

# Durham HMIS Users Meeting

May 2019



**NC COALITION** to  
**HOMELESSNESS** end

# Pre-Meeting Quick Tip:

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

The screenshot shows the Microsoft Excel interface for a file named "FY2018 SPM Data Quality Flags - Heading Home.xlsx". The ribbon is set to "Home", and the "Conditional Formatting" dropdown menu is open. The "Duplicate Values..." option is highlighted. The spreadsheet data is as follows:

	A	B	C	F	G	H
1	DQ Flag Type	Client ID	Provider			
2	Long Stayer TH (over 730)	420026	Heading Home Housing - Rowan County - Transitional Housing - Priv			
3	Long Stayer TH (over 730)	351067	Heading Home Housing - Rowan County - Transitional Housing - Priv			
4	Long Stayer TH (over 730)	296816	Heading Home Housing - Rowan County - Transitional Housing - Priv			
5	Long Stayer TH (over 730)	376084	Heading Home Housing - Rowan County - Transitional Housing - Priv			
6	Long Stayer TH (over 730)	130206	Heading Home Housing - Rowan County - Transitional Housing - Priv			
7	Long Stayer TH (over 730)	137016	Heading Home Housing - Rowan County - Transitional Housing - Priv			
8	Long Stayer TH (over 730)	379401	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	9/17/20		
9	Long Stayer TH (over 730)	420026	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	5/15/20		
10	Long Stayer TH (over 730)	225921	Heading Home Housing - Rowan County - Transitional Housing - Private(3256)	11/30/2017		

# Pre-Meeting Quick Tip:

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

The screenshot shows the Microsoft Excel interface with the 'Home' ribbon selected. The 'Conditional Formatting' group is active, showing options like 'Conditional Formatting', 'Format as Table', and 'Cell Styles'. The spreadsheet data is as follows:

	A	B	C	D	E	F	G	H
	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				

# 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**



# 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.



# New Feature

## Forgot Password

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

[nchmis.servicept.com](http://nchmis.servicept.com)

**SERVICEpoint**<sup>®</sup>  
Connecting your community.

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**NC HMIS**

User Name

Password

Login

→ [Forgot Password](#)

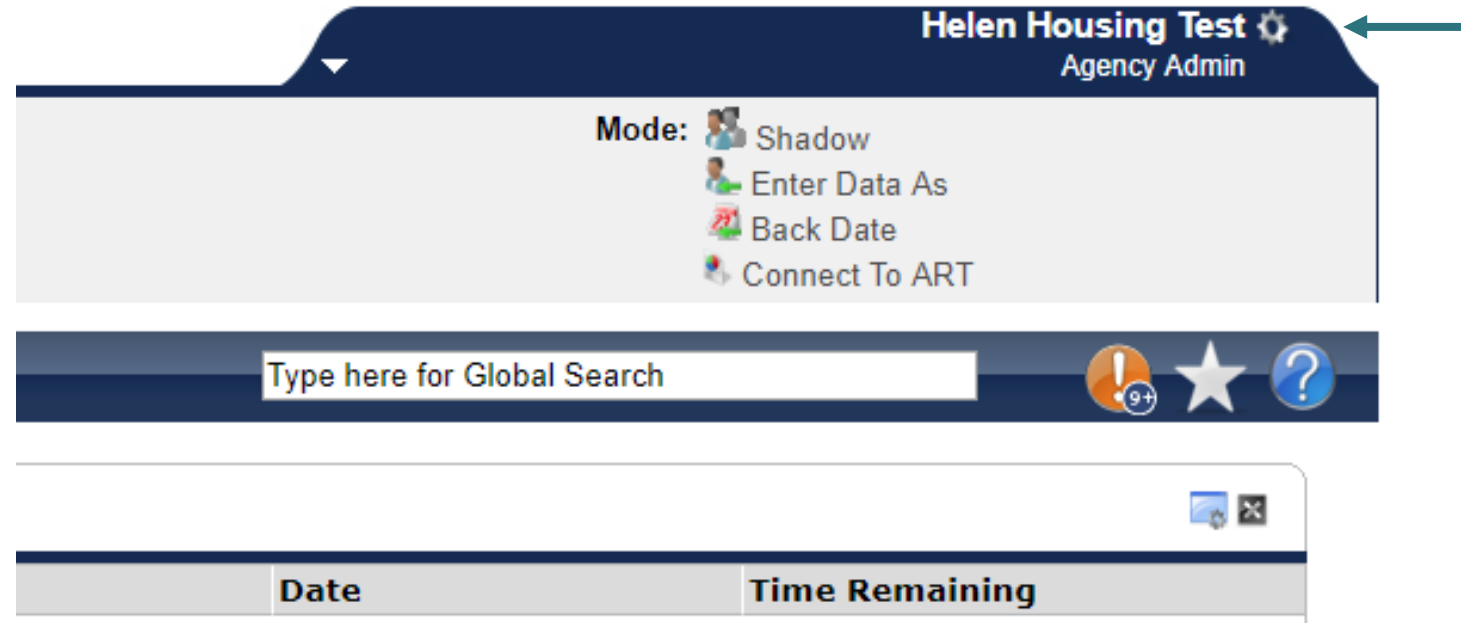
System use requires your compliance with the [terms and conditions](#)

