NC Balance of State CoC HMIS Users Meeting

April 2021

NC COALITION to end HOMELESSNESS

Agenda

April 2021

System Updates

- Staff updates
- Audit Users Guide released
- Point-in-Time and Housing Inventory Count

How Can We Help

- Disabling Condition

What's Next

- HMIS Health Checklist
- HMIS Calendar

Demo/Troubleshooting

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System Updates

Data Center + ICA Partnership

Introductions

- Two ICA staff will be embedded at the Data Center to support Helpdesk and System Administration
  - Katie Wiseman (katie.wiseman@ncceh.org)
  - **Tonya Harris (tonya.harris@ncceh.org)**

Changes

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

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User Management & Auditing

Agency Admins can use Audit Reports to troubleshoot issues.

Dashboard Audit Reports

- Identify access and changes to client records (within your visibility)
- Supports troubleshooting when or where something changed in a record
- Provides transparency for who enters data or how data is entered

Go to the Data Center's Training and Knowledge page for guide

  - Direct link: ncceh.org/hmis/training
- Audit Report Guide

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Agency Admins can use Audit Reports to Troubleshoot issues.

The generated report will detail date/time, what action was taken, who took the action, and what provider was using Enter Data As.

ID refers to the Entity

Sort by clicking the column name

Audit Report

Date ▲	Entity	ID#	Action	Target	By User	By Provider
02/26/2021 (4:31 PM)	Clients	Friday Carey (299)	Create	DaRecordset (8900)	Andrea Carey (5510)	Partners BHM - Multiple BoS Counties - PSH - HUD (5061)
02/26/2021 (4:31 PM)	Clients	Friday Carey (299)	Create	Client Recordset Visibility (13184)	Andrea Carey (5510)	Partners BHM - Multiple BoS Counties - PSH - HUD (5061)
02/26/2021 (4:31 PM)	Clients	Friday Carey (299)	Create	Client Recordset Visibility (13185)	Andrea Carey (5510)	Partners BHM - Multiple BoS Counties - PSH - HUD (5061)
02/26/2021 (4:31 PM)	Clients	Friday Carey (299)	Read	Questions: Disabilities (417)	Andrea Carey (5510)	Partners BHM - Multiple BoS Counties - PSH - HUD (5061)
02/26/2021 (4:31 PM)			Read	Clients: Friday Carey (299)	Andrea Carey (5510)	Partners BHM - Multiple BoS Counties - PSH - HUD (5061)
02/26/2021 (4:31 PM)			Read	Clients: Friday Carey (299)	Andrea Carey (5510)	Partners BHM - Multiple BoS Counties - PSH - HUD (5061)

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User Profile Management

- Everyone can update their own HMIS license details.

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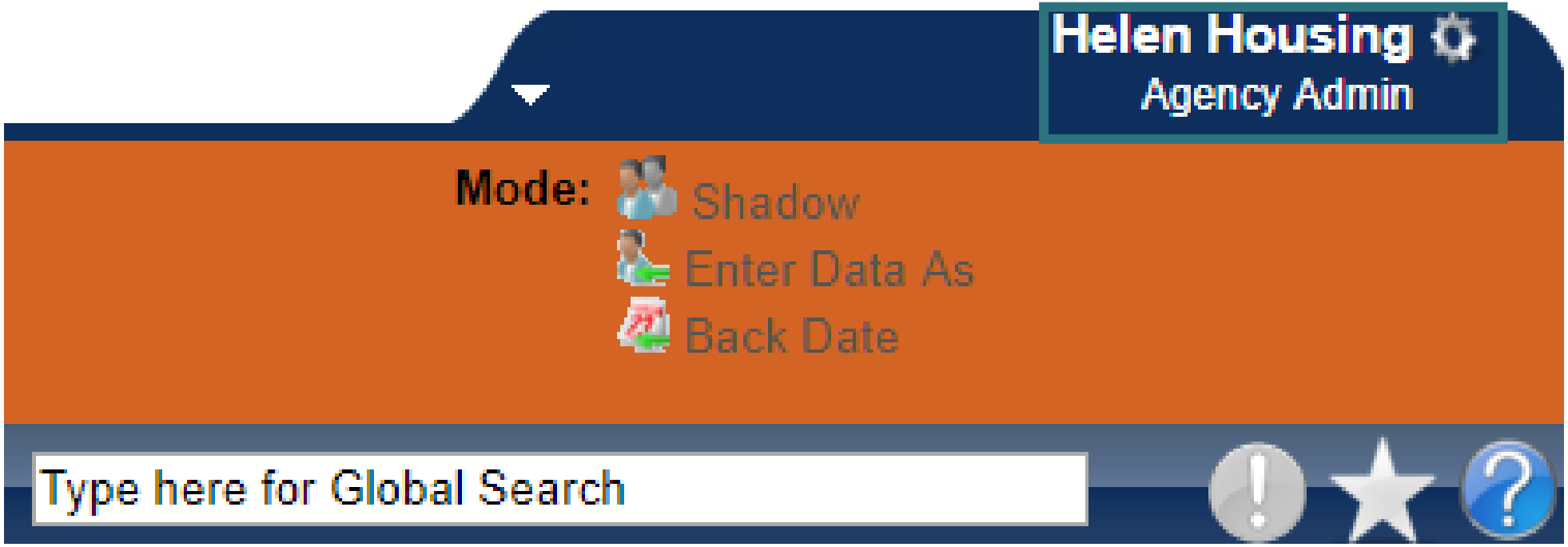
User Profile Updates

