

Durham HMIS Users Meeting

November 2018



North Carolina Coalition to End Homelessness

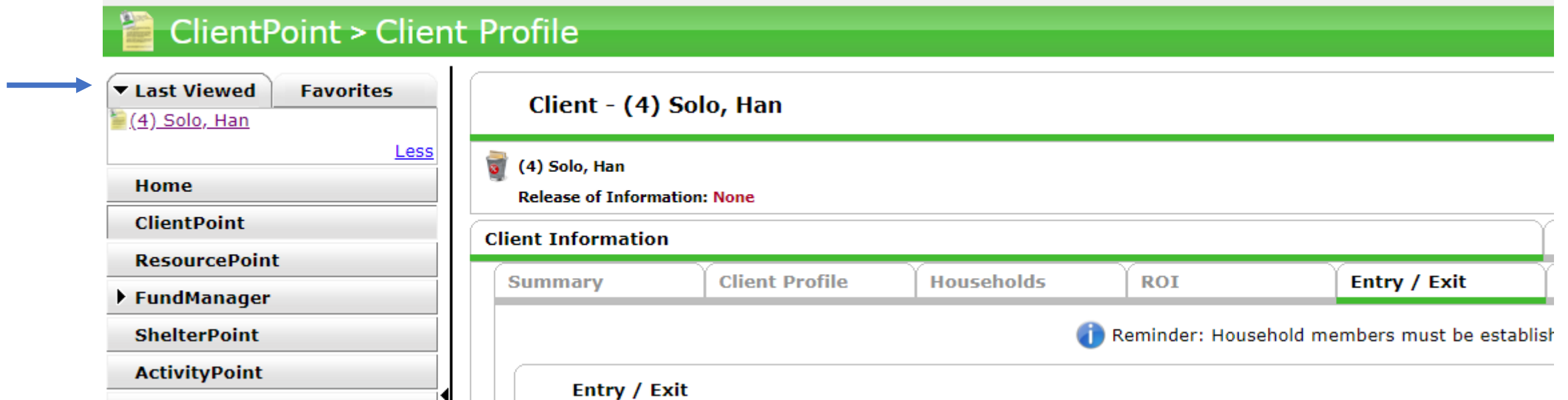
securing resources

encouraging public dialogue

advocating for public policy change

Early Arrival Tip!

Click the Last Viewed tab from the main menu on the left for a list of client profiles you just reviewed!
Great help for going back and forth between APR/CAPER results and a client file you're correcting!



The screenshot displays the ClientPoint interface. At the top, a green header bar reads "ClientPoint > Client Profile". On the left, a navigation menu is shown with two tabs: "Last Viewed" and "Favorites". The "Last Viewed" tab is active and contains a list of items, with "(4) Solo, Han" highlighted. A blue arrow points to this item. Below the list are buttons for "Home", "ClientPoint", "ResourcePoint", "FundManager", "ShelterPoint", and "ActivityPoint". The main content area shows the details for "Client - (4) Solo, Han", including a trash icon, the name "(4) Solo, Han", and "Release of Information: None". Below this is a "Client Information" section with tabs for "Summary", "Client Profile", "Households", "ROI", and "Entry / Exit". The "Entry / Exit" tab is selected. A reminder message is displayed: "Reminder: Household members must be establish".

November's Agenda

Longitudinal System Analysis Corrections

Let's keep it up!

HMIS@NCCEH Launch update

No Launch Date

How should we record housing referrals/match in HMIS?

Here's an intro to options!

Income & Non-Cash Benefits Sources

Are you collecting the entire element?

What's Next Calendar



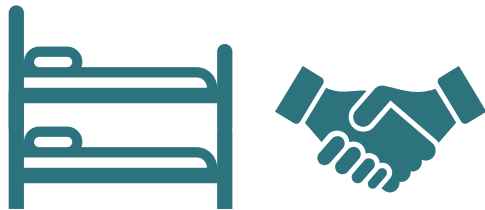
Longitudinal System Analysis

AHAR Makeover

What is the LSA again?

Longitudinal System Analysis is the report to Congress on the extent and nature of homelessness in America

- Annual HMIS Data (uses first entry), PIT, and HIC
- Federal Fiscal Year 2018 (10/1/2017 – 09/30/2018)



Homeless Projects
Emergency Shelter and
Transitional Housing



Rapid Re-Housing



Permanent Supportive
Housing

What to expect – 2018 Timeline





Common data issues and mistakes

How to review your project's client level data

Run a Dashboard Report for your project to get **instant** client-level data!

