HMIS@NCCEH
Durham CoC HMIS Users Meeting

October 2020

NC COALITION to end HOMELESSNESS

Agenda

October 2020

System Updates

Annual Privacy Training

CE Elements: Training, workflow, & new paper forms

How can we help

LSA corrections

Avoid big scary correction lists

Adding new clients to entries – aka BABIES!

Adding HCV Docs to File Attachments

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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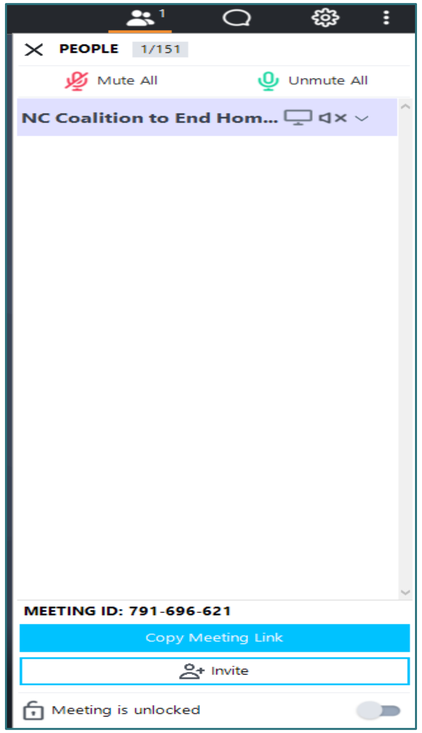
Who is here?

- 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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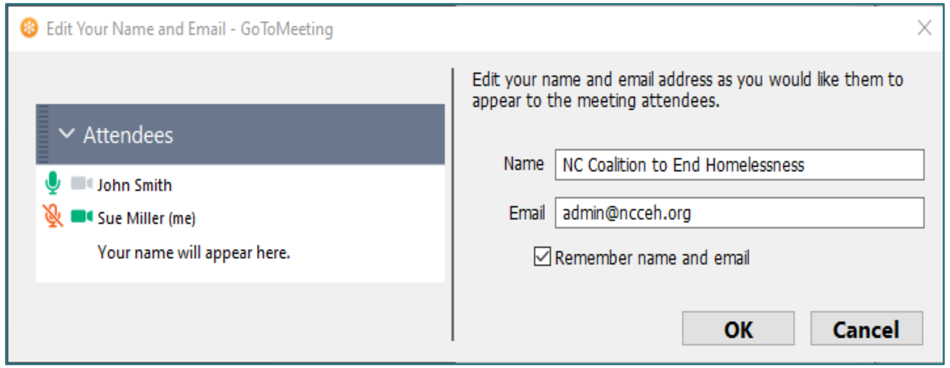

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System Updates

Annual Privacy Training

- We finished our Annual Privacy Training on Oct. 6th
- 86% took the quiz and passed!!!
- If you didn't take your quiz, you were notified via a HelpDesk ticket
  - Your HMIS license was also inactivated, allowing no access to HMIS
- Agency Admins please check in with your users to see if they completed

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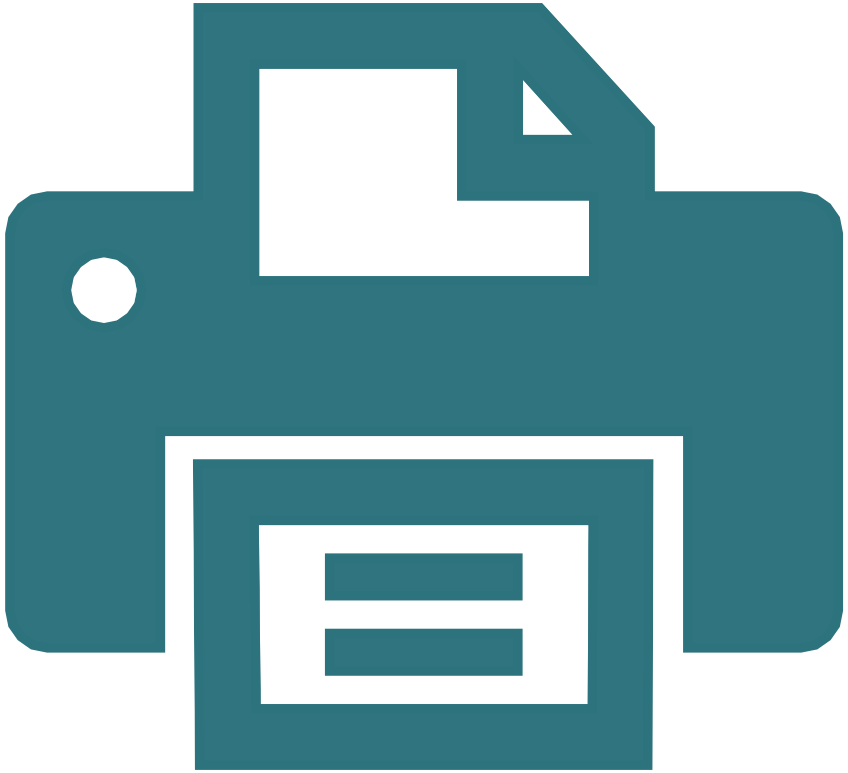
New Coordinated Entry Data Elements



