# HMIS@NCCEH
# CoC HMIS Users Meeting

September 2020

NC COALITION to end HOMELESSNESS

# Agenda

September 2020

**System Updates**

Annual Privacy Training

Privacy Doc Updates

ESG-CV CAPER

New CE Elements Training

**How can we help?**

Longitudinal System Analysis
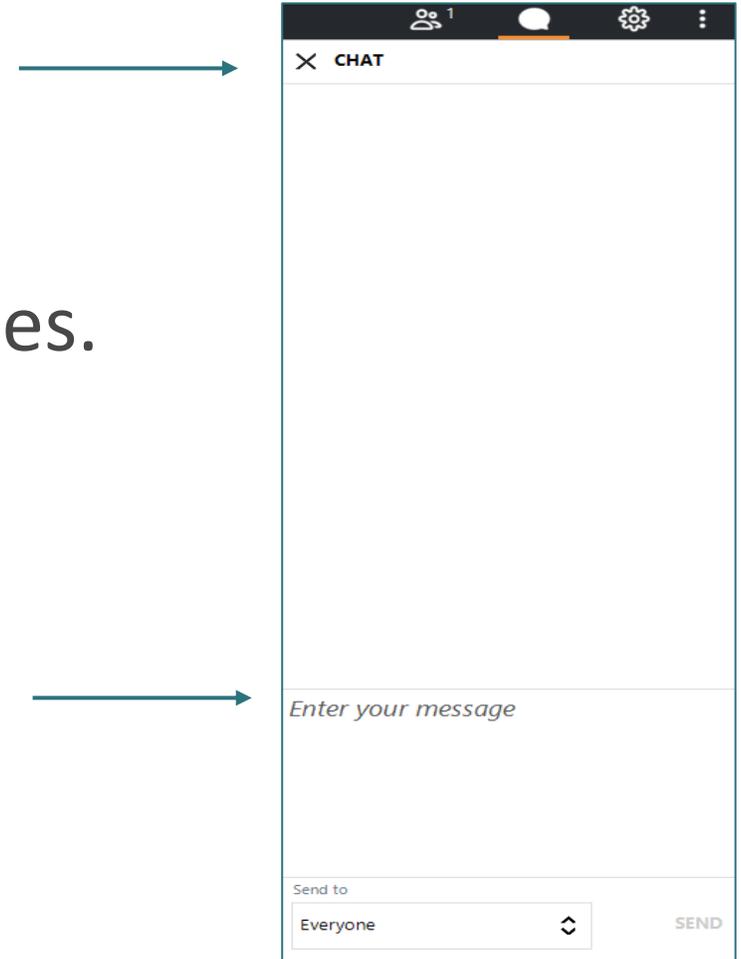
File Attachments for HCV docs!

**What's Next?**

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# Welcome

Reminders

Your line is muted.

We will unmute the line during Q&A pauses.

