

# Durham CoC HMIS Users Meeting

November 2019



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

# Pre-Meeting Tip!

## **Dashlet Reports can give you key performance indicators (KPIs)**

- No nuance, just whole number of clients
- Options range from:
  - Currently enrolled clients (Entries, no exits )
  - Clients with you listed as Case Manager
  - Clients with Outstanding Referrals/Incoming Referrals



# Pre-Meeting Tip!

Counts Report	
<b>Outstanding Outgoing Referrals:</b>	<b>Outstanding Incoming Referrals:</b>
0	0

**Edit Dashlet**

Top-Left    **Top-Right**    Bottom-Left    Bottom-Right

Report Name: Outstanding Incoming Referrals

Description: Lists all outstanding referrals made TO the specified providers during the specified date range. An outstanding referral is one that has not had a service provided, the need status is not 'Closed', the need outcome is not 'Fully Met', and the referral outcome is not 'Accepted', 'Declined', or 'Canceled'.

**Filters**

Select Dates: Today    Start Date: 11 / 18 / 2019    End Date: 11 / 18 / 2019

Provider Type \*     System Wide     Provider     Reporting Group

Provider \*    Urban Ministries of Durham - Durham County (1562)

Including Subordinates

OK    Cancel

# Agenda

November 2019

## **System Updates**

Disabling Condition collection note

System Performance Measures

## **How can we help?**

DQ Corrections for SPMs

## **What's Next**



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# System Updates

# Disabling Condition collection notes

## **Updates for Disabling Condition modifies normal workflow**

If the Gateway question changes, you must change the response on the Project Start Assessment (not the Interim Update).



# Disabling Condition collection notes

## Updates for Disabling Condition modifies normal workflow

If the Gateway question changes, you must change the response on the Project Start Assessment (not the Interim Update).

Example: if a client starts without a disabling condition and becomes disabled, make sure the question is accurate on Intake.



At Intake



At Case Management  
meeting

Change the  
Yes/No question  
from the client's  
intake!



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# Disabling Condition collection notes

## Updates for Disabling Condition modifies normal workflow

**Household Members**

(4) Solo, Han  
✓ Age: 41  
Veteran: No (HUD)

Interim Review  
Date: 11/18/2019 12:37:24 PM

**Project Interim: HP, ES, TH, RRH, OPH, SSVF, HUD-VASH, GPD, HCHV, PSH**

**Answer the questions in this section for ALL clients.**

**Disability Status**

If a person becomes disabled OR no longer has a disability, then go to Project Start (Intake) Assessment and update the question "Does client have disabling condition" whether a Yes or No.

Does the client have a disabling condition?

**Disabilities** HUD Verification

	Disability Type *	Disability determination *	Start Date *	End Date
	Alcohol Abuse (HUD)	No (HUD)	09/10/2018	
	Developmental (HUD)	No (HUD)	09/10/2018	
	Drug Abuse (HUD)	No (HUD)	09/10/2018	
	Mental Health Problem (HUD)	No (HUD)	09/10/2018	
	HIV/AIDS (HUD)	No (HUD)	09/10/2018	

Add Showing 1-5 of 16 First Previous Next Last

asmin Volkel (jasmin@ncceh.onmicrosoft.com) is signed in





# Understanding System Performance Measures

# Homelessness should be:

## Rare

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Prevent or divert new episodes of homelessness  
Access resources without a shelter stay

## Brief

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Reduce length of time while homeless  
Reduce program length of stays  
Increase exits to permanent housing

## Non-recurring

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Reduce returns to homelessness  
Focus on housing stability  
Create access to resources without another shelter stay



“Ships don’t sink because of the water around them, they sink because of the water that gets in them.”



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# What HMIS client data is included?



October 1, 2018 to September 30, 2019

October 1, 2016 to September 30, 2018

(up to 24 months before current year)



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



Data are reported as individuals and persons in families.

# Data quality impacts the SPMs



## Coverage

Include as many homeless service providers in the community in HMIS as possible.



## Utilization

Bed utilization rates must be between 65% to 105%.



## Data Quality

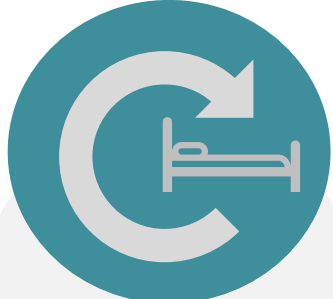
Data entry is timely.  
Low rate of missing data.  
Data reflects what is accurate.  
Discrepancies have been identified and addressed.

# 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





# 1 Length of Time Homeless

## Definition

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The length of time persons are homeless in Emergency Shelter, ~~Safe Haven~~, and Transitional Housing projects.

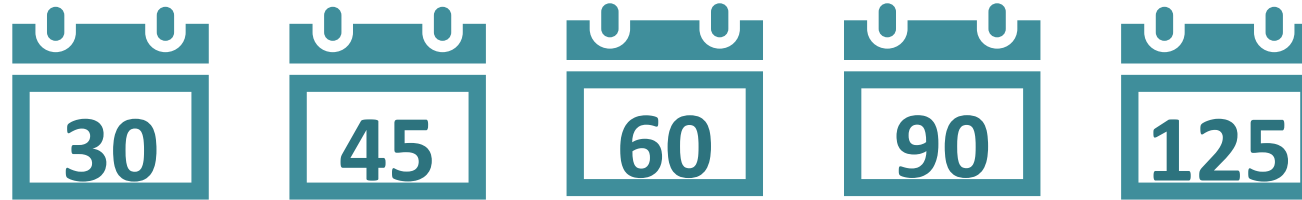
## Goal

---

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



# 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**

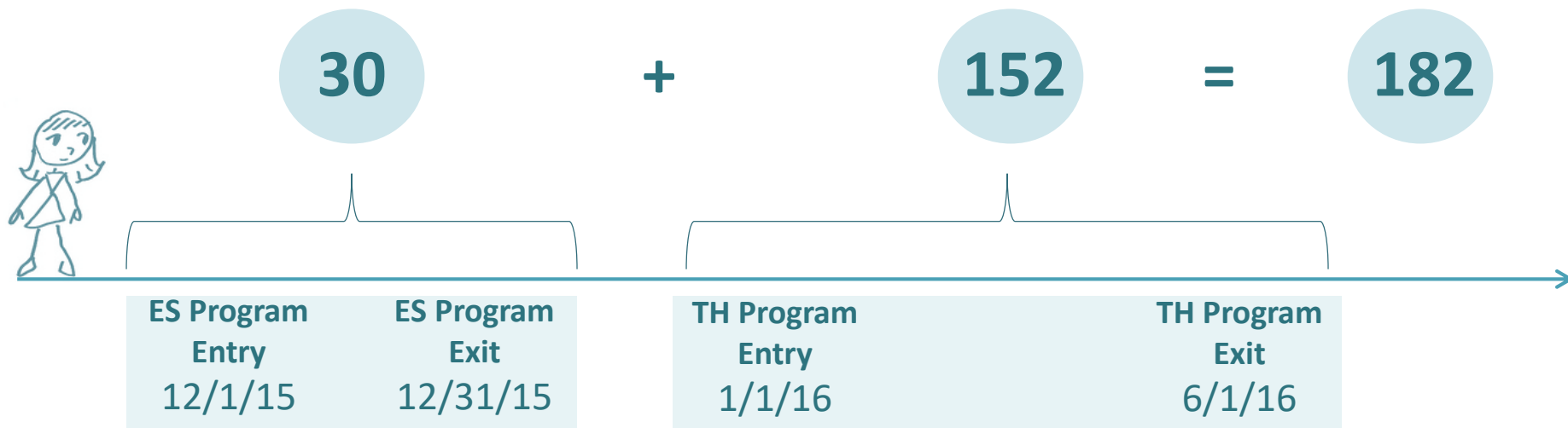
50% of clients stayed less than 60 days and 50% stayed more than 60 days.





