Durham HMIS Users Meeting

October 2018

North Carolina Coalition to End Homelessness

securing resources   encouraging public dialogue   advocating for public policy change

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October's Agenda

Longitudinal System Analysis (Report)

  Bed and Unit Inventory

NC Natural Disaster/Storms

System Updates

Guided Meditation

What's Next Calendar

Longitudinal System Analysis

What's the LSA again?

The Annual Homeless Assessment Report (AHAR) is the report to Congress on the extent and nature of homelessness in America.
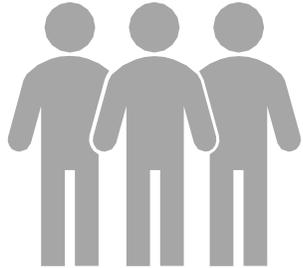
- Annual HMIS Data, PIT, and HIC
- Federal Fiscal Year 2018 (10/1/2017 – 09/30/2018)
- Visualizes progress of the federal strategic plan, *Opening Doors*
- Continuums of Care nationwide are included

The Longitudinal System Analysis (LSA) report produced from a CoC's HMIS and contains the data used to write the AHAR.

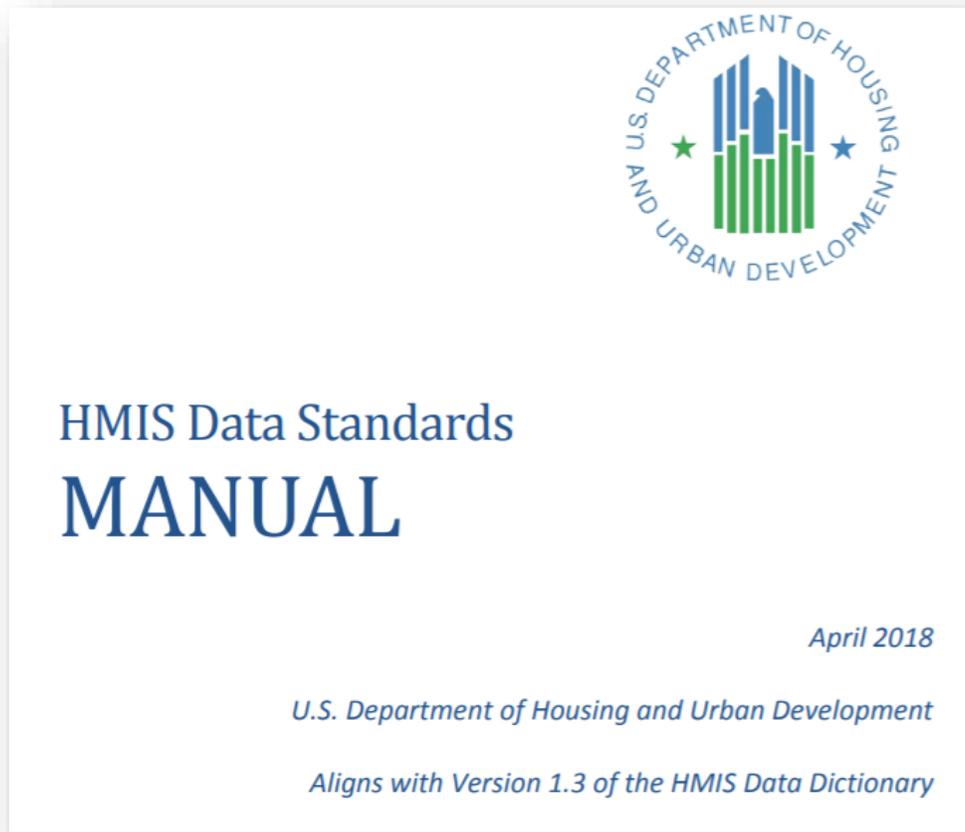# The LSA contains data from 3 sources

HMIS

Point in Time Count (PIT)

Housing Inventory Count (HIC)

HMIS is the largest data source- IT MATTERS!

