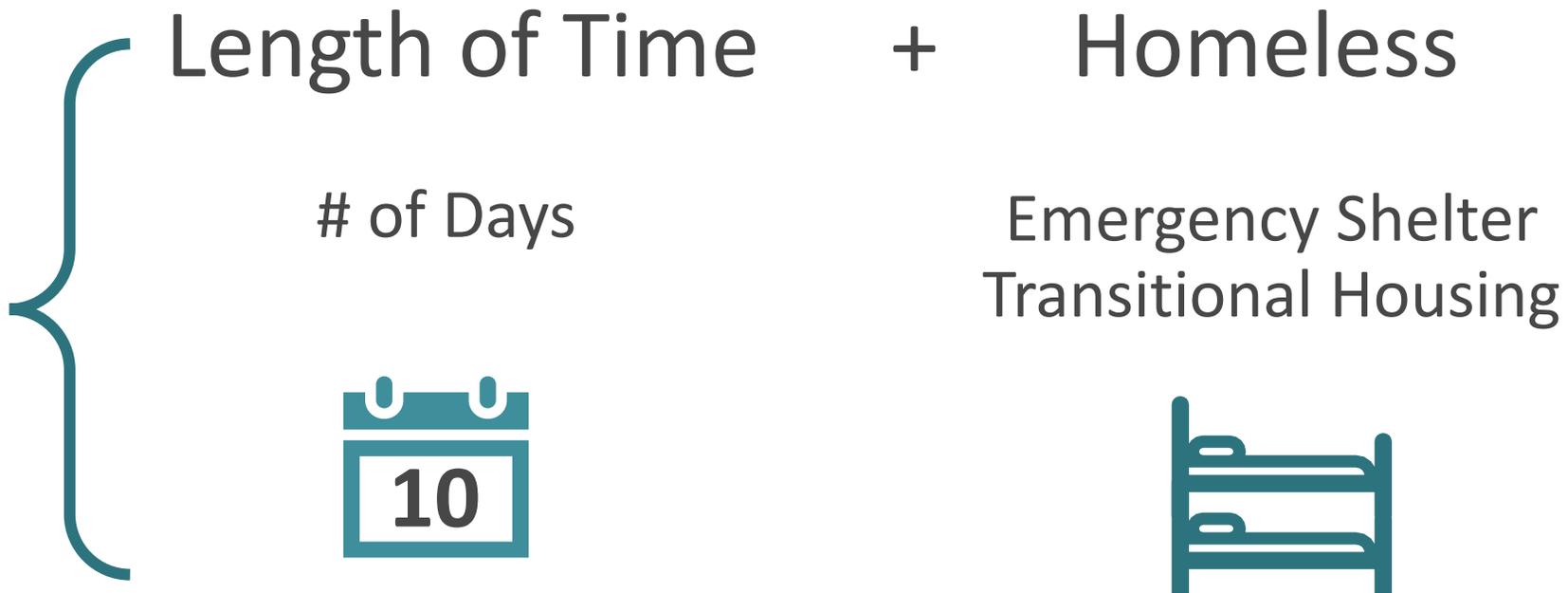
Length of Time   +   Homeless

of Days

Emergency Shelter
Transitional Housing

10

Length of Time Homeless (LOTH)

What is LOTH?

Clients in 1 year period, AND looking back 1 year before the exit

Length of Time   +   **Homeless**

# of Days

Emergency Shelter
Transitional Housing

10

Length of Time Homeless (LOTH)

All days in Shelter or Transitional Housing are counted during:

the lookback year   &   the report year
(based on client exit date)   (10/1/2017 – 9/30/2018)

Length of Time Homeless (LOTH)

All days in Shelter or Transitional Housing are counted during:

the lookback year   &   the report year

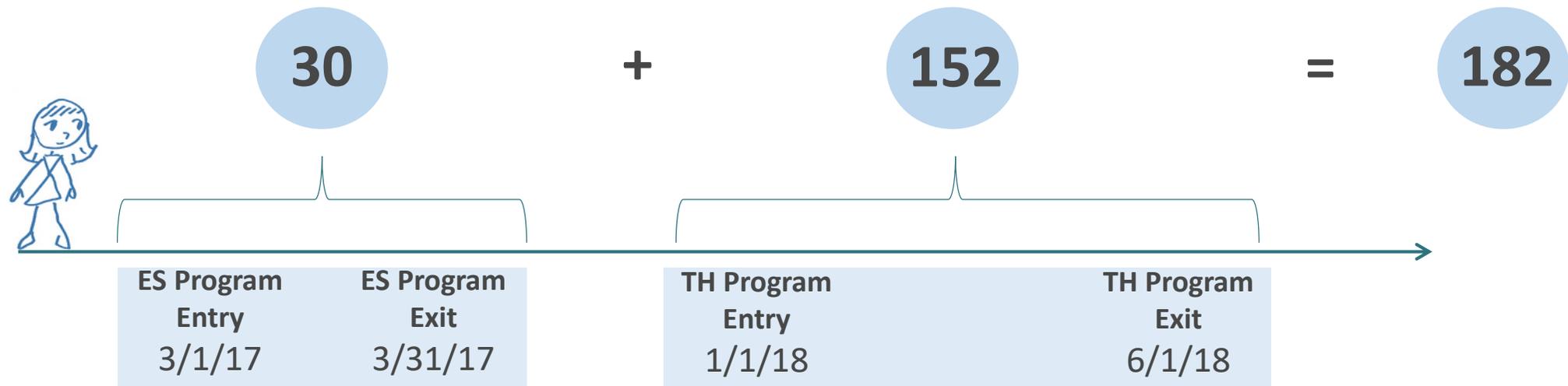(based on client exit date)   (10/1/2017 – 9/30/2018)

30   **+**   **152**   **=**   **182**

ES Program Entry	ES Program Exit	TH Program Entry	TH Program Exit
3/1/17	3/31/17	1/1/18	6/1/18

Length of Time Homeless (LOTH)

If a client stayed in Shelter or Transitional Housing before or after the lookback year (based on client exit date) and the report year (10/1/2017 – 9/30/2018), those days are not counted.

Length of Time Homeless (LOTH)

If a client stayed in Shelter or Transitional Housing before or after the lookback year (based on client exit date) and the report year (10/1/2017 – 9/30/2018), those days are not counted.

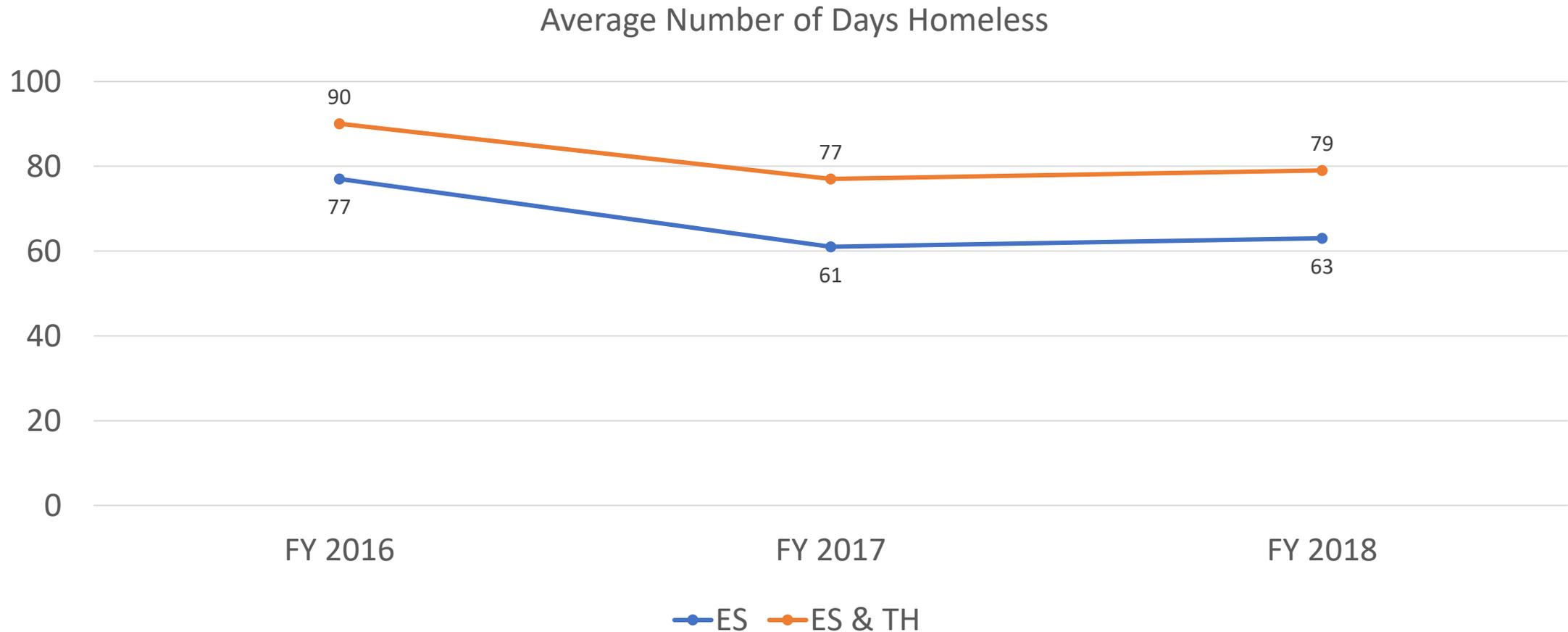| ES Program Entry	ES Program Exit			TH Program Entry	TH Program Exit
1/1/17	1/31/17			11/1/17	2/28/18