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All Rights Reserved



# New Feature

Confirm this feature  
will work!  
Find your HMIS Profile

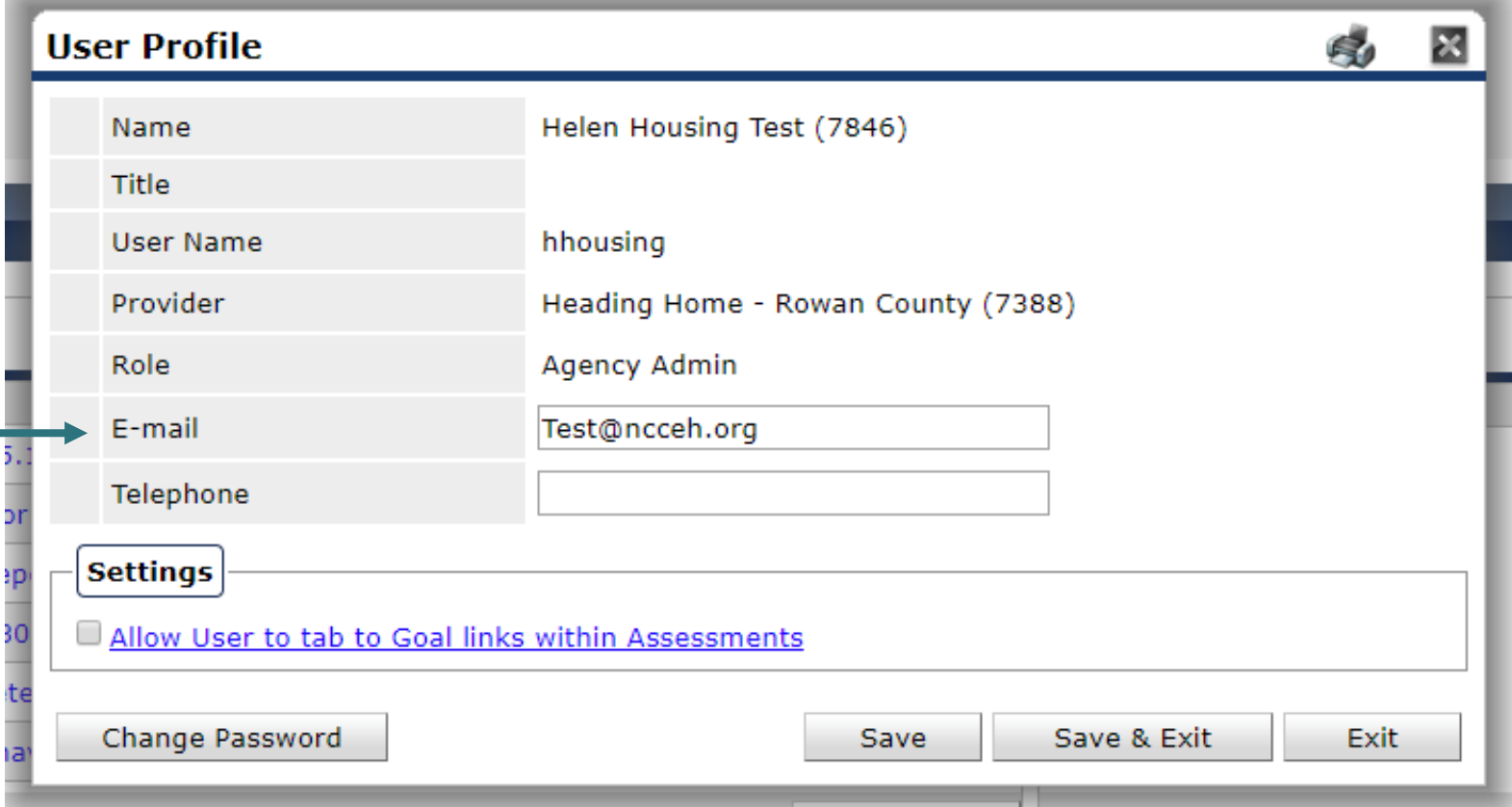




# New Feature:

Confirm your email address where reset passwords can be sent

Also complete a direct phone number if possible



User Profile	
Name	Helen Housing Test (7846)
Title	
User Name	hhousing
Provider	Heading Home - Rowan County (7388)
Role	Agency Admin
E-mail	<input type="text" value="Test@ncceh.org"/>
Telephone	<input type="text"/>

**Settings**

[Allow User to tab to Goal links within Assessments](#)



# HUD Says: Exit Destination versus Referral

## AAQ 137732:

Destination collection instructions in the [HMIS Manual](#) on page 48 are "Record where the client is expected to stay after they complete or stop participating in project activities. For residential projects that expect a client to move out upon exit, record where the client is expected to move immediately after leaving."

