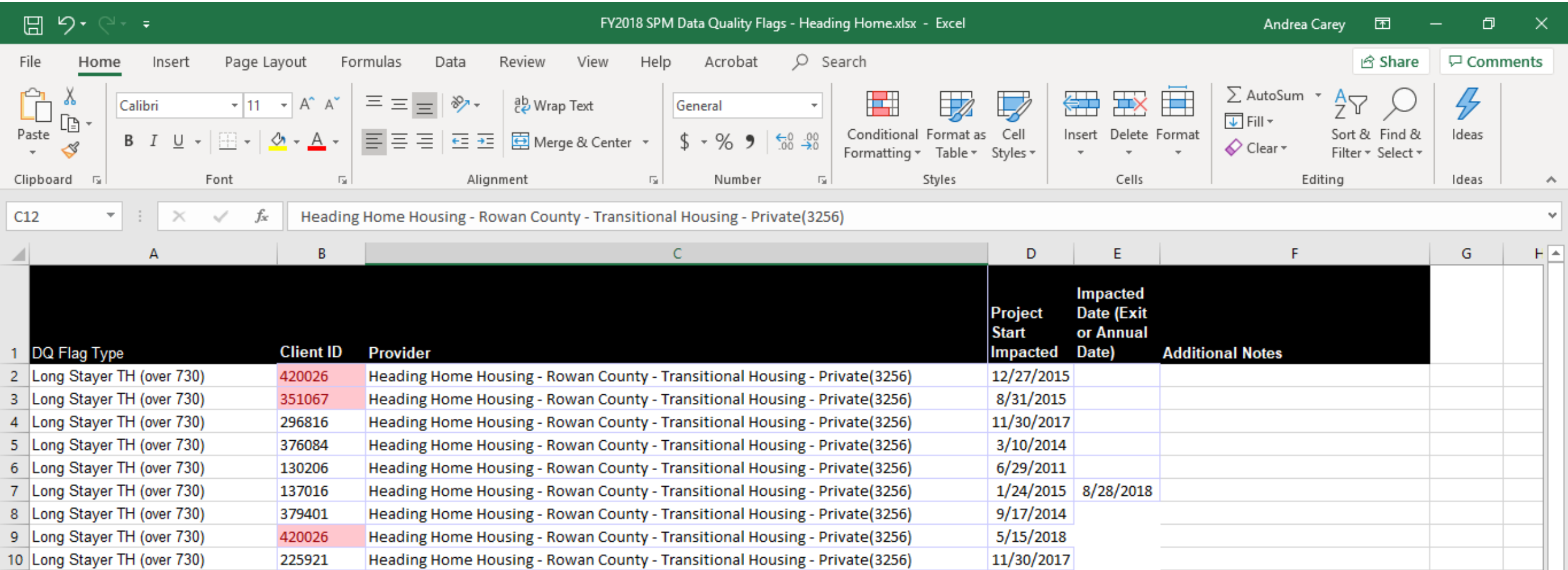
NC Balance of State HMIS Users Meeting

May 2019

NC COALITION to end HOMELESSNESS

Pre-Meeting Quick Tip:

Use Conditional Formatting in Excel to compare lists of Client IDs!



	A	B	C	D	E	F	G
1	DQ Flag Type	Client ID	Provider	Project Start Impacted	Impacted Date (Exit or Annual Date)	Additional Notes	
2	Long Stayer TH (over 730)	420026	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	12/27/2015			
3	Long Stayer TH (over 730)	351067	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	8/31/2015			
4	Long Stayer TH (over 730)	296816	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	11/30/2017			
5	Long Stayer TH (over 730)	376084	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	3/10/2014			
6	Long Stayer TH (over 730)	130206	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	6/29/2011			
7	Long Stayer TH (over 730)	137016	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	1/24/2015	8/28/2018		
8	Long Stayer TH (over 730)	379401	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	9/17/2014			
9	Long Stayer TH (over 730)	420026	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	5/15/2018			
10	Long Stayer TH (over 730)	225921	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	11/30/2017			

NC Balance of State HMIS Users Meeting

May 2019

NC COALITION to end HOMELESSNESS

Agenda

System Updates

HMIS@NCCEH Launch

Forgot Password

What's this mean?

Point in Time / Housing Inventory Count submitted!

- Process feedback

System Performance Measures

- DQ Lessons

How can we help?

Spotlight on HMIS Guides

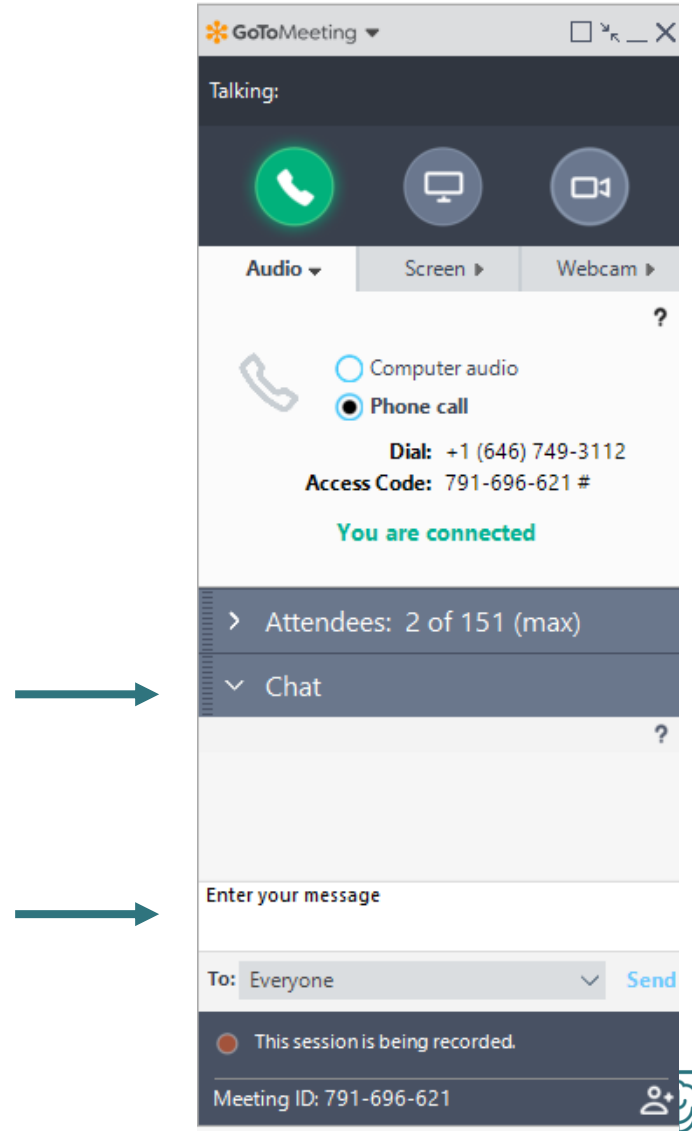
What's Next

Welcome

Reminders

Your line is muted. We will unmute the line during Q&A pauses.

The chat box is available



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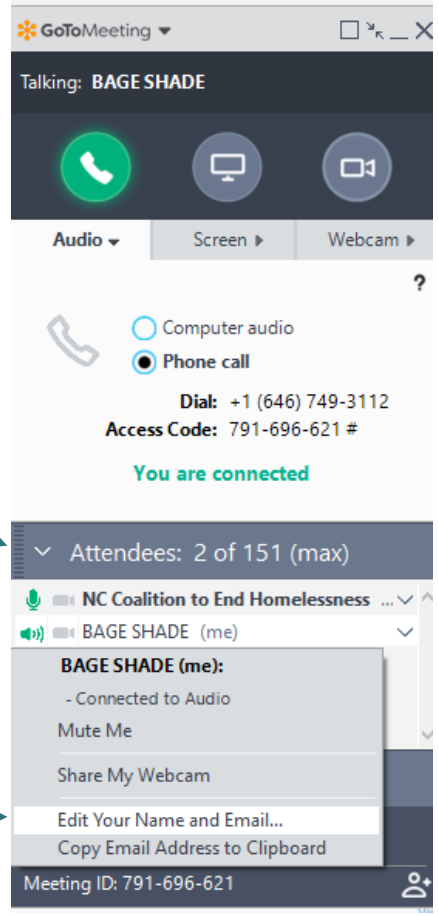
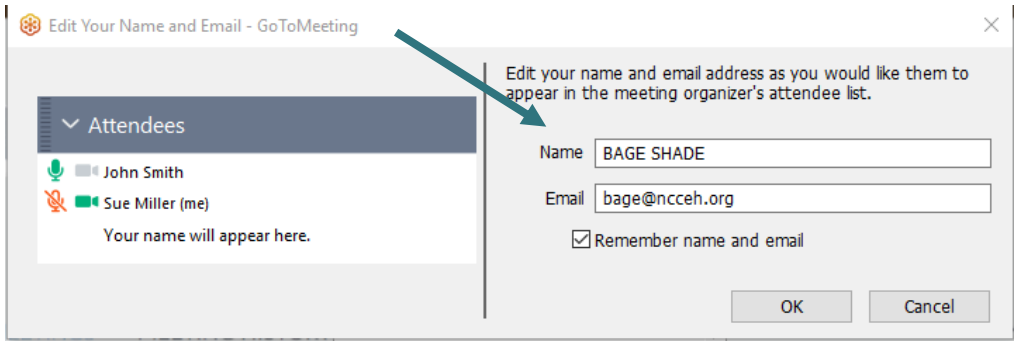
Make sure you're counted!

