NC HMIS
HMIS User’s Meeting
February 2018

North Carolina Coalition to End Homelessness
securing resources        encouraging public dialogue        advocating for public policy change
Agenda

1. Welcome + Introductions
2. Point in Time Count and Housing Inventory Count
   1. Background
   2. Reports & Prompts
3. Feedback on real client experiences
4. What’s next?
What is the Point in Time Count (PIT)?

Count of people experiencing homelessness on a single night

Must be completed during last 10 days of January

“Snapshot” of homelessness in the CoC
Who is counted in the PIT?

- Sheltered homeless population: ES, TH, PH
- Unsheltered homeless population
- Subpopulations: chronically homeless, mentally ill, Veterans, unaccompanied youth, HIV/AIDS
What is the Housing Inventory Chart (HIC)?

An inventory of projects within our CoC that provide beds and units dedicated to serving persons who are homeless*

- Primary intent is to serve homeless persons
- Homeless status verified
- Actual project clients are predominantly homeless

Completed on a single night in January

*For RRH & PSH = homeless at entry
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
Three Housing types for beds

1. Site-Based – clustered/multiple sites
2. Site-Based – single site
3. Tenant based – clustered/multiple sites
Three Availability types for B/U

Beds are incorporated into utilization according to their availability to clients

1. Year-round
2. Overflow
3. Seasonal
## Required PIT/HIC Reports

<table>
<thead>
<tr>
<th>Project Type</th>
<th>NCCEH 2018 Housing Inventory Count Verification</th>
<th>0628 – HIC Supplement</th>
<th>0630 - Sheltered-Unsheltered PIT Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelter (ES)</td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>Transitional Housing (TH)</td>
<td>✔</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>Rapid Re-Housing (RRH)</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH)</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>
How to run PIT/HIC reports:
0628 HIC Supplement

<table>
<thead>
<tr>
<th>Select Providers:</th>
<th>Search for ONE project and select it with 🔄</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select Provider CoC Code(s):</td>
<td>Skip</td>
</tr>
<tr>
<td>EDA Provider:</td>
<td>Search for the SAME project and select it with 🔄</td>
</tr>
<tr>
<td>Enter Effective Date:</td>
<td>02/01/2018 (same as PIT plus 1)</td>
</tr>
<tr>
<td>Enter PIT Date PLUS 1 Day:</td>
<td>02/01/2018</td>
</tr>
</tbody>
</table>

*Agencies must run separate reports for each HMIS project*
How to run PIT/HIC reports: 0630 Sheltered-Unsheltered PIT

<table>
<thead>
<tr>
<th>Select Provider CoC Code(s):</th>
<th>Skip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select Provider(s):</td>
<td>Search for ONE project and select it with 📊</td>
</tr>
<tr>
<td>EDA Provider:</td>
<td>Search for the SAME project and select it with 📊</td>
</tr>
<tr>
<td>Enter Effective Date:</td>
<td>02/01/2018 (same as PIT plus 1)</td>
</tr>
<tr>
<td>Enter PIT Date:</td>
<td>01/31/2018</td>
</tr>
<tr>
<td>Enter PIT Date PLUS 1 Day:</td>
<td>02/01/2018</td>
</tr>
</tbody>
</table>

*Agencies must run separate reports for each HMIS project*
How to run PIT/HIC reports: NCCEH Housing Inventory Count Verification

<table>
<thead>
<tr>
<th>Enter CoC Code:</th>
<th>Remove NC-503 with - and select NC-513 +</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider(s):</td>
<td>Search for ONE project and select it with +</td>
</tr>
<tr>
<td>County:</td>
<td>Skip</td>
</tr>
<tr>
<td>Enter No if you want to see Non-HMIS-Participating Providers Only</td>
<td>Skip</td>
</tr>
</tbody>
</table>

*Agencies must run separate reports for each HMIS project*
### Check for missing data

