

# HMIS@NCCEH

## CoC HMIS Users Meeting

September 2020



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

# Agenda

September 2020

## **System Updates**

Annual Privacy Training

ESG-CV CAPER

New CE Elements Training

## **How can we help?**

Longitudinal System Analysis

## **What's Next?**



NCCEH

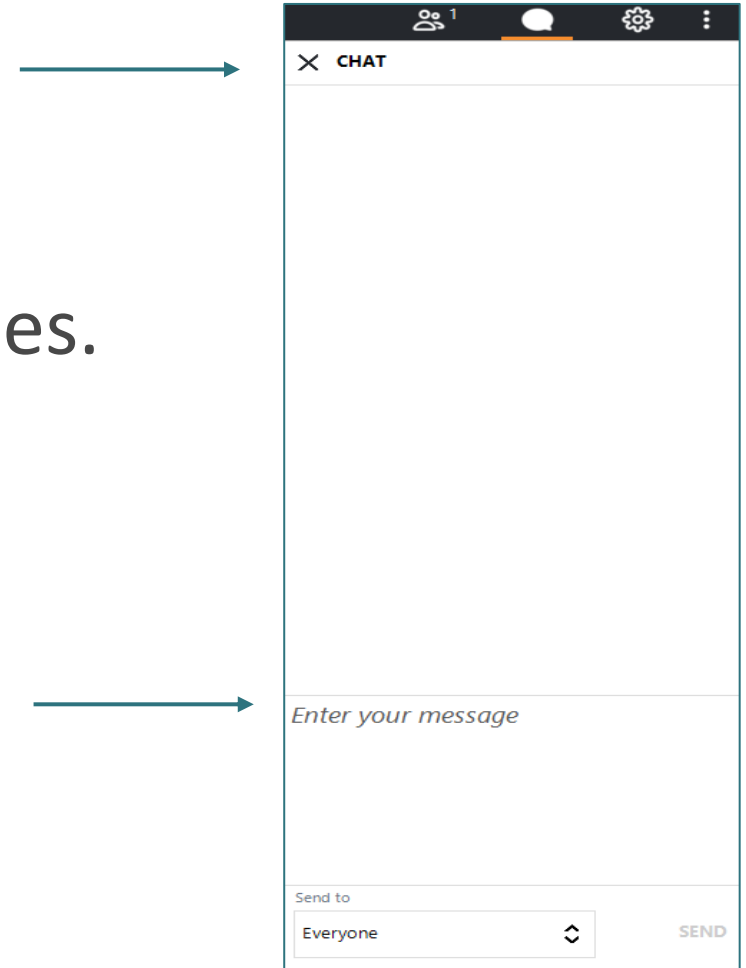
# Welcome

## Reminders

Your line is muted.

