

Orange HMIS Users Meeting

October 2018



North Carolina Coalition to End Homelessness

securing resources

encouraging public dialogue

advocating for public policy change

Enter your name so we know who's here

1 Click this icon



2

- Request presenter role
- Request mouse control
- Request to annotate



Settings



Exit this meeting

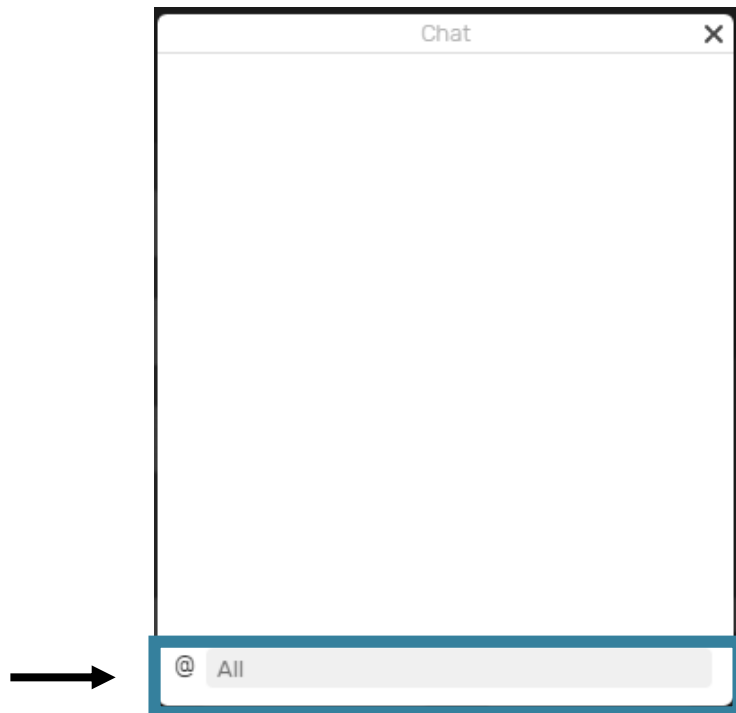
3

A screenshot of the Zoom mobile app's 'Profile' screen. At the top, there are four icons: a person (Profile), a speaker (Audio), a video camera (Video), and a meeting icon. Below these is a large grey area with a black circle in the center containing a camera icon and a person icon. Below this circle, the text 'COMPLETE YOUR PROFILE!' is displayed. At the bottom, there are two input fields: 'First Name' and 'Last Name'. The 'First Name' field is highlighted with a blue box, and the 'Last Name' field is also highlighted with a blue box. Red text 'Enter your name here' is overlaid on the 'Last Name' field. Arrows from the number '3' point to these two input fields.

How to chat us a question

- 1 On the computer, use the chat box

Click this icon



- 2 On the phone, hit *6 to unmute yourself to ask a question



October's Agenda

AHAR Makeover – introducing the Longitudinal System Analysis

What to expect

How to prepare

Our Data Now

Where does our community stand ahead of the LSA?

HMIS@NCCEH Launch update

NC Natural Disaster/Storms

Have you printed your new Assessments?

What's Next Calendar



Longitudinal System Analysis

AHAR Makeover

What is the AHAR again?

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 included

This is still all true!

The data from HMIS is a sub-section of the Congressional AHAR and is now called the Longitudinal System Analysis report

Changes to expect this year

LSA Report will include Rapid Re-Housing along with Emergency Shelter, Transitional Housing, and Permanent Supportive Housing



Homeless Projects
Emergency Shelter and
Transitional Housing



Rapid Re-Housing



Permanent Supportive
Housing



Unsheltered clients are still only incorporated via the PIT Count currently
Supportive Services Only, Street Outreach, and Other Permanent Housing (w/o Supports) are not included

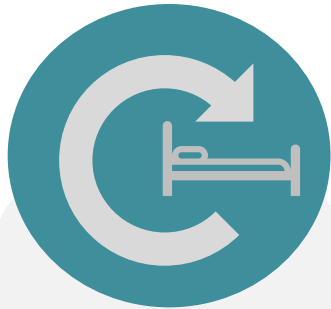
Changes to expect this year

LSA Report will incorporate most 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

Changes to expect this year

LSA Report will be built to be locally adaptable and allow CoCs to track local initiative outcomes

Can export reports with data already crunched regionally or quarterly

Ex: Tracking Length of Time Homeless for 55+ year old clients



Data Submission and Analysis Process

Data Prepared

LSA Report in HMIS

Point in Time
Count (submitted)

Housing Inventory
Count (submitted)

Data Uploaded

HUD Data
Exchange 2.0

Data Reviewed

Data
Liaison
Team
reviews

Data Submission & Analysis Export

AHAR to Congress

Local Reports

What does the LSA include?

The next few slides show us what the export will look like from HDX 2.0 and reveals what the LSA will be capable of providing.

Format

- De-identified, aggregated data
- Show trends and tracking over time
- Will not replace our data quality reports

Questions to consider

- What trends would you be interested in tracking?
- What could your agencies do with this data?