Click the gear for details



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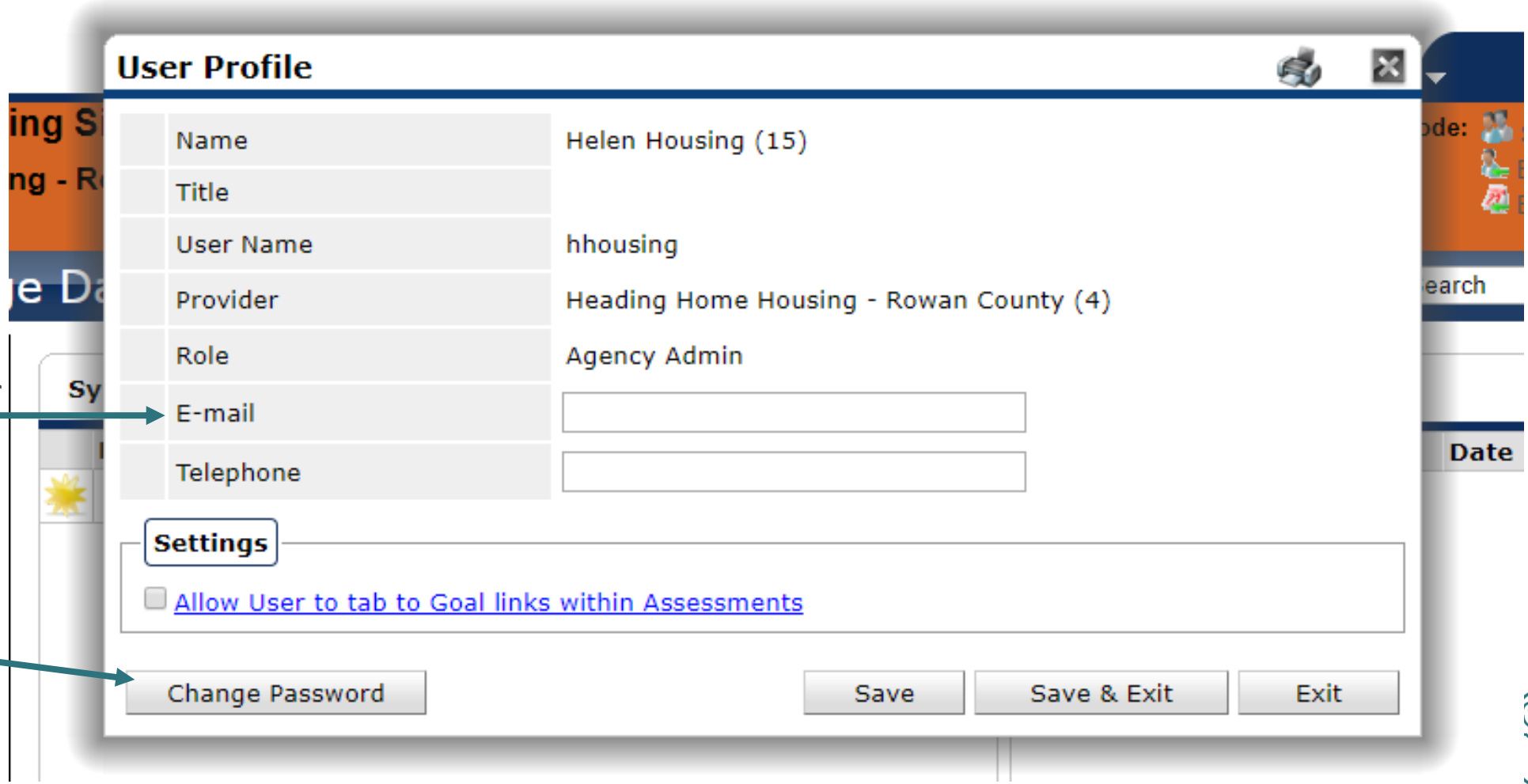
User Profile Updates

Update your email and phone number

Or change your own password



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Point-in-Time and Housing Inventory Count

After you submit, we may have clarifying and other questions.

- The Data Center will review your reports and ask clarifying questions:
  - HUD requires more info than reports provide, so we may have 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.

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How Can We Help

Disability Data

Disabling Condition

What

A condition must meet one of three parts of the definition:

1. A physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury that:
   - ❑ Is expected to be long-continuing or of indefinite duration;
   - ❑ Substantially impedes the individual's ability to live independently; and
   - ❑ Could be improved by the provision of more suitable housing conditions.
2. A developmental disability
3. HIV/AIDS

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Disabling Condition

Collection Notes

Documentation is not necessary but may be required by funding source

Some income sources indicate a disabling condition:

- ❑Supplemental Security Income (SSI)
- ❑Social Security Disability Insurance (SSDI)
- ❑VA Service-Connected Disability Compensation
- ❑VA Non-Service-Connected Disability Pension

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Disabling Condition

Collection Notes

Fair Housing Compliance: residential projects must separate the program admission process from collecting disabling condition

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Disabling Condition

Who

All clients

Data Collection Stage

On Project Start, Interim Update, Interim Annual, and Project Exit Assessments

Special Reminder

Two parts:

- General gateway question (Y/N) + specific condition
- The date for specific types should be the information date or the date the data was collected.

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Disabling Condition

On the paper assessment

DISABILITY STATUS - Does the client have a disabling condition?				
☐ Yes	☐ No	☐ Client doesn't know	☐ Client refused	☐ Data not collected

Answer 'Yes' or 'No' for each disability type (in white).
If the client selects 'Yes' for any disability type, you must also complete the shaded sections below.

Disability Type	**Yes**	**No**	**Disability Determination**	**Expected to be of long-continued and indefinite duration and substantially impairs client's ability to live independently?**	**Start Date (MM/DD/YYYY)**
Physical	☐	☐	☐ Yes ☐ No ☐ DK ☐ Ref ☐ DNC	☐ Yes ☐ No ☐ DK ☐ Ref ☐ DNC	
Chronic Health Con	☐	☐	☐ Yes ☐ No ☐ DK ☐ Ref ☐ DNC	☐ Yes ☐ No ☐ DK ☐ Ref ☐ DNC	
HIV/AIDS	☐	☐	☐ Yes ☐ No ☐ DK ☐ Ref ☐ DNC	☐ Yes ☐ No ☐ DK ☐ Ref ☐ DNC	
Developmental	☐	☐	☐ Yes ☐ No ☐ DK ☐ Ref ☐ DNC	☐ Yes ☐ No ☐ DK ☐ Ref ☐ DNC	
Alcohol Abuse	☐	☐	☐ Yes ☐ No ☐ DK ☐ Ref ☐ DNC	☐ Yes ☐ No ☐ DK ☐ Ref ☐ DNC	
Drug Abuse	☐	☐	☐ Yes ☐ No ☐ DK ☐ Ref ☐ DNC	☐ Yes ☐ No ☐ DK ☐ Ref ☐ DNC	
Both Alcohol and Drug Abuse	☐	☐	☐ Yes ☐ No ☐ DK ☐ Ref ☐ DNC	☐ Yes ☐ No ☐ DK ☐ Ref ☐ DNC	
Mental Health Prob.	☐	☐	☐ Yes ☐ No ☐ DK ☐ Ref ☐ DNC	☐ Yes ☐ No ☐ DK ☐ Ref ☐ DNC	

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Disability data is entered in 3 places.

Project Entry

Interim

Update

Annual Assessment

Project Exit

Disability questions in HMIS requires 2 parts.

Part 1-

A general question

Disability Status

	Does the client have a disabling condition?

-Select-

Part 2-

The disability sub-assessment

Disabilities HUD Verification

Disability Type *	Disability determination *	Start Date *	End Date

Add

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Part 1 is called the gateway question.

Disability Status

	Does the client have a disabling condition?

-Select-

Responses:

Yes

No

Client doesn't know

Client refused

Data not collected

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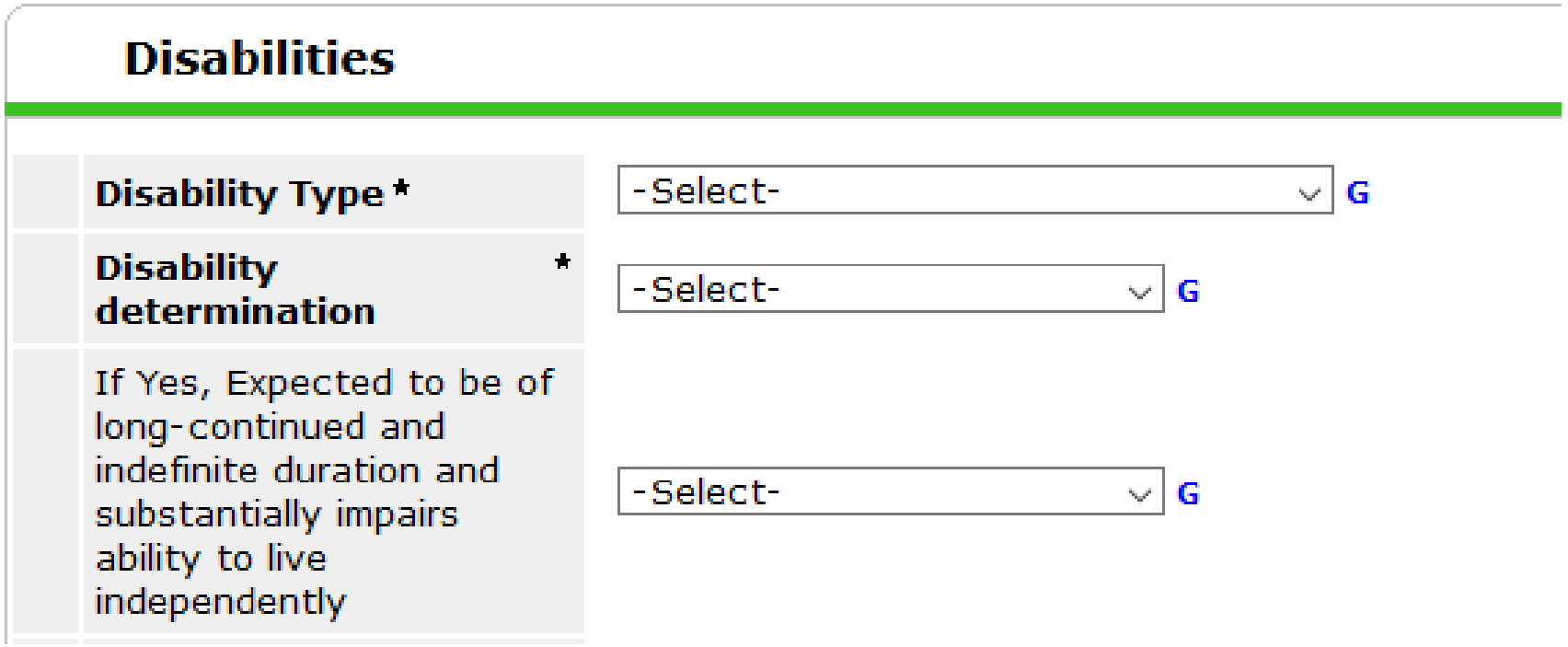
The sub-assessment collects detailed disability data.



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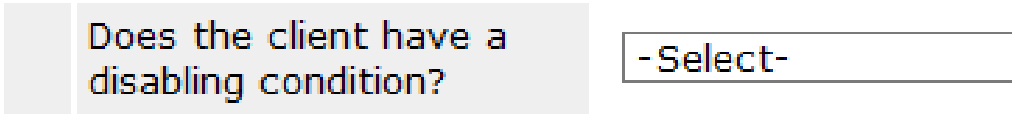
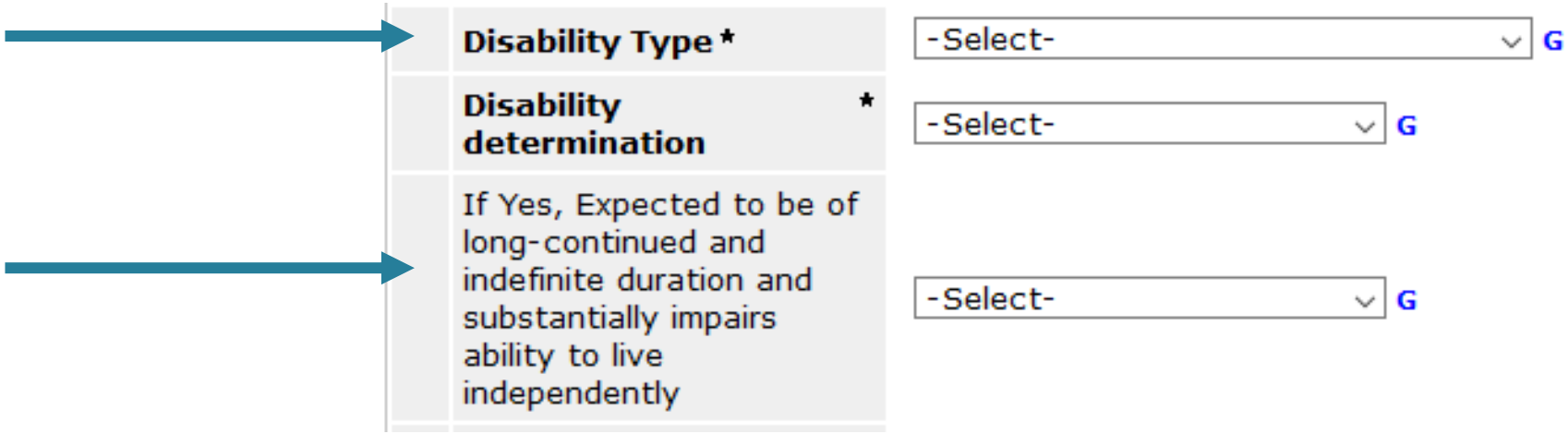
This is where things get a bit weird…

Remember our criteria for disabling condition?

