HMIS@NCCEH
HMIS Users Meeting

May 2020

NC COALITION to end HOMELESSNESS

Agenda

May 2020

We are recording today's meeting

System Updates

COVID-19 Response - Reporting

How can we help?

Update HMIS Projects Checklist

Verbal Release of Information

Point in Time/Housing Inventory Counts

What's Next

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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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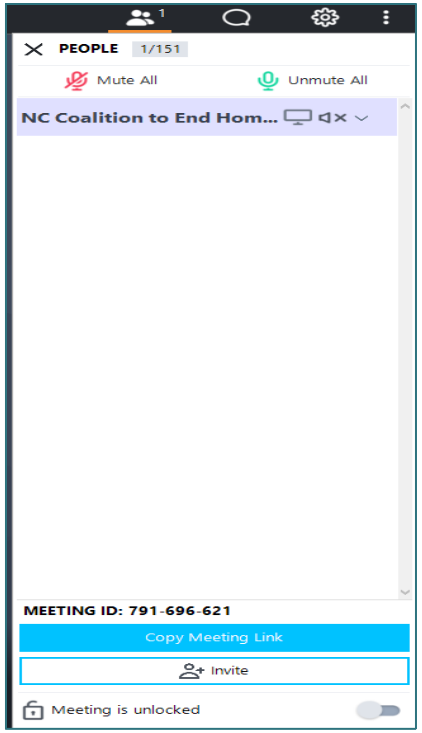
Who is here?

- Enter your full names, so we know who attended and who asks questions
- If multiple folks are watching at once, use a combo name like, “Andrea Carey and Andy Phillips – the Ands”

1



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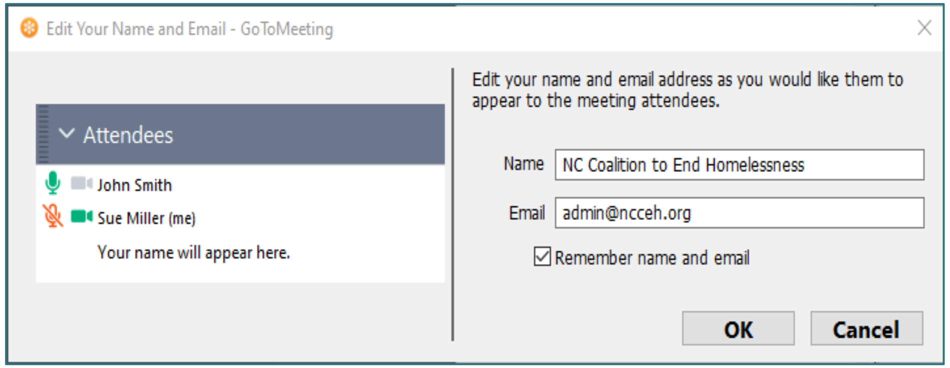

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System Updates

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!

IRS info on Economic Impact Payments

Questions? Holly Longley from the IRS is ready to answer your questions. Email: Holly.A.Longley@irs.gov Phone: 919-850-1123

Key Information:

- www.irs.gov/nonfilereip
- More information is being added to IRS.gov/coronavirus.
- You can find additional marketing materials and answers to frequently asked questions at IRS.gov/eippartners.
- Please follow the IRS Social Media accounts to receive the latest information that the IRS shares.

