HMIS@NCCEH
HMIS Users Meeting

March 19, 2020

NC COALITION to end HOMELESSNESS

Agenda

March 2020

We'll be recording each section separately

System Updates

Save & Verify Data

COVID-19 Response

How can we help?

Navigating ServicePoint Efficiently

Point in Time/Housing Inventory Counts

Equal Access and Case Plans Pushed

What's Next

NCCEH

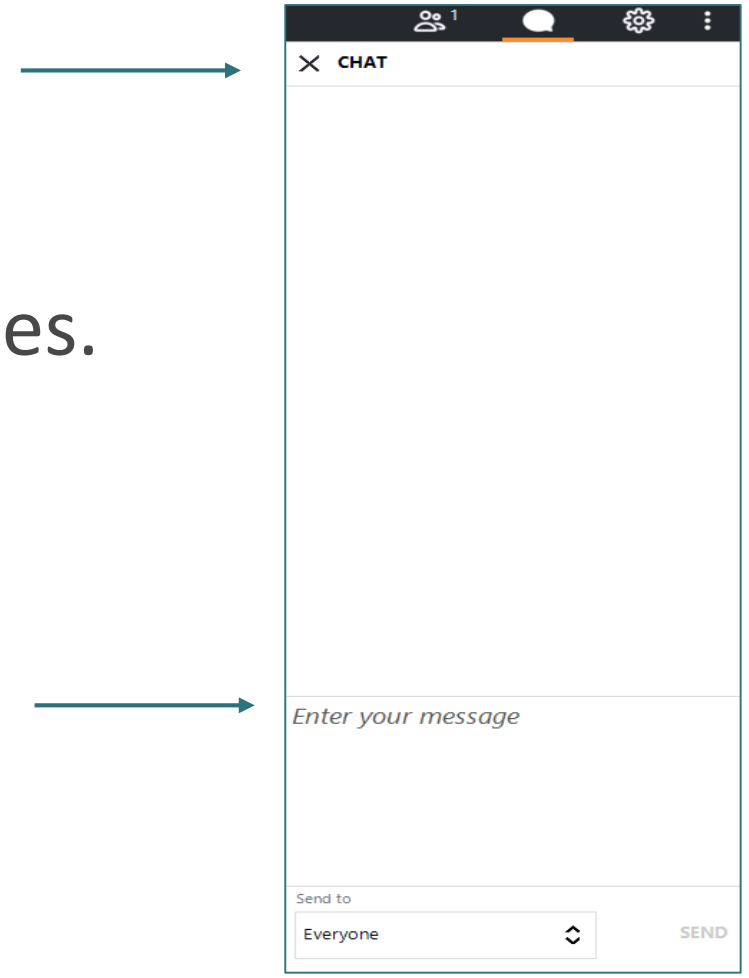
Welcome

Reminders

Your line is muted.

We will unmute the line during Q&A pauses.

The chat box is available to use anytime.



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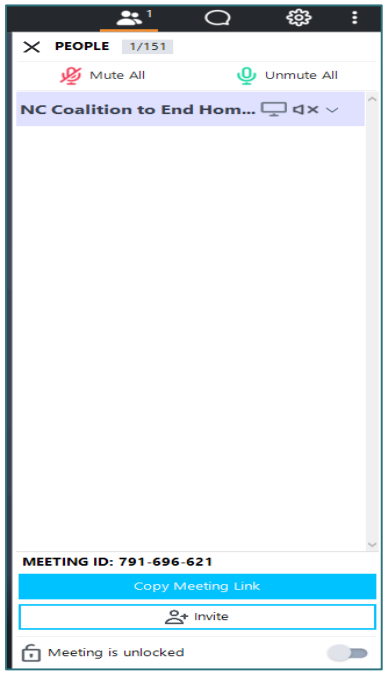
Attendance

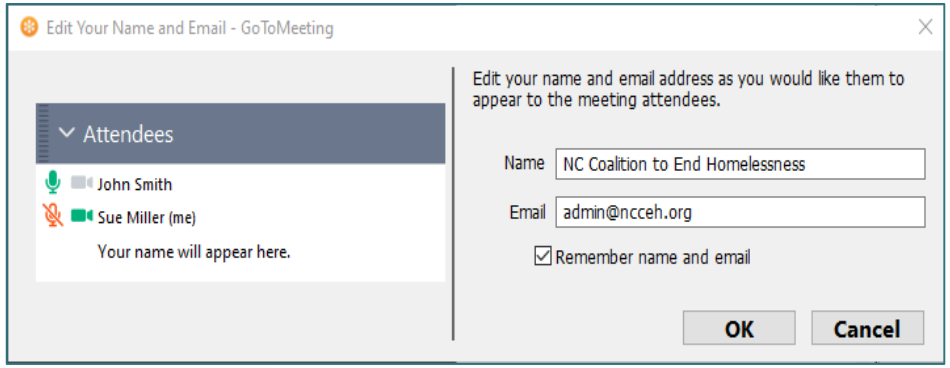
- We will conduct Roll Call for Regional Leads and at-large members to confirm quorum for voting.

- Other participants should enter their full names, so we know they are here and include in the minutes.

1



2



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System Updates

Verify & Save – System Administrator Tool

WellSky gave us a tool to “re-stamp” older/shared data with the current provider and date. This tool is the “Verify & Save Data” button and it will improve some of our reporting visibility issues BUT overuse of it will slow down our entire system.

Only use this button after a conversation with the NCCEH Data Center!

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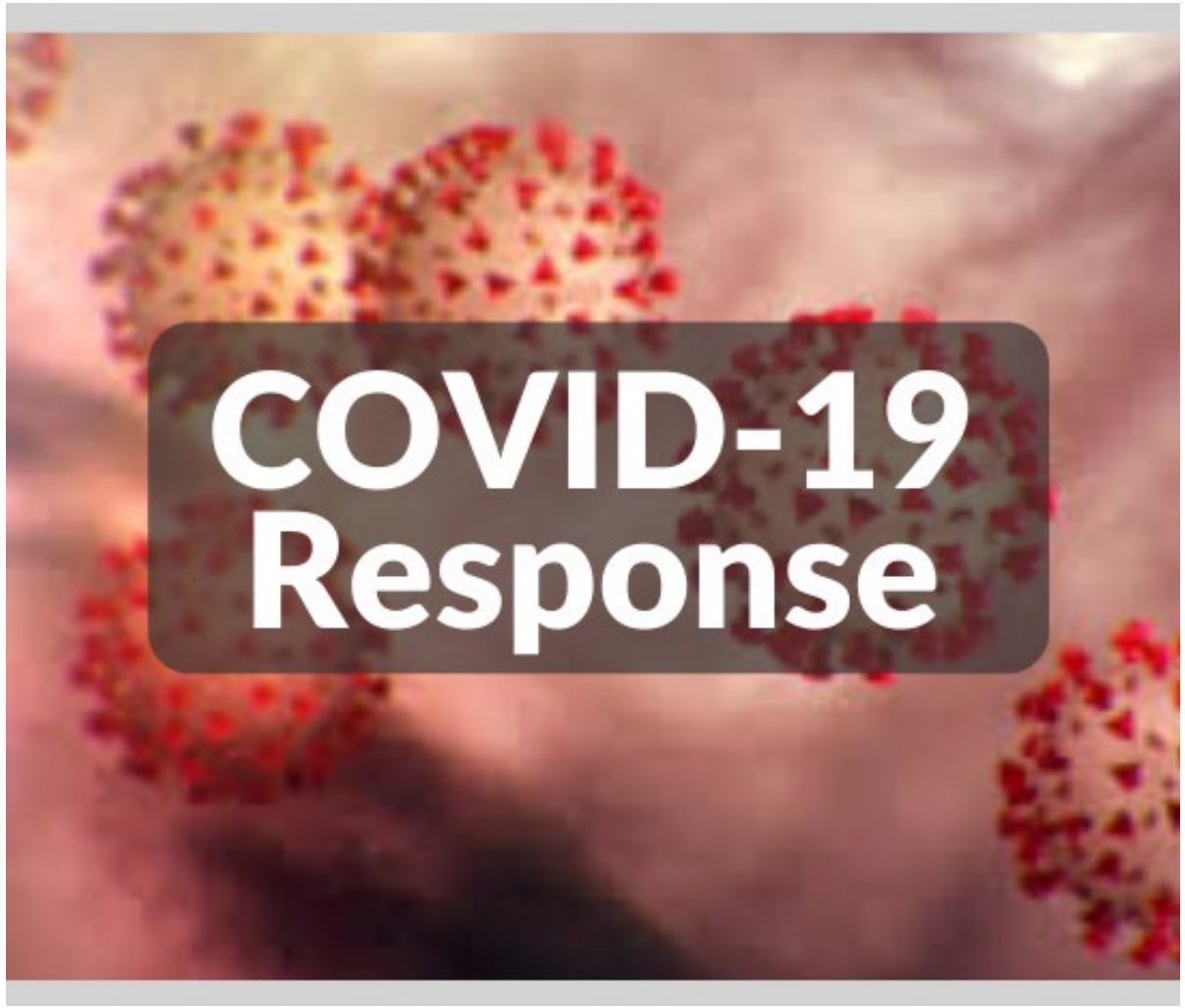
COVID-19 Response in HMIS

- Why Collect Data
- Why these Questions
- Who to Collect and Entry Data for
  - (Screening outside of HMIS)
- Where to Find Questions
- How to Enter Data
- Other Data Considerations



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Why Collect COVID-19 Data

Data collection is critical to our community's immediate response and future public health evaluations.

- Track COVID-19
- Protect Clients and Staff
- Advocate for Resources

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Why these Questions

Designed by Louisiana Balance of State, vetted by Public Health practitioners and NCCEH Natural Disaster experts, other communities implementing

“Symptomatic” might be the only data available to homelessness services providers.

Provider level data collection goal: Gathering data to support

- Real-time monitoring of COVID-19 by site
- Contact Tracing
- Calculations of site incidence, prevalence, rate of transmission and recovery rate

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Who to Collect and Enter Data For

All clients with symptoms of COVID-19

- CDC COVID-19 Symptoms Guide

Screening clients for symptoms of COVID-19

- Check with local Public Health authorities
- If none available, look at Atlanta, GA or Ohio Balance of State

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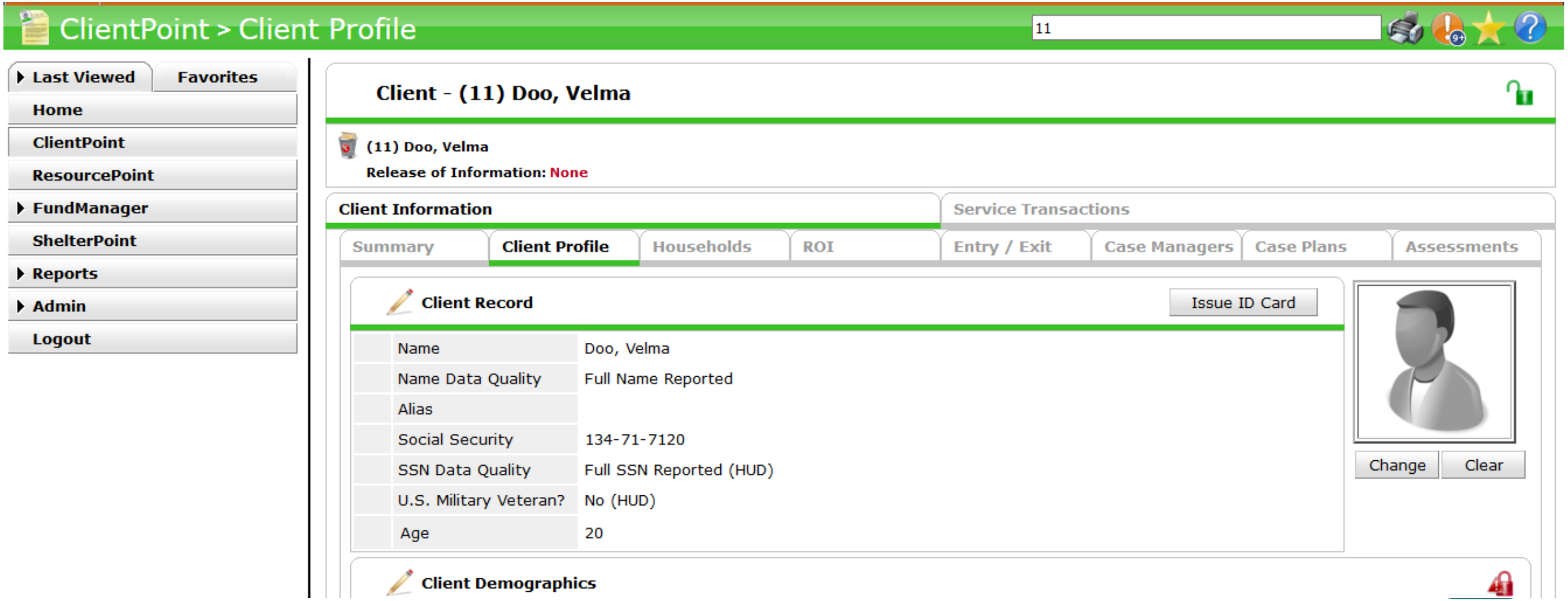
Where to Find Questions