- Use Enter Data As mode before running report
- Run for reporting period: 10/01/2017 through 09/30/2018
- Use the report built for your funding source to better prepare for other reports (perfect for troubleshooting!)

| Funding Source | Dashboard Report |
|-----------------------|------------------|
| CoC or non-HUD funded | CoC-APR |
| ESG | ESG-CAPER |
| VA | SSVF-Export |

Data Quality Issues for LSA

- Four major elements flagging
 - SSNs
 - Homeless History
 - Housing Move-In Date
 - Exit Destination

Social Security Numbers

The full 9 digit SSN of the client

Locked Down for

- Privacy
- De-Duplication



79 Invalid SSNs
~6% Missing
12 duplicates

How to find SSN issues

Select the **blue** numbers in the Don't Know/Refused and Data Not Collected columns or rows to view a list of clients who are missing HMIS data.

| 6a - Data Quality: Personally Identifiable Information | | | | |
|--|------------------------------------|---------------------|-------------|-----------------|
| Data Element | Client Doesn't Know/Client Refused | Information Missing | Data Issues | % of Error Rate |
| Name (3.1) | 0 | 0 | 0 | 0% |
| SSN (3.2) | 3 | 2 | 4 | 6% |
| Date of Birth (3.3) | 0 | 1 | 2 | 2% |
| Race (3.4) | 0 | 0 | | 0% |
| Ethnicity (3.5) | 1 | 0 | | 1% |
| Gender (3.6) | 0 | 0 | | 0% |
| Overall Score | | | | 8% |

How to fix SSN issues

- Make sure Data Quality drop downs match the SSN

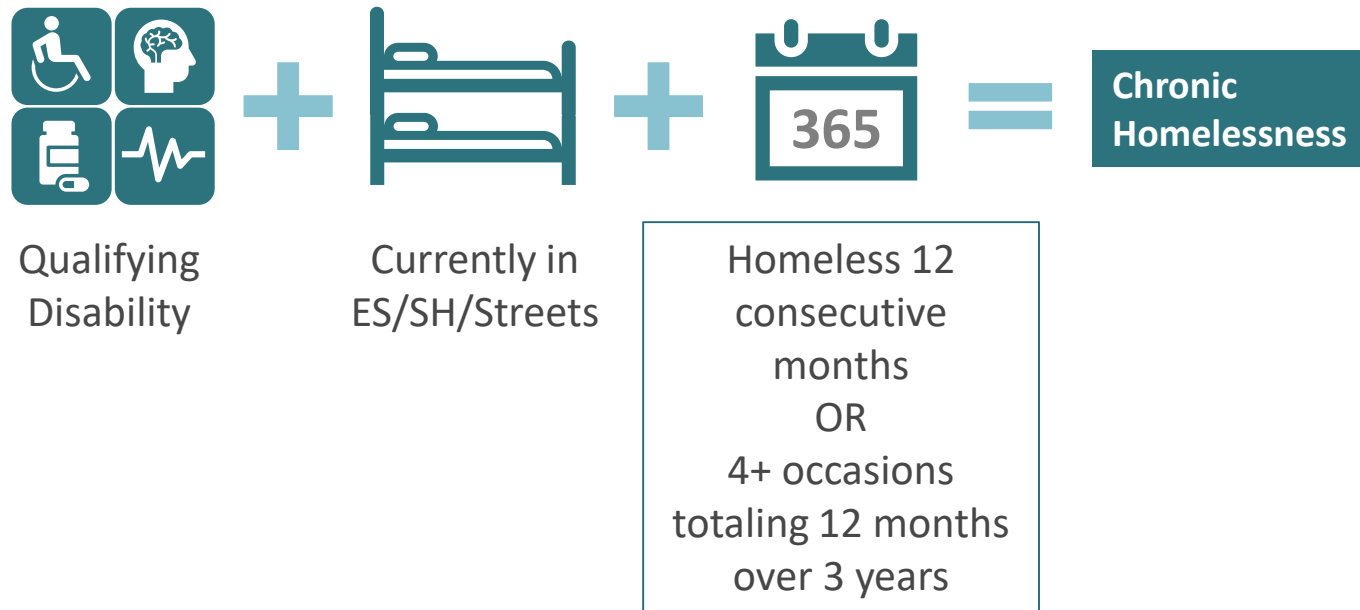
| Client Record | | | |
|-------------------|---|-------------|-----------------|
| Name | First Wonderwoman | Middle H | Last Wakanda |
| Name Data Quality | Full Name Reported | | |
| Alias | Goddess | | |
| Social Security | [] - [] - 4567 | | |
| SSN Data Quality | Approximate or partial SSN reported (HUD) | | |

| Client Record | |
|-------------------|---|
| Name | Wakanda, Wonderwoman H |
| Name Data Quality | Full Name Reported |
| Alias | Goddess |
| Social Security | ***-**-4567 |
| SSN Data Quality | Approximate or partial SSN reported (HUD) |

- If complete SSN needs to be updated, call the Data Center with the client ID and full/partial SSN

Homeless History

- Based on definition of Chronic Homelessness



Homeless History - questions

Approximate Date



~15% Null

- Record the date (an estimate) that this experience of homelessness began for the client
 - Based off HUD Literally Homeless definition and “breaks” in homelessness

Number of times and number of months on the streets or in shelter in the past three years

- Including the current experience of homelessness, what is the client’s recent homeless history?
 - According to chronic homeless definition, referring only to emergency shelter and unsheltered experiences