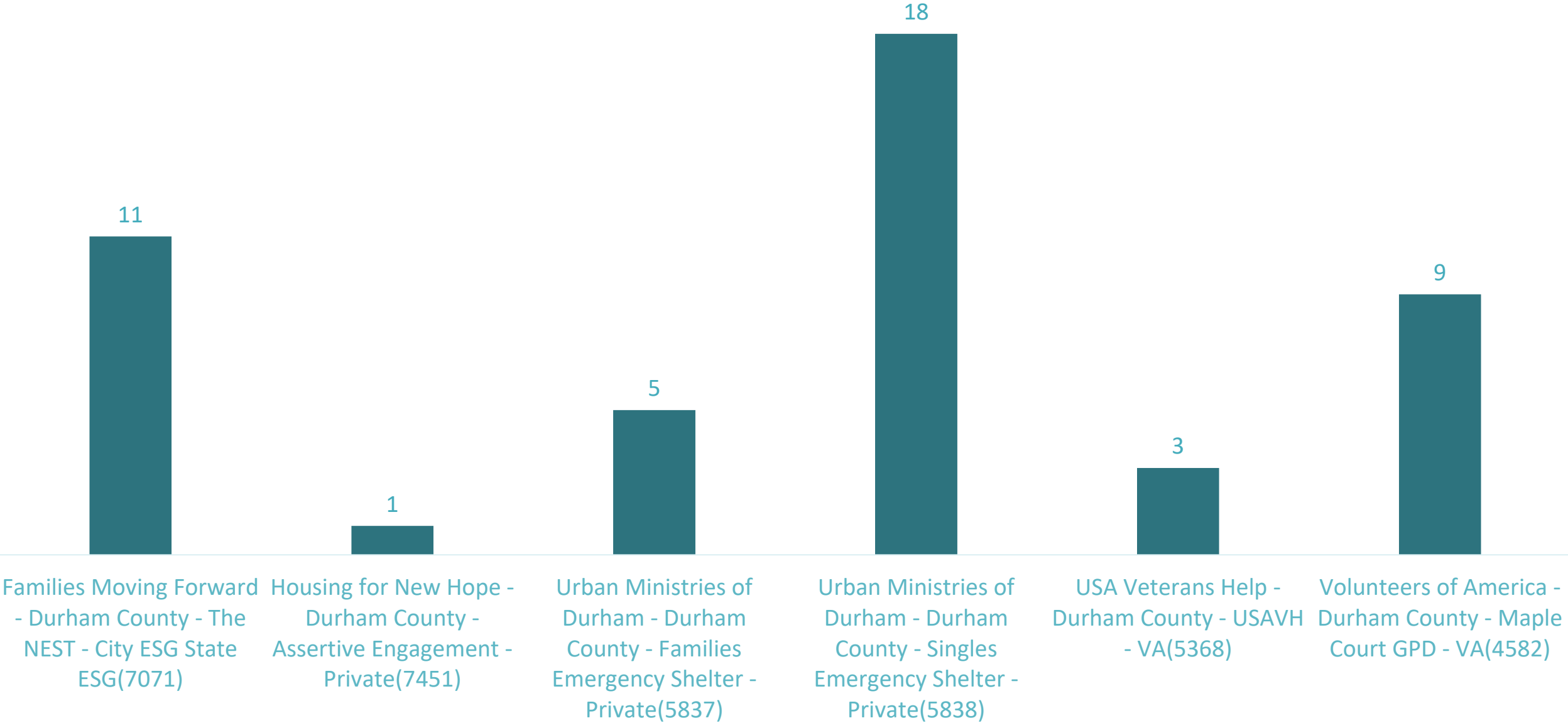
A referral to another project is not the destination in and of itself.