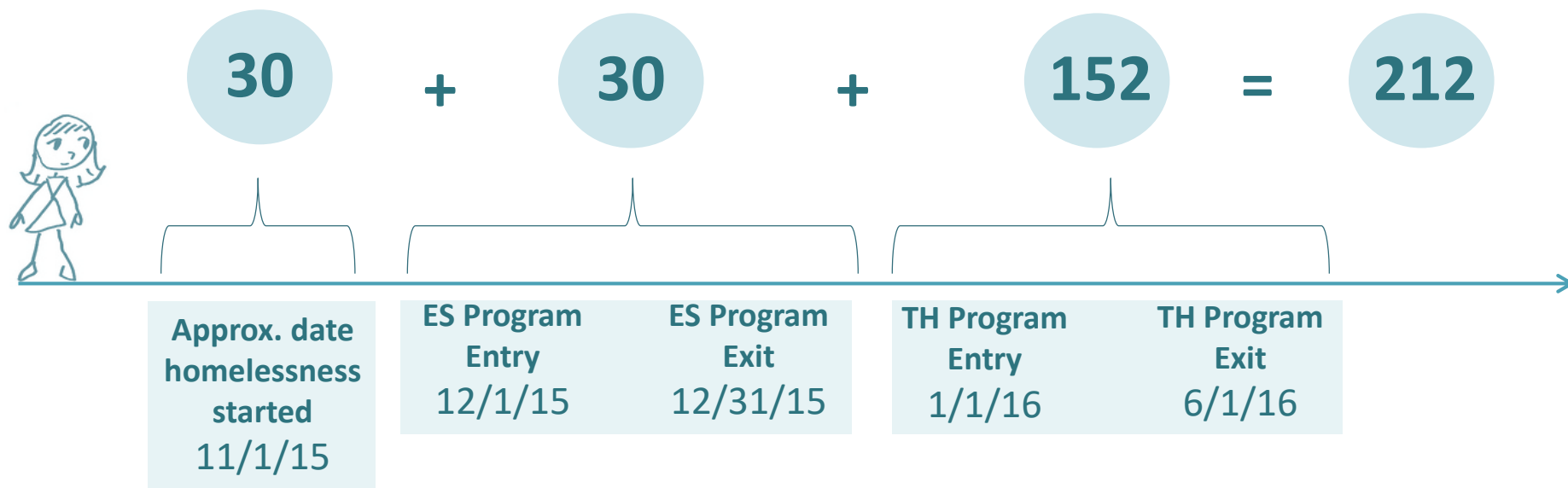


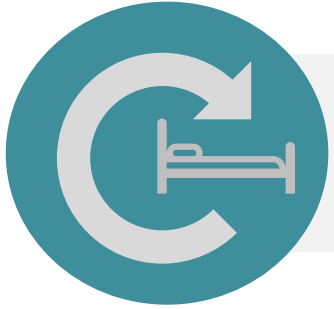
# 1 Length of Time Homeless





# 1 Length of Time Homeless





## 2 Returns to Homelessness

### Definition

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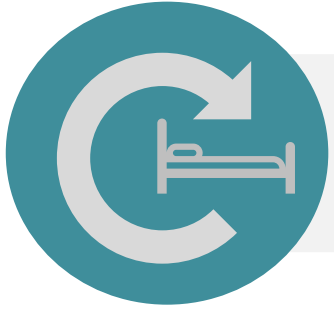
The number of persons who return to Street Outreach, Emergency Shelter, Transitional Housing, or Permanent Housing Projects after previously exiting to a permanent housing destination within two previous years.

### Goal

---

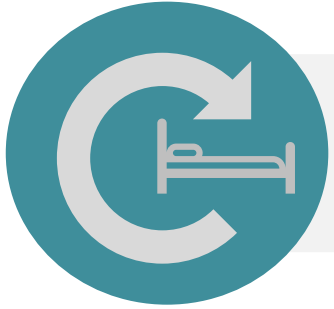
Decrease in the percent of persons who return to homelessness.





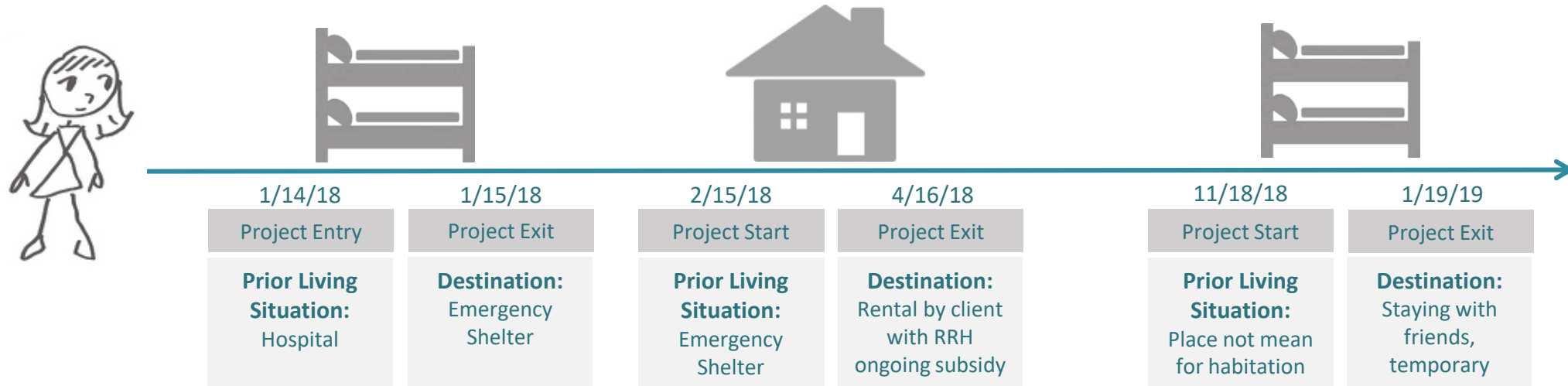
## 2 Returns to Homelessness





## 2 Returns to Homelessness

A return is only after an exit to permanent housing.





## 3 Number of Homeless Persons

### Definition

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(1) The number of persons experiencing sheltered and unsheltered homelessness counted as homeless on the Point in Time night.

(2) The number of sheltered homeless in HMIS in ES, SH and TH during the reporting period.

### Goal

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Reduction in the number of persons who are homeless.





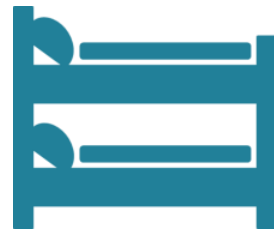
## 3 Number of Homeless Persons

### PIT Night Count



Unsheltered

+



Sheltered

### HMIS Annual Data



All clients who entered a homeless project during the reporting period





## 4 Increase in Income

### Definition

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The change in the number of clients with employment and income growth for CoC-funded programs.

### Goal

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Increase Job and Income Growth for more stability in housing.