How to find Homeless History issues

- Select the **blue** numbers in the DK/R/missing columns to view a list of clients who are missing HMIS data.
- Remember that ALL three of the Homeless History questions are required for Adults and Heads of Households

| 6d - Data Quality: Chronic Homelessness | | | | | | | |
|---|------------------------|---------------------------------------|-----------------------------------|---|--|---|----------------------------------|
| Entering into project type | Count of total records | Missing time in institution (3.917.2) | Missing time in housing (3.917.2) | Approximate Date started (3.917.3) DK/R/missing | Number of times (3.917.4) DK/R/missing | Number of months (3.917.5) DK/R/missing | % of records unable to calculate |
| ES, SH, Street Outreach | 0 | | | 0 | 0 | 0 | 0% |
| TH | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| PH(all) | 2 | 0 | 0 | 0 | 0 | 0 | 0% |
| Total | 2 | | | | | | 0% |

How to fix Homeless History

- Review client file for Entry Assessment or contact the client to confirm
- Homeless History only appears on Entry Assessment
 - Make sure you're in the correct EDA and Backdate modes!

| | |
|---|---|
| Approximate date homelessness started: | <input type="text" value="07"/> / <input type="text" value="14"/> / <input type="text" value="2016"/>     |
| 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)"/> ▼  |
| Total number of months homeless on the street, in ES or SH in the past three years | <input type="text" value="More than 12 months (HUD)"/> ▼  |

Exit Destination

What

Identify where a client will stay immediately exiting a project

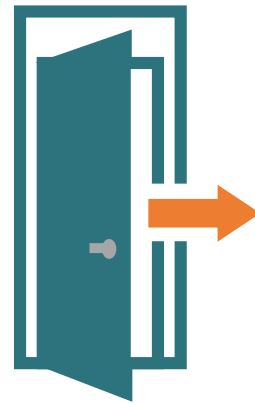


~28% Null

If Henrietta exits, where will she sleep that night?



Henrietta



Morning of
2/11/2018



Evening of
2/11/2018

How to find Exit Destination Issues

Rapid Re-Housing projects can be review Destination in two ways:

- Exits less than 90 days (23a)
- Exits more than 90 days (23b).

Prevention, Street Outreach, and Emergency Shelter projects can look at Question 23c for all Exits

| 23c - Exit Destination - All persons | | | | | |
|--|-------|------------------|--------------------------|--------------------|------------------------|
| | Total | Without Children | With Children and Adults | With Only Children | Unknown Household Type |
| Permanent Destinations | | | | | |
| Moved from one HOPWA funded project to HOPWA PH | 4 | 2 | 2 | 0 | 0 |
| Owned by client, no ongoing subsidy | 0 | 0 | 0 | 0 | 0 |
| Owned by client, with ongoing subsidy | 0 | 0 | 0 | 0 | 0 |
| Rental by client, no ongoing subsidy | 2 | 2 | 0 | 0 | 0 |
| Rental by client, with VASH subsidy | 0 | 0 | 0 | 0 | 0 |
| Rental by client with GPD TIP subsidy | 0 | 0 | 0 | 0 | 0 |
| Rental by client, other ongoing subsidy | 0 | 0 | 0 | 0 | 0 |
| Permanent Housing (other than RRH) for formerly homeless persons | 0 | 0 | 0 | 0 | 0 |
| Staying or living with family, permanent tenure | 0 | 0 | 0 | 0 | 0 |
| Staying or living with friends, permanent tenure | 0 | 0 | 0 | 0 | 0 |

How to fix Exit Destination issues

- Use the pencil beneath Exit Date to edit Destination

Client - (9) Lacks, Henrietta

Mass Visibility Update

(9) Lacks, Henrietta

Release of Information: Ends 10/17/2017

-Switch to Another Household Member- Submit

Client Information | Service Transactions

Summary | Client Profile | Households | ROI | **Entry / Exit** | Case Managers | Case Plans | Measurements | Assessments

Reminder: Household members must be established on Households tab before creating Entry / Exits

| Program | Type | Entry Date | Exit Date | Interims | Follow Ups | Client Count |
|---|------|------------|-----------|----------|------------|--------------|
| Heading Home Housing - Rowan County - Rapid Re-Housing (7075) | HUD | 10/17/2016 | | | | |

Add Entry / Exit

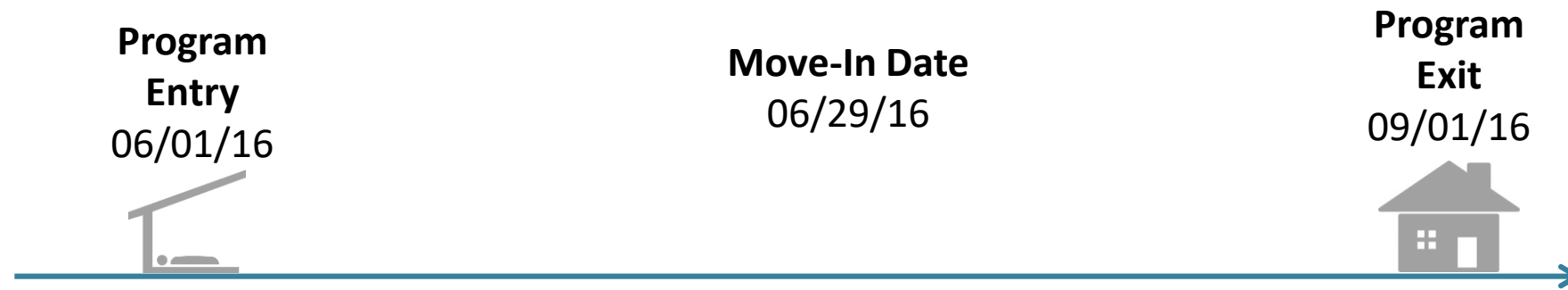
Showing 1-1 of 1

Click the pencil located under Exit Date to exit the client

- Use the [Exit Destination Guide](#)

Housing Move-In Date:

Add update when client moves into Permanent Housing



~64% Null (report edits should fix some of these, but we know some are missing too!)

