Orange 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
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
System Performance Measures

1. Length of Time Homeless
2. Return to Homelessness
3. Number of Homeless
4. Increase in Income
5. First Time Homeless
6. Exits and Retention of PH

HUD’s SPM Video Reviews are a great resources to refresh your memory!
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.

What data would impact this measure?
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
Meet Henrietta
1 Length of Time Homeless

- **ES Program**
  - Entry: 12/1/16
  - Exit: 12/31/16
  - Length of Time: 30 days

- **TH Program**
  - Entry: 1/1/17
  - Exit: 6/1/17
  - Length of Time: 152 days

**Total Length of Time Homeless:** 30 + 152 = 182 days
Length of Time Homeless

Approx. date homelessness started: 11/1/16

ES Program Entry: 12/1/16
ES Program Exit: 12/31/16

TH Program Entry: 1/1/17
TH Program Exit: 6/1/17

\[ 30 + 30 + 152 = 212 \]
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

What data would impact this measure?
Did the client really exit to permanent housing?

Client is a homeless project

Client exits homelessness to a permanent housing destination

Client is no longer housed and returns to homelessness
2 Returns to Homelessness

- PH Exit
- ES 03/23/2017
- Return

- Exits to Positive Destination 11/1/15
- Does access Homeless Services 11/1/15 – 11/1/2017
- Included in SPM Returns 10/1/2016 – 09/30/2017
2 Returns to Homelessness

- **PH Exit**
  - Exits to Positive Destination: 07/1/16

- **No Services**
  - Look for access Homeless Services: 11/1/15 – 11/1/2017

- **No Return**
  - Not included in SPM Returns: 10/1/2016 – 09/30/2017
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

What data would impact this measure?
3 Number of Homeless Persons

PIT Night Count

Unsheltered + Sheltered

HMIS Annual Data

All clients who entered a homeless project during the reporting period
**Employment and Income Growth**

**Definition**

Percentage change in the number of clients with employment income, non-employment, and total income for CoC funded projects

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

**Goal**

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

What data would impact this measure?
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

What data would impact this measure?
Definition
The number of clients enrolled in safe haven, 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.

What data would impact this measure?
7 Permanent Housing Placement & Retention

7b.1 Change in exits to permanent housing destinations

- 10/1/2016 to 10/30/2016: ES, TH, or RRH Project Entry
- 10/30/2016 to 1/15/2017: Project Exit to PH Destination
- 1/15/2017 to 9/30/2017: PH Destination
7b.2 Change in exits to or retention of permanent housing
7b.2 Change in exits to or retention of permanent housing

- **10/1/2016**
  - PSH Project Entry
- **10/30/16**
- **9/30/17**
  - In PSH Project
  - Still enrolled at end of reporting period
ROIs in HMIS
Why do we need electronic ROIs?

Security

Visibility

Sharing
What can go wrong with electronic ROIs?

Expires

2016

2017

2018

Missing/Mismatched

2016

2017

2018

What is the hardest part about ROIs?

Entered for different project names
Tools to help: ROI Audit report in ART
Tools to help: ROI Audit report in ART

### Factfinding mission:
- Is ROI at wrong level?
- Is the Client still entered?

<table>
<thead>
<tr>
<th>Group ID</th>
<th>HMIS Client ID</th>
<th>Program Entry Date</th>
<th>Max ROI End</th>
<th>ROI Permission</th>
<th>ROI Provider</th>
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Housing Move-In Date
Who enters a Housing Move-In Date?

Do Not Enter for:
• Any Homeless Prevention, Emergency Shelter, Transitional Housing, Supportive Services clients

Enter Housing Move-In Date for:
• All Rapid Re-Housing project clients
• PSH projects 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
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!

- HUD says: Exit the client and start a new Entry if the Housing search resumes.

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**Program Entry** 06/01/16

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

**Evicted** 09/01/16

Exit and add new Entry (if still serving)

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How will this impact your workflow?
Are there other complicated Move-In situations that you’ve seen?
New Guidance: When a client leaves housing

Separate Entries for separate Housing efforts

- Exit clients from the HMIS Project to illustrate they left their housing
- Exit Destination should be set to where they stay the night after leaving
- Add a new HMIS Project Entry to illustrate the housing search process
- If new housing found, enter an Interim Update for the next Housing Move-In Date
Tools to help: 0706 Permanent Housing Placement-Retention

Click Last Page
## Tools to help: 0706 Permanent Housing Placement-Retention

<table>
<thead>
<tr>
<th>Client Id</th>
<th>Unique Id</th>
<th>Group Id</th>
<th>Provider</th>
<th>Proj Typ</th>
<th>Start Date</th>
<th>End Date</th>
<th>Move-In Date</th>
<th>Destination</th>
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<td>3/13/2017</td>
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<td>8/15/2016</td>
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<td>Jail, prison or juvenile detention facility (HUD)</td>
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C = Current Year  
PC = Prior & Current Year  
P = Prior Year
Annual Assessments
Checking for Annuals can reveal data issues

Review Type matters – Updates versus Annual Assessments

<table>
<thead>
<tr>
<th>Entry / Exit Provider</th>
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Checking for Annuals can reveal data issues

Income or Sub-Assessment issues on Entry

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[Disabilities]

- **HUD Verification**
Tools to help: Annual Review Audit
## Tools to help: Annual Review Audit

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<th>Group ID</th>
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**Household Count:** 2, **Clients:** 8
Tools to help: **Annual Review Audit**

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<th>Entry Exit Provider Id</th>
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**Household Count:** 2 2 **Clients**

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<th>Entry Exit Provider Id</th>
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**Household Count:** 2 2 **Clients**

**Total Households:** 4 4 **Total Client Count**
Tools to help: Annual Review Audit

**What’s wrong here?**
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 waaay better!

• Overall rate of under 10%

• How has your agency improved data collection or entry?
Tools to Help: 0701 Returns to Homelessness

ART Gallery Reports and Resources
- ART Gallery Report Manuals
- ART Gallery Reports
  - 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: 0701 Returns to Homelessness

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<th>Client Uid</th>
<th>Unique Id 407</th>
<th>Trans Id</th>
<th>Provider</th>
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<th>Start Date</th>
<th>End Date</th>
<th>1st Exit (from Table)</th>
<th>Days to Reappearance</th>
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Tools to help: 0706 Permanent Housing Placement-Retention
**Tools to help:** 0706 Permanent Housing Placement-Retention

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C = Current Year
PC = Prior & Current Year
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HMIS updates
HMIS @NCCEH Update

A new Homeless Management Information System at the North Carolina Coalition to End Homelessness will be launched in early July 2018!

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?
• Has your agency sent in the contact info for Agency Agreements Signers?
• 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.
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

<table>
<thead>
<tr>
<th>Due</th>
<th>Report Name</th>
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<tbody>
<tr>
<td>May 31st</td>
<td>System Performance Measure Deadline</td>
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<tr>
<td>May 31st</td>
<td>Entry/Exit Training 1 pm – 4:30 pm in Raleigh</td>
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<tr>
<td>June 18th</td>
<td>Next HMIS Users Meeting</td>
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<tr>
<td>July</td>
<td>HMIS@NCCEH Launch</td>
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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