In order to collect the most accurate data for Part 1



We need to ask the criteria questions in Part 2

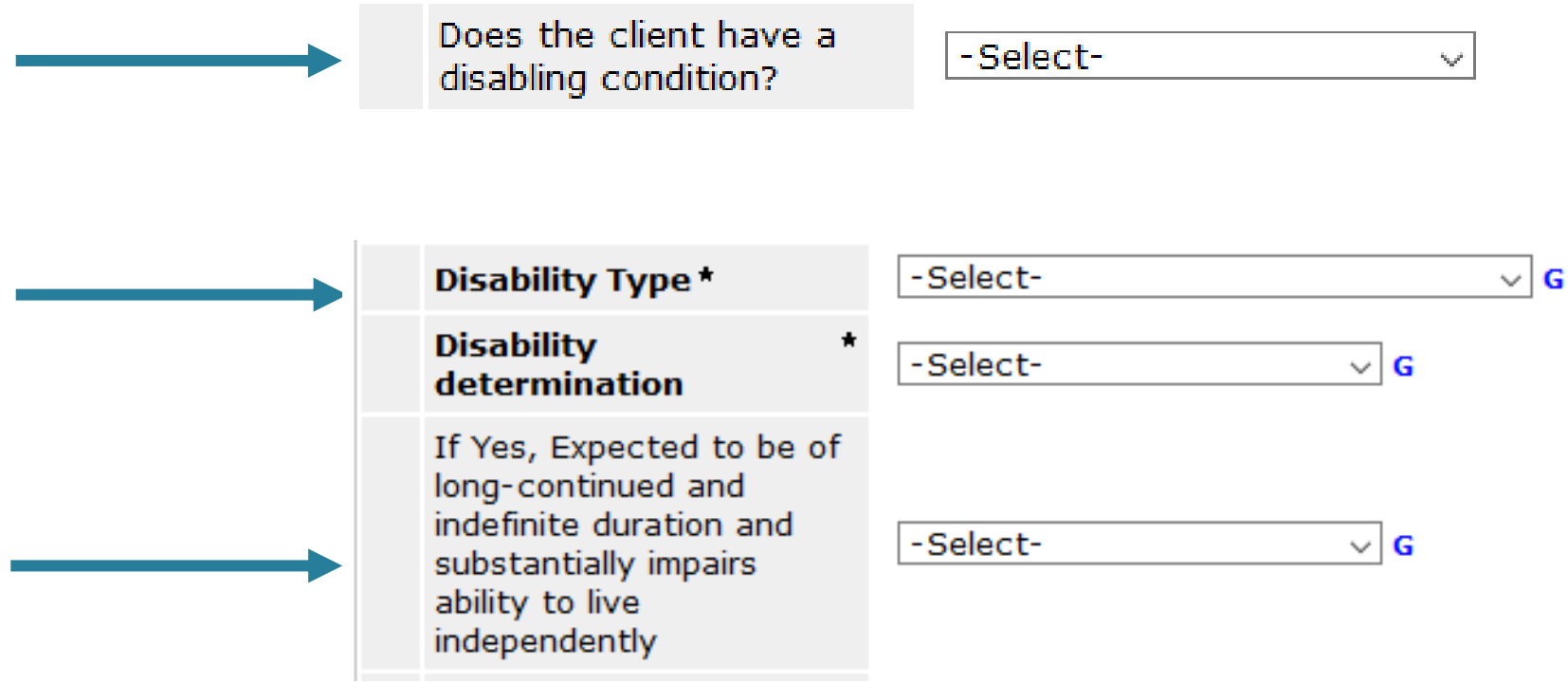


When to answer “Yes” . . .

Only answer yes here if:

The client’s disability type fits within HUD’s disabling condition definition

The client answers **yes** here (unless disability type is Developmental or HIV/AIDS)



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Working with clients

Collecting disability data in 4 steps!

1. Discuss disability definition with the client (3 criteria).

2. Work with the client to determine if they meet disability criteria.

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Prep for sensitive questions . . .

I would like to ask you a few questions about disabling conditions. Is that ok?

Yes.

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Defining disabling condition

A disabling condition is an impairment, brain injury, or chronic health condition that is expected to last indefinitely and substantially limit a person's ability to live on their own.

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Explaining disability type

When it comes to disabling conditions, we view them in these categories: Physical, Chronic Health Condition, HIV/AIDS, Developmental, Alcohol Abuse, Drug Abuse, Both Alcohol and Drug Abuse, and Mental Health Issues.

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Gather information about disability type

Do you have any conditions that fit into any of the disability categories I listed?

Yes- I have a Mental Health Issue

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Ask related criteria questions

Thank you for sharing that with me. Is your Mental Health Issue expected to be of long and indefinite duration and does it impair your ability to live independently?

Yes, it is indefinite and impairs my ability to live independently.

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What did we learn from the client?

Question	Response
Disability Type	Mental Health Problem
Expected to be of long duration and indefinite and substantially impair ability to live independently?	YES
Does the client have a disabling condition ?	YES (based on the responses above)

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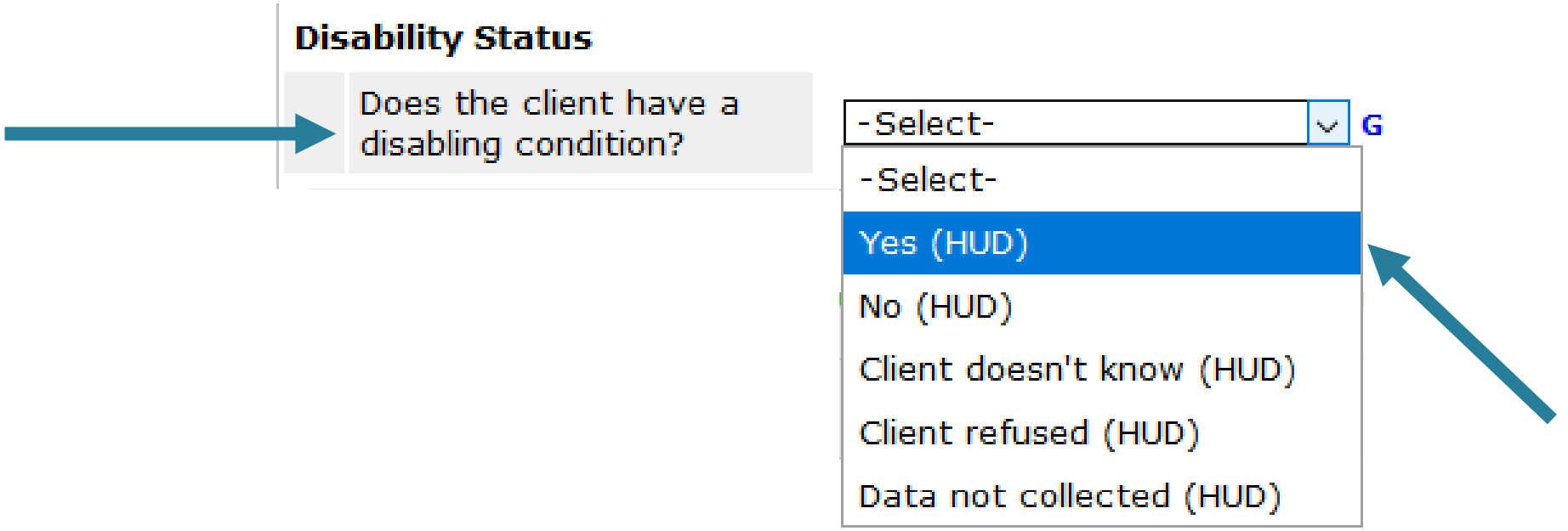
HMIS Disability Data Entry