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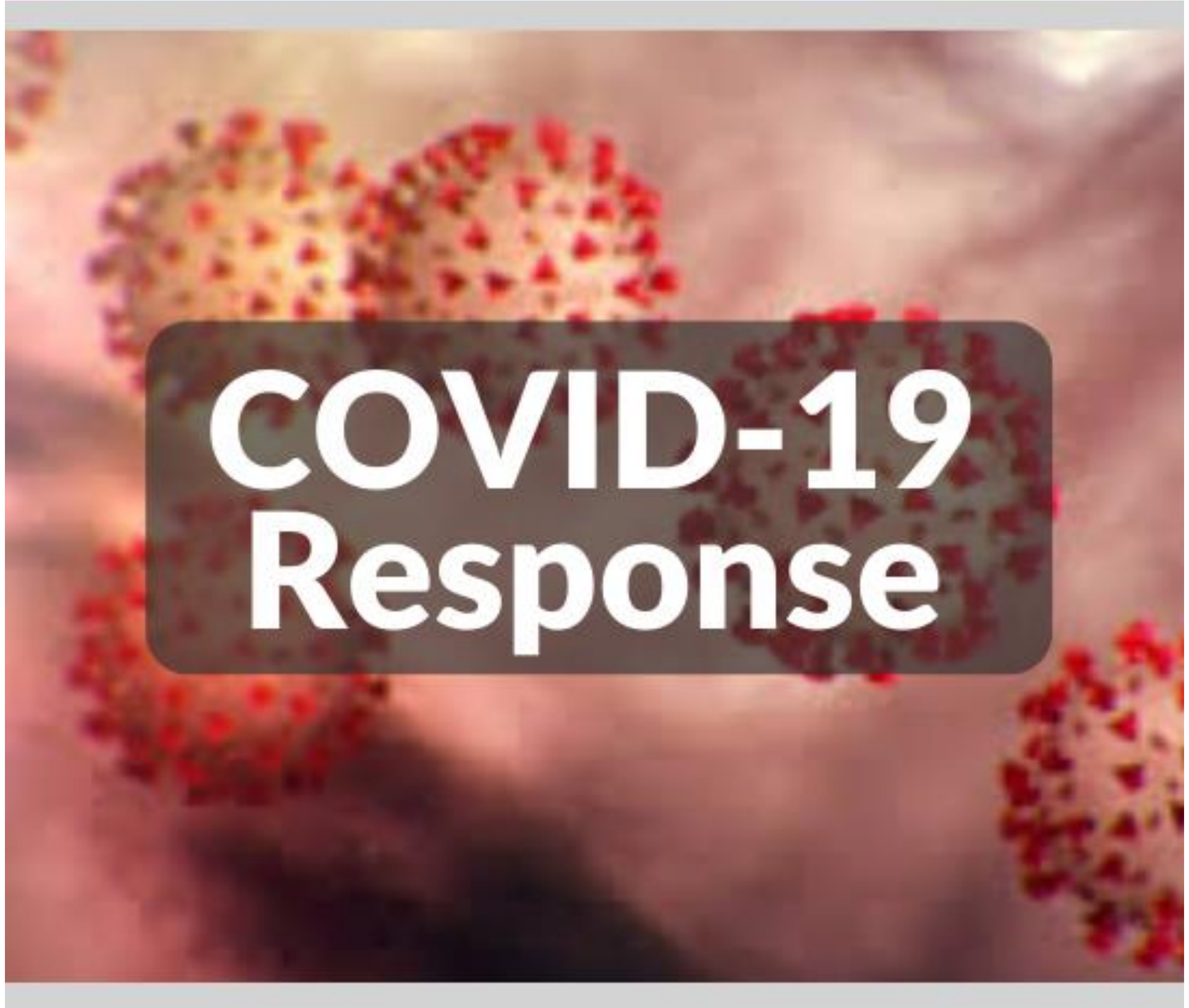
COVID-19 Response in HMIS

- Why Collect Data
- Sharing and Privacy Concerns
- Why these Questions
- Who to Collect and Enter Data for
- 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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How to Enter Data

COVID-19 Information

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

Are you experiencing symptoms consistent with COVID-19 (fever, cough, shortness of breath)?	-Select- G
When did your symptoms begin?	/ / G
When did you begin your isolation?	/ / G
When did you begin your quarantine?	/ / G
If hospitalized, what date were you admitted to the hospital?	/ / G
If known, what is the COVID-19 test result or confirmed disease status?	-Select- G
If tested for COVID-19, when were you tested?	/ / G
If tested for COVID-19, what date were the test results provided to you?	/ / G
What is your current symptomatic disposition?	-Select- G
What is the date of your current symptomatic disposition?	/ / G

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So far – our system has not seen many cases

