



# Orange CoC HMIS Users Meeting

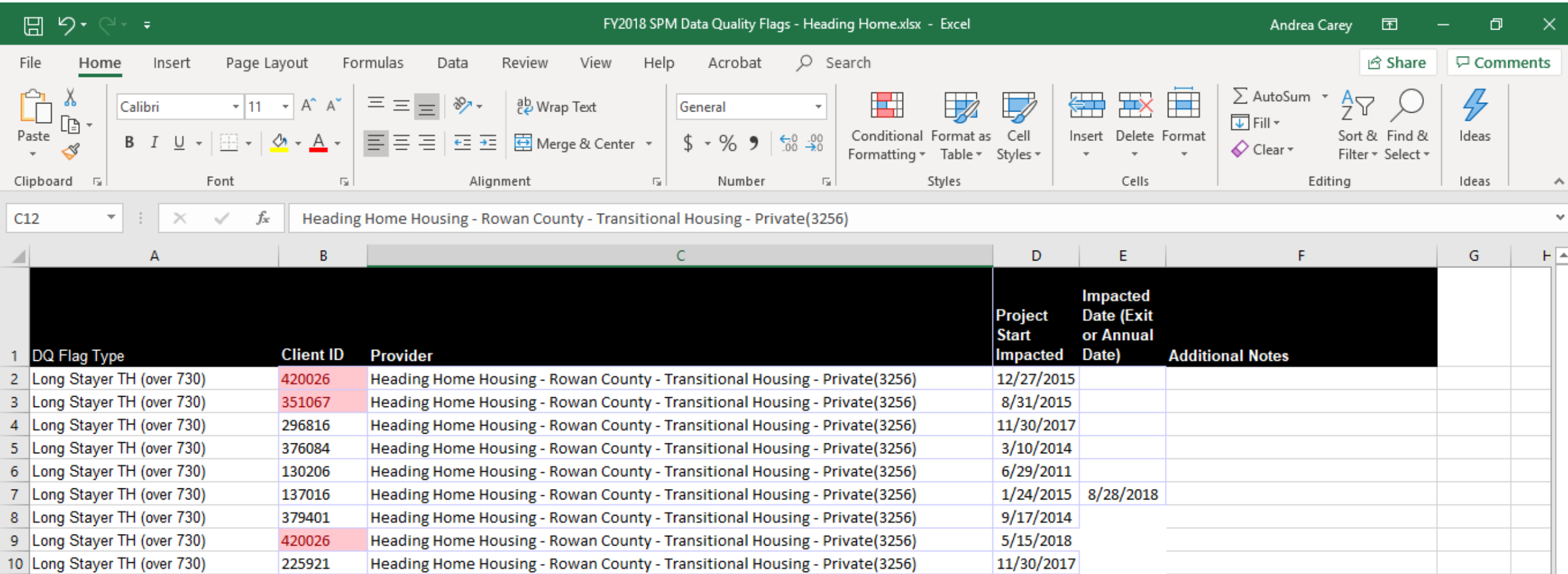
May 2019



**NC COALITION** to end  
**HOMELESSNESS**

# Pre-Meeting Quick Tip:

Use Conditional Formatting in Excel to compare lists of Client IDs!



The screenshot shows the Microsoft Excel interface with the file "FY2018 SPM Data Quality Flags - Heading Home.xlsx". The ribbon is set to "Home". The formula bar shows the active cell is C12, containing the text "Heading Home Housing - Rowan County - Transitional Housing - Private(3256)".

The spreadsheet data is as follows:

|    | A                         | B         | C  | D                      | E                                   | F                | G | H |
|----|---------------------------|-----------|--|------------------------|-------------------------------------|------------------|---|---|
|    |                           |           |  | Project Start Impacted | Impacted Date (Exit or Annual Date) | Additional Notes |   |   |
| 1  | DQ Flag Type              | Client ID | Provider   |                        |                                     |                  |   |   |
| 2  | Long Stayer TH (over 730) | 420026    | Heading Home Housing - Rowan County - Transitional Housing - Private(3256) | 12/27/2015             |                                     |                  |   |   |
| 3  | Long Stayer TH (over 730) | 351067    | Heading Home Housing - Rowan County - Transitional Housing - Private(3256) | 8/31/2015              |                                     |                  |   |   |
| 4  | Long Stayer TH (over 730) | 296816    | Heading Home Housing - Rowan County - Transitional Housing - Private(3256) | 11/30/2017             |                                     |                  |   |   |
| 5  | Long Stayer TH (over 730) | 376084    | Heading Home Housing - Rowan County - Transitional Housing - Private(3256) | 3/10/2014              |                                     |                  |   |   |
| 6  | Long Stayer TH (over 730) | 130206    | Heading Home Housing - Rowan County - Transitional Housing - Private(3256) | 6/29/2011              |                                     |                  |   |   |
| 7  | Long Stayer TH (over 730) | 137016    | Heading Home Housing - Rowan County - Transitional Housing - Private(3256) | 1/24/2015              | 8/28/2018                           |                  |   |   |
| 8  | Long Stayer TH (over 730) | 379401    | Heading Home Housing - Rowan County - Transitional Housing - Private(3256) | 9/17/2014              |                                     |                  |   |   |
| 9  | Long Stayer TH (over 730) | 420026    | Heading Home Housing - Rowan County - Transitional Housing - Private(3256) | 5/15/2018              |                                     |                  |   |   |
| 10 | Long Stayer TH (over 730) | 225921    | Heading Home Housing - Rowan County - Transitional Housing - Private(3256) | 11/30/2017             |                                     |                  |   |   |

# May's Agenda

## System Updates

HMIS@NCCEH Launch

Forgot Password

## What's this mean?

Point in Time / Housing Inventory Count submitted!