<table>
<thead>
<tr>
<th>Error information</th>
<th>UDEs were not entered into HMIS at client entry, interim and/or exit*</th>
</tr>
</thead>
<tbody>
<tr>
<td>How do I find this error?</td>
<td>Review “Client Detail” tabs for missing data elements</td>
</tr>
<tr>
<td></td>
<td>- 0628 HIC Supplement- Tab D</td>
</tr>
<tr>
<td></td>
<td>- 0630 PIT report- Tab E</td>
</tr>
<tr>
<td>How do I fix this error?</td>
<td>If client is available, ask the client</td>
</tr>
<tr>
<td></td>
<td>Review client file for information</td>
</tr>
<tr>
<td></td>
<td>If information is in available, enter into HMIS</td>
</tr>
</tbody>
</table>

*Exit data is not included in PIT/HIC reports*
### Error information

Failure to create a program exit for clients no longer receiving services

### How do I find this error?

Review “Client Detail” tabs to ensure that all clients listed were in project on PIT night
- 0216 Unexited Clients Exceeding Max LOS
- 0628 HIC Supplement- Tab D
- 0630 PIT report- Tab E

### How do I fix this error?

If client is available, ask client
Review client file, consult with other staff to get information about date of client exit
Exit client from project using date
## Error information

Child enrolled in project alone without the Head of Household*

## How do I find this error?

Review “Populations” tabs, scroll to “Households with Only Children” section. This section should be blank*  
-0628 HIC Supplement- Tab B  
-0630 PIT report- Tab A

## How do I fix this error?

Child’s entry alone has to be deleted and re-created from the HoH’s entry  
Contact the Data Center for assistance

* This applies to projects that do not serve child only households
Utilization Rates

<table>
<thead>
<tr>
<th>1 client</th>
<th>4 clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 bed</td>
<td>2 beds</td>
</tr>
</tbody>
</table>

1 ÷ 1 = 100% Utilization
4 ÷ 2 = 200% Utilization

The percentage of Beds occupied on a given night must fall between 65% - 105%
Does this make sense?

The percentage of Beds occupied on a given night must fall between 65% - 105%

2 clients
4 beds

2 ÷ 4 = 50% Utilization

The percentage of Beds occupied on a given night must fall between 65% - 105%
Submit 2018 HIC/PIT data by Feb 28th

Orange 2018 PIT & HIC

Please complete this form to submit final 2018 PIT & HIC data. If corrections are needed, contact the Help Desk for assistance. At the bottom of the form, you will need to attach HMIS reports required for your project type:

ES+TH Projects should run the 3 reports below:
• 0629 Housing Inventory Count
• 0630 Point In Time for Sheltered and Unsheltered
• NCCEH 2018 Housing Inventory Count Verification

RRH+PSH Projects should run the 2 reports below:
• 0628 Point In Time for Sheltered and Unsheltered
• NCCEH 2018 Housing Inventory Count Verification

You will need to complete this form for each project/program at your agency.

All data should be submitted by Wednesday, February 21st.

The NCCEH Data Center is here to help you! Please contact our Help Desk at 919-410-6997 or hmis@ncceh.org if you have any questions or need additional assistance.

Agency Name *

Project Name *

Project Type *
What happens after submission?

Data Center staff will review each submission

Every submission will get a follow-up:

- If submission is good, you must confirm the data
- If we find issues/corrections are needed

Note: Updated reports must be resubmitted via form

Confirmed data marked as complete for CoC
Feedback
Location questions in HMIS

Where are clients staying when you meeting them? (County/City)

Where do clients want to find housing? (County/City)

Where do clients actually find housing? (County/City)
Location Questions Example

Henrietta is staying at an Emergency Shelter in Alamance County (Balance of State), but has contacted Rapid Re-Housing project for housing in Orange 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.
Household composition in HMIS

HMIS can help track some aspects of household composition – but has limits

Do households typically stay the same throughout the project enrollment?

