

NC HMIS

Durham User's Meeting

June 2018

The Data Center at NCCEH



North Carolina Coalition to End Homelessness

securing resources

encouraging public dialogue

advocating for public policy change

June HMIS User Meeting Agenda


1. Introductions
2. HMIS Updates
3. System Performance Measures Data
4. DQ Check:
 - a. Exit Destination
 - b. Timeliness
5. NCCEH Reminders
6. Helpdesk Q&A

HMIS Updates

Exit Destination Guide update

- Clarification from HUD on College and Military Housing
 - Rental by client with ongoing subsidy
- Clarification from HUD on students staying with family
 - Staying or Living with Family, permanent tenure

NC HMIS Exit Destination Guide	
2017 Data Standards v3	
Permanent Destinations	Explanation
Moved from one HOPWA funded project to HOPWA PH	HOPWA – Housing Opportunities for Persons with AIDS PH – Permanent Housing.
Owned by client, no ongoing housing subsidy	The client owns the unit they are living in and has no ongoing housing subsidy attached to it.





Disabling Condition

HUD clarified this week that Disabling Condition is only collected at Entry

- Should always be accurate on the Entry Assessment
- No estimate yet MCAH if any changes in assessments are forthcoming



Report Updates

CoC-APR and ESG-CAPER

Updates coming in October

- PSH will be included in Housing Move-In date question

SSVF Export

Updates complete for SSVF providers.

- DQ report only appears on the Repository once a submission is accepted

SPMs

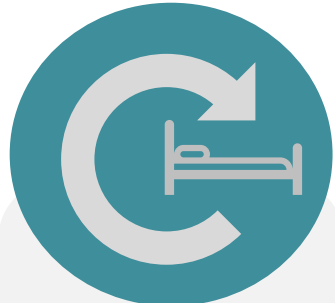
System Performance Measures

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?



Federal Fiscal Year: October 1, 2016 to September 30, 2017
(and up to 24 months back)



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



1 Length of Time Homeless

Definition

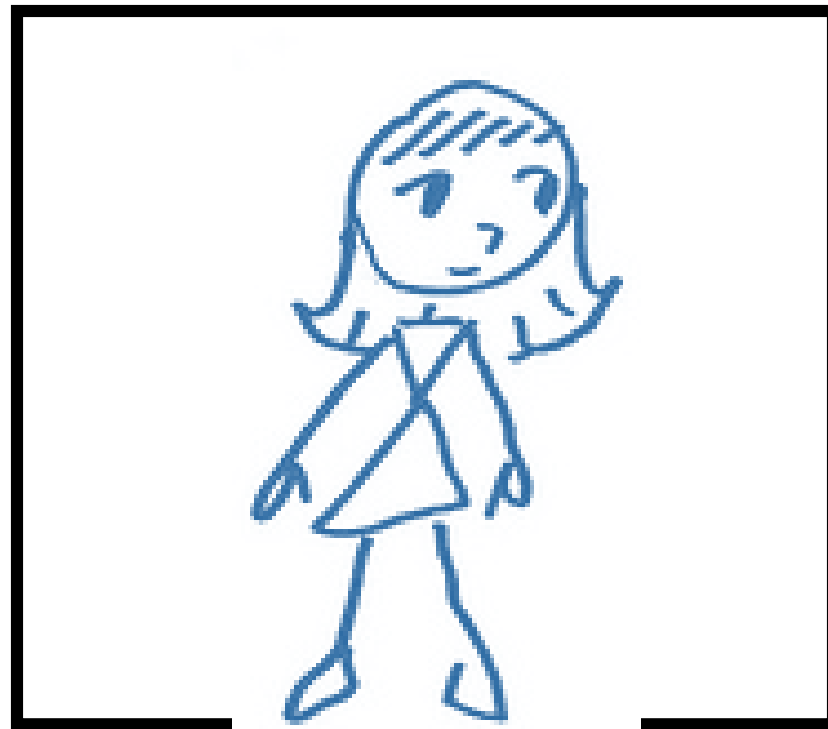
The length of time persons are homeless in emergency shelter, safe haven and transitional housing projects

Goal



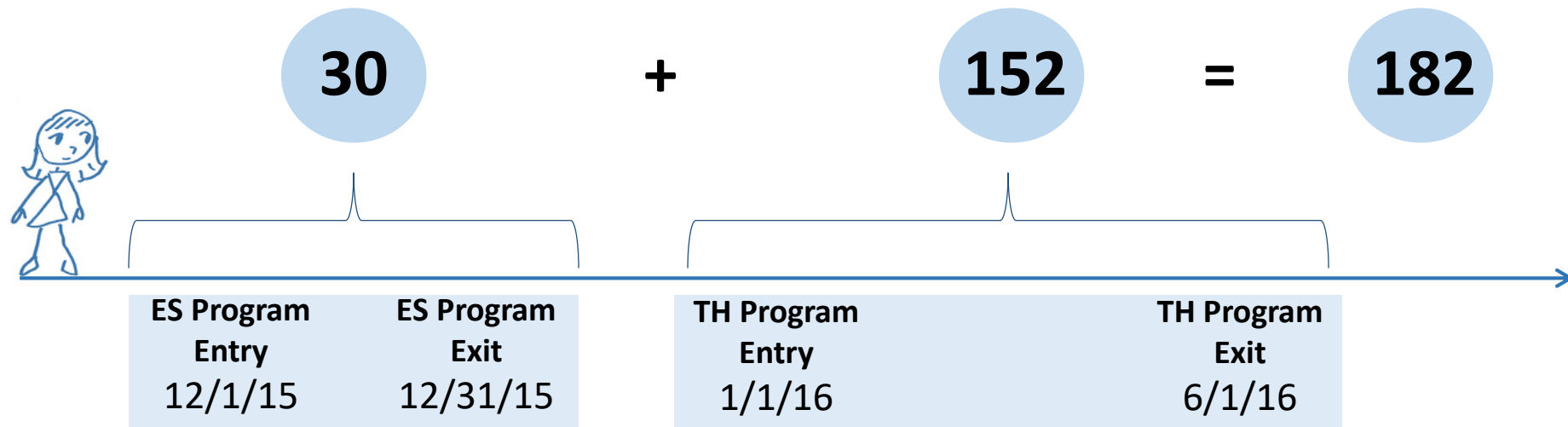
Reduction in the average and median length of time persons remain homeless