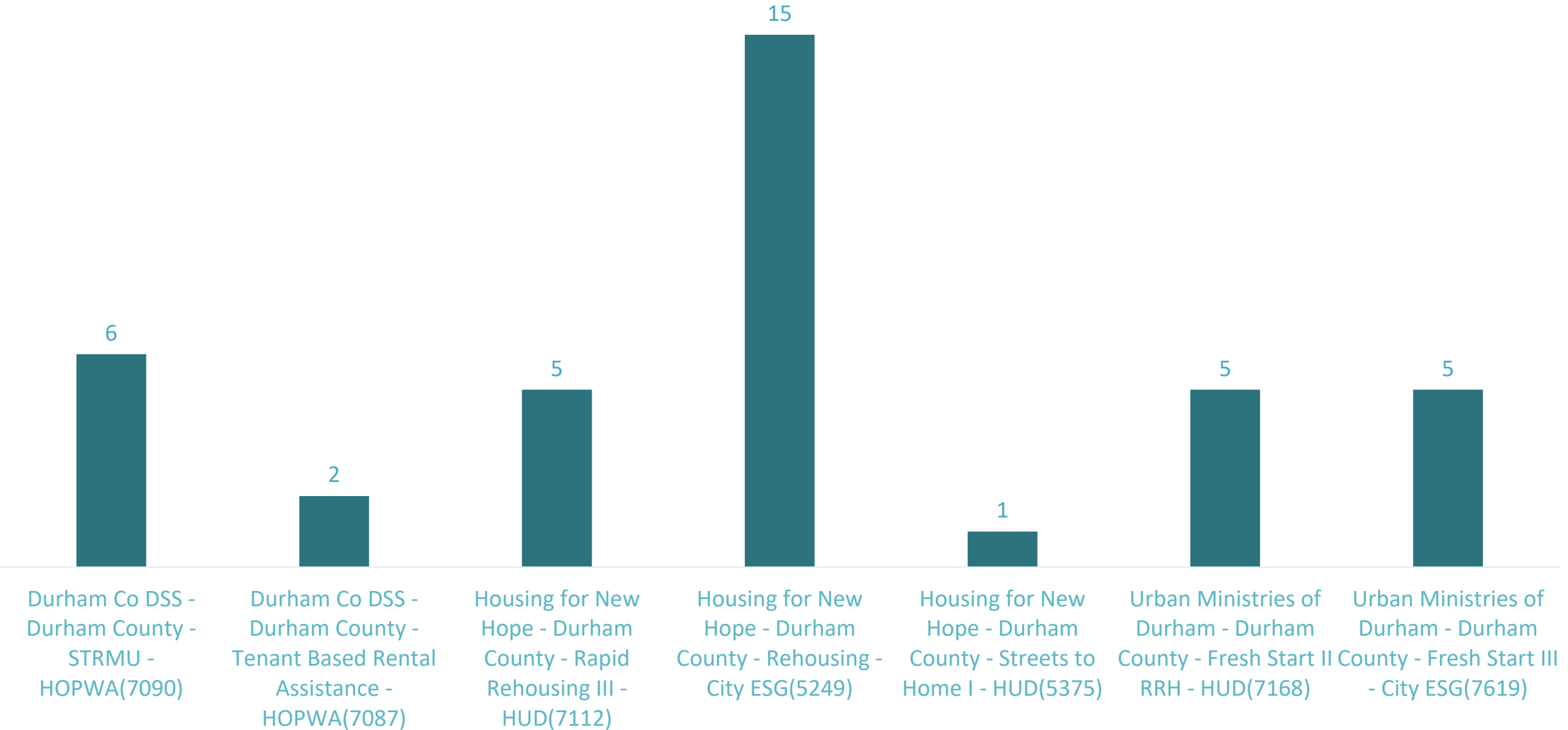
**Best  
Available  
Data**



# Total Permanent Housing Exits by Homeless Projects in April 2019



# Total Permanent Housing Exits in April from Permanent Housing Projects in April 2019





**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.

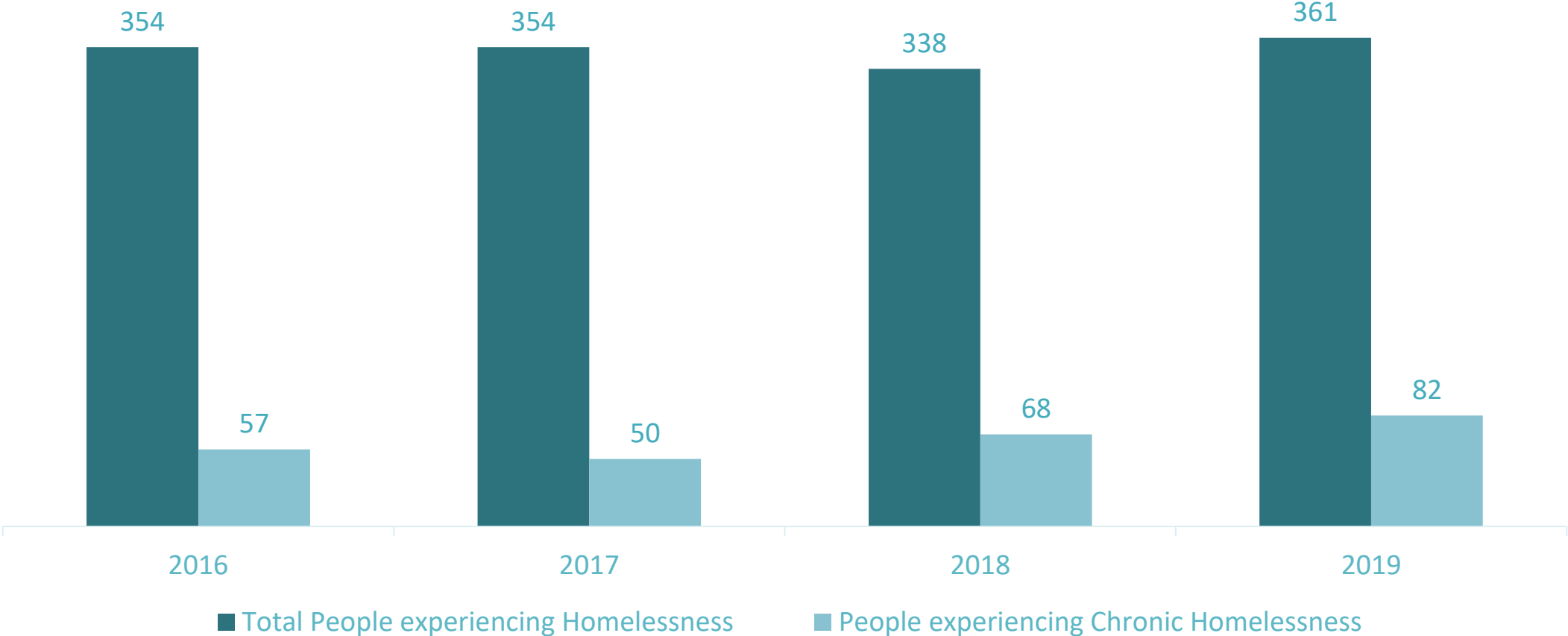
This initial report will be made final once we receive the “all clear” from HUD