# 4 Increase in Income



12/14/18  
Project Entry

**Income:**  
\$250 Earned  
/ month



5/15/19  
Project Entry

**Income:**  
\$250 Earned +  
\$775 SSI  
/ month



1 Client  
Increased  
Income



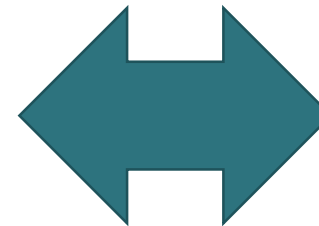
2/18/19  
Project Entry

**Income:**  
No Income  
/ month



9/3/19  
Project Entry

**Income:**  
No Income  
/ month

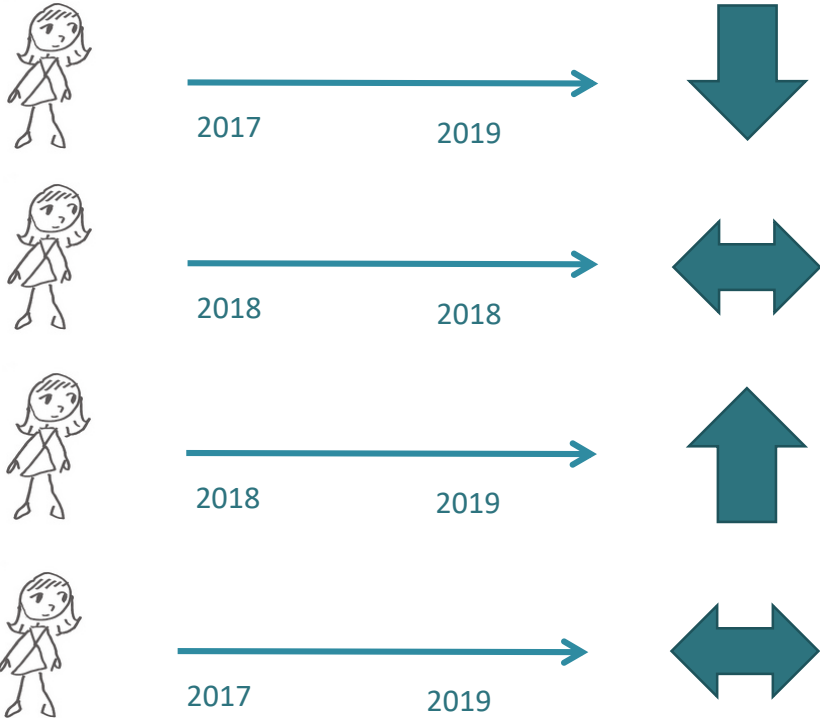


0 Clients  
Increased  
Income





## 4 Increase in Income



25%

1 of 4 clients increased Income





## 5 First Time Homeless

### Definition

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The number of clients enrolled in ~~Safe Haven~~, Emergency Shelter, or Transitional Housing who do not have enrollments in the previous two years.

### Goal

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Decrease the number of new clients experiencing homelessness.

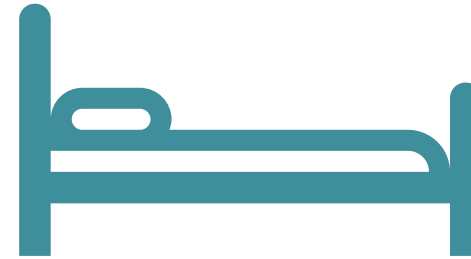




## 5 First Time Homeless



No record in ES or TH during previous two years



Clients in ES or TH this year





## 7 Permanent Housing Placement & Retention

### Definition

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The number of clients enrolled in Street Outreach, Emergency Shelter, ~~Safe Haven~~, Transitional Housing, Rapid Re-housing, or Permanent Supportive Housing who exit to a permanent housing destination or remain in permanent housing.

### Goal

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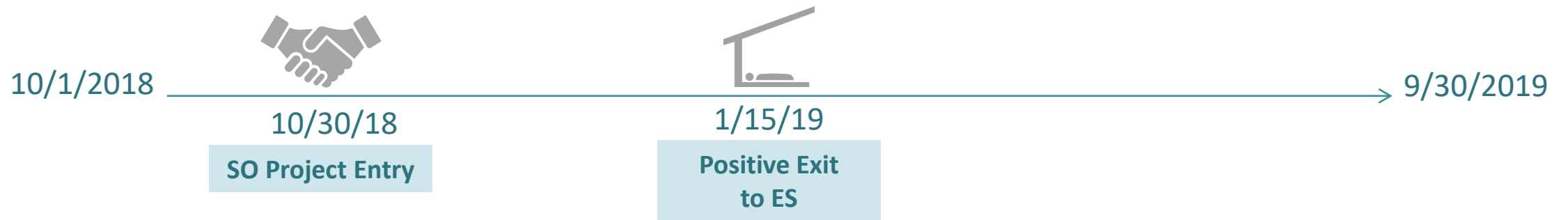
Increase in percentage of people who exit to or retain permanent housing.





