Balance of State
HMIS User's Meeting
April 2018

The Data Center at NCCEH

North Carolina Coalition to End Homelessness
securing resources | encouraging public dialogue | advocating for public policy change
919.755.4393 www.ncceh.org

Welcome

1. System Performance Measures (SPM)
2. SPM Data Quality
3. NC County of Service
4. HMIS Updates
5. Feedback: Training
6. Reminders
7. Q&A

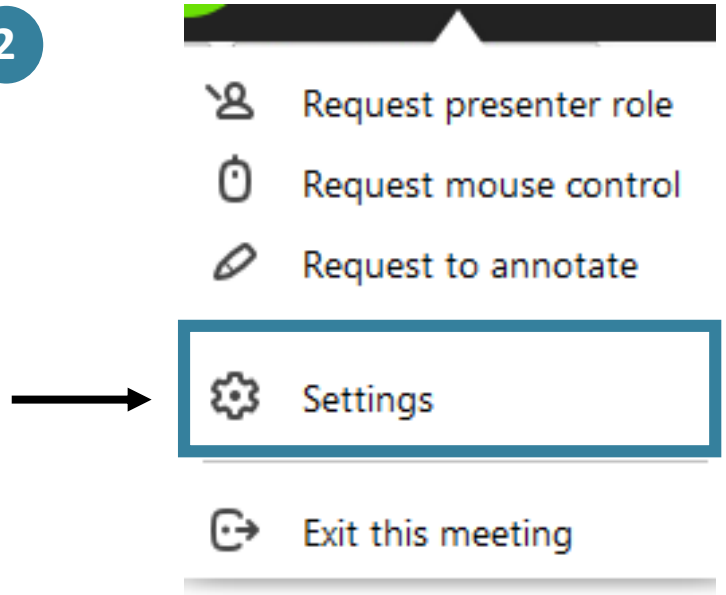
Make sure you're counted!

This box is located in the top, center of your screen

Enter your name so we know who's here

1 Click this icon

2



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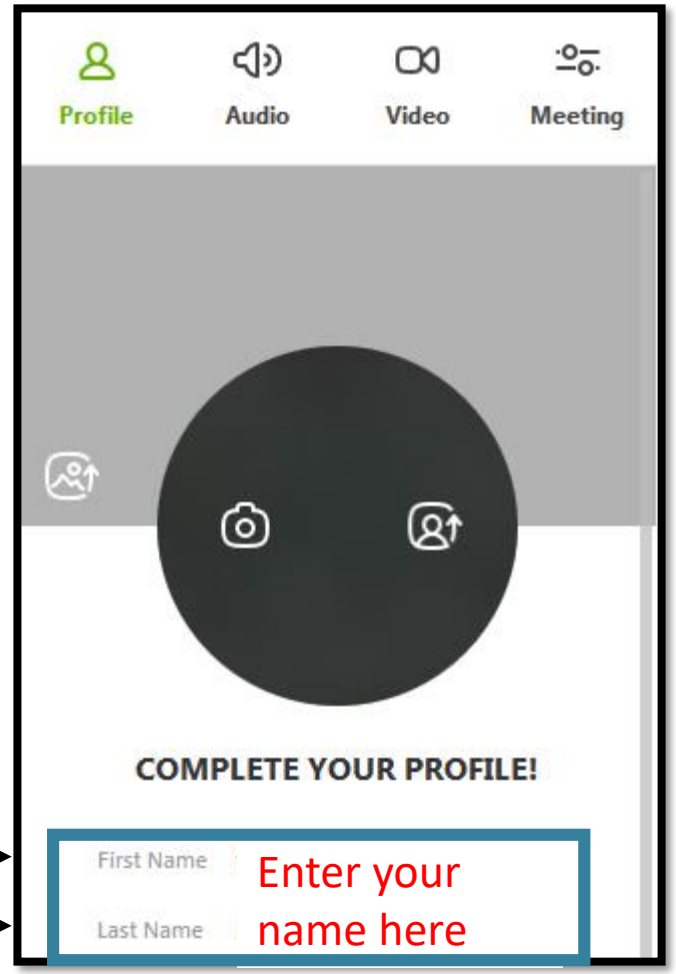


System Level Performance

Homelessness should be:

Rare

Prevent or divert new episodes of homelessness
Access resources without a shelter stay

Brief

Reduce length of time while homeless
Reduce program length of stays
Increase exits to permanent housing

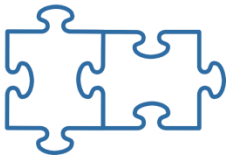
Non-recurring

Reduce returns to homelessness
Focus on housing stability
Create access to resources without another shelter stay

Herb Swanson/Reuters

7 measures to gauge impact

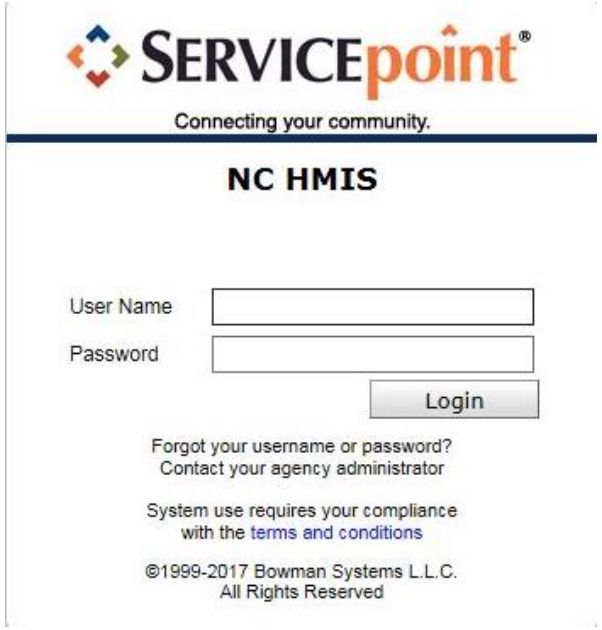
Help communities view their progress community towards preventing and ending homelessness



The measures are interrelated and provide a more complete picture of system performance

Identify areas for improvement, needs, gaps

SPM data is pulled from 2 places



HMIS

Inventory List for NC-507 - Raleigh_Wake County CoC(4)

A	B	C	D	E	F
Rov	Yea	Proj. Typ	Organization Name	Project Name	Geo
2E+05	2016	PSH	CASA	Carolina Place/ 1131 Carlton	3723
3E+05	2016	ES	DORCAS	Emergency Housing	3705
2E+05	2016	RRH	Passage Home	Essential Services- (Matthew House/Millbrook Villas)	3723
2E+05	2016	PSH	CASA	Families at Home-HUD 2003 (Oak Hollow)	3723
2E+05	2016	ES	Salvation Army	Family Shelter	3723
2E+05	2016	ES	Wake Interfaith Hospitality	Family Shelter	3723
2E+05	2016	TH	Healing Transitions	GPD-Veterans Per Diem	3723
2E+05	2016	ES	Urban Ministries of Wake	Helen Wright Center	3723
2E+05	2016	RRH	Passage Home	Hollenden Place	3723
2E+05	2016	PSH	CASA	Hope Crest	3723
2E+05	2016	PSH	WCHS	Housing First Shelter + Care 2004	3723
2E+05	2016	PSH	WCHS	Housing First Shelter + Care 2007	3723
2E+05	2016	PSH	Passage Home	Jobs Journey	3723
2E+05	2016	PSH	DHIC	Lennox Chase	3723
3E+05	2016	TH	Haven House	Maternity Group Home	3723
2E+05	2016	PSH	CASA	McKinney Team Housing	3723

Housing Inventory Count (HIC)

What HMIS client data is included?