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

1. Click Attendees
2. Click on (me)
3. Click Edit your Name and Email…



4



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System Updates

HMIS@NCCEH Launch, Forgot Password

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.

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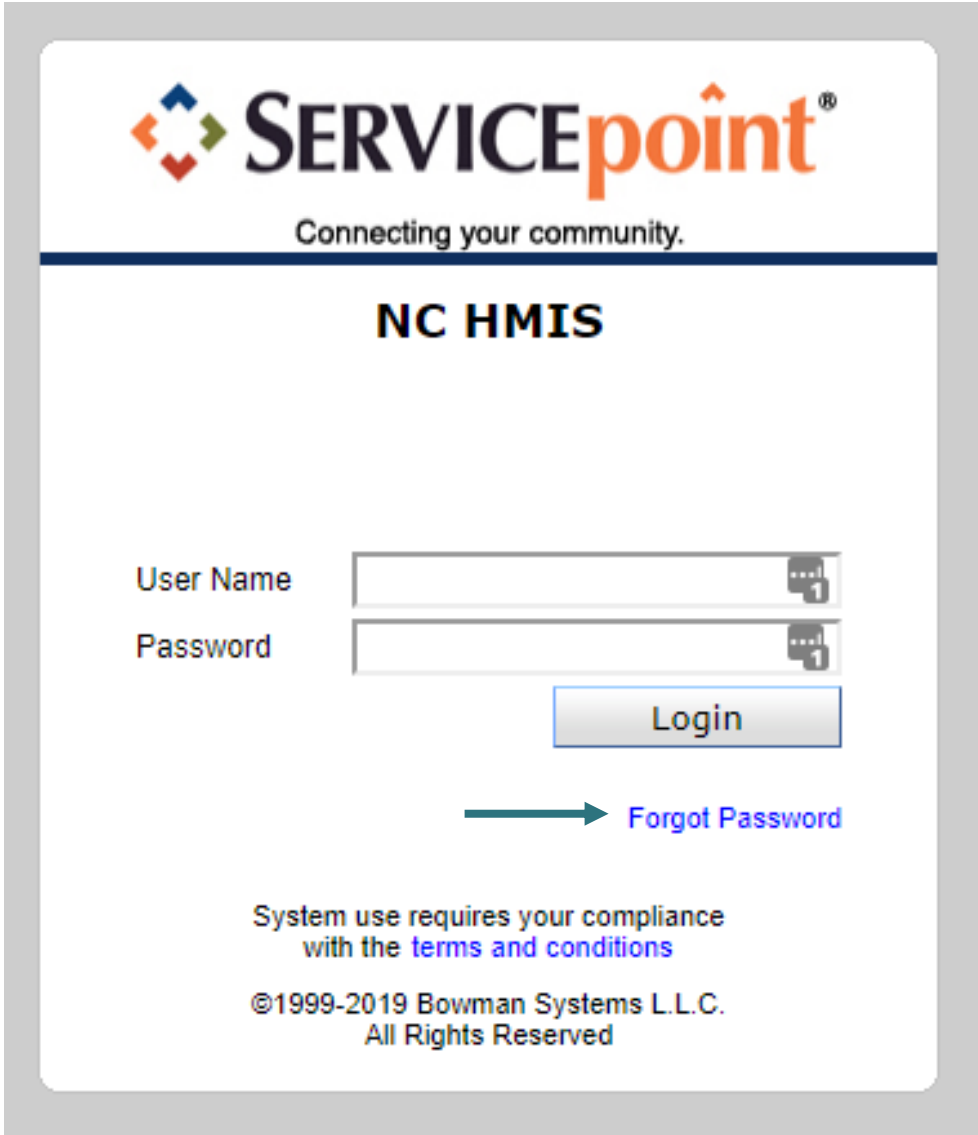
New Feature

Forgot Password

You can reset your own password now from the login screen:

nchmis.servicept.com



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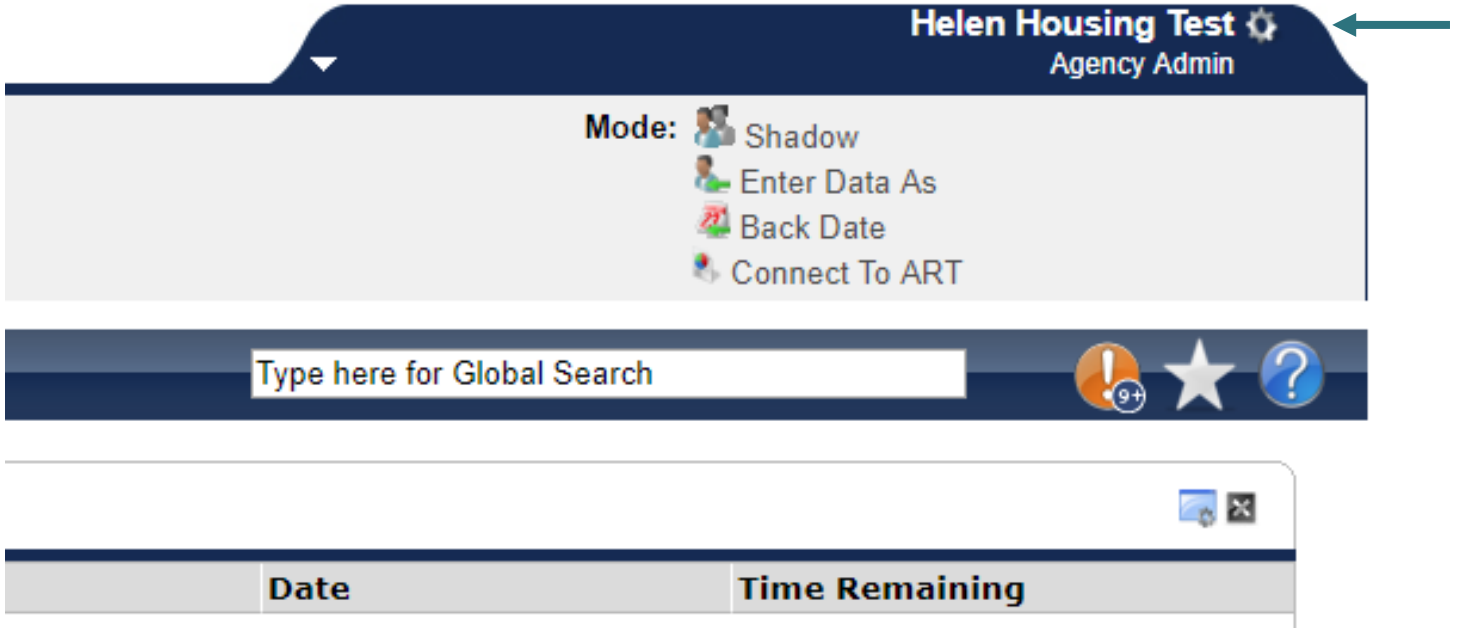
New Feature