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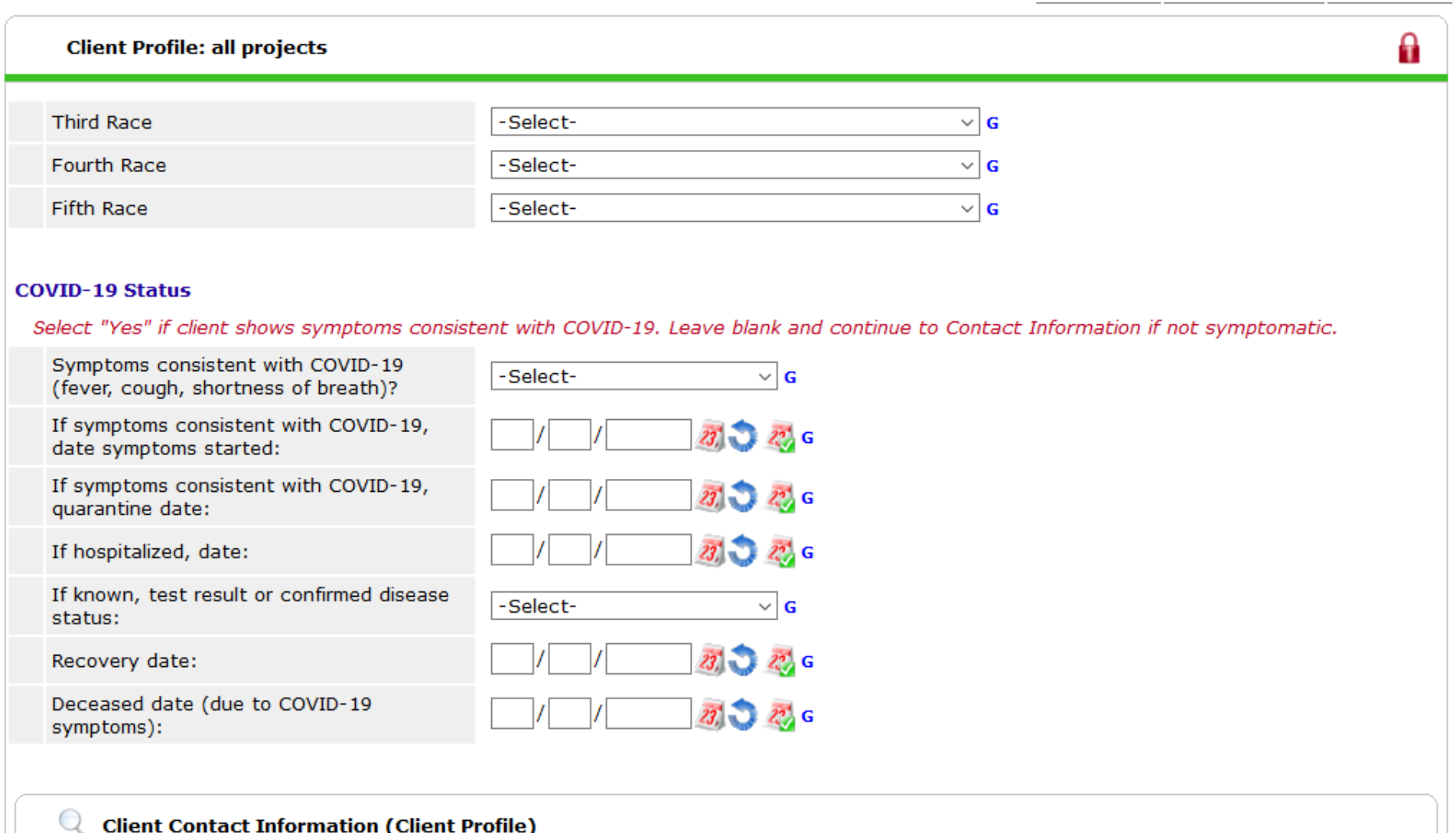
Where to Find Questions

Don’t see the Client Profile: all projects Assessment? Check EDA Mode!



How to Enter Data

COVID-19 Status

Select "Yes" if client shows symptoms consistent with COVID-19. Leave blank and continue to Contact Information if not symptomatic.

Symptoms consistent with COVID-19 (fever, cough, shortness of breath)?	-Select- G
If symptoms consistent with COVID-19, date symptoms started:	/ / G
If symptoms consistent with COVID-19, quarantine date:	/ / G
If hospitalized, date:	/ / G
If known, test result or confirmed disease status:	-Select- G
Recovery date:	/ / G

*You may also test these questions in the training site: sp5.servicept.com/hmisncceh_training

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Other Data Considerations

Contact Information

- Contact Tracing is nearly impossible if a client cannot be found
- Accurate and multiple pieces of Contact Information is essential
  - Personal phone number
  - Friends/Family phone numbers
  - Frequent locations
  - Online contact information like emails or social media

Standard Information

- Accurate Entries, Bedlists, Exits, Move-In Dates, NC County of Service are also more important than ever for baseline data and exposure tracking

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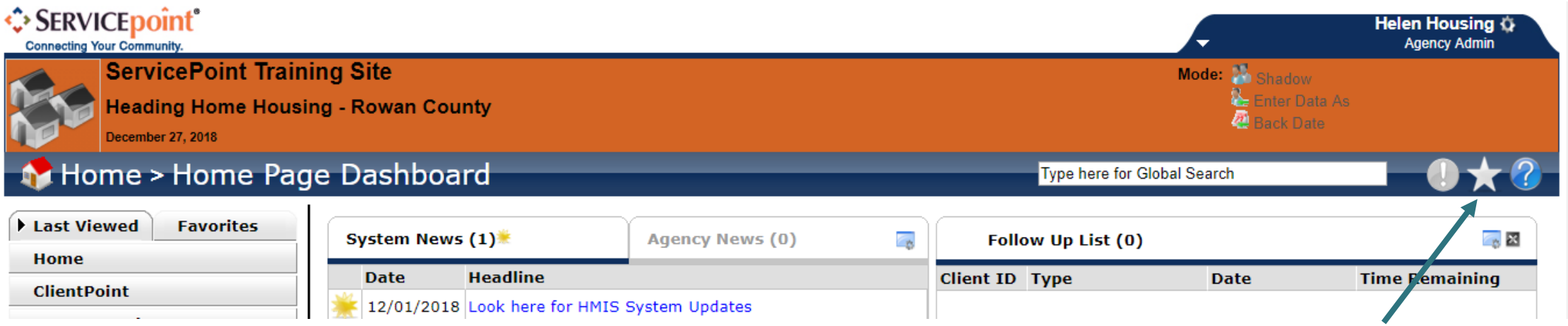
How can we help?

Navigating ServicePoint

Add to Favorites



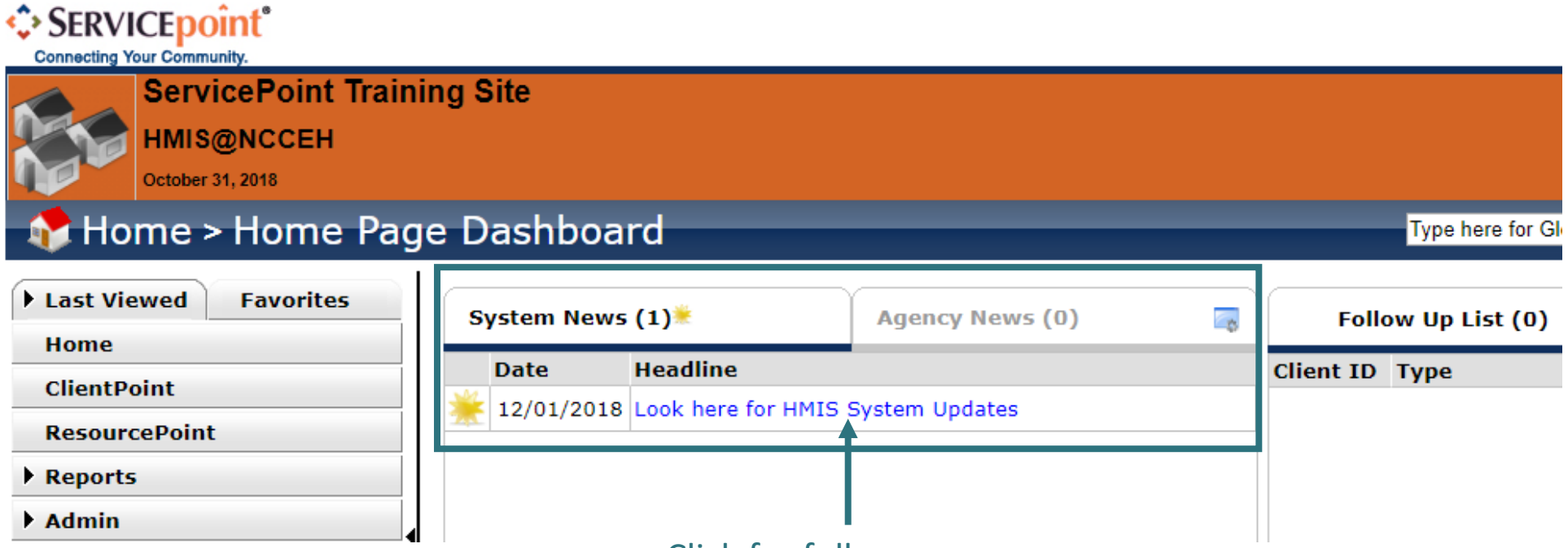
★ Add any page to Favorites when star is yellow
(limit 30 items)

NCCEH

Homepage System News

The NCCEH Data Center will post general HMIS updates System News

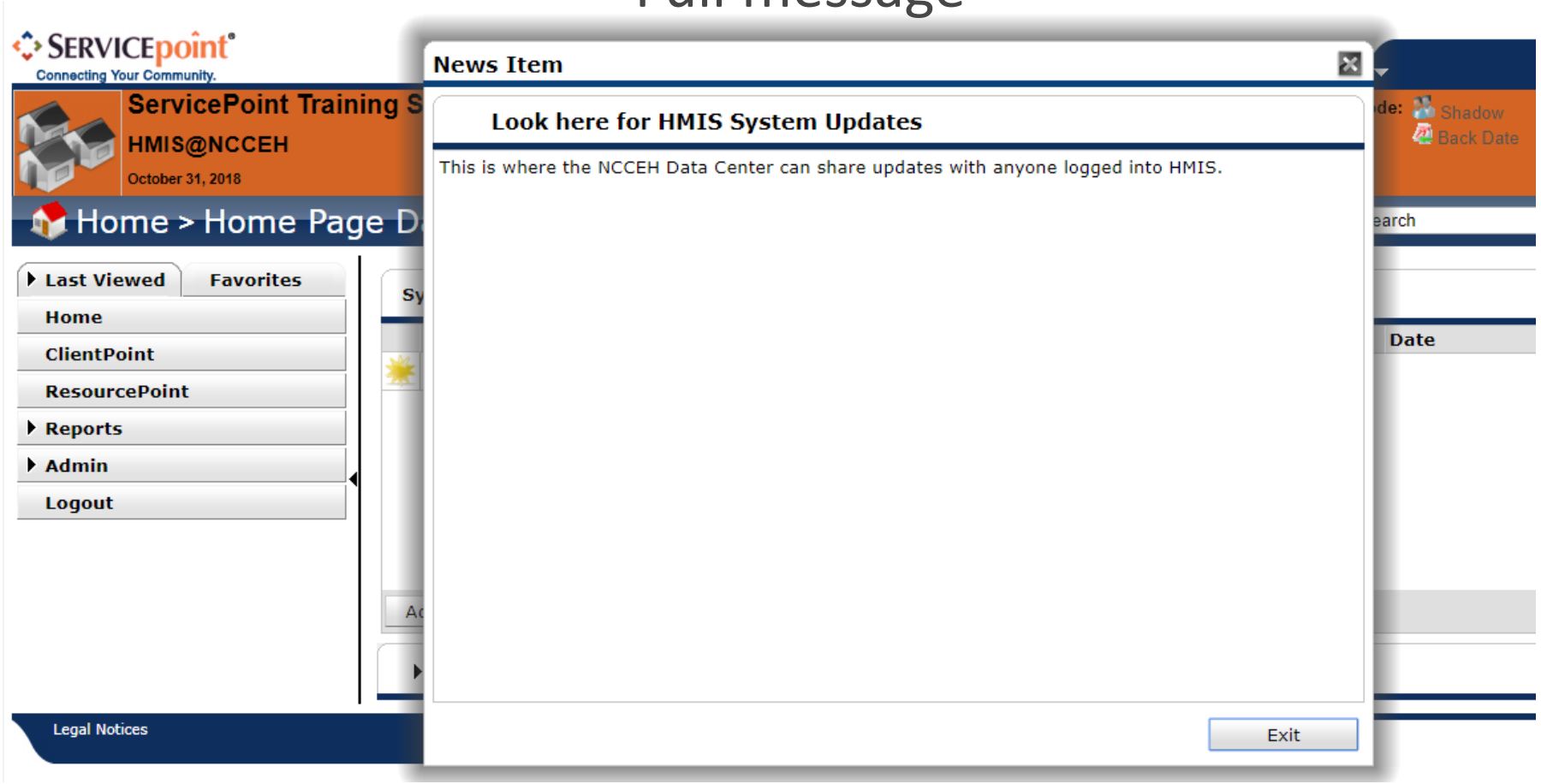
Agency Admins can use Agency News to update HMIS Users within the agency