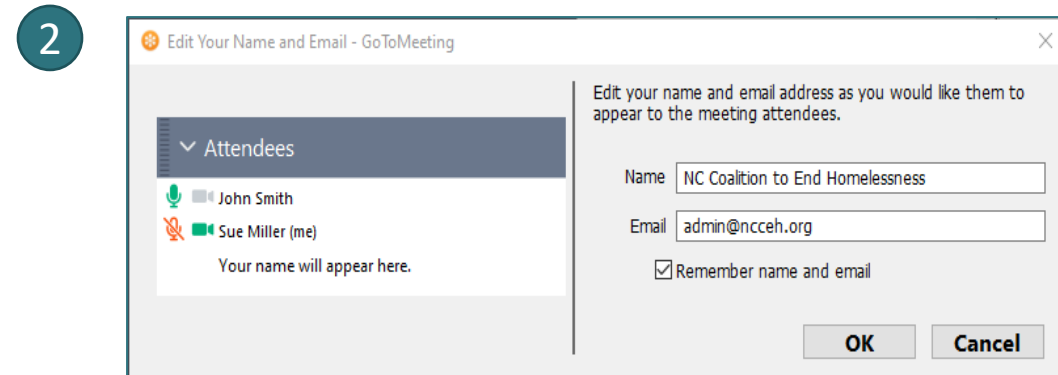
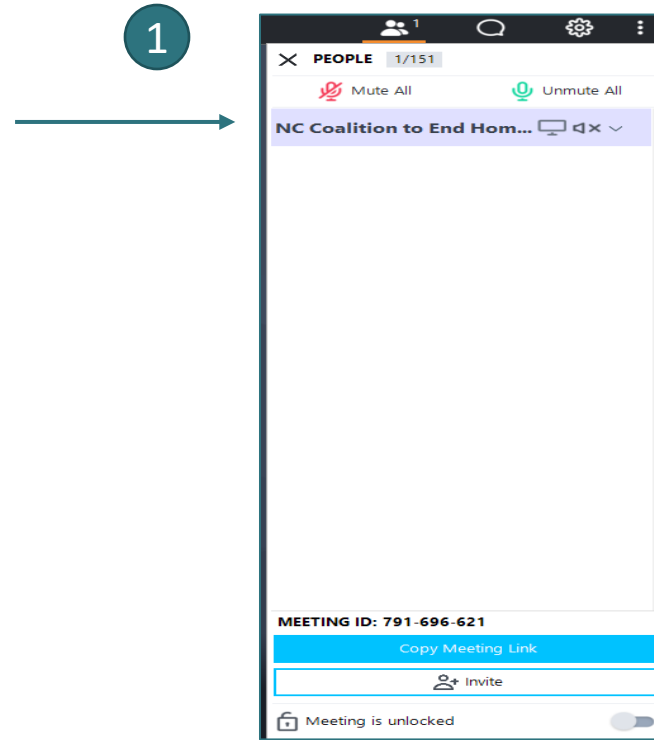
We will unmute the line during Q&A pauses.

The chat box is available to use anytime.



# 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”





# System Updates

# Annual Privacy Training

- We are on Week Three!
  - 33% have completed the training,
  - Can we get to 100% by September 29<sup>th</sup>?
  - If you can't complete it by the deadline, let us know
- 
- Licenses Inactivated at the end of the month *without* passed quiz



# HMIS Policy and Procedure Changes

- Sharing may include data collected in the future and (now) also historical data.
- Verbal ROI is now valid for 1 full year
- May download reports with PII only, being shredded after use and kept secure while using the report
- Clarifying how to search for clients in HMIS
- Acknowledging procedures follow Equal Access Rule
- Language to clarify PSH and HMIS annuals



# Release of Information Updates

- ‘Introduction’ Clarify language around data usage
- Reference the [Privacy Notice](#)
- Section 2 ‘HMIS Data Visibility’- references to historical data, data previously collected from clients
- Section 3 ‘Coordinating Groups’- also references historical data being utilized





# Release of Information Updates



Remember to print new copies!

All docs can be found at  
[ncceh.org/hmis/admin](https://ncceh.org/hmis/admin)



## HMIS Administrative Documents

Use and Bookmark our ServicePoint link [hmisncceh.servicept.com](https://hmisncceh.servicept.com)!

Agency Agreements 

User Agreements + License Forms 

Operating Policies + Procedures 

Privacy Guidance + Documents 

### HMIS Privacy Sign

Agencies should post copies of this sign in locations where clients can clearly see the sign, especially in spaces where assessments and other data gathering are done. For example, post on the wall at the intake desk.

### HMIS Release of Information

This form should be used with each client to explain why we gather information and what information may be shared with others. Signed documents should be collected for every adult client at the first in person meeting. For remote services, use the [Verbal ROI Script](#), [Verbal ROI How To's](#), and [Verbal ROIs during COVID](#) guides.



NCCEH

# Verbal Release of Information tools

## Verbal ROI How To's

- Specifies that the ROI last for one year.  
Make sure that Verbal ROIs are entered accurately in HMIS.