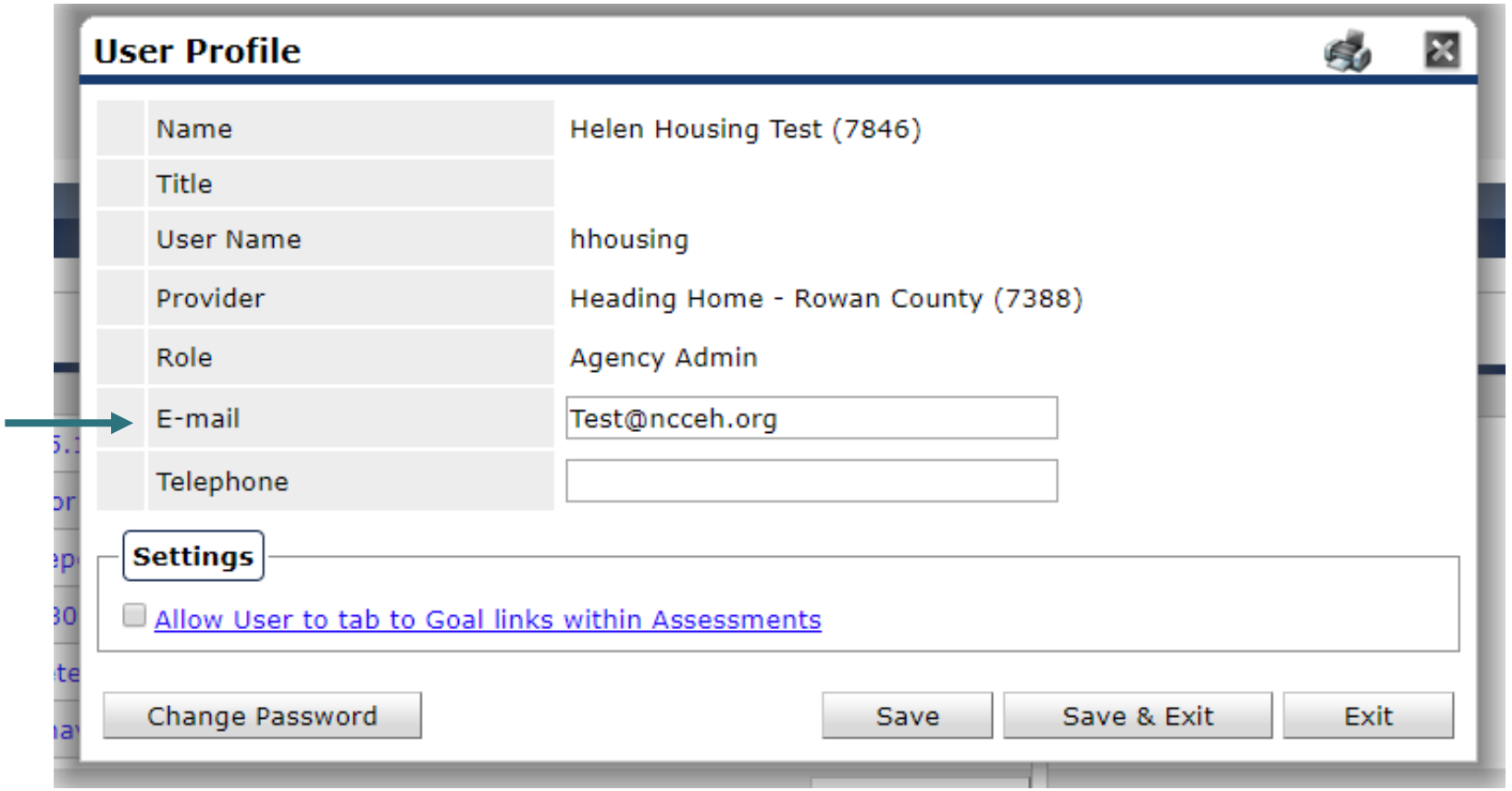
Confirm this feature will work!
Find your HMIS Profile



New Feature:

Confirm your email address where reset passwords can be sent

Also complete a direct phone number if possible



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What's this mean?

Point in Time

2019 Point in Time Count

First Look!

Submissions from all CoCs in the nation will be reviewed by HUD.

This initial report will be made final once we receive the “all clear” from HUD

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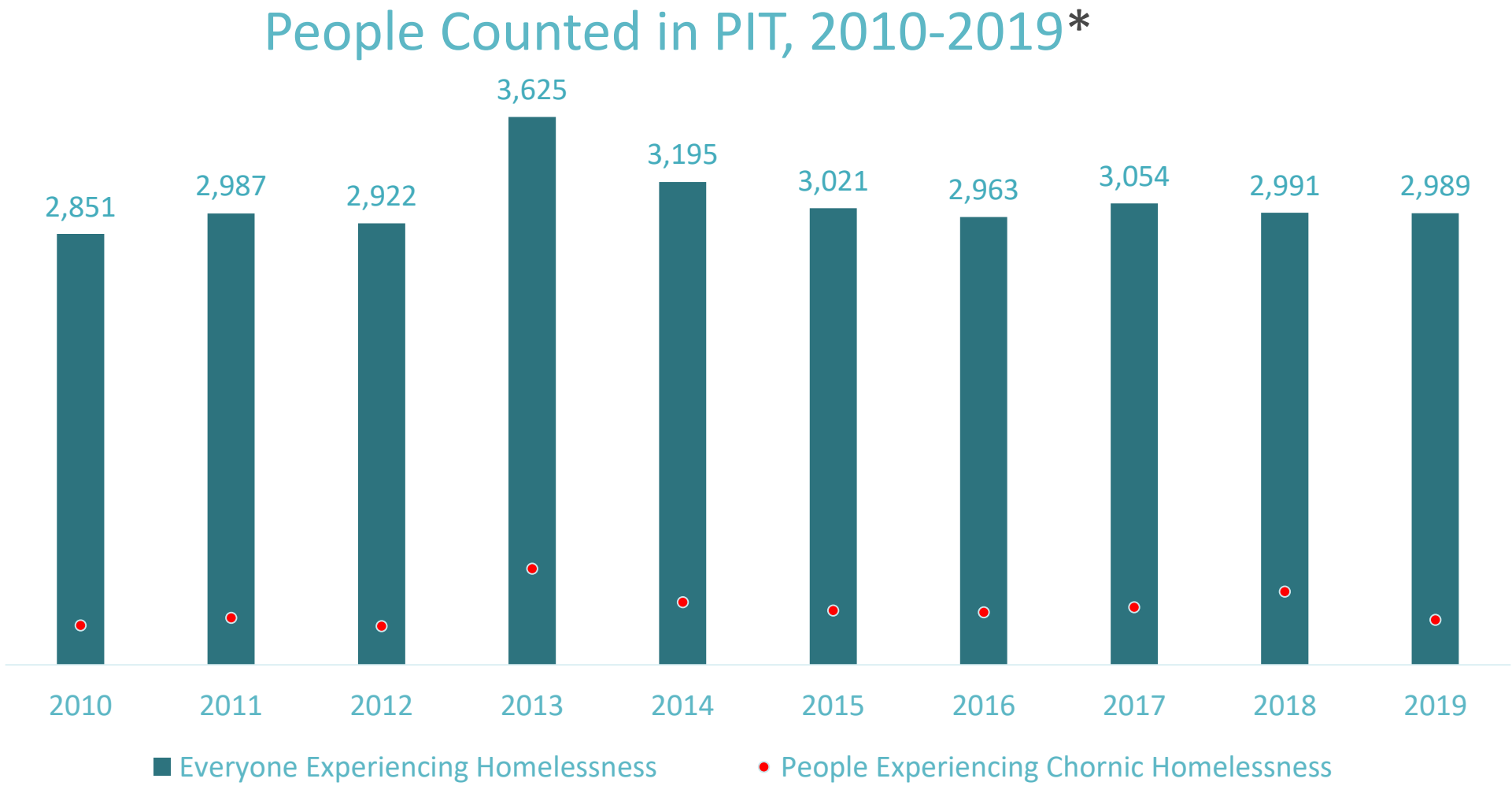
What does one day tell us?