What would be useful to know about household composition for your agencies?
Adding a Client to existing Entry
How to add a client to an existing household entry

- Remember to begin with EDA and Backdate mode
- Start on the Head of Household’s profile
How to add a client to an existing household
How to add a client to an existing household

<table>
<thead>
<tr>
<th>Name</th>
<th>Age</th>
<th>Head of Household</th>
<th>Relationship to Head of Household</th>
<th>Joined Household</th>
<th>Previous Associations</th>
<th>Household Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>(22) Smith, Wilson</td>
<td>Yes</td>
<td>Self</td>
<td></td>
<td>08/15/2017</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>(30) Smith, Jason</td>
<td>No</td>
<td>grandson</td>
<td></td>
<td>08/15/2017</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

This Household does not have any previous members.

Add Clients to the Household
Search for the client

Client Search

- Please Search the System before adding a New Client.

Name:
- First: Jo
- Last: Smith
- Name Data Quality: -Select-

- Alias:
- Social Security Number:
- Social Security Number Data Quality: -Select-

- U.S. Military Veteran?: -Select-
- Exact Match: 

- Search
- Clear
- Add New Client With This Information
If the client is found in results

<table>
<thead>
<tr>
<th>ID</th>
<th>Name</th>
<th>Social Security Number</th>
<th>Date of Birth</th>
<th>Alias</th>
<th>Gender</th>
<th>Household Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Smith, John</td>
<td>**<strong>-</strong>*-6789</td>
<td>1989</td>
<td>ice</td>
<td>Male</td>
<td>1</td>
</tr>
<tr>
<td>123</td>
<td>Smith, John</td>
<td>**<strong>-</strong>*-5555</td>
<td></td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>58</td>
<td>Smith, Terri</td>
<td></td>
<td></td>
<td></td>
<td>Don't Know</td>
<td>0</td>
</tr>
</tbody>
</table>

Selected Clients

<table>
<thead>
<tr>
<th>ID</th>
<th>Name</th>
<th>Social Security Number</th>
<th>Date of Birth</th>
<th>Alias</th>
<th>Gender</th>
<th>Household Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>123</td>
<td>Smith, John</td>
<td>**<strong>-</strong>*-5555</td>
<td></td>
<td></td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>

Showing 1-1 of 1
If the client is not found

- Scroll back up to complete client information
- Then select Add New Client
Complete the Household questions and Save & Exit

**Household Information - (8) Grandparent(s) and Child**

**Household Type:** Single Adult (no children)

- **Income:** US$0.00
- **Client Count:** 3

**Household Members**

<table>
<thead>
<tr>
<th>Name</th>
<th>Age</th>
<th>Head of Household</th>
<th>Relationship to Head of Household</th>
<th>Joined Household</th>
<th>Previous Associations</th>
<th>Household Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smith, Wilson</td>
<td></td>
<td>Yes</td>
<td>Self</td>
<td>08 / 15 / 2017</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Smith, Jason</td>
<td></td>
<td>No</td>
<td>grandson</td>
<td>08 / 15 / 2017</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Smith, John</td>
<td></td>
<td>No</td>
<td>brother</td>
<td>10 / 31 / 2017</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

**Add/Delete Household Members**

**Household History Report**
Before this entry, you’ll need an ROI

- Select your new client from the Household tab
- Then add the ROI for the appropriate date (your backdate mode)
How to add a client to an existing entry

- Go back to the Head of Household

### Client - (22) Smith, Wilson

- **Release of Information:** Ends 10/16/2018

### Service Transactions

#### Entry / Exit

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

<table>
<thead>
<tr>
<th>Program</th>
<th>Type</th>
<th>Entry Date</th>
<th>Exit Date</th>
<th>Interims</th>
<th>Follow Ups</th>
<th>Client Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heading Home Housing - Rowan County -</td>
<td></td>
<td>10/16/2017</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Shelter - State ESG (7224)</td>
<td>HUD</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heading Home Housing - Rowan County -</td>
<td></td>
<td>08/03/2017</td>
<td>11/07/2017</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Shelter - State ESG (7224)</td>
<td>HUD</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Showing 1-2 of 2
How to add a client to an existing entry

Edit Entry Data - (22) Smith, Wilson

Household Members

To update Household members for this Entry Data, click the box beside each name.