Clients Experiencing Symptoms – 80% Homeless projects

Total Entry Exits

15 15 Total Clients

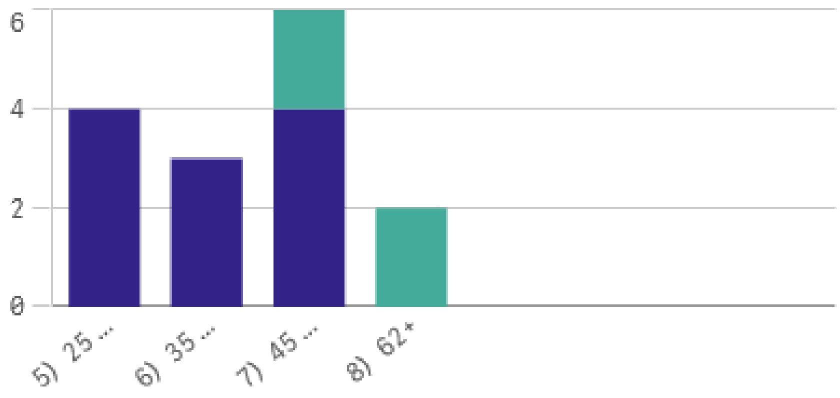
Test Date DQ

Entry Exit Counts

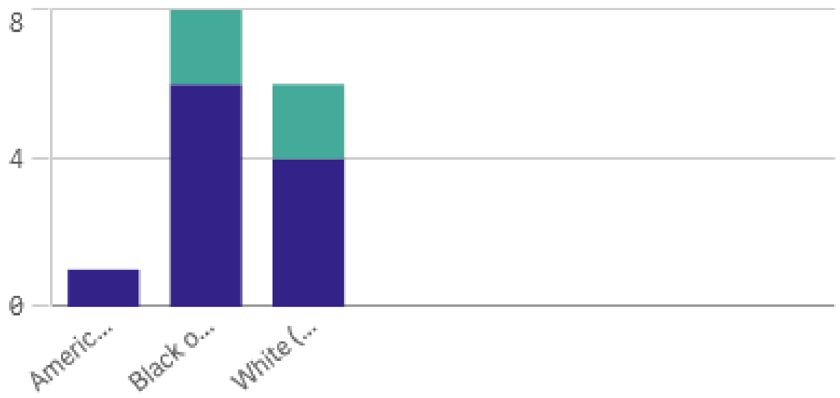
Non-Null Test Date

5 10 Null Test Date

Age and Gender



Race and Gender



Clients with a response to Experiencing Symptoms

Experiencing Sympto...

Entry Exit Counts

Non-Null Symptoms

524 0 Null Symptoms

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How to Report on your agency

Two reports available

- One reduces duplication, but only pulls clients entering after March 10, 2020
- The other will have some duplication, but includes all client entries

Projects with high turnover or CoC Leads can use the "COVID-19 Symptomatic since 3/10/2020"

Projects with low turnover should use the "COVID-19 report for Agencies" (most complete report)

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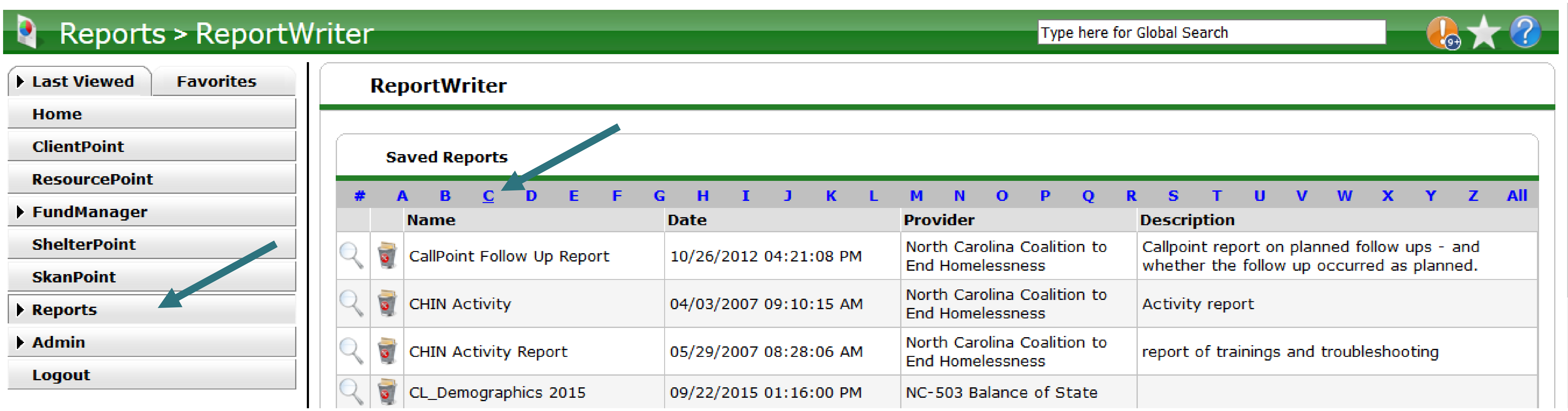
How to Report on your agency