*Preliminary data

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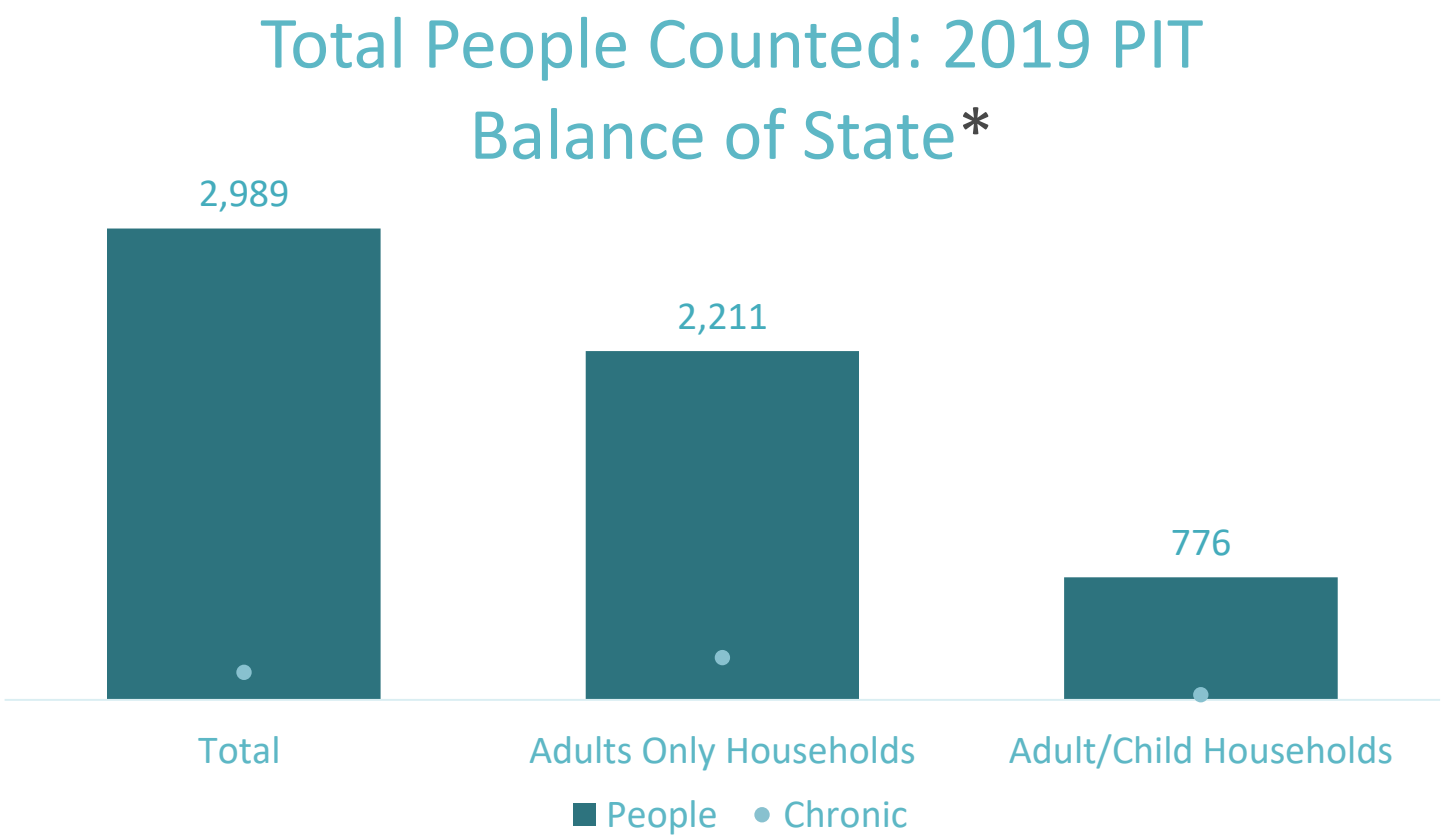
2019 Point in Time Count



*Additionally, 2 children were counted in “child-only households”

*Preliminary data

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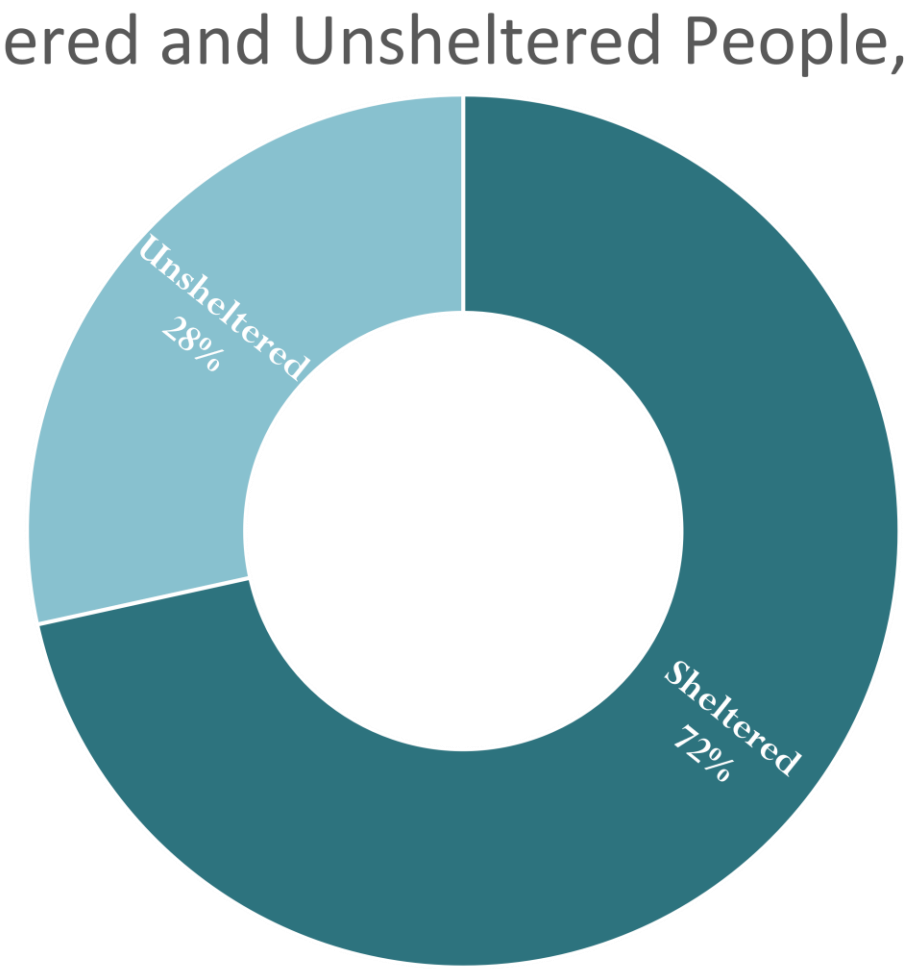
Location of People Experiencing Homelessness