Meet Henrietta

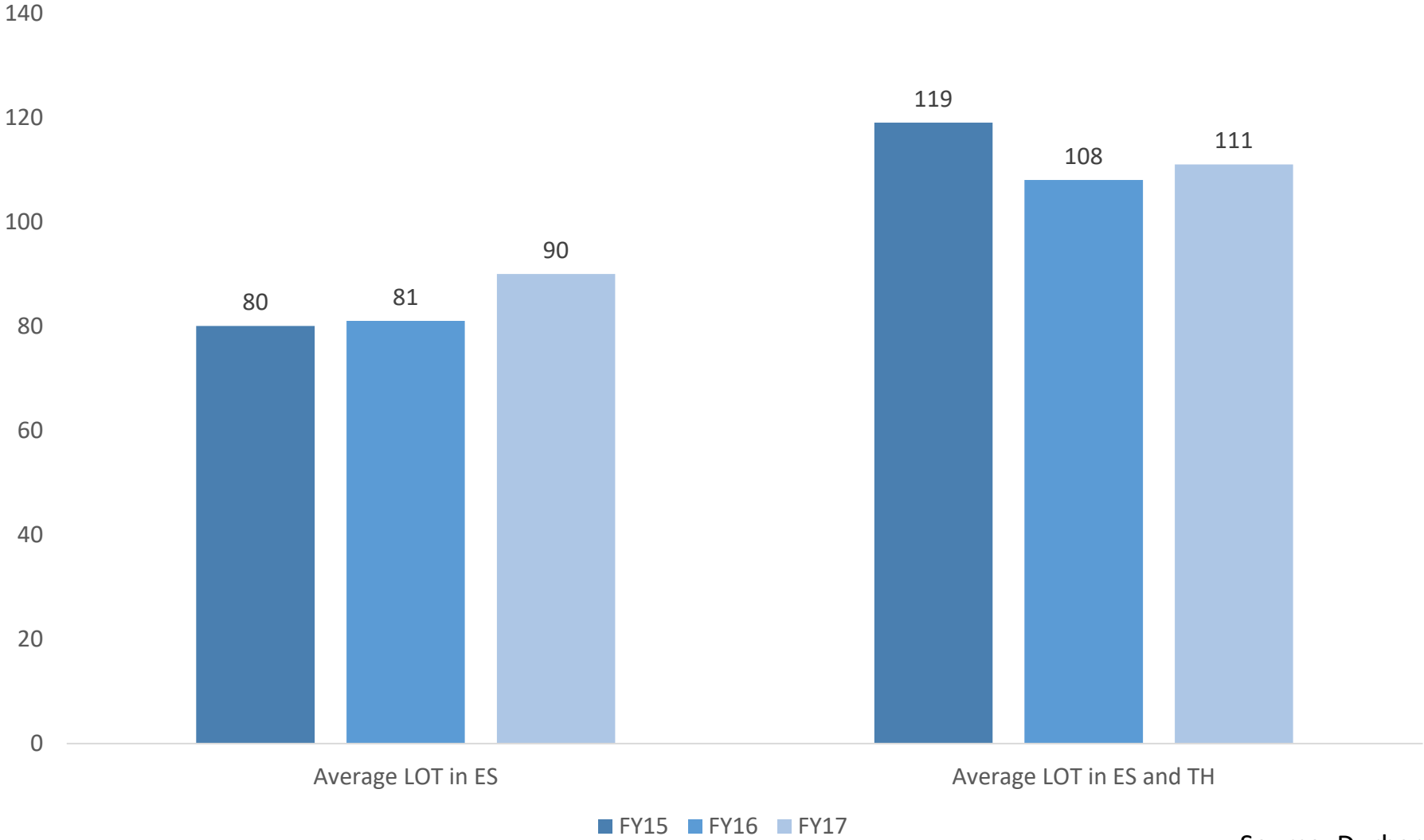


Length of Time Homeless

Measure 1a Based on Entries and Exits



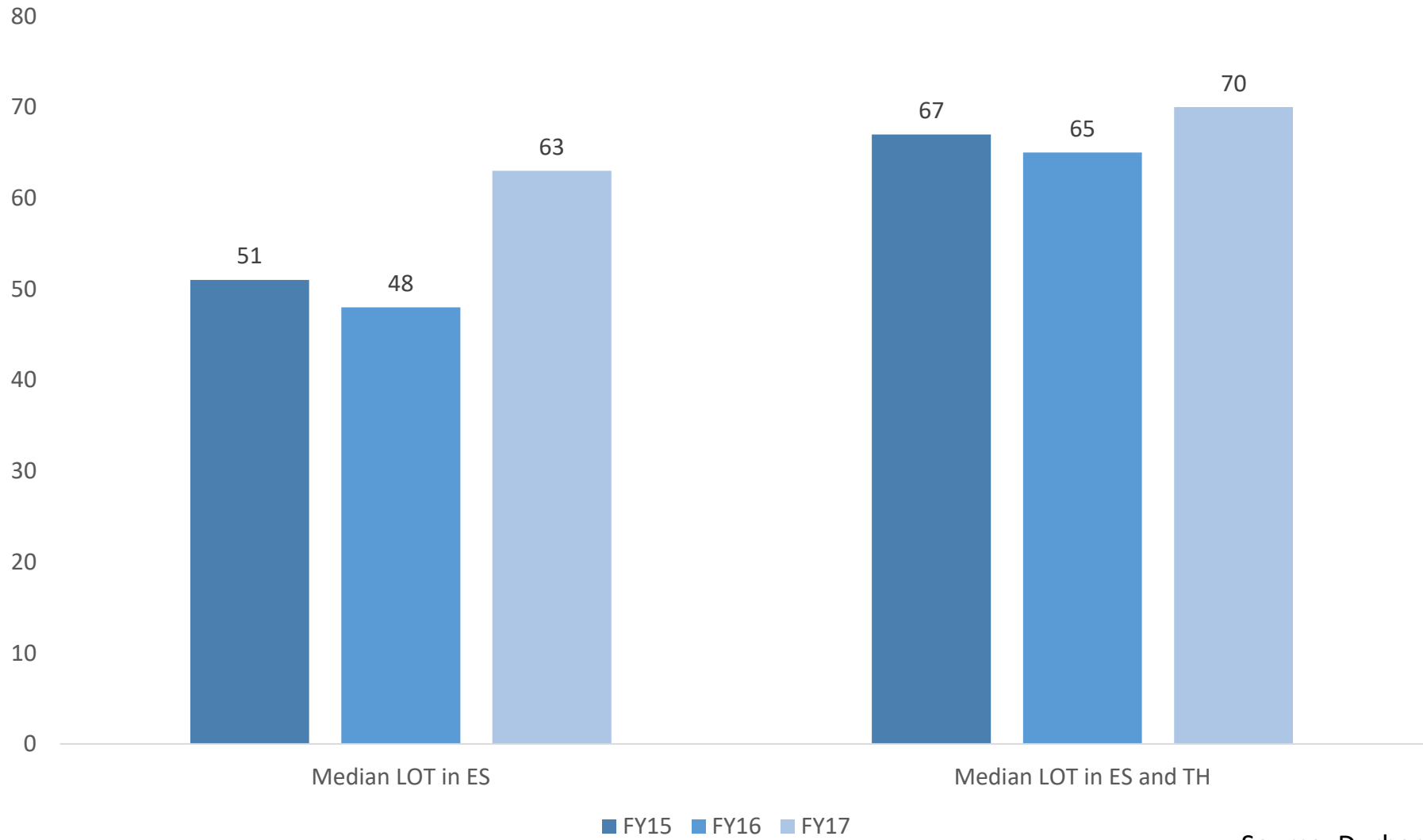
Average Length of Time Homeless by Year



Source: Durham SPM data



Median Length of Time Homeless by Year

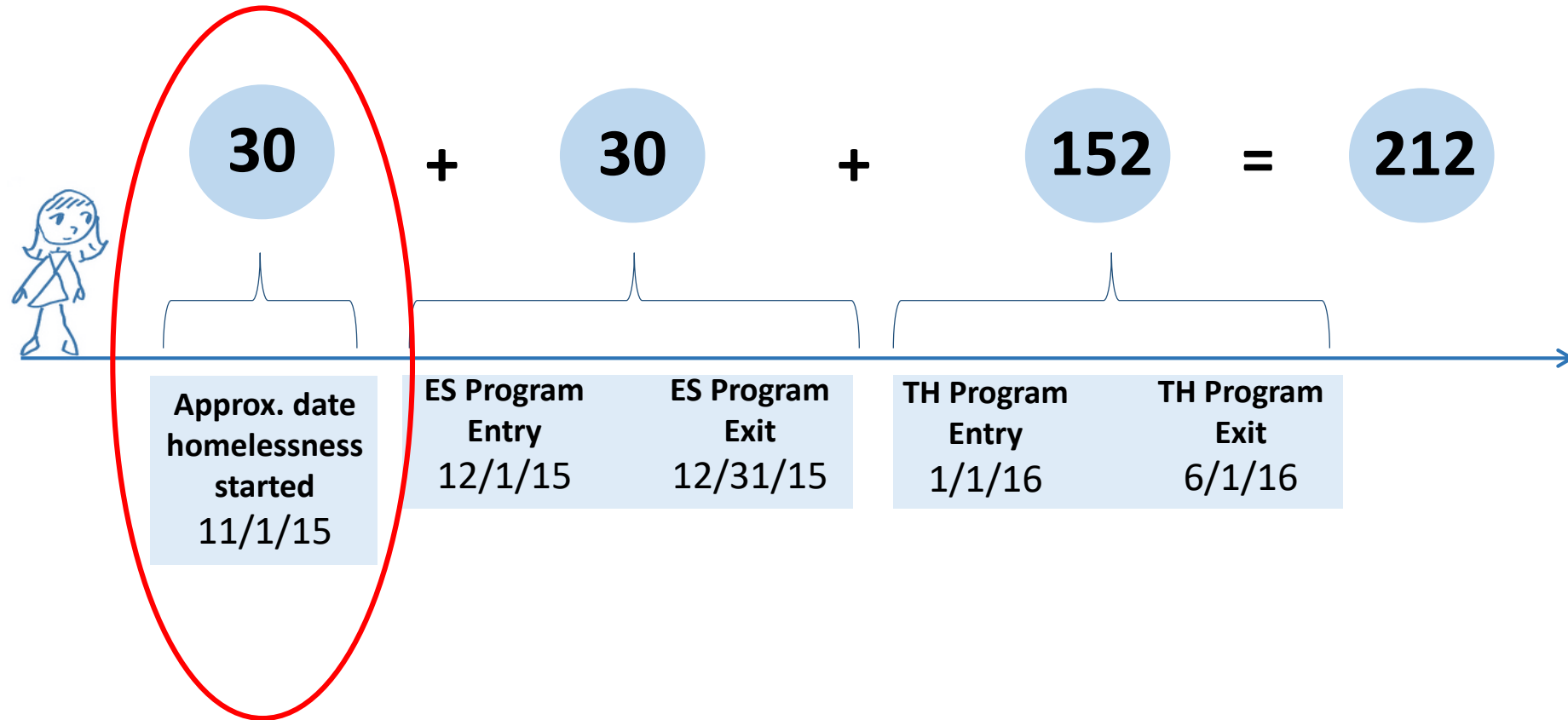


Source: Durham SPM data






Length of Time Homeless

Measure 1b Based on Approximate Start Date + Entries and Exits



Approximate Start Date is in the Homeless History section of HMIS Intake

Prior Living Situation (Immediately Prior to Entry)	<input type="text" value="Place not meant for habitation (HUD)"/>
Length of Stay in Previous Place	<input type="text" value="One month or more, but less than 90 days"/> G
Approximate date homelessness started:	<input type="text" value="01"/> / <input type="text" value="01"/> / <input type="text" value="2017"/>    G
Regardless of where they stayed last night - Number of times the client has been on the streets, in ES, or SH in the past three years including today	<input type="text" value="Four or more times (HUD)"/> G
Total number of months homeless on the street, in ES or SH in the past three years	<input type="text" value="6"/> G

What's the difference between Average and Median?