Go to ReportWriter from the Reports Dashboard

Click on the letter “C”



How to Report on your agency

Go to ReportWriter from the Reports Dashboard

Click on the letter “C”

Find the “COVID-19” reports

Click on the magnifying glass icon

		COVID-19 report for Agencies	05/21/2020 09:44:51 AM	North Carolina Coalition to End Homelessness	Includes clients Experiencing Symptoms, with a Test Result, or a Current Disposition.
		COVID-19 Symptomatic since 3/10/2020	04/06/2020 02:27:22 PM	North Carolina Coalition to End Homelessness	Use this report to support potential or confirmed COVID-19 cases since State of Emergency began (3/10/2020)
New Report			**Showing 1-11 of 11**		

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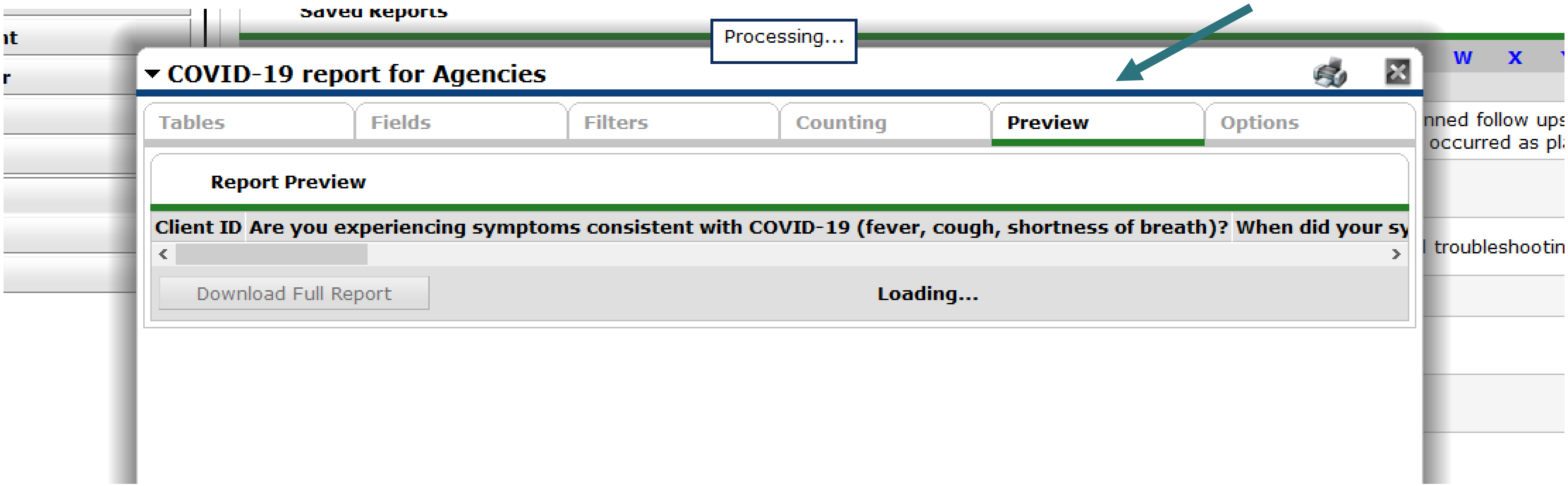
How to Report on your agency

View the Preview tab – it may take a while to load!