## Other tools (no changes)

- [Verbal ROI Script](#)
- [Verbal ROI during COVID FAQ](#)
- [HMIS Privacy Script Sample](#) (in-person)
- [Example Privacy Conversation](#)



# ESG-CV Reporting

## What we know

Special ESG-CV CAPER being created

De-duplicates clients across all sub-grantees

Submitted for entire HMIS Implementation

Quarterly and cumulative

First deadline: mid-October (determined by ESG recipient)



# New Coordinated Entry Data Elements

## **4.12 Current Living Situation**

Similar to Prior Living Situation and Homeless History, but collected at Start, Interims (contact with client), and Exit

## **4.19 Coordinated Entry Assessment**

Records when a Crisis Needs or Housing Assessment is completed

## **4.20 Coordinated Entry Event**

Records both CE Referrals and the Results



# New CE Data Elements Training

**All are encouraged to join!**

## **Training is Required for:**

ALL HMIS Users working with Street Outreach projects, AND  
BoS + Orange HMIS Users working with Coordinated Entry projects

## **Training Details:**

September 23<sup>rd</sup> at 11 am

Register Online: <https://www.ncceh.org/events/1452/>

Will be recorded



NCCEH

# New Coordinated Entry Data Elements



## **New Paper Assessments**

- Paper forms for all projects
- Announcement will be sent out next week





**How can we help?**



# Longitudinal System Analysis



# What's the LSA again?

The Longitudinal System Analysis Report (LSA) is the report to Congress on the extent and nature of homelessness in America

- Annual HMIS Data, PIT, and HIC
- Federal Fiscal Year (October – September)

Visualizes progress of the federal strategic plan, *Opening Doors*

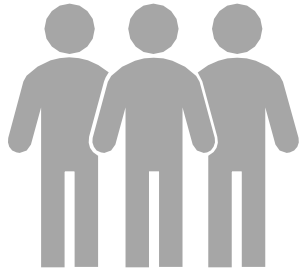
Continuums of Care nationwide are included



# The LSA contains data from 3 sources



HMIS



Point in Time Count (PIT)

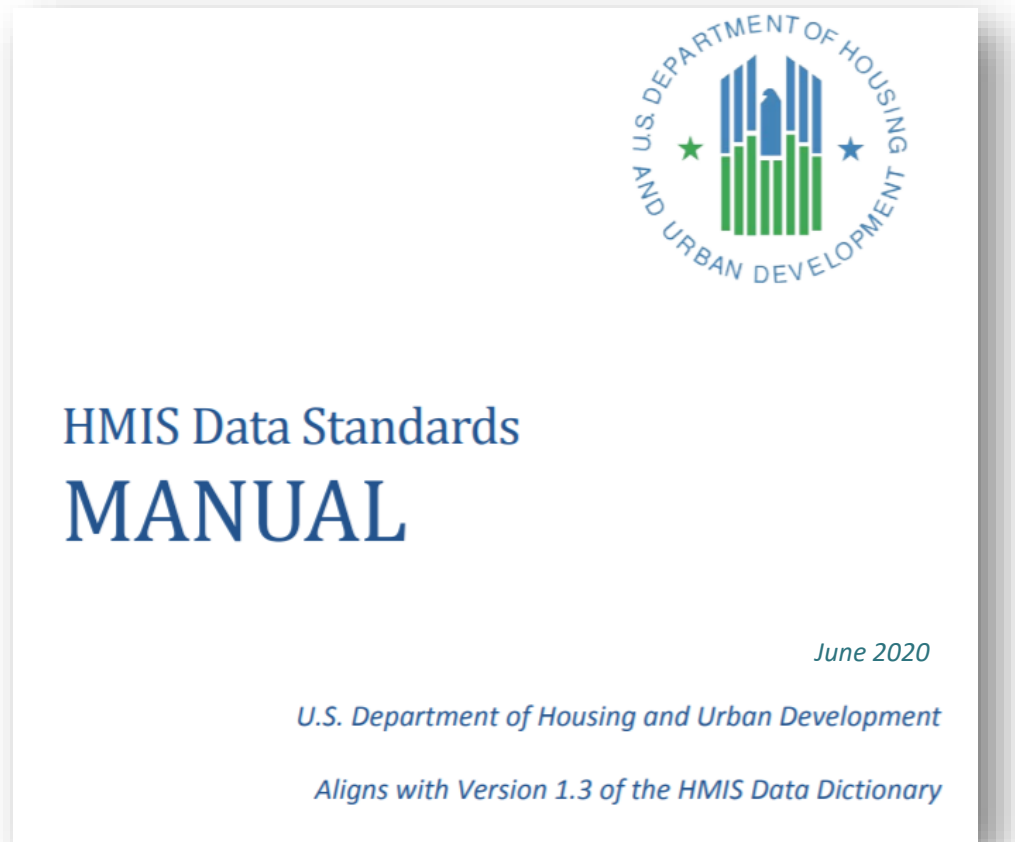


Housing Inventory Count (HIC)



