December HMIS User Meeting Agenda

1. Introductions
2. AHAR Data
3. DQ Check:
   a. Length of Time Homeless
   b. Returns to Homelessness
4. NCCEH Reminders
5. Helpdesk Q&A
AHAR
Annual Homeless Assessment Report
AHAR contains data from 2 sources

- HKIS Data
- Point in Time Data
Your HMIS Data MATTERS!

Universal Data Elements
Gender
Entry Date, etc.

Project Descriptor Elements
Project Type
Bed and Unit Inventories
HMIS data is based on HUD UDEs

- October 1 to September 30 of the following year (12 months)
- Any person who enters ES, TH and/or PSH during reporting period
- Data are reported for individuals and person in families
- Veterans are counted in a separate AHAR submission
Some HMIS data is not included

- Homeless people who only use a supportive service program
- People in shelters that target victims of domestic violence
- People who are service resistant and do not access any type of homeless residential program
PIT data is also included in the AHAR

“Snapshot” of homelessness on a single night in late January

Unsheltered homeless population

Subpopulations: chronically homeless, mentally ill, veterans, unaccompanied youth, HIV/AIDS
Each category is evaluated for usability

**Coverage**
At least 50% of the beds in a category must be participating in HMIS.

**Utilization**
Bed utilization rates must be between 65% to 105%.

**Data Quality**
Low rate of missing data
Data reflects what is valid
Information is consistent across time
Unduplicated Annual Count

- FY 2015: 451
- FY 2016: 386
- FY 2017: 446

Source: Orange AHAR data
Estimated Client Counts throughout the year

Source: FY17 Orange AHAR data
Entries & Exits impact

Entries & Exits
Enter Data As mode for accurate project
Backdate mode for accurate dates

Timeliness
Delaying data entry increases risks to data quality

Remember: Missing data is ALWAYS better than inaccurate data
Families in Emergency Shelter

Number of Persons by Year

- FY 2015
- FY 2016
- FY 2017

Source: FY17 Orange AHAR data
Families in Transitional Housing

Source: FY17 Orange AHAR data
Families in Permanent Supportive Housing

Total Number of Persons by Year

Number of Persons in PSH for Families by Household Size

Source: FY17 Orange AHAR data
Households impact

**Households Tab**
Household Tab connects ROIs, Entries, Exits
Managing Households is hard, here’s our guide

**Entry Intake**
Relationship to HoH on Entry is source for HUD
All adults Households can exist!

Remember: Missing data is ALWAYS better than inaccurate data
Individuals in Emergency Shelter

Source: FY17 Orange AHAR data
Individuals in Transitional Housing

### Total Individuals by Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2015</td>
<td>30</td>
</tr>
<tr>
<td>FY 2016</td>
<td>120</td>
</tr>
<tr>
<td>FY 2017</td>
<td>140</td>
</tr>
</tbody>
</table>

### Age

- 18 to 24
- 25 to 30
- 31 to 50
- 51 to 61
- 62 and older

### Veteran Status

- Yes
- No
- Missing

### Disability

- Yes
- No
- Missing

Source: FY17 Orange AHAR data
Individuals in Permanent Supportive Housing

**Total Individuals by Year**

- **FY 2015**: 450
- **FY 2016**: 450
- **FY 2017**: 450

**Source:** FY17 Orange AHAR data
Universal Data Elements impact

**Null values**
Client Doesn’t Know, Client Refused, Data Not Collected

**Missing data**
Could be missing or could be misplaced with wrong EDA mode or Backdate

**Data Conflict or Inaccurate responses**
When two answers can’t both be true

Remember: Missing data is ALWAYS better than inaccurate data
## 2017 AHAR Data

Clients Served between 10/1/2016-9/30/2017

<table>
<thead>
<tr>
<th>Category</th>
<th>Total Persons</th>
<th>Average Utilization Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Shelters for Families</td>
<td>81</td>
<td>100%</td>
</tr>
<tr>
<td>Emergency Shelters for Individuals</td>
<td>109</td>
<td>67%</td>
</tr>
<tr>
<td>Transitional Housing for Families</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Transitional Housing for Individuals</td>
<td>145</td>
<td>100%</td>
</tr>
<tr>
<td>Permanent Supportive Housing for Families</td>
<td>69</td>
<td>96%</td>
</tr>
<tr>
<td>Permanent Supportive Housing for Individuals</td>
<td>42</td>
<td>91%</td>
</tr>
</tbody>
</table>

Source: FY17 Orange AHAR Data
Three Elements to B/U in HMIS

Household Type  Housing Type  Availability
Bed & Unit Inventory Impact

Contact the HelpDesk through our new Bed & Unit Inventory Update Form!
DQ Check: System Performance Measures
Help communities view their progress towards preventing and ending homelessness

The measures are interrelated and provide a more complete picture of system performance