NCCEH

Homepage System News

Full message



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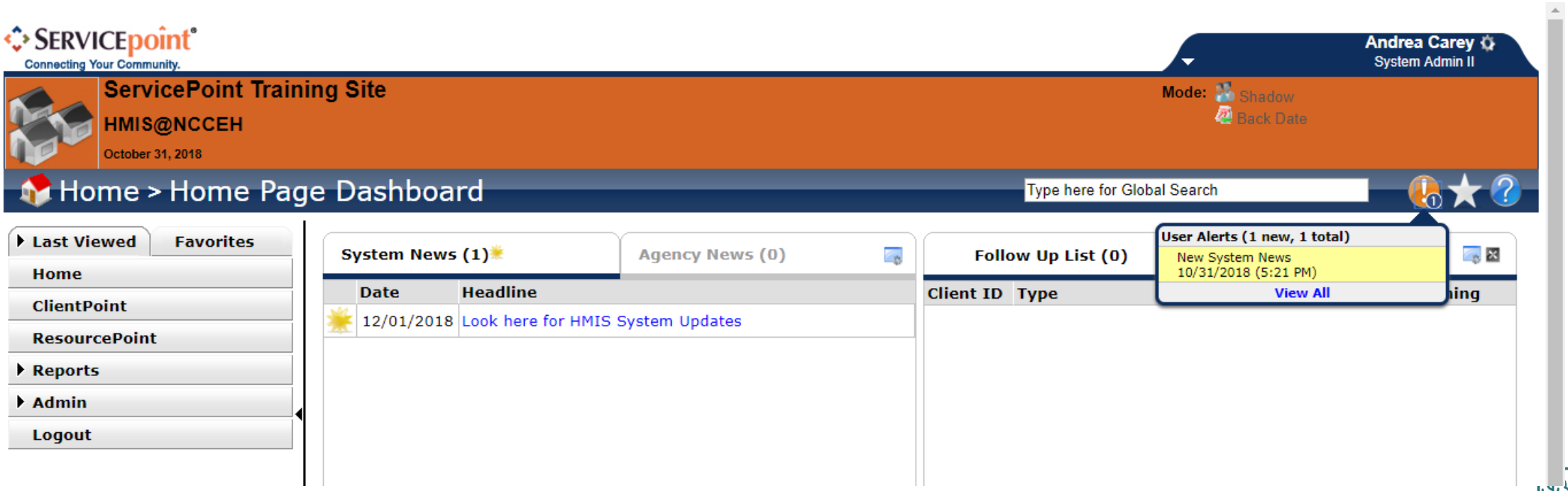
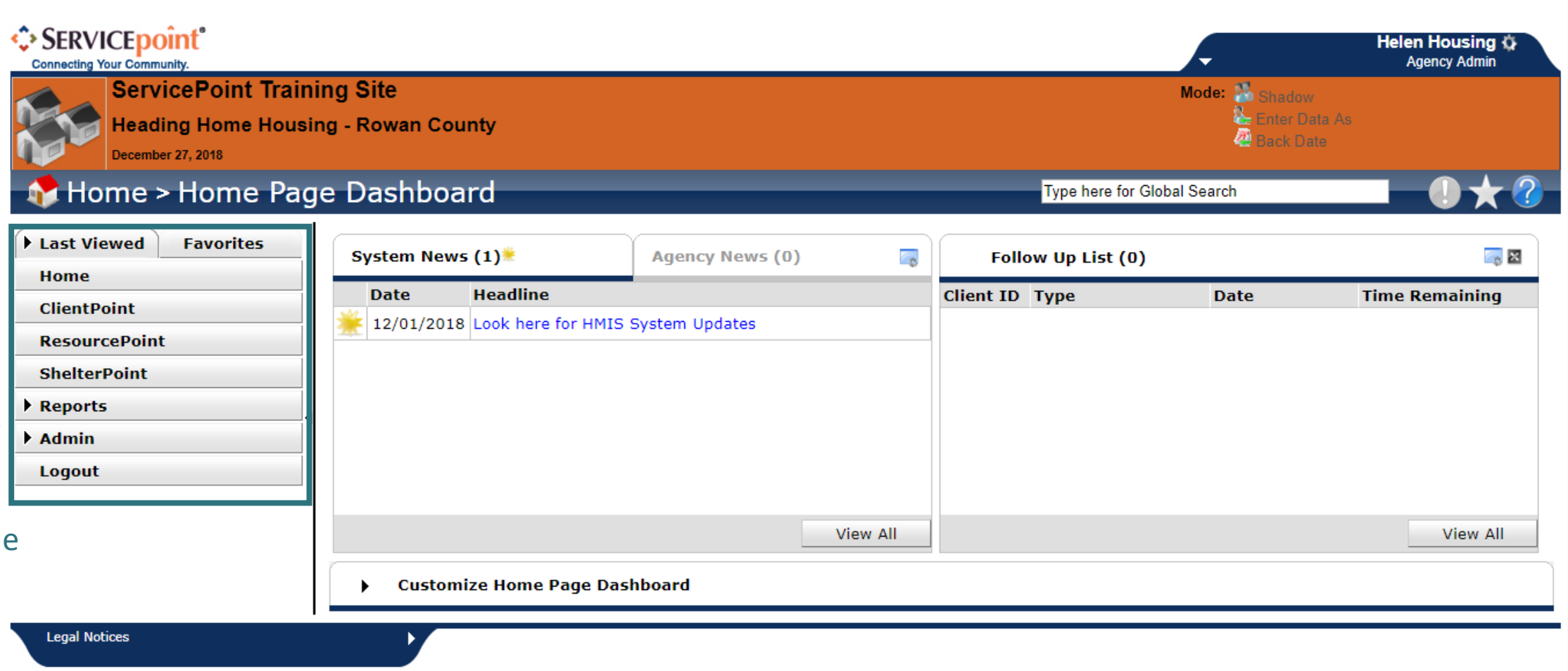
Alerts

New posts in System or Agency News will appear in the exclamation (!) icon. No email communication is sent.



NCCEH

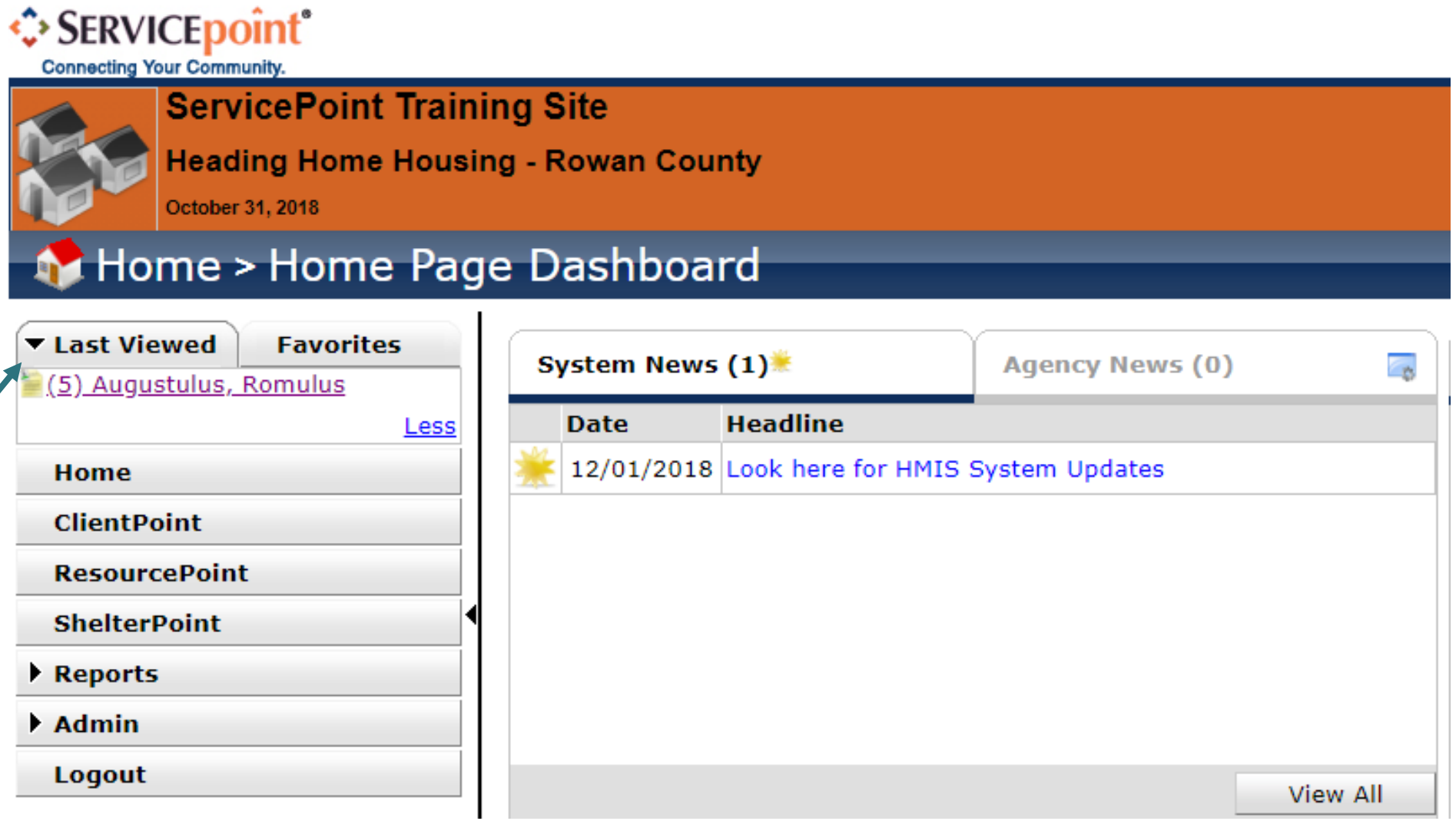
ServicePoint Homepage



Left-side menu

NCCEH

Left-side Menu: Last Viewed Clients

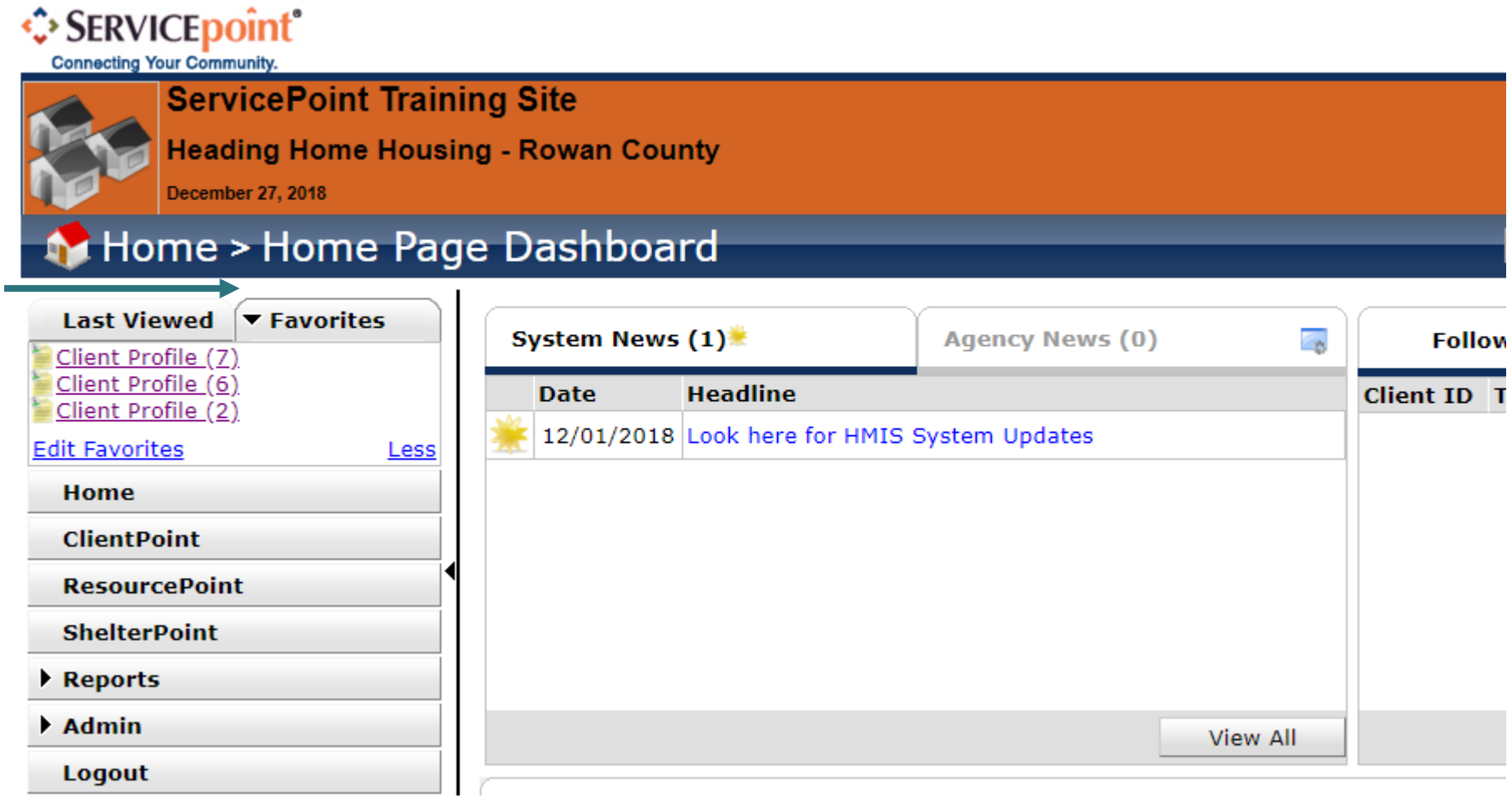


Click to see last 10 clients viewed

NCCEH

Left-side Menu: Favorites

List of element identified as "Favorites"



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Find current clients to outreach

Check the CoC-APR and ESG-CAPER for today

- Total Clients Served
- Clients 65+
- Clients with Disabling Conditions
- Chronically Homeless Clients