New Paper Assessments

- Paper forms for all projects
- Now posted: ncceh.org/hmis/admin
- ESG forms have also been updated

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New Coordinated Entry Data Elements

Project Type	CE Assessment	CE Event	Current Living Situation
HUD SSO-CE	Yes	Yes	Yes
Other CE BNLs	BoS + Orange only	BoS + Orange only	BoS + Orange only
SSO	BoS + Orange only	BoS + Orange only	BoS + Orange only
SO	BoS + Orange only	BoS + Orange only	Yes
ES	BoS + Orange only	BoS + Orange only	N/A
TH	BoS + Orange only	BoS + Orange only	N/A
RRH	VA projects in BoS + Orange only	BoS + Orange only	N/A
PSH	VA projects in BoS + Orange only	BoS + Orange only	N/A

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How can we help?

LSA Report Corrections

LSA Reporting Correction Waves

Wave: Due Date	Time Period	Data Corrections Included
Wave 1: Due 09/25	09/14 - 25	• Data quality/completeness (demographics, homeless history, UDE’s, etc.)
Wave 2: Due 10/09	09/30 – 10/09	• All outstanding corrections from Wave 1 • Locations (Client Location and NC County of Service)
Wave 3: Due 10/23	10/14 - 23	• All outstanding corrections from Waves 1 & 2 • Long stayers, Returns, and Annual Assessment errors

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Durham Corrections!

Issues Confirmed: 240

Issues Corrected: 853

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Report Corrections FAQs

How often should agencies expect updates?

- Once a week

What are we expecting from agencies?

- List of client issues reviewed or corrected

What are the possible responses to a list of corrections?

- It's corrected! (yay!)
- I cannot correct it. (confirmed)
- It looks correct when I look at this.

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How to avoid BIG SCARY Correction lists

- Review reports in internal staff meetings
- Review in leadership meetings
- At least monthly and quarterly reviews
- Run more frequent DQ reports when you have new users

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BABIES

Or, how to add a new client to an existing entry

Adding new clients to entries – aka BABIES

Remember:

- Date of Birth and Relationship to Head of Household designations are important to reporting and determining household composition.
- Review the Data Standards Training on Demographics for more on how and why we collect these elements.

Impact:

- Relationship to Head of Household and Age determines how and which clients and families are included in HUD's Longitudinal Systems Analysis.

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Adding new clients to entries – aka BABIES

Basic Steps:

1. Determine the child’s Head of Household
2. Add the child to the Household
3. Add the child to the Project Start

KEEP

CALM

IT’S AS EASY AS

1, 2, 3

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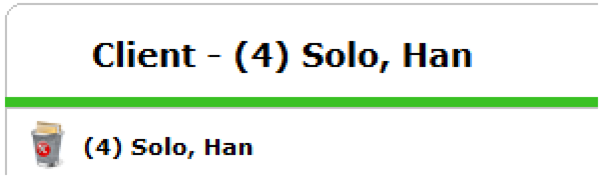
Adding new clients to entries – aka BABIES

Determine the child's Head of Household:

1. Pull the client's paper file
2. Determine the child's Head of Household (specifically the client ID)



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What’s the right date?