The LSA Includes Client Demographic Data

Familiar breakdown of household characteristics by household and project types

Households Served in the System During the Reporting Period	Adult Only (AO) Households			Adult and Child (AC) Households			Child Only (CO) Households		
	ES, SH, TH	RRH	PSH	ES, SH, TH	RRH	PSH	ES, SH, TH	RRH	PSH
Total Number of Households Served									
Total Number of People Served									
Total Number of Unaccompanied Young Adult Households (18-24)									
Total Number of 55+ Households									
Total Number of Veteran Households									
Total Number of Chronically Homeless Households									
Total Number of Disabled Households									
▼ Gender (HoH & Adults)									
Female									
Male									
Transgender									
Does Not Identify as Male, Female, or Transgender									
Missing, DK, or Refused									
▼ Age (in yrs of all persons in HH)									

The LSA Includes System Performance Measures

New breakdown of System Performance Measure outcomes by household type

All Households Served in the System During the Report Period

		▷ ALL		▷ AO		▷ AC		▷ CO	
▼ System Use During the Report Period		#	%	#	%	#	%	#	%
UNIVERSE: Total Number of Households Served Systemwide during the report period									
Total Number of People in Households Served Systemwide during the report period									
▼ System Engagement History									
Based on the Household's First Enrollment that Overlaps with the Report Period		#	%	#	%	#	%	#	%
UNIVERSE: Households experiencing any homelessness or RRH during the report period									
	Households experiencing homelessness for the first time this report period								
	Households that re-engaged in the homeless system after a previous temporary or unknown destination								
	Households that returned to homelessness this report period after an exit to a permanent destination								
	Households that have been continuously homeless since a prior report period								

The LSA Includes CH Status Details

More details for key Chronic Homeless data element, Homeless History

Demographics for the Indicated Member(s) of All Households in this Household Type Served During the Reporting Period <i>(Note: the project types are not mutually exclusive. People are included in every project type grouping in which they received services during the reporting period)</i>		ES/ SH/ TH (Literally homeless)	RRH	PSH
Chronic Homelessness and Disabling Condition (of HoH and adults)	Chronically Homeless			
	Meets CH LOTH, but no disabling condition			
	Meets CH LOTH, but unknown, refused or missing disabling condition			
	Meets CH LOTH and disabling conditions, but insufficient occasions			
	Meets CH LOTH but insufficient occasions and no disabling condition			
	Meets CH LOTH but insufficient occasions and missing disabling condition			
	Meets CH LOTH but not continuous and missing 3.917 data, has disabling condition			
	Meets CH LOTH but not continuous and missing 3.917 data, no disabling condition			
	Meets CH LOTH but not continuous and missing 3.917 data, missing disabling condition			
	Disabling condition, but missing LOT			
	No disabling condition and insufficient LOT			
	No disabling condition and missing LOT			
	Missing disabling condition and insufficient or missing LOT			

The LSA Includes System Paths

New breakdown of combinations of project entries and outcomes

Destinations for All Households in this Household Type Served in Specified "System Path Groups" <i>(System paths are mutually exclusive within this Household Type. The order in which any given client used the indicated combination of project types may vary.)</i>	Head of Household's Recorded Exit Destination																Total Number that Exited	Total Number that Remained
	PSH	PH - rent with temp subsidy	PH - rent/own with subsidy	PH - rent/own no subsidy	Family - permanent	Friends - permanent	Institutions - group/assisted	Institutions - medical	Institutions - incarceration	Temporary - not homeless	Homeless - ES/SH/TH	Homeless - Street	Family - temporary	Friends - temporary	Deceased	Unknown		
ES/SH Only																		
TH Only																		
ES/SH + TH																		
RRH Only																		
ES/SH + RRH																		
TH + RRH																		
ES/SH + TH + RRH																		
PSH Only																		
ES/SH + PSH																		
ES/SH + RRH + PSH																		
RRH + PSH																		
All other combinations																		
Any homeless project																		
Households that remained in PSH																		

Do any system path groups reflect a higher level of permanent housing destinations than others, particularly any that are coupled with reasonably high exit rates? Looking across household types, do any system paths appear to be more successful for some household types than others? Are any system path groups showing low overall exit rates?

The LSA Includes Disparity Data

Outcomes reported by Project Type, household characteristics, & demographics

Length of Time Homeless

In LSA, LOTH refers to the number of days in the 365-day period prior to the head of household's last active date in the reporting period or the end of the reporting period, whichever is earlier. All enrollments in that household type that are continuous with (i.e. uninterrupted by a break of 7 days or more) to an enrollment that overlaps with the reporting period.			Cumulative Number of Days Enrolled in the Identified Part of the System (HoH)											
			0 days	1-7 days	8-30 days	31-60 days	61-90 days	91-180 days	181-365 days	366-547 days	548-730 days	731-1094 days	1095 days+	Average LOT
Households with a White non-Hispanic HoH	#	Days in ES/SH												
		Days in TH												
		Total Days in ES/SH/TH												
		Other Days in RRH/PSH Prior to Move-in (minus Days reported above)												
		Total Days in ES/SH/TH/Pre-Move-in RRH/PSH												
		Other Days Homeless (i.e. self-reported days, minus any days already reported above)												
		Total Days Homeless												
		Days Housed in RRH (Housing Move-in Date to RRH Exit)												
		Total Days Assisted in ES, SH, TH, RRH (all days), and PSH Prior to Move-in (i.e. all days reported above except Other Days Homeless)												
		Number in PSH during the reporting period (excluding those who had already moved into PH prior to the start of the reporting period)												#
		Number in PSH who moved into PSH during the reporting period												#
Households with a White Hispanic HoH	#	Days in ES/SH												
		Days in TH												
		Total Days in ES/SH/TH												
		Other Days in RRH/PSH Prior to Move-in (minus Days reported above)												
		Total Days in ES/SH/TH/Pre-Move-in RRH/PSH												
		Other Days Homeless (i.e. self-reported days, minus any days already reported above)												
		Total Days Homeless												
		Days Housed in RRH (Housing Move-in Date to RRH Exit)												
		Total Days Assisted in ES, SH, TH, RRH (all days), and PSH Prior to Move-in (i.e. all days reported above except Other Days Homeless)												
		Number in PSH during the reporting period (excluding those who had already moved into PH prior to the start of the reporting period)												#
		Number in PSH who moved into PSH during the reporting period												#
		Are there disparities in LOTH between race/ethnicity household breakouts? Do racial minorities experience longer LOTH, consistent with findings about racial discrimination in housing markets?												