# 7 Permanent Housing Placement & Retention

## 7a.1 Change in exits to positive destinations





# 7 Permanent Housing Placement & Retention

## 7b.1 Change in exits to permanent housing destinations





# 7 Permanent Housing Placement & Retention

## 7b.2 Change in exits to or retention of permanent housing



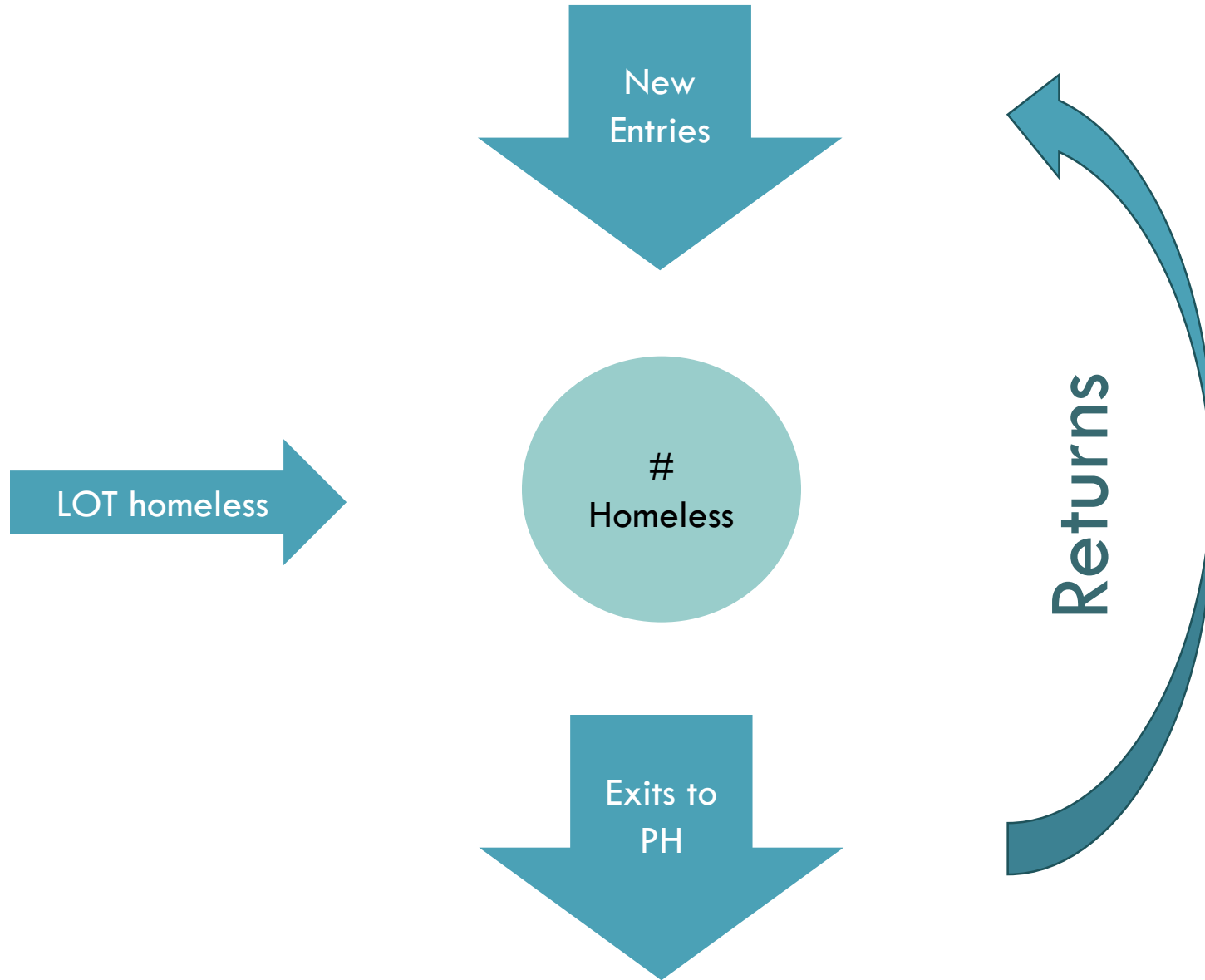




# 7 Permanent Housing Placement & Retention

## 7b.2 Change in exits to or retention of permanent housing





# SPM Reports in ART

- Run the 0700, 0700.1b, 0703, 0706 for your agency/projects

ART Browser	
▶	Inbox
▶	Favorites
▶	Available Reports and Templates
▶	Bowman Systems Resources
▼	Public Folder
▼	ART Gallery Reports and Resources
▶	ART Gallery Report Manuals
▼	ART Gallery Reports
🔍	0700.1b - Length of Time Persons Homeless-Metric 1 - v7
🔍	0701 - Exits to Permanent Housing with Return to Homelessness, Metric 2 - v8
🔍	0702 - Number of Homeless Persons-Metric 3.2 - v4
🔍	0703 - Employment and Income Growth for CoC Funded Projects Metric 4 - v6
🔍	0704 - Number of Persons First Time Homeless, Metric 5 - v6
🔍	0706 - Permanent Housing Placement-Retention Metric 7 - v9
🔍	1102 - Call Volume - v11.05.31



**Are we submitting  
accurate data?**

# SPM Submission Process

- Iterative process – back and forth corrections and re-running reports
- Every two to three weeks, we will focus on a different set of issues
- Data could cover 10/1/2015 – 9/30/2019 (FY18 or FY19 submissions)



# Data must be cleaned prior to submission

The next slides will show the most common red flags and how to resolve them in HMIS.



# Data must be cleaned prior to submission

Issue	Issue Guidance and Resolution
Client Location outside of this CoC	Update the Client Location to NC-503 Balance of State, using EDA and Back Date Mode.
Annual Assessment outside of 30 +/- days	Create an Annual Assessment on the Head of Household's Project Start Date or within 30 calendar days before or after their Project Start Date. Change the incorrect Interim to the "Update" type.
Entries to Level 4 Projects (Agency level)	Create a Project Start for the client using EDA mode for the appropriate Level 5 project and Back Date mode to the appropriate date. Remove the incorrect entry after confirming data was copied.
Exit Destination is Safe Haven, Other, or Data Not Collected	Review. If different information is available, update the answer to reflect where the client went to after your project. If the current answer is the most accurate, please inform the Data Center. Note: Safe Haven must be updated since North Carolina does not have Safe Haven projects.




# Data must be cleaned prior to submission

Issue	Issue Guidance and Resolution
Exit to Permanent Housing with a Return to Homelessness	Review the client's Exit Destination and update to the most accurate temporary location to reflect they returned to a homelessness situation.
Date of Engagement (SO Projects only)	Date of Engagement can be added on the Project Start Assessment if applicable. If not, add an Interim Update to record the date of engagement. Make sure to EDA and Back Date before making any changes or updates
Length of Stay (ES & TH)	Confirm the length of stay is accurate or using EDA and Back Date Mode, set an Exit Date for the client.
Overlaps (Start Dates, Move-In Date, Exit Date)	Double check that client information is accurate in HMIS. In general, add the correct information first, and then remove old inaccurate information second. Always use EDA and Back Date modes. For Move-In Date corrections, click the colored bar next to the date to remove responses.







# Missing data

<b>Error information</b>	UDEs were not pulled into HMIS report at client entry, interim, and/or exit.
<b>How do I find this error?</b> 	Run the 0640 Data Quality Framework report in ART. <ul style="list-style-type: none"><li>- Review the client detail tab.</li></ul> Run the APR or CAPER report on Dashboard. <ul style="list-style-type: none"><li>- Review the error counts.</li></ul>



# Incomplete or Conflicting Sub-assessments

<b>Error information</b>	Incomplete HUD verification on disability, income, benefits, and/or health insurance sub-assessments.
<b>How do I find this error?</b> 	Run the 0252 Data Completeness Report Card EE in ART. <ul style="list-style-type: none"><li>- Review the client detail tab.</li></ul> Run the APR or CAPER report on Dashboard. <ul style="list-style-type: none"><li>- Review the error counts.</li></ul>
<b>How do I fix this error?</b>	Review client file for documents verifying disability, income, benefits, and/or health insurance.   Remember: Missing data is ALWAYS better than inaccurate data!



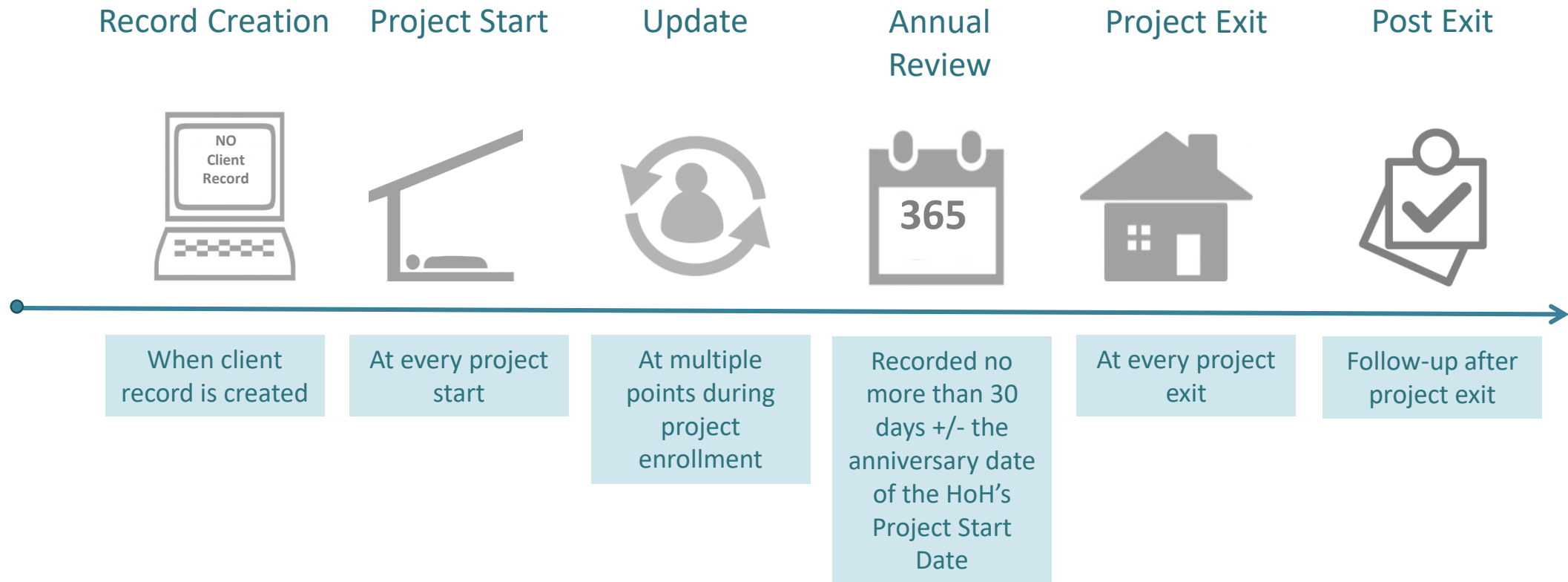
# Update and Annual Assessment

## PART II: SUB-ASSESSMENTS



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# HMIS Data Collection Stages