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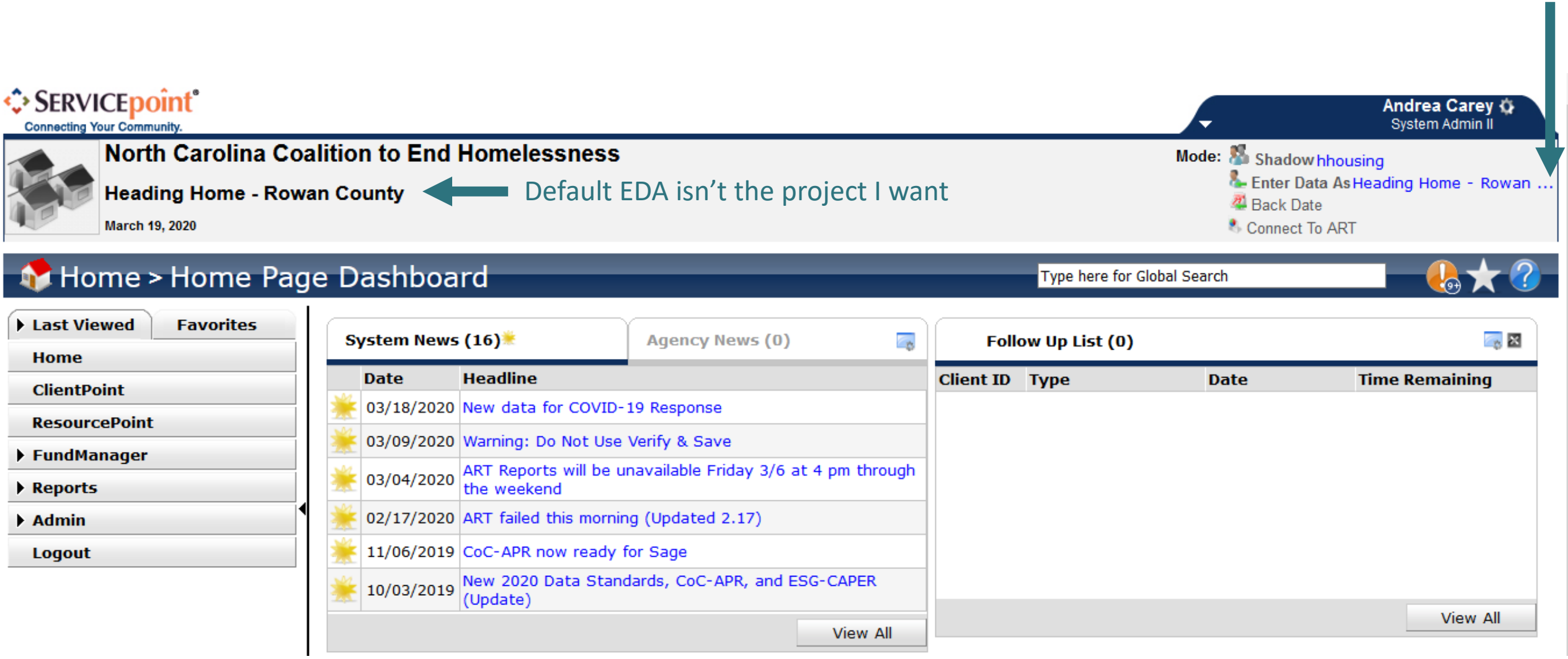
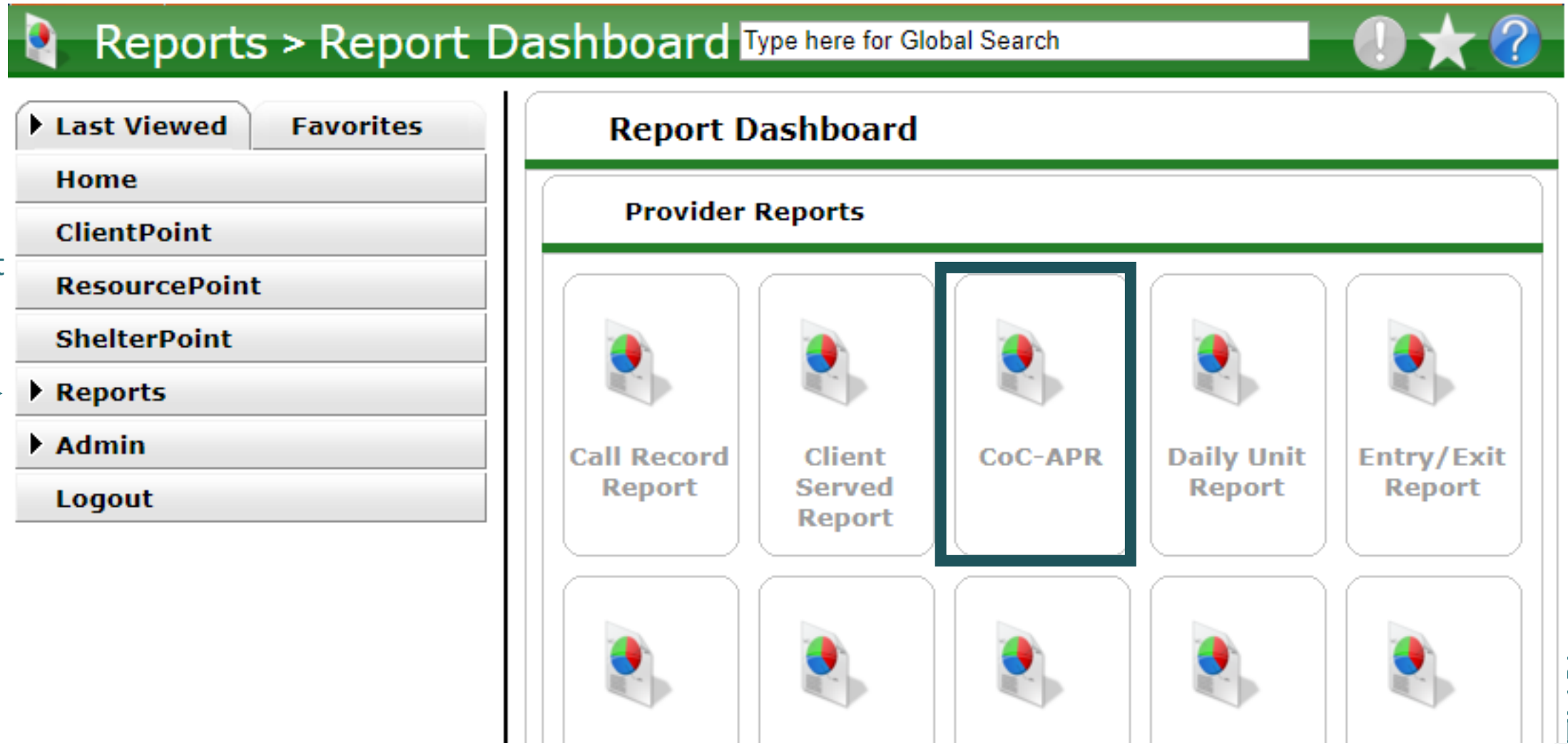
Use the right EDA mode

Used accurate EDA mode



Left-side Menu: Reports

Find fast reports here →



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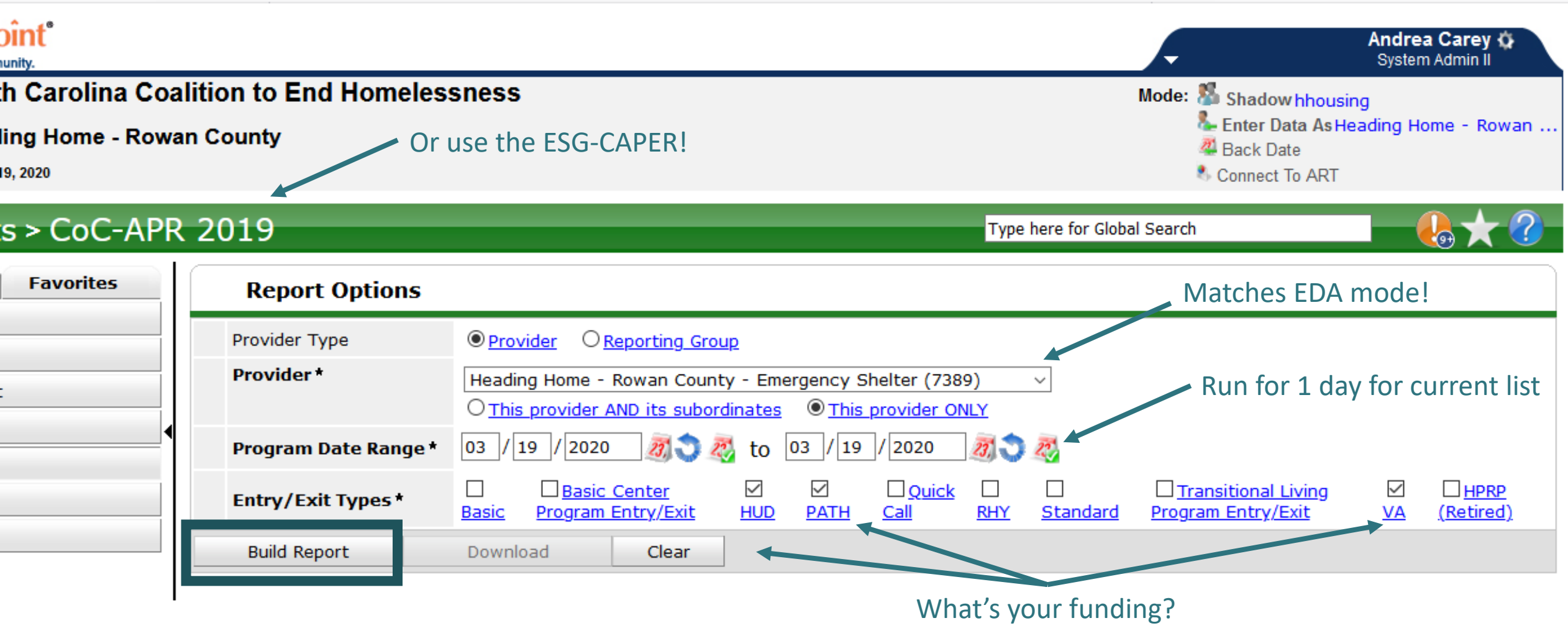
Run the Report



Find current clients

CoC-APR Report Results

4a - Project Identifiers in HMIS

#	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	All

Organization Name	Org. ID	Project Name	Project ID	HMIS Project Type	Method for Tracking ES	Affiliated with a residential project? (SSO)	Project IDs of Affiliation	CoC Codes	Geocodes	Victim Service Provider
Rowan Helping Ministries - Rowan County	1045	Rowan Helping Ministries - Rowan County - Eagle's Nest - TH - Private	1363	Transitional housing (HUD)				NC-503	379159	False

Showing 1-1 of 1

5a - Report Validations Table

Report Validations Table	
1. Total Number of Persons Served	9
2. Number of Adults (age 18 or over)	7
3. Number of Children (under age 18)	2
4. Number of Persons with Unknown Age	0
5. Number of Leavers	0
6. Number of Adult Leavers	0

Find older clients

11 - Age	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Under 5	1		1	0	0
5 - 12	1		1	0	0
13 - 17	0		0	0	0
18 - 24	0	0	0		0
25 - 34	1	0	1		0
35 - 44	0	0	0		0
45 - 54	1	1	0		0
55 - 61	3	3	0		0
62 +	2	2	0		0
Client Doesn't Know/Client Refused	0	0	0	0	0
Data not collected	0	0	0	0	0
Total	9	6	3	0	0

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Find clients with disabling conditions

13a1 - Physical and Mental Health Conditions at Start	Total Persons	Without Children	Adults in HH with Children and Adults	Children in HH with Children and Adults	With Only Children	Unknown Household Type
Mental Health Problem	1	0	1	0	0	0
Alcohol Abuse	0	0	0	0	0	0
Drug Abuse	0	0	0	0	0	0
Both Alcohol and Drug Abuse	0	0	0	0	0	0
Chronic Health Condition	2	2	0	0	0	0
HIV/AIDS	0	0	0	0	0	0
Development Disability	0	0	0	0	0	0
Physical Disability	3	3	0	0	0	0

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Find Chronically Homeless clients

26a - Chronic Homeless Status - Number of Households w/at least one or more CH person					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Chronically Homeless	2	2	0	0	0
Not Chronically Homeless	5	4	1	0	0
Client Doesn't Know/Client Refused	0	0	0	0	0
Data not collected	0	0	0	0	0
Total	**7**	**6**	**1**	**0**	**0**

26b - Number of Chronically Homeless Persons by Household					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
Chronically Homeless	2	2	0	0	0
Not Chronically Homeless	7	4	3	0	0
Client Doesn't Know/Client Refused	0	0	0	0	0
Data not collected	0	0	0	0	0
Total	**9**	**6**	**3**	**0**	**0**

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What do these mean?

Edit – use the pencil for making changes

Add – use the plus sign to select an item

Remove – use the minus sign to deselect items

Delete – use the trash bin to delete items forever (there is no undo!)

Open/Close – use the arrow to expand or close a section

Print – use the printer to either print or save as a pdf

Calendar – use to select a date from the month long calendar view

Clear – use to clear dates

Today's Date – use to automatically enter today's date or the backdate

NCCEH

2020 PIT Count & Housing Inventory Count in HMIS

PIT & HIC Timeline

January 29th: The 2020 Point-In-Time Count (PIT) occurred. The annual Housing Inventory Count (HIC) will reflect housing capacity & usage for this date.

March 13th: As of this date only the 0630 PIT report for emergency shelters and transitional housing projects has been released by WellSky.