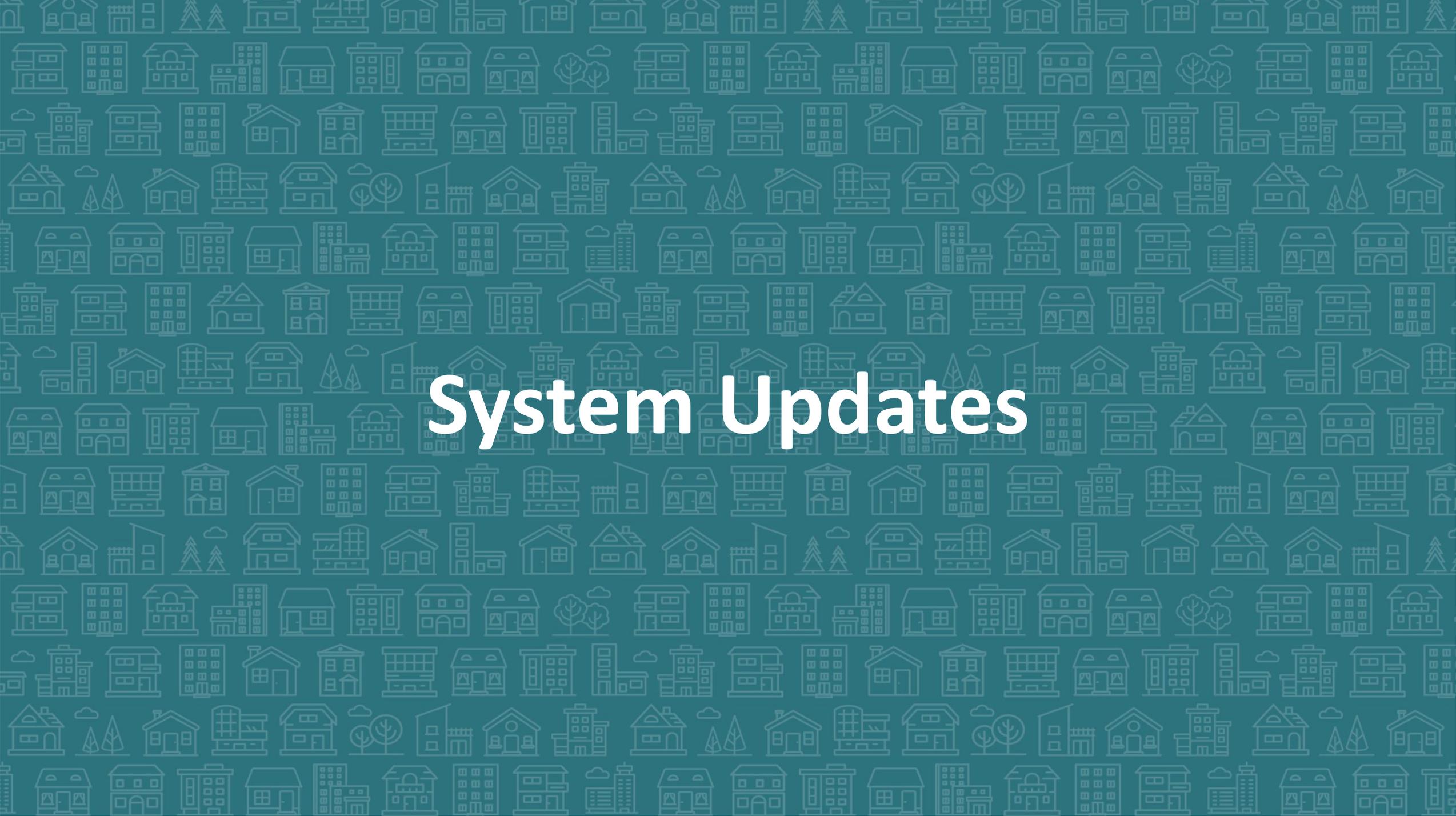The chat box is available to use anytime.