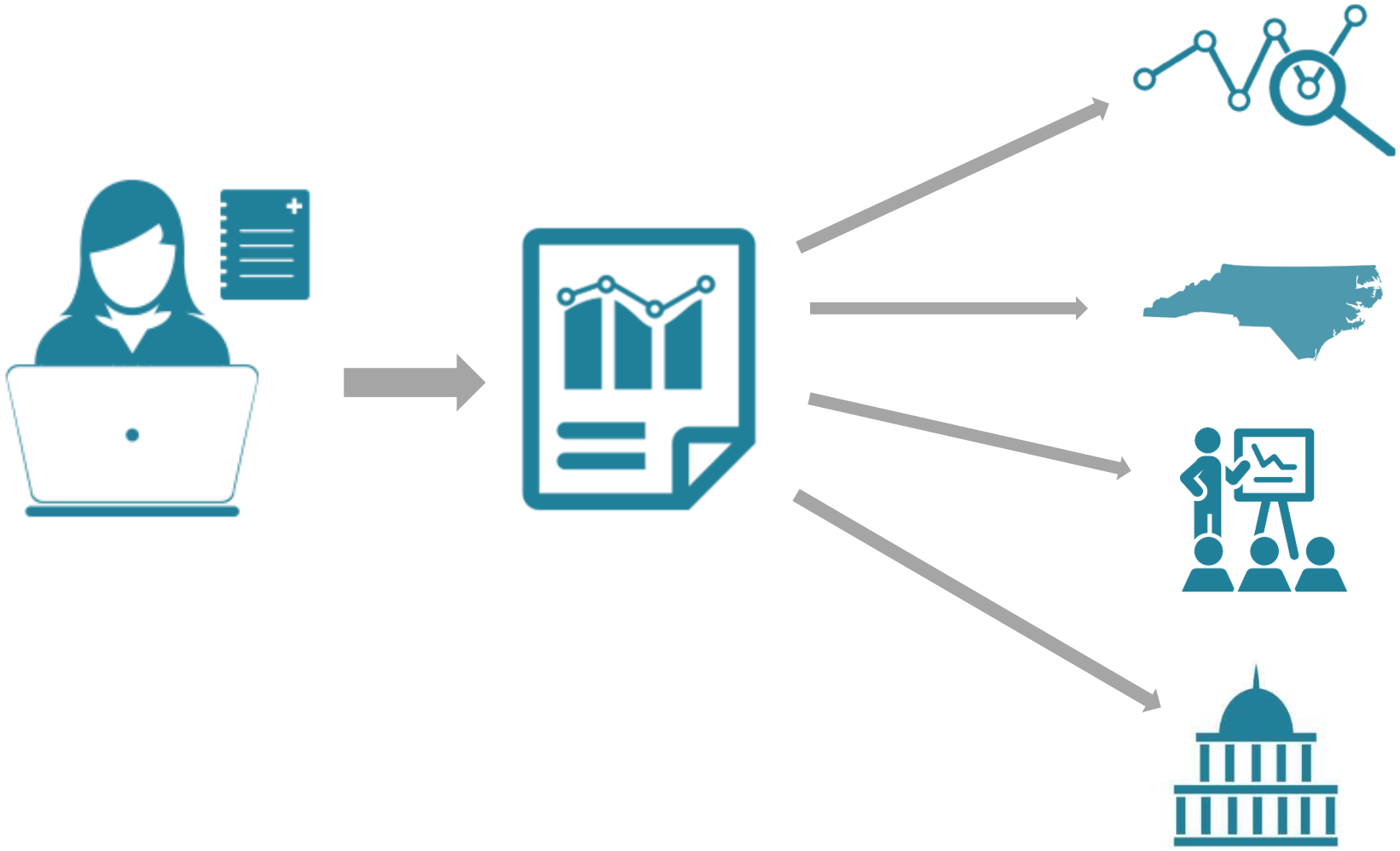
October 1, 2014 to September 30, 2017 (36 months)

Any person who entered SO, ES, SH, TH, RRH and/or PSH during the reporting period

Data are reported for individuals and person in families

SPM Data Quality

Your HMIS data matters!



Data quality impacts the SPMs

Coverage

Include as many homeless service providers in the community in HMIS as possible

Utilization

Bed utilization rates must be between 65% to 105%

Data Quality

Data entry is timely

Low rate of missing data

Data reflects what is accurate

Discrepancies have been identified and addressed

Important data elements for SPM

Entry Date

Date of Birth

Relationship to Head of Household

Client Location

Prior Residence

Length of stay in previous place

Approximate start date of homelessness

Number of times homeless in past 3 years

Number of months homeless in past 3 years

Income

Housing Move-in Date

Annual Assessment Date

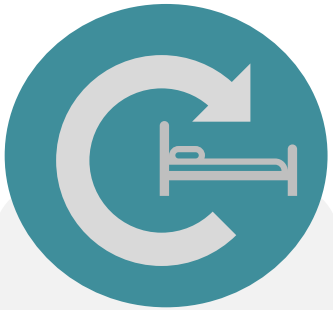
Exit Date

Exit Destination

System Performance Measures

1

Length of Time Homeless



2

Return to Homelessness

3

Number of Homeless

4

Increase in Income

5

First Time Homeless

7

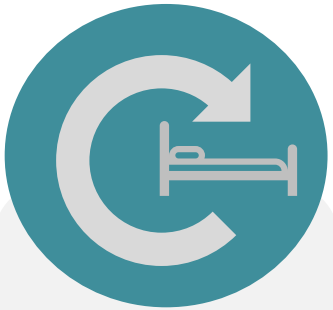
Exits and Retention of PH

NCCEH DATA CENTER

System Performance Measures

1

Length of Time Homeless



2

Return to Homelessness

3

Number of Homeless

7

Exits and Retention of PH

NCCEH DATA CENTER

1 Length of Time Homeless

Definition

The length of time persons are homeless in emergency shelter, safe haven and transitional housing projects

Goal

Reduction in the average and median length of time persons remain homeless

What's the difference between Average and Median?