Note: If client is not housed with your project's funding (either staff or rent, etc.), do **not** enter a Housing Move-In Date

How to correct Housing Move-In Dates

Add an Interim Update in HMIS

Release of Information: Ends 06/20/2018 -Switch to Another Household Member- ▾

Client Information **Service Transactions**

Summary Client Profile Households ROI **Entry / Exit** Case Managers Case Plans Assessments

i Reminder: Household members must be established on Households tab before creating Entry / Exits

Entry / Exit

| Program | Type | Entry Date | Exit Date | Interims | Follow Ups | Client Count |
|-----------------------|------|------------|-----------|----------|------------|--------------|
| This is a test (1234) | HUD | 06/26/2017 | | | | |

**Housing Move-In
Date = 06/29/2016**



The Housing Move-In Date MUST be entered via an INTERIM ASSESSMENT with a timestamp that occurs after the Project Start and before the Project Exit. If client is not in housing leave this question blank.

This question differentiates between clients who are awaiting placement and those who have moved into any type of permanent housing, regardless of funding source or whether the project is providing rental assistance.

HOUSING MOVE-IN DATE (Head of Household Only)

Housing Move-in Date / /

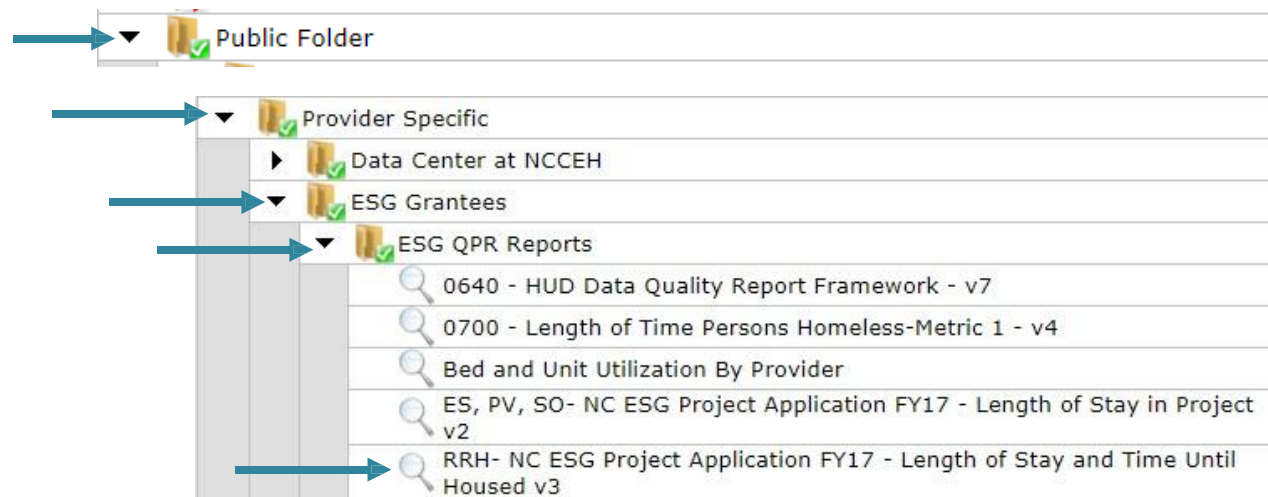
How to find Housing Move-In Date issues

| 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 | 16 | 0 | 16 | 0 | 0 |
| 8 to 14 days | 0 | 0 | 0 | 0 | 0 |
| 15 to 21 days | 3 | 0 | 3 | 0 | 0 |
| 22 to 30 days | 0 | 0 | 0 | 0 | 0 |
| 31 to 60 days | 9 | 0 | 9 | 0 | 0 |
| 61 to 180 days | 7 | 0 | 7 | 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) | 35 | 0 | 35 | 0 | 0 |
| Average length of time to housing | 32 | 0 | 32 | 0 | 0 |
| Persons who were exited without move-in | 0 | 0 | 0 | 0 | 0 |
| Total | 35 | 0 | 35 | 0 | 0 |

- The CoC APR and ESG CAPER identify missing or outlier Housing Move-In Dates (including incorrect ROIs) in several questions.

How to find – need more help?