DQ Lessons

Process feedback

System Performance Measures

DQ Lessons

## How can we help?

Spotlight on HMIS Guides

## What's Next



NCCEH

# System Updates

HMIS@NCCEH Launch, Forgot Password

# HMIS@NCCEH Launch

## **Launch Date?**

No, not yet.

## **How to prepare?**

Keep collecting and entering data! Keep an eye out for new agreements to be sent via DocuSign emails.

## **What is NCCEH doing?**

Reviewing the demo site (the test run of the NC HMIS copy) for Quality Assurance.

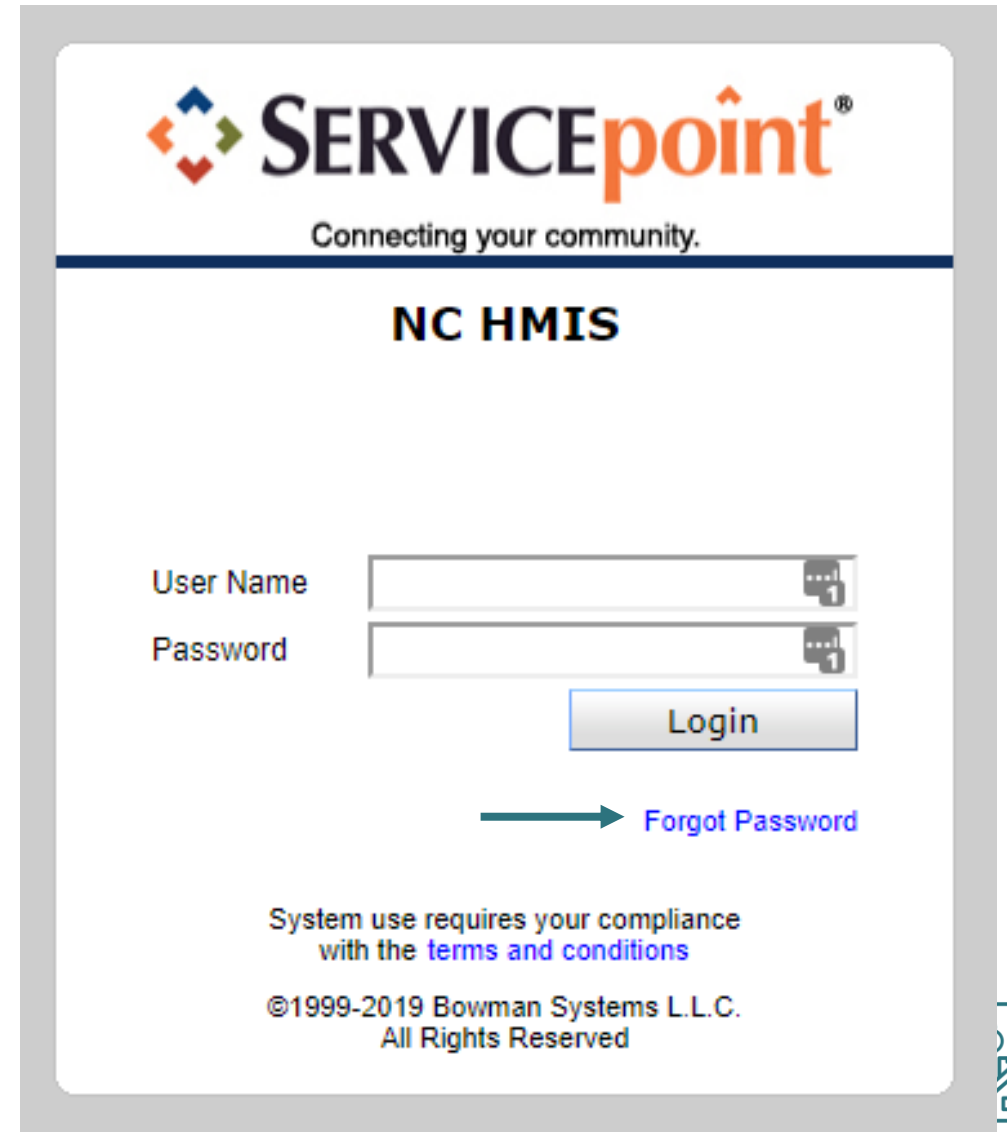


# New Feature

## Forgot Password

You can reset your own password now from the login screen:

[nchmis.servicept.com](http://nchmis.servicept.com)