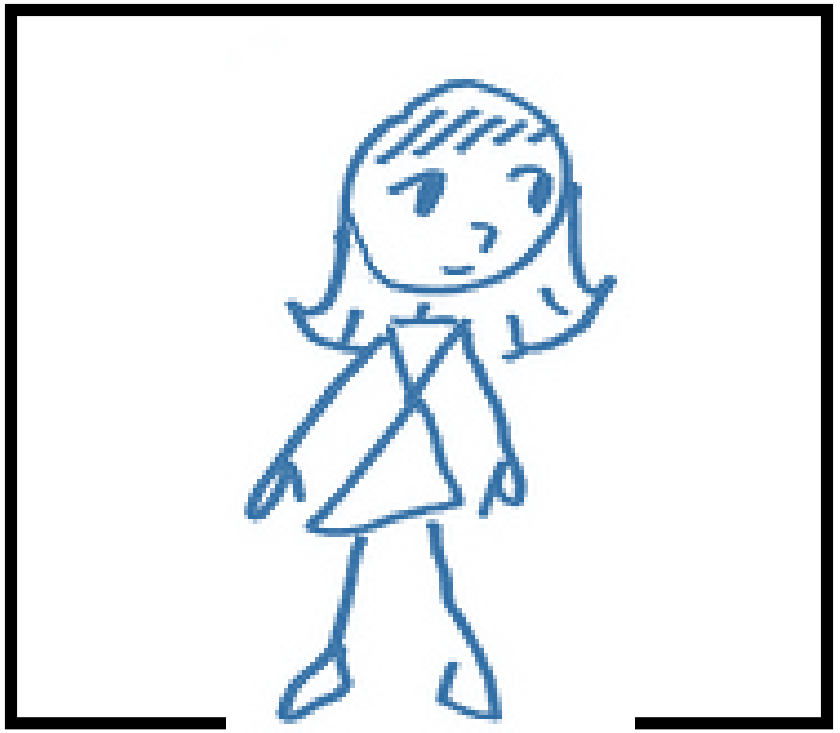
Average = 70 days

Adding 30, 45, 60, 90 and 125 and then dividing by five equals 70 days

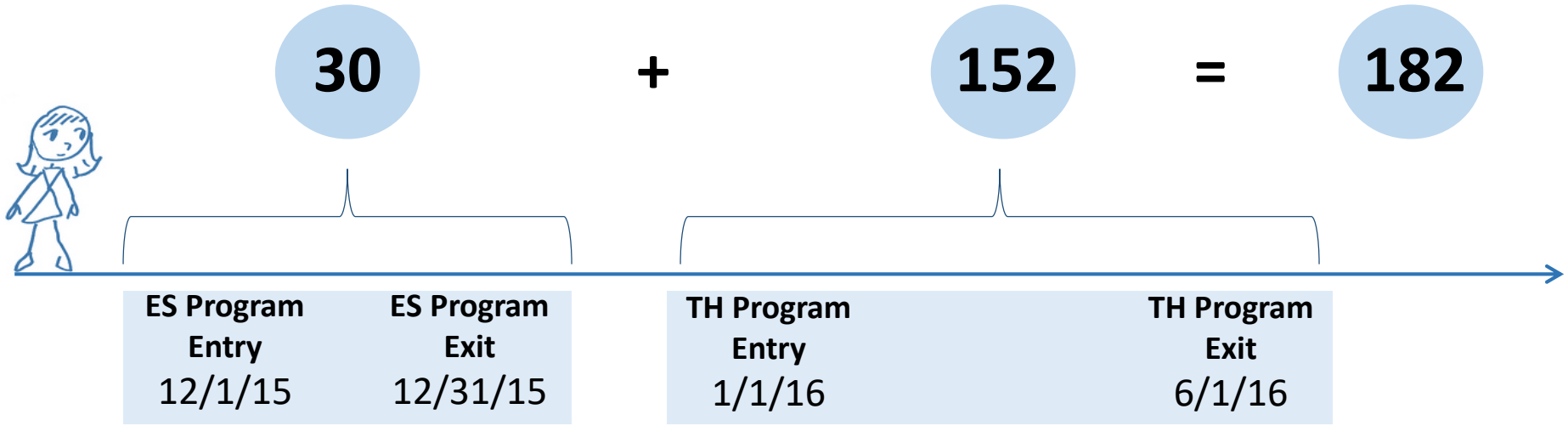
Median = 60 days

50% of clients stayed less than 60 days and 50% stayed more than 60 days and

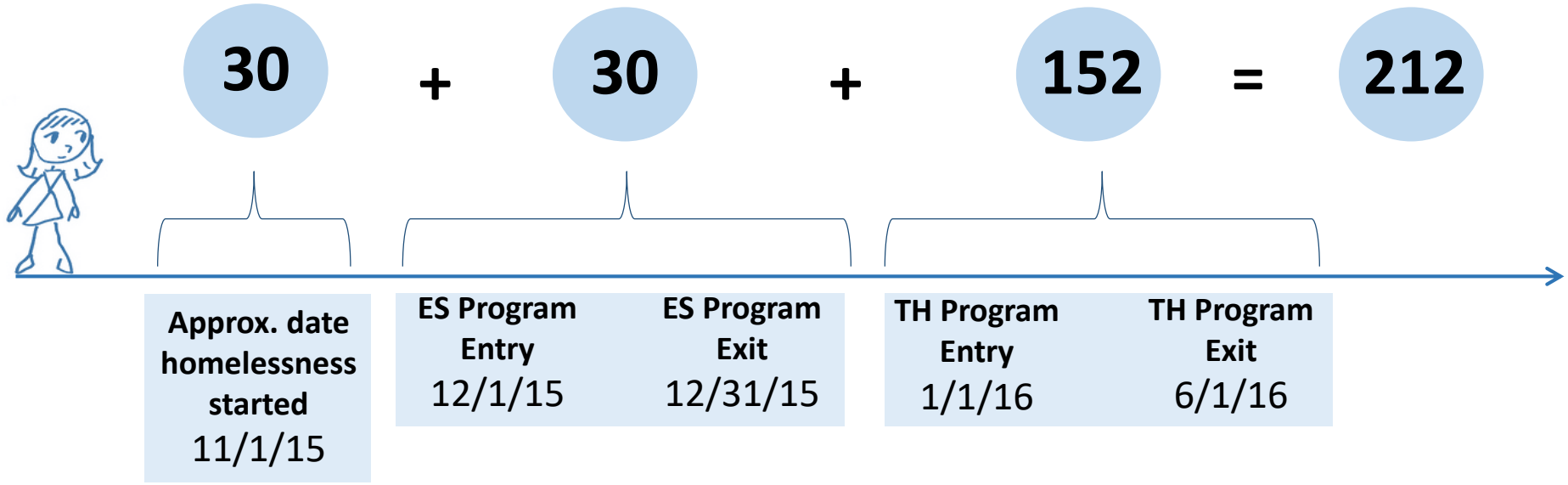
Meet Henrietta

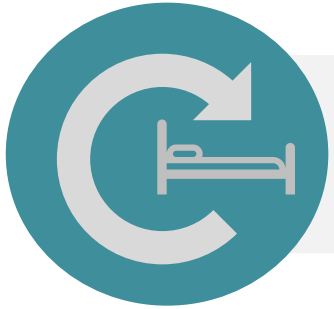


1 Length of Time Homeless



1 Length of Time Homeless





2 Returns to Homelessness

Definition

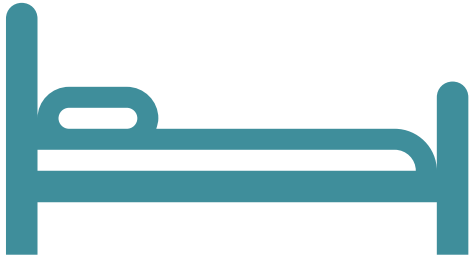
The number of persons who return to street outreach, emergency shelter, transitional housing or permanent housing projects after previously exiting to a permanent housing destination

Goal

Reduction in the percent of persons who return to homelessness

2 Returns to Homelessness

Did the client really exit to permanent housing?