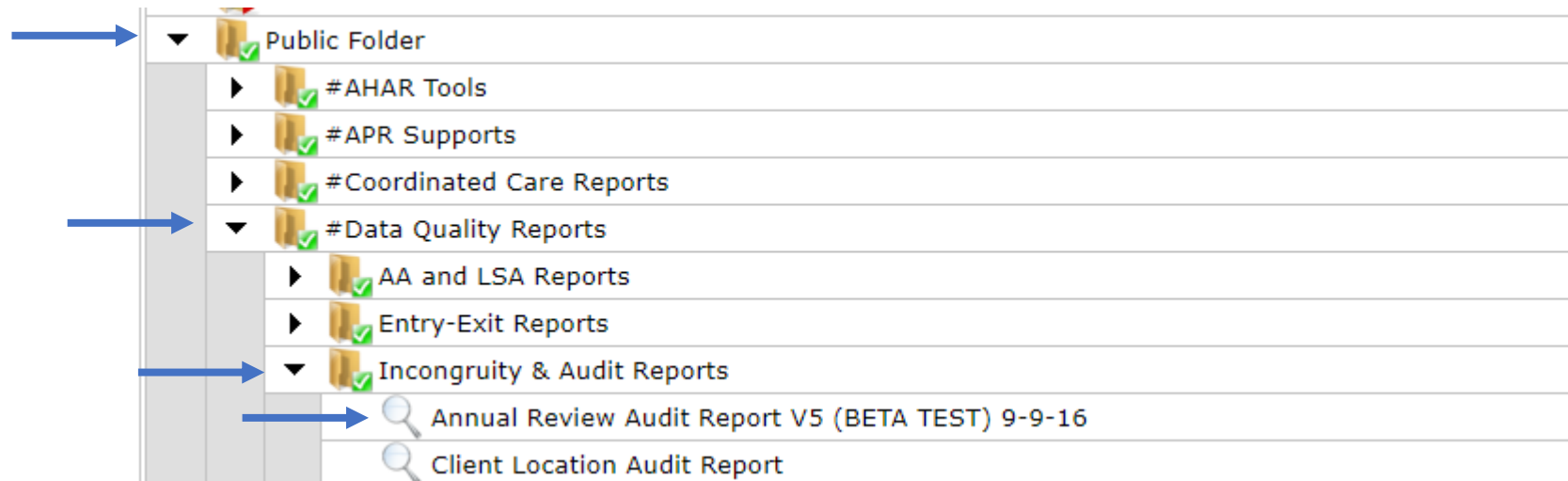
- Housing Move-In Date is a really important element. Use the **Length of Stay and Time Until Housed** Report in ART to zero-in on this element.
- Find this report in the ESG Folder of ART



*Can be used for PSH too!

How to find – need more help?

- Annual Assessments are not the highlight of the LSA, but is a common issue in Orange County. Use the



Tabs to help Case Managers



How to find – need more help?

Use the NCCEH Data Center's Guides

- [How to Read and Run the CoC-APR](http://www.ncceh.org/files/9344/) (http://www.ncceh.org/files/9344/)
- [How to Read and Run the ESG-CAPER](http://www.ncceh.org/files/9345/) (http://www.ncceh.org/files/9345/)

Call the Helpdesk at 919-410-6997

Email the Helpdesk at hmis@ncceh.org

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!!

Training Feedback

Coordinated Entry in HMIS

How to track homeless project and permanent housing project coordination

Coordinated Entry Works to Match Clients to Housing

Could be:

- A location clients find on their own – without supportive or financial services
- A location clients find with outreach, shelter or transitional housing supportive services
- A location clients find with permanent housing project supportive and/or financial services

These are all successes tracked through HMIS! (as Exit Destinations, No Return, and/or Housing Move-In Dates)

Coordinated Entry Works to Match Clients to Housing

Current gap: tracking how the community works together for permanent housing project move-ins

Solution: record housing referrals from homeless projects to PH projects

Durham CoC's Coordinated Entry System is expanding in HMIS

HMIS tracks:

- VI-SPDATs, VI-FSPDATs, TAY-SPDATs
- Community-wide prioritization lists via By Name List report
 - Care reviews and Exits to permanent housing