HMIS Data Standards
MANUAL

April 2018

U.S. Department of Housing and Urban Development

Aligns with Version 1.3 of the HMIS Data Dictionary

Universal Data Elements
  Demographic data
  Income
  Disability

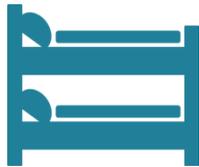**Project Descriptor Elements**
  Project Type
  Bed and Unit Inventories

What HMIS client data is included?

October 1, 2017 to September 30, 2018 (12 months)

ES, TH, RRH and/or PSH projects operating during the reporting period

Clients active during the reporting period
PLUS days outside of this window (for continuous stays)
AND data from any returns to homelessness in the past 3 years

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Data Submission and Analysis Process

Data Preparation   **Data Submission**   **Data Review**   **Data Analysis**

LSA Report in HMIS → HUD Data Exchange 2.0

Point in Time Count (submitted) →

Housing Inventory Count (submitted) →

HUD Data Exchange 2.0 → Data Liaison Team reviews → AHAR to Congress

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Good News for Durham

We've reviewed preliminary data - in Durham, most project types had a rate of missing data was less than 10%!

We are still waiting on the OFFICIAL report to be released. In the meantime, we'll focus on correcting the following the **most common Durham data quality issues**:

- Missing Prior Living Situation Data
- Missing Stability of Previous Night's Living Arrangement Data
- Incomplete HUD Verification
- Long Stayers in Emergency Shelter
- Children enrolled in projects alone (without adults 18+)
- Utilization rates <u>under</u> 65% or <u>over</u> 105%

? Ask clients and/or review files for missing data

What's the problem?	UDEs were not entered into HMIS at client entry, interim and/or exit
How do I find this error?	✓ Run the 0640 HUD Data Quality Framework in ART ✓ No ART license? Run the CAPER (ES, RRH) or APR (TH, RRH, PSH) ✓ Review the client detail tab
How do I fix this error?	✓ Review client file for information ✓ If information is in file, enter into HMIS ✓ Call NCCEH Data Center for SSN entry

Missing data is *always* better than inaccurate data

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⚠️ Incomplete HUD Verifications cause errors

What's the problem?	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 in ART ✓ Review the client detail tab
How do I fix this error?	✓ Review client file for documents verifying disability, income, benefits and/or health insurance ✓ If information is in file, complete HUD verification in HMIS

Missing data is *always* better than inaccurate data

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Review entries where children are enrolled alone

|	
What's the problem?	Child (under 18) enrolled in project without an adult (18+)
How do I find this error?	NCCEH Data Center staff will contact agencies directly to correct this error
How do I fix this error?	✓ Child's entry alone has to be deleted and re-created from the HoH's entry ✓ Use the *How to Correct Child Alone Issues in ClientPoint and ShelterPoint* PDF

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📅 Ensure clients no longer in project are exited

What's the problem?	Clients no longer receiving services/staying in a bed are still enrolled in the project in HMIS
How do I find this error?	✓ Run the 0216 Unexited Clients Exceeding Max Length of Stay report
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 date