# What does one day tell us?

## Point in Time Count 2016-2019

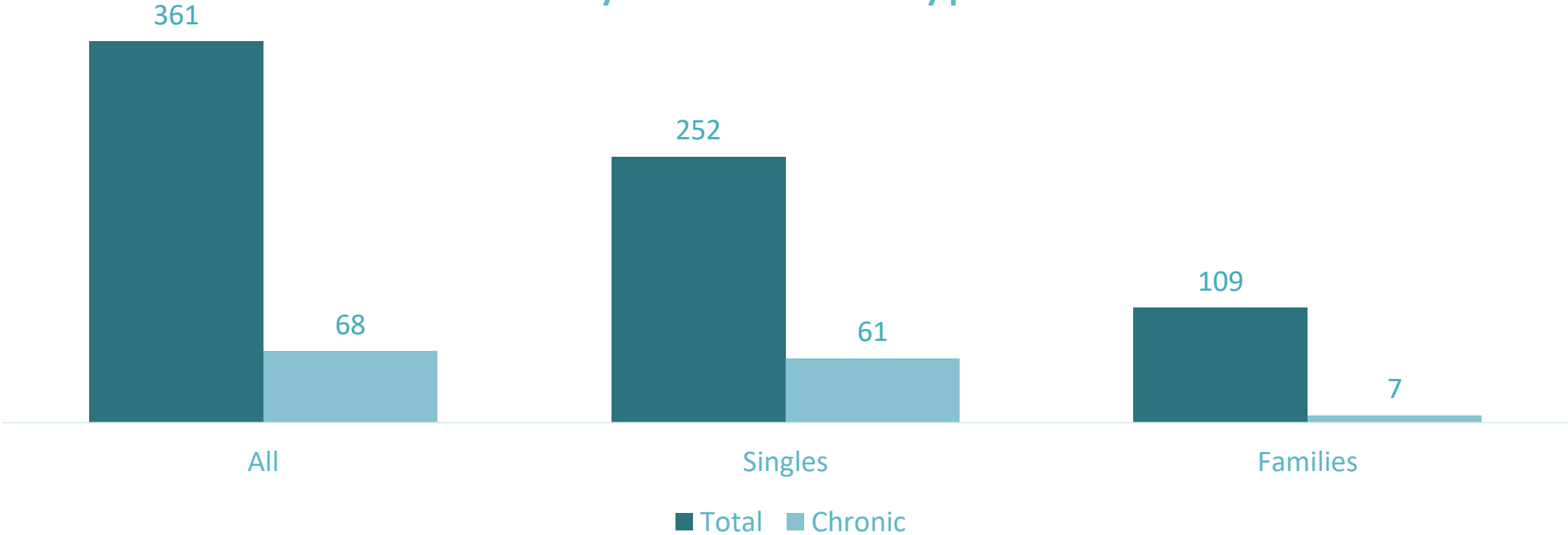


\*Preliminary data



# 2019 Point in Time Count

## People Experiencing Homelessness by Household Type

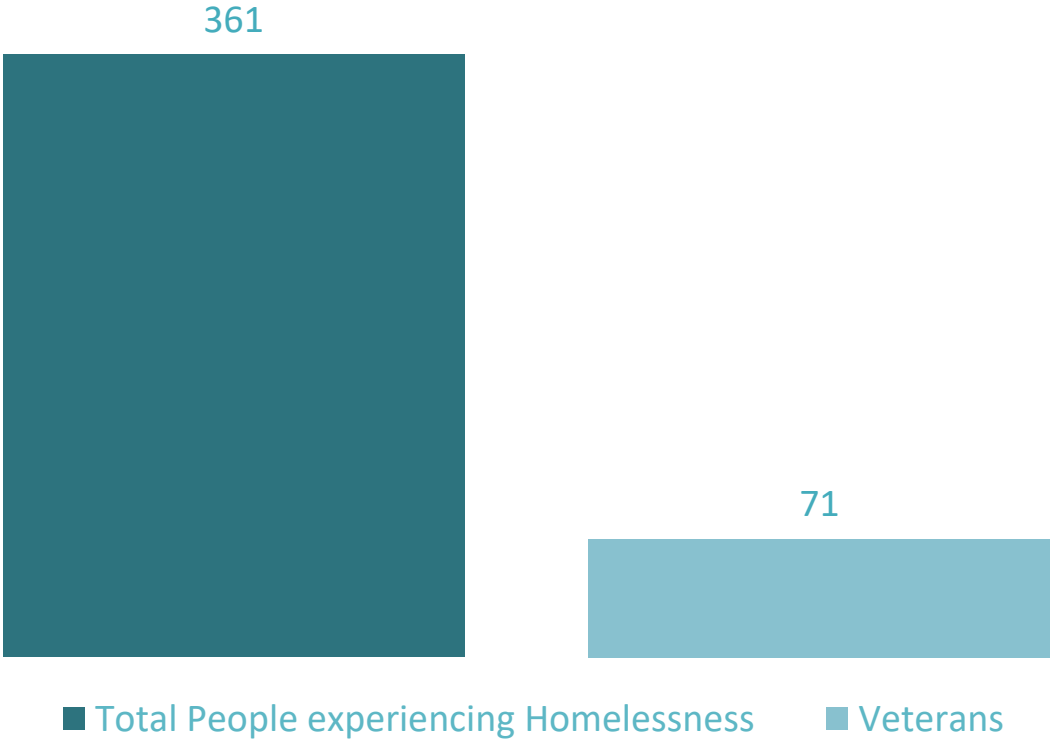


\*Preliminary data



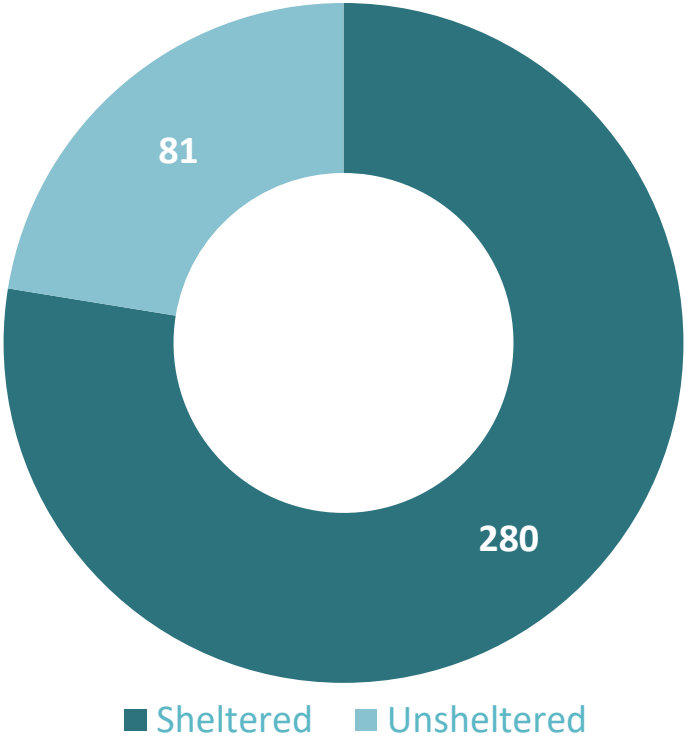
# 2019 Point in Time Count: Veterans

## Veterans Experiencing Homelessness, 2019



# Location of People Experiencing Homelessness

Sheltered vs Unsheltered, 2019



\*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

# 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!



# SPM Data Quality - Takeaways

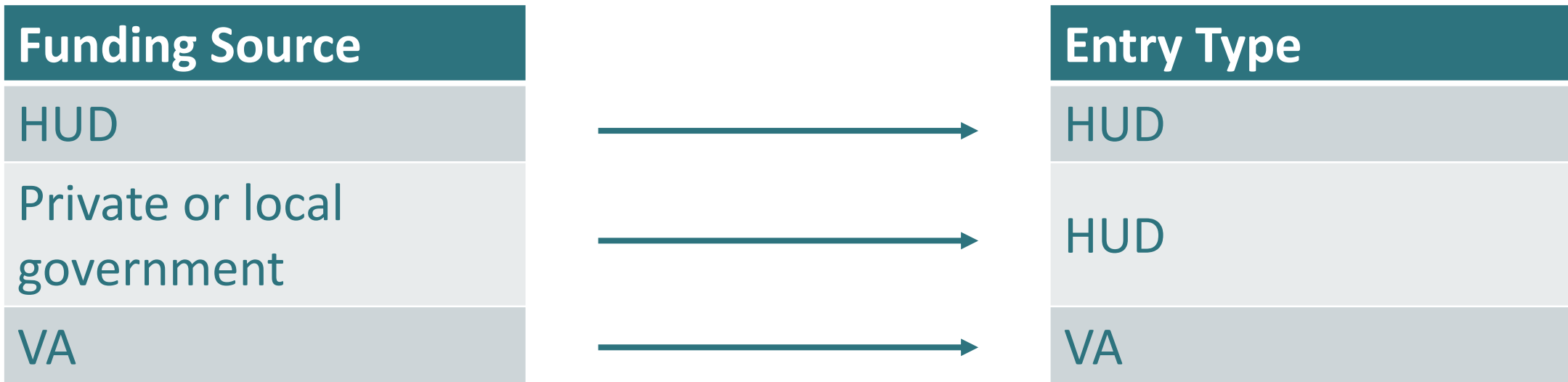
- Big Wins!
  - Fewer Exit Destinations for “Safe Haven” and “Other”