Based on scenario from previous section

Indicate client has a disability in HMIS



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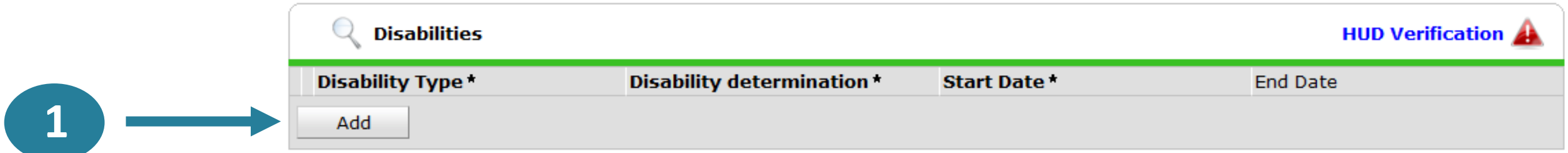
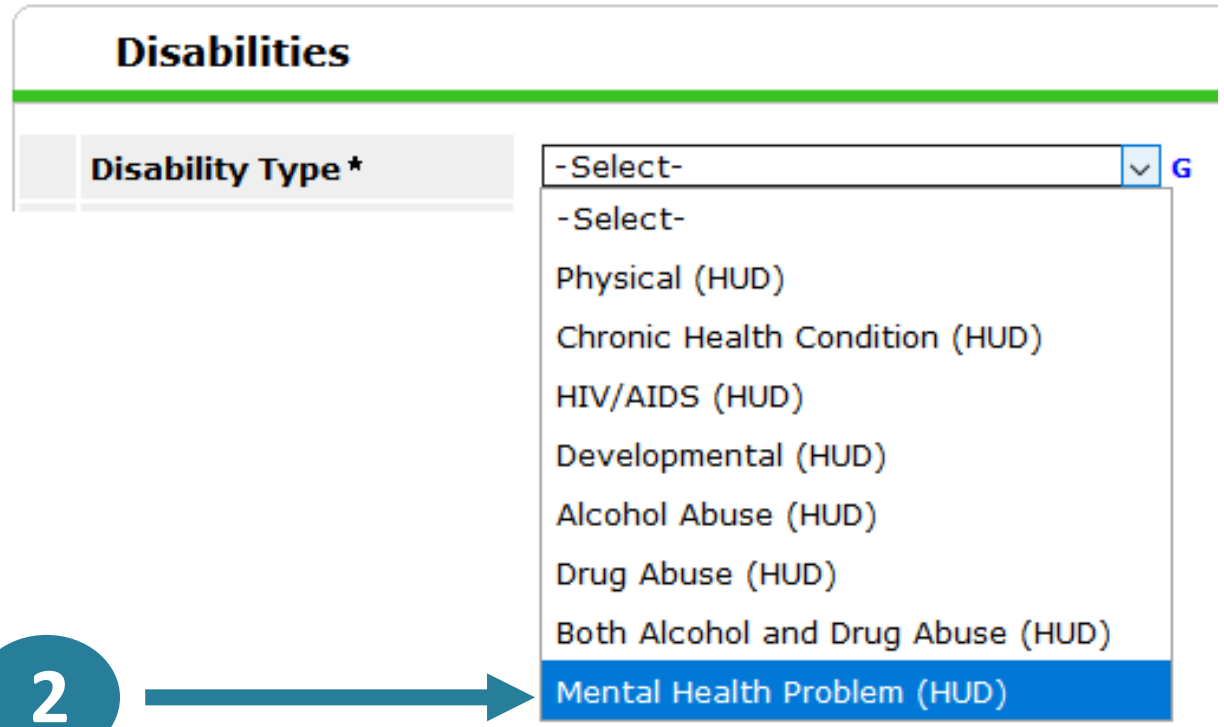
Select type of disability in HMIS





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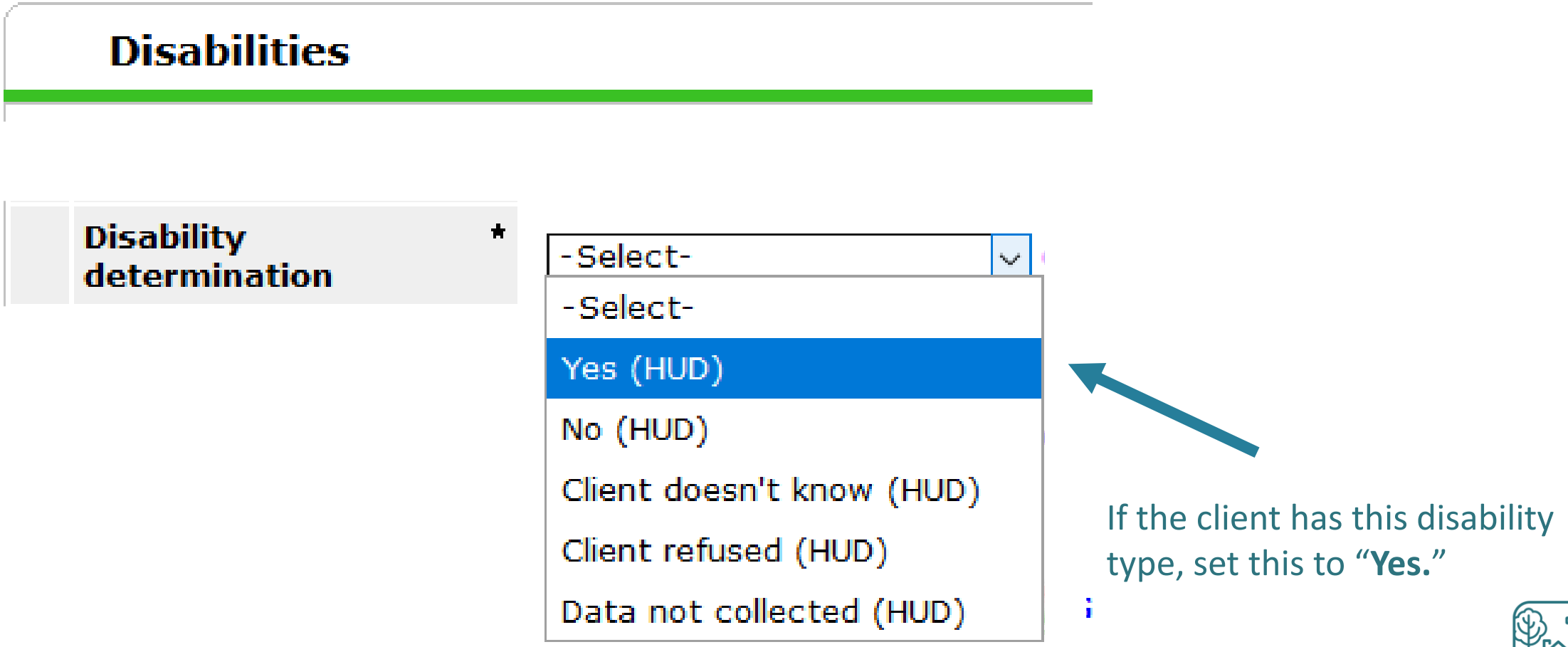
Enter disability determination in HMIS



If the client has this disability type, set this to "**Yes.**"