What to expect – 2018 Timeline

Date	Event
October	NCCEH Data Center staff begin running reports for accuracy and data quality issues
October 31	HUD Data Exchange (HDX) 2.0 will open for submissions (and HMIS report will be released)
November	Agencies and NCCEH Data Center staff will run data quality reports and check for corrections
November 30	CoC's Submission of final data due into HDX 2.0
January	Agencies and NCCEH Data Center review data quality errors and work to correct

What to expect – 2018 Timeline



Our Data Now

Where does our community stand ahead of the LSA?

NC County of Service



What

The county in which a client receives your project's services at any point in their enrollment



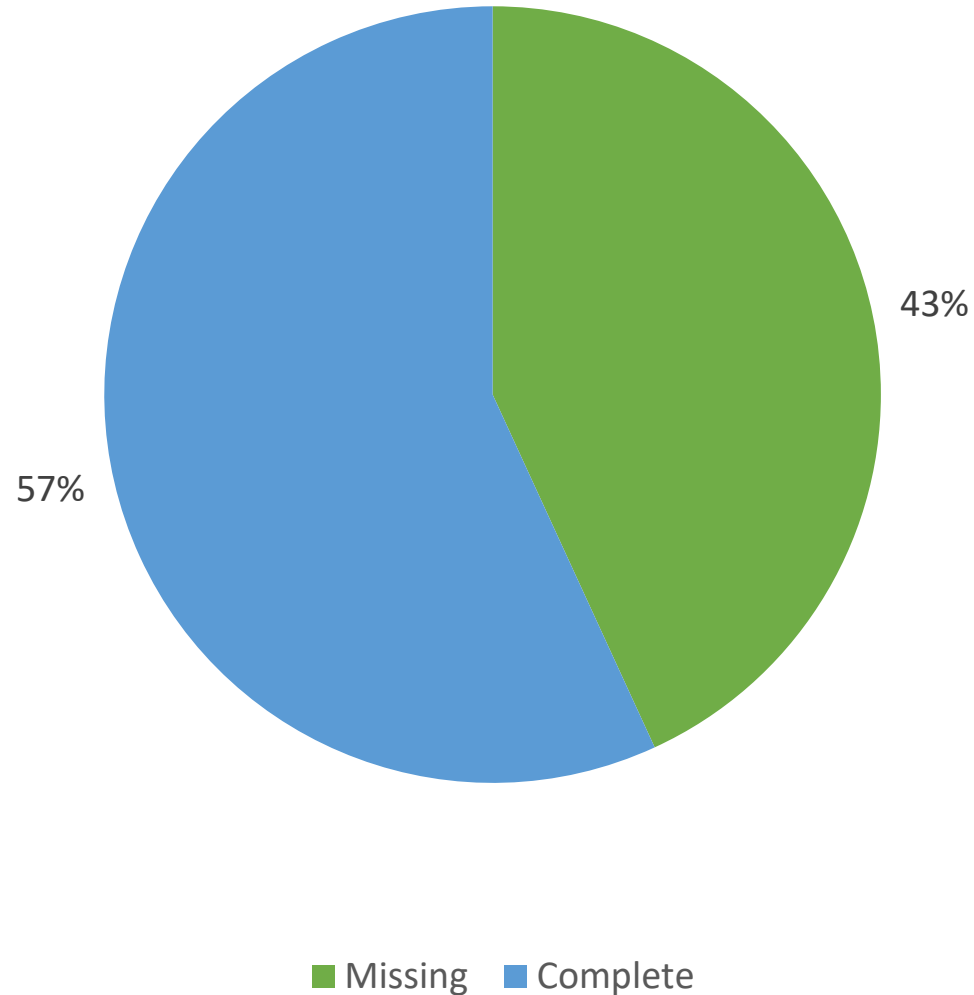
Collection Notes

The location of shelter, housing or supportive services indicates the County of Service at any given time