Client is a homeless project

Client exits homelessness to a permanent housing destination

Client is no longer housed and returns to homelessness

3 Number of Homeless Persons

Definition

(1) The number of sheltered and unsheltered homeless persons counted as homeless on PIT

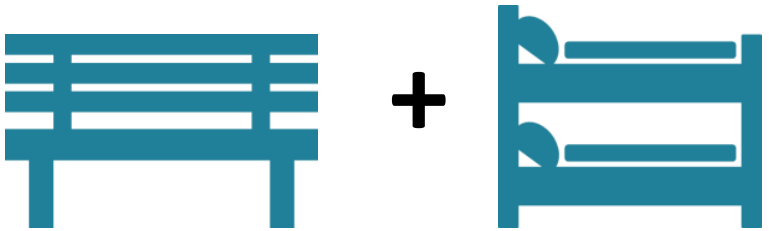
(2) The number of sheltered homeless in HMIS in ES, SH and TH during the reporting period

Goal

Reduction in the number of persons who are homeless

3 Number of Homeless Persons

PIT Night Count



Unsheltered + Sheltered

HMIS Annual Data

All clients who entered a homeless project during the reporting period

7 Permanent Housing Placement & Retention

Definition

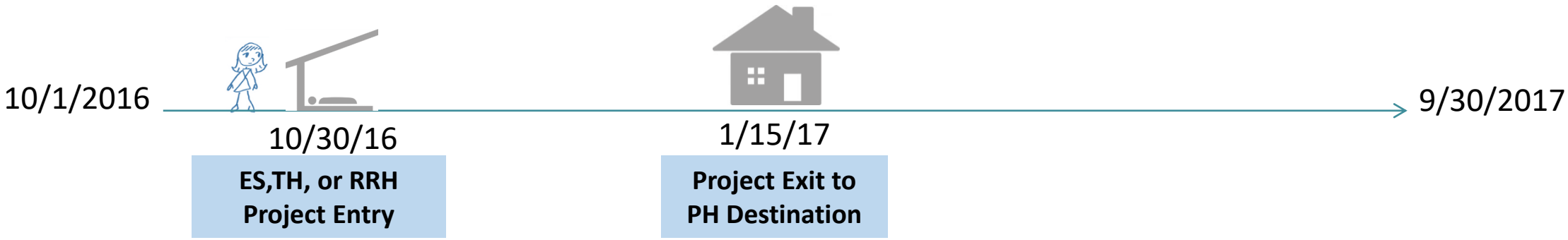
The number of clients enrolled in safe haven, transitional housing, rapid rehousing or permanent supportive housing who exit to permanent housing destination or remain in permanent housing

Goal

Increase in percentage of people who exit to or retain permanent housing

7 Permanent Housing Placement & Retention

7b.1 Change in exits to permanent housing destinations



7 Permanent Housing Placement & Retention

7b.2 Change in exits to or retention of permanent housing

7 Permanent Housing Placement & Retention

7b.2 Change in exits to or retention of permanent housing

Data **must** be cleaned prior to submission

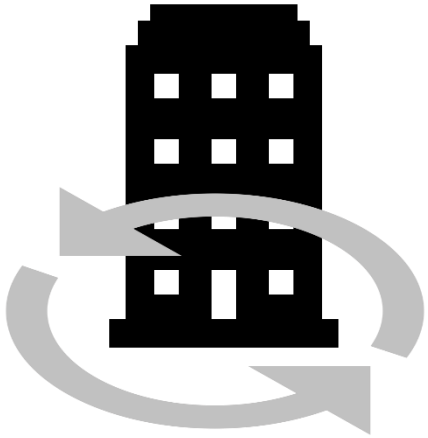
The next slides will show the most common red flags and how to resolve them in ServicePoint

- Missing Data
- Unexited Clients
- Incomplete or Conflicting Sub-assessments

Missing data

Error information	UDEs were not pulled into HMIS report at client entry, interim and/or exit
How do I find this error?	Run the 0640 Data Quality Framework report in ART - Review the client detail tab Run the APR or CAPER report on Dashboard - Review the error counts

Missing data

How do I fix this error?	Review client file for information If information is in file, enter into HMIS using EDA and Backdate mode Remember: Missing data is ALWAYS better than inaccurate data
	

Call the Data Center for SSN entry

Unexited clients

Error information	Missing project exit date for clients no longer receiving services
How do I find this error?	Run the 0216 Unexited Clients Exceeding Max Length of Stay report Run the APR or CAPER - Review Question 22 Length of Participation (in days)

Unexited clients

How do I fix this error?	Review client file, consult with other staff to get information about date of client exit Exit client from project using Enter Data As and Backdate mode

Unexited clients can create overlaps

Overlapping start dates among different projects

Entry / Exit

Program	Type	Entry Date	Exit Date
Wisteria Way Housing- Lee County -TH (5551)	HUD	08/04/2017	08/07/2017
Heading Home Housing - Rowan County - Emergency Shelter - State ESG (7124)	HUD	08/01/2017	08/06/2017

Add Entry / Exit

Showing 1-2 of 2

Incomplete or Conflicting Sub-assessments

Error information	Incomplete HUD verification on disability, income, benefits and/or health insurance sub assessments
How do I find this error?	Run the 0252 Data Completeness Report Card EE in ART - Review the client detail tab Run the APR or CAPER report on Dashboard - Review the error counts
How do I fix this error?	Review client file for documents verifying disability, income, benefits and/or health insurance Remember: Missing data is ALWAYS better than inaccurate data

Update and annual Assessment

PART II: SUB-ASSESSMENTS

How to Change Sub-assessments

Disability, Health Insurance, Income and Non-Cash Benefits can be changed in

- Interim Updates
- Interim Annual Assessments
- Exit Assessments
- Post-Exit Follow-ups

How to Change Sub-Assessments Reference Table

Previous Response	Change or Edit at Update	Action (always check EDA and Backdate
Gateway = No	Gateway = Yes	Change dropdown to Yes
Gateway = Yes	Gateway = No	Change dropdown to No
Type/Source = No	Type/Source = Yes	Do not edit previous Type/Source. Add new Type/Source as of the Update
Type/Source = Yes	Type/Source = Yes	Edit previous Type/Source and set end-date for day before the Update. Then Add new Type/Source as of the Update
Type/Source = Yes	Type/Source = No	Edit previous Type/Source and set end-date for day before the Update. Then use HUD Verification to set Type/Source to No

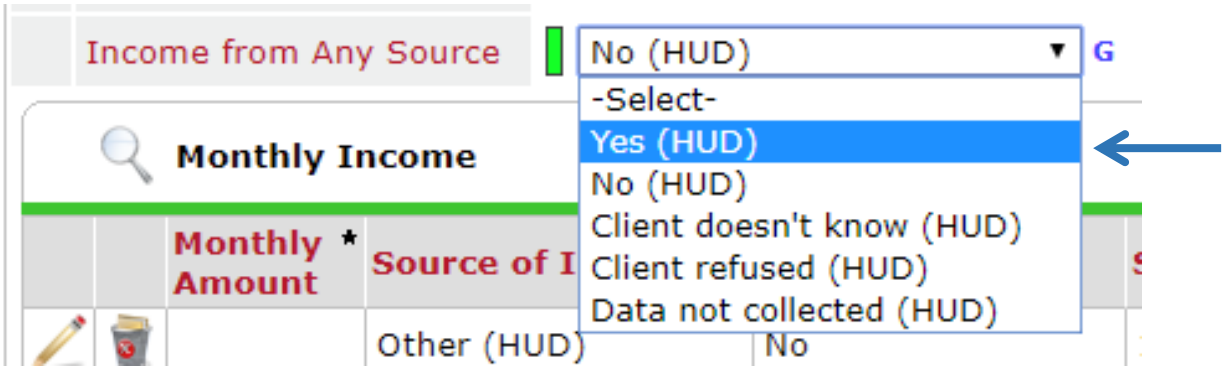
How to Change Sub-assessments

Example A

Wilson Smith has no income at project start Oct 31st, but has $734 SSI income at your meeting on Nov 10th.