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

# How to Change Sub-assessments

Disability, Health Insurance, Income, and Non-Cash Benefits can be changed in:

- Interim Updates
- Interim Annual Assessments
- Exit Assessments
- Post-Exit Follow-ups

# How to Change Sub-assessments Reference Table

Previous Response	Change or Edit at Update	Action (always check EDA and Backdate)
Gateway = No	Gateway = Yes	Change dropdown to Yes
Gateway = Yes	Gateway = No	Change dropdown to No
Type/Source = No	Type/Source = Yes	Do not edit previous Type/Source. Add new Type/Source as of the Update
Type/Source = Yes	Type/Source = Yes	Edit previous Type/Source and set end-date for day before the Update. Then Add new Type/Source as of the Update
Type/Source = Yes	Type/Source = No	Edit previous Type/Source and set end-date for day before the Update. Then use HUD Verification to set Type/Source to No



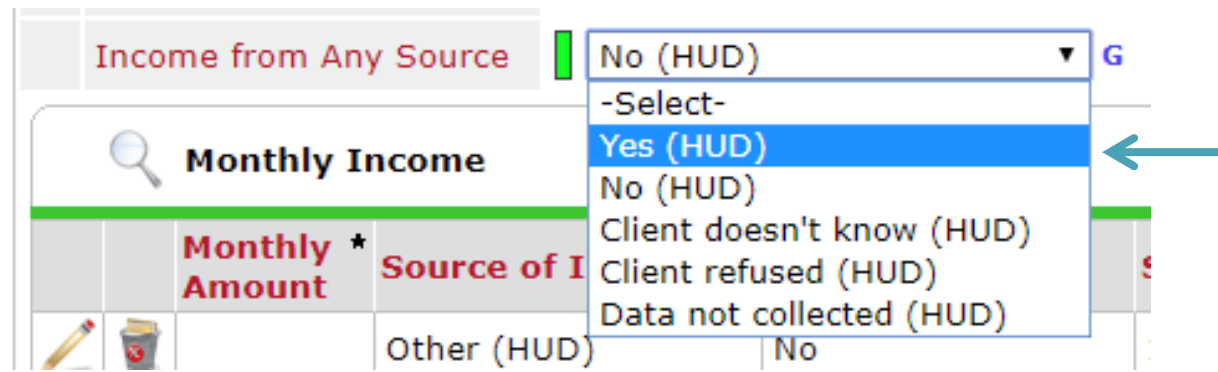
# How to Change Sub-assessments

## Example A

Wilson Smith has no income at project start on Oct 31<sup>st</sup> but has \$734 SSI income at your meeting on Nov 10<sup>th</sup>.

## Steps to Update

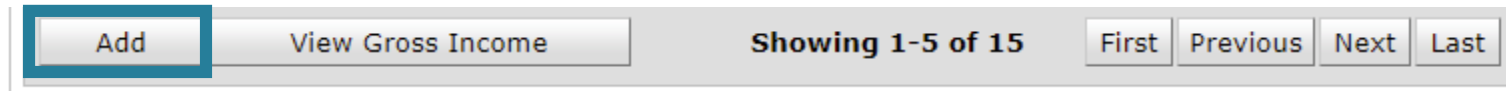
1. Use Enter Data As for the right project and Backdate to 11/10/17.
2. Go to Wilson's Entry/Exit tab and Add an Interim Update.
3. Update the Gateway question to Yes.



The screenshot shows a software interface for data entry. At the top, there is a tab labeled "Income from Any Source" with a green indicator bar. Below this is a search bar with a magnifying glass icon and the text "Monthly Income". A dropdown menu is open, showing a list of options: "No (HUD)", "-Select-", "Yes (HUD)", "No (HUD)", "Client doesn't know (HUD)", "Client refused (HUD)", and "Data not collected (HUD)". The "Yes (HUD)" option is highlighted in blue, and a blue arrow points to it from the right. Below the dropdown, there is a table with columns for "Monthly Amount" and "Source of Income". The "Monthly Amount" column has a red asterisk next to it. The "Source of Income" column has a red asterisk next to it. The table shows "Other (HUD)" under "Source of Income" and "No" under "Monthly Amount".