The answer here should match response to the gateway question

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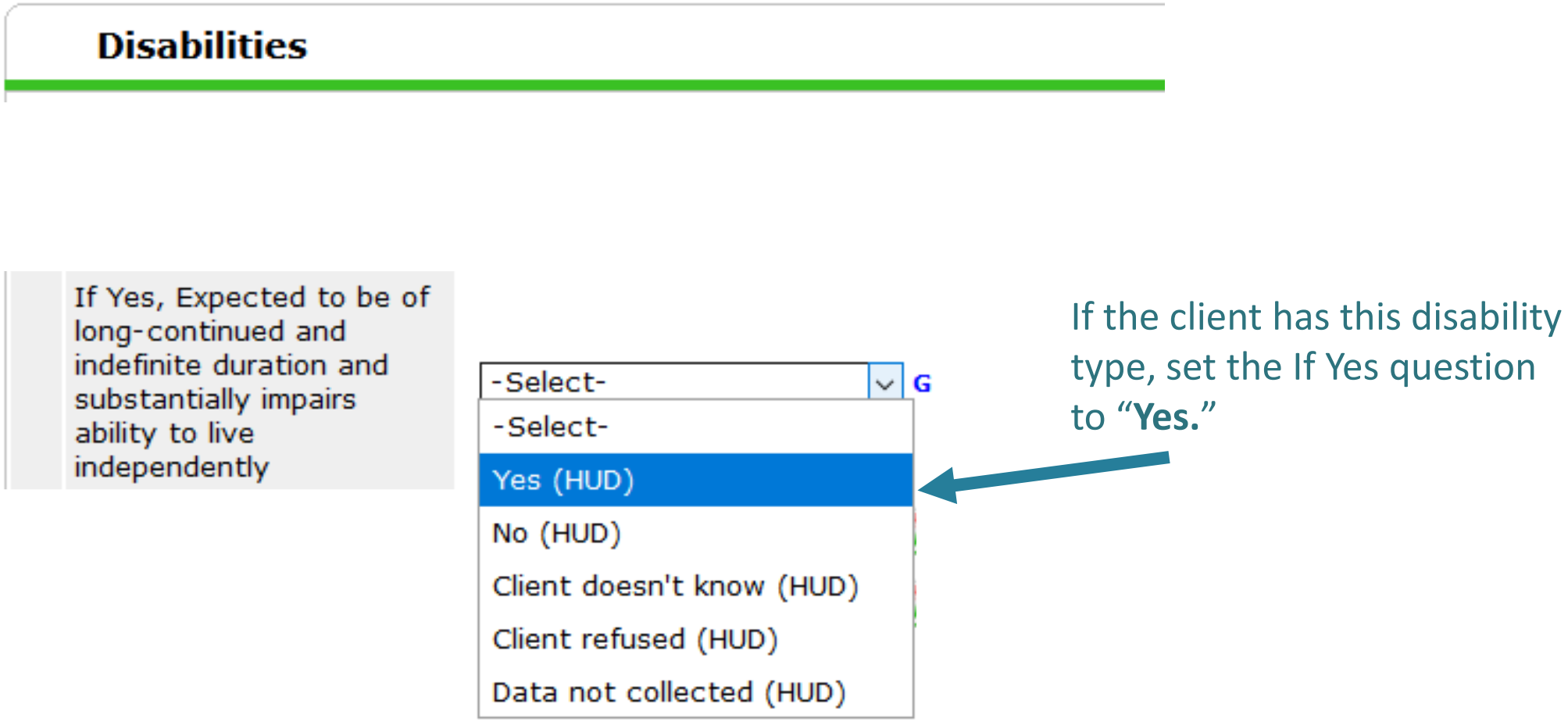
Confirm the disability meets HUD's definition



If the client has this disability type, set the If Yes question to "**Yes.**"

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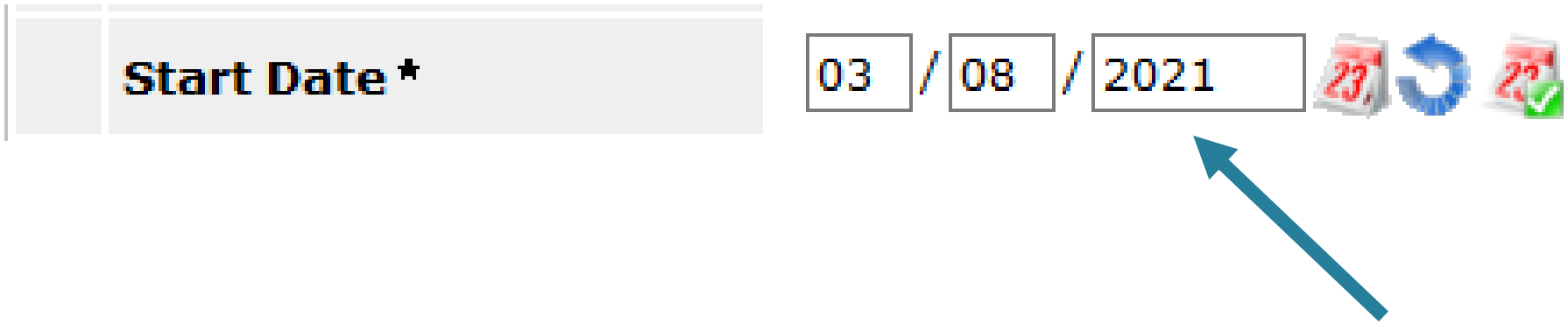
Enter Start Date = Date information collected



If we collected the info today, we should set the start date to today's date.

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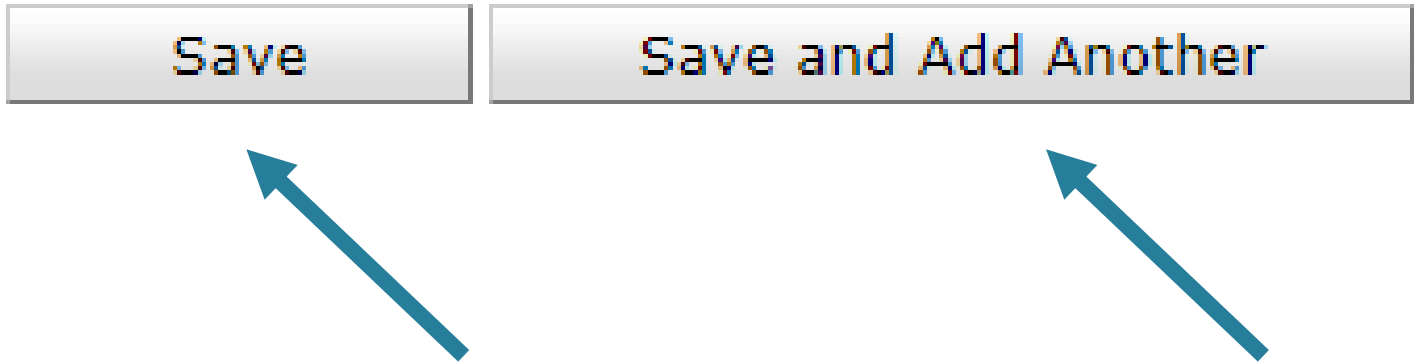
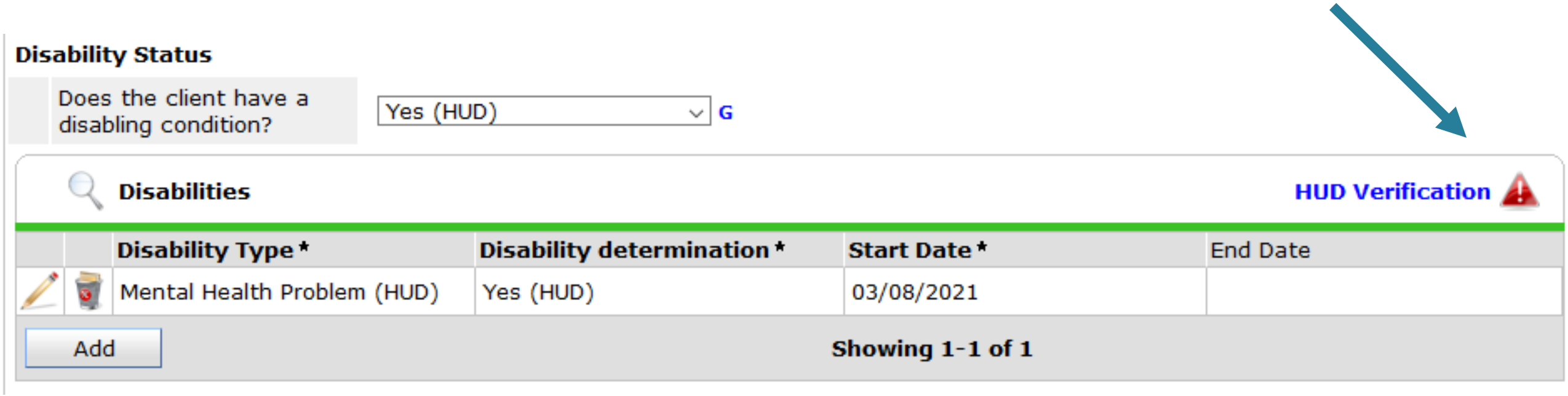
Save the disability data in HMIS



Click this button if client has more than one disability

HUD Verification

HUD verification matters!