Mid/Late March: WellSky will release the 0629 HIC report for emergency shelters and transitional housing projects along with the 0628 HIC Supplement report for Permanent Housing projects.

TBD Deadline: Deadline for having final 0630 PIT reports submitted to the Data Center was March 20th. With the preparation for COVID-19, we will be accepting reports as you can work on them.

COVID-19 Response: Please let the Data Center know what you need

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Balance of State

There are 99 total projects

- 46 Emergency Shelter or Transitional Housing projects (may reflect shelter projects broken into family and singles projects)
- 53 Rapid Rehousing or Permanent Supportive Housing projects

So far 20 projects have been through the review & submission process with finalized 0630 PIT reports!

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Durham

There are 24 total projects

- 8 Emergency Shelter or Transitional Housing projects (may reflect shelter projects broken into family and singles projects)
- 16 Rapid Rehousing or Permanent Supportive Housing projects

So far 2 projects have been through the review & submission process with finalized 0630 PIT reports!

NCCEH

Orange

There are 8 total projects

- 5 Emergency Shelter or Transitional Housing projects (may reflect shelter projects broken into family and singles projects)
- 3 Rapid Rehousing or Permanent Supportive Housing projects

So far 0 projects have been through the review & submission process with finalized 0630 PIT reports!

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Not sure where to start?

- How to Read and Correct each of the PIT/HIC Reports:

NCCEH

Find Your Reports

PIT and HIC reports are run separately for each HMIS project

Homeless Projects have different reports than Permanent Housing Projects

Project Type	0628 HIC Supplement	0629 Housing Inventory Count	0630 Sheltered-Unsheltered PIT 2019
ES & TH		✓	✓
RRH & PSH	✓		

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Find Your Reports

Good News - You don’t have to run the reports this year. We will!

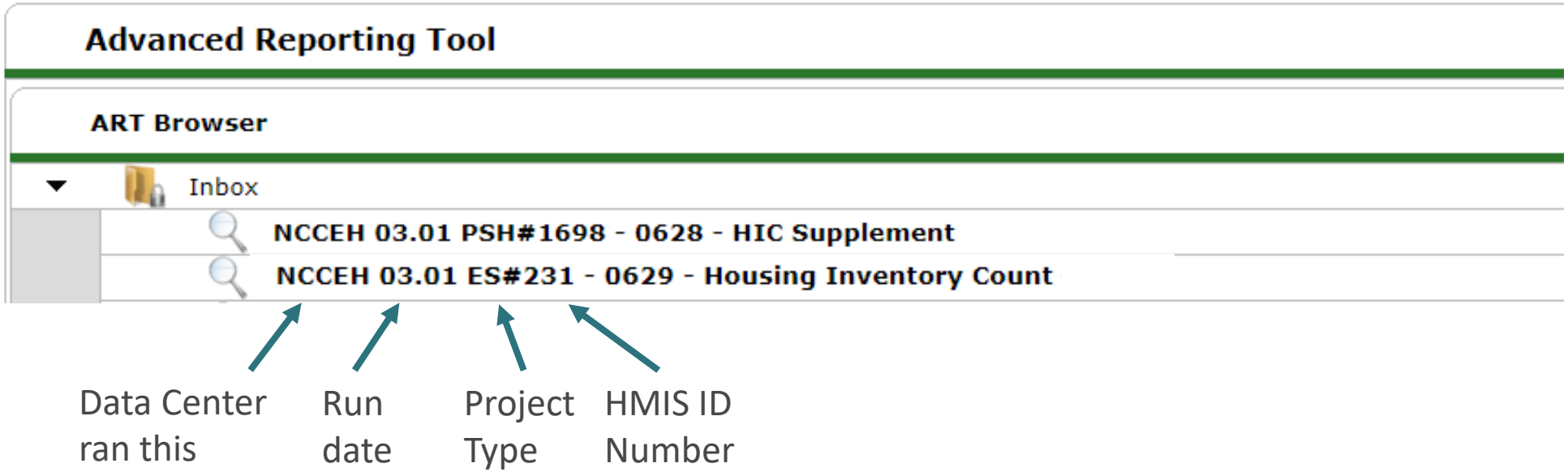
The reports for each of your projects will run in the AA’s ART Inbox and you’ll receive an announcement email

- If your agency wants the reports to be run elsewhere, please tell us know

NCCEH

Review Your Reports

Look for reports labeled with NCCEH, the run date, the project type, and the project number:



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Review Your Reports

How do you know if your data is accurate?

Check for the correct entries and exits
- households

Check for missing details about client
- Demographics
- Disabling Conditions
- Chronic Homelessness questions
- Client Location

Check for children alone

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Abbreviations in PIT/HIC Reports

Race includes both Primary and Secondary Race responses from the Client Profile Tab

Column	Abbreviation	Meaning
Race	B	Black or African American
Race	W	White
Race	A	Asian
Race	N	Native Hawaiian or Other Pacific Islander
Race	I	American Indian or Alaskan Native
Race	Multi	Different races selected for Primary and Secondary
Race	D	Client Doesn't Know/Client Refused
Race	M	Missing or non-HUD values

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Abbreviations in PIT/HIC Reports

Other sub-populations correspond to specific questions in the Entry Assessment

Column	Abbreviation	Meaning
Disab YN	Y	Yes for Disabling Condition
Disab YN	N	No for Disabling Condition
DV	Y	Domestic Violence Survivor
DV	N	Not a Domestic Violence Survivor
DV Flee	Y	Yes for Currently Fleeing from DV
DV Flee	N	No for Currently Fleeing from DV
CH	X	Was Chronically Homeless upon entry
CH	[blank]	Was not Chronically Homeless upon entry
Fam	AC	Adults with Children Household
Fam	A	Adults (multiple) without children
Fam	Sa	Single Adult
Fam	AM or ACM	At least one Household member is missing age

Gateway Question

Homeless History

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Review Your Reports

0628 – HIC Supplement

	A	B	C	D	E	F	G	H	I	J
1	Prog Type	Providers Reporting Information in this Report	Adult Child		Adult Only		Child Only		Count Client Unique Id	
2			Count Households	Count Clients	Count Households	Count Clients	Count Households	Count Clients		
3	RRH	Heading Home - Rowan County - RRH - HUD(8749)	1	2	2	2	0	0	4	
4	**RRH**		**1**	**2**	**2**	**2**	**0**	**0**	**4**	
5										
6		**Total ALL:**	**1**	**2**	**2**	**2**	**0**	**0**	**4**	
7										

Tab A - HIC Client Count | Tab B - Populations | Tab C - Subpopulations | Tab D - Client Detail | ...

Confirm client totals for each tab

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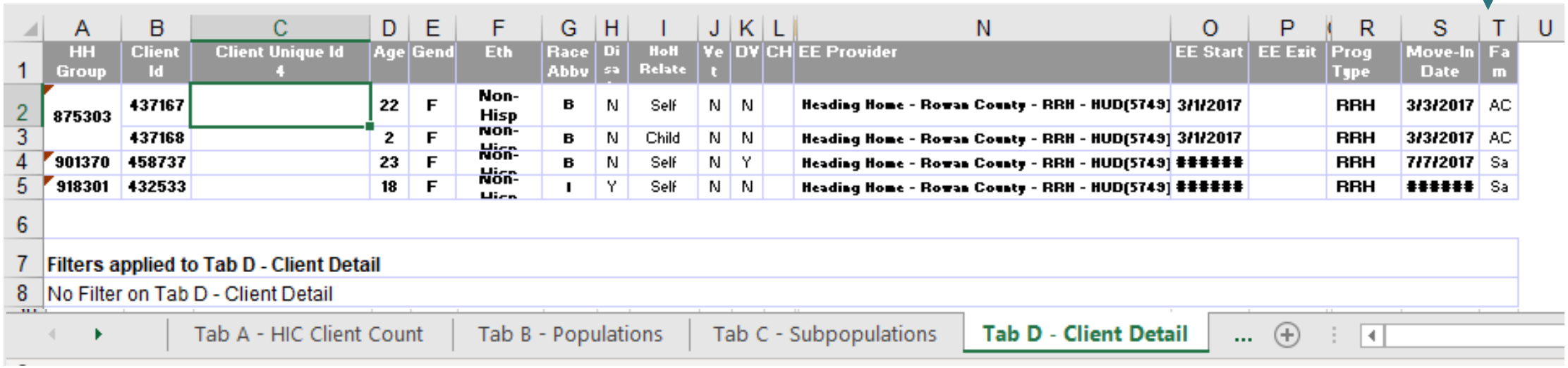
Review Your Reports

0628 – HIC Supplement

Expand Columns to see all of the data



	A	B	C	D	E	F	G	H	I	J	K	L	N	O	P	R	S	T	U
1	HH Group	Client Id	Client Unique Id 4	Age	Gend	Eth	Race Abbv	Di sa	HoH Relate	Ve t	DV	CH	EE Provider	EE Start	EE Exit	Prog Type	Move-In Date	Fa m	
2	875303	437167		22	F	Non-Hisp	B	N	Self	N	N		Heading Home - Rowan County - RRH - HUD(5749)	3/1/2017		RRH	3/3/2017	AC	
3		437168		2	F	Non-Hisp	B	N	Child	N	N		Heading Home - Rowan County - RRH - HUD(5749)	3/1/2017		RRH	3/3/2017	AC	
4	901370	458737		23	F	Non-Hisp	B	N	Self	N	Y		Heading Home - Rowan County - RRH - HUD(5749)	######		RRH	7/7/2017	Sa	
5	918301	432533		18	F	Non-Hisp	I	Y	Self	N	N		Heading Home - Rowan County - RRH - HUD(5749)	######		RRH	######	Sa	
6																			
7	Filters applied to Tab D - Client Detail																		
8	No Filter on Tab D - Client Detail																		

Tab A - HIC Client Count | Tab B - Populations | Tab C - Subpopulations | Tab D - Client Detail | ...

NCCEH

Review Your Reports

0628 – HIC Supplement

Expand Columns to see all of the data

	A	B	C	D	E	F	G	H	I	J	K	L	N	O	P	R	S	T	U
1	HH Group	Client Id	Client Unique Id 4	Age	Gend	Eth	Race Abbv	Di sa	HoH Relate	Ve t	DV	CH	EE Provider	EE Start	EE Exit	Prog Type	Move-In Date	Fa m	
2	875303	437167		22	F	Non-Hisp	B	N	Self	N	N		Heading Home - Rowan County - RRH - HUD(5749)	3/1/2017		RRH	3/3/2017	AC	
3		437168		2	F	Non-Hisp	B	N	Child	N	N		Heading Home - Rowan County - RRH - HUD(5749)	3/1/2017		RRH	3/3/2017	AC	
4	901370	458737		23	F	Non-Hisp	B	N	Self	N	Y		Heading Home - Rowan County - RRH - HUD(5749)	6/12/2017		RRH	7/7/2017	Sa	
5	918301	432533		18	F	Non-Hisp	I	Y	Self	N	N		Heading Home - Rowan County - RRH - HUD(5749)	6/15/2017		RRH	7/28/2017	Sa	
6																			
7	Filters applied to Tab D - Client Detail																		
8	No Filter on Tab D - Client Detail																		

Tab A - HIC Client Count | Tab B - Populations | Tab C - Subpopulations | **Tab D - Client Detail** | ...

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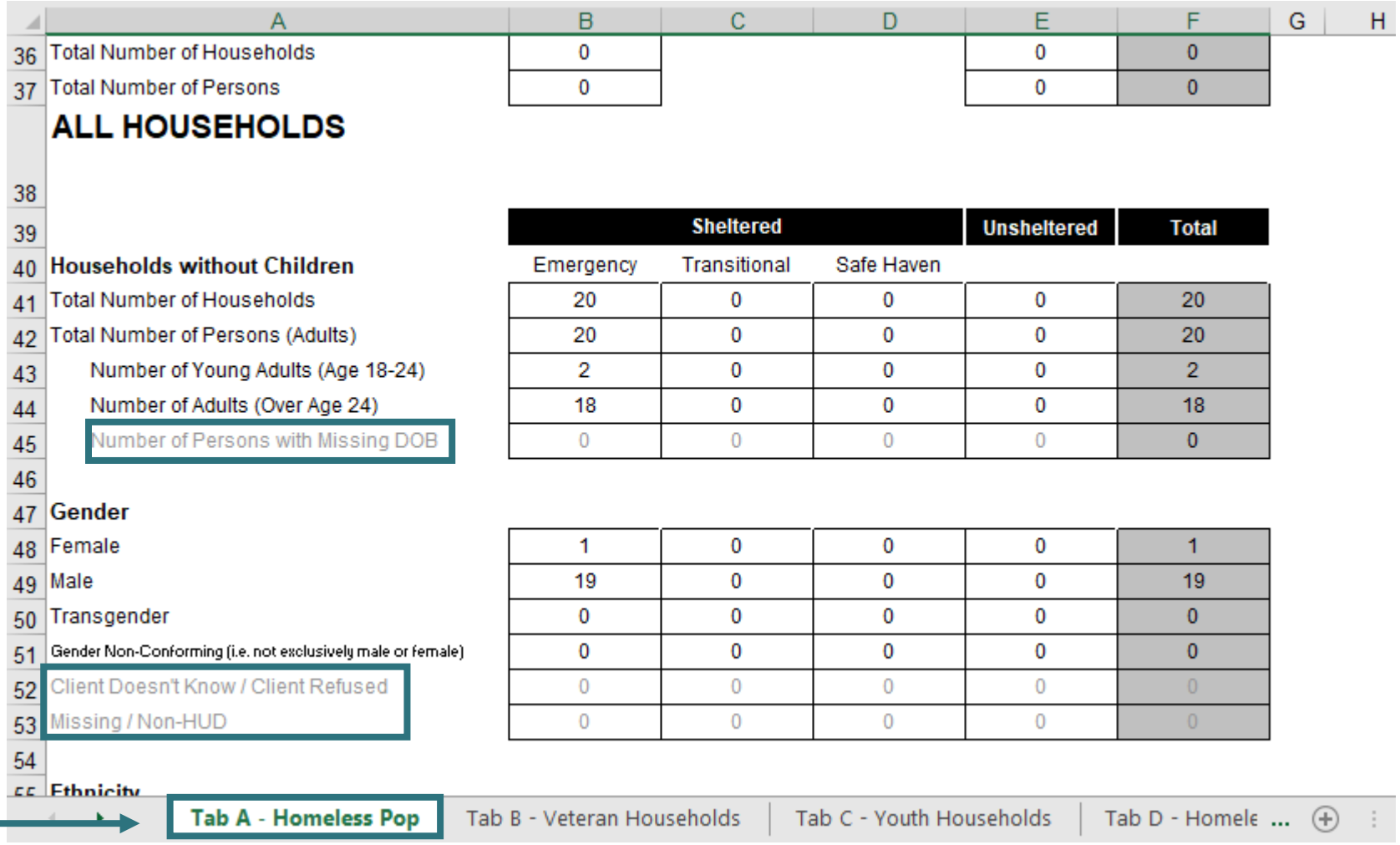
Review Your Reports