HUD has specific rules for newborn baby start dates

- Project Start Date (your backdate for this process) is when you started serving the child
- Project Start Date cannot equal baby’s Date Of Birth

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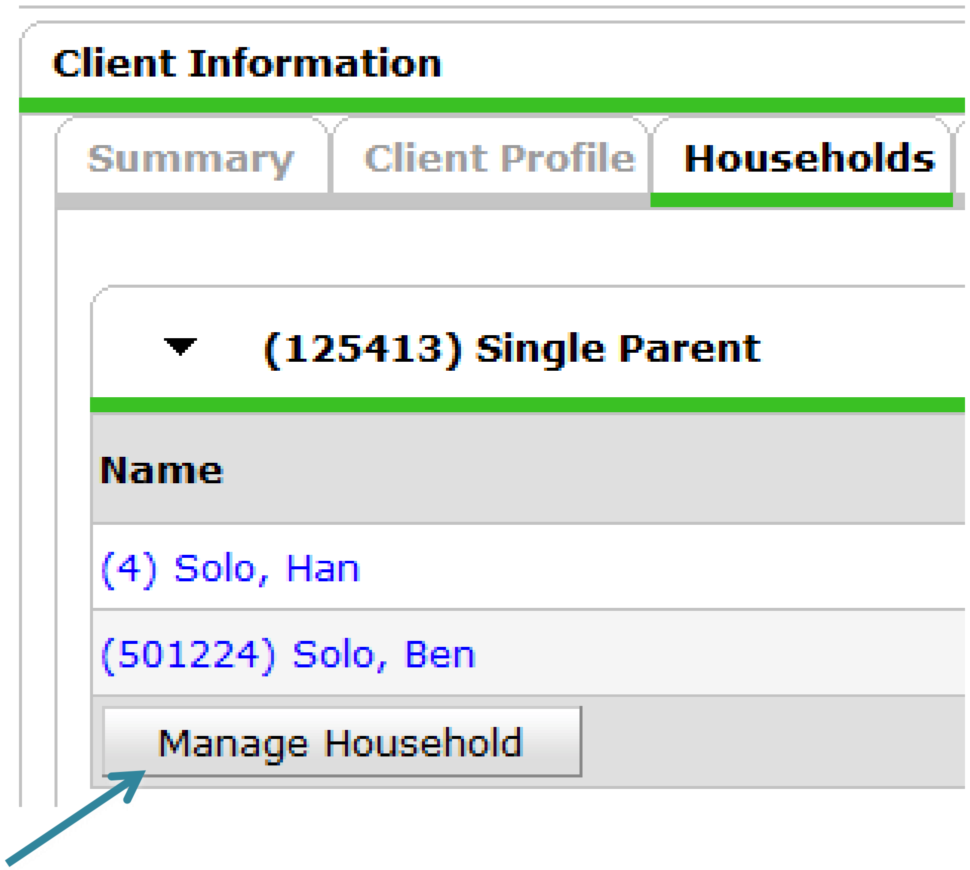
Adding new clients to entries – aka BABIES

Add the child to the Household:

1. Check your default EDA mode; if not your household's project, manually change EDA mode
2. Set the Back Date mode
3. Go to the Head of Household's profile
4. Click their Household tab
5. Click Manage Household



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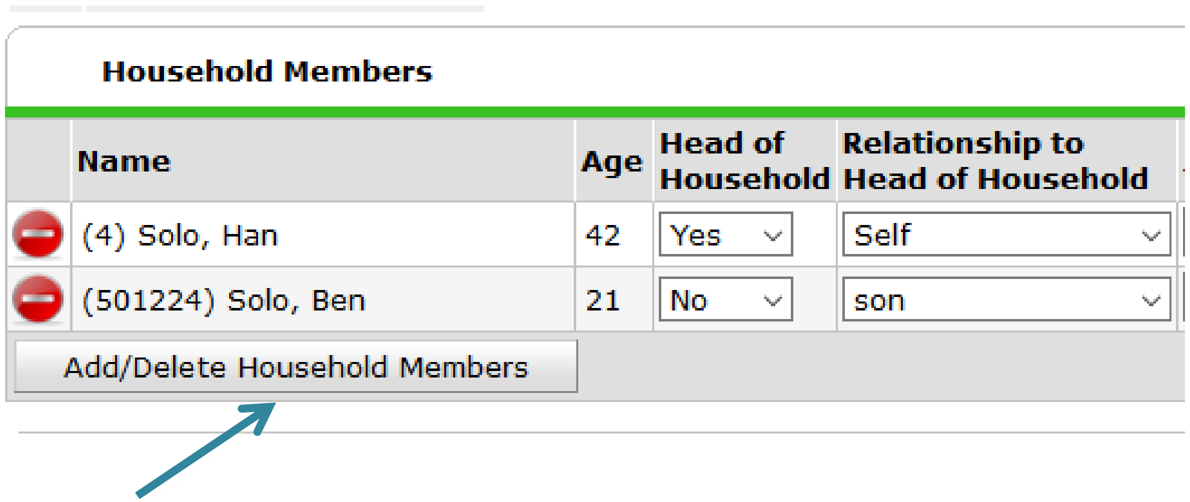
Adding new clients to entries – aka BABIES