Average = 70 days

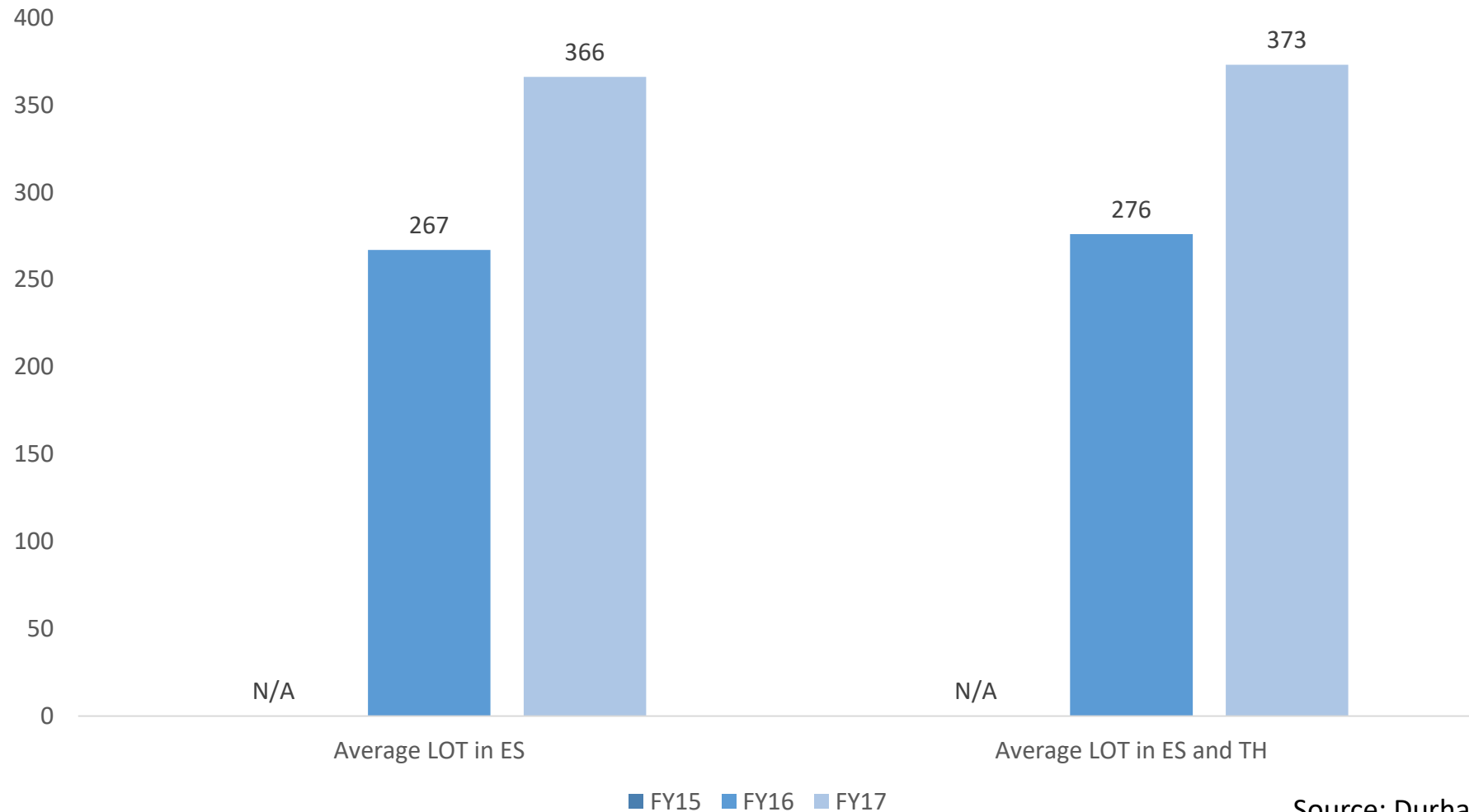
Adding 30, 45, 60, 90 and 125 and then dividing by five equals 70 days

Median = 60 days

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

Average Length of Time Homeless by Year

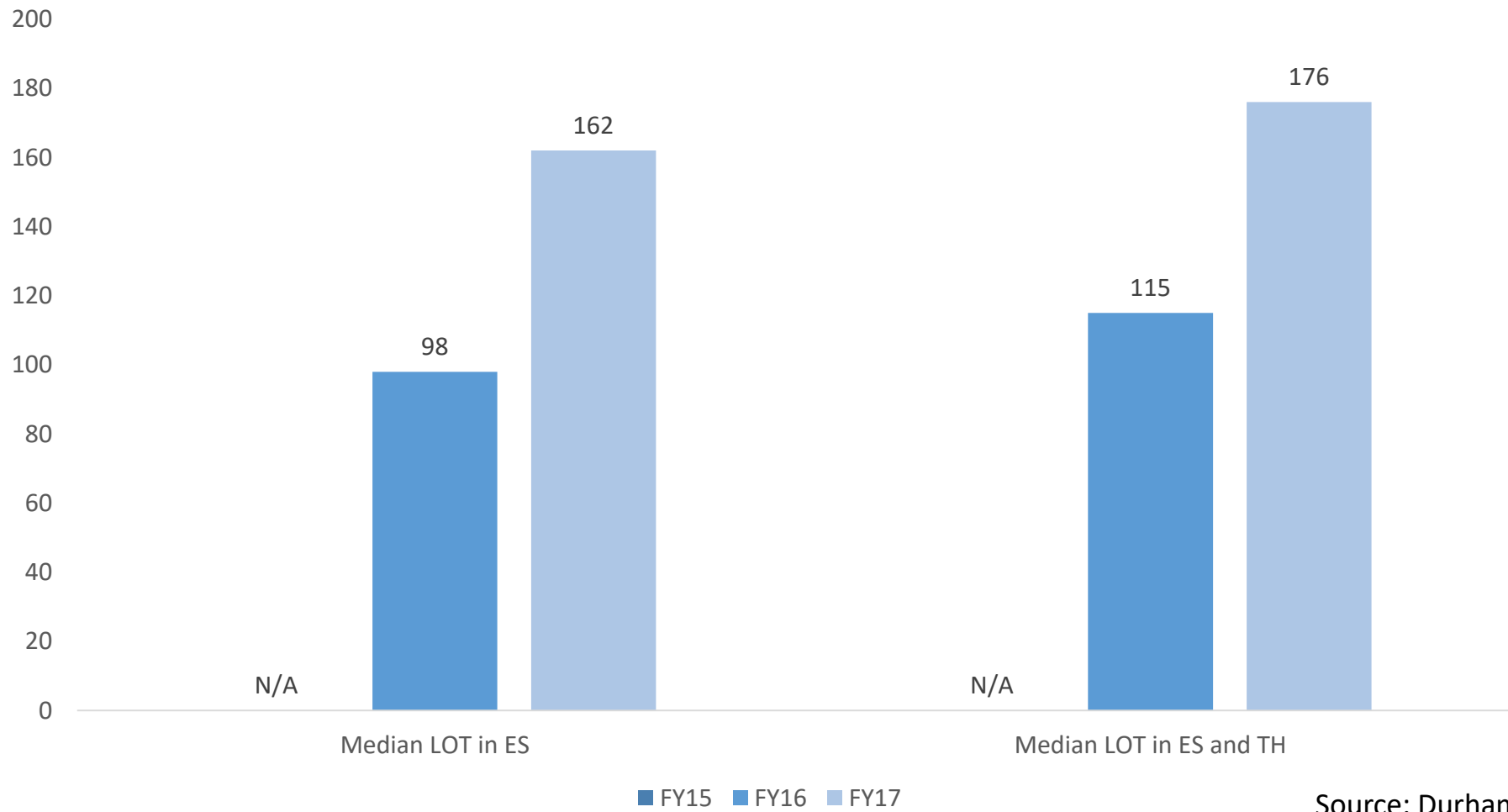
Measure 1b with homeless history



Source: Durham SPM data

Median Length of Time Homeless by Year

Measure 1b with homeless history



Source: Durham SPM data



Entries, Exits, and Null Data Impact

Entries/Exits

Date accuracy

Project type (only for ES and TH are included)

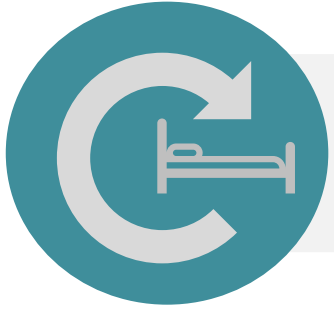
Inaccurate Responses

ES and TH entries need clients in beds. Are there practices that prevent accurate Entry or Exit dates?