30 + 119 = 119

Length of Time Homeless (LOTH) Measure 1a

Average Number of Days Homeless

Length of Time Homeless (LOTH) Measure 1b

What about experiences of homelessness not captured by HMIS?

✓Clients answer Approximate Date Homelessness Started

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.

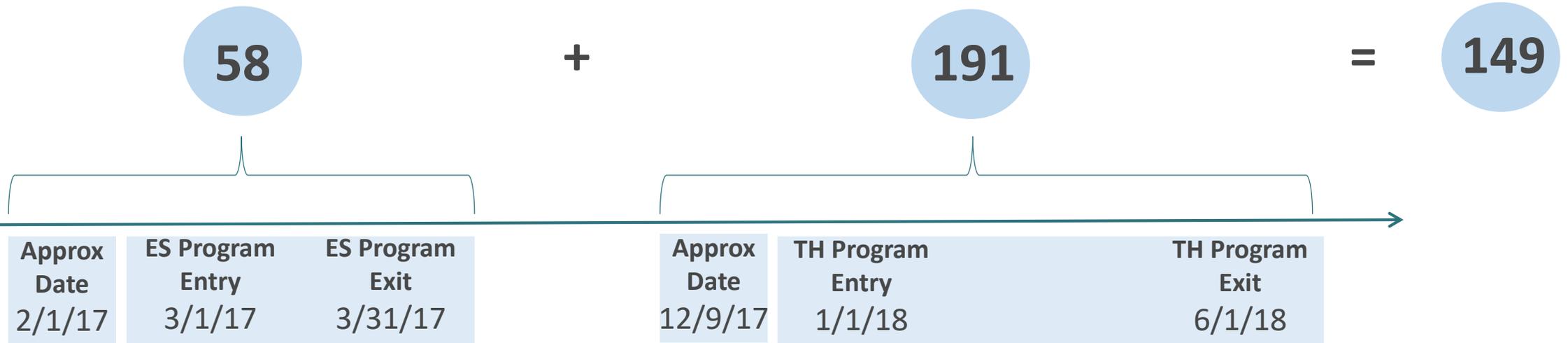*Questions must be asked exactly as they are presented below.*

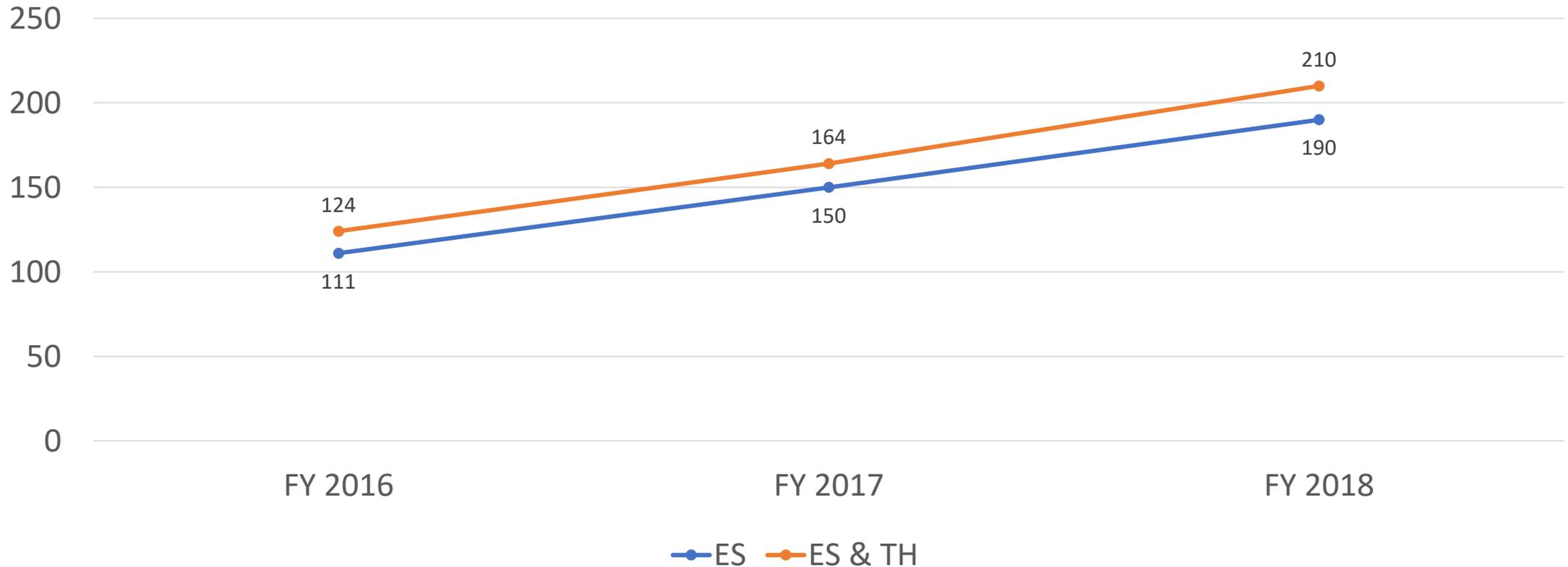| Prior Living Situation (Immediately Prior to Entry) | Rental by client, no ongoing housing subsidy (HUD) ▼ G |
| Length of Stay in Previous Place | One year or longer (HUD) ▼ G |
| Approximate date homelessness started: | 07 / 19 / 2017 🗓️🔄🗓️ G |