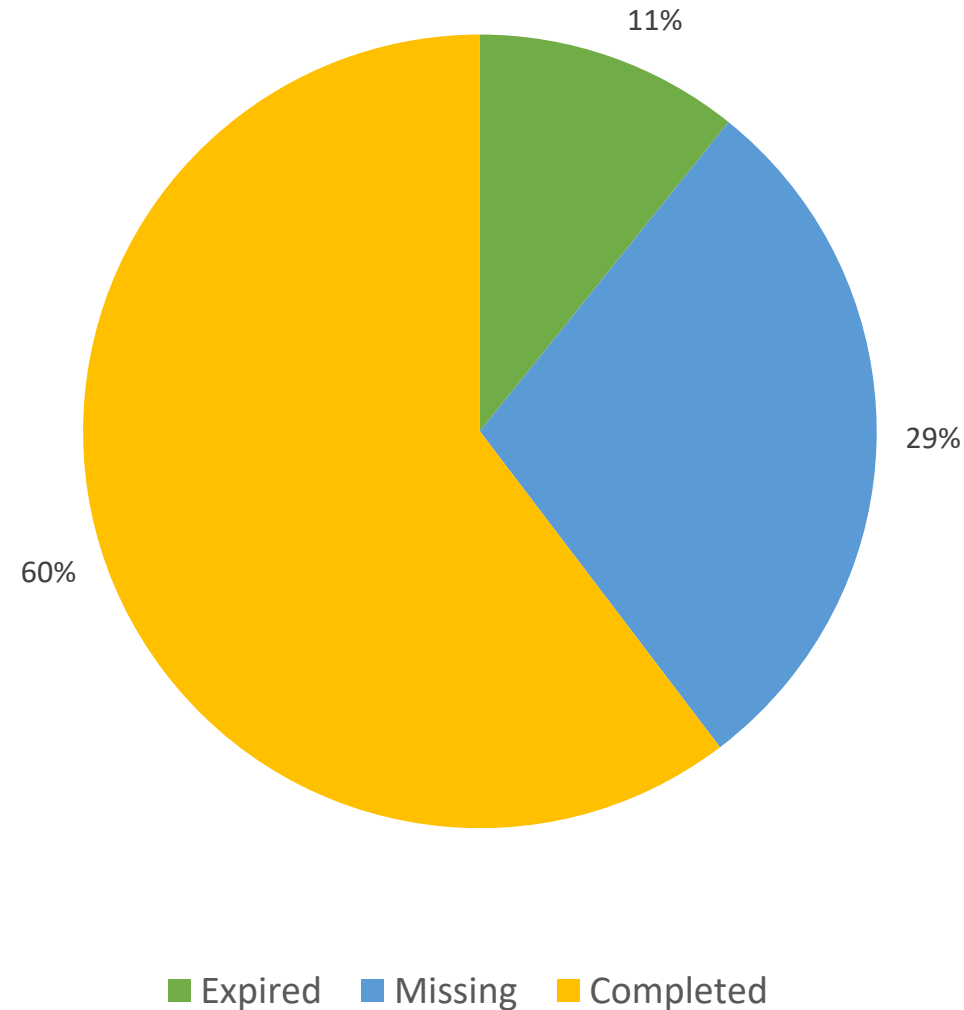
NC County of Service – Why?

1. NC Orange CoC began requiring this for all HMIS participating projects January 2018 to illustrate inter-connected regions
2. HUD's question Client Location isn't actually the same thing
Client Location is where the Head of Household is staying on the Project Start Date
3. Almost everyone is worried about affordable, safe, permanent housing options near client networks, jobs, and resources
Demonstrate this concern with data!

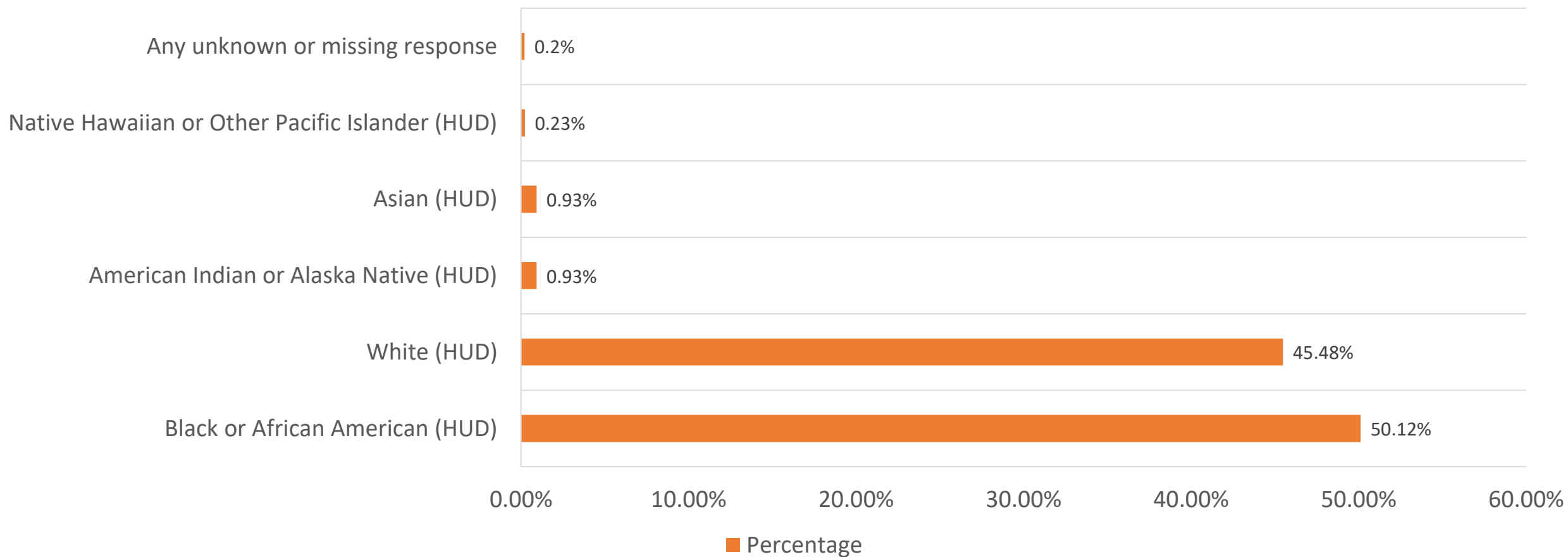
Clients Missing NC County of Service – CY 2018