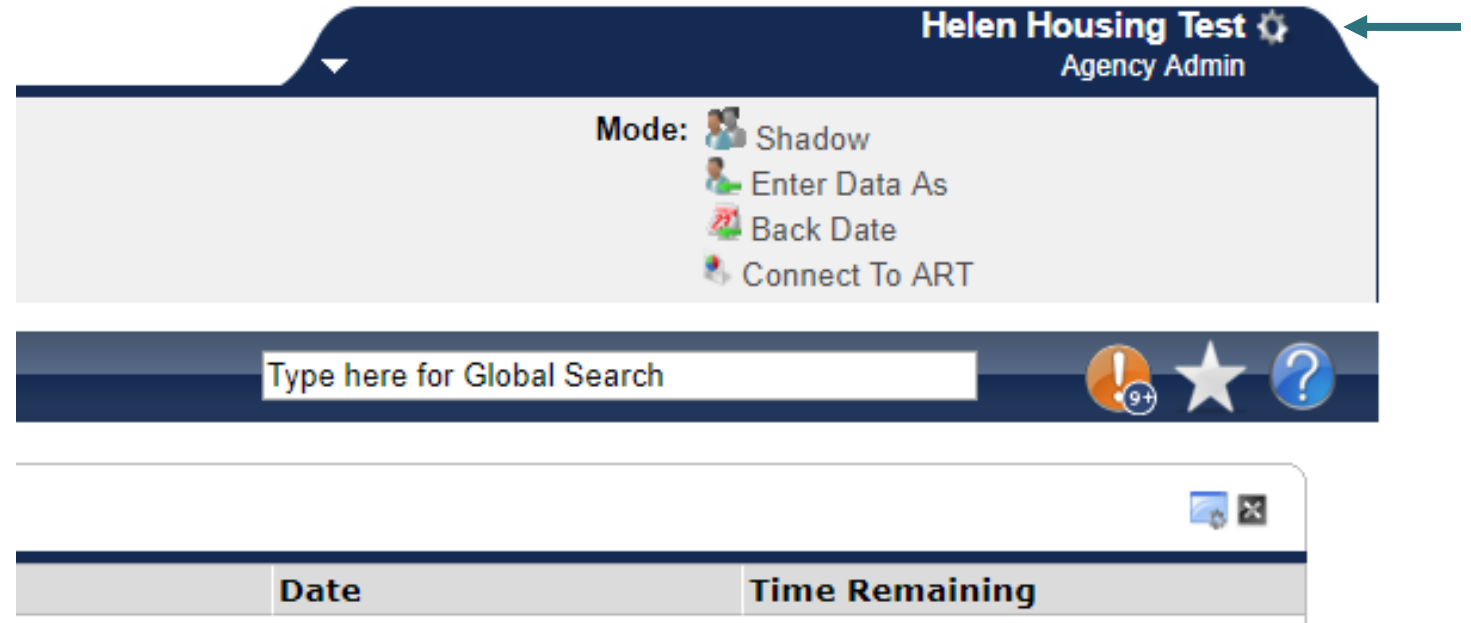


The screenshot shows the SERVICEpoint login interface. At the top is the SERVICEpoint logo with the tagline "Connecting your community." Below this is a horizontal line, followed by the text "NC HMIS". The login form consists of two input fields: "User Name" and "Password", each with a small icon of a speech bubble and the number "1" to its right. Below the fields is a "Login" button. To the right of the "Login" button is a blue arrow pointing to the text "Forgot Password". At the bottom of the form, there is a line of text: "System use requires your compliance with the [terms and conditions](#)". Below that is the copyright notice: "©1999-2019 Bowman Systems L.L.C. All Rights Reserved".



# New Feature

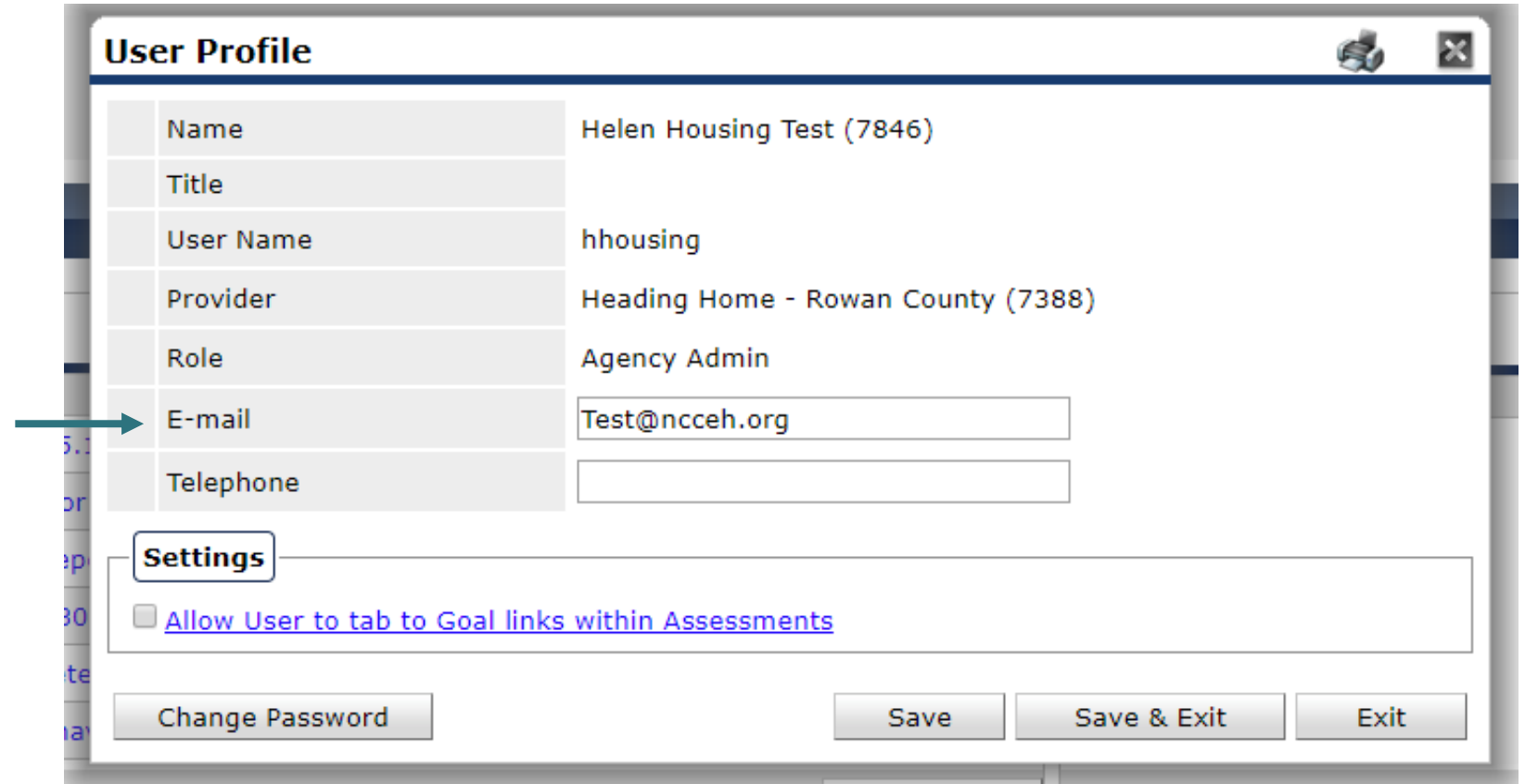
Confirm this feature  
will work!  
Find your HMIS Profile