Length of Time Homeless (LOTH) Measure 1b

What about experiences of homelessness not captured by HMIS?

✓Clients answer Approximate Date Homelessness Started

58 + 191 = 149

Approx Date	ES Program Entry	ES Program Exit
2/1/17	3/1/17	3/31/17

Approx Date	TH Program Entry	TH Program Exit
12/9/17	1/1/18	6/1/18

Length of Time Homeless (LOTH) Measure 1b

Average Number of Days Homeless

What's the difference between Average and Median?
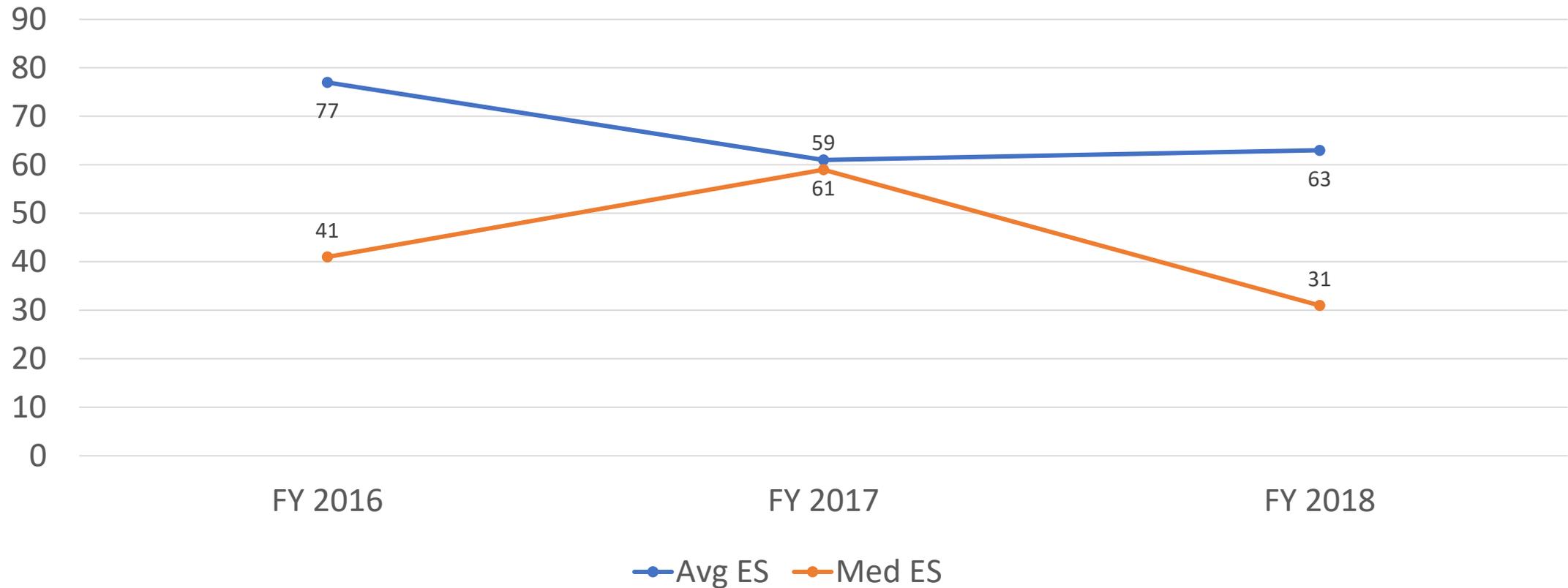
10 10 20 30 80