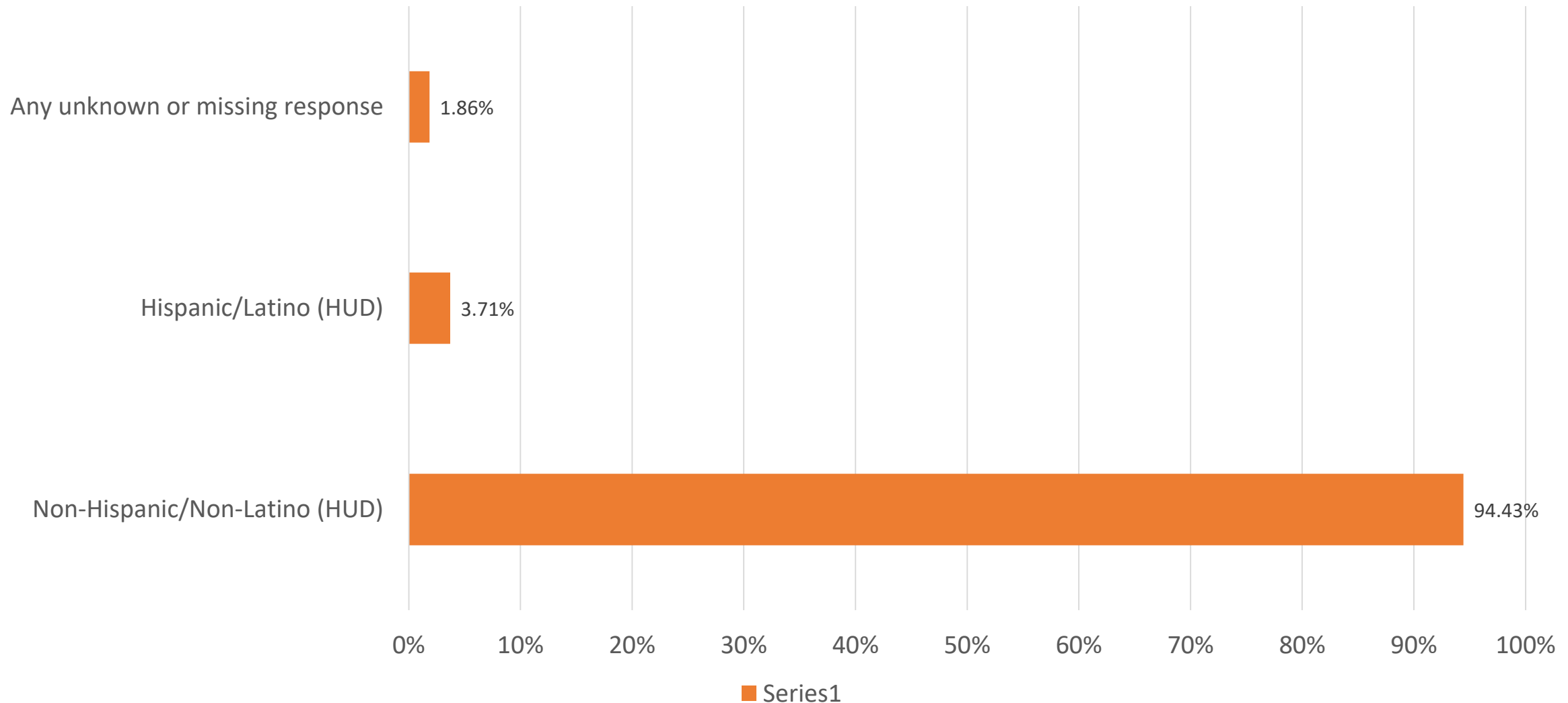
Clients Missing Electronic ROIs (as of 10/12/2018)