CHAT

Enter your message

Send to

Everyone

SEND

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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"
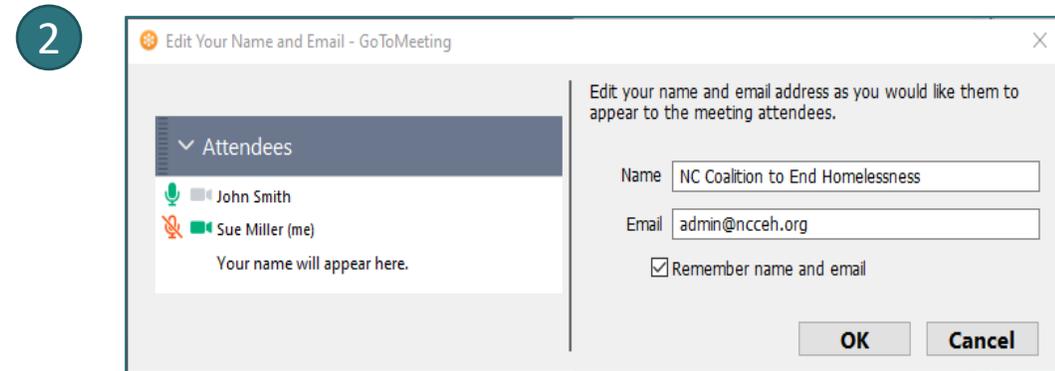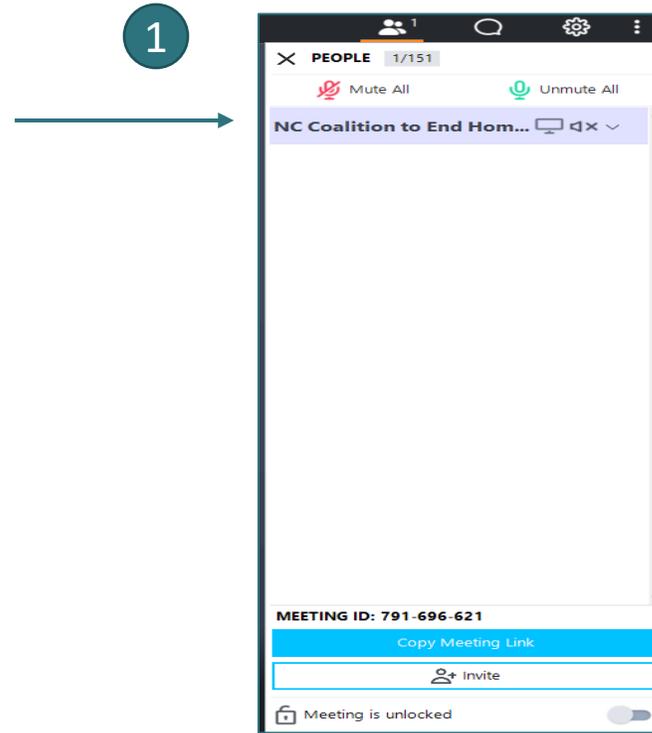
# System Updates

# Annual Privacy Training

- We are on Week Four!

- 52% have completed the training

- Can we get to 100% by September 29th?

- If you can't complete it by the deadline, email us: hmis@ncceh.org

- Licenses Inactivated at the end of the month *without* passed quiz

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# 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

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# 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

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# Release of Information Updates
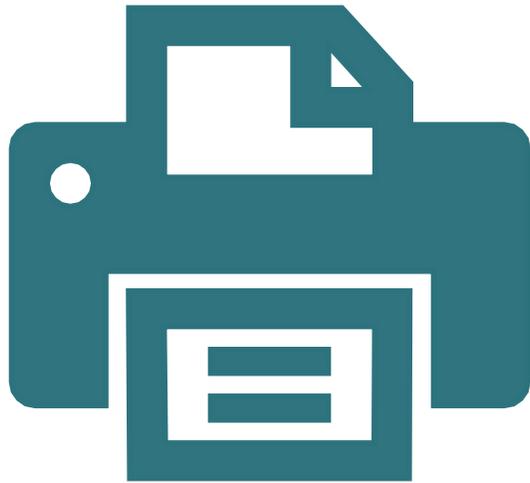


Remember to print new copies!

All docs can be found at
ncceh.org/hmis/admin

## HMIS Administrative Documents

Use and Bookmark our ServicePoint link 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.

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# 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

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# 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)

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# 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

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# New CE Data Elements Training