0630 – Sheltered Unsheltered PIT Report



	A	B	C	D	E	F	G	H
36	Total Number of Households	0			0	0		
37	Total Number of Persons	0			0	0		
	ALL HOUSEHOLDS							
38								
39		**Sheltered**			**Unsheltered**	**Total**		
40	**Households without Children**	Emergency	Transitional	Safe Haven				
41	Total Number of Households	20	0	0	0	20		
42	Total Number of Persons (Adults)	20	0	0	0	20		
43	Number of Young Adults (Age 18-24)	2	0	0	0	2		
44	Number of Adults (Over Age 24)	18	0	0	0	18		
45	Number of Persons with Missing DOB	0	0	0	0	0		
46								
47	**Gender**							
48	Female	1	0	0	0	1		
49	Male	19	0	0	0	19		
50	Transgender	0	0	0	0	0		
51	Gender Non-Conforming (i.e. not exclusively male or female)	0	0	0	0	0		
52	Client Doesn't Know / Client Refused	0	0	0	0	0		
53	Missing / Non-HUD	0	0	0	0	0		
54								
55	**Ethnicity**							

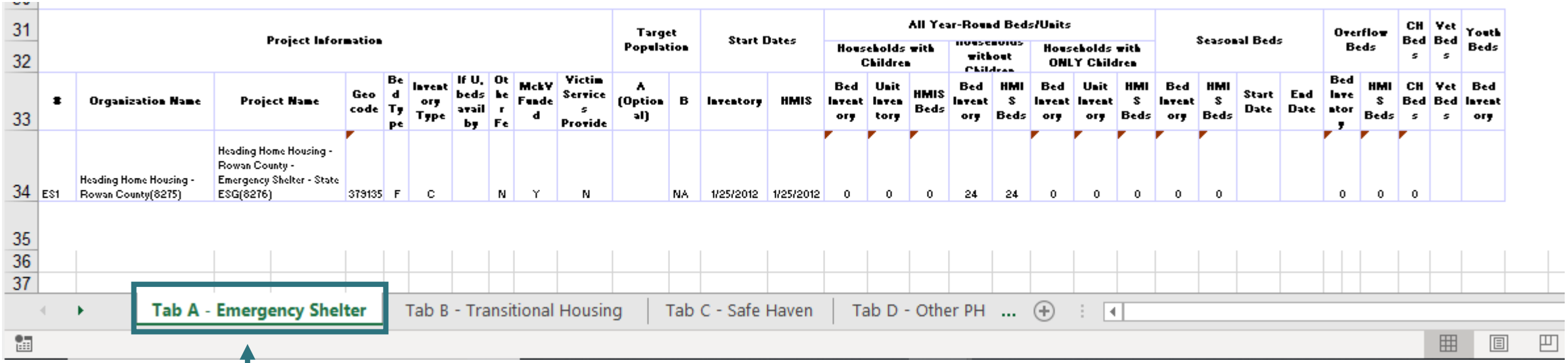
Tab A - Homeless Pop | Tab B - Veteran Households | Tab C - Youth Households | Tab D - Homele ...

Confirm client totals for each tab

Review Your Reports

0629 – Housing Inventory Count

(not yet released)



	Project Information										Target Population		Start Dates		All Year-Round Beds/Units								Seasonal Beds				Overflow Beds		CH Beds	Vet Beds	Youth Beds
															Households with Children			Households without Children		Households with ONLY Children												
33	#	Organization Name	Project Name	Geo code	Bed Type	Inventory Type	If U, beds avail by	Other Fe	McKV Funded	Victim Services Provide	A (Optional)	B	Inventory	HMIS	Bed Inventory	Unit Inventory	HMIS Beds	Bed Inventory	HMIS Beds	Bed Inventory	Unit Inventory	HMIS Beds	Bed Inventory	HMIS Beds	Start Date	End Date	Bed Inventory	HMIS Beds	CH Beds	Vet Beds	Bed Inventory
34	ES1	Heading Home Housing - Rowan County(8275)	Heading Home Housing - Rowan County - Emergency Shelter - State ESG(8276)	379135	F	C		N	Y	N		NA	1/25/2012	1/25/2012	0	0	0	24	24	0	0	0	0	0			0	0	0		

Tab A - Emergency Shelter | Tab B - Transitional Housing | Tab C - Safe Haven | Tab D - Other PH ...

Each project type has it's own tab

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Review Your Reports

0629 – Housing Inventory Count

(Highlighted or red portions deserve a second look)

	Project Information										Target Population		Start Dates		All Year-Round Beds/Units							
															Households with Children			Households without Children		Households with ONLY Children		
	#	Organization Name	Project Name	Geo code	Bed Type	Inventory Type	If U, beds availby	Other Fe	MckV Funded	Victim Services Provide	A (Optional)	B	Inventory	HMIS	Bed Inventory	Unit Inventory	HMIS Beds	Bed Inventory	HMIS Beds	Bed Inventory	Unit Inventory	HMIS Beds
34	ES1	Heading Home Housing - Rowan County(8275)	Heading Home Housing - Rowan County - Emergency Shelter - State ESG(8276)	379135	F	C		N	Y	N		NA	1/25/2012	1/25/2012	0	0	0	24	24	0	0	0

Look for total number of beds for each household type

NCCEH

Review Your Reports

0629 – Housing Inventory Count

	D	N
1	**Total Year-Round Beds - Household without Children**	
2	1. Current Year-Round Emergency Shelter (ES) Beds for Households without Children	24
3	1A. Number of DV Year-Round ES Beds for Households without Children	0
4	1B. Subtotal, non-DV Year-Round ES Beds for Households without Children	24
5	2. New Year-Round ES Beds for Households without Children	0
6	3. Under Development Year-Round ES Beds for Households without Children	0
7	4. Total Year Round ES HMIS Beds for Households without Children	24
9	5. HMIS Bed Coverage: ES Beds for Households without Children	100%

Coverage should always be 100% for HMIS participating projects

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Review Your Reports

0629 – Housing Inventory Count

User Prompt Field	Value(s) Selected
Include Operational Projects ONLY?	-blank- (Optional Prompt)
Select Provider(s):	Heading Home Housing - Rowan County - Emergency Sh
Select CoC Code(s):	None Selected
Enter Date for Current Inventory:	1/30/2019
Enter Date for Under Development Inventory:	1/31/2019

Federal Funding should have 2019 info

Providers Reporting Information in this Report	Project Type	Physical Address				HUD CoC Code			Federal Partner Program		
		Street Address	City	State	Zip Code	CoC Code	Start	End	Program	Start	End
Heading Home Housing - Rowan County - Emergency Shelter - ESG (1448)	Emergency Shelter (HUD)	1234 Hope Rd	Salisbury	NC	28502	NC-503 NC Balance of State CoC	09/04/07		HUD:ESG	10/01/15	09/30/16
						NC-503 NC Balance of State CoC	09/04/07		HUD:ESG	10/01/16	09/30/17
						NC-503 NC Balance of State CoC	09/04/07		HUD:ESG	01/01/18	12/31/18

Is the Address right?

... | Tab F - Rapid Re-Housing | Tab G - Bedlist DQ | **Tab H - Additional Information**

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Review Your Reports

If the inventory isn't correct, what do you do?

Contact the Data Center! We'll make the changes in HMIS:

- When did the change occur?
- What is the new total number of beds and units
- Are they dedicated to one type of household? How are they divided between HUD's household types?
- Are they dedicated to Veterans, Youth, or Chronically Homeless clients?

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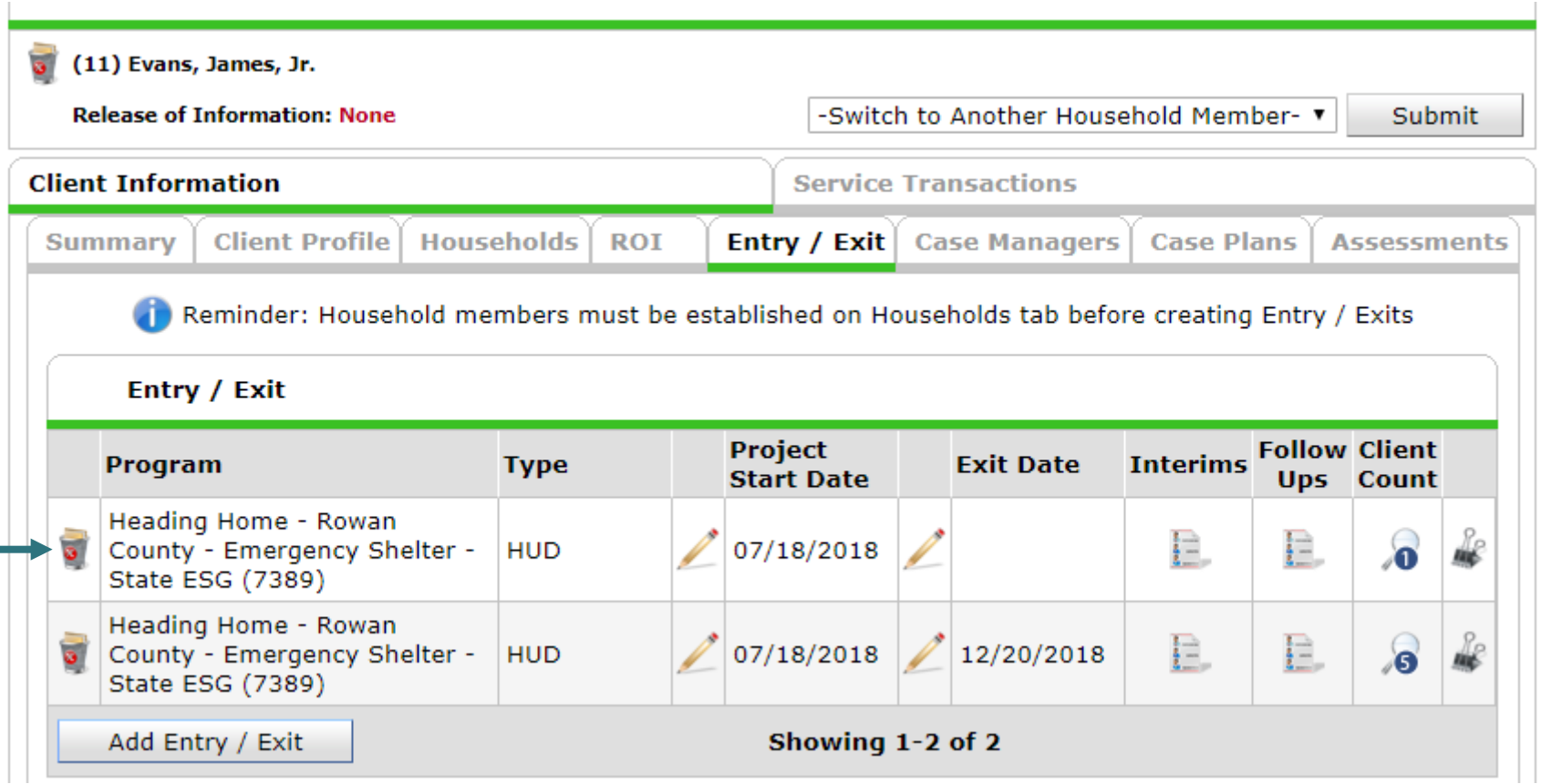
Make Corrections: Entries & Exits