# New Feature:

Confirm your email address where reset passwords can be sent

Also complete a direct phone number if possible



**User Profile**

|           |   |
|-----------|---|
| Name      | Helen Housing Test (7846)                   |
| Title     |   |
| User Name | hhousing                                    |
| Provider  | Heading Home - Rowan County (7388)          |
| Role      | Agency Admin                                |
| E-mail    | <input type="text" value="Test@ncceh.org"/> |
| Telephone | <input type="text"/>                        |

**Settings**

☐ [Allow User to tab to Goal links within Assessments](#)





What's this mean?

Point in Time

# PIT/HIC Data Quality - Takeaways

- Big Wins!

- Fewer Exit Destinations for “Safe Haven” and “Other”
- Fewer child alone issues
- Fewer Annual Assessments outside of 30 day +/- window

- Room for Improvement

- Veteran Status accuracy
- Disabling Condition accuracy
- Client Location accuracy



# Room for Improvement: Veteran Status

## **What is Veteran Status?**

To indicate whether clients are veterans of the United States armed forces.

## **Where is Veteran Status?**

In the Client Record section of the Client Profile tab

## **Can you update Veteran Status?**

Yes, if a correction is needed!

Use EDA and Backdate modes to ensure that data is true for all of the client's engagement.



# Room for Improvement: Veteran Status

## Client - (4) Solo, Han



(4) Solo, Han

Release of Information: **None**

### Client Information

Summary

Client Profile

Households



### Client Record

|                        |                        |
|------------------------|------------------------|
| Name                   | Solo, Han              |
| Name Data Quality      | Full Name Reported     |
| Alias                  | Scruffy Nerf Herder    |
| Social Security        | 123-45-6789            |
| SSN Data Quality       | Approximate or partial |
| U.S. Military Veteran? | No (HUD)               |
| Age                    | 41                     |

### Client Record



Editing the Client Record Information could affect the Unique ID and the Client Search.

### Client Record

|                        |   |        |              |        |
|------------------------|---|--------|--------------|--------|
| Name                   | First<br>Han                                | Middle | Last<br>Solo | Suffix |
| Name Data Quality      | Full Name Reported ▼                        |        |              |        |
| Alias                  | Scruffy Nerf Herder                         |        |              |        |
| Social Security        | 123   | - 45   | - 6789       |        |
| SSN Data Quality       | Approximate or partial SSN reported (HUD) ▼ |        |              |        |
| U.S. Military Veteran? | No (HUD) ▼                                  |        |              |        |

Save

Cancel

# Room for Improvement: Disabling Condition

## What are HUD's Disabling Conditions?

1. A physical, mental, emotional impairment, including an impairment caused by alcohol or drug abuse, PTSD, brain injury or chronic health issue that:

Is expected to be of long and indefinite duration, and

Substantially limits the client's ability to live on their own

2. A Developmental Disability

3. AIDS or HIV



**HUD says** if a client meets at least 1 of the 3 criteria, then YES, the client has a disabling condition



**NCCEH**

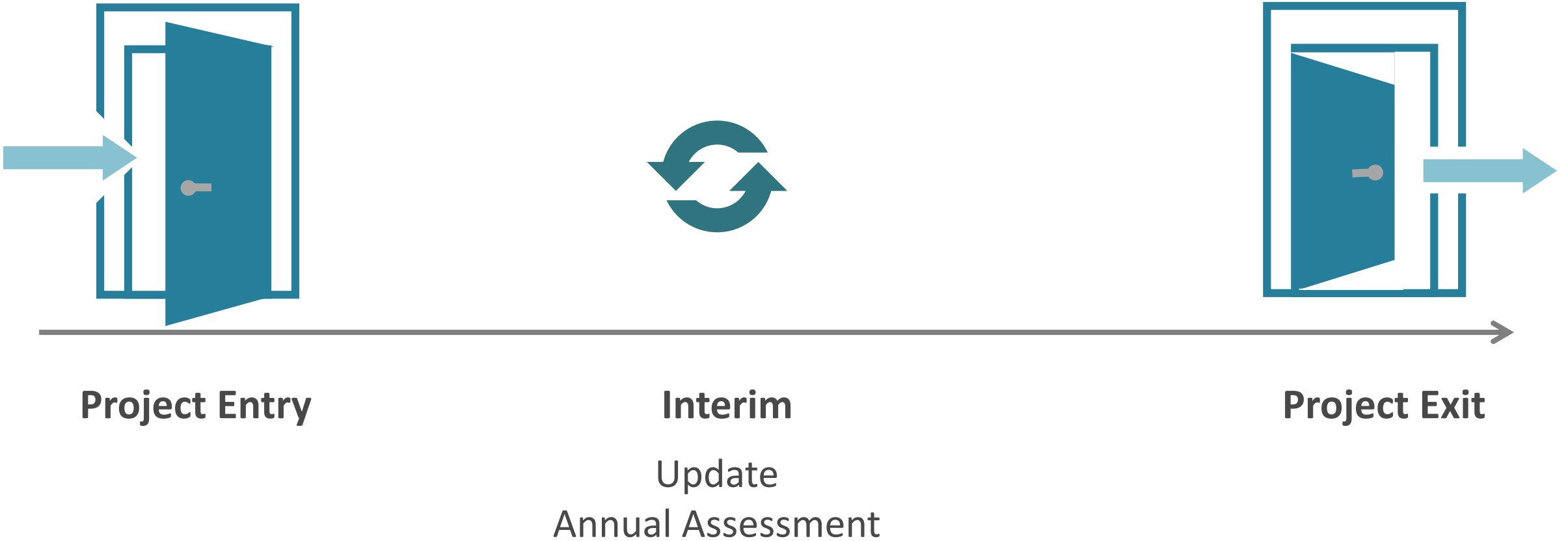
# What is documentation+ what counts?

