

# Durham CoC HMIS Users Meeting

March 2021



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

# Agenda

March 2021

## System Updates

- Staff updates
- CoC-APR and ESG-CAPER updates
- Point-in-Time and Housing Inventory Count Timeline

## How Can We Help

- PIT/HIC corrections
- Exit Destinations

## What's Next

- HMIS calendar

## Demo/Troubleshooting



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# System Updates

# Data Center + ICA Partnership

## Introductions

- Two ICA staff will be embedded at the NCCEH Data Center to support Helpdesk and System Administration
  - Katie Wiseman ([katie.wiseman@ncceh.org](mailto:katie.wiseman@ncceh.org))
  - Tonya Harris ([tonya.harris@ncceh.org](mailto:tonya.harris@ncceh.org))
- HMIS User Meetings in March will include time for introductions

## Changes

- HMIS Users will start to see Helpdesk replies
- Support for HMIS PIT/HIC process





# APR & CAPER Updates

# CoC-APR and ESG-CAPER Report Updates

## New Format to Run

- To view a report, you must find the Completed run in Report History
- You can name reports to distinguish
  - This can help us troubleshoot with Helpdesk!
- *All prompts and detailed tables remain the same*

## Go to the Data Center's [Training and Knowledge](#) page for guides


- Direct link: [nccih.org/hmis/training](https://nccih.org/hmis/training)






## Updated Guides

- [How to Run and Read the CoC-APR](#)
- [How to Run the CoC-APR and submit to Sage](#)
- [How to Run and Read the ESG-CAPER](#)
- [How to Run the ESG-CAPER and submit to Sage](#)



# How to Read the CoC-APR & ESG-CAPER – use report history

1. Once you run the report, you can view it by clicking the magnifying glass icon  for the report.
2. To hide the history sections, click the **black** arrow.

▼ Report Run History						
Report ID	Date Ran	Report Type	Name	User	Report Status	
 204894	02/17/2021 07:23:34 PM	COCAPR_2019		Andrea Carey	Running	
 204893	02/17/2021 07:22:37 PM	COCAPR_2019		Andrea Carey	Completed	
 204881	02/17/2021 03:00:00 PM	COCAPR_2019		Andrea Carey	Completed	
 204879	02/17/2021 02:57:02 PM	COCAPR_2019		Andrea Carey	Completed	
 204668	02/11/2021 12:28:22 PM	COCAPR_2019	Testing	Andrea Carey	Completed	

Refresh Showing 1-5 of 23 First Previous Next Last

▶ Report Run History

Report Options Use Previous Parameters

Name	<input type="text"/>
Description	<input type="text"/>

Name allows you to mark different reports and keep track of all the versions



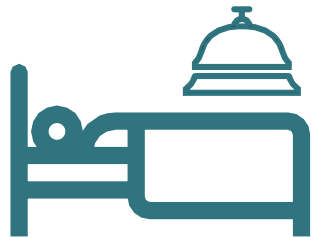
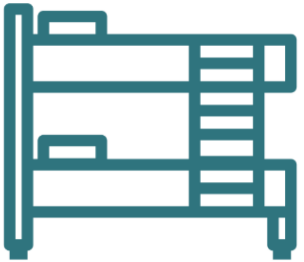
# Point-in-Time and Housing Inventory Count



# Point-in-Time Count

A one-day count of folks experiencing homelessness in our community.

**For our CoC:** January 27, 2021



Point-in-Time Count:  
Emergency Shelter, Transitional Housing



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# Housing Inventory Count

A one-day count of the shelter and permanent housing resources our community has to serve folks experiencing homelessness.

**For our CoC:** January 27, 2021



Housing Inventory Count:

Emergency Shelter, Transitional Housing, Permanent Housing



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# Submission steps (tentative dates)



1. Find your reports
  - ✓ 0628 HIC Supplement for RRH and PSH
  - ✓ REQ101 Housing Inventory Count and 0630 Sheltered-Unsheltered PIT report for ES and TH



2. Review your reports
3. Make corrections
  - ✓ Ask Data Center for help!
  - ✓ Tell the Data Center when corrections are done
4. Submit accurate reports

**All data will be finalized within 4 weeks!**

# Submission Progress

HMIS projects in Durham:

- RRH & PSH: 72% submitted and complete!
- ES & TH: 85% submitted and complete!

Remember to submit data when it's correct and contact the Data Center if you need help correcting.



# 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	REQ101 Housing Inventory Count	0630 Sheltered-Unsheltered PIT 2019
ES & TH		✓	✓
RRH & PSH	✓		

# Find Your Reports

Good news - You don't have to run the reports. 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.



# Review Your Reports

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

ART Browser	
▼ Inbox	
2021 NCCEH RRH #20249 - 0628 - HIC Supplement - v11	2021-03-01 09:16
2021 NCCEH TH #5783 - 0630 - Sheltered-Unsheltered PIT 2020 - v24	2021-03-01 06:50
2021 NCCEH RRH #5252 - 0628 - HIC Supplement - v11	2021-03-01 06:49
2021 NCCEH ES #1665 - 0630 - Sheltered-Unsheltered PIT 2020 - v24	2021-03-01 06:46

Run year    Data Center ran this    Project Type    HMIS ID Number

Date report was scheduled

# Review Your Reports

How do you know if your data is accurate?