Add the child to the Household:

6. Click Add/Delete Household Members for more detail



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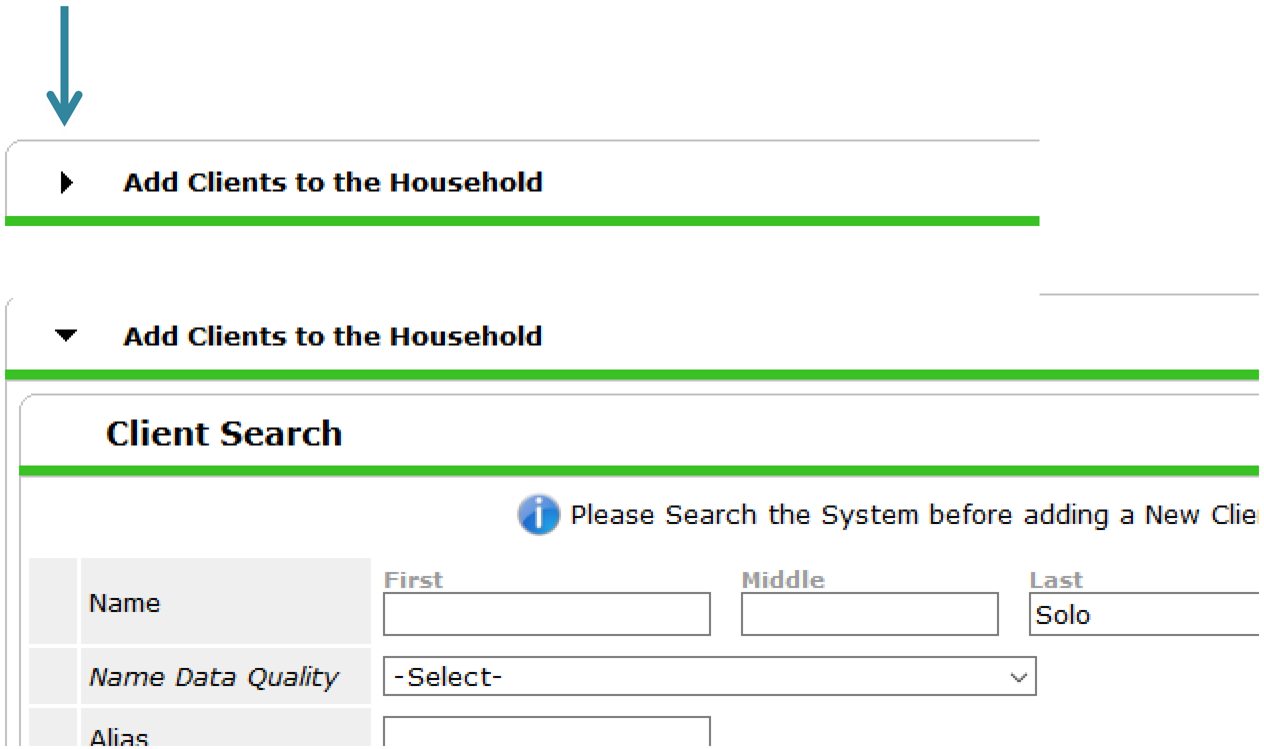
Adding new clients to entries – aka BABIES

Add the child to the Household:

6. Open the Add Clients section by clicking the black arrow
7. Now you have a search area to find an existing client ID or add a new profile to HMIS



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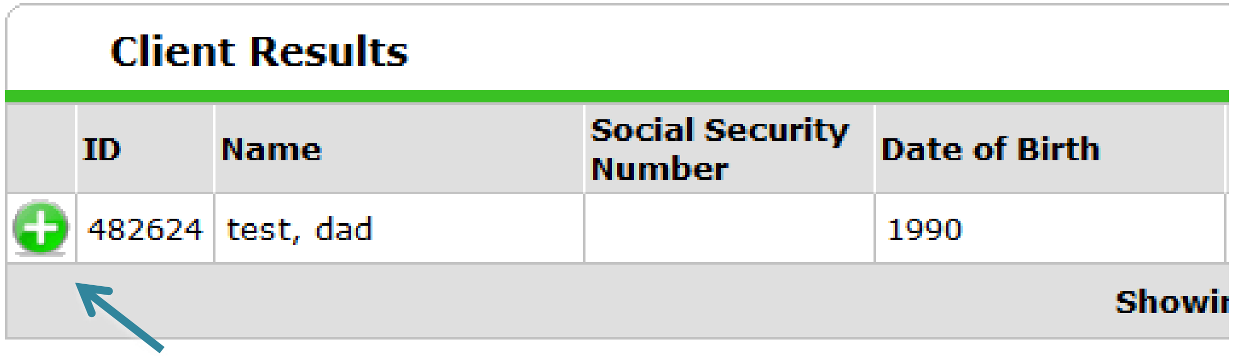
Adding new clients to entries – aka BABIES