| Source                         | Documentation   |
|--------------------------------|---|
| Licensed professional          | Written document to verify disability and certify that the disability is expected to be long-continuing or of indefinite duration and substantially impedes the individual's ability to live independently; Professional must be licensed by state of NC to diagnose and treat the disability |
| Social Security Administration | Written verification of disability or the receipt of a disability check (SSDI)  |
| VA (or other federal agency)   | Receipt of a disability check   |
| HUD                            | Other approved documentation  |
| Intake staff                   | Written observation of disability that, no later than 45 days of the application for assistance is confirmed and accompanied by evidence (as listed above)  |



Note: Only projects with eligibility criteria that require disabling condition documentation require documentation.

# Disability data is entered in 3 places





# Indicate client has a disability in HMIS

**Health and Disability Information:**

Does the client have a disabling condition?

-Select- ▼ **G**

-Select-

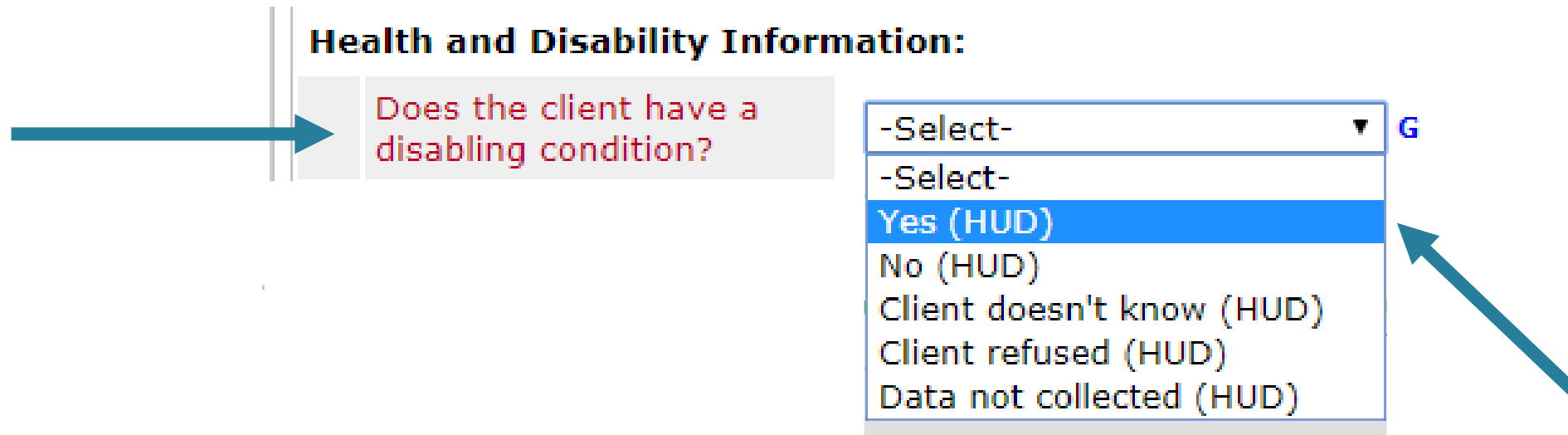
**Yes (HUD)**

No (HUD)

Client doesn't know (HUD)

Client refused (HUD)

Data not collected (HUD)



The diagram illustrates the process of indicating a client's disability in the HMIS system. A blue arrow points from the left to the question 'Does the client have a disabling condition?'. Another blue arrow points from the right to the 'Yes (HUD)' option in the dropdown menu. The dropdown menu is open, showing the 'Yes (HUD)' option selected.

# Select type of disability in HMIS

1

Disabilities

HUD Verification

| Disability Type * | Disability determination * | Start Date * | End Date |
|-------------------|----------------------------|--------------|----------|
| <div>Add</div>    |                            |              |          |

Disabilities

|                   |   |
|-------------------|---|
| Disability Type * | <div><div>-Select-</div><div><div>-Select-</div><div>Physical/Medical</div><div>Physical (HUD)</div><div>Chronic Health Condition (HUD)</div><div>HIV/AIDS (HUD)</div><div>Developmental (HUD)</div><div>Alcohol Abuse (HUD)</div><div>Drug Abuse (HUD)</div><div>Both Alcohol and Drug Abuse (HUD)</div><div>Mental Health Problem (HUD)</div></div></div> |
|-------------------|---|

# Enter disability determination in HMIS

**Disabilities**

**Disability determination** ★

-Select- ▼

-Select-

Yes (HUD)

No (HUD)

Client doesn't know (HUD)

Client refused (HUD)

Data not collected (HUD)

3

If the client has this disability type, set this to “Yes”

The answer here should match response to the gateway question

# When to answer “Yes”

Only answer yes here if:

The client’s disability type fits within HUD’s disabling condition definition



The client answers yes here



|  |                                       |                   |
|--|---------------------------------------|-------------------|
| <b>Disability Type *</b>   | <input type="text" value="-Select-"/> | <a href="#">G</a> |
| <b>Disability determination *</b>  | <input type="text" value="-Select-"/> | <a href="#">G</a> |
| If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently | <input type="text" value="-Select-"/> | <a href="#">G</a> |



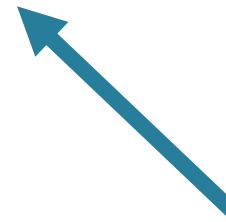
# Start Date = HMIS Entry Date



# Save the disability data in HMIS

Save

Save and Add Another



Click this button if client has more than one disability





NCCEH

# HUD Verification



# HUD verification matters

 **Disabilities**



[HUD Verification](#) 

| Disability Type * | Disability determination * | Start Date * | End Date |
|-------------------|----------------------------|--------------|----------|
| <div>Add</div>    |                            |              |          |






# HUD Verification Alerters- green is good

| Alerter  | HUD Verification Status |
|--|-------------------------|
| HUD Verification  | Incomplete              |
| HUD Verification  | Complete                |

# Complete HUD Verification (determination=yes)

We were able to determine that our client had a disabling mental health problem

|   | Disability Type                   | Disability determination         |                                  |                           |                       |                          |                       |
|---|-----------------------------------|----------------------------------|----------------------------------|---------------------------|-----------------------|--------------------------|-----------------------|
|   |                                   | Yes (HUD)                        | No (HUD)                         | Client doesn't know (HUD) | Client refused (HUD)  | Data not collected (HUD) | Incomplete            |
|   | Physical (HUD)                    | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> |
|   | Chronic Health Condition (HUD)    | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> |
|   | HIV/AIDS (HUD)                    | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> |
|   | Developmental (HUD)               | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> |
|   | Alcohol Abuse (HUD)               | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> |
|   | Drug Abuse (HUD)                  | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> |
|   | Both Alcohol and Drug Abuse (HUD) | <input type="radio"/>            | <input checked="" type="radio"/> | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> |
|  | Mental Health Problem (HUD)       | <input checked="" type="radio"/> | <input type="radio"/>            | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/>    | <input type="radio"/> |


# The Most Common Errors for Disability




# Potential disability data errors- Missing

Selecting “Yes” to indicate a client has a disability but no disabilities are entered

Does the client have a disabling condition? ☒ Yes (HUD) G ←

 **Disabilities**


**HUD Verification** 


| Disability Type *   | Disability determination * | Start Date * | End Date |
|---|----------------------------|--------------|----------|
| <div>Add</div> <div>No matches.</div> <div>??????????????</div> |                            |              |          |



# Potential disability data errors- Conflict

Selecting “No” to indicate that a client does not have a disability but adding a disability type in the subassessment

Does the client have a disabling condition? ☐ No (HUD) G ←

 **Disabilities**

**HUD Verification** 

|   | <b>Disability Type *</b> | <b>Disability determination *</b> | <b>Start Date *</b> | End Date |
|---|--------------------------|-----------------------------------|---------------------|----------|
|   | Alcohol Abuse (HUD)      | Yes (HUD)                         | 07/06/2017          |          |

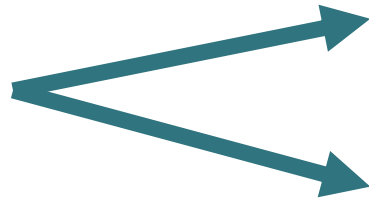
Add

Showing 1-1 of 1

# Potential disability data errors- Incomplete

Incomplete details for Disabling Condition can exclude this disability from reports

Both of these  
should match!



| Disabilities   |  |
|--|--|
| <b>Disability Type *</b>   | <input type="text" value="-Select-"/> ▼ <b>G</b> |
| <b>Disability determination *</b>  | <input type="text" value="-Select-"/> ▼ <b>G</b> |
| If Yes, Expected to be of long-continued and indefinite duration and substantially impairs ability to live independently | <input type="text" value="-Select-"/> ▼ <b>G</b> |

# Locate these errors using the 0640 report

The 0640 HUD Data Quality Framework is located in ART

| Q3. Universal Data Elements              |             |                 |
|--|-------------|-----------------|
| Data Element                             | Error Count | % of Error Rate |
| Veteran Status (3.7)                     | 0           | 0.00%           |
| Project Entry Date (3.10)                | 1           | 0.23%           |
| Relationship to Head of Household (3.15) | 7           | 1.62%           |
| Client Location (3.16)                   | 2           | 0.65%           |
| Disabling Condition (3.8)                | 8           | 1.86%           |
| Destination (3.12)                       | 88          | 36.67%          |

Missing and inconsistent data will be aggregated here. Another tab will detail who these clients are

# Or locate these errors using the CoC-APR and ESG-CAPER reports

Dashboard reports can be found in the “Reports” menu on the left hand

| 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)  | 13                                 | 5                   | 7           | 11%             |
| Date of Birth (3.3)                                    | 0                                  | 2                   | 0           | 1%              |
| Race (3.4)   | 0                                  | 4                   |             | 2%              |
| Ethnicity (3.5)  | 0                                  | 2                   |             | 1%              |
| Gender (3.6)   | 0                                  | 2                   |             | 1%              |
| Overall Score  |                                    |                     |             | 12%             |
| 6b - Data Quality: Universal Data Elements             |                                    |                     |             |                 |
| Data Element   |                                    |                     | Error Count | % of Error Rate |
| Veteran Status (3.7)                                   |                                    |                     | 2           | 1%              |
| Project Start Date (3.10)                              |                                    |                     | 0           | 0%              |
| Relationship to Head of Household (3.15)               |                                    |                     | 2           | 1%              |
| Client Location (3.16)                                 |                                    |                     | 0           | 0%              |
| Disabling Condition (3.8)                              |                                    |                     | 2           | 1%              |

