# Wake HMIS User's Meeting
## May 2018

The Data Center at NCCEH

# Welcome

1. Introductions
2. System Performance Measures (SPM)
3. Troubleshooting
   - ❑ ROIs
   - ❑ Housing Move-In Dates
   - ❑ Annual Assessments
   - ❑ Exits
4. HMIS updates
5. What's Next

# System Level Performance

# System Performance Measures

**1** Length of Time Homeless
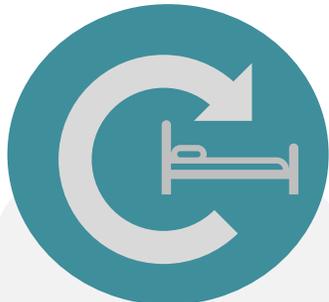
**2** Return to Homelessness

**3** Number of Homeless

**4** Increase in Income

**5** First Time Homeless

**7** Exits and Retention of PH

# What HMIS client data is included?

October 1, 2014 to September 30, 2017 (36 months)
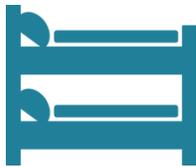
Any person who entered SO, ES, SH, TH, RRH and/or PSH during the reporting period

Data are reported for individuals and person in families

# How do agencies prepare SPMs?

Agency Admins should run and correct the 0640

Data Center staff will also review each system-level report

Data Center will contact agencies with corrections that will need a timely reply

Corrected data sent to CoC for submission

ROIs in HMIS

# Why do we need electronic ROIs?

Security

Visibility

Sharing

# What can go wrong with electronic ROIs?

Entered for different project names

2016    2017

2016    2017    2018

**Expires**

2016    2017

2016    2017    2018
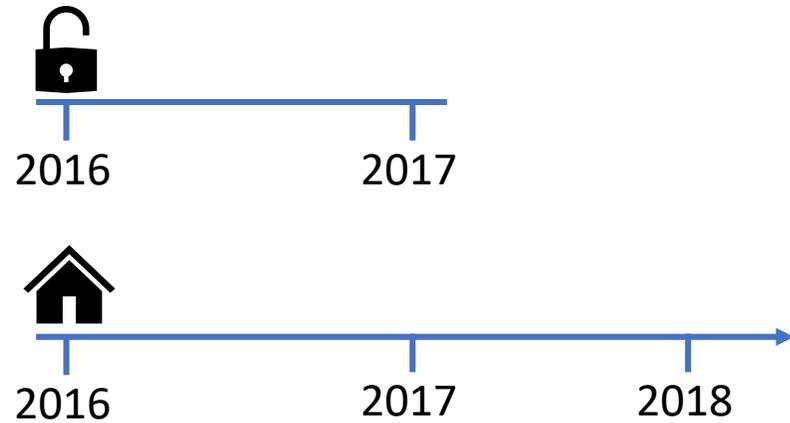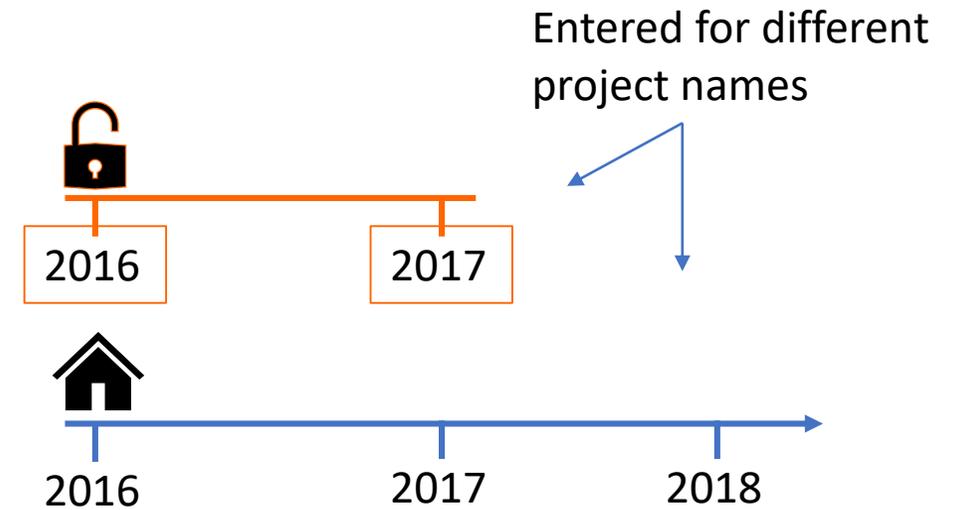
**Missing/Mismatched**