What else do you notice?



Remember: Missing data is ALWAYS better than inaccurate data



2 Returns to Homelessness

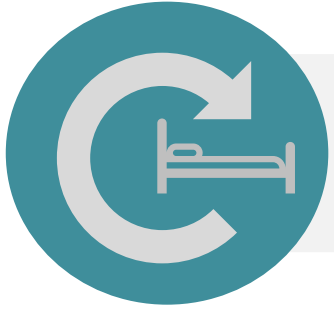
Definition

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

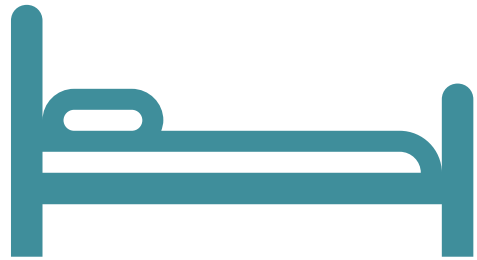
Goal



Reduction in the percent of persons who return to homelessness



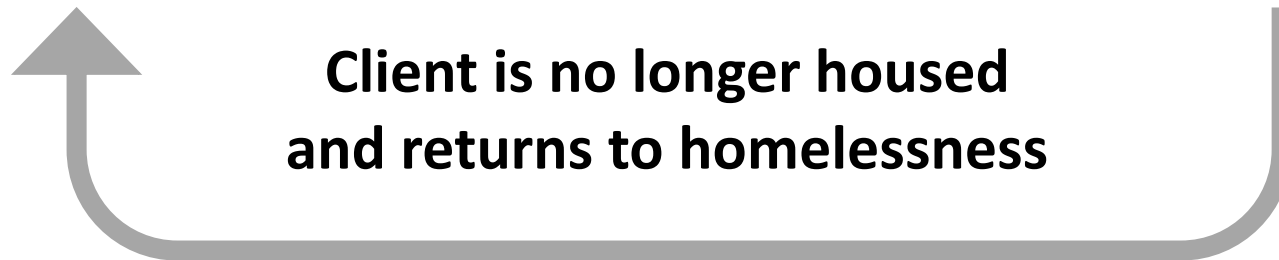
2 Returns to Homelessness



**Client in a
homeless project**

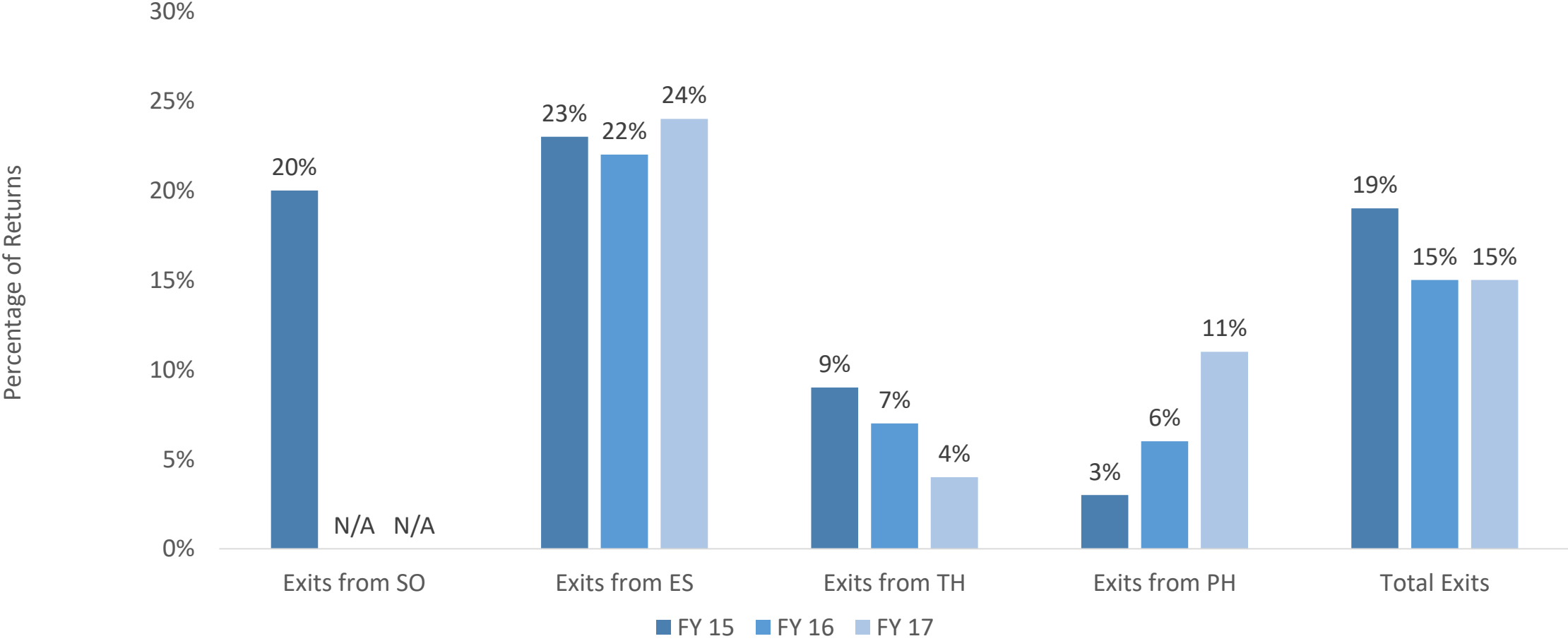


**Client exits homelessness
to a permanent housing
destination**



**Client is no longer housed
and returns to homelessness**

Percentage of Permanent Housing Returns to Homelessness in 2 Years



Source: Durham SPM data



Entries, Exits, and Null Data Impact

Entries/Exits

Date accuracy

Inaccurate Responses

Exit Destination – are destinations collected from clients, staff and HMIS? Are they corrected is new information is discovered?

What else do you notice?



Remember: Missing data is ALWAYS better than inaccurate data



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

+



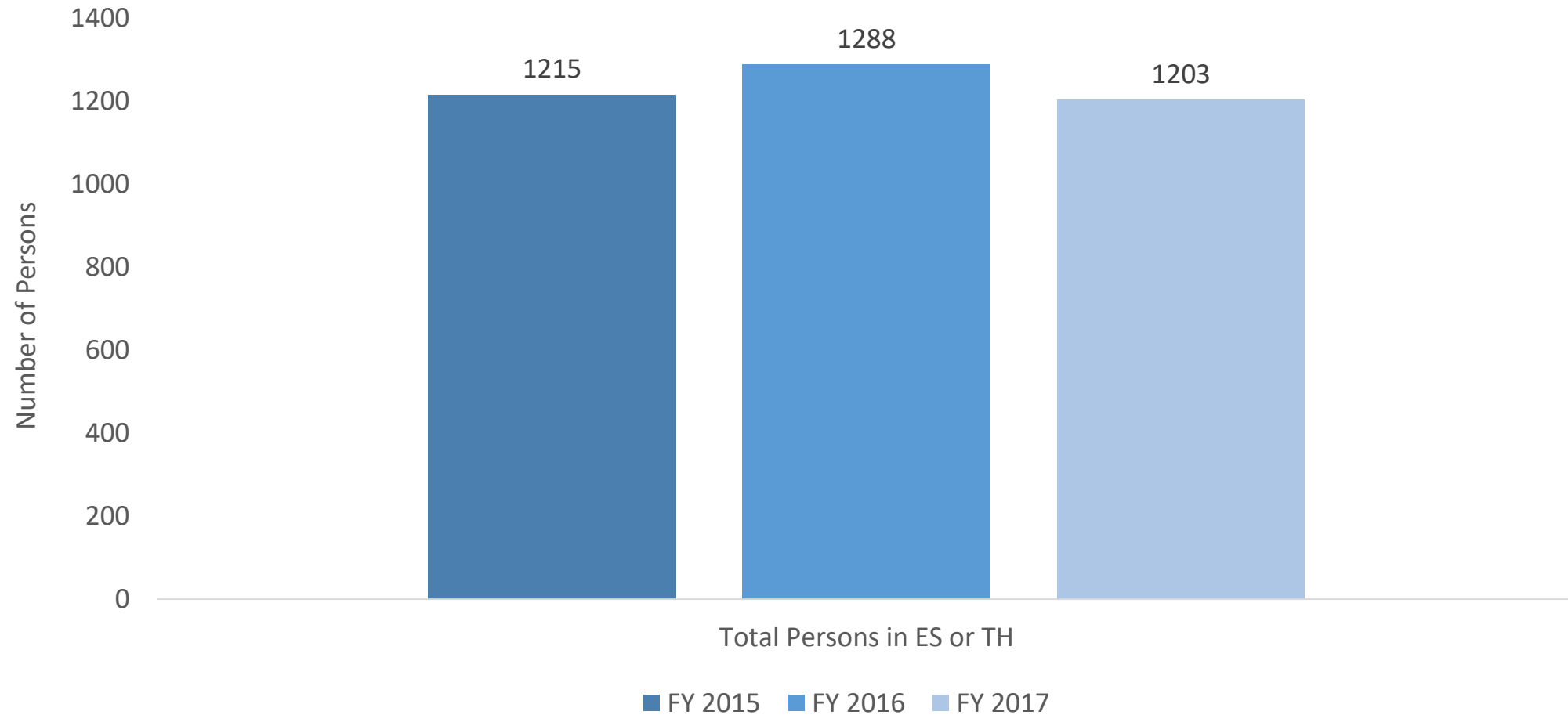
Sheltered

HMIS Annual Data



All clients who entered a homeless project during the reporting period

Unduplicated Annual Count



Source: Durham SPM data



Entries, Exits, and Null Data Impact

Entries/Exits

Date accuracy

Client Search before entering

Inaccurate Responses

Deduplication reviews Client Profile information – Name, SSN, Veteran Status, and Date of Birth

What else do you notice?