NCCEH

# HMIS is the largest data source- IT MATTERS!



## Universal Data Elements

Demographic data

Disability

Income

Location

## Project Descriptor Elements

Project Type

Bed and Unit Inventories



NCCEH

# What HMIS client data is included?



FY 2019: October 1, 2018 to September 30, 2019  
FY 2020: October 1, 2019 to September 30, 2020



SO, ES, TH, RRH, PSH projects operating during the reporting period



Active clients during the reporting period +  
Continuous days outside of this window +  
Days associated with any returns to homelessness in the past 3 years



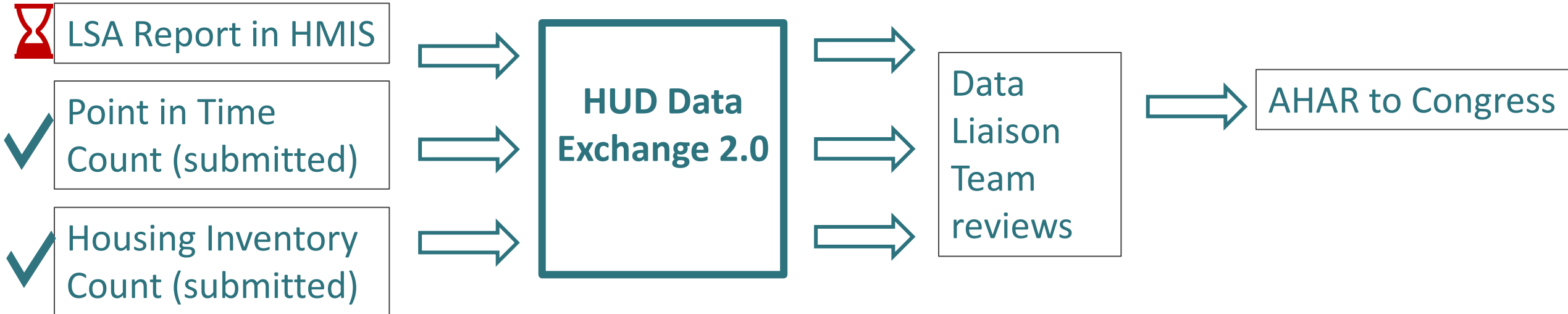
# Data Submission and Analysis Process

## Data Preparation

## Data Submission

## Data Review

## Data Analysis





# Clean-up for LSA

# LSA Reporting

- FY 2019 & FY 2020 will be submitted together
- Tight timeline-submitting:
  - Deadline: early November
  - Corrections must be completed by end of October
- Feedback from you: multiple waves preferred
- Getting corrections done by the due date for that wave will help with subsequent waves.
  - All corrections not completed in previous waves will be included in your next wave list