**All are encouraged to join!**

**Training is Required for:**

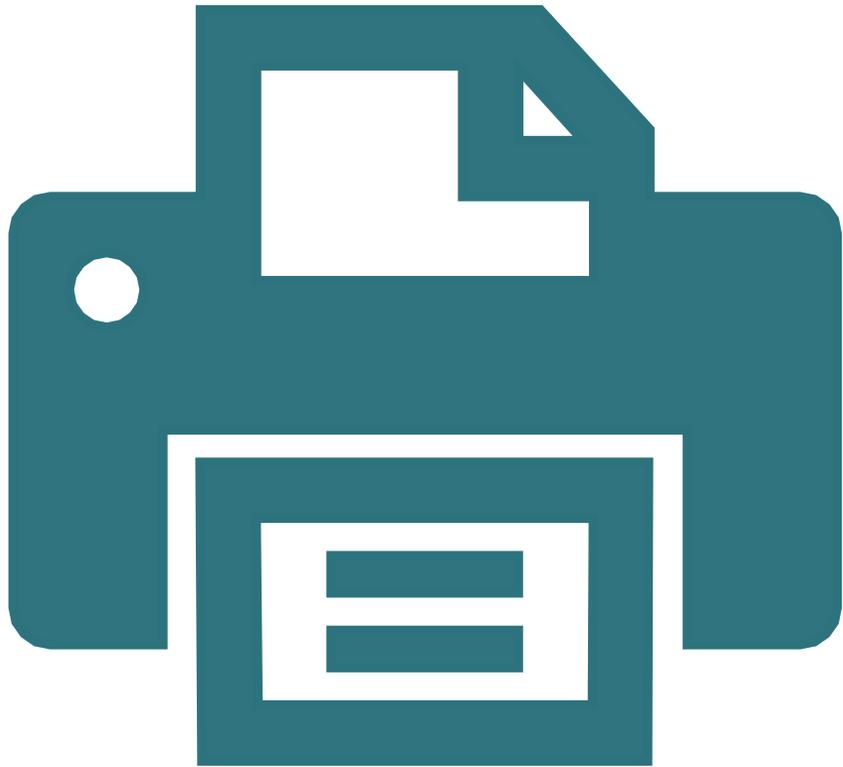All HMIS Users working with Street Outreach projects