What is the hardest part about ROIs?

# Tools to help: ROI Audit report in ART

# Tools to help: ROI Audit report in ART

## Heading Home Housing - Rowan County - Transitional Housing (5404)

| Group ID | HMIS Client ID | Program Entry Date | Max ROI End | ROI Permission | ROI Provider |
|---|---|---|---|---|---|
| 851840 | 448114 | 2/17/2016 | | Missing ROI | Missing ROI |
| 851840 | 394212 | 2/17/2016 | | Missing ROI | Missing ROI |
| 876029 | 452102 | 2/9/2017 | 2/14/2017 | Yes | Heading Home Housing - Rowan County - Transitional Housing (5404) |
| 876029 | 135107 | 2/9/2017 | 3/22/2018 | Yes | Heading Home Housing - Rowan County - Transitional Housing (5404) |
| 876029 | 452104 | 2/9/2017 | 3/22/2018 | Yes | Heading Home Housing - Rowan County - Transitional Housing (5404) |
| 876029 | 172442 | 2/9/2017 | 3/22/2018 | Yes | Heading Home Housing - Rowan County - Transitional Housing (5404) |
| 881460 | 292283 | 11/21/2017 | 3/30/2018 | Yes | Heading Home Housing - Rowan County - Transitional Housing (5404) |

Factfinding mission:

Is ROI at wrong level?

Is the Client still entered?

# Housing Move-In Date

# Who enters a Housing Move-In Date

- Emergency Shelter, Transitional Housing or Supportive Services do not enter move-in dates