Add the child to the Household:

8. If you find an existing client ID, use the green plus sign icon to add client to the household
9. If you must create the profile, follow the same steps as any other new client.
   a) Search
   b) Add all known info
   c) Click Add New Client with this information



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Adding new clients to entries – aka BABIES

Add the child to the Household:

10. Your new household member will appear under Selected Clients
11. Click Continue

Selected Clients

	ID	Name	Social Security Number	Date of Birth
	482624	test, dad		1990

Showi

Remove client if you made a mistake

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Adding new clients to entries – aka BABIES

Add the child to the Household:

11. Confirm the three questions for your new household member:
    a) Head of Household
    b) Relationship to HoH
    c) Joined Household Date

★ Make sure **Joined Household Date matches** the head of household's Start Date

Household Members

Name	Age	Head of Household	Relationship to Head of Household	Joined Household *
(4) Solo, Han	42	Yes	Self	01 / 20 / 2019
(501224) Solo, Ben	21	No	son	01 / 20 / 2019
(482624) test, dad		No	-Select-	10 / 12 / 2020

Add/Delete Household Members

12. Save & Exit

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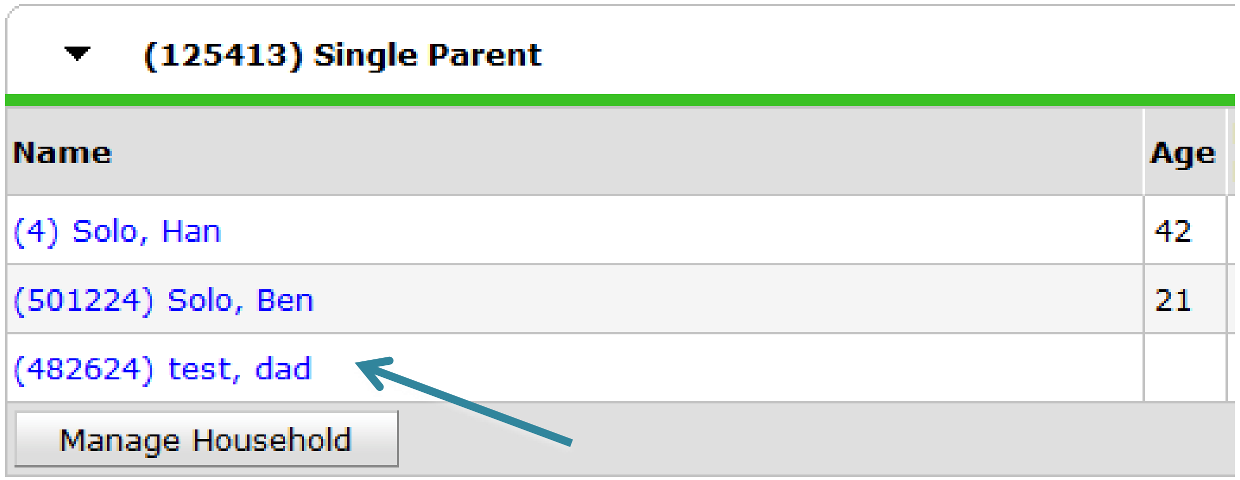
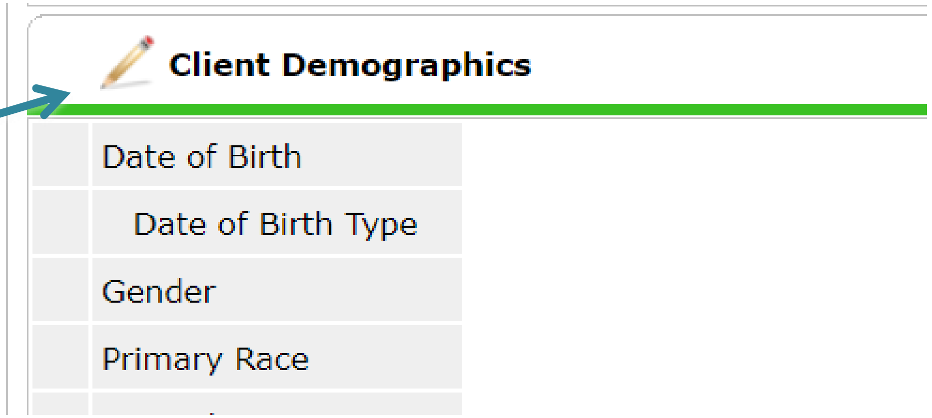
Adding new clients to entries – aka BABIES