**Training Details:**

September 23rd at 11 am

View Online: https://www.ncceh.org/events/1452/
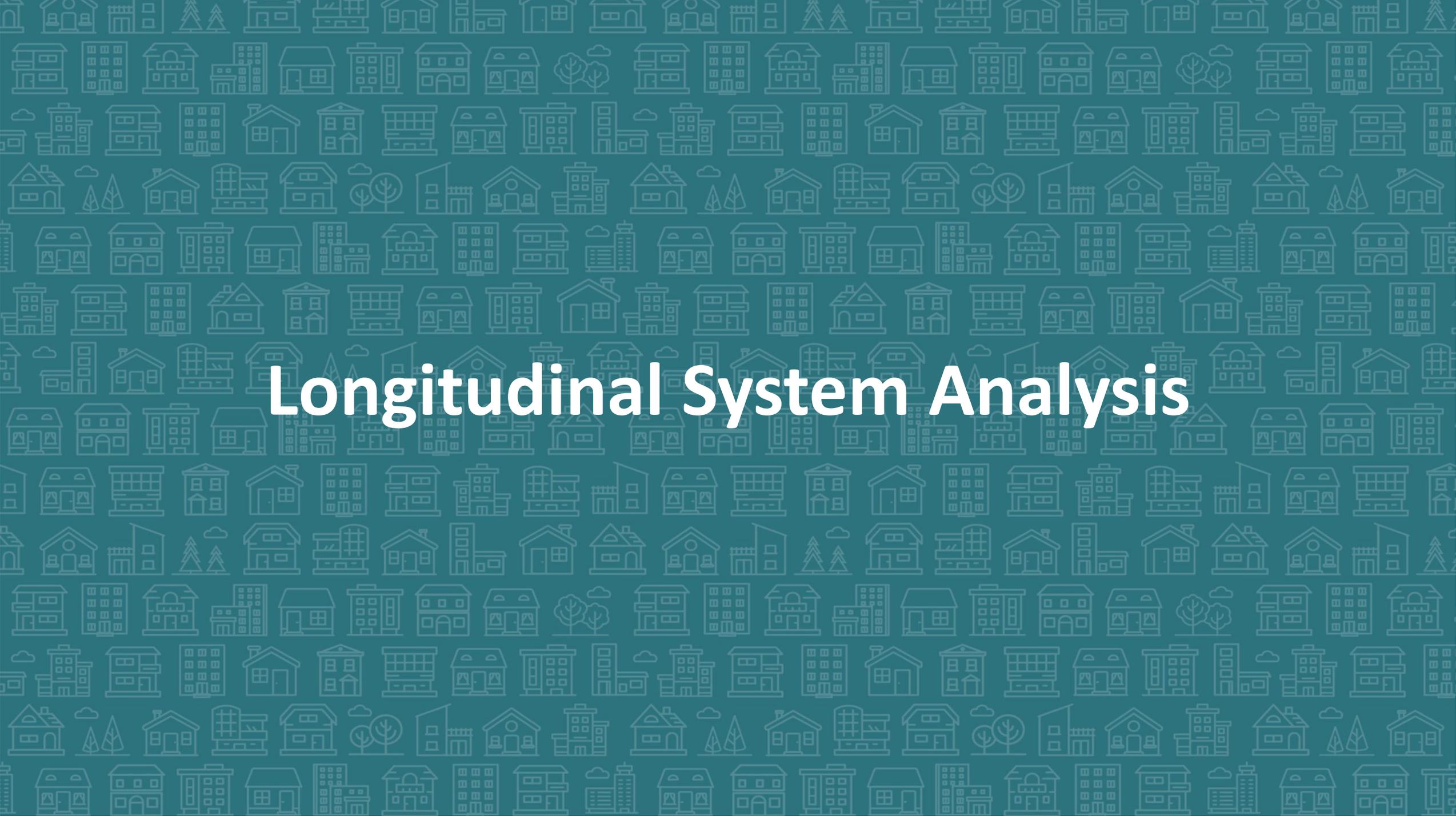
Will be recorded