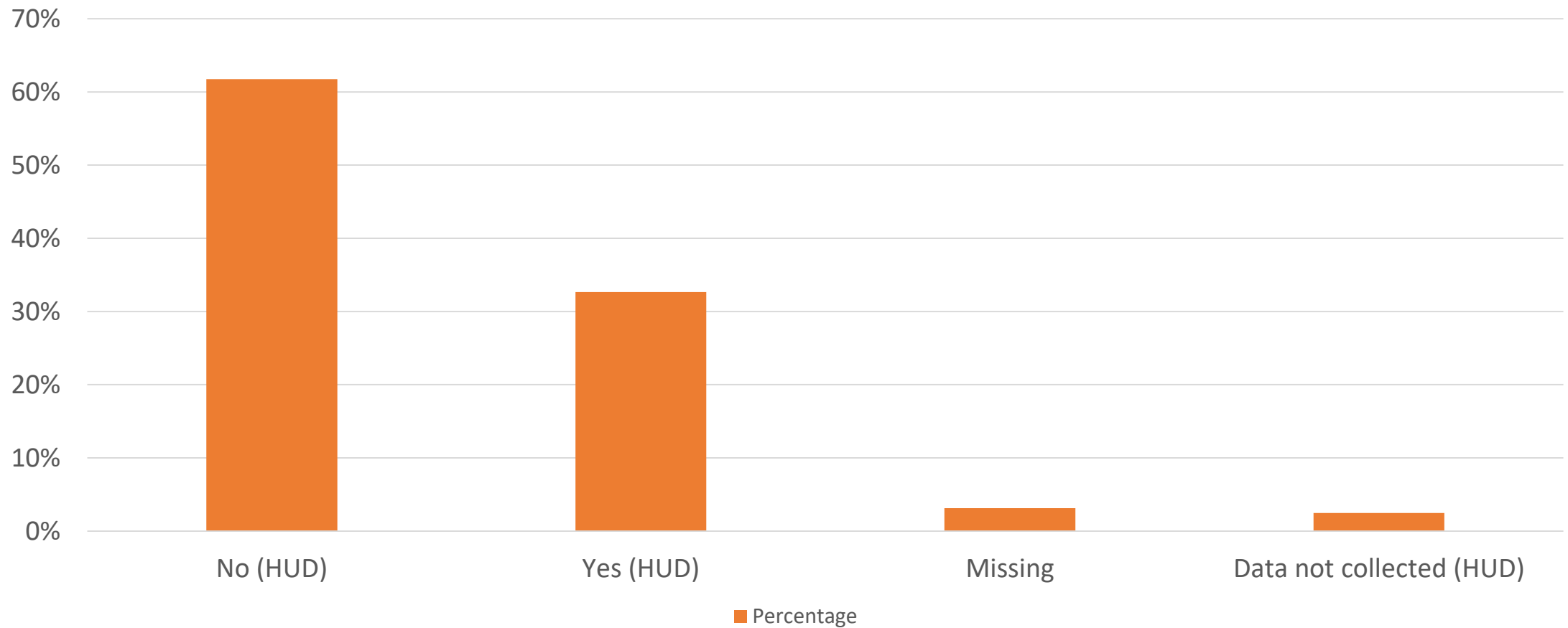
Race of Clients Served (as of 10/12/2018)



Ethnicity of Clients Served (as of 10/12/2018)

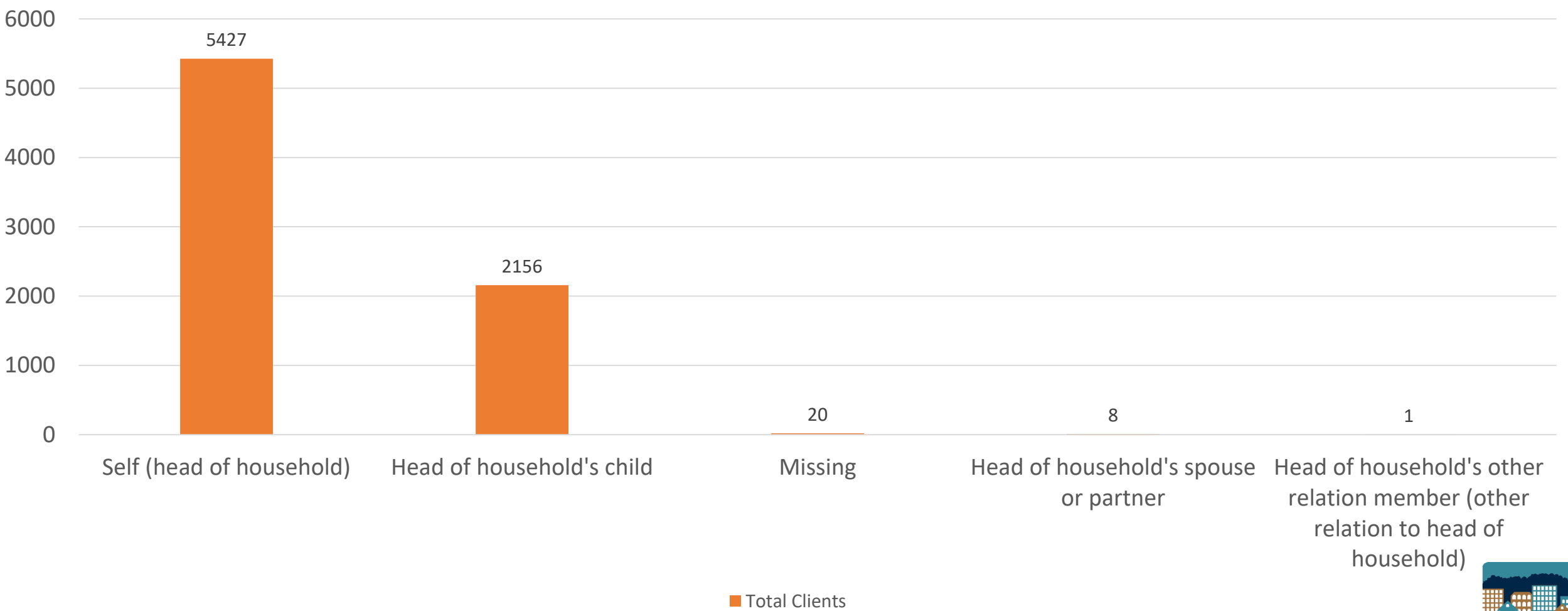


Disabilities of Clients Served (as of 10/12/2018)



Relationships to Head of Household of Clients Served

(as of 10/12/2018)



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

About the ROI Audit Report

The ROI Audit report provides ROI data about the clients enrolled in your project (the day report is run, or any date you specify).