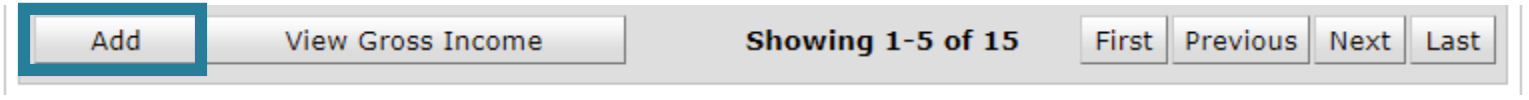
Steps to Update

1. Use Enter Data As for the right project and Backdate to 11/10/17
2. Go to Wilson's Entry/Exit tab and Add an Interim Update
3. Update the Gateway question to Yes

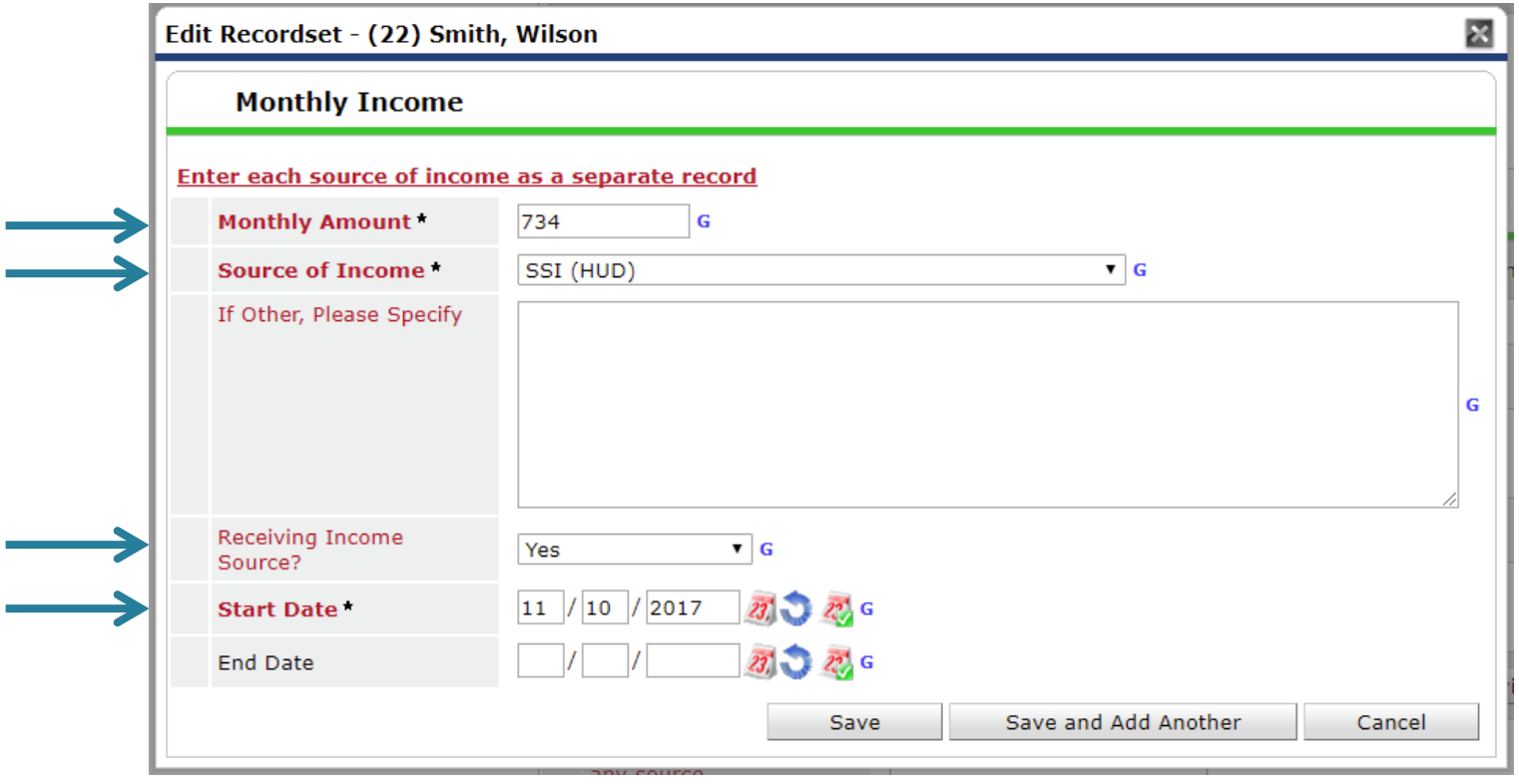


How to Change Sub-assessments

4. Click Add for a new SSI response

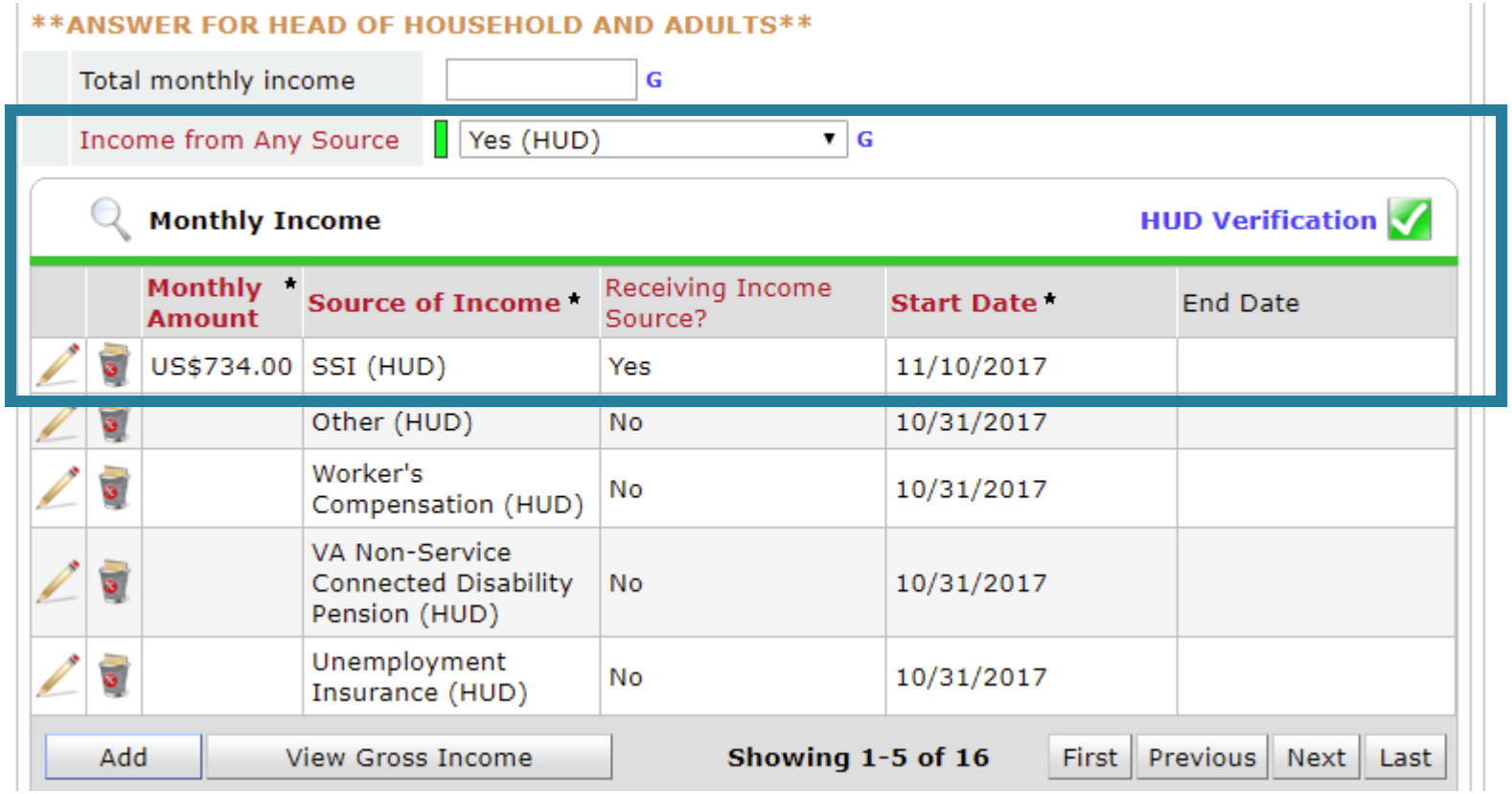


5. Complete Income Source information



How to Change Sub-assessments

6. Now check that the Gateway, Sources and HUD Verification all align and are correct



