



NC Balance of State Continuum of Care

Data Quality Subcommittee

July 21, 2014

10:30 AM

Welcome

- Roll Call
- Reminders
 - *6 to mute/unmute line
 - Please do not put us on hold
 - Hold music is disruptive



Today's Agenda

- Tip of the month
 - Utilization rates
- Data Completeness Report Card review
- Case study: APR preparation and submission
- HUD Data Standards
- HMIS RFP Update



Tip of the Month

- Utilization rates
 - How to adjust
 - What low and high numbers mean
 - Reports to look at



Utilization Rates Overview

- Percentage of beds or units that are occupied on a given night at emergency shelters, transitional housing and permanent housing programs
- Often the single strongest indicator of data quality
- The data quality threshold for participation in AHAR includes bed utilization rates ranging from 65% to 105%
- Can help CoCs determine if they have the appropriate capacity and housing mix to handle fluctuations in the need for housing



Under Utilization: Rates below 50%

- Program enrolled fewer people than the beds/units listed as being available
- Clients not entered into HMIS at all
- Clients not entered correctly
- Family members are not enrolled with Head of Household
- Program capacity information is incorrect



Over Utilization: Rates over 105%

- Program enrolled more people than the beds/units listed as being available
- Clients are not being exited from program HMIS
- Program capacity information is incorrect



Monitoring Utilization Rate

- Utilization Rate Formula
 - $(\# \text{ of clients served on a given night}) \div (\text{total } \# \text{ of beds})$
 - Client and households served on a give night
 - APR Questions 8 and 9
 - Total beds or units
 - Housing Inventory Chart (HIC)



Data Completeness Report Card

- Current CoC grade is C (89%)
 - Based on average of HUD Universal Data Elements (UDEs) complete
- Most problematic UDEs (% complete)
 - Income Source and Amount (~83%)
 - Housing Status at Entry (83%)
 - Disabling Condition (84%)
 - Veteran Status (87%)



Data Completeness Report Card

- Enroll at PROGRAM not AGENCY level
 - How to determine where enrolled
 - Effect on reports
 - 20 people currently enrolled at program level
 - NC BoS staff will contact these agencies
 - How to fix
 - Call CHIN Helpdesk



Data Completeness Report Card

- Why is data completeness important?
 - Availability of timely and accurate data helps to end homelessness
 - Prepare for the HUD processes/reporting
 - CoC application
 - ESG application
 - AHAR
 - PIT



Case Study: APRs

- Talaika Goss-Williams
 - Housing Coordinator
 - East Carolina Behavioral Health, LME
- Data Entry Process
 - Contracted case manager enters data
 - Talaika has APR, runs reports to check data quality
 - Coordinates with case manager for data fixes
- Preparing APRs
 - How to fix data issues
- Submitting APRs



Revised HUD Data Standards

- Released May 2014
- To take effect October 2014
- Big changes
 - Children and income data no longer required
 - Added “Client Disappeared” as Exit Destination choice
- Changes for end users
 - Now: nothing
 - Training by October 1



New Recommended HMIS Lead

- HMIS RFP process March – July 2014
- CHIN Governance Committee recommends new HMIS lead agency
 - MCAH, Michigan Coalition Against Homelessness
 - Experienced HMIS lead
 - ServicePoint (Bowman) experts
 - CoCs have until August 31 to ratify this decision
 - BoS is gathering more info on budget and staffing proposal
 - Will discuss at August 5 Steering Committee meeting



Wrap Up

- Next meeting
 - Fourth Monday of the month
 - Bimonthly
 - Monday September 22, 10:30 AM
 - Register: <http://www.ncceh.org/events/754/>
- Keep in touch
 - bos@ncceh.org
 - (919) 755-4393