For each client, the report shows if an ROI has been entered using Enter Data As mode and includes today's date.

The report assists agencies with ongoing monitoring for active clients, but will not help you look at ROIs for exited clients.

This is important: Entering ROIs incorrectly or not entering them at all can impact your reports and what is visible about your client to others in HMIS.

HMIS Pro-tips: ROI Audit Report

Entering Prompt Information

- Run the report for 1 project at a time

Reading the Report

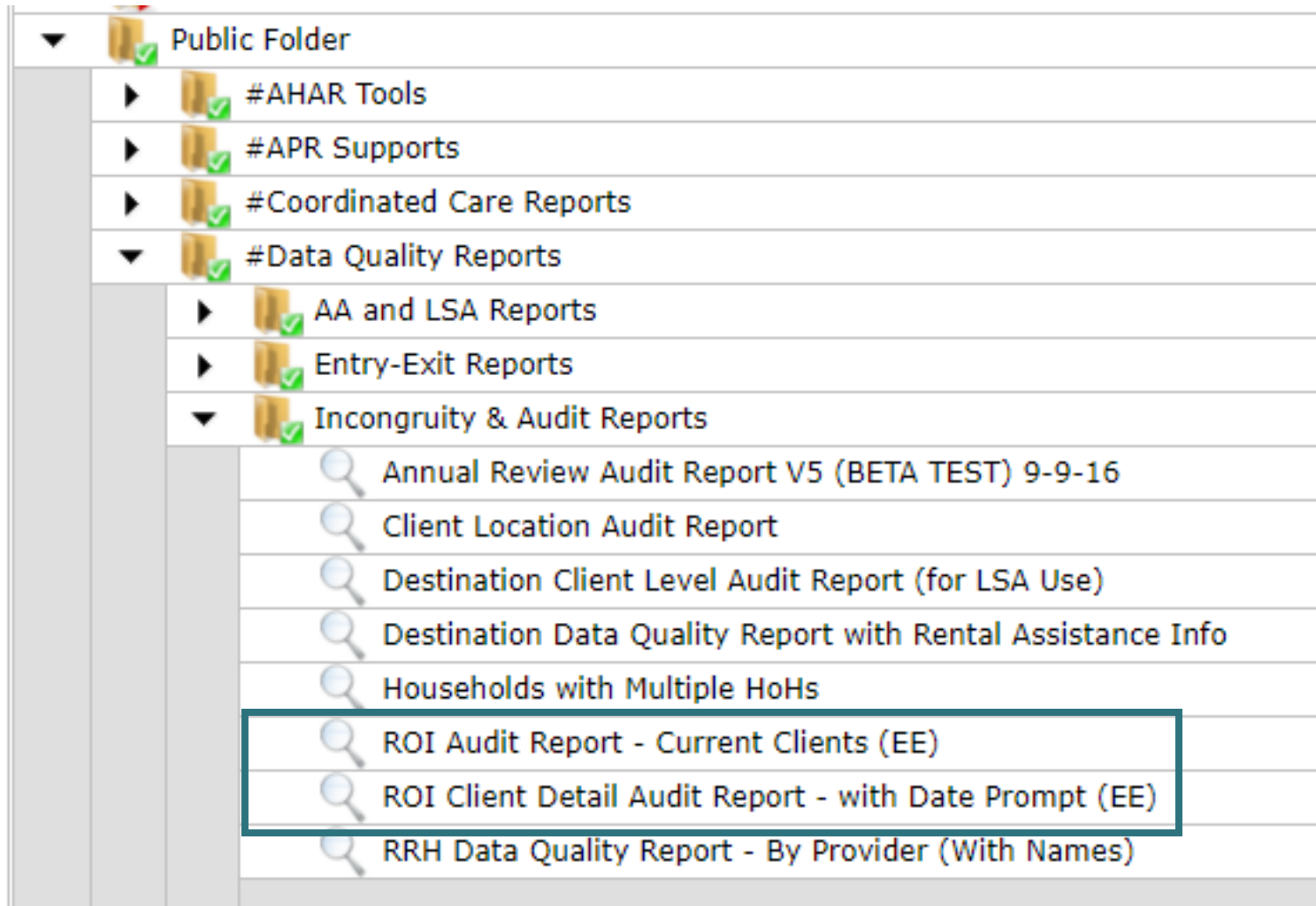
- Look for the highlighted rows – these are expired or missing ROIs
- ROIs entered without EDA are also highlighted

Group ID	HMIS Client ID	Program Entry Date	Max ROI End	ROI Permission	ROI Provider
11111	123456	4/22/2018		Missing ROI	Missing ROI
22222	123457	4/22/2018		Missing ROI	Missing ROI

Making Corrections in HMIS

- Check that you **EDA** to the correct provider BEFORE entering the ROI
- Be sure to **Backdate** to the correct date BEFORE entering the ROI

The ROI Audit Report is located in ART



How to review – 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

Lets be done with large scale DQ cleanup!