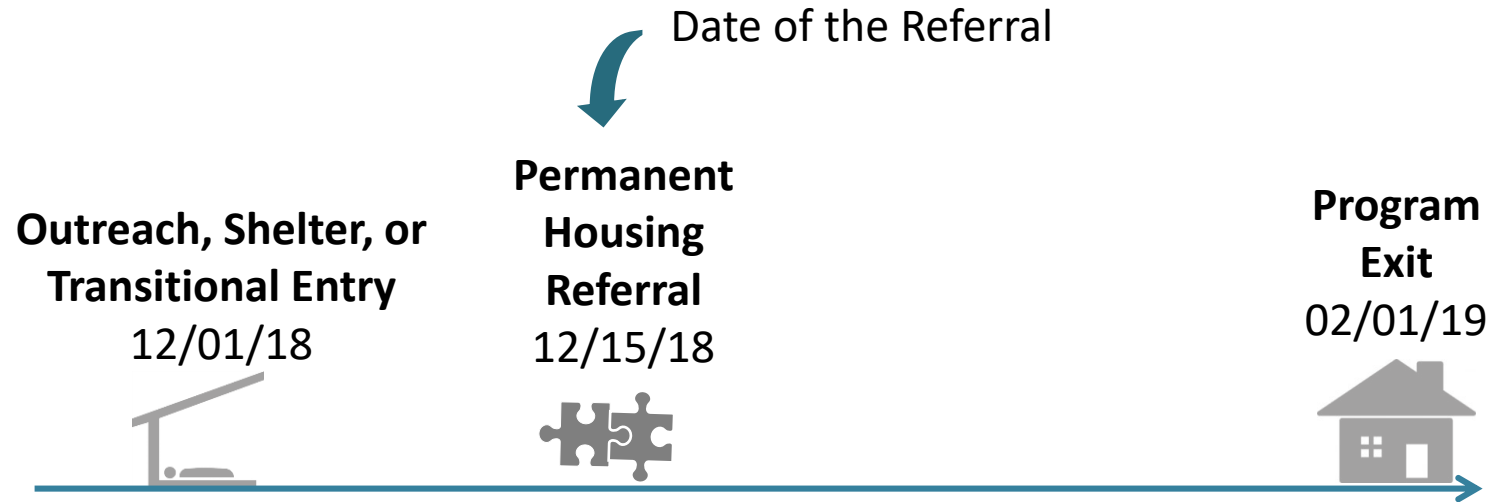
HMIS will track:

- Expanded, centralized Diversion
- Housing Matches to permanent housing projects and Housing Move-In Dates via By Name List report

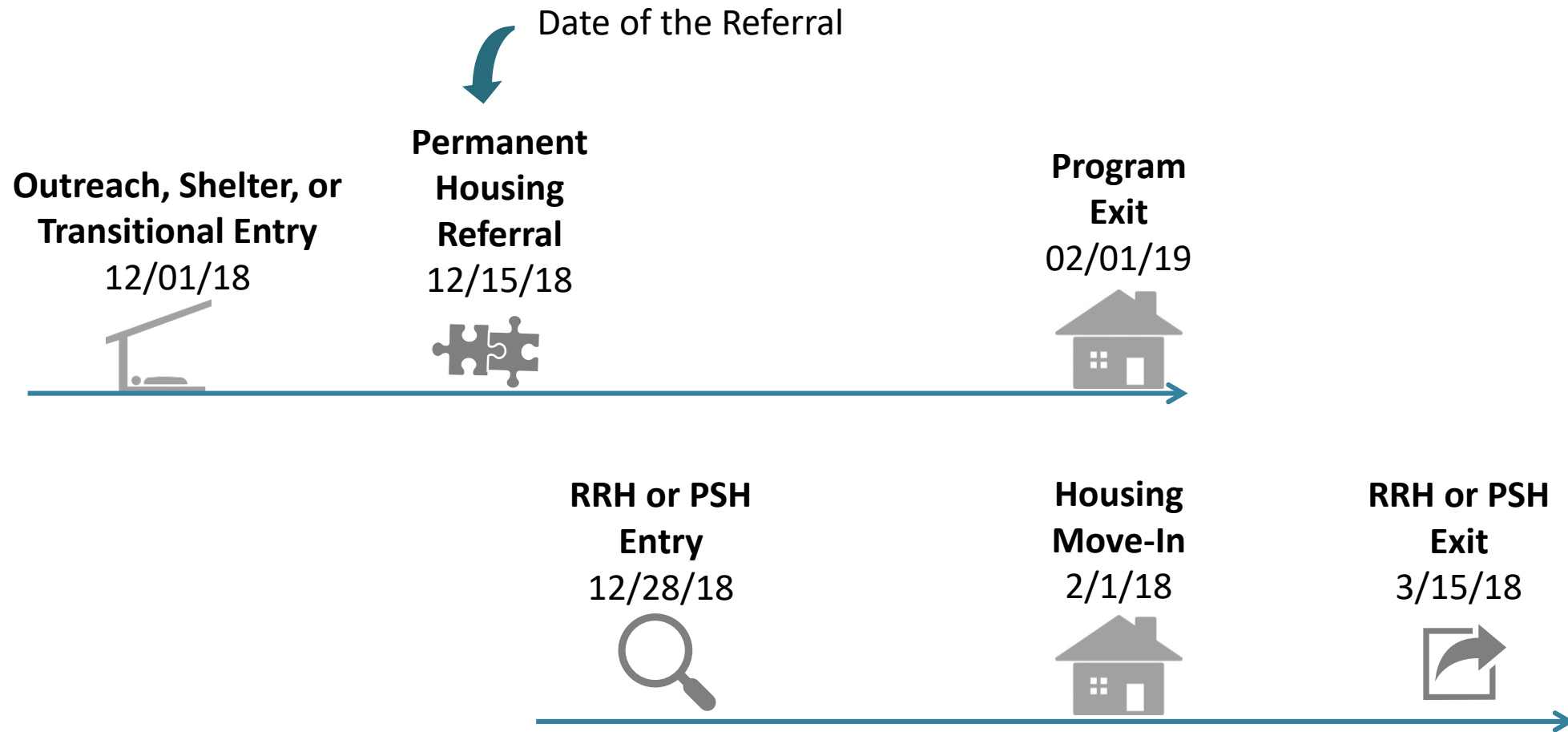
What does Housing Match track?