- [ ] (8) Single Adult (no children)
- [ ] (22) Smith, Wilson (Entry Date: 10/16/2017 5:16 PM)
- [x] (30) Smith, Jason (Entry Date: 10/16/2017 5:16 PM)

Include Additional Household Members

Edit Entry Data - (22) Smith, Wilson

<table>
<thead>
<tr>
<th>Provider</th>
<th>Heading Home Housing - Rowan County - Emergency Shelter - State ESG (7224)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>HUD</td>
</tr>
<tr>
<td>Entry Date*</td>
<td>10 / 16 / 2017 : 16 : 01 PM</td>
</tr>
</tbody>
</table>

Save & Continue  Cancel
Add the new client

Include Additional Household Members

Household Members

To include additional Household Members, click the box beside each name. Only Members from ONE Household may be selected at a time.

- (8) Single Adult (no children)
  - (22) Smith, Wilson
  - (30) Smith, Jason
  - (123) Smith, John

[Continue] [Cancel]
How to add a client to an existing entry

New client now included

Don’t change!
How to add a client to an existing entry

**Entry/Exit Data**

Note: If you change the provider selected it may cause the Assessments to adjust for the new Provider's Entry/Exit Assessment. The previous Assessment will still be attached to that Assessment record for the Client.

<table>
<thead>
<tr>
<th>Provider</th>
<th>Heading Home Housing - Rowan County - Emergency Shelter - State ESG (7224)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>HUD</td>
</tr>
</tbody>
</table>

**Household Members Associated with this Entry / Exit**

<table>
<thead>
<tr>
<th>Name</th>
<th>Head of Household</th>
<th>Entry Date</th>
<th>Exit Date</th>
<th>Interims</th>
<th>Follow Ups</th>
<th>Reason for Leaving</th>
</tr>
</thead>
<tbody>
<tr>
<td>(22) Smith, Wilson</td>
<td>Yes</td>
<td>10/16/2017</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(30) Smith, Jason</td>
<td>No</td>
<td>10/16/2017</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(123) Smith, John</td>
<td>No</td>
<td>10/16/2017</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Include Additional Household Members

Showing 1-3 of 3
How to add a client to an existing entry

1. Uncheck other HH members
2. Change date to match
3. Enter Backdate mode
How to add a client to an existing entry

Success! Now you can enter the client’s responses for the Entry Assessment

<table>
<thead>
<tr>
<th>Name</th>
<th>Head of Household</th>
<th>Entry Date</th>
<th>Exit Date</th>
<th>Interims</th>
<th>Follow Ups</th>
<th>Reason for Leaving</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>(22) Smith, Wilson</td>
<td>Yes</td>
<td>10/16/2017</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
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<td>No</td>
<td>10/31/2017</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
What’s on deck?
# Upcoming Deadlines and Events

<table>
<thead>
<tr>
<th>Due</th>
<th>Report Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feb 15</td>
<td>State Emergency Solutions Grant Consolidated Annual Performance and Evaluation Report (ESG CAPER)</td>
</tr>
<tr>
<td>Feb 21</td>
<td>ES and TH Deadline for PIT/HIC Submissions</td>
</tr>
<tr>
<td>Feb 28</td>
<td>RRH and PSH Deadline for PIT/HIC Submissions</td>
</tr>
<tr>
<td>Mar 19</td>
<td>Next Orange HMIS Users Meeting</td>
</tr>
<tr>
<td>March - April</td>
<td>System Performance Measures</td>
</tr>
<tr>
<td>June</td>
<td>HMIS Transition</td>
</tr>
</tbody>
</table>
Keep NC Safe Tips

Only access NC HMIS with a secure internet connection

Alert the Data Center 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