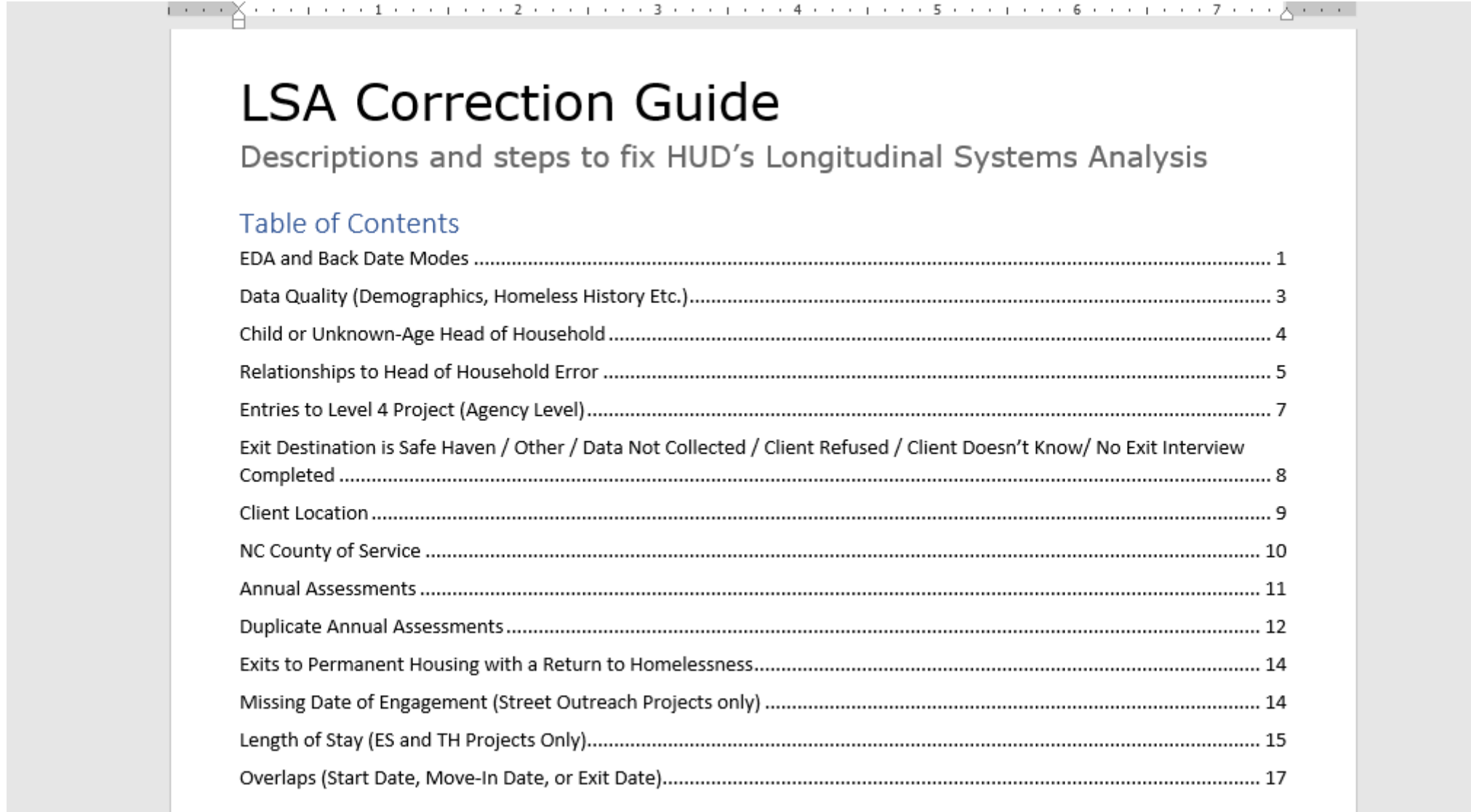
# LSA Reporting Correction Waves

Wave and Due Date	Correction Time Period	Data Corrections Included
Wave 1: Due September 25	September 14-25	<ul style="list-style-type: none"><li>• Data quality/completeness (demographics, homeless history, UDE's etc)</li></ul>
Wave 2: Due October 9	September 30-October 9	<ul style="list-style-type: none"><li>• All outstanding corrections from wave 1</li><li>• Locations (Client Location and NC County of Service)</li></ul>
Wave 3: Due October 23	October 14-23	<ul style="list-style-type: none"><li>• All outstanding corrections from waves 1 &amp; 2</li><li>• Long Stayers, Returns and Annual Assessment errors</li></ul>





# LSA Correction Guide included!



The image shows a screenshot of a PDF document. At the top, there is a navigation bar with page numbers 1 through 7. The main title is 'LSA Correction Guide' in a large, bold, black font. Below it is a subtitle 'Descriptions and steps to fix HUD's Longitudinal Systems Analysis' in a smaller, grey font. The document contains a 'Table of Contents' section with blue text. The table of contents lists various topics and their corresponding page numbers, such as 'EDA and Back Date Modes' on page 1, 'Data Quality' on page 3, and 'Overlaps' on page 17.