Missing and inconsistent data will be aggregated here. Another tab will detail who these clients are



# Room for Improvement: Disabling Condition

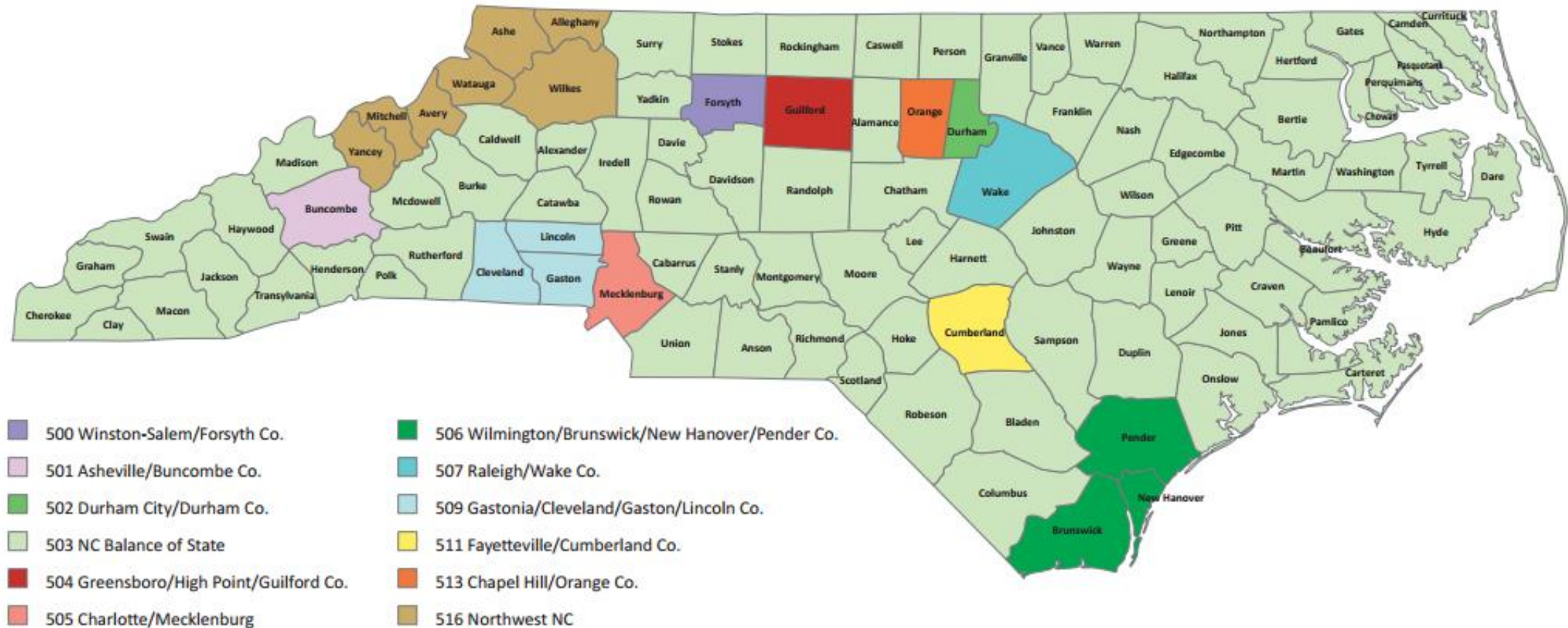
**Any  
Questions?**



**NCCEH**

# Room for Improvement: Client Location

## For Heads of Households: Which CoC are they located in?



# Room for Improvement: Client Location

When would a client not be in our CoC, but still being served by our agencies/system?

- Found housing in a different CoC
- Found a job in a different CoC



# Room for Improvement: Client Location

Scroll down to find Client Location at Entry Assessment

|   |                                    |                    |                          |              |          |
|---|------------------------------------|--------------------|--------------------------|--------------|----------|
| Housing Status  | Category 1 - Homeless (HUD) ▼ G    |                    |                          |              |          |
| Zip Code (of Last Permanent Address, if known)  | <input type="text"/> G             |                    |                          |              |          |
| County and City of Residence refer to where the client is living the night before this assessment |                                    |                    |                          |              |          |
| County of Residence   | Pasquotank ▼ G                     |                    |                          |              |          |
| City of Residence   | Salisbury                          | Lookup             | Clear                    | G            |          |
| <b>**ANSWER Client Location for Head of Household only!**</b>                                     |                                    |                    |                          |              |          |
| Client Location   | NC-503 NC Balance of State CoC ▼ G |                    |                          |              |          |
| <u>Income and Non-Cash Benefit Information:</u>   |                                    |                    |                          |              |          |
| Income from Any Source  | Yes (HUD) ▼ G                      |                    |                          |              |          |
| <div>🔍 Monthly Income <span>HUD Verification </span></div>  |                                    |                    |                          |              |          |
|   | Monthly Amount *                   | Source of Income * | Receiving Income Source? | Start Date * | End Date |
|   |                                    | Other (HUD)        | No                       | 09/10/2018   |          |

# Room for Improvement: Client Location

Scroll down to find Client Location at Interims (Update or Annuals)

*Currently fleeing should be indicated as "Yes" if the Person is fleeing, or is attempting to flee, the domestic violence situation or is afraid to return to their primary nighttime residence.*


|  |          |   |
|--|----------|---|
| If yes for Domestic Violence Victim/Survivor, are you currently fleeing? | -Select- | G |
|--|----------|---|