Identify areas for improvement, needs, gaps
SPM data is pulled from two sources

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Row</td>
<td>Yes</td>
<td>Proj. Typ</td>
<td>Organization Name</td>
<td>Project Name</td>
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<tr>
<td>1E0S</td>
<td>2016</td>
<td>FSH</td>
<td>CASA</td>
<td>Carolina Place/1131 Carlton</td>
</tr>
<tr>
<td>1E0S</td>
<td>2016</td>
<td>IS</td>
<td>ORCAS</td>
<td>Emergency Housing</td>
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<tr>
<td>2E0S</td>
<td>2016</td>
<td>TRH</td>
<td>Passage Home</td>
<td>Essential Services (Matthew House/Millbrook Village)</td>
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<tr>
<td>2E0S</td>
<td>2016</td>
<td>FSH</td>
<td>CASA</td>
<td>Families at Home/HUD 2003 (Dek Hollow)</td>
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<td>2E0S</td>
<td>2016</td>
<td>IS</td>
<td>Salvation Army</td>
<td>Family Shelter</td>
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<tr>
<td>2E0S</td>
<td>2016</td>
<td>IS</td>
<td>Wanda Intersfaith Hospitality</td>
<td>Family Shelter</td>
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<tr>
<td>2E0S</td>
<td>2016</td>
<td>TH</td>
<td>Healing Transitions</td>
<td>SFD Veterans For Dinner</td>
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<tr>
<td>2E0S</td>
<td>2016</td>
<td>IS</td>
<td>Urban Ministries of Wake</td>
<td>Helen Wright Center</td>
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<td>2E0S</td>
<td>2016</td>
<td>FSH</td>
<td>Passage Home</td>
<td>Hollenden Place</td>
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<tr>
<td>2E0S</td>
<td>2016</td>
<td>FSH</td>
<td>CASA</td>
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<td>WCHS</td>
<td>Housing First Shelter &amp; Care 2004</td>
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<tr>
<td>2E0S</td>
<td>2016</td>
<td>FSH</td>
<td>WCHS</td>
<td>Housing First Shelter &amp; Care 2007</td>
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<td>2016</td>
<td>FSH</td>
<td>Passage Home</td>
<td>Job Journey</td>
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<tr>
<td>2E0S</td>
<td>2016</td>
<td>FSH</td>
<td>DMC</td>
<td>Lennon-Chase</td>
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<tr>
<td>2E0S</td>
<td>2016</td>
<td>TH</td>
<td>Haven House</td>
<td>McIlroy Group Home</td>
</tr>
<tr>
<td>2E0S</td>
<td>2016</td>
<td>FSH</td>
<td>CASA</td>
<td>McKinney Villa Housing</td>
</tr>
</tbody>
</table>
What HMIS client data is included?

October 1, 2015 to September 30, 2017 (24 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
System Performance Measures

1. Length of Time Homeless
2. Returns to Homelessness
3. Number of Homeless
4. Increases in Income
5. First Time Homeless
6. Exits and Retention of Permanent Housing
System Performance Measures

1. Length of Time Homeless
2. Returns to Homelessness
3. Number of Homeless
4. Increases in Income
5. First Time Homeless
6. Exits and Retention of Permanent Housing
1 Length of Time Homeless

Definition

The length of time persons are homeless in emergency shelter, and transitional housing projects

Goal

Reduction in the average and median length of time persons remain homeless
Meet Henrietta
Length of Time Homeless

Based on Entries and Exits

30 + 152 = 182

ES Program
Entry 12/1/15
Exit 12/31/15

TH Program
Entry 1/1/16
Exit 6/1/16
**Length of Time Homeless**

Based on Approximate Start Date + Entries and Exits

Approx. date homelessness started: 11/1/15

- **ES Program**
  - Entry: 12/1/15
  - Exit: 12/31/15
  - Length: 30

- **TH Program**
  - Entry: 1/1/16
  - Exit: 6/1/16
  - Length: 152

Total: 30 (ES Program) + 30 (ES Program) + 152 (TH Program) = 212

(30 days + 30 days + 152 days = 212 days)
Approximate Start Date is in the Homeless History section of HMIS Intake

<table>
<thead>
<tr>
<th>Prior Living Situation (Immediately Prior to Entry)</th>
<th>Place not meant for habitation (HUD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length of Stay in Previous Place</td>
<td>One month or more, but less than 90 days</td>
</tr>
<tr>
<td>Approximate date homelessness started:</td>
<td>01 / 01 / 2017</td>
</tr>
<tr>
<td>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</td>
<td>Four or more times (HUD)</td>
</tr>
<tr>
<td>Total number of months homeless on the street, in ES or SH in the past three years</td>
<td>6</td>
</tr>
</tbody>
</table>
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.
Median Length of Time Homeless by Year

Days Homeless based on Entry/Exit

FY15
FY16
FY17

Median LOT in ES
Median LOT in ES and TH
Average Length of Time Homeless by Year

Days Homeless based on Entry/Exit

- Average LOT in ES
- Average LOT in ES and TH

FY15
FY16
FY17
Entries, Exits, and Null Data Impact

Entries/Exits
- Date accuracy
- Project type (only for ES and TH are included)

Inaccurate Responses
- ES and TH entries need clients in beds. Are there practices that prevent accurate Entry or Exit dates?

Null Responses
- Approximate Start Date must be collected

Remember: Missing data is ALWAYS better than inaccurate data
2 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
2 Returns to Homelessness

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
Percentage of Permanent Housing Returns to Homelessness in 2 Years

Source: FY17 Orange SPM data
NCCEH DATA CENTER REMINDERS
# Upcoming Dates & Deadlines

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 1st</td>
<td>AHAR Final Submission Deadline</td>
</tr>
<tr>
<td>Jan 11th</td>
<td>Entry/Exit Training in Raleigh</td>
</tr>
<tr>
<td>Jan 22nd</td>
<td>Orange HMIS Users Meeting (rescheduled)</td>
</tr>
<tr>
<td>Jan 31st</td>
<td>Point in Time and Housing Inventory Count date</td>
</tr>
</tbody>
</table>

- HMIS Users meetings are the 3rd Monday of every month!
Data security depends on all of us

- Do not leave your computer logged in & unattended
- Do not share passwords
- Alert us when staff with access to HMIS leave your agency
Question & Answer
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