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# 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)

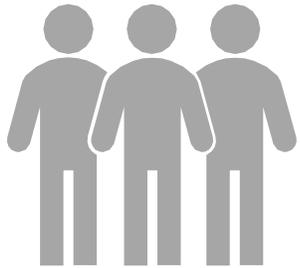Visualizes progress of the federal strategic plan, *Opening Doors*

Continuums of Care nationwide are included

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# The LSA contains data from 3 sources
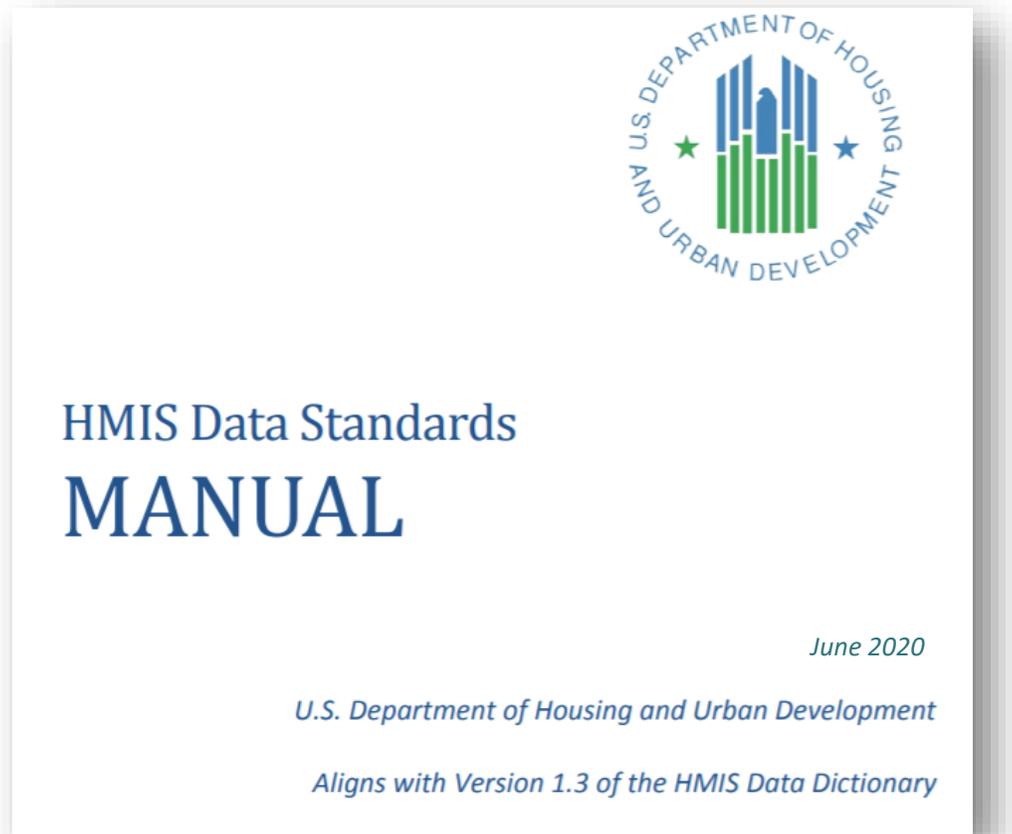
HMIS