*Preliminary data

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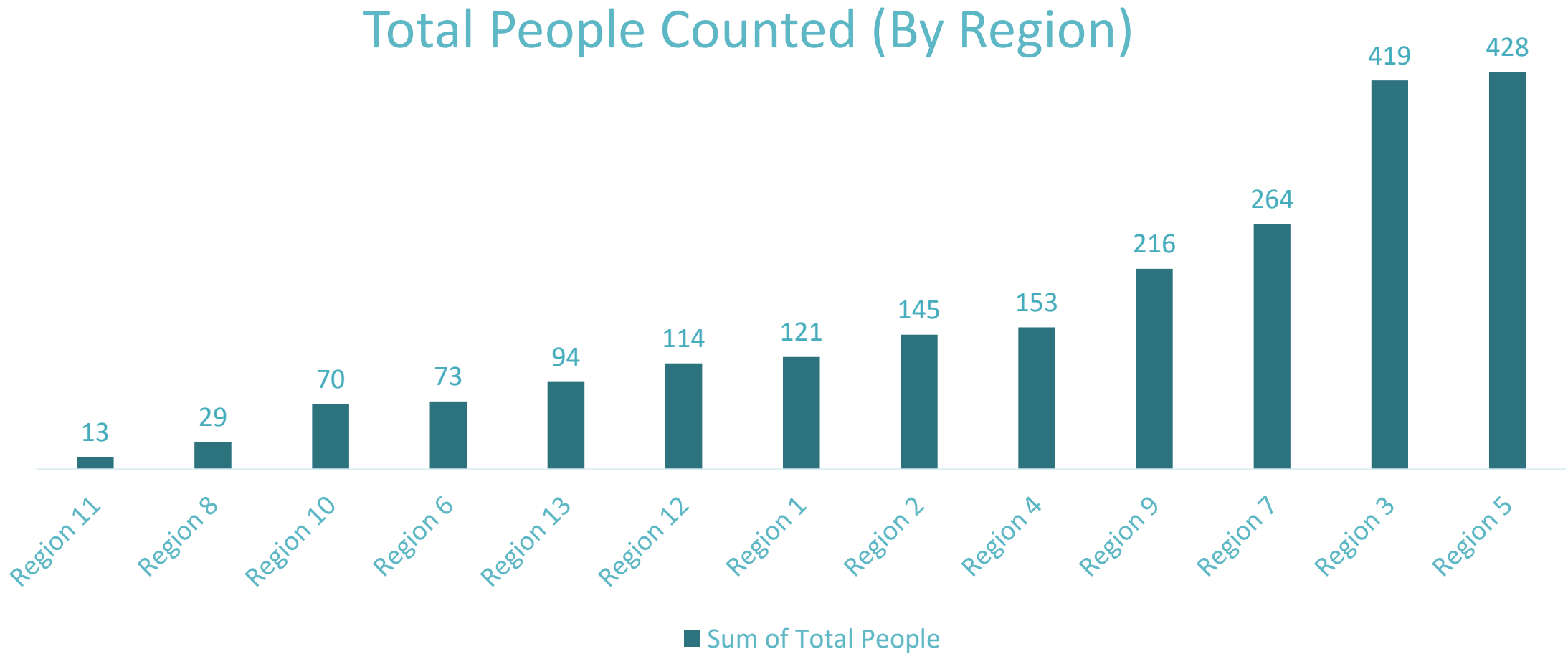
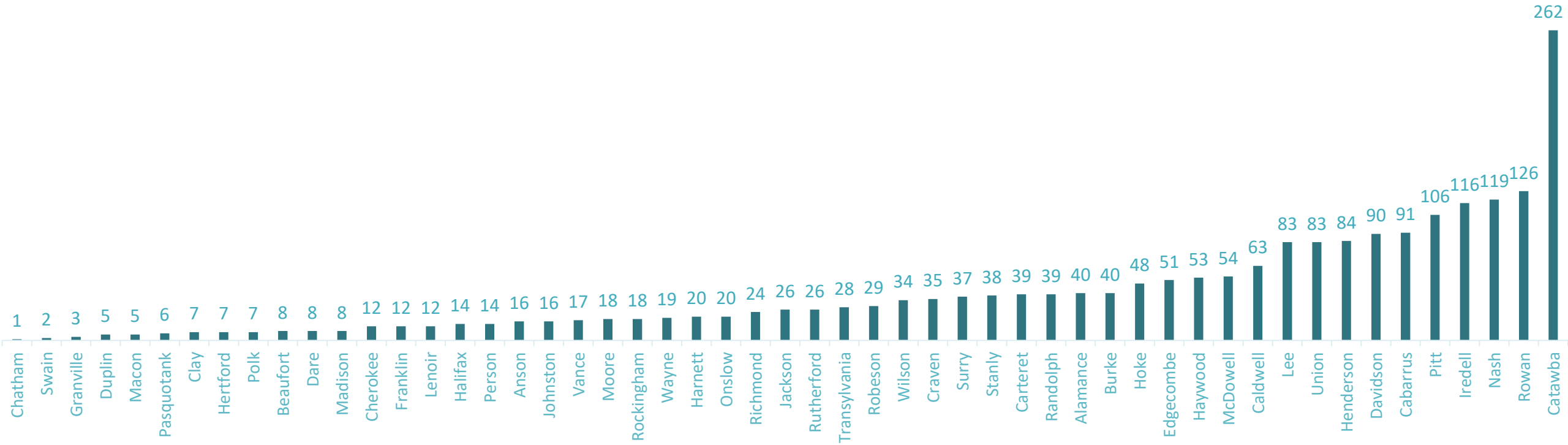
PIT Across Balance of State



*Preliminary data

PIT Across Balance of State

Total People Counted (By County)



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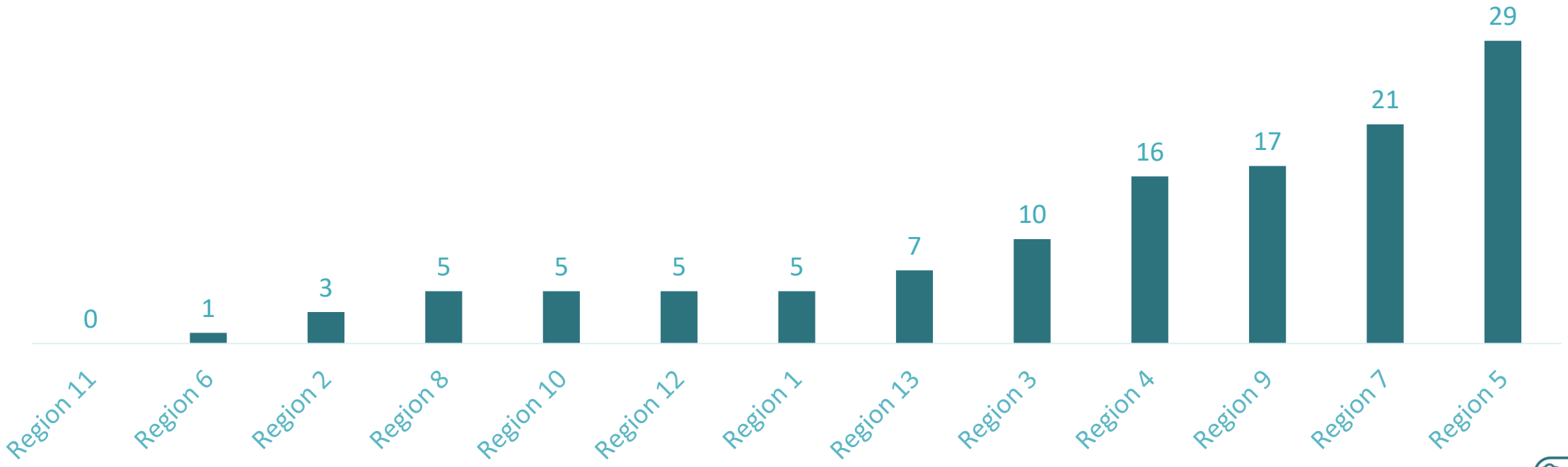
*Preliminary data

PIT Across Balance of State: Sub-populations

Veterans (By Region)



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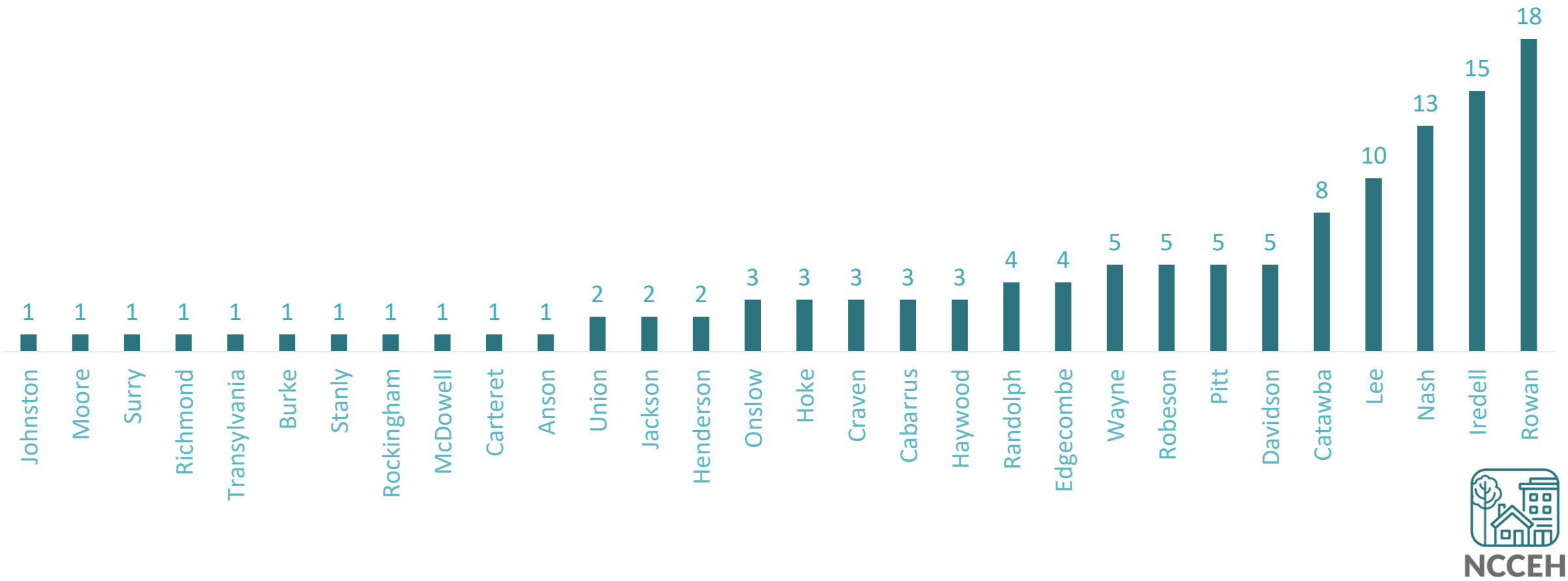
*Preliminary data