Clients who were not staying at/being served by your project

Remove Duplicate Entries



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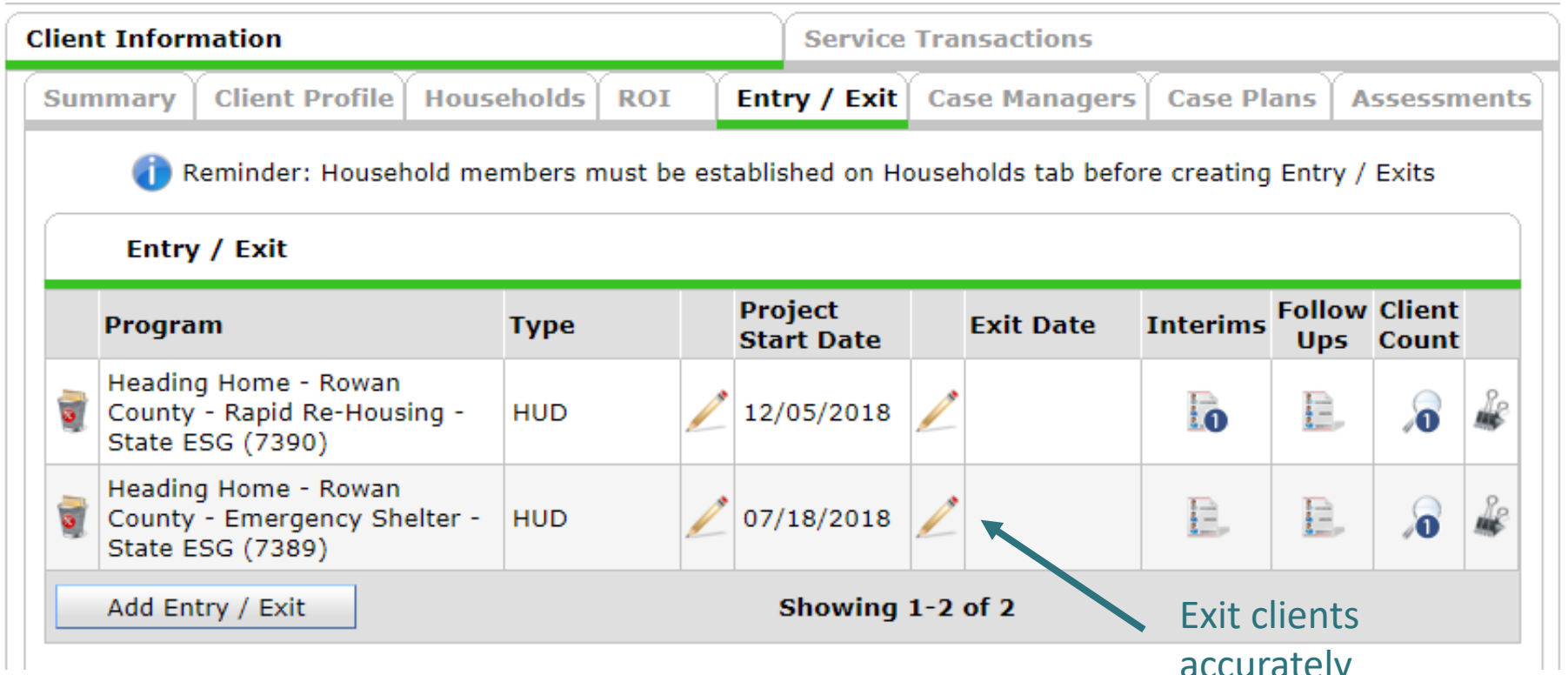
Make Corrections: Entries & Exits

Exit clients who were not staying at/being served by your project



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Utilization

Make Corrections: Utilization Rates

1 client	4 clients
1 bed	2 beds
1 ÷ 1 = **100% Utilization**	4 ÷ 2= **200%** **Utilization**

The percentage of Beds occupied on a given night must fall between 65% -105%

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Does this make sense?

2 clients

5 beds

2 ÷ 5 = **40% Utilization**

The percentage of Beds occupied on a given night must fall between 65% -105%

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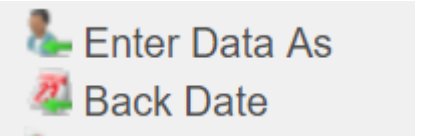
Make Corrections

Make Corrections: Missing data

Always, always check your **Enter Data As** and **Backdate** modes

Demographics don’t change, so backdate will be the client’s start date



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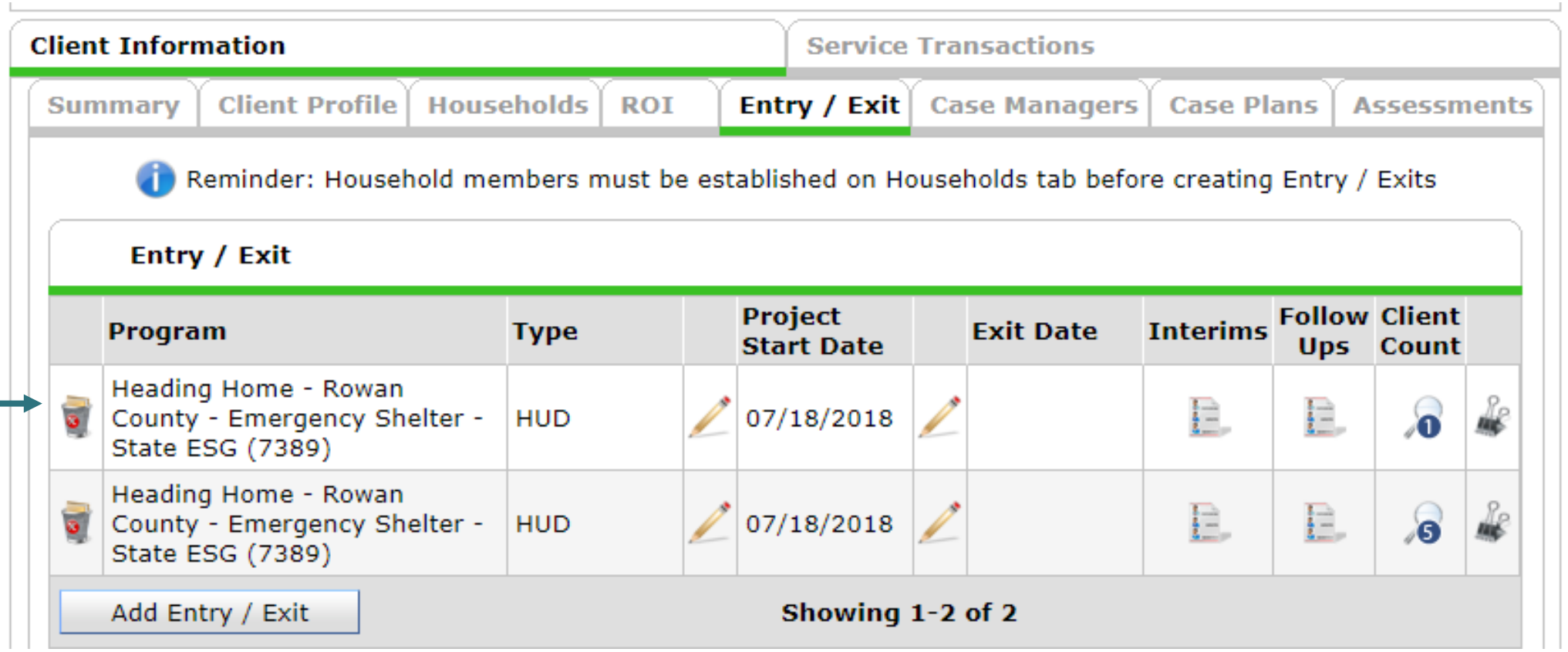
Make Corrections: Child Alone

Children under 18 rarely enter projects alone. Check for extra Entries:

Remove Duplicate Entry →



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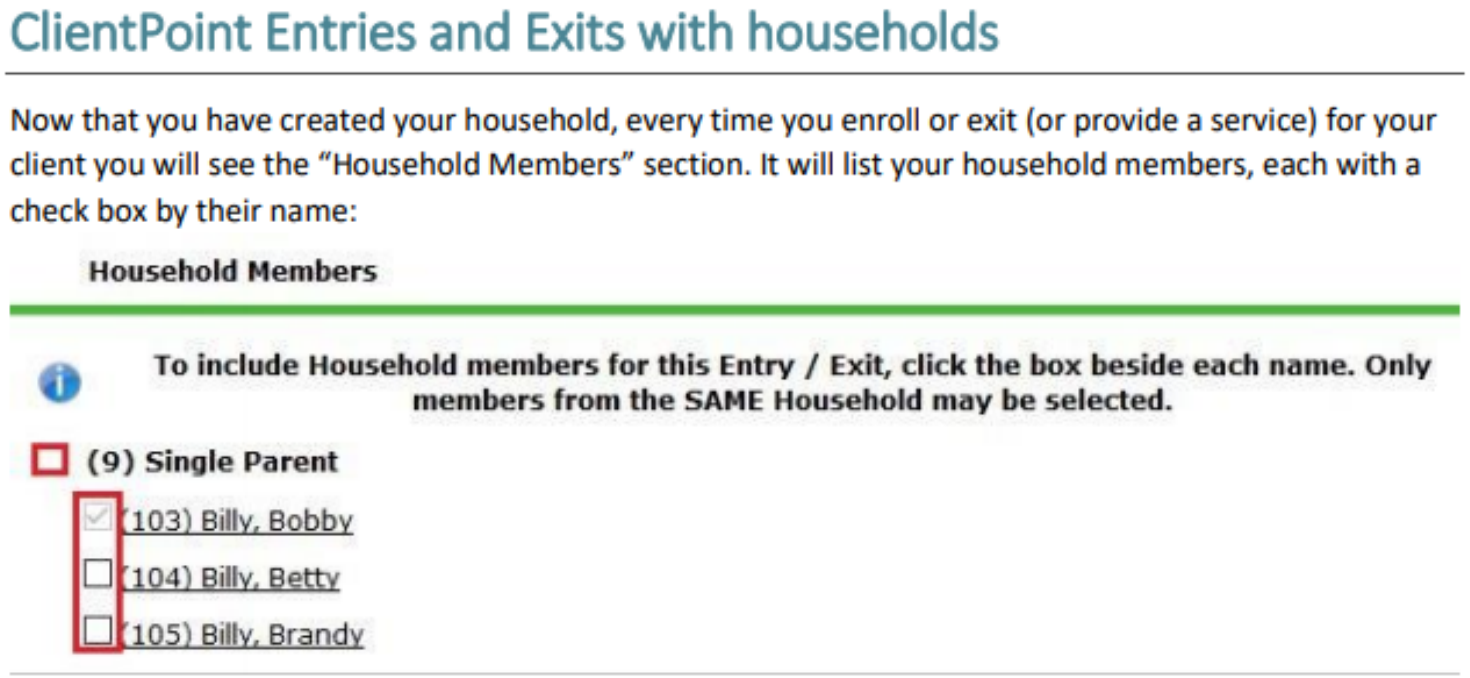
Make Corrections: Child Alone

If the correct entry is not in the child's Entry/Exit Tab, use the Households Guide to correct



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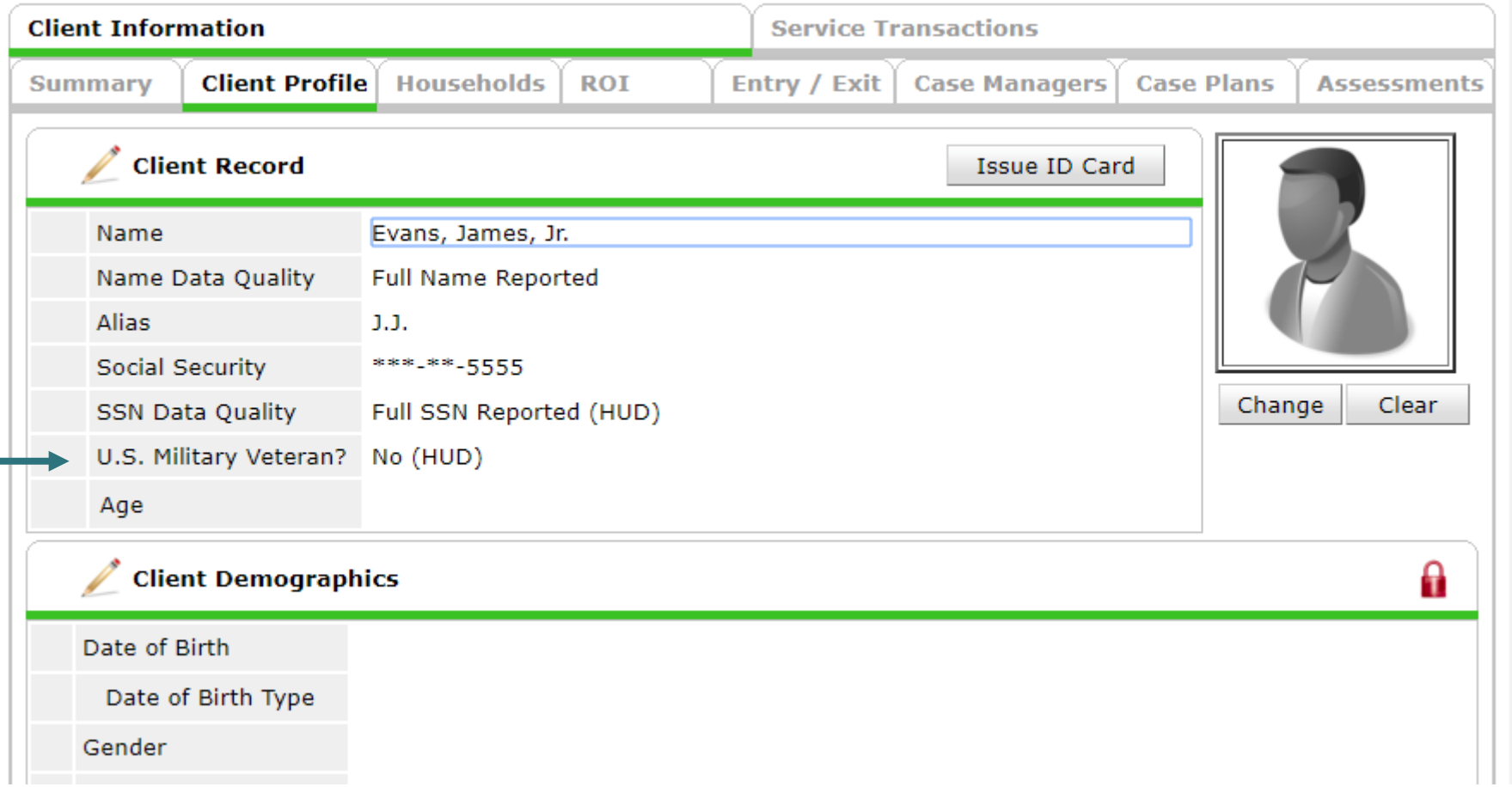
Make Corrections: Missing data

Client Demographics

How to Update Vet Status?