Average = 30 days

Adding 10, 10, 20, 30 and 80 and then dividing by five equals 30 days

Median = 20 days

50% of clients stayed less than 20 days and 50% stayed more than 20 days and

Length of Time Homeless (LOTH) Measure 1a

Average & Median Number of Days Homeless
Emergency Shelter Only

Length of Time Homeless (LOTH) Measure 1a

Average & Median Number of Days Homeless
Emergency Shelters & Transitional Housing

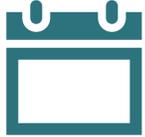|	FY 2016	FY 2017	FY 2018
Avg ES & TH	90	77	79
Med ES & TH	47	63	35

Avg ES & TH · Med ES & TH
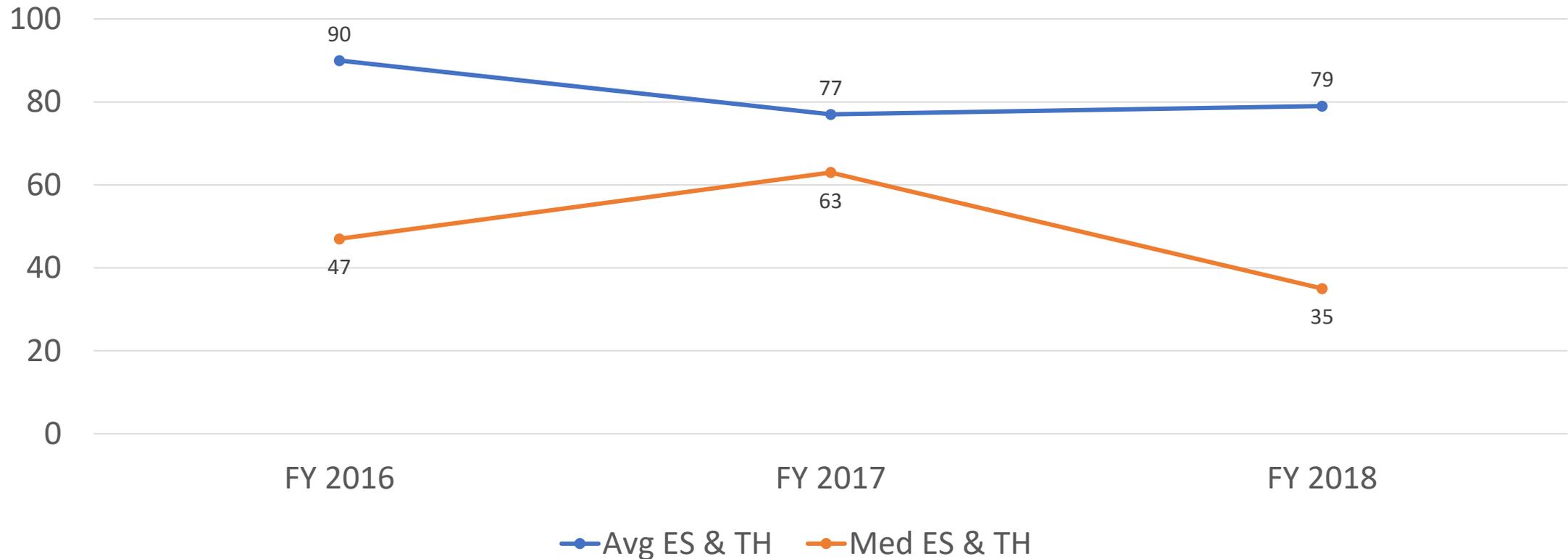
Length of Time Homeless Outliers

How can you find really long stayers from your report?

- To correct Data Quality Errors
- To case conference about clients getting "stuck" in system

1 Run the 0700 or 0700.b in the ART Gallery Reports

2 Review Tab – B Detail for individual client entry/exit data

📅 What's Next?

What's Next Calendar

Due	Report/Event Name
January 30th	BoS Point in Time (PIT) Count
March 1st	PIT and HIC Reports in ART Inbox
March 22nd	**PIT and HIC Reports Submission Deadline**
April 18th	April BoS HMIS Users Meeting
April 30st	HUD PIT Count and Housing Inventory Count (HIC) deadline
May 16th	May BoS HMIS Users Meeting
May 31st	HUD System Performance Measures (SPM) deadline

ncceh.org/hmis
access local support for Balance of State, Durham, & Orange CoCs

919.410.6997 or **hmis@ncceh.org**
helpdesk for local support

NC COALITION to end **HOMELESSNESS**