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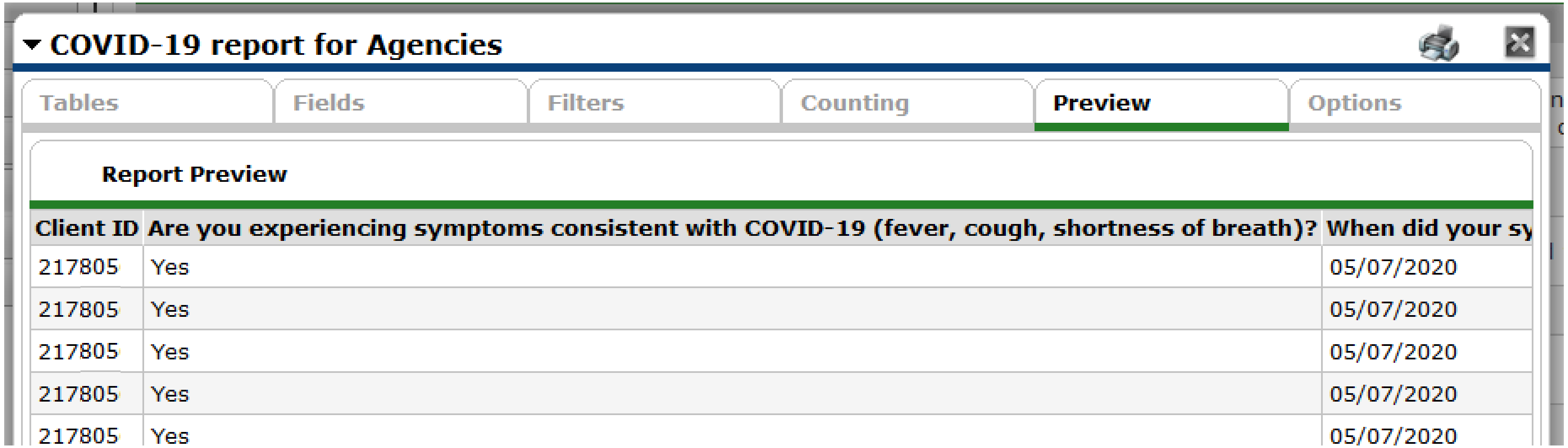
How to Report on your agency

Up to 15 rows of the report will show in the Preview tab



Client ID	Are you experiencing symptoms consistent with COVID-19 (fever, cough, shortness of breath)?	When did your sy
217805	Yes	05/07/2020
217805	Yes	05/07/2020
217805	Yes	05/07/2020
217805	Yes	05/07/2020
217805	Yes	05/07/2020