Point in Time Count (PIT)

Housing Inventory Count (HIC)

# HMIS is the largest data source- IT MATTERS!

HMIS Data Standards
**MANUAL**

*June 2020*

*U.S. Department of Housing and Urban Development*

*Aligns with Version 1.3 of the HMIS Data Dictionary*

**Universal Data Elements**
 Demographic data
 Disability
 Income
 Location

**Project Descriptor Elements**
 Project Type
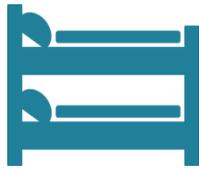 Bed and Unit Inventories

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# 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
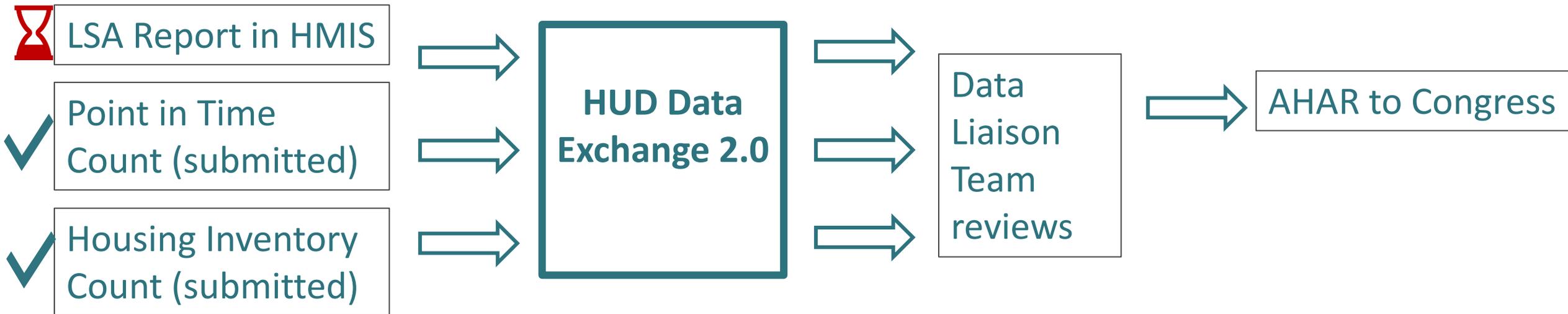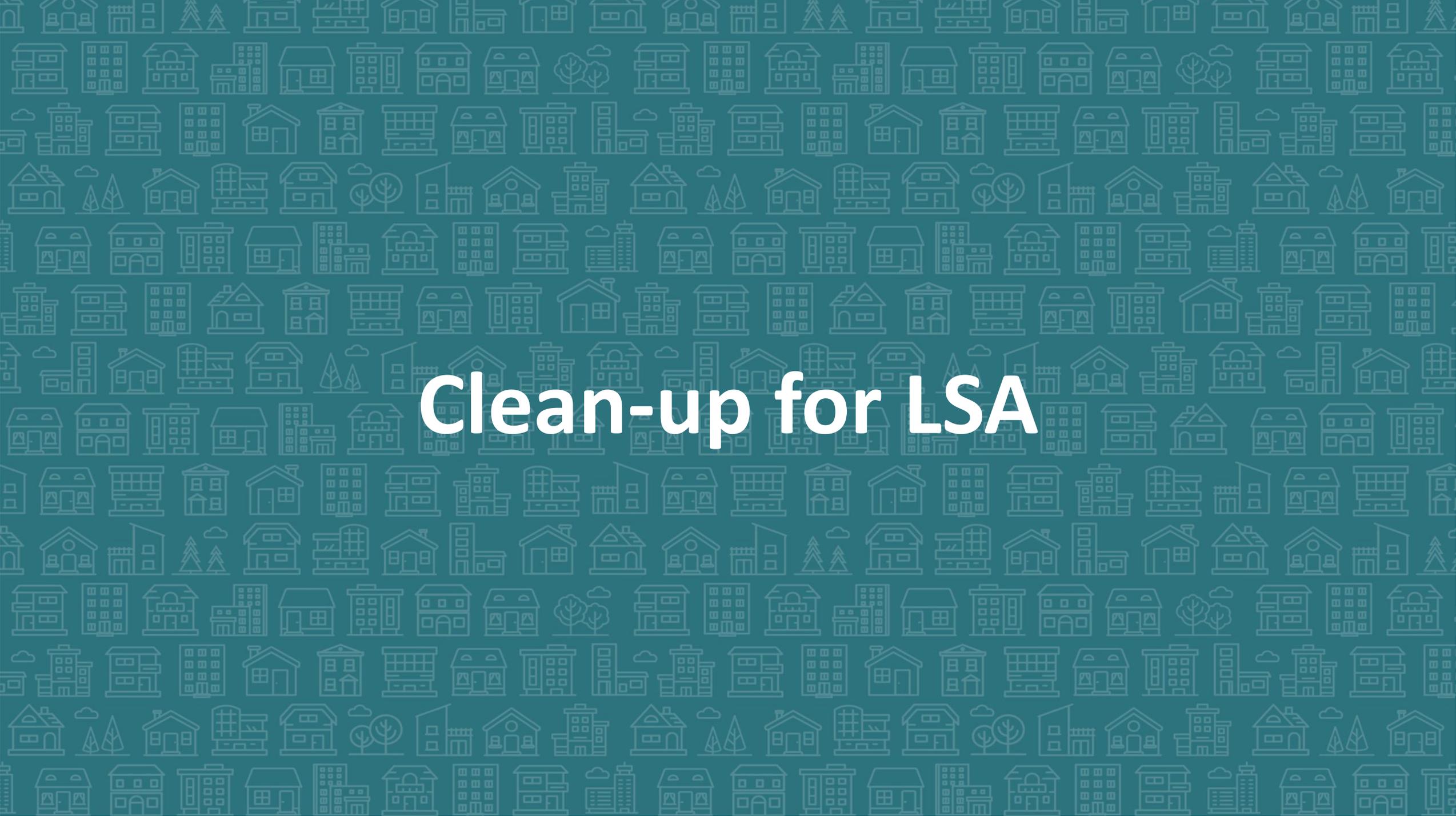
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# Data Submission and Analysis Process