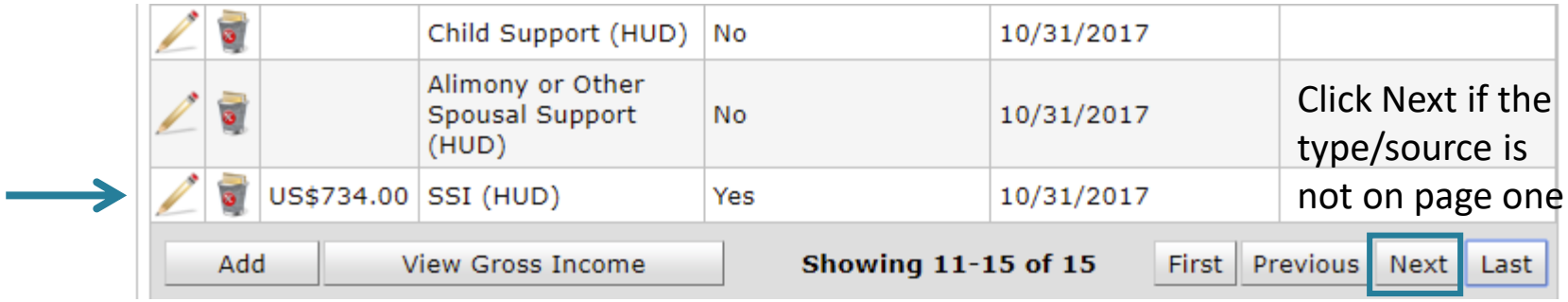
How to Change Sub-assessments

Example B

John Smith is receiving $734 SSI income at project start Oct 31st, but his SSI income has increased to $786 at your meeting on Nov 10th.

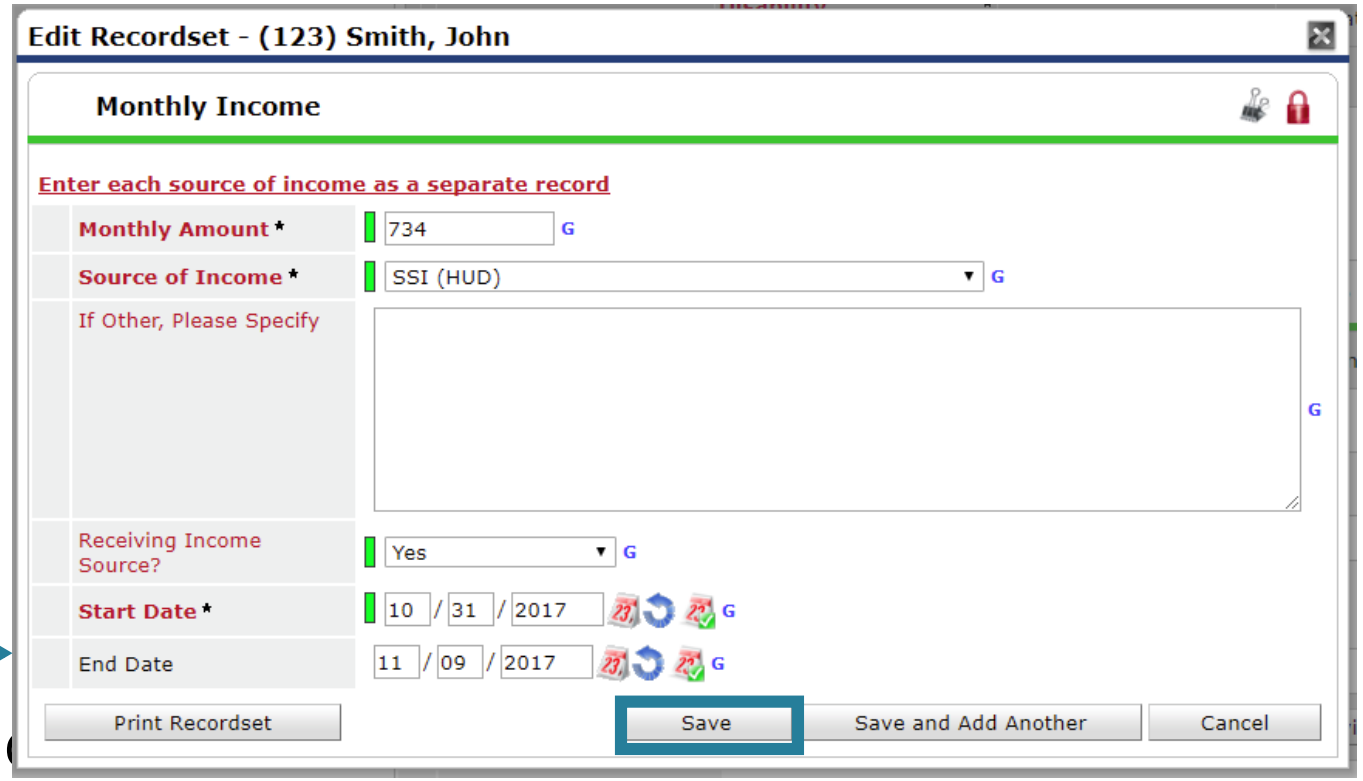
Steps to Update

1. Use Enter Data As for the right project and Backdate to 11/10/17
2. Go to John's Entry/Exit tab and Add an Interim Update
3. Find the SSI Income Source and click the pencil icon to edit