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HUD Verification Alerts - Green is Good!

Alerter	HUD Verification Status
HUD Verification	Incomplete
HUD Verification	Complete

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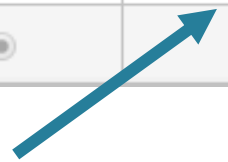
Complete HUD Verification (determination=yes)

We were able to determine that our client had a disabling mental health problem.

	Disability Type	Disability determination					
		Yes (HUD)	No (HUD)	Client doesn't know (HUD)	Client refused (HUD)	Data not collected (HUD)	Incomplete
	Physical (HUD)	○	◉	○	○	○	○
	Chronic Health Condition (HUD)	○	◉	○	○	○	○
	HIV/AIDS (HUD)	○	◉	○	○	○	○
	Developmental (HUD)	○	◉	○	○	○	○
	Alcohol Abuse (HUD)	○	◉	○	○	○	○
	Drug Abuse (HUD)	○	◉	○	○	○	○
	Both Alcohol and Drug Abuse (HUD)	○	◉	○	○	○	○
✎	Mental Health Problem (HUD)	◉	○	○	○	○	○



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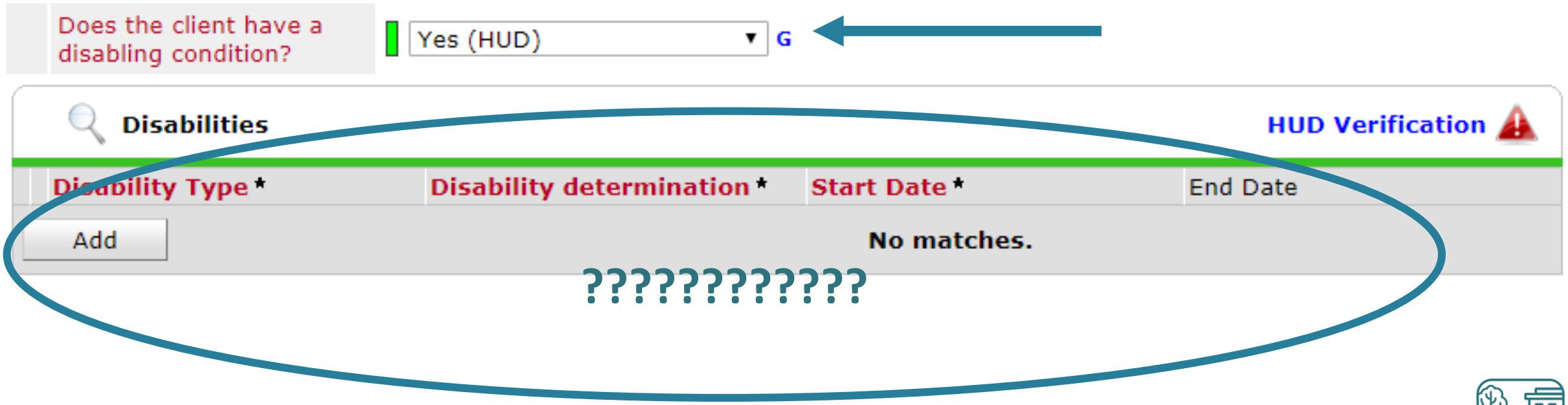
Disability data quality

Three of the most common errors

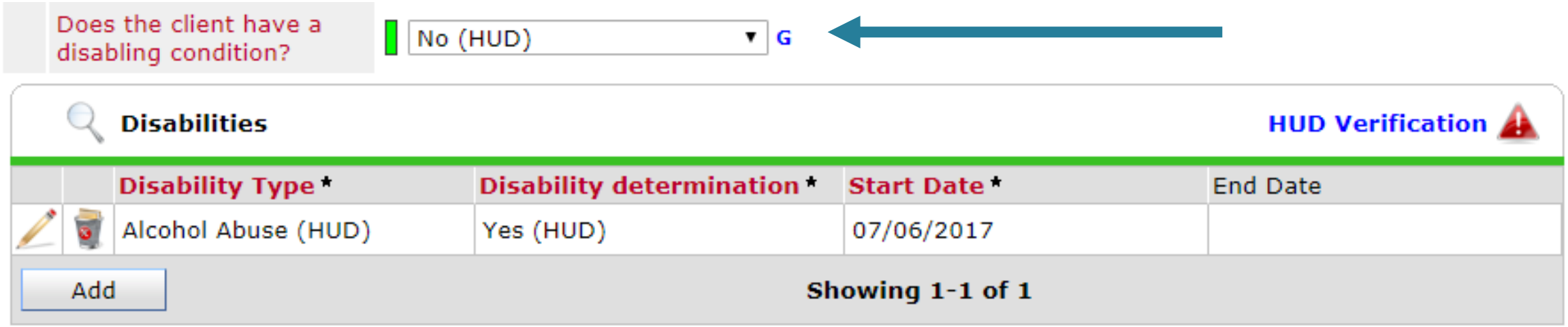
Potential disability data entry errors - Missing

Selecting “Yes” to indicate a client has a disability but no disabilities are entered.



Potential disability data entry errors- Conflict

Selecting “No” to indicate that a client does not have a disability but adding a disability type in the sub-assessment.



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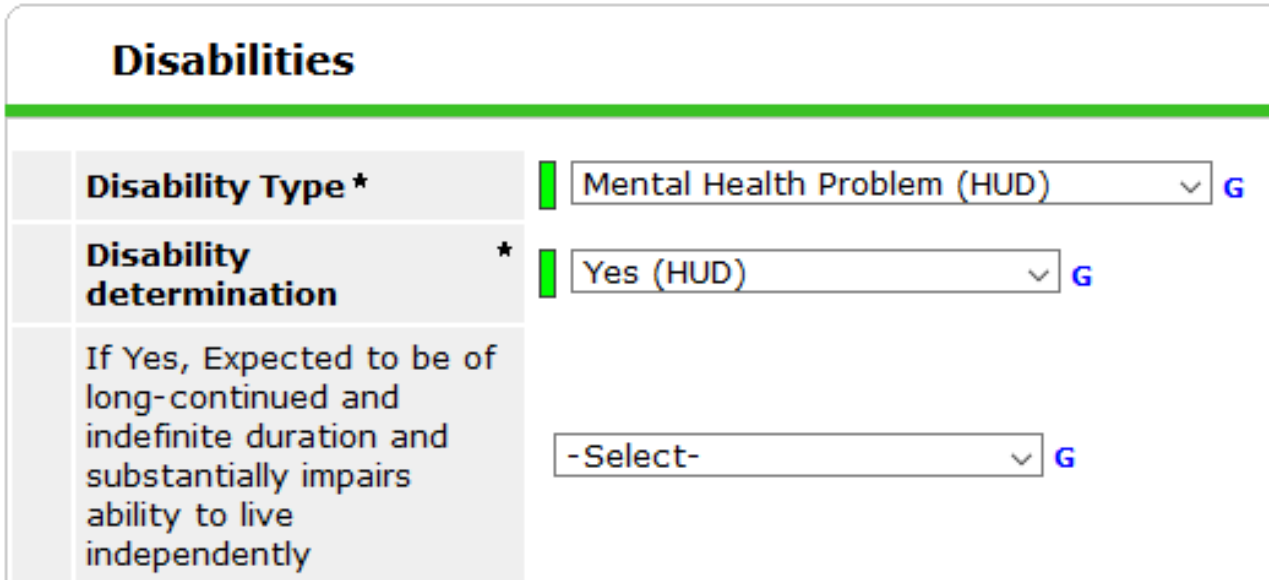
Potential disability data entry errors - not a HUD disability

If Disability Determination or “If Yes” question are missing or No, then the data says the client should not be counted as having a disability.