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Bed & Unit Inventory

Three Elements to B/U in HMIS
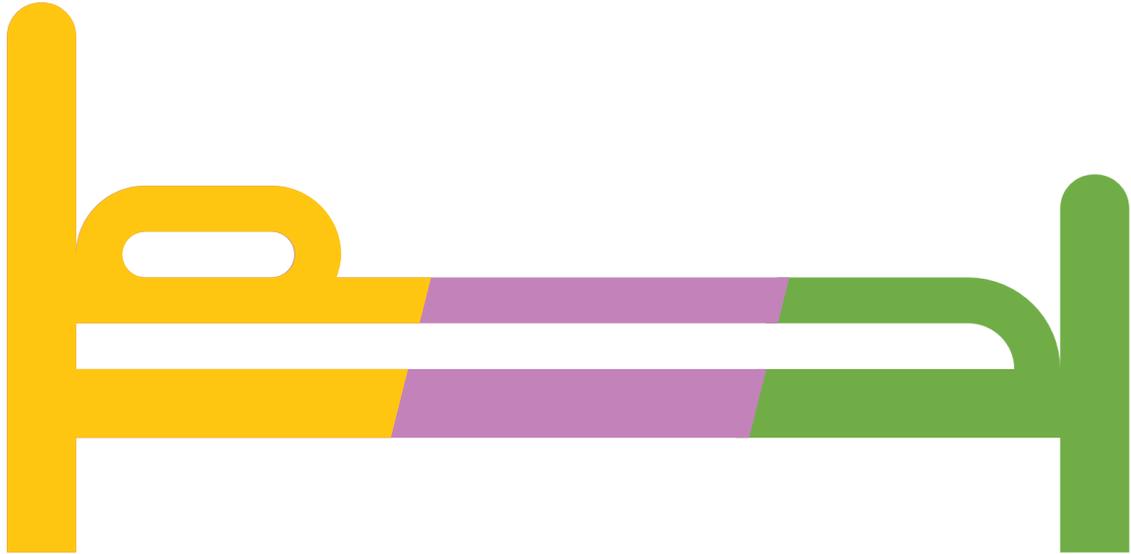
Household Type   Housing Type   Availability

Three Household types for beds

1 Households without children

2 Households with at least one adult and one child

3 Households with only children

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What if your beds are <u>not</u> limited by household type?

If your project does not divide beds by household type:

1. Use how many were used by each household type on the PIT night

2. Estimate typical divisions, such as 1/3 families, 2/3 single adults

3. Average the number of beds for each household type over a period of time, like a week or a month

Three Housing types for beds

1 Site-Based – clustered/multiple sites

2 Site-Based – single site

3 Tenant based – clustered/multiple sites

FOR RENT

Three Availability types for B/U

Beds are incorporated into utilization according to their availability to clients

1

365

Year-round

2

Overflow

3

Seasonal

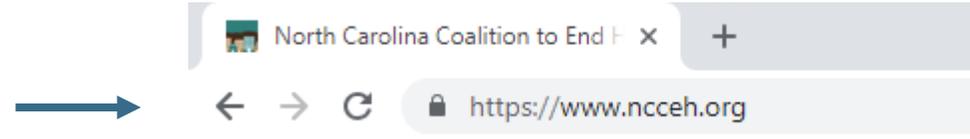NCCEH
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What was your inventory on these dates?

LSA report review Bed & Unit Inventory on 4 days

- October 25th
- January 30th
- April 25th
- July 25th

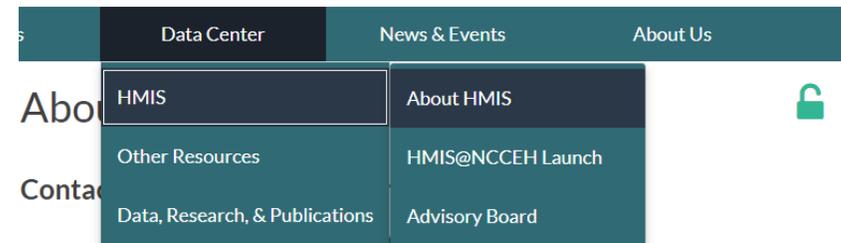HMIS *must* be up to date for these dates
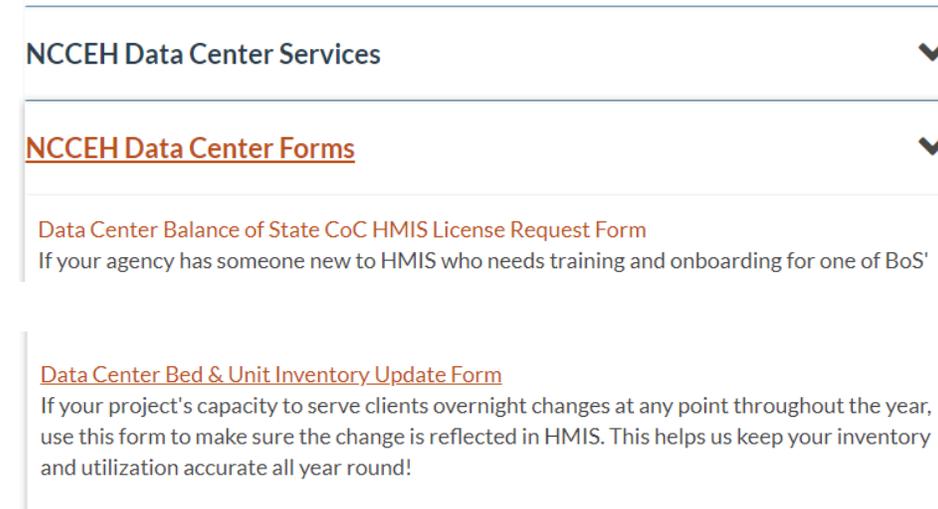
Have there been changes to your beds?