How to Change Sub-assessments

4. Set the end-date to the day before the Backdate mode, Nov 9th



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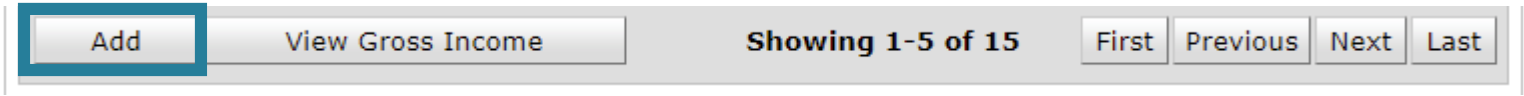
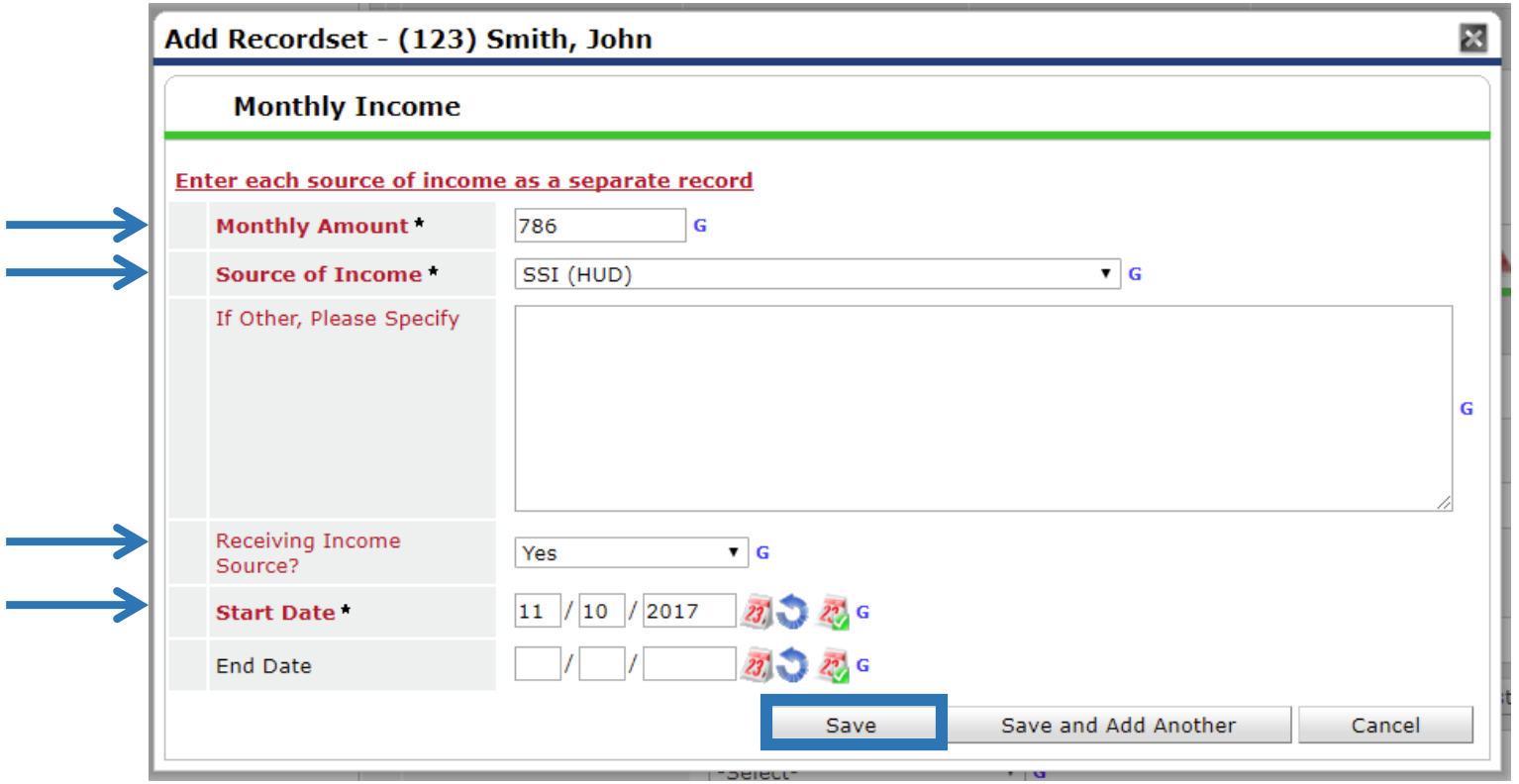