- Remember, this is HUD’s required database, so we use their definitions.
- HUD’s disability definition has multiple parts.



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Locate these errors using the A019 ART report
(previously known as the 0640 Data Quality Framework)

Q3. Universal Data Elements		
Data Element	**Error Count**	**% of Error Rate**
Veteran Status (3.7)	0	0.00%
Project Entry Date (3.10)	1	0.23%
Relationship to Head of Household (3.15)	7	1.62%
Client Location (3.16)	2	0.65%
Disabling Condition (3.8)	8	1.86%
Destination (3.12)	88	36.67%

Missing and inconsistent data will be aggregated here. Another tab will detail who these clients are.

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Locate these errors using the 0630 ART Report.

ES and TH projects can also use the 0630 PIT report to see inconsistent disability responses.

	A	B	C	D	E	F	G	H	I
1	Client Id 313	Client Unique Id 313	Age	Disab	Disability	Long Durati on	Disab Start	Disab End	Prog
2	12499	jstm10251981j250s326	39	Y	Both Alcohol and Drug Abuse (HUD)		1/25/2021		ES
3		jstm10251981j250s326	39	Y	Mental Health Problem (HUD)		7/27/2009		ES
4		jstm10251981j250s326	39	Y	Physical (HUD)		12/1/2020		ES
5	69055	jrcm02281962j500r260	58	N	Both Alcohol and Drug Abuse (HUD)		2/13/2020		TH
6		jrcm02281962j500r260	58	N	Mental Health Problem (HUD)		2/13/2020		TH
7	79990	scsf07071968s250c211	52	Y	Mental Health Problem (HUD)	Y	12/21/2020		ES
8		scsf07071968s250c211	52	Y	Physical (HUD)	Y	12/21/2020		ES
9	80222	cflf09071970c640f460	50	Y	Mental Health Problem (HUD)	Y	12/24/2020		ES
10		jbam09051954j520b424	66	Y	Alcohol Abuse (HUD)	Y	10/17/2017		TH

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What’s Next

What's Next Calendar

Due	Report/Event Name
Jan 27th	Point-in-Time Count night!
Mar 1st	PIT/HIC reviews begin!
Mar 12th	Halfway point for corrections
March 26th	PIT/HIC Corrections due
May 20th	BoS HMIS Users Meeting
Jun 17th	BoS HMIS Users Meeting

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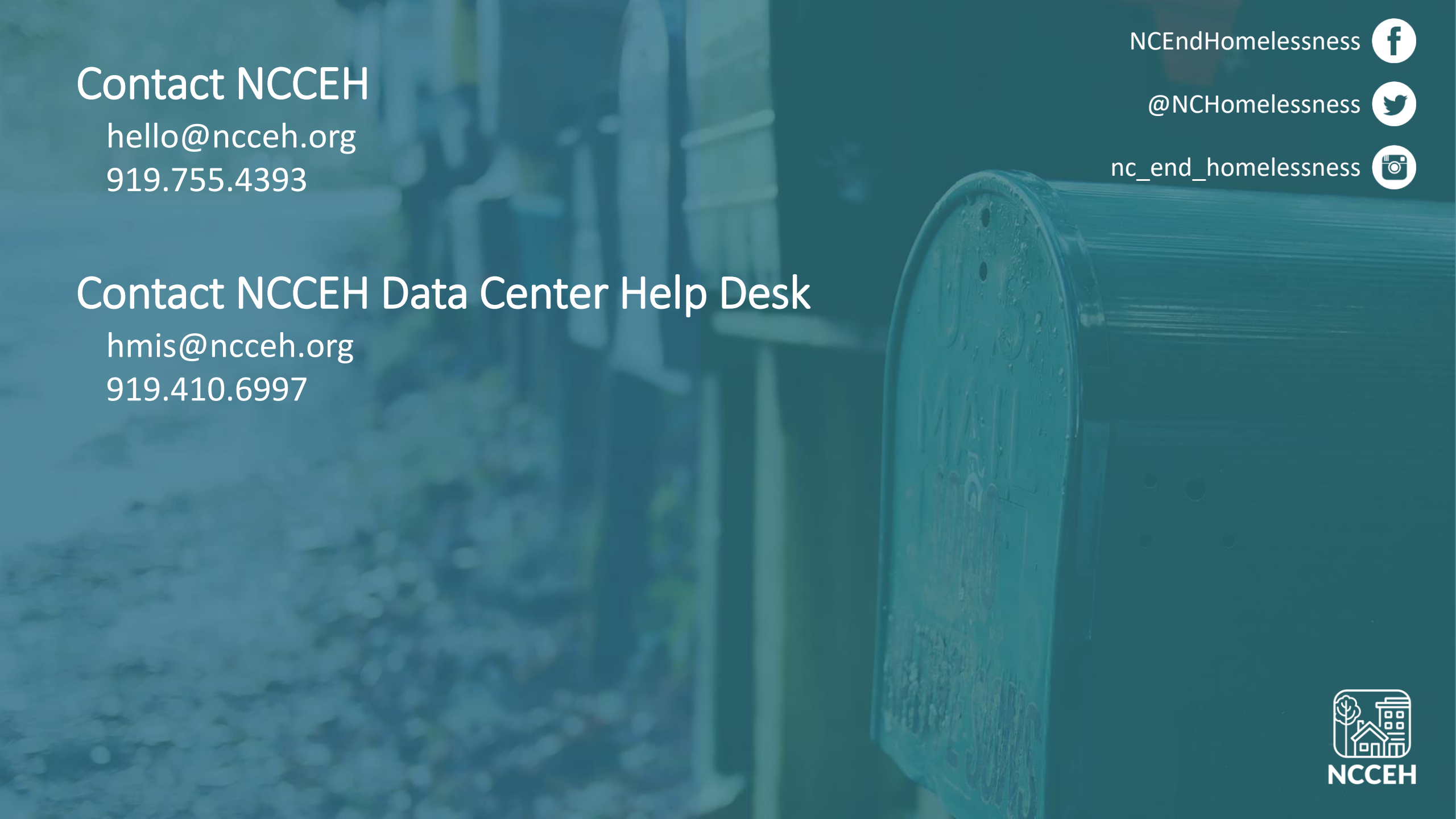

Contact NCCEH

hello@ncceh.org
919.755.4393

Contact NCCEH Data Center Help Desk

hmis@ncceh.org
919.410.6997

NCEndHomelessness

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nc_end_homelessness

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