Add the demographics for the child (if needed):

1. Click new client's name
2. Go to the Client Profile Tab
3. Click the pencil to edit
4. Save changes
5. Go back to the Head of Household's profile





Adding new clients to entries – aka BABIES

Add the child to the correct entry:

1. Click the Head of Household's Entry/Exit tab
2. Click the pencil next to the Start Date that should include the child.

Entry / Exit

	Program	Type		Project Start Date
	Heading Home - Rowan County - Rapid Re-Housing - ESG (7390)	HUD		09/23/2020

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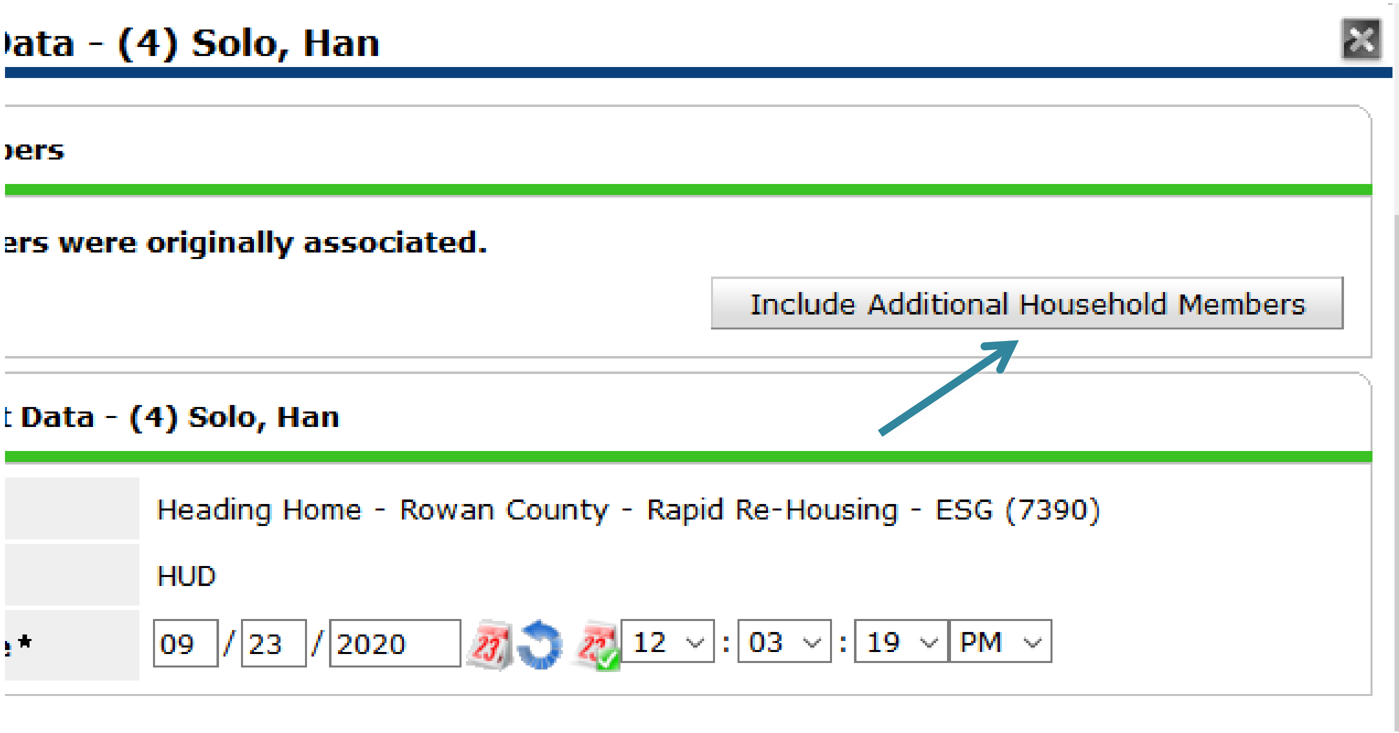
Adding new clients to entries – aka BABIES

Add the child to the correct entry:

3. Click Include Additional Household Members
4. Check the new client
5. Click Continue
6. Save & Continue *without changing the start date*