**\*\*ANSWER Client Location for Head of Household only!\*\***

|                 |                                |   |
|-----------------|--------------------------------|---|
| Client Location | NC-503 NC Balance of State CoC | G |
|-----------------|--------------------------------|---|

*County of Service refers to the county in which the client is receiving services (only answer if instructed to by your System Administrator)*

|                                  |          |   |
|----------------------------------|----------|---|
| NC County of Service             | Rowan    | G |
| Connection with SOAR (PATH Only) | -Select- | G |

 **Client Contact Information**

|  |  |  |  |                  |  |  |  |
|--|--|--|--|------------------|--|--|--|
|  |  |  |  | Is there a phone |  |  |  |
|--|--|--|--|------------------|--|--|--|

# Don't forget NC County of Service!



## What

The County in which a client receives your project's services



## Collection Notes

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

*County of Service refers to the county in which the client is receiving services (only answer if instructed to by your System Administrator)*

NC County of Service

Rowan

▼ G



NCCEH

# Reminder: Submission steps

Feedback: How did this work for you?



1. Find your reports
  - ✓ Either the 0629 HIC or 0630 Sheltered Unsheltered PIT report
  - ✓ NCCEH 2019 Housing Inventory Count Verification
2. Review your reports
3. Make corrections
  - ✓ Ask Data Center for help!
  - ✓ Tell the Data Center when corrections are done
4. Submit accurate reports

# System Performance Measures



# The Basics

NC Balance of State CoC-wide outcomes for Federal Fiscal Year 2018 + 2 year lookback period

10/01/2015 – 09/30/2018

Includes Street Outreach, Emergency Shelter, Transitional Housing, Rapid Re-Housing, and Permanent Supportive Housing programs on HMIS

We still need your help to confirm or correct Data Quality Flags!

# SPM Data Quality - Takeaways

- Big Wins!
  - Fewer Exit Destinations for “Safe Haven” and “Other”
  - Fewer Overlaps between shelters
  - Fewer Annual Assessments outside of 30 day +/- window
- Room for Improvement
  - Inaccurate Entry Type or Entry Level (Agency level)
  - Client Location accuracy
  - Missing Data Elements like Exit Destination and Date of Engagement

# Room for Improvement: Inaccurate Entries

Inaccurate Entry Type is determined by your funding source

| Funding Source              |   | Entry Type |
|-----------------------------|---|------------|
| HUD                         | → | HUD        |
| Private or local government | → | HUD        |
| VA                          | → | VA         |

# Room for Improvement: Inaccurate Entries

Inaccurate Entry Level is a sign that Enter Data As mode was not correct

The screenshot shows the ServicePoint Training Site interface. The top navigation bar is yellow and contains the ServicePoint logo, the site title "ServicePoint Training Site", the heading "Heading Home Housing - Rowan County", the date "January 04, 2019", and the user information "Helen Housing Agency Admin". The mode is set to "Shadow". The "Enter Data As" dropdown menu is open, showing "Enter Data As Heading Home Housing ..." and "Back Date 01/01/2019 2:00:00 AM". The "Default EDA mode" label points to the "Enter Data As" dropdown, and the "Manual EDA mode" label points to the "Enter Data As Heading Home Housing ..." option. The "Home > Home Page Dashboard" link is visible in the top navigation bar. The main content area is divided into three sections: "Last Viewed" (Home, ClientPoint, ResourcePoint, ShelterPoint, Reports, Admin), "System News (1)" (12/01/2018, Look here for HMIS System Updates), and "Follow Up List (0)".

Default EDA mode

Manual EDA mode

ServicePoint Training Site

Heading Home Housing - Rowan County

January 04, 2019

Helen Housing Agency Admin

Mode: Shadow

Enter Data As Heading Home Housing ...

Back Date 01/01/2019 2:00:00 AM

Home > Home Page Dashboard

Type here for Global Search

System News (1)

| Date       | Headline  |
|------------|---|
| 12/01/2018 | <a href="#">Look here for HMIS System Updates</a> |

Agency News (0)

Follow Up List (0)

| Client ID | Type | Date | Time Remaining |
|-----------|------|------|----------------|
|-----------|------|------|----------------|

NCCEH

# Room for Improvement: Missing Data

## Data Collection methods

*Which paper forms are used?* (if not entering data directly)

Make sure to collect all required data elements based off of NC HMIS forms on [hmislearningcenter.org](https://hmislearningcenter.org)

*Who is trained to collect data?*

Sometimes staff speaking to clients have not received training from their Agency Admin (or NCCEH) – make sure they know what to collect and why

*Where does data collection take place?*

Consider how the physical location of client interviews and corresponding forms impacts your ability to ask the right questions



How can we help?

# Spotlight on HMIS Guides

Go to [ncceh.org/hmis/trainings](https://ncceh.org/hmis/trainings) for Additional Resources:

Don't forget your [Data Collection Stages](#) guide for workflow help!

Not sure how to show a client has left permanent housing but still a client?  
Check out the [Housing Move-In Date](#) guide.

Prep for this year's reports with the [SPM Data Correction](#) guide.





# What's Next



# What's Next Calendar

| Due                                    | Report/Event Name                              |
|--|--|
| May 20 <sup>th</sup>                   | May Orange HMIS Users Meeting                  |
| May 21 <sup>st</sup> -22 <sup>nd</sup> | Bringing It Home - State Conference            |
| May 31 <sup>st</sup>                   | HUD System Performance Measures (SPM) deadline |
| June 17 <sup>th</sup>                  | June Orange HMIS Users Meeting                 |

## Contact NCCEH

hello@ncceh.org

919.755.4393

NCEndHomelessness 

@NCHomelessness 

nc\_end\_homelessness 

## Contact NCCEH Data Center Help Desk

hmis@ncceh.org

919.410.6997



NCCEH