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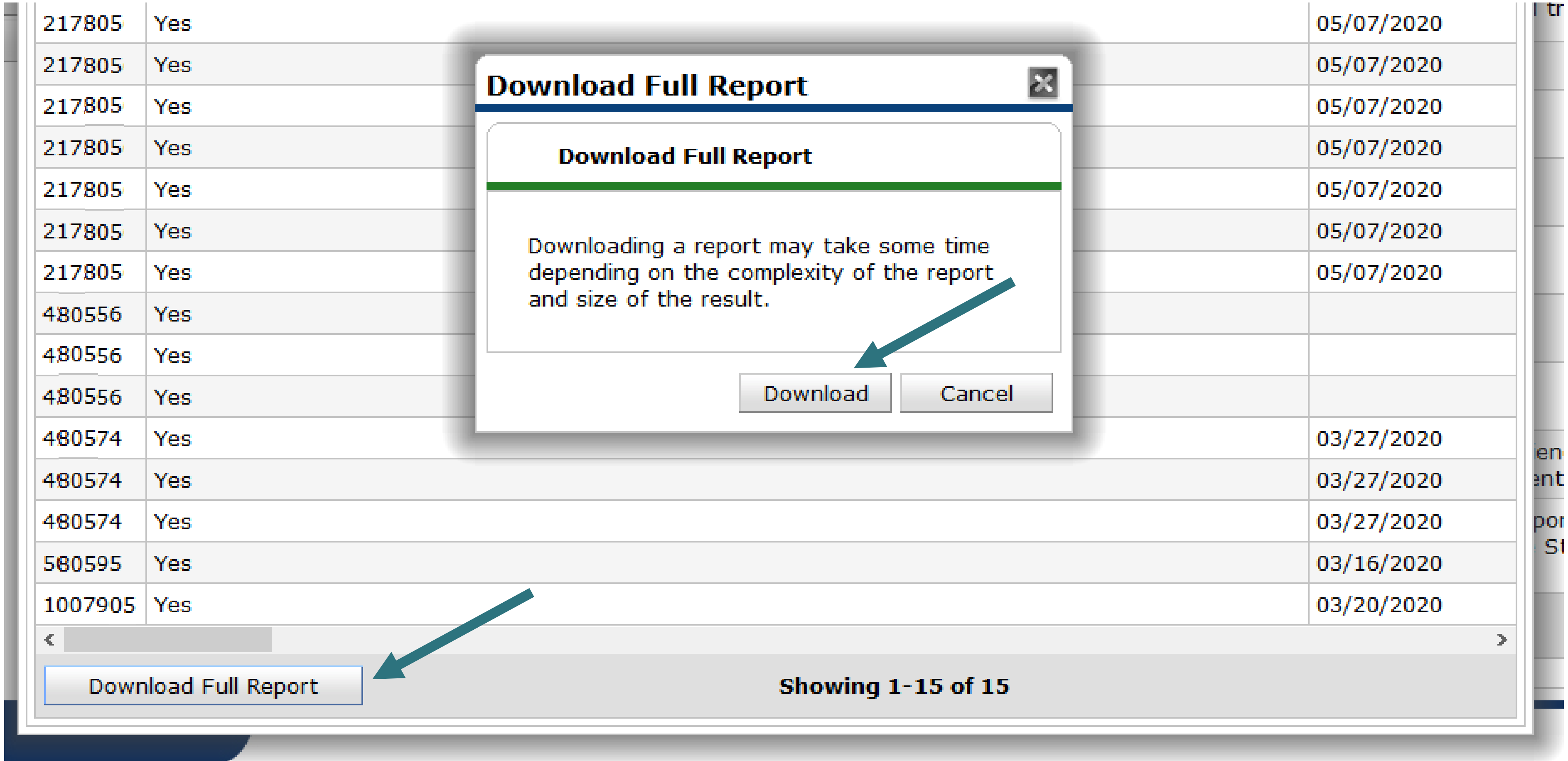
How to Report on your agency

Click “Download Full Report” and then click “Download”



How to Report on your agency

Once file is open, the data is ready to be counted, printed, or reviewed!

J18

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Client ID	Are you e	When did	When did	When did	If hospital	If known,	If tested f	If tested f	What is yo	What is th	Program Provider	Program E	Program E	Date of Birth			
2	218535	Yes	5/8/2020	5/8/2020				5/8/2020				Heading Home - Rowan Cou	5/8/2020	########	########			
3	218535	Yes	5/8/2020	5/8/2020				5/8/2020				Heading Home - Rowan Cou	########	########	########			
4	218535	Yes	5/8/2020	5/8/2020				5/8/2020				Heading Home - Rowan Cou	########	3/8/2015	########			
5	218535	Yes	5/8/2020	5/8/2020				5/8/2020				Heading Home - Rowan Cou	########	########	########			
6	218535	Yes	5/8/2020	5/8/2020				5/8/2020				Heading Home - Rowan Cou	########	########	########			
7	218535	Yes	5/8/2020	5/8/2020				5/8/2020				Heading Home - Rowan Cou	########	1/3/2013	########			
8	218535	Yes	5/8/2020	5/8/2020				5/8/2020				Heading Home - Rowan Cou	9/6/2015	########	########			
9	338056	Yes				########						Heading Home - Rowan Cou	########	3/1/2020	########			
10	338056	Yes				########						Heading Home - Rowan Cou	########	########	########			
11	338056	Yes				########						Heading Home - Rowan Cou	########	########	########			
12	392683	Yes	########			########	Negative:	########	########	No longer symptoma		Heading Home - Rowan Cou	########		########			
13	392683	Yes	########			########	Negative:	########	########	No longer symptoma		Heading Home - Rowan Cou	########	########	########			
14	392683	Yes	########			########	Negative:	########	########	No longer symptoma		Heading Home - Rowan Cou	########	########	########			
15	501395	Yes	########	########	########	########	Negative:	########	########	No longer	########	Heading Home - Rowan Cou	2/8/2019		########			
16	1003992	Yes	########	########	########							Heading Home - Rowan Cou	########		########			
17																		
18																		
19																		

How can we help?