Adding new clients to entries – aka BABIES

Add the child to the correct entry:

7. Find your new client in the Household table
8. Click the pencil next to their start date

Household Members Associated with this Entry / Exit

		Name	Head of Household		Project Start Date		Exit Date
		(4) Solo, Han	Yes		09/23/2020		09/27/2020
		(501224) Solo, Ben	No		09/23/2020		

Include Additional Household Members

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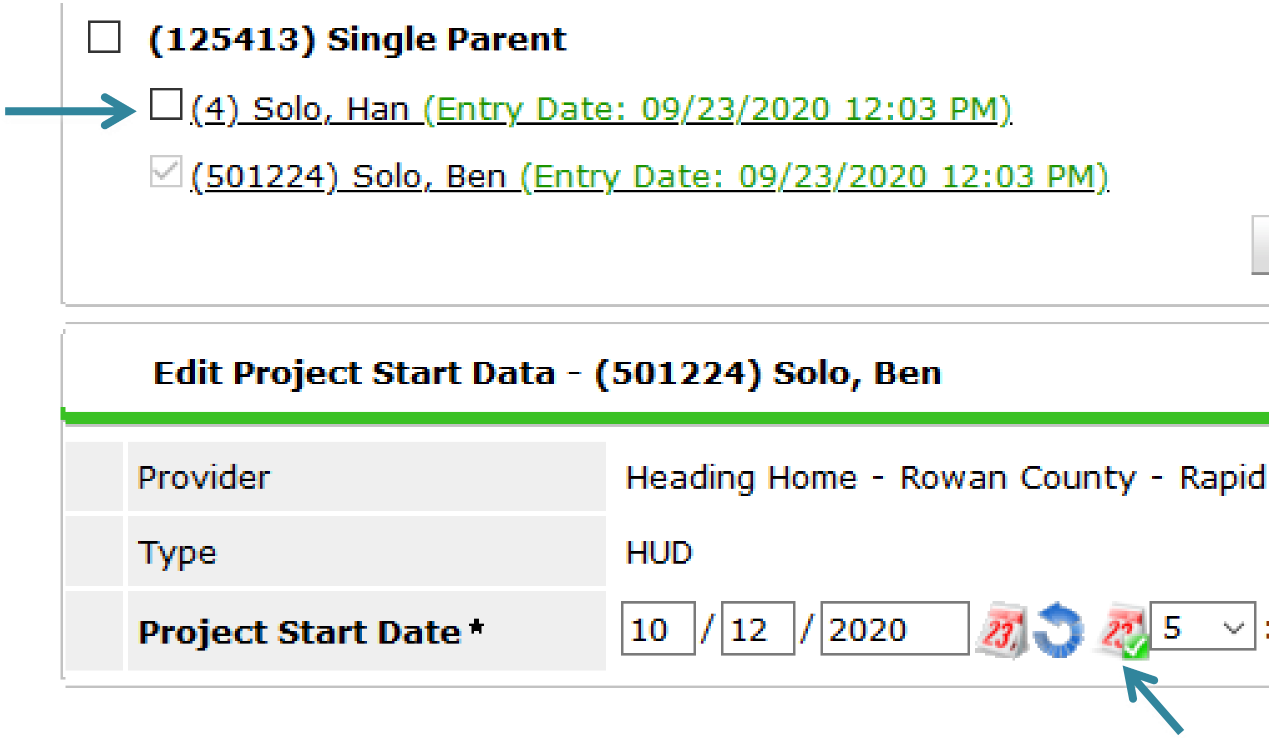
Adding new clients to entries – aka BABIES

Add the child to the correct entry:

9. Now un-check the other household members so it's just the new client
10. Change the Start Date to your Back Date mode (green check)
11. Save & Continue
12. Complete the assessment as usual!