1 Go to **ncceh.org**

2 Click **Data Center**, **HMIS**, and **About HMIS**

3 Go to **NCCEH Data Center Forms** to find the:

4 [Data Center Bed & Unit Inventory Update Form](#)

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Data Center | News & Events | About Us
HMIS | About HMIS
Other Resources | HMIS@NCCEH Launch
Data, Research, & Publications | Advisory Board

NCCEH Data Center Services

NCCEH Data Center Forms

Data Center Balance of State CoC HMIS License Request Form
If your agency has someone new to HMIS who needs training and onboarding for one of BoS'

Data Center Bed & Unit Inventory Update Form
If your project's capacity to serve clients overnight changes at any point throughout the year, use this form to make sure the change is reflected in HMIS. This helps us keep your inventory and utilization accurate all year round!

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What to expect – 2018 Timeline

October 31, 2018
HDX 2.0 Opens for Official LSA Submissions

November 9, 2018
Test LSA Upload Deadline

November 30, 2018
Official LSA Submission Deadline

Late December
Outreach from Review Team Data Liaisons Begins

Late January
Deadline to Resolve Data Quality Flags with Data Liaison and Mark Data Complete

Within 3 Business Days
Deadline to Confirm LSA Data

Late February
Data Usability Determinations Communicated to CoCs

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Natural Disaster/Storm

Data Collection for displaced North Carolinians

NC Natural Disaster/Storm Resources

If any client has been displaced by a storm, the first step is to register:

disasterassistance.gov

Hurricane Florence specific resources are listed online at:

ncceh.org/hurricaneflorence

Clients may be eligible for disaster re-housing funds through Back@Home

NC Natural Disaster/Storm questions in HMIS

NATURAL DISASTER/STORM

ANSWER FOR HEAD OF HOUSEHOLD AND ADULTS

Are you experiencing homelessness due to a recent natural disaster/storm?   -Select- ▼ **G**

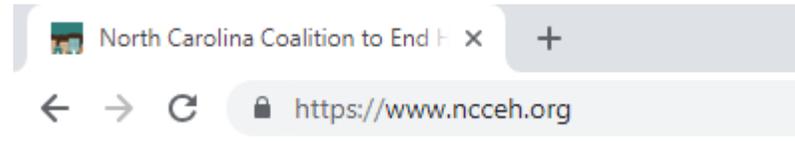**If the client answered "Yes", you must click the Add button below to complete the sub-assessment.**

🔍 **NC Natural Disaster/Storm**

There are resources and partners available during natural disasters/storms that can help you. Do we have your permission to use this information to coordinate with them to help you get resources and assistance?	What natural disaster/storm caused you to evacuate and seek other shelter?	Do you know if the place you were living was destroyed by the natural disaster/storm, seriously damaged but not destroyed, or not seriously damaged?	If the place you were living was destroyed or damaged in any way, do you have insurance to cover losses?	Have you registered with FEMA for assistance?	As of today, what are your plans for housing?	End Date