<b>LSA Correction Guide</b>	
Descriptions and steps to fix HUD's Longitudinal Systems Analysis	
<b>Table of Contents</b>	
EDA and Back Date Modes .....	1
Data Quality (Demographics, Homeless History Etc.).....	3
Child or Unknown-Age Head of Household .....	4
Relationships to Head of Household Error .....	5
Entries to Level 4 Project (Agency Level).....	7
Exit Destination is Safe Haven / Other / Data Not Collected / Client Refused / Client Doesn't Know/ No Exit Interview Completed .....	8
Client Location .....	9
NC County of Service .....	10
Annual Assessments .....	11
Duplicate Annual Assessments.....	12
Exits to Permanent Housing with a Return to Homelessness.....	14
Missing Date of Engagement (Street Outreach Projects only) .....	14
Length of Stay (ES and TH Projects Only).....	15
Overlaps (Start Date, Move-In Date, or Exit Date).....	17

# LSA Correction Guide included!

## EDA and Back Date Modes

These modes need to be adjusted before any data corrections take place. Review the [Before You Enter Data Training](#) for more information on why these modes are used.

Default EDA Mode will be visible in the upper left-hand side of the screen at either the Level 4 or Level 5.

This is a Level 4 Default EDA (only agency and county listed):



This is a Level 5 Default EDA (agency, county and project listed):

Use [Ctrl+Home](#) on your keyboard to Return to the Table of Contents

# LSA Correction Guide included!

## Data Quality (Demographics, Homeless History Etc.)

DQ Flag Types labeled as Missing X data element (Gender, Race etc.) or Error means that the data has not been fully collected or entered for that client and so we don't have a clear picture of who they are.

Remember:

- Demographics, Homeless History, and other universal data elements help us know who our communities are serving and what their experiences are.
- Check the [NCCEH Required Data Elements guide](#) for which data elements to collect on different household members.

Impact:

- Universal data elements impact if we are able to submit the HUD's LSA report and impacts how we are able to look at the data afterwards to inform decisions and changes for our communities.
- Every client should have at least some basic information collected on them large amounts of missing data will impact all system and agency reporting ability.

Steps to Correct (if Client Location inaccurate):

1. Check your [default EDA mode](#), switch to client's project if needed.
2. [Set Back Date](#) to the correct Start Date.
3. Confirm client has all data completed and correct for Client Profile under Client Record and Demographics. If they do not click the edit pencil to add data, then click save once entered.



# LSA Reporting

- We are doing our best to get you complete and timely corrections list
- Timelines *may* change
  - More specific dates from HUD expected soon
  - WellSky (our software vendor) has not released LSA report yet
  - WellSky usually has updates to reports after initial release
- Please let us know if you need support we are happy to help however we can!!!

# Null Responses

Options available for every data element (question) in HMIS

Client Doesn't Know	only if the client does not know a response
Client Refused	only if the client refuses to provide a response
Data Not Collected	only if staff forgot or were unable to ask

Pro: Client rights matter! Every client has the right to not know or refuse to give you information.

Con: Results in missing data! Incomplete data counts against agency Data Quality for funding and reporting.

# How to prepare for all these reports?

Look at your data (right now) to identify easy fixes and trouble areas.

Run APR/CAPER reports for multiple years:

- October 1, 2017 – September 30, 2018
- October 1, 2018 – September 30, 2019
- October 1, 2019 – September 30, 2020

Guides for how to run the APRs and CAPERs are at [ncceh.org/hmis](https://www.ncceh.org/hmis) > Training & Knowledge > Other Resources and Guides





# What's Next?

# General Announcement

## Most of our clients are eligible to vote!

Resources from several organizations are available to support homeless services providers connect clients to their voting power.

- National Alliance to End Homelessness Toolkit
  - <https://endhomelessness.org/every-one-votes-you-have-a-stake-in-elections/>
- National Low Income Housing Coalition Resources
  - <https://www.ourhomes-ourvotes.org/>
- You Can Vote (North Carolina specific)
  - <https://www.youcanvote.org/voter-guide>
  - [Locked Up Voting Guide](#)





# General Announcement

Balance of State's Racial Equity Committee invites you to our Third Racial Equity Dialogue!

- [View Panelist Bios Here](#)
- [Register today!](#)



# What's Next Calendar

Due	Reporting Dates
October	First quarterly ESG-CV Reports Deadline
November	Both FY19 and FY20 LSA Deadline
December	HUD reviews LSA and sends corrections to CoCs
January	PIT Night!
March	FY20 SPMs Deadline



# Questions?

Let's Troubleshoot!

## 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