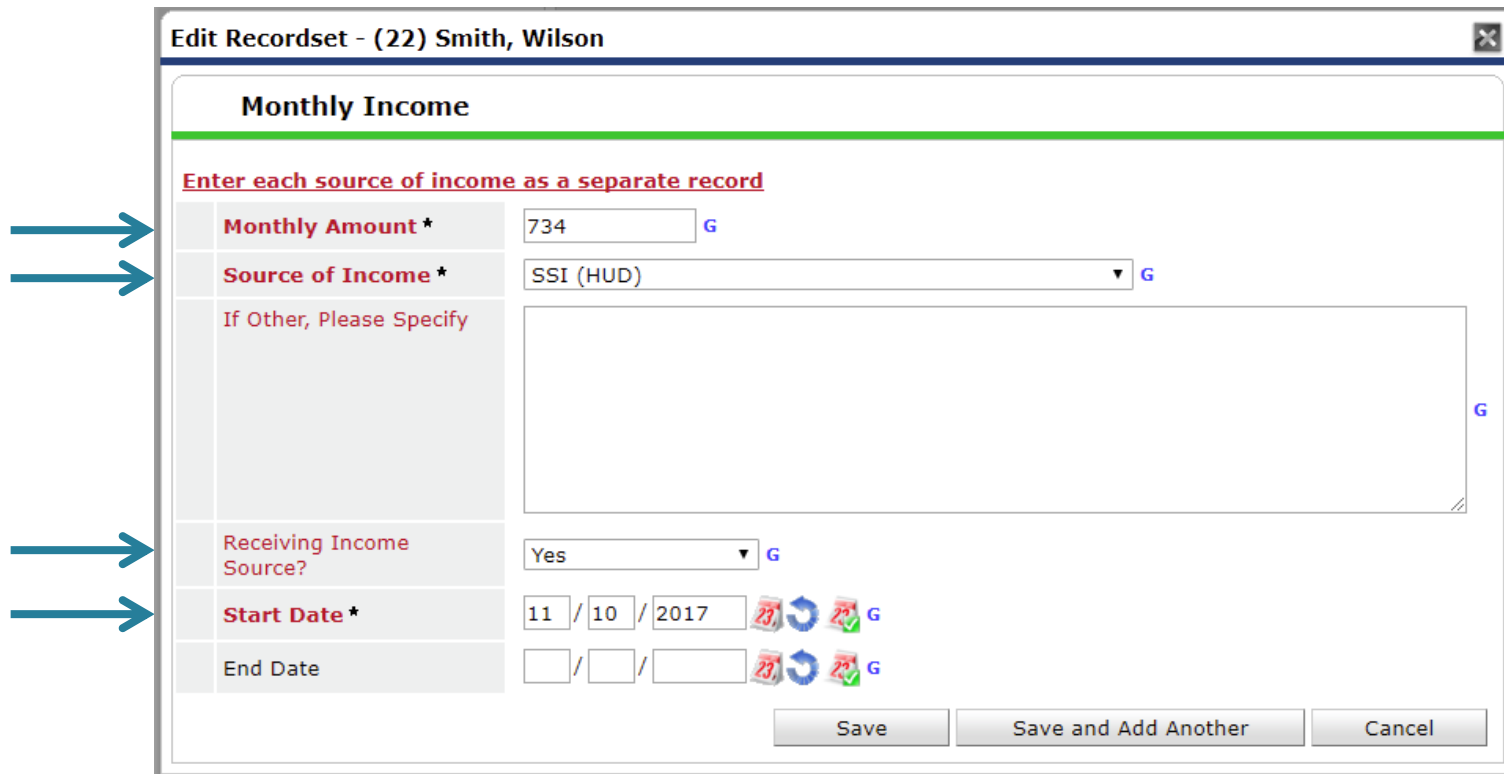
# How to Change Sub-assessments

4. Click Add for a new SSI response.



Buttons: Add, View Gross Income, Showing 1-5 of 15, First, Previous, Next, Last

5. Complete Income Source information.



Monthly Income

Enter each source of income as a separate record

Monthly Amount *	734	G
Source of Income *	SSI (HUD)	G
If Other, Please Specify		G
Receiving Income Source?	Yes	G
Start Date *	11 / 10 / 2017	G
End Date		G

Buttons: Save, Save and Add Another, Cancel



# How to Change Sub-assessments

- Now check that the Gateway, Sources, and HUD Verification all align and are correct.

**\*\*ANSWER FOR HEAD OF HOUSEHOLD AND ADULTS\*\***

Total monthly income  G

Income from Any Source  Yes (HUD)  No G

**Monthly Income** HUD Verification

		Monthly Amount *	Source of Income *	Receiving Income Source?	Start Date *	End Date
		US\$734.00	SSI (HUD)	Yes	11/10/2017	
			Other (HUD)	No	10/31/2017	
			Worker's Compensation (HUD)	No	10/31/2017	
			VA Non-Service Connected Disability Pension (HUD)	No	10/31/2017	
			Unemployment Insurance (HUD)	No	10/31/2017	

Add View Gross Income Showing 1-5 of 16 First Previous Next Last

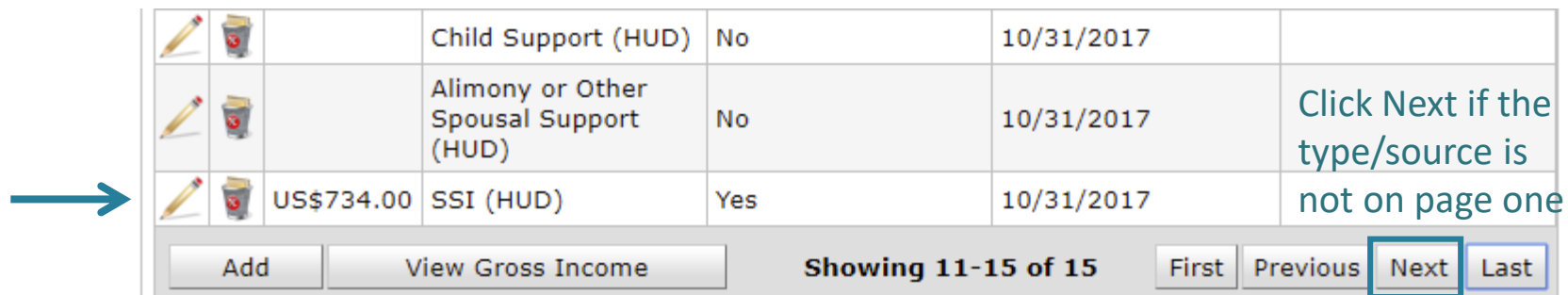
# How to Change Sub-assessments







## Example B

John Smith is receiving \$734 SSI income at project start on Oct 31<sup>st</sup> but his SSI income has increased to \$786 at your meeting on Nov 10<sup>th</sup>.

## Steps to Update

1. Use Enter Data As for the right project and Backdate to 11/10/17.
2. Go to John's Entry/Exit tab and Add an Interim Update.
3. Find the SSI Income Source and click the pencil icon to edit.

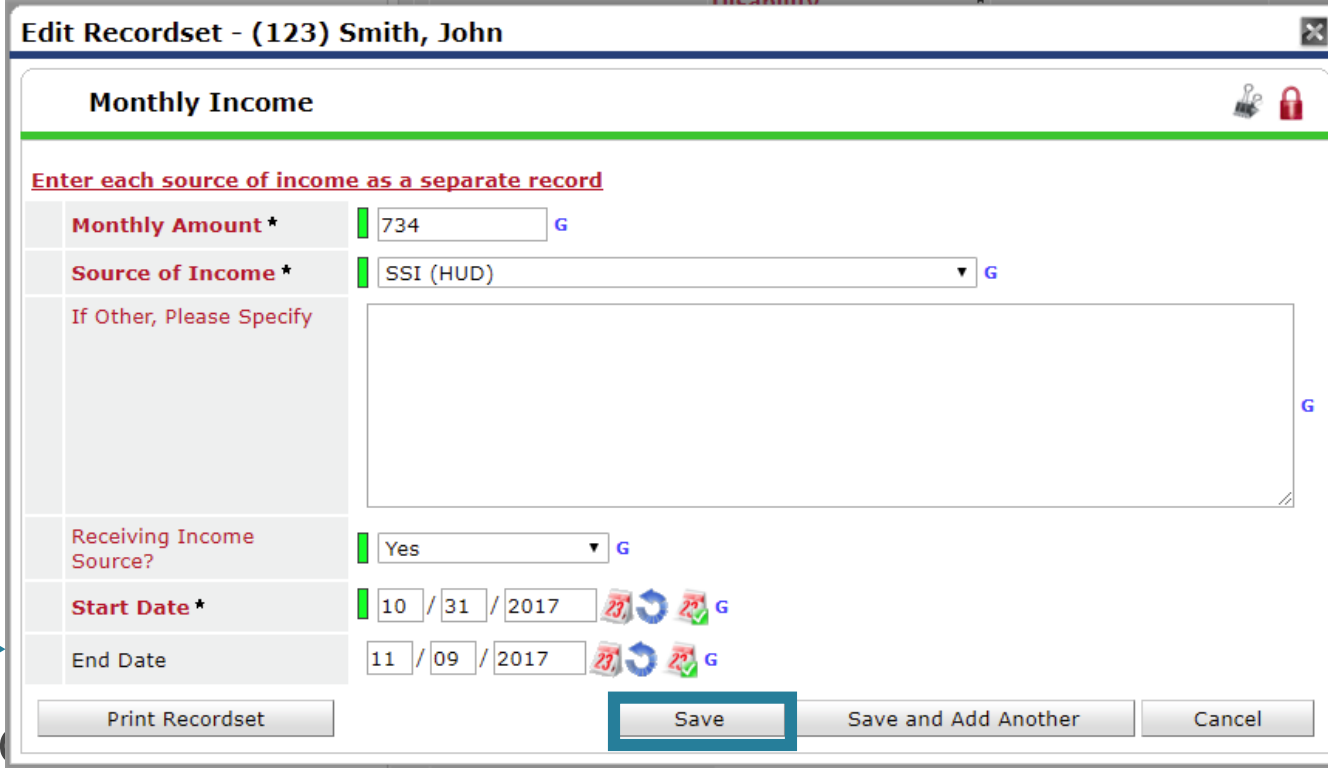


			Child Support (HUD)	No	10/31/2017	
			Alimony or Other Spousal Support (HUD)	No	10/31/2017	Click Next if the type/source is not on page one
		US\$734.00	SSI (HUD)	Yes	10/31/2017	not on page one

Add View Gross Income Showing 11-15 of 15 First Previous **Next** Last

# How to Change Sub-assessments

4. Set the end-date to the day before the Backdate mode, Nov 9<sup>th</sup>.

5. 