Update HMIS Projects Checklist

When you may need Project updates in HMIS

- ❑ Has funding changed or do you expect it to?
- ❑ Do some services have dedicated funding?
- ❑ Have beds moved from one location to another?
- ❑ Has the number of year-round or temporary beds changed? (Up or down)
- ❑ Are beds dedicated to a new group of clients like youth, veterans, or chronically homeless?
- ❑ Do you (or funders) want to report on different groups/services separately from others?

If you answer Yes to any of these questions, reach out to us at the Data Center!

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Verbal ROIs

Materials for a Remote, Verbal ROI

Admin Documents

- Release of Information
- Verbal ROI Script
- Verbal ROI How To's
- Verbal ROI FAQ during COVID-19

All online at ncceh.org/hmis/admin
under Privacy > Release of Information

Additional tools

- NCCEH's Client Consent page
- ROI link for client
- Send texts from email

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Remote Privacy Conversation

- Read through the Script fully and slowly to capture the information
  - Let the client know they can review the HMIS Privacy Rights at www.ncceh.org/hmis/clientconsent/

- When asking for confirmation of consent
  - Identify the questions where the clients should reply Yes or No, outlining the next steps after they say Yes or No
  - If they respond No to any or all of the prompts:
    - Note their response
    - Offer to send a copy of the ROI
    - Contact the Data Center to lockdown the client

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Verbal ROI Guide

Read the Document to the Client

- Read over the phone and provide link to HMIS@NCCEH Client Privacy website
- If reading the ROI isn't best, offer to mail, email, text, etc. for whatever is easiest
    - Easily text from your email with: https://rebrand.ly/sendtext

How long does it last?

- A verbal ROI is for 2 weeks except in certain circumstances (i.e. Pandemic!)
    - Last 3 months during pandemic
    - Client should sign the ROI at the next in-person meeting

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Next steps after Verbal ROI

- If client consents with verbal ROI, complete the written portions with them
  - Write "verbal ROI" in the signature portion
  - Staff member should date and initial sections the client consents to

- Client still has right to say 'Yes' or 'No' for each section
  - Keep a copy as you normally would and follow any guidance or requirements from your funders as well
  - If a client does not consent, contact the Data Center so we can adjust their profile

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Recording the Verbal ROI in HMIS

- Record the ROI like any other ROI in HMIS
  - Have Documentation read ‘Verbal Consent”
  - End Date as 3 months from the day

Release of Information Data

Provider *	Heading Home - Rowan County - Emergency Shelter (7389)
Release Granted *	Yes
Start Date *	05 / 14 / 2020
End Date *	08 / 14 / 2020
Documentation	Verbal Consent
Witness	Helen Housing

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Verbal ROI FAQ during COVID-19

- Does exposure to or symptoms of COVID-19 disqualify or limit services provided to client?
  - No but services may be adjusted due COVID status
  - Social distance as much as possible and check in on newest guidelines for COVID response

- Who are the COVID-19 symptoms, test, and other information shared with?
  - Only with agencies helping to coordinate COVID response
  - Most shared data is a summary not with Personally Identifiable Information
  - PII only by HMIS@NCCEH if required by law or to prevent or lessen a serious threat to health and safety

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Point-in-Time and Housing Inventory Count

Durham PIT/HIC

You did it! Thank you for reviewing, correcting, and submitting PIT/HIC Reports even as you respond to an unrelenting crisis.

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What’s Next?

What's Next Calendar

Due	Report/Event Name
Jan 29th	Point-in-Time Count night
Mar 10th	NC State of Emergency for COVID-19
Mar 18th	COVID-19 Response questions in HMIS
May 15th	Point in Time / Housing Inventory Count Reports DEADLINE
June 25th	Next Durham CoC HMIS Users Meeting
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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