Remember: Missing data is ALWAYS better than inaccurate data



4 Employment and Income Growth

Definition

Percentage change in the number of clients with employment income, non-employment, and total income

Divided into two groups: stayers with at least one Annual Assessment and leavers exiting during the reporting period

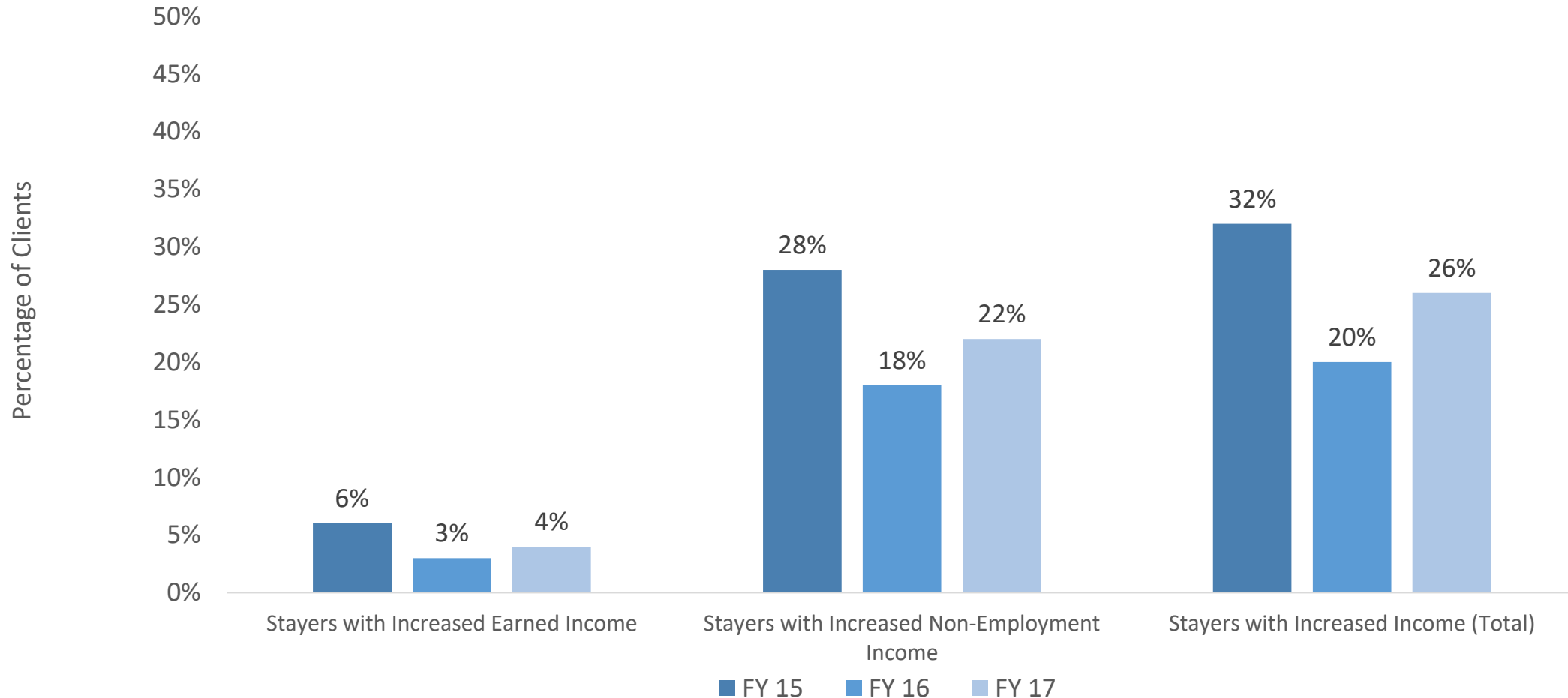
Only for CoC Funded Projects

Goal



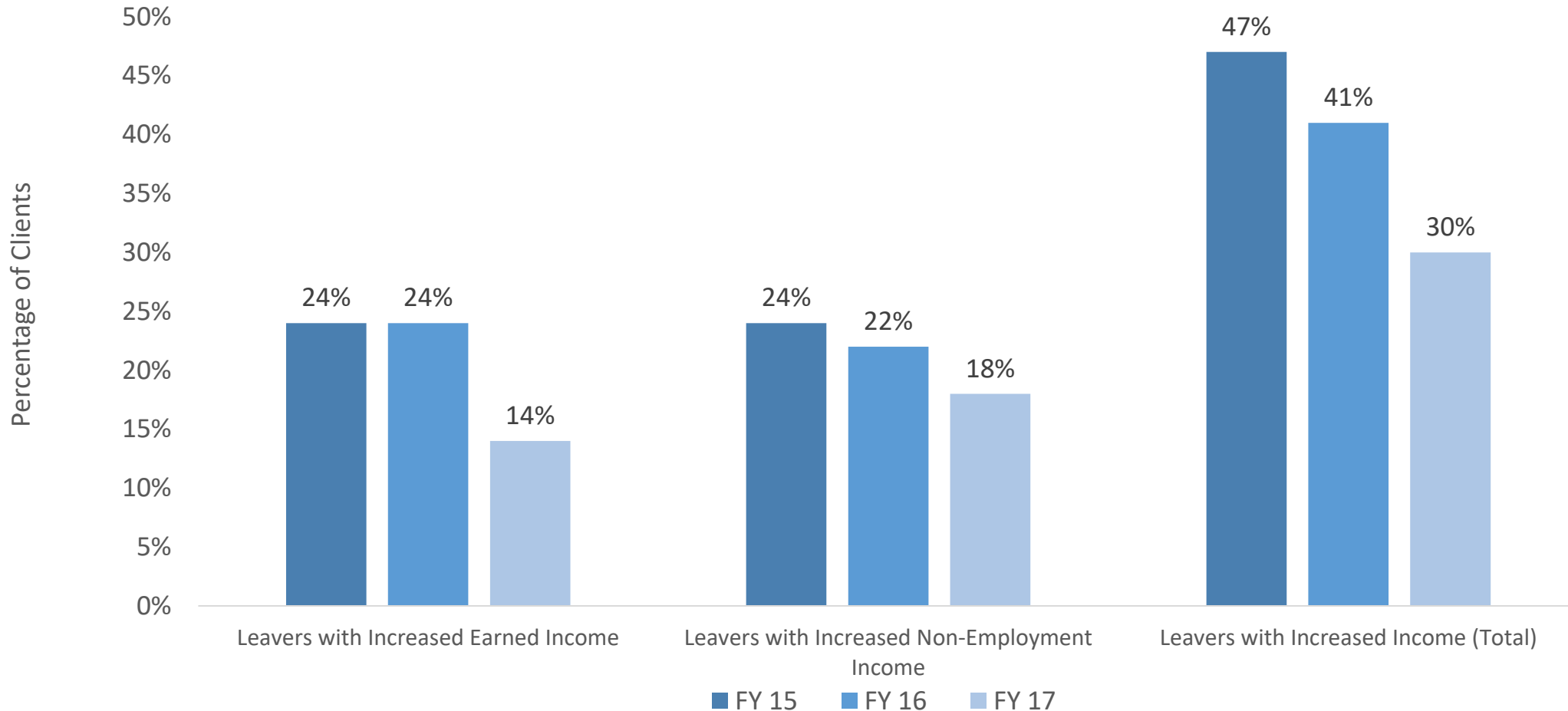
Increase in the percent of adults who gain or increase employment or non-employment cash income over time

Increases in Employment and Income amongst Stayers



Source: Durham SPM data

Increases in Employment and Income amongst Leavers



Source: Durham SPM data

Interims and Sub-Assessments Impact

Interim Updates and Annual Assessments

Income data collection points

Inaccurate Responses

Income can be hard to enter, but the Data Center has [guidance!](#)

What else do you notice?