1. Date of the referral (outside of HMIS) for a client
2. Which project type and agency
(for example, Durham Housing Authority PSH)

When does Housing Match happen?



When does Housing Match happen?



How to do this in HMIS

1. Though current workflow

Housing Match questions added to Interim

Homeless project updates for match

~~(if applicable) reason for denial~~ (This will be discussed later)

Quick & Easy

2. Through a separate project to record Housing Matches

Housing Match questions added to a separate HMIS project

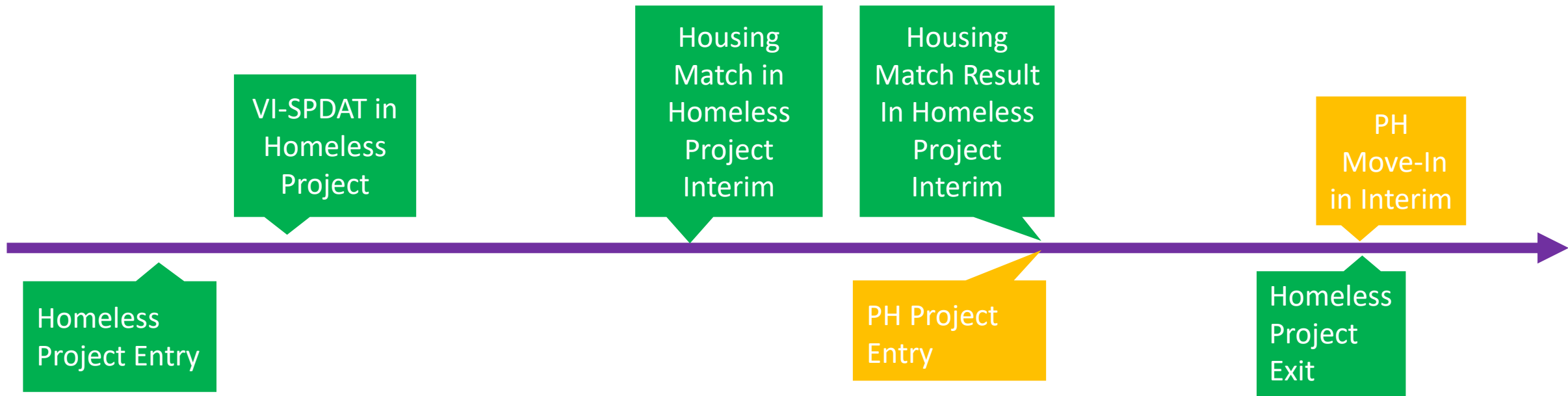
Homeless project adds entry for match

PH project uses Interim to un-match (if client not accepted)

PH project exits for enrollment (if client accepted)