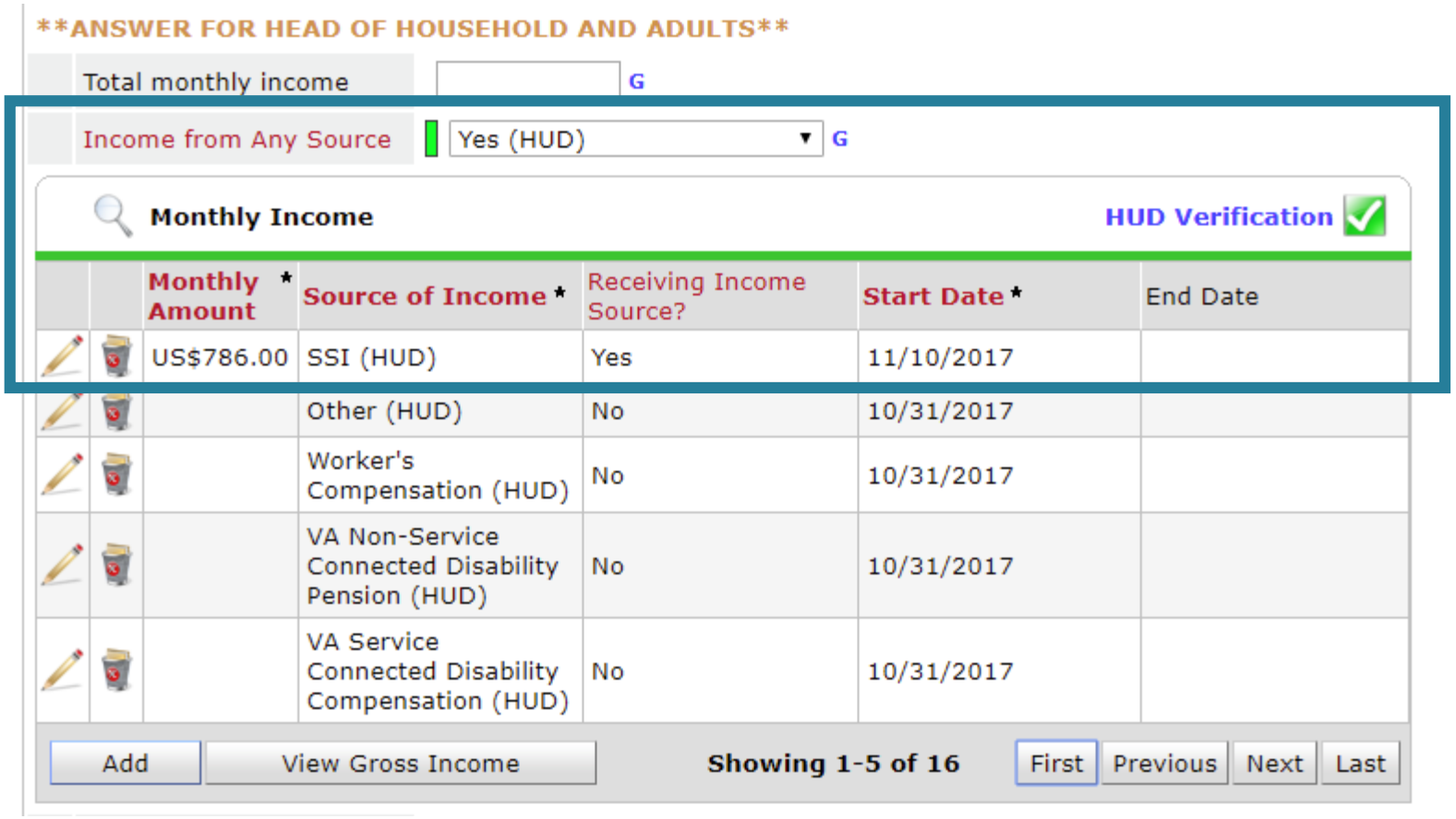
How to Change Sub-assessments

6. Complete Income Source information



How to Change Sub-assessments

7. Now check that the Gateway, Sources and HUD Verification all align and are correct

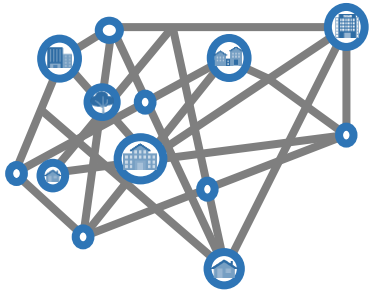


NC County of Service

Check-in

BoS Regional Reporting

We only know what we measure!

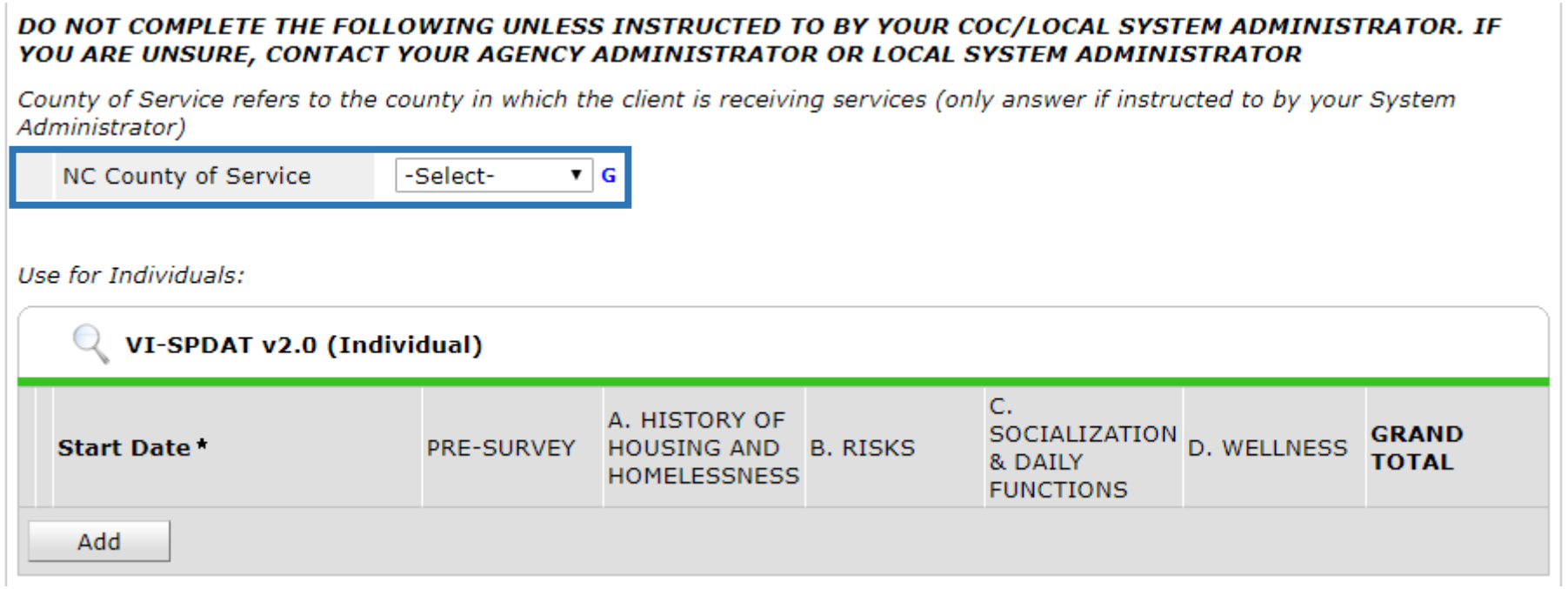


Tracking Progress: Coordinated Access and By Name List

Funding: System Performance Measures increasingly important in CoC NOFA

NC County of Service

Only complete the NC County of Service question. Please do not complete the VI-SPDAT assessments listed on the entry screen .



*ART reports in folders with # in the name are custom reports from MCAH and frequently change. Check with the Data Center before submitting these reports.

Location Questions Example

Henrietta is staying at an Emergency Shelter in Fayetteville (NC-511 Cumberland County), but has contacted Rapid Re-Housing project for housing in Harnett County (NC-503 BoS, Region 7).

Data Collection Point	At Project Start	At Interim Update for Move-In	At Project Exit
Client Location	NC-511 Fayetteville/Cumberland	NC-503 BoS	No location questions to answer
NC County of Service	Harnett County	Harnett County	

* Zip Code (last permanent address), County/City of Residence (night before project start) are *optional* for HUD funding. Check with other funders to see what your project requires.

Mediware Update

Software Update

AIRS codes updated:

Crosswalk for details

ART Reports getting updates:

0640 – HUD Data Quality Framework report

0701 – Exits to Permanent Housing with Return to Homelessness, Metric 2

0706 – Permanent Housing Placement-Retention, Metric 7

0252 – Data Completeness Report (EE)

SSVF Data Collection

Employment Status required

Feedback

HMIS Training

What would users like to see in new NCCEH training?

Are there topics you'd like us to focus on?

What is working right now?

What is not working?

NCCEH Reminders

HMIS @NCCEH Update

A new Homeless Management Information System at the North Carolina Coalition to End Homelessness will be launched in early June 2018!

This new HMIS is being created to better meet the needs identified by NCCEH and these CoCs.

What Should I Expect?

- New and improved training, workflows and forms
- A new ServicePoint website URL

What Should I Do Now?

- Keep entering data into NCHMIS until notified to stop – we'll notify in June.
- Stay informed! We'll send out communication with FAQs and more info soon.
- Ask us questions! Contact Ben Bradley, NCCEH Project Specialist (Ben@ncceh.org) if you have any questions. If needed, he'll schedule time for you to speak with Denise Neunaber, NCCEH Executive Director.

Upcoming Deadlines and Events

Due	Report Name
April 30	**PIT/HIC Deadline to HUD**
April 26	Entry/Exit Training 1 pm -4 pm in Durham
April 30-May 1	Bringing it Home: Ending Homelessness in NC Conference
May 17	Next BoS HMIS Users Meeting
May 30	**System Performance Measures Deadline to HUD**
June 21	BoS HMIS Users Meeting

Data security depends on all of us

Do not leave your computer logged in & unattended

Do not share passwords

Alert us when staff with access to HMIS leave your agency

ncceh.org/hmis

access local support for Balance of State, Wake, Durham, & Orange CoCs

919.410.6997 or **hmis@ncceh.org**

helpdesk for local support