- Rapid Re-Housing project enter move-in dates for all clients

- PSH projects enter a Housing Move-In Date only if paying financial assistance

**ES Program Entry**
06/01/17

**RRH Program Entry Date**
06/15/17

**ES Program Exit and RRH Move-In Date**
07/29/17

FOR RENT

**RRH Program Exit**
10/01/17
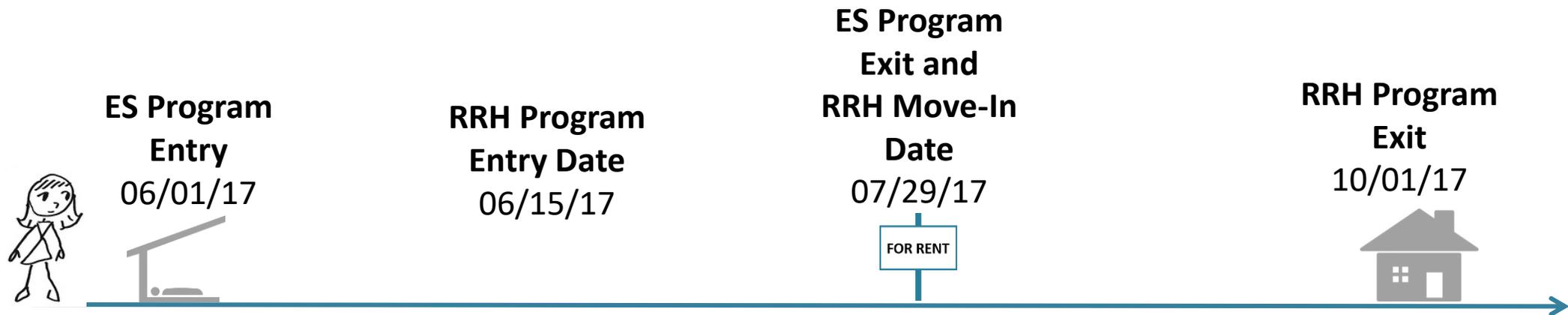
# When a client leaves housing

**Don't remove the move-in date -** The original Housing Move-In Date was still a lot of work!

- AAQ pending: What to do when you find another unit for your client

**Program Entry**
06/01/16

**Move-In Date**
06/29/16

FOR RENT

**Evicted**
09/01/16
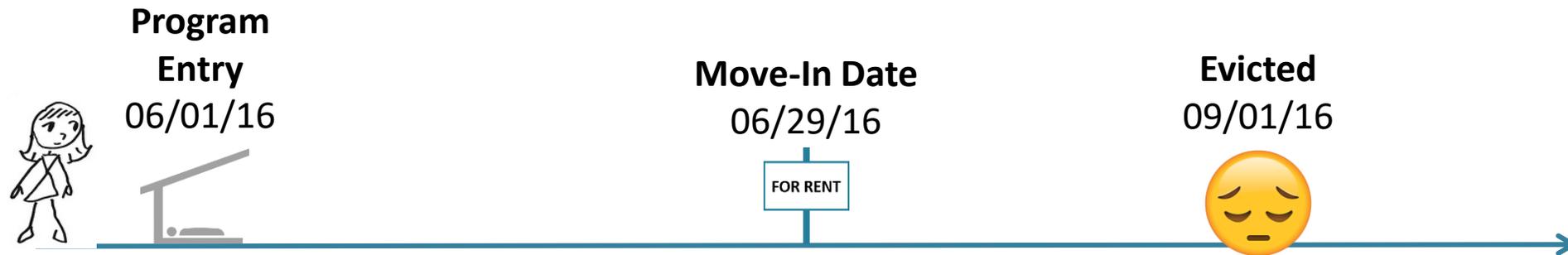
Are there other complicated Move-In situations that you've seen?

# Tools to help: 0706 Permanent Housing Placement-Retention

→ ▼ 📁 ART Gallery Reports and Resources

　　▶ 📁 ART Gallery Report Manuals

→ ▼ 📁 ART Gallery Reports

Click Last
Page

　　　🔍 0630 - Sheltered-Unsheltered PIT 2018 - v21

　　　🔍 0631 - HUD CoC APR Detail - v24 (Retired 2017.10.13)

　　　🔍 0635 - NOFA CoC Application Section 2D - v12

　　　🔍 0640 - HUD Data Quality Report Framework - v7

　　　🔍 0650.00 - Salvation Army National Statistical System Report (NSS) - v10

　　　🔍 0700 - Length of Time Persons Homeless-Metric 1 - v4

　　　🔍 0700.1b - Length of Time Persons Homeless-Metric 1 - v4

　　　🔍 0701 - Exits to Permanent Housing with Return to Homelessness, Metric 2 - v5

　　　🔍 0702 - Number of Homeless Persons-Metric 3.2 - v2

　　　🔍 0703 - Employment and Income Growth for CoC Funded Projects Metric 4 - v3

　　　🔍 0704 - Number of Persons First Time Homeless, Metric 5 - v3

→ 　　🔍 0706 - Permanent Housing Placement-Retention Metric 7 - v6

# Tools to help: 0706 Permanent Housing Placement-Retention

| Client Uid | Unique Id 394 | Group Id | Provider | Proj Typ | Start Date | End Date | Move-In Date | Destination | FY |
|---|---|---|---|---|---|---|---|---|---|
| 2281 | rwim04261961r200w300 | | Heading Home Housing - Rowan County - Rapid Re-Housing (0763) | RRH | 3/13/2017 | 8/28/2017 | 8/4/2017 | Rental by client, no ongoing housing subsidy (HUD) | C |
| 152325 | tdnf08111973t520d542 | | Heading Home Housing - Rowan County - Rapid Re-Housing (0763) | RRH | 12/8/2015 | 2/23/2017 | 2/19/2016 | Rental by client, no ongoing housing subsidy (HUD) | PC |
| 160327 | cbom06111960c642b650 | | Heading Home Housing - Rowan County - Rapid Re-Housing (0763) | RRH | 7/5/2016 | 8/15/2016 | | Jail, prison or juvenile detention facility (HUD) | P |