*Expected requirement
from HUD in a year or two*

Option 1: Current Workflow

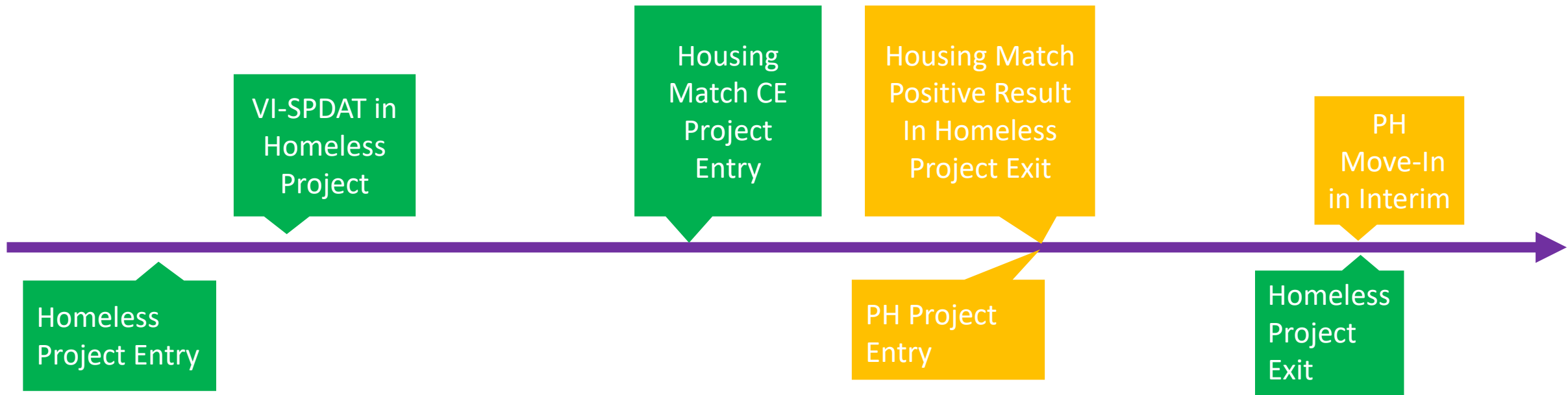


Homeless project responsibility



Permanent Housing project responsibility

Option 2: Separate CE Project

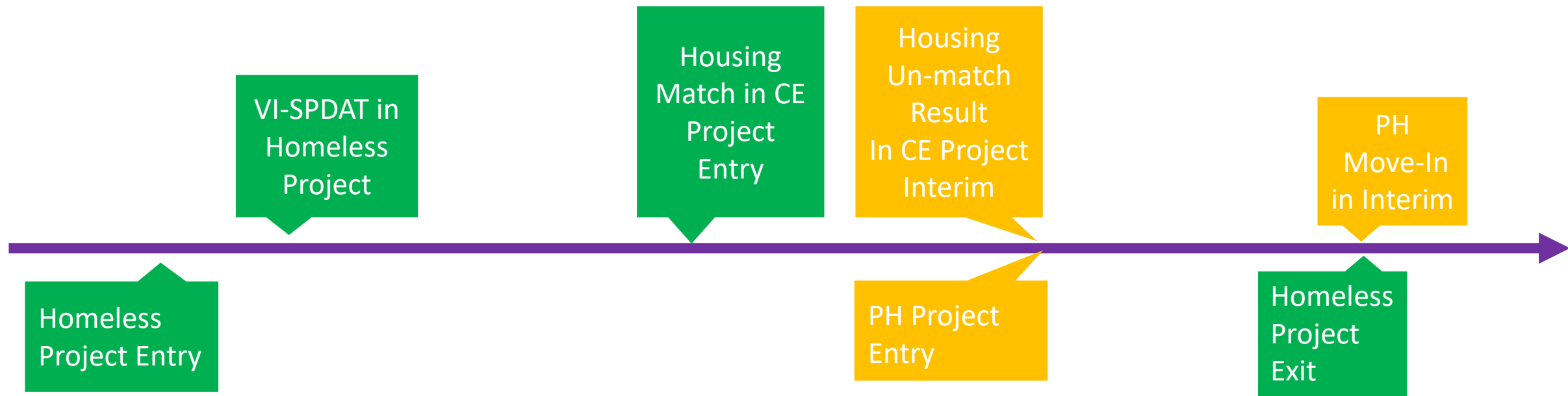


Homeless project responsibility



Permanent Housing project responsibility

Option 2: Separate CE Project



Homeless project responsibility



Permanent Housing project responsibility

Who to choose?




HMIS can have a dropdown list with projects, grants, or agencies

Agency Assigned/Matched

NC-502 Durham City and County CoC

-Select- ▼ G
-Select-
Placeholder 1

Date Matched

11 / 28 / 2018    G

What happened?

HMIS can list potential reasons match did or didn't work and date

To Be Completed by Housing Project Only, Upon Enrollment/Unassignment/Move-In

| | | | |
|-----------------------------------|---|--|---|
| Enrollment or Unassignment Reason | <input type="text" value="-Select-"/> |  |  |
| Enrollment/Unassignment Date | <input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/> |    |  |

Feedback from the group?

Option 1 selected – integrate into Homeless Project Interim Updates

- Online and In-Person training for outreach, shelter, and transitional housing staff requested
- Continue to discuss and troubleshoot how to record the result of the referral

Income & Non-Cash Benefit Sources

Are you collecting the entire element?

Income

What is HUD asking for? (Audience Question, not Rhetorical)

- Regular income that could contribute to or offset housing costs
 Could be any one of these types

| Source of Income |
|---|
| Alimony or Other Spousal Support (HUD) |
| Child Support (HUD) |
| Earned Income (HUD) |
| General Assistance (HUD) |
| Pension or retirement income from another job (HUD) |
| Private Disability Insurance (HUD) |
| Retirement Income From Social Security (HUD) |
| SSDI (HUD) |
| SSI (HUD) |
| TANF (HUD) |
| Unemployment Insurance (HUD) |
| VA Service Connected Disability Compensation (HUD) |
| VA Non-Service Connected Disability Pension (HUD) |
| Worker's Compensation (HUD) |
| Other (HUD) |

Non-Cash Benefits

What is HUD asking for? (Again real question)

- Current, ongoing access to mainstream benefits
All of these options are recorded:

| Source of Non-Cash Benefit |
|---|
| Supplemental Nutrition Assistance Program (Food Stamps) (HUD) |
| Special Supplemental Nutrition Program for WIC (HUD) |
| TANF Child Care Services (HUD) |
| TANF Transportation Services (HUD) |
| Other TANF-Funded Services (HUD) |
| Other Source (HUD) |

Income & Non-Cash Benefits

How could tracking this help clients and your programs?

How could we (as providers) improve collection of these elements?

What's Next?

Upcoming Deadlines and Events

| Due | Report Name |
|--------------------|--|
| December 14 | LSA official submission deadline |
| December 27 | CANCELED HMIS Users Meeting |
| January 23 | Point in Time (PIT) and Housing Inventory Count (HIC) |
| January 30 | Rescheduled HMIS Users Meeting |
| Late January | Deadline to resolve LSA data quality flags |
| April | Point in Time (PIT) Count and Housing Inventory Count (HIC) deadline |
| May | System Performance Measure deadline |

Data security depends on all of us



Which Password is Stronger?

password1234

IHatePa55word5

Acorn76Poodle

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