Check for the correct entries and exits

- Complete households



Check for missing details about client

- Demographics
- Disabling Conditions
- Chronic Homelessness questions
- Client Location



Check for children only households (or other stranded members)





# 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?
- Why did the change occur? Funding, pandemic, changing policies?



# 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 to whom the Data Center can follow-up
- Attach both reports as File Attachments

\*Links to be sent out once reports are ready



# After You Submit

- Data Center will review your reports and ask clarifying questions.
  - HUD requires more info than the reports give us, so there may be additional funding or program questions that we need your help on!
  - COVID 19 forced many programs to change capacity/locations.
  - RRH and PSH projects: we need the most frequent Zip Codes for each HMIS project.
- Projects are reviewed at least 2 more times at NCCEH and additional questions may come up!
- Remember, we are basically reviewing every single client in the system on one night! It's a *very* thorough detailed review.



# How Can We Help

# Make Corrections: Missing data

## Client Demographics


**Client Information** | **Service Transactions**

Summary | **Client Profile** | Households | ROI | Entry / Exit | Case Managers | Case Plans | Assessments

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**Client Record** Issue ID Card

Name	Evans, James, Jr.
Name Data Quality	Full Name Reported
Alias	J.J.
Social Security	***-**-5555
SSN Data Quality	Full SSN Reported (HUD)
U.S. Military Veteran?	No (HUD)
Age	

  
Change Clear

---

**Client Demographics** 🔒

Date of Birth	
Date of Birth Type	
Gender	

How to Update Vet Status?



# Make Corrections: Missing data


## Client Demographics

Click the pencil


**Client Information** | **Service Transactions**

Summary | **Client Profile** | Households | ROI | Entry / Exit | Case Managers | Case Plans | Assessments


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Age	

  
Change Clear

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 **Client Demographics** 🔒

Date of Birth	
Date of Birth Type	
Gender	

# Make Corrections: Missing data

## Client Demographics

**Client Record**

 Editing the Client Record Information could affect the Unique ID and the Client Search.

**Client Record**

Name	First James	Middle 	Last Evans	Suffix Jr.
Name Data Quality	Full Name Reported			
Alias	J.J.			
Social Security	... - .. - 5555			
SSN Data Quality	Full SSN Reported (HUD)			
U.S. Military Veteran?	No (HUD)			


Save Cancel

Change the dropdown as needed



# Make Corrections: Missing data

## Client Demographics

 <b>Client Demographics</b>	
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.






# Make Corrections: Missing data

How to check a question's history

You may need to use the pencil icon to get into details



**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)












# Make Corrections: Missing data

How to check a question's history

Find the  
color bar!

### Client Demographics















Date of Birth	 05 / 04 / 1978    G
Date of Birth Type	 Full DOB Reported (HUD) ▼ G
Gender	 Male ▼ G
Primary Race	 White (HUD) ▼ G
Secondary Race	 Black or African American (HUD) ▼ G
Ethnicity	 Non-Hispanic/Non-Latino (HUD) ▼ G

# Make Corrections: Missing data

How to check a question's history

Find the color bar!

### Client Demographics

Date of Birth	 05 / 04 / 1978    G
Date of Birth Type	 Full DOB Reported (HUD)  G
Gender	 Male  G
Primary Race	 White (HUD)  G
Secondary Race	 Black or African American (HUD)  G
Ethnicity	 Non-Hispanic/Non-Latino (HUD)  G

# Make Corrections

How to check a question's history

The screenshot shows a software interface for 'Client Demographics'. The 'Date of Birth' field is currently set to 05 / 04 / 1978. A dialog box titled 'History - Date of Birth' is open, showing a table of historical entries for this field. The table has columns for 'Date Effective', 'User Adding', 'Provider Adding', and 'Value'. There are two entries shown, with a 'Showing 1-2 of 2' indicator at the bottom of the dialog. The background interface includes a 'Save & Exit' button and an 'Exit' button.

Date Effective	User Adding	Provider Adding	Value
05/11/2018 2:00:00 AM	Andrea Carey	XXXClosed2018 Tabernacle of Faith - Pasquotank County - Tabernacle Shelter - ES	05/04/1978
03/01/2018 2:00:00 AM	Jasmin Volkel (503)	Heading Home - Rowan County - Rapid Re-Housing - ESG	01/01/1980

# Exit Destinations

- When a client gets Rapid Re-Housing, what's the right exit destination?
- When a client gets a Housing Choice Voucher, what is the right exit destination?
- If a client gets both, which do you choose?
- Rental by client with RRH subsidy
- Rental by client, with HCV voucher
- Which subsidy is more significant





# What's Next

# What's Next Calendar

Due	Report/Event Name
Jan 27 <sup>th</sup>	Point-in-Time Count night!
Mar 1 <sup>st</sup>	PIT/HIC reviews begin!
Mar 12 <sup>th</sup>	1 <sup>st</sup> submission deadline
March 26 <sup>th</sup>	PIT/HIC corrections complete
Apr 22 <sup>nd</sup>	Durham HMIS Users Meeting
May 27 <sup>th</sup>	Durham HMIS Users Meeting



## 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



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