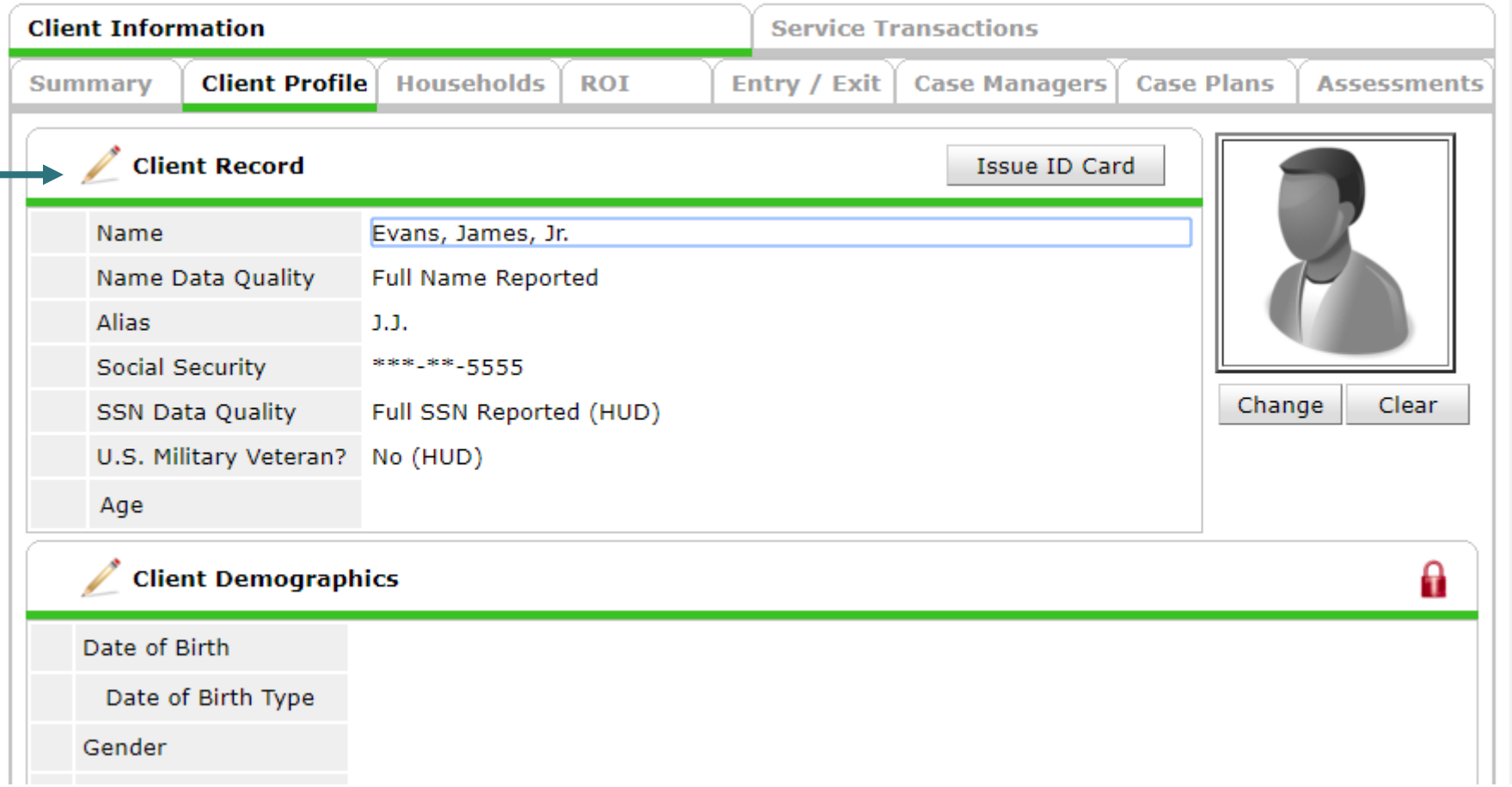


NCCEH

Make Corrections: Missing data

Client Demographics

Click the pencil



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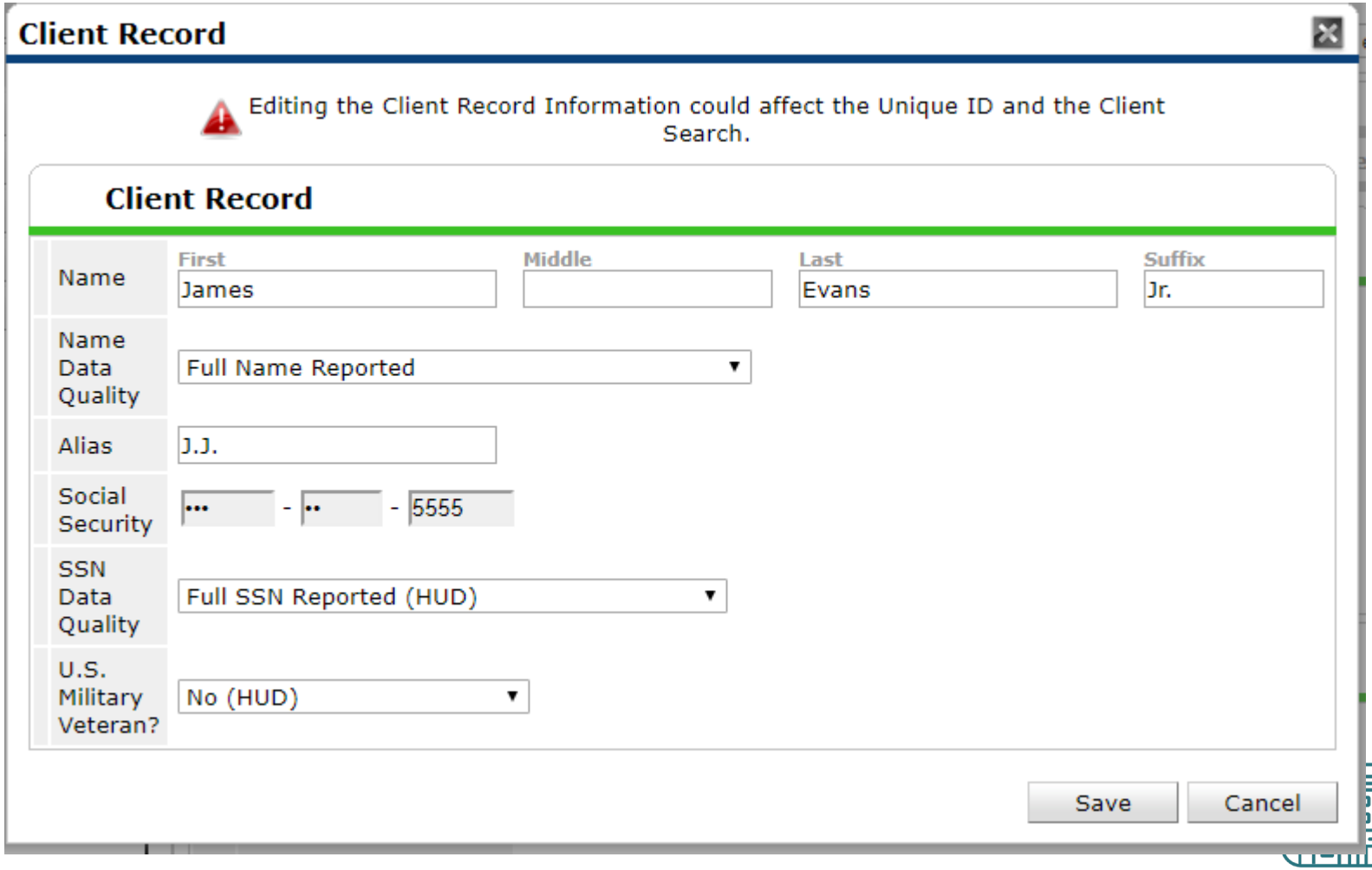
Make Corrections: Missing data

Client Demographics

Change the dropdown as needed



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Make Corrections: Missing data

Client Demographics

Client Demographics

Date of Birth	11/21/1985
Date of Birth Type	Full DOB Reported (HUD)
Gender	Female
Primary Race	Black or African American (HUD)
Secondary Race	
Ethnicity	Non-Hispanic/Non-Latino (HUD)

Remember:
Secondary Race can be blank! It's not required.

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Make Corrections

Once corrections are done, contact the Data Center so we can re-run the reports for you!

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Submit Your Reports

Once your reports are accurate, formally submit them to the Data Center as final confirmation

Submit one form per HMIS project

Contact Person should be an HMIS User the Data Center can follow-up with

Attach both reports as File Attachments

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Submit Your Reports

Durham CoC

NC Balance of State CoC

Orange CoC

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Into the Training Site for Navigation Tips

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What's Next?

What's Next Calendar

Due	Report/Event Name
Jan 29th	Point-in-Time Count night
Mar 18th	COVID-19 Response question in HMIS
Mar/Apr	Point in Time / Housing Inventory Count Reports
Aug/Sept	Longitudinal System Analysis Report
Sept/Oct	New CE Elements required in HMIS

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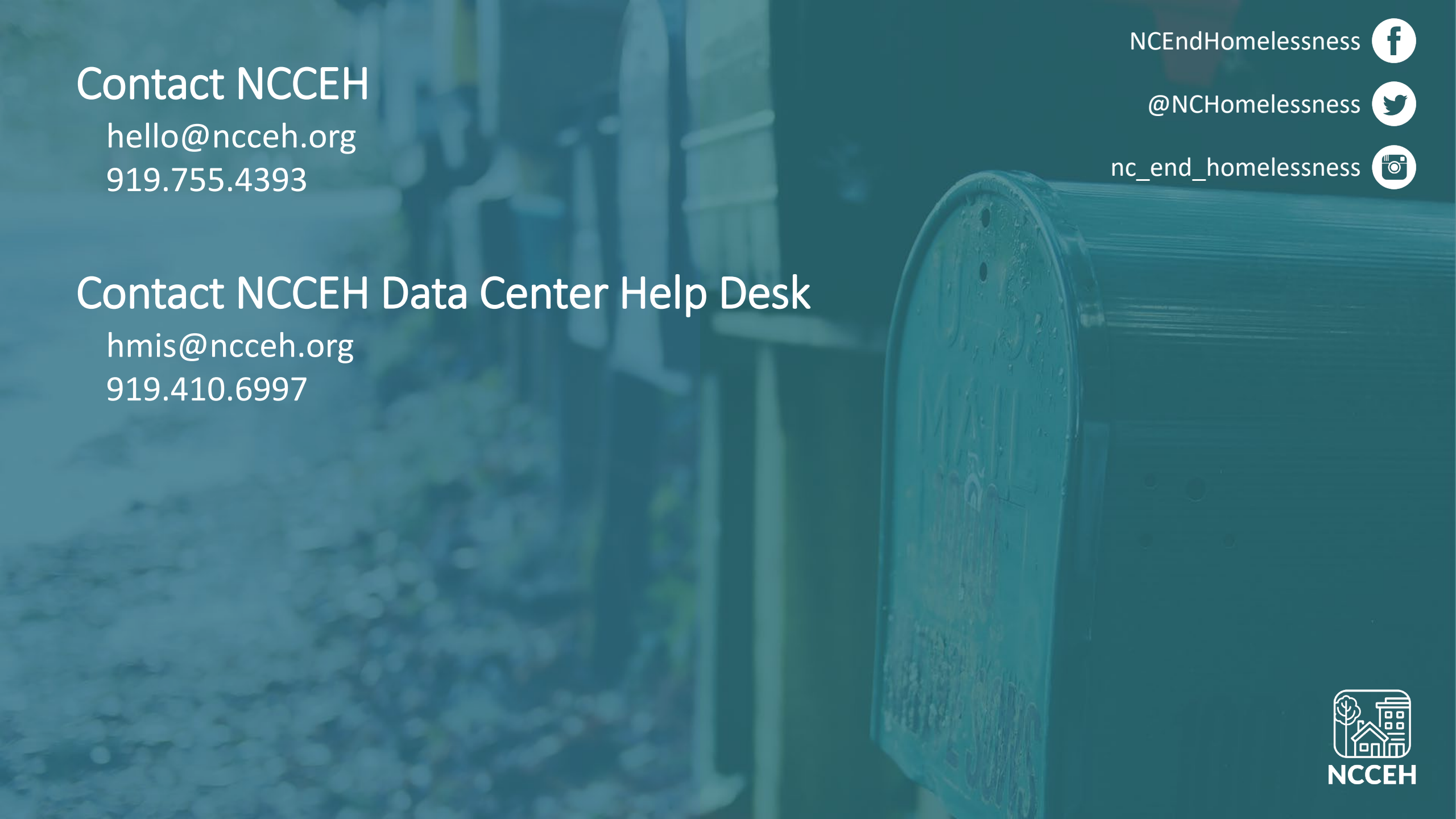

Contact NCCEH

hello@ncceh.org
919.755.4393

Contact NCCEH Data Center Help Desk

hmis@ncceh.org
919.410.6997

NCEndHomelessness

@NCHomelessness

nc_end_homelessness

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