Add

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NC Natural Disaster/Storm questions in HMIS
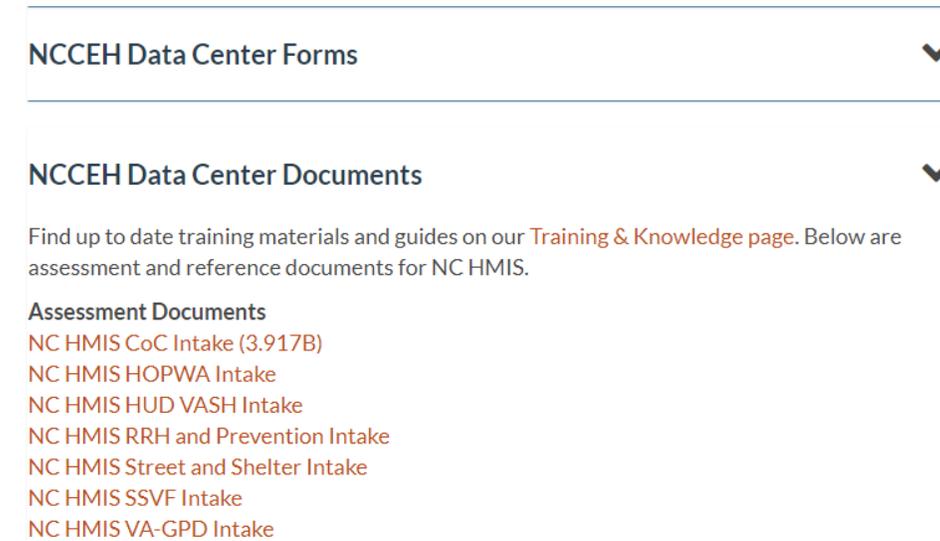
Have you printed new forms yet?

1 Go to **ncceh.org** →

2 Click **Data Center**, **HMIS**, and **About HMIS**
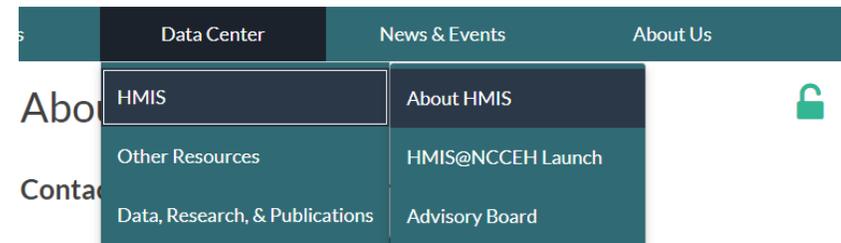
3 Go to **NCCEH Data Center Documents** to find the:

4 Find your project's **Assessment Documents**

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← → C   🔒 https://www.ncceh.org

Data Center	News & Events	About Us
HMIS	About HMIS	
Other Resources	HMIS@NCCEH Launch	
Data, Research, & Publications	Advisory Board	

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Conta

NCCEH Data Center Forms ⌄

NCCEH Data Center Documents ⌄

Find up to date training materials and guides on our Training & Knowledge page. Below are assessment and reference documents for NC HMIS.

Assessment Documents
NC HMIS CoC Intake (3.917B)
NC HMIS HOPWA Intake
NC HMIS HUD VASH Intake
NC HMIS RRH and Prevention Intake
NC HMIS Street and Shelter Intake
NC HMIS SSVF Intake
NC HMIS VA-GPD Intake

Report Updates in NC HMIS

APR and CAPER updates

All Projects now have accurate counts for the 4 dates used for utilization

7b - Point-in-Time Count of Persons on the Last Wednesday	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
January	45	8	37	0	0
April	45	8	37	0	0
July	43	7	36	0	0
October	0	0	0	0	0