**Edit Recordset - (123) Smith, John**

**Monthly Income**

Enter each source of income as a separate record

Monthly Amount *	734	G
Source of Income *	SSI (HUD)	G
If Other, Please Specify		
Receiving Income Source?	Yes	G
Start Date *	10 / 31 / 2017	G
End Date	11 / 09 / 2017	G

Print Recordset   **Save**   Save and Add Another   Cancel

**Add**   View Gross Income   Showing 1-5 of 15   First   Previous   Next   Last

# How to Change Sub-assessments

6. Complete Income Source information.

**Add Recordset - (123) Smith, John**

**Monthly Income**

Enter each source of income as a separate record

<b>Monthly Amount *</b>	786	G
<b>Source of Income *</b>	SSI (HUD)	G
If Other, Please Specify		G
<b>Receiving Income Source?</b>	Yes	G
<b>Start Date *</b>	11 / 10 / 2017	G
End Date		G

Save Save and Add Another Cancel

# How to Change Sub-assessments











- Now check that the Gateway, Sources, and HUD Verification all align and are correct.

**\*\*ANSWER FOR HEAD OF HOUSEHOLD AND ADULTS\*\***

Total monthly income  G



Income from Any Source  Yes (HUD) G

**Monthly Income** HUD Verification

	Monthly Amount *	Source of Income *	Receiving Income Source?	Start Date *	End Date
 	US\$786.00	SSI (HUD)	Yes	11/10/2017	
 		Other (HUD)	No	10/31/2017	
 		Worker's Compensation (HUD)	No	10/31/2017	
 		VA Non-Service Connected Disability Pension (HUD)	No	10/31/2017	
 		VA Service Connected Disability Compensation (HUD)	No	10/31/2017	


Add View Gross Income Showing 1-5 of 16 First Previous Next Last

# Incomplete or Conflicting Sub-assessments

<b>Error information</b>	Incomplete HUD verification on disability, income, benefits, and/or health insurance sub assessments.
<b>How do I find this error?</b> 	Run the 0252 Data Completeness Report Card EE in ART. <ul style="list-style-type: none"><li>- Review the client detail tab.</li></ul> Run the APR or CAPER report on Dashboard. <ul style="list-style-type: none"><li>- Review the error counts.</li></ul>
<b>How do I fix this error?</b>	Review client file for documents verifying disability, income, benefits, and/or health insurance.  Remember: Missing data is ALWAYS better than inaccurate data!









# Un-exited clients

<b>Error information</b>	Missing project exit date for clients no longer receiving services.
<b>How do I find this error?</b>	Run the 0216 Un-exited Clients Exceeding Max Length of Stay report.  Run the APR or CAPER. - Review Question 22 Length of Participation (in days).
<b>How do I fix this error?</b>  	Review client file, consult with other staff to get information about date of client exit.  Exit client from project using Enter Data As and Backdate mode.

# Overlap in different projects

## Overlapping start dates

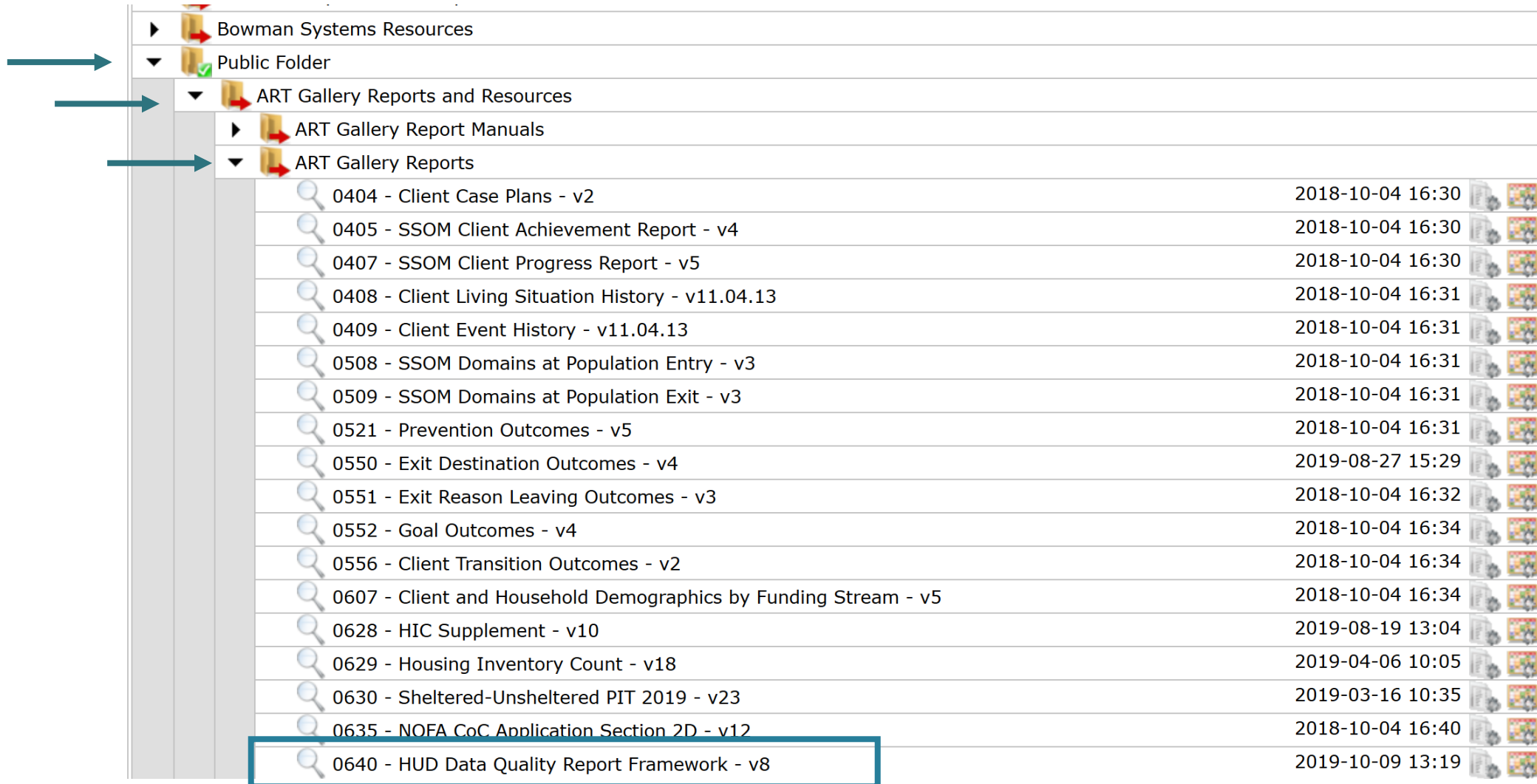
- Among different projects



















Entry / Exit					
	Program	Type		Entry Date	Exit Date
	Wisteria Way Housing- Lee County -TH (5551)	HUD		08/04/2017	 08/07/2017
	Heading Home Housing - Rowan County - Emergency Shelter - State ESG (7124)	HUD		08/01/2017	 08/06/2017