C = Current Year

PC = Prior & Current Year

P = Prior Year

# Annual Assessments

# Annuals can reveal data issues

Review Type matters – Updates versus Annual Assessments

# Annuals can reveal data issues

Income or Sub-Assessment issues on Entry

| Client ID | Inc YN | Income Source | Start Date | End Date | Amount |
|-----------|--------|---------------|------------|----------|--------|
| 168850 | Y | Earned Income (HUD) | 6/18/2017 | | |
| 162160 | N | SSI (HUD) | 10/14/2016 | | 733 |
| 206782 | N | SSI (HUD) | 1/6/2017 | | 755 |
| 281159 | N | Earned Income (HUD) | 6/24/2012 | | 2000 |
| 263059 | Y | | | | |

🔍 **Disabilities**                                                  **HUD Verification** ⚠️

| Disability Type * | Disability determination * | Start Date * | End Date |
|-------------------|----------------------------|--------------|----------|
| Add |

# Tools to help: Annual Review Audit



**Tabs to help Case Managers**

| Provider Prompts | **Annual Review Status (All)** | DUE NOW | COMING DUE | PAST DUE |

# Tools to help: Annual Review Audit

| Entry Exit Provider Id | Group ID | HMIS ClientID | Entry Date | Date of Last Review | Review Status | Record Status |
|---|---|---|---|---|---|---|
| Heading Home Housing - Rowan County - Transitional Housing (5404) | 885585 | 424176 | 4/11/2017 | | Pending Review | **Due Now** |
| | 885585 | 424177 | 4/11/2017 | | Pending Review | **Due Now** |
| | 885585 | 424178 | 4/11/2017 | | Pending Review | **Due Now** |
| | 888904 | 568636 | 5/16/2017 | | Pending Review | **Due Now** |
| | 888904 | 568637 | 5/16/2017 | | Pending Review | **Due Now** |
| | 888904 | 568638 | 5/16/2017 | | Pending Review | **Due Now** |
| | 888904 | 568639 | 5/16/2017 | | Pending Review | **Due Now** |
| | 888904 | 568640 | 5/16/2017 | | Pending Review | **Due Now** |
| *Household Count:* | **2** | **8** | *Clients* | | | |

Provider Prompts | Annual Review Status (All) | DUE NOW | COMING DUE | PAST DUE

# Tools to help: Annual Review Audit

What's wrong here?

| Entry Exit Provider Id | Group ID | HMIS ClientID | Entry Date | Date of Last Review | Review Status | Record Status |
|---|---|---|---|---|---|---|
| Heading Home Housing - Rowan County - Transitional Housing (5404) | 894462 | 456677 | 6/28/2017 | | Pending Review | Coming Due |
| | 894462 | 456678 | 6/28/2017 | | Pending Review | Coming Due |
| | 894465 | 456677 | 6/28/2017 | | Pending Review | Coming Due |
| | 894465 | 456678 | 6/28/2017 | | Pending Review | Coming Due |
| *Household Count:* | **2** | **2** | *Clients* | | | |

| Entry Exit Provider Id | Group ID | HMIS ClientID | Entry Date | Date of Last Review | Review Status | Record Status |
|---|---|---|---|---|---|---|
| Heading Home Housing - Rowan County (5402) | 863849 | 431415 | 6/24/2017 | | Pending Review | Coming Due |
| | 909599 | 221330 | 6/24/2017 | | Pending Review | Coming Due |
| *Household Count:* | **2** | **2** | *Clients* | | | |

| *Total Households:* | **4** | **4** | **Total Client Count** | | | |

◄  ►  | Provider Prompts | Annual Review Status (All) | DUE NOW | **COMING DUE** | PAST DUE |