Remember: Missing data is ALWAYS better than inaccurate data



5 First Time Homeless

Definition

- (1) Change in the number of homeless persons in ES, SH, and TH projects with no prior enrollments in HMIS
- (2) Change in the number of persons in ES, SH, TH, and PH projects with no prior enrollments in HMIS

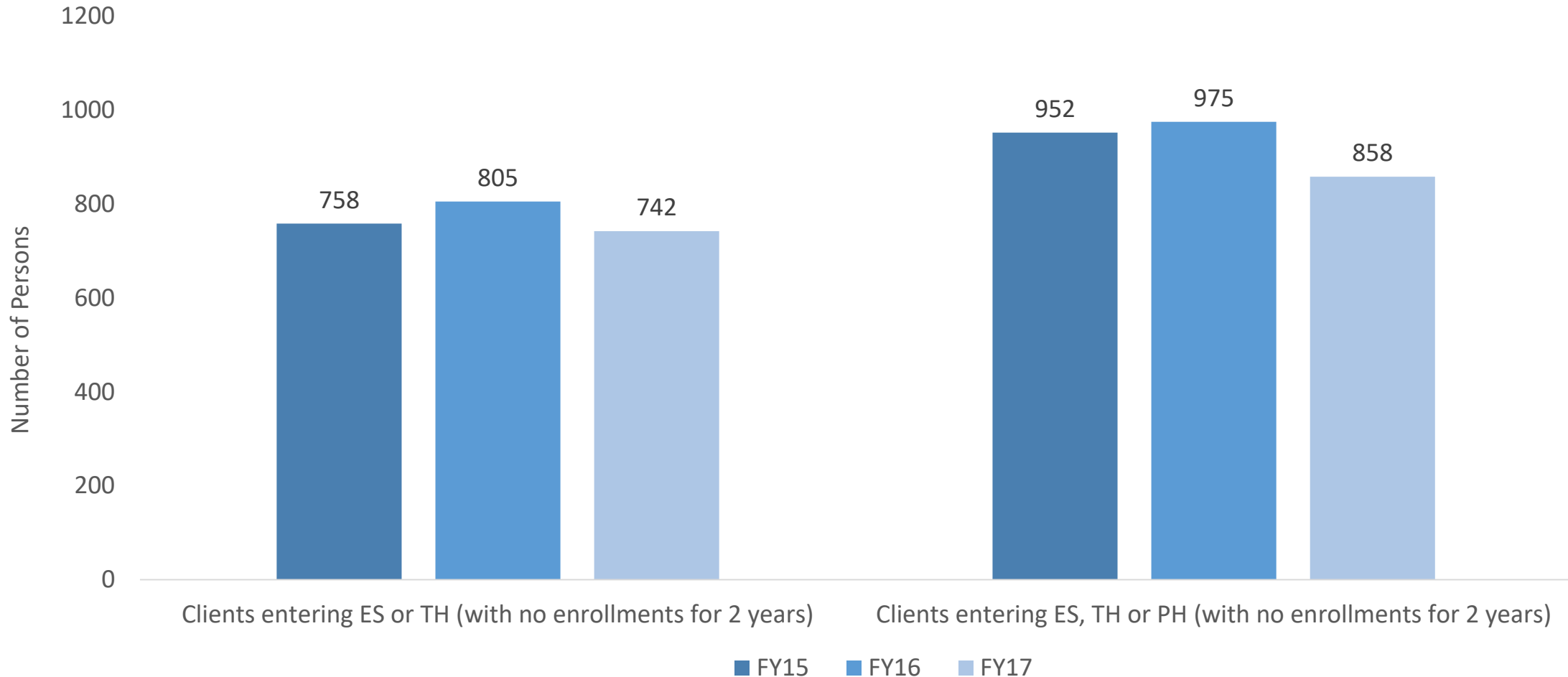
Goal



Reduction in the number of persons who become homeless for the first time

Clients Served for the First Time

without entries in last two years



Source: Durham SPM data



Entries and Exits Impact

Entry/Exit

This measure relies on accurate client enrollments and HMIS coverage

What else do you notice?



Remember: Missing data is ALWAYS better than inaccurate data



7 Permanent Housing Placement & Retention

Definition

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

Goal

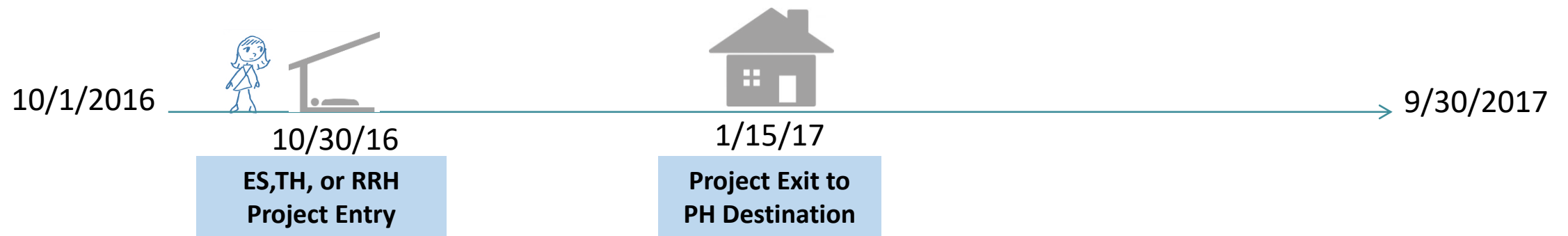


Increase in percentage of people who exit to or retain permanent housing



7 Permanent Housing Placement & Retention

7b.1 Change in exits to permanent housing destinations from Emergency Shelter, Transitional Housing, or Rapid Re-Housing





7 Permanent Housing Placement & Retention

7b.2 Change in exits to permanent housing from Permanent Supportive Housing



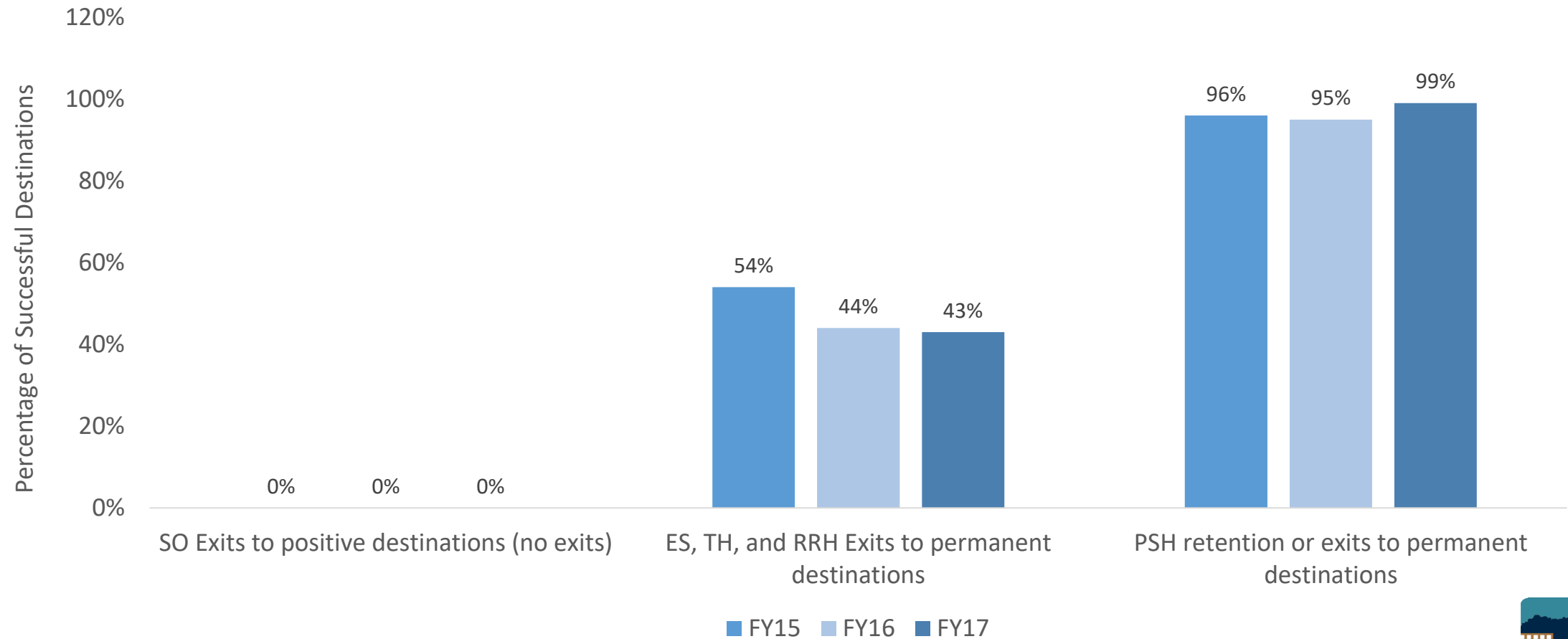


7 Permanent Housing Placement & Retention

7b.2 Change in retention of permanent housing from Permanent Supportive Housing



Exits to (or Retention of) Successful Destinations



Source: Durham SPM data



Null Data Impact

Inaccurate Responses

Exit Destination is essential for measuring outcomes; use the [Data Center guide](#) to select the right one!