**Data Preparation**  **Data Submission**  **Data Review**  **Data Analysis**

LSA Report in HMIS → **HUD Data Exchange 2.0** → Data Liaison Team reviews → AHAR to Congress

Point in Time Count (submitted) →

Housing Inventory Count (submitted) →

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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

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# LSA Reporting Correction Waves

| Wave and Due Date | Correction Time Period | Data Corrections Included |
|---|---|---|
| Wave 1: Due September 25 | September 14-25 | • Data quality/completeness (demographics, homeless history, UDE's etc) |
| Wave 2: Due October 9 | September 30-October 9 | • All outstanding corrections from wave 1<br>• Locations (Client Location and NC County of Service) |
| Wave 3: Due October 23 | October 14-23 | • All outstanding corrections from waves 1 & 2<br>• Long Stayers, Returns and Annual Assessment errors |
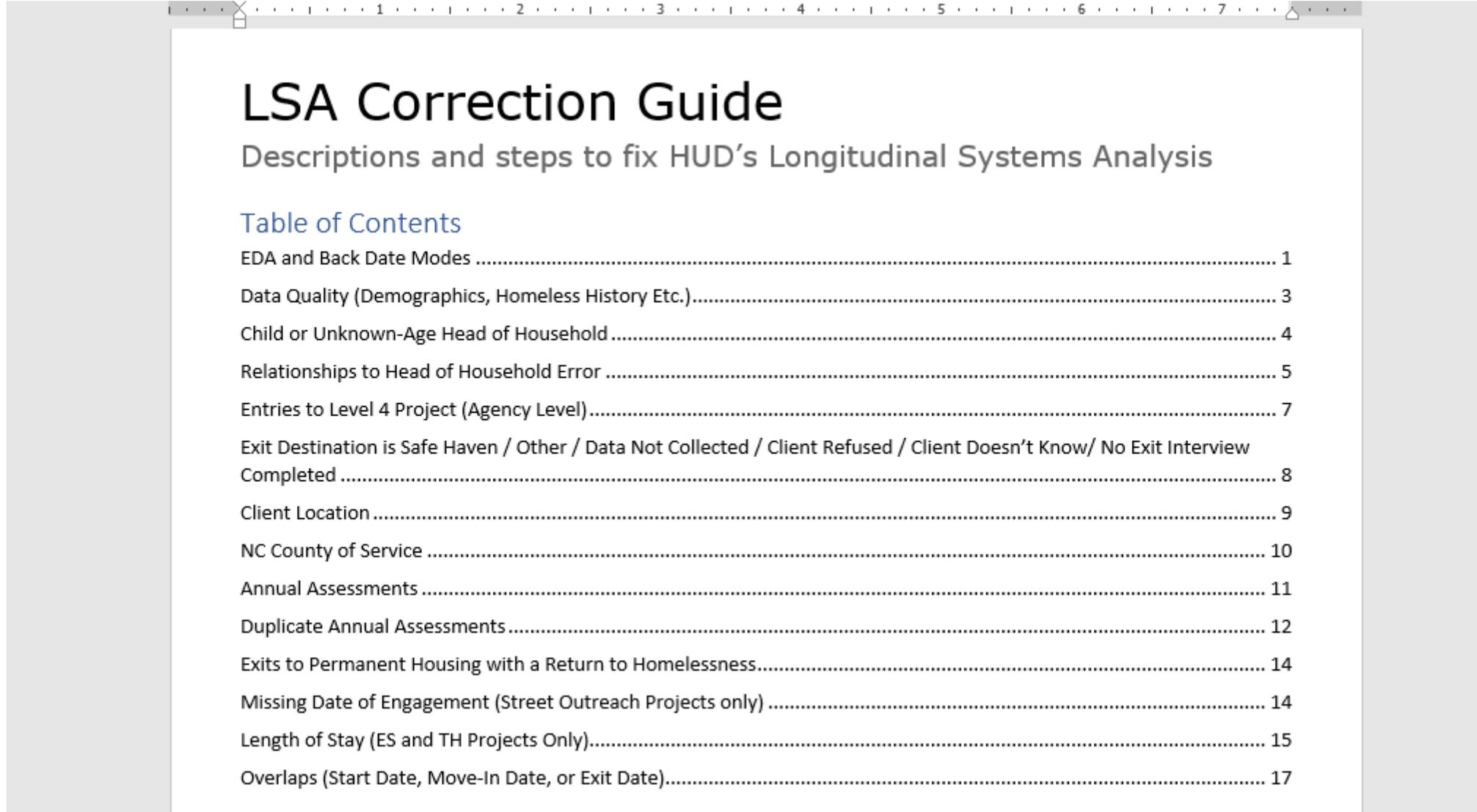
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# LSA Correction Guide included!

## LSA Correction Guide

Descriptions and steps to fix HUD's Longitudinal Systems Analysis

### Table of Contents

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# 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):

**SERVICEpoint®**
Connecting Your Community.

**North Carolina Coalition to End Homelessness**

**Heading Home - Rowan County**

November 26, 2019

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

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# 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.

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# 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!!!

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# 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.

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# 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 > Training & Knowledge > Other Resources and Guides

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# How to Add File Attachments for Client Documentation

On the Client Profile tab (in ClientPoint)



**Client Notes**

| | | Provider | Note Date | Note Preview | Full Note |
|---|---|---|---|---|---|
| ✏️ | 🗑️ | North Carolina Coalition to End Homelessness | | | 📓 |

Add New Client Note    Print

**File Attachments**

| | | Date Added ▼ | Name |
|---|---|---|---|

Add New File Attachment

**Upload Attachment**    ⊠

| Name* | Browse...  No file selected. |
|---|---|
| Description | |

Upload    Cancel

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📅 **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

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# 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 |

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# Questions?

Let's Troubleshoot!

## Contact NCCEH

hello@ncceh.org
919.755.4393

## Contact NCCEH Data Center Help Desk

hmis@ncceh.org
919.410.6997

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