# Tools to help: Annual Review Audit

What's wrong here?

| Entry Exit Provider Id | Group ID | HMIS ClientID | Entry Date | Date of Last Review | Review Status | Record Status |
|---|---|---|---|---|---|---|
| Heading Home Housing - Rowan County - Transitional Housing (5404) | 845342 | 446799 | 1/10/2017 | 11/10/2017 | Check Review Date | PAST DUE |
| | 845342 | 446802 | 1/10/2017 | 11/10/2017 | Check Review Date | PAST DUE |
| | 845342 | 446803 | 1/10/2017 | 11/10/2017 | Check Review Date | PAST DUE |
| | 845342 | 446806 | 1/10/2017 | 11/10/2017 | Check Review Date | PAST DUE |
| | 845342 | 446807 | 1/10/2017 | 11/10/2017 | Check Review Date | PAST DUE |
| Household Count: | 1 | 5 | Clients | | | |

| Entry Exit Provider Id | Group ID | HMIS ClientID | Entry Date | Date of Last Review | Review Status | Record Status |
|---|---|---|---|---|---|---|
| Heading Home Housing - Rowan County - Rapid Re-Housing (5405) | 872855 | 311411 | 3/20/2017 | | Pending Review | PAST DUE |
| | 872855 | 311416 | 3/20/2017 | | Pending Review | PAST DUE |
| Household Count: | 1 | 2 | Clients | | | |

Provider Prompts | Annual Review Status (All) | DUE NOW | COMING DUE | **PAST DUE**

# Exits from projects

# When to exit clients from HMIS

- How do you determine your clients are no longer clients?

- Are there exceptions?

- How is Exit Destination posed to clients?

# Exit Destination Null values are better!

- But, we can do better! Still hovering around 15% missing/error.
- Out of 2k null value exits only, we can target
  - 1 Safe Haven exit!
  - 384 Other destinations

# Tools to Help: 0702 Returns to Homelessness

# Tools to Help: 0702 Returns to Homelessness

| Client Uid | Unique Id 407 | Trans Id | Provider | Proj Typ | Start Date | End Date | 1st Exit (from Tab A) | Days to Reappea |
|---|---|---|---|---|---|---|---|---|
| 1616 | egim05071972e652g623 | 918104 | Heading Home Housing - Rowan County - Transitional Housing (5404) | ES | 9/27/2017 | 12/4/2017 | 5/5/2016 | 510 |
| | | 5507599 | Heading Home Housing - Rowan County - Transitional Housing (5404) | ES | 9/27/2017 | 12/4/2017 | 5/5/2016 | 510 |

# HMIS updates

# Software Update

ART Report updated:

0640 – HUD Data Quality Framework report has a new prompt

- Entry/Exit Type (HUD, VA, RHY, PATH)

# Bed & Unit Inventory for HUD

HUD is expanding capacity to include not just physical units or people sleeping in those units, but financial capacity.

Three ways to be a bed in HMIS:
1. Be a physical bed operated by a homeless project
2. Be a bed a client in permanent housing is sleeping in
3. Be the cost of a person to occupy a bed in the future
   - PH agencies will need to know average monthly cost of housing clients and total $ available for federal fiscal year

# What's Next?

# Upcoming Deadlines and Events

| Due | Report Name |
| --- | --- |
| **April - May** | **System Performance Measures** |
| May 4th | Entry/Exit Training 1 pm – 4:30 pm in Raleigh |
| May 10th | Entry/Exit Training 1 pm – 4:30 pm in Raleigh |
| May 31st | Entry/Exit Training 1 pm – 4:30 pm in Raleigh |
| June 1st | Wake HMIS Users Meeting |

# Data security depends on all of us

😟 Avoid using Internet Explorer or Edge for HMIS

🛡️ Only use secure internet connections for client sensitive systems like HMIS

🚪 Are your HMIS Users up to date?

# 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

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