What else do you notice?

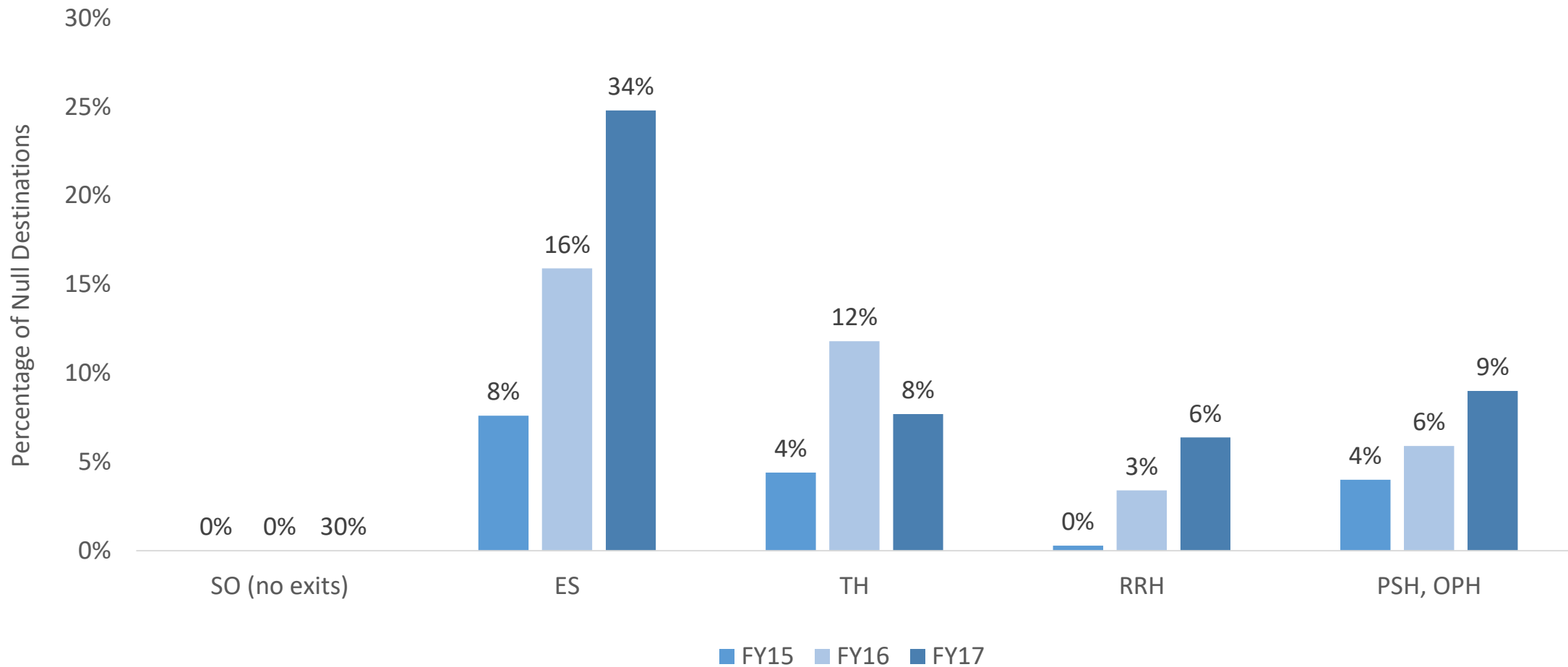


Remember: Missing data is ALWAYS better than inaccurate data

Data Quality

System Performance Measures

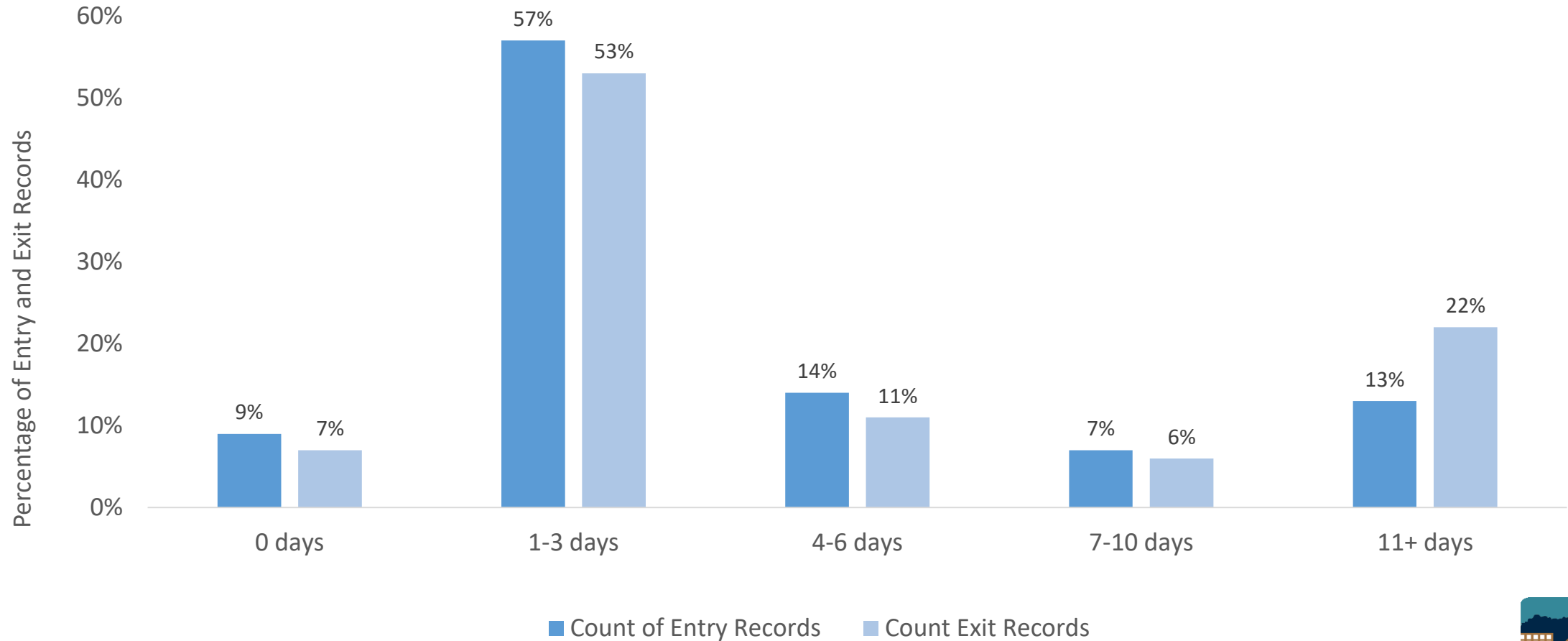
Exits Destinations DQ Completeness



Source: Durham SPM data



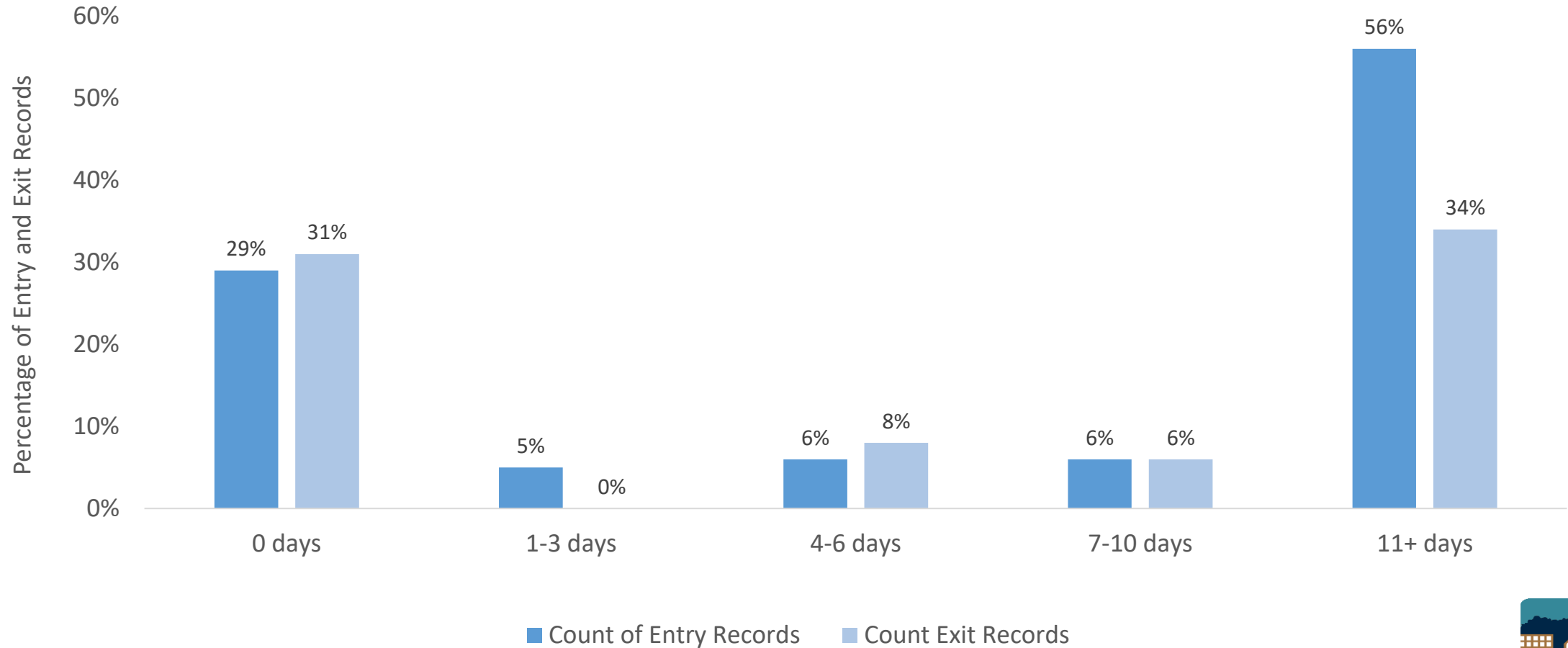
FY17 Timeliness DQ - ES



Source: Durham FY17
SPM DQ report



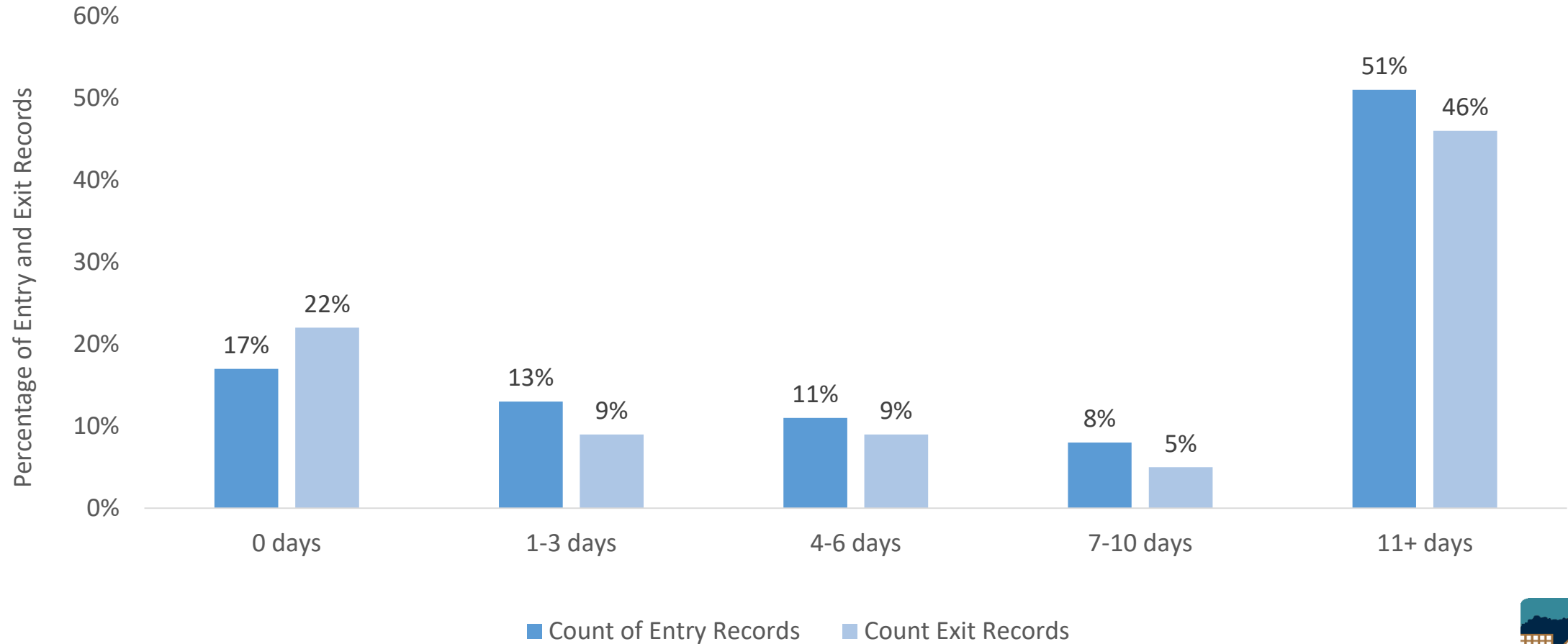
FY17 Timeliness DQ – TH



Source: Durham FY17
SPM DQ report



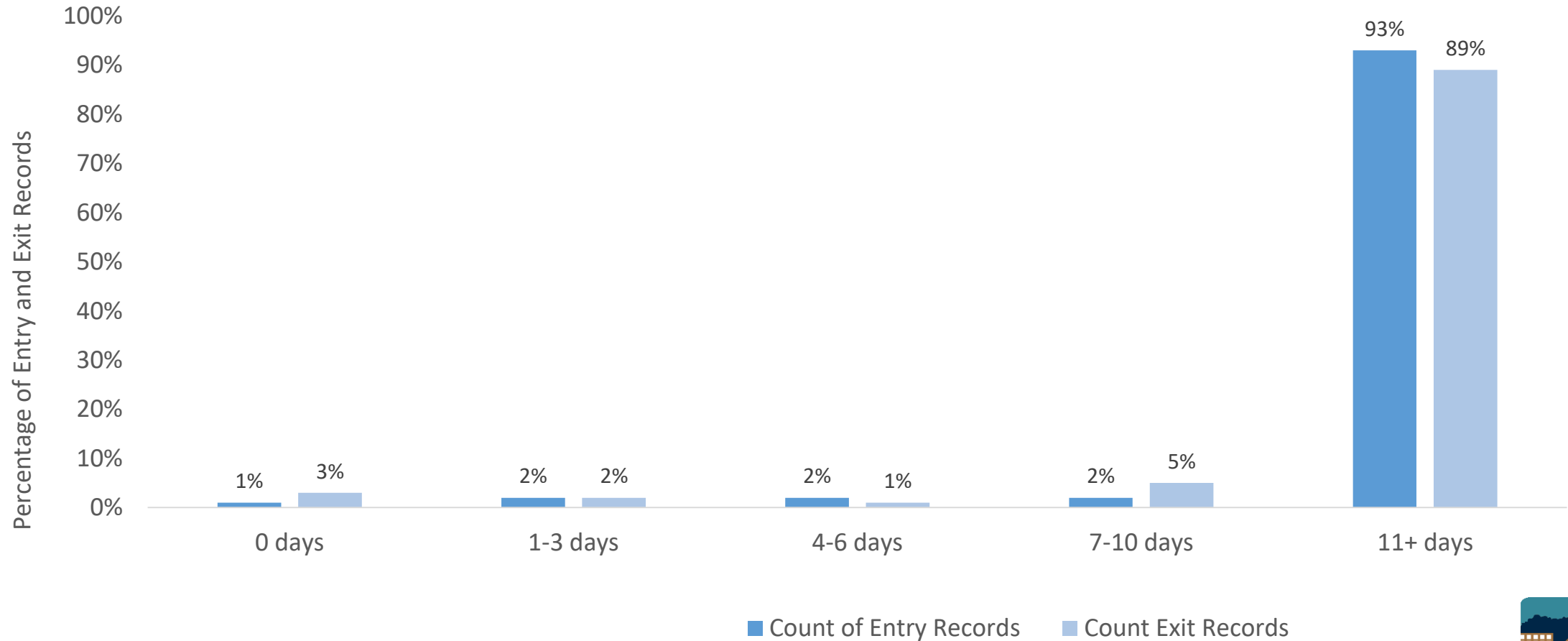
FY17 Timeliness DQ – RRH



Source: Durham FY17
SPM DQ report



FY17 Timeliness DQ – PSH



Source: Orange SPM data



NC County of Service

- Wouldn't having data on where clients were actually housed be great? Make sure you complete NC County of Service for all 2018 clients!
 - Multi-county agencies have this requirement for 2017 clients as well
- Run the All Clients Demographics report in ART to check



NCCEH Data Center

Updates and Reminders

Upcoming Dates & Deadlines

Date	Topic
June 28 th	Durham HMIS Users Meeting
June 30 th	State ESG QPR Deadline (Jan-Mar)
July 26 th	BoS HMIS Users Meeting
July 31 st	State ESG QPR Deadline (Jan-Jun)
<i>Coming soon</i>	HMIS@NCCEH

HMIS @NCCEH Update

A new Homeless Management Information System at the North Carolina Coalition to End Homelessness will be launched soon!

What Should I Expect?

- New User Agreements for each licensed HMIS User
- 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.
- 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.

We are here to help you!

Project Changes

- New
- Closing

Funding Changes

- New source
- Ending
- Transferred
- Consolidated

Staff Changes

- New
- Resigned or Terminated
- Position Change

Questions

- Data Standards
- Data Entry
- Reporting
- HMIS Compliance
- *Anything!*

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

Question & Answer

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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