PIT Across Balance of State: Sub-populations



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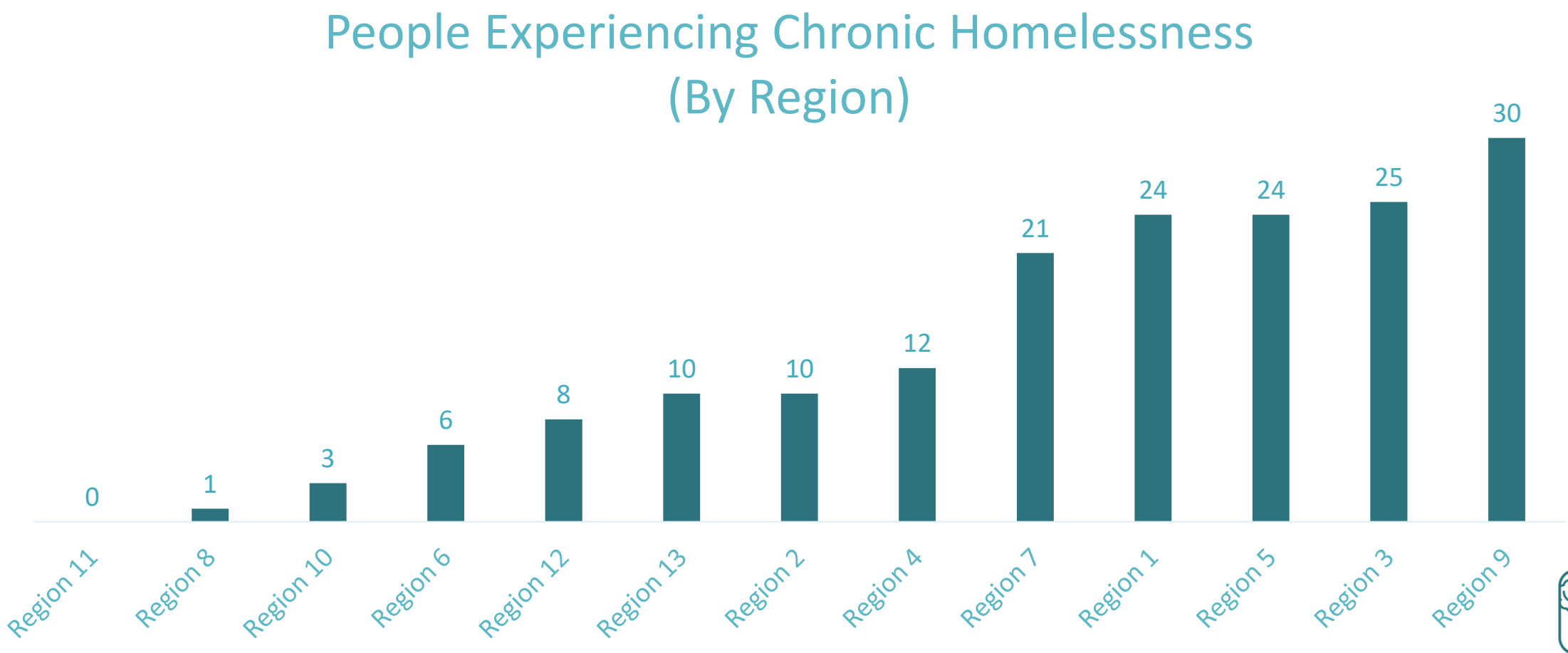
*Preliminary data

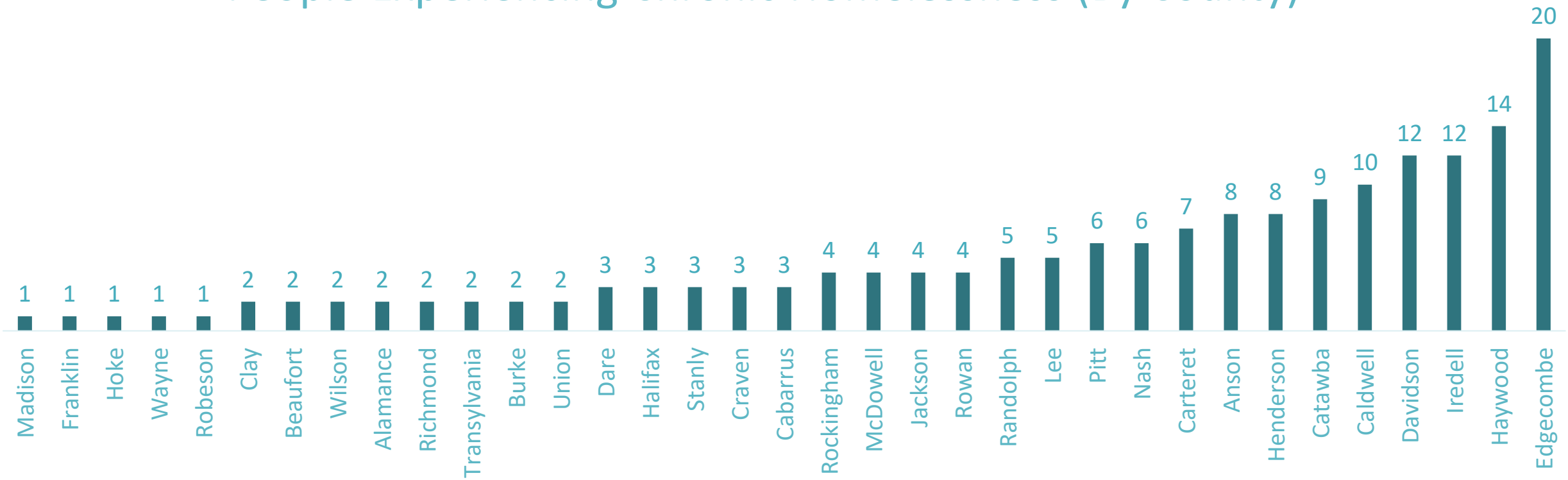
PIT Across Balance of State: Sub-populations



*Preliminary data

PIT Across Balance of State: Sub-populations

People Experiencing Chronic Homelessness (By County)



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*Preliminary data

Reminder: Submission steps

Feedback: How did this work for you?

1. Find your reports
   - ✓ Either the 0629 HIC or 0630 Sheltered Unsheltered PIT report
   - ✓ NCCEH 2019 Housing Inventory Count Verification

2. Review your reports
3. Make corrections
   - ✓ Ask Data Center for help!
   - ✓ Tell the Data Center when corrections are done

4. Submit accurate reports

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System Performance Measures

The Basics

NC Balance of State CoC-wide outcomes for Federal Fiscal Year 2018 + 2 year lookback period

10/01/2015 – 09/30/2018

Includes Street Outreach, Emergency Shelter, Transitional Housing, Rapid Re-Housing, and Permanent Supportive Housing programs on HMIS

We still need your help to confirm or correct Data Quality Flags!