To maintain good data quality, our team is continuously running various client-level reports at CoC and project levels:

- Review reports for data errors
- Email the Agency Administrator about corrections
- Repeat!

EDA, ROI, and Backdate impact reporting. We will do our best to confirm if these are the errors before contacting you!

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



Natural Disaster/Storm

Data Collection for displaced North Carolinians

NC Natural Disaster/Storm questions in Forms

Why did the state add new questions?

Ongoing crisis for folks running out of resources

Financial resources are available

Research for future funding needs

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

disasterassistance.gov

NC Natural Disaster/Storm questions in Forms

Have you printed new forms yet?

New HMIS Data Collection forms from MCAH have been released:

[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](#)

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
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Add

NC Natural Disaster/Storm questions in HMIS

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?	<div><div>-Select-</div><div>G</div></div>
What natural disaster/storm caused you to evacuate and seek other shelter?	<div><div>-Select-</div><div>G</div></div>
If the client said "Other", please enter the name of the natural disaster/storm in the space provided.	<div><div></div><div>G</div></div>
What NC County were you living in immediately prior to the natural disaster/storm?	<div><div>-Select-</div><div>G</div></div>
What was your living	

Bed & Unit Inventory

Three Elements to B/U in HMIS



Household Type Housing Type Availability

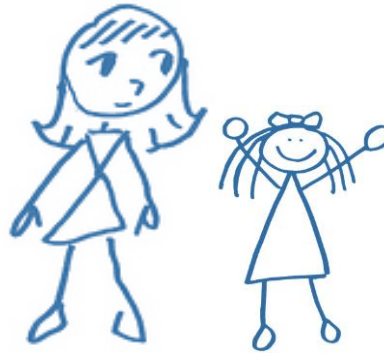
Three Household types for beds

1



Households
without children

2



Households with at
least one adult and
one child

3

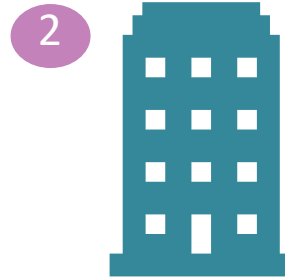


Households with
only children

Three Housing types for beds



Site-Based –
clustered/multiple sites



Site-Based – single site



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

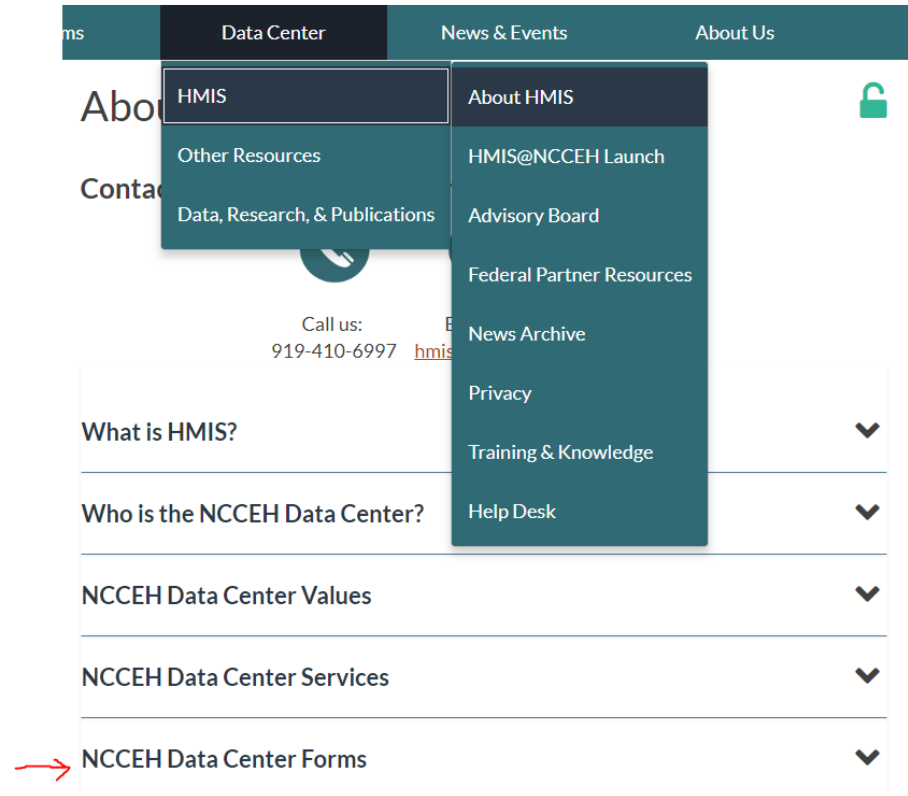
3



Seasonal

Have there been changes to your beds?

ncceh.org



Data Center Bed & Unit Inventory Update Form

What's Next?

Mediware is now WellSky

WellSky Community Services & Missions will combine service “across four key settings of care: hospitals, homes, practices and facilities, and the community”

[Corporate Website](#)

What happens to our ServicePoint website?

Branding and naming will not change until ServicePoint 6. The Data Center has asked for more specific dates.

For now, our HMIS is: nchmis.servicept.com

Upcoming Deadlines and Events

Due	Report Name
September	HUD Funding deadlines
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 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

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