Showing 1-2 of 2



# Where can I find the 0640 Report?



▶	Bowman Systems Resources		
▼	Public Folder		
▼	ART Gallery Reports and Resources		
▶	ART Gallery Report Manuals		
▼	ART Gallery Reports		
🔍	0404 - Client Case Plans - v2	2018-10-04 16:30	
🔍	0405 - SSOM Client Achievement Report - v4	2018-10-04 16:30	
🔍	0407 - SSOM Client Progress Report - v5	2018-10-04 16:30	
🔍	0408 - Client Living Situation History - v11.04.13	2018-10-04 16:31	
🔍	0409 - Client Event History - v11.04.13	2018-10-04 16:31	
🔍	0508 - SSOM Domains at Population Entry - v3	2018-10-04 16:31	
🔍	0509 - SSOM Domains at Population Exit - v3	2018-10-04 16:31	
🔍	0521 - Prevention Outcomes - v5	2018-10-04 16:31	
🔍	0550 - Exit Destination Outcomes - v4	2019-08-27 15:29	
🔍	0551 - Exit Reason Leaving Outcomes - v3	2018-10-04 16:32	
🔍	0552 - Goal Outcomes - v4	2018-10-04 16:34	
🔍	0556 - Client Transition Outcomes - v2	2018-10-04 16:34	
🔍	0607 - Client and Household Demographics by Funding Stream - v5	2018-10-04 16:34	
🔍	0628 - HIC Supplement - v10	2019-08-19 13:04	
🔍	0629 - Housing Inventory Count - v18	2019-04-06 10:05	
🔍	0630 - Sheltered-Unsheltered PIT 2019 - v23	2019-03-16 10:35	
🔍	0635 - NOFA CoC Application Section 2D - v12	2018-10-04 16:40	
🔍	0640 - HUD Data Quality Report Framework - v8	2019-10-09 13:19	

# Schedule the 0640 Report

**ART Item Details** [X]

**0640 - HUD Data Quality Report F...**

Name	0640 - HUD Data Quality Report Framework - v6
Description	This report is a HUD CoC APR Data Quality and Completeness monitoring tool for the upcoming 2015 version of
Creation Date	2018-01-13 12:47
Update Date	2018-03-28 14:14
Type	Webi
Owner	Administrator

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# 0640 Report Prompts

## ART Report

### Prompts

Fill out each of the prompts below \*

Select Provider(s):	<input type="text"/>	→
Select Provider CoC Code(s):	<input type="text"/>	→
Select Reporting Group Name:	<input type="text"/>	→
EDA Provider	<input type="text"/>	→
Enter effective date	<input type="text"/>	→
Enter Start Date:	<input type="text"/>	→
Enter End Date PLUS 1 Day:	<input type="text"/>	→

Select your specific project(s)

Leave blank

Leave blank

Select your specific project or leave as default

Enter your End date + 1

Enter your Start date

Enter your End date + 1

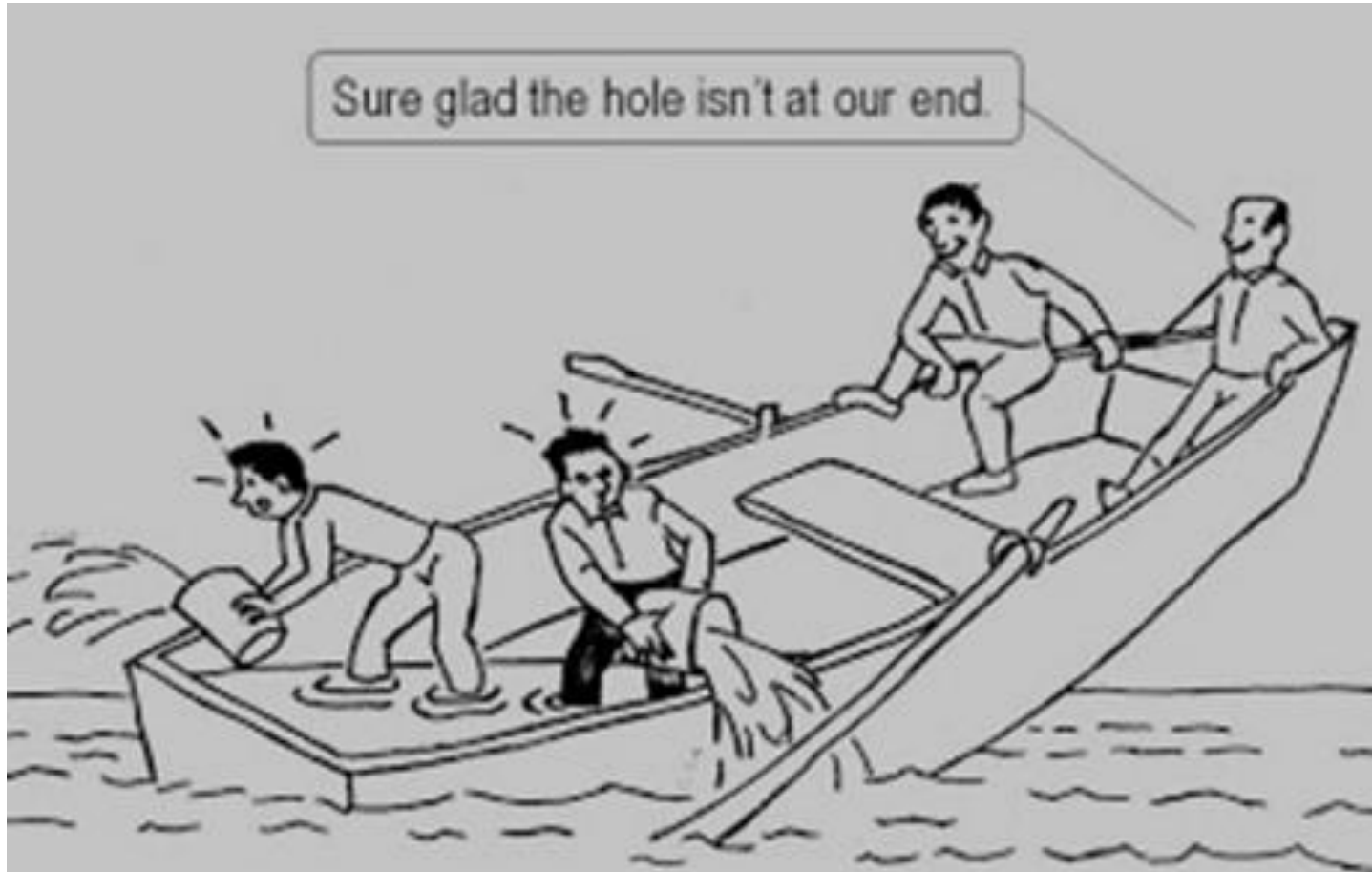
Select Provider(s):

Optional

<input type="text"/>	<input type="button" value="Select"/>
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Sure glad the hole isn't at our end.



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# What's Next?

# What's Next Calendar

Due	Report/Event Name
Nov 22 <sup>nd</sup>	Durham CoC HMIS Users Meeting
Dec 26 <sup>th</sup>	<del>December Durham CoC HMIS Users Meeting</del>
October - February	System Performance Measures Reports
January – March	Point in Time / Housing Inventory Count Reports



## 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



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