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SPM Data Quality - Takeaways

- Big Wins!
  - Fewer Exit Destinations for “Safe Haven” and “Other”
  - Fewer Overlaps between shelters
  - Fewer Annual Assessments outside of 30 day +/- window

- Room for Improvement
  - Inaccurate Entry Type or Entry Level (Agency level)
  - Client Location accuracy
  - Missing Data Elements like Exit Destination and Date of Engagement

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Room for Improvement: Inaccurate Entries

Inaccurate Entry Type is determined by your funding source

Funding Source		Entry Type
HUD	→	HUD
Private or local government	→	HUD
VA	→	VA

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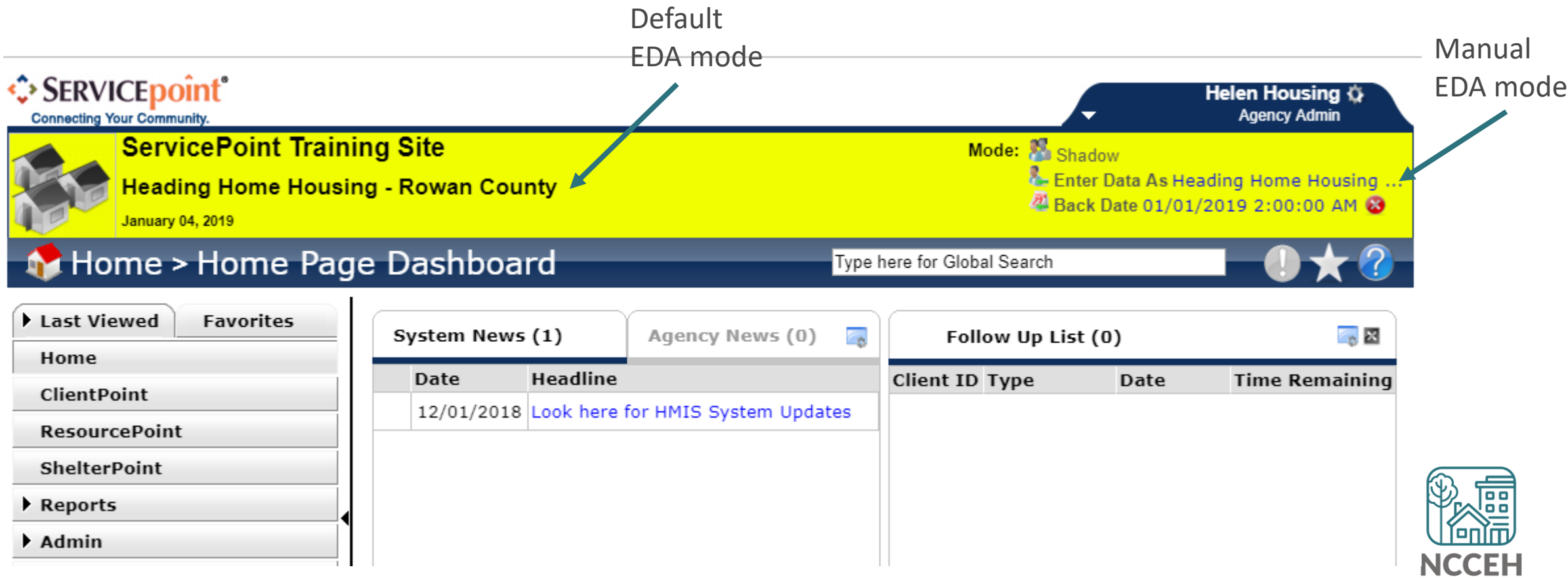
Room for Improvement: Inaccurate Entries

Inaccurate Entry Level is a sign that Enter Data As mode was not correct



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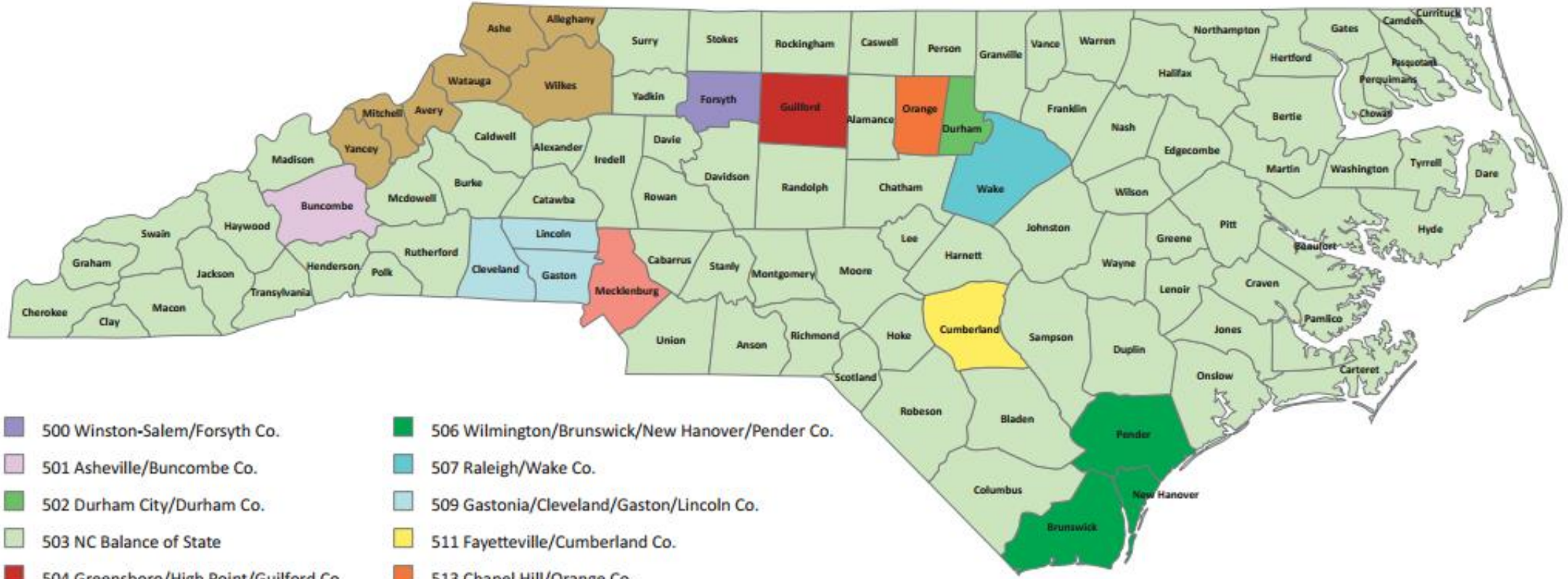
Room for Improvement: Client Location

For Heads of Households: Which CoC are they located in?



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Room for Improvement: Client Location

When would a client not be in our CoC, but still being served by our agencies/system?

- Found housing in a different CoC
- Found a job in a different CoC

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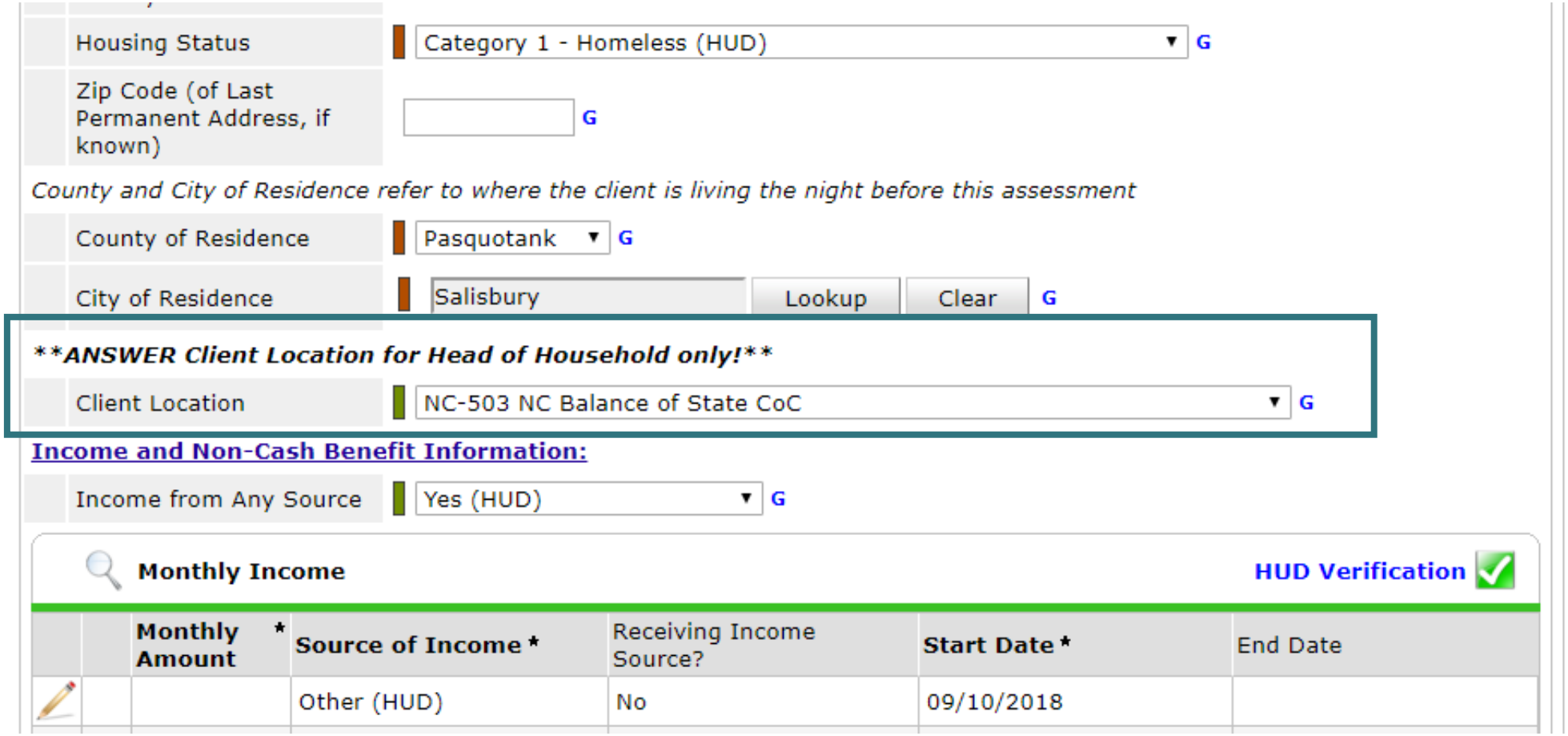
Room for Improvement: Client Location