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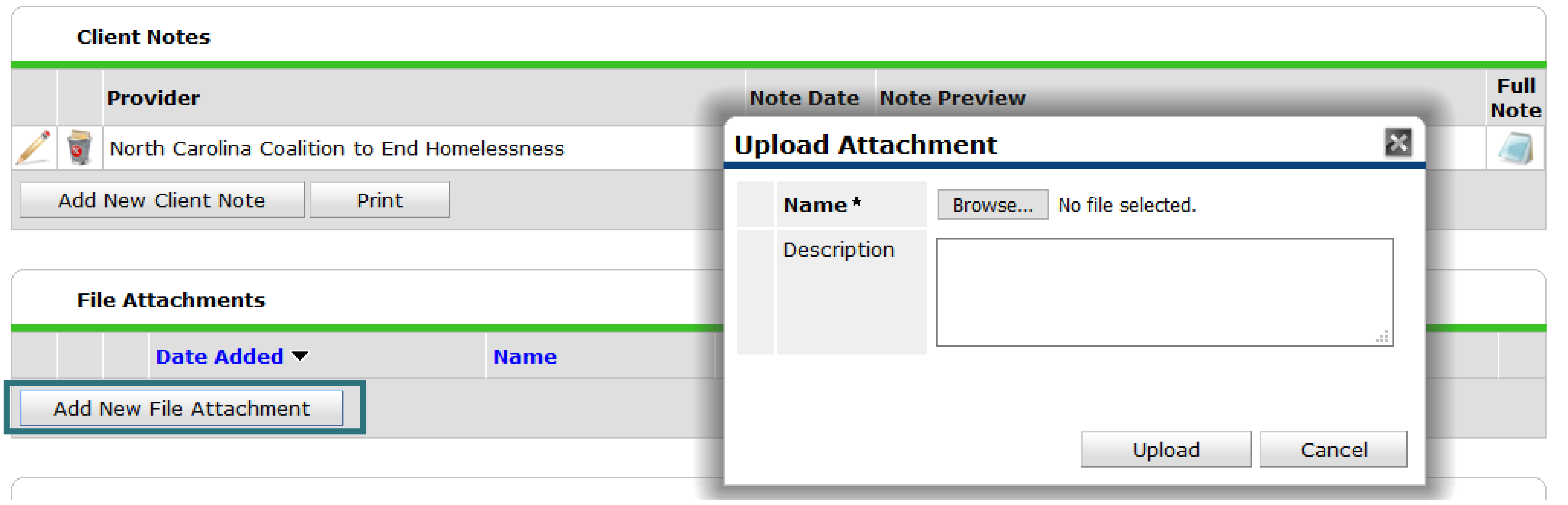
HCV Documents

How to Add File Attachments for Client Documentation

On the Client Profile tab (in ClientPoint)



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HCV Documents

<u>PROVIDE VERIFICATION AS APPLICABLE</u>

- Please provide **<u>copies</u>** of the following information (do not send original documentation):

- ❑ PICTURE IDENTIFICATION
- ❑ SOCIAL SECURITY CARD
- ❑ BIRTH CERTIFICATE/PROOF OF CITIZENSHIP
- ❑ PROOF OF ELIGIBLE IMMIGRATION STATUS
- ❑ ADOPTION/CUSTODY AGREEMENTS
- ❑ PUBLIC ASSISTANCE
- ❑ EMPLOYMENT VERIFICATION
- ❑ SELF-EMPLOYMENT
- ❑ UNEMPLOYMENT
- ❑ TAX STATEMENTS
- ❑ CHILD SUPPORT
- ❑ COURT ORDERED SUPPORT
- ❑ VOLUNTARY SUPPORT
- ❑ ALIMONY
- ❑ PENSION/ANNUITY/VETERAN'S BENEFITS
- ❑ SSI/SOCIAL SECURITY BENEFITS
- ❑ BANK ACCOUNTS/ASSETS
- ❑ FULL-TIME STUDENT STATUS
- ❑ STUDENT FINANCIAL AID
- ❑ MEDICAL DEDUCTIONS
- ❑ HANDICAPPED ASSISTANCE
- ❑ CHILD CARE EXPENSE
- ❑ PROOF OF UTILITY SERVICES
- ❑ PROOF OF RESIDENCY
- ❑ PROOF OF DISABILITY
- ❑ PROOF OF INVOLUNTARY DISPLACEMENT
- ❑ PROOF OF HOMELESSNESS
- ❑ PROOF OF CHRONIC HOMELESSNESS
- ❑ PROOF OF RENT BURDENED STATUS
- ❑ PROOF OF FAMILY UNIFICATION STATUS
- ❑ PROOF OF VETERAN STATUS

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What’s Next?

HMIS Monthly Checklist

- ❑ Have you run a report on last months data?
- ❑ Have you made your corrections for last month's data?
- ❑ Have you looked at the data as a team?
- ❑ Have you made a program decision based on data?
- ❑ Do you have enough paper ROIs for the next month?
- ❑ Have you checked for Annual Assessments coming due?

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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 27, 2021	PIT Night!
March	FY20 SPMs Deadline

When should our next HMIS Users Meeting be?
December 3rd?

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NCEndHomelessness

@NCHomelessness

nc_end_homelessness

Contact NCCEH

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Contact NCCEH Data Center Help Desk

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