*If the date range of the report doesn't cover all 4 dates, the clients won't appear
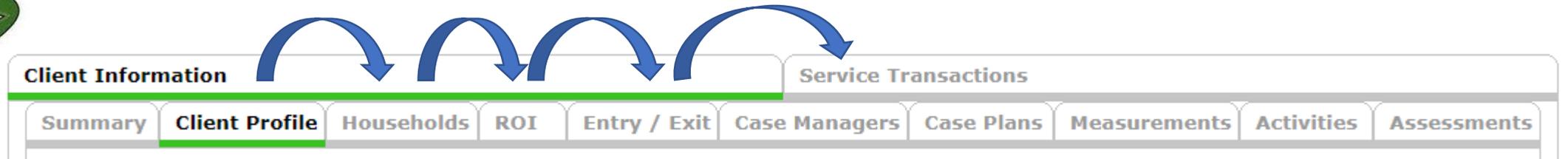
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APR and CAPER updates

PSH Projects can now measure how long it takes for a client to move-in

22c – Length of Time between Project Start Date and Housing Move-in Date					
	Total	Without Children	With Children and Adults	With Only Children	Unknown Household Type
7 days or less	36	7	29	0	0
8 to 14 days	0	0	0	0	0
15 to 21 days	0	0	0	0	0
22 to 30 days	9	0	9	0	0
31 to 60 days	0	0	0	0	0
61 to 180 days	0	0	0	0	0
181 to 365 days	0	0	0	0	0
366 to 730 Days (1-2 Yrs)	0	0	0	0	0
Total (persons moved into housing)	45	7	38	0	0
Average length of time to housing	5	0	6	0	0
Persons who were exited without move-in	0	0	0	0	0
Total	47	9	38	0	0

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Data Entry flow

What order to enter info?

What order to enter data

NCCEH has updated our website

Walk-through of new ncceh.org

Guided Meditation
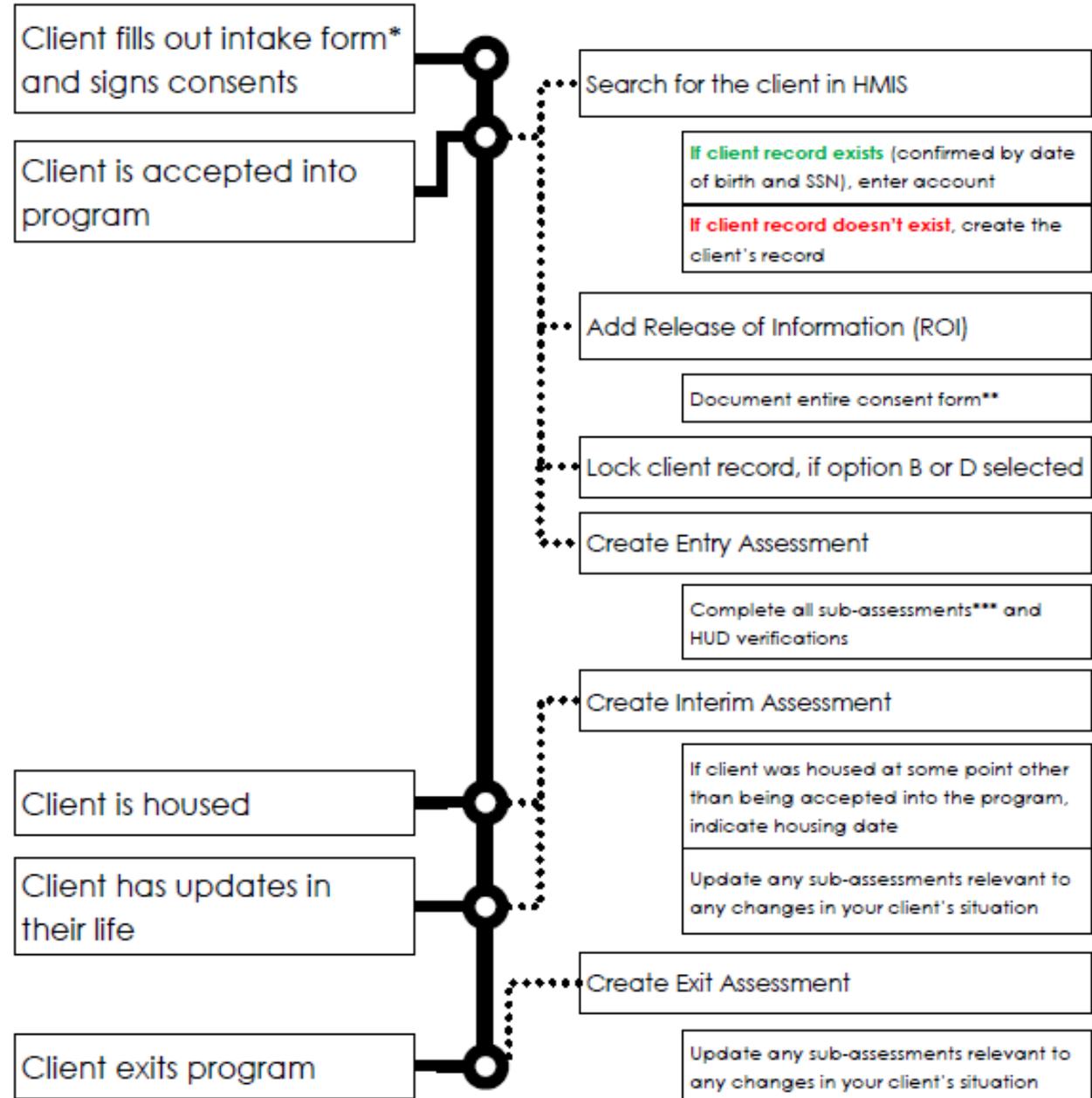
If you could get any info from HMIS, what would it be?