Scroll down to find Client Location at Entry Assessment



Housing Status	Category 1 - Homeless (HUD) G
Zip Code (of Last Permanent Address, if known)	G

County and City of Residence refer to where the client is living the night before this assessment

County of Residence	Pasquotank G
City of Residence	Salisbury Lookup Clear G

ANSWER Client Location for Head of Household only!

Client Location	NC-503 NC Balance of State CoC G

Income and Non-Cash Benefit Information:

Income from Any Source	Yes (HUD) G

Monthly Income HUD Verification

		Monthly Amount *	Source of Income *	Receiving Income Source?	Start Date *	End Date
			Other (HUD)	No	09/10/2018	

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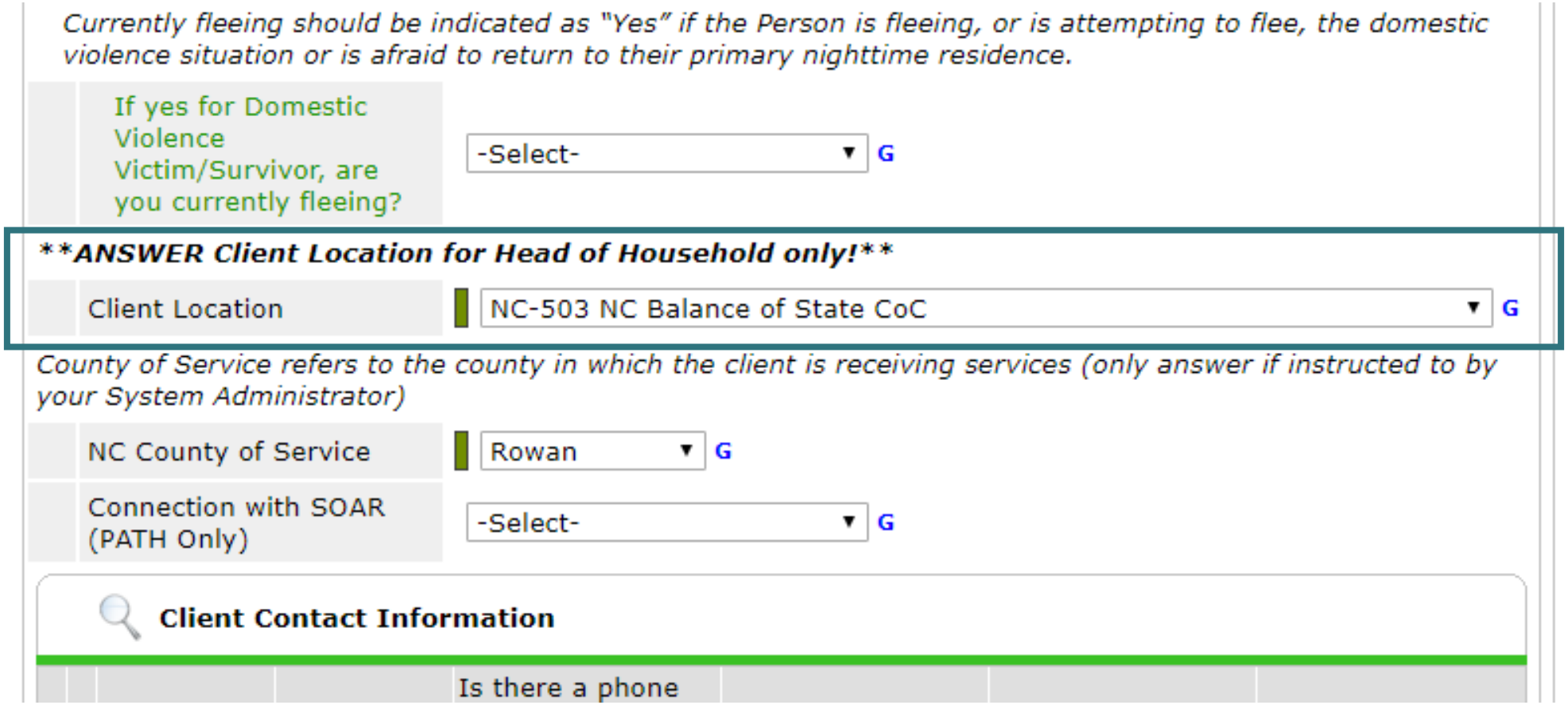
Room for Improvement: Client Location

Scroll down to find Client Location at Interims (Update or Annuals)



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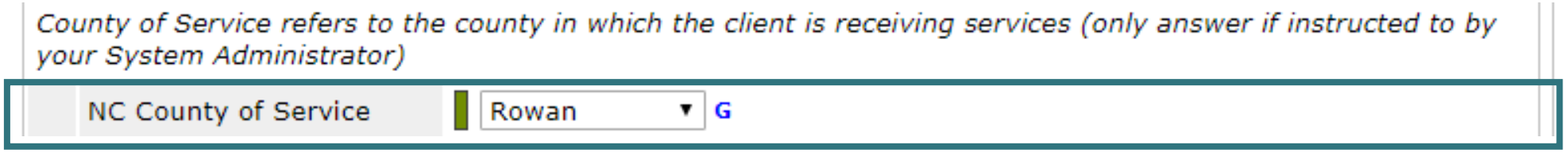
Don’t forget NC County of Service!

What

The County in which a client receives your project’s services

Collection Notes

The location of shelter, housing or supportive services indicates the County of Service at any given time



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Room for Improvement: Missing Data

Data Collection methods

Which paper forms are used? (if not entering data directly)

Make sure to collect all required data elements based off of NC HMIS forms on hmislearningcenter.org

Who is trained to collect data?

Sometimes staff speaking to clients have not received training from their Agency Admin (or NCCEH) – make sure they know what to collect and why

Where does data collection take place?

Consider how the physical location of client interviews and corresponding forms impacts your ability to ask the right questions

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How can we help?

Spotlight on HMIS Guides

Go to **ncceh.org/hmis/trainings** for Additional Resources:

Don’t forget your Data Collection Stages guide for workflow help!

Not sure how to show a client has left permanent housing but still a client? Check out the Housing Move-In Date guide.

Prep for this year’s reports with the SPM Data Correction guide.

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What's Next

What's Next Calendar

Due	Report/Event Name
May 16th	May NC BoS CoC HMIS Users Meeting
May 21st-22nd	Bringing It Home - State Conference
May 31st	HUD System Performance Measures (SPM) deadline
June 20th	June NC BoS CoC HMIS Users Meeting

NCCEH

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

919.410.6997 or hmis@ncceh.org
helpdesk for local support

NC COALITION to end HOMELESSNESS