  - Fewer Overlaps between shelters
  - Fewer Annual Assessments outside of 30 day +/- window
- Room for Improvement
  - Inaccurate Entry Type or Entry Level (Agency level)
  - Client Location accuracy
  - Missing Data Elements like Exit Destination and Date of Engagement





# Room for Improvement: Inaccurate Entries

Inaccurate Entry Type is determined by your funding source



# Room for Improvement: Inaccurate Entries

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

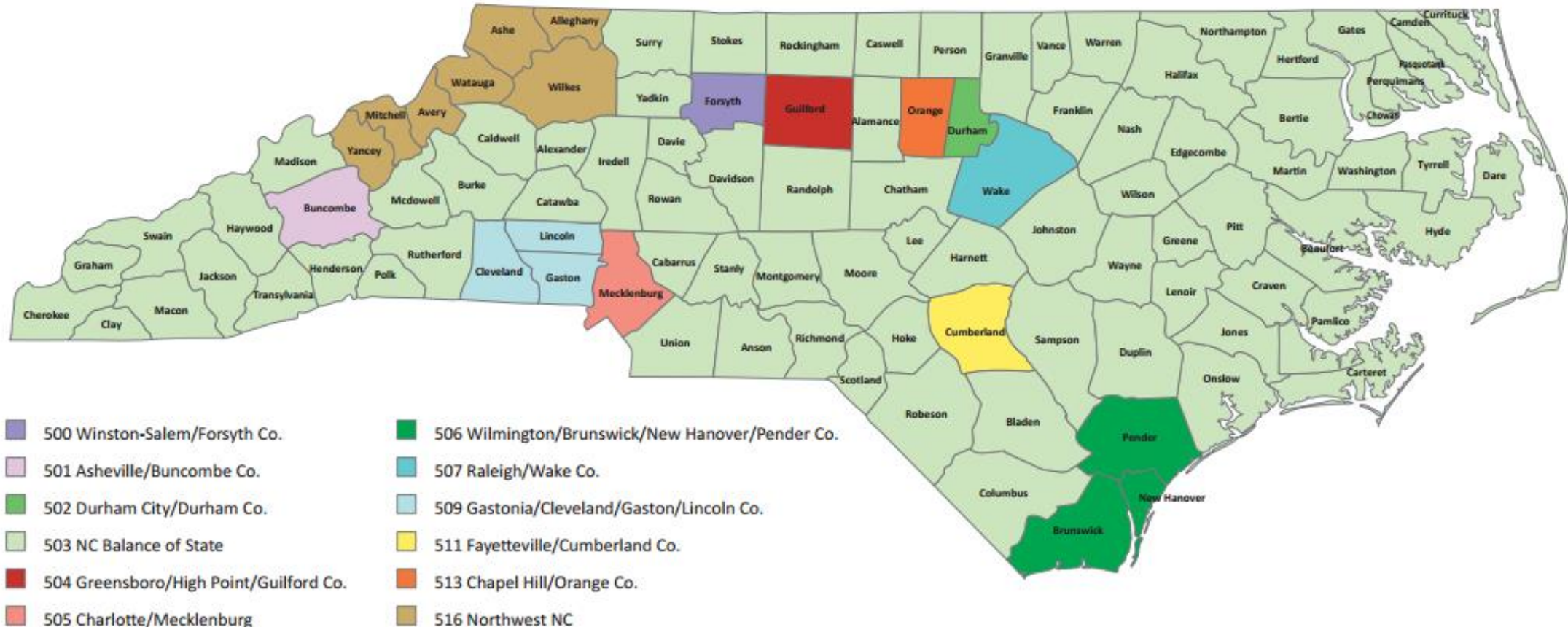
The screenshot shows the ServicePoint Training Site interface. The top navigation bar is yellow and contains the following text: "ServicePoint Training Site", "Heading Home Housing - Rowan County", "January 04, 2019", "Mode: Shadow", "Enter Data As Heading Home Housing ...", and "Back Date 01/01/2019 2:00:00 AM". The "Enter Data As" text is highlighted in blue. A blue arrow points from the text "Default EDA mode" to the "Enter Data As" text. Another blue arrow points from the text "Manual EDA mode" to the "Enter Data As" text. The bottom navigation bar is dark blue and contains the text "Home > Home Page Dashboard", a search box with the placeholder "Type here for Global Search", and three icons: a warning sign, a star, and a question mark. The main content area is divided into three sections: "System News (1)", "Agency News (0)", and "Follow Up List (0)". The "System News" section contains a table with the following data:

Date	Headline
12/01/2018	<a href="#">Look here for HMIS System Updates</a>

The "Follow Up List" section is empty. The left sidebar contains a menu with the following items: "Last Viewed", "Favorites", "Home", "ClientPoint", "ResourcePoint", "ShelterPoint", "Reports", and "Admin".

# Room for Improvement: Client Location

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



# 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



# 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)	<input type="text"/> G			
<i>County and City of Residence refer to where the client is living the night before this assessment</i>				
County of Residence	Pasquotank ▼ G			
City of Residence	Salisbury <input type="button" value="Lookup"/> <input type="button" value="Clear"/> G			
<b>**ANSWER Client Location for Head of Household only!**</b>				
Client Location	NC-503 NC Balance of State CoC ▼ G			
<b><u>Income and Non-Cash Benefit Information:</u></b>				
Income from Any Source	Yes (HUD) ▼ G			
<b>Monthly Income</b> <span style="float: right;">HUD Verification <input checked="" type="checkbox"/></span>				
				
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)

*Currently fleeing should be indicated as "Yes" if the Person is fleeing, or is attempting to flee, the domestic violence situation or is afraid to return to their primary nighttime residence.*

If yes for Domestic Violence Victim/Survivor, are you currently fleeing?

-Select- ▼ G

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

Client Location

NC-503 NC Balance of State CoC ▼ G

*County of Service refers to the county in which the client is receiving services (only answer if instructed to by your System Administrator)*

NC County of Service

Rowan ▼ G

Connection with SOAR (PATH Only)

-Select- ▼ G



## Client Contact Information

Is there a phone



# Room for Improvement: Client Location

**ART Browser**

- ▶ Inbox
- ▶ Favorites
- ▶ Available Reports and Templates
- ▶ Bowman Systems Resources
- ▼ Public Folder
  - ▶ #APR Supports
  - ▶ #By-Name List by OrgCode
  - ▶ #Coordinated Care Reports
  - ▼ #Data Quality Reports
    - ▶ AA and LSA Reports
    - ▶ Entry-Exit Reports
    - ▼ Incongruity & Audit Reports
      - Annual Review Audit Report V5 (BETA TEST) 9-16
      - Client Location Audit Report**
      - Destination Client Level Audit Report (for LSA U
      - Destination Data Quality Report with Rental Assistance Info
      - Disability DQ Report -v2

**ART Report**

**Prompts**

Fill out each of the prompts below \*

EDA Provider  
EE Provider(s):  
Provider Group:  
Report Start Date:  
Report End Date (PLUS ONE DAY):

EDA Provider

-Default Provider- Select

Next

Ask the data Center for Help creating the right Reporting (Provider) Group

# 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

*County of Service refers to the county in which the client is receiving services (only answer if instructed to by your System Administrator)*

NC County of Service

Rowan



G



NCCEH



# 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](https://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







# Reason for Leaving

Super Helpful data element!

Explain *why* a client is staying at their Exit Destination

**Edit Exit Data - (4) Solo, Han**

<b>Exit Date *</b>	05 / 18 / 2019    4 ▾ : 34 ▾ : 28 ▾ PM ▾
<b>Reason for Leaving</b>	-Select- ▾
If "Other", Specify	-Select-
<b>Destination *</b>	Completed program Criminal activity / violence Death Disagreement with rules/persons Left for housing opp. before completing program Needs could not be met Does not or no longer qualifies for program <b>Non-compliance with program</b> Non-payment of rent Other Reached maximum time allowed Unknown/Disappeared
If "Other", Specify	
Notes	





**How can we help?**

# Spotlight on HMIS Guides

Go to [ncceh.org/hmis/trainings](https://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.





# What's Next

# What's Next Calendar

Due	Report/Event Name
May 23 <sup>rd</sup>	May Durham HMIS Users Meeting
May 21 <sup>st</sup> -22 <sup>nd</sup>	Bringing It Home - State Conference
May 31 <sup>st</sup>	HUD System Performance Measures (SPM) deadline
June 27 <sup>th</sup>	June Durham HMIS Users Meeting



## Contact NCCEH

hello@ncceh.org

919.755.4393

NCEndHomelessness 

@NCHomelessness 

nc\_end\_homelessness 

## Contact NCCEH Data Center Help Desk

hmis@ncceh.org

919.410.6997



NCCEH