You're never too old
To wish upon a star.

Client Data Entry Timeline

Would you like this tool for your project type?

What could we improve for you?

- Guides?
- Fix it tools?
- Training?

Anonymous feedback link:

HMIS@NCCEH

Update

HMIS Transition Continues

Technical update

- The script to copy & purge the HMIS website has several errors identified by NCCEH Quality Assurance

- Current NC HMIS website has several errors that are going to be fixed before NCCEH is allowed to copy

- The script to fix current NC HMIS website is not ready

Launch date?

- No estimated date can be provided until current issue fixed

- Continue entering data into NC HMIS

HMIS@NCCEH Training

We'd love your help! Let us know what topics you or your agency needs more support on and how you'd prefer to receive training!!

[Send Training Feedback Now!]

What's Next?

Upcoming Deadlines and Events

Due	Report Name
October 26th	**State ESG Application deadline (including QPR)**
October 31st	**State ESG QPR deadline (Jan-Sept)** Longitudinal System Analysis (LSA) release
November 9	Longitudinal System Analysis (LSA) test upload deadline
November 29th	***Next* Durham Users Meeting**
November 30	**LSA official submission deadline**
Late January	Deadline to resolve LSA data quality flags
January	Point in Time (PIT) and Housing Inventory Count (HIC)
April	Point in Time (PIT) Count and Housing Inventory Count (HIC) deadline
May	System Performance Measure deadline

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Data security depends on all of us

Do not leave your computer logged in & unattended

Do not share passwords

Avoid using Internet Explorer or Edge for HMIS

Only use secure internet connections for client sensitive systems like HMIS

Update your users with the latest HMIS information

Alert us when staff with HMIS licenses leave your agency

Question & Answer

Ask us whatever!

ncceh.org/hmis
access local support for NC Balance of State, Durham, & Orange CoCs

919.410.6997 or **hmis@ncceh.org**
helpdesk for local support

North Carolina Coalition to End Homelessness

securing resources   encouraging public dialogue   advocating for public policy change