Pre-Meeting Quick Tip:

Use Conditional Formatting in Excel to compare lists of Client IDs!
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
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
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
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
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
What is documentation+ what counts?

<table>
<thead>
<tr>
<th>Source</th>
<th>Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licensed professional</td>
<td>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</td>
</tr>
<tr>
<td>Social Security Administration</td>
<td>Written verification of disability or the receipt of a disability check (SSDI)</td>
</tr>
<tr>
<td>VA (or other federal agency)</td>
<td>Receipt of a disability check</td>
</tr>
<tr>
<td>HUD</td>
<td>Other approved documentation</td>
</tr>
<tr>
<td>Intake staff</td>
<td>Written observation of disability that, no later than 45 days of the application for assistance is confirmed and accompanied by evidence (as listed above)</td>
</tr>
</tbody>
</table>

Note: Only projects with eligibility criteria that require disabling condition documentation require documentation.
Disability data is entered in 3 places:

- Project Entry
- Interim
  - Update
  - Annual Assessment
- Project Exit
Indicate client has a disability in HMIS

Health and Disability Information:

Does the client have a disabling condition?

- Select -
  - Select -
  Yes (HUD)
  No (HUD)
  Client doesn't know (HUD)
  Client refused (HUD)
  Data not collected (HUD)
Select type of disability in HMIS
Enter disability determination in HMIS

The answer here should match response to the gateway question

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

Only answer yes here if:

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

The client answers yes here
Start Date = HMIS Entry Date

08 / 18 / 2017
Save the disability data in HMIS

Click this button if client has more than one disability
HUD Verification
HUD verification matters
<table>
<thead>
<tr>
<th>Alerter</th>
<th>HUD Verification Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Warning Symbol]</td>
<td>Incomplete</td>
</tr>
<tr>
<td>![Checkmark Symbol]</td>
<td>Complete</td>
</tr>
</tbody>
</table>
We were able to determine that our client had a disabling mental health problem.
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
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.
Potential disability data errors- Incomplete

Incomplete details for Disabling Condition can exclude this disability from reports

Both of these should match!
Locate these errors using the 0640 report

The 0640 HUD Data Quality Framework is located in ART

<table>
<thead>
<tr>
<th>Data Element</th>
<th>Error Count</th>
<th>% of Error Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veteran Status (3.7)</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Project Entry Date (3.10)</td>
<td>1</td>
<td>0.23%</td>
</tr>
<tr>
<td>Relationship to Head of Household (3.15)</td>
<td>7</td>
<td>1.62%</td>
</tr>
<tr>
<td>Client Location (3.16)</td>
<td>2</td>
<td>0.65%</td>
</tr>
<tr>
<td>Disabling Condition (3.8)</td>
<td>8</td>
<td>1.86%</td>
</tr>
<tr>
<td>Destination (3.12)</td>
<td>88</td>
<td>36.67%</td>
</tr>
</tbody>
</table>

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 side.

<table>
<thead>
<tr>
<th>Data Element</th>
<th>Client Doesn’t Know/Coder Refused</th>
<th>Information Missing</th>
<th>Data Issues</th>
<th>% of Error Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name (3.1)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>SSN (3.2)</td>
<td>13</td>
<td>5</td>
<td>7</td>
<td>11%</td>
</tr>
<tr>
<td>Date of Birth (3.3)</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1%</td>
</tr>
<tr>
<td>Race (3.4)</td>
<td>0</td>
<td>4</td>
<td></td>
<td>2%</td>
</tr>
<tr>
<td>Ethnicity (3.5)</td>
<td>0</td>
<td>2</td>
<td></td>
<td>1%</td>
</tr>
<tr>
<td>Gender (3.6)</td>
<td>0</td>
<td>2</td>
<td></td>
<td>1%</td>
</tr>
<tr>
<td>Overall Score</td>
<td></td>
<td></td>
<td></td>
<td>12%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Data Element</th>
<th>Error Count</th>
<th>% of Error Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veteran Status (3.7)</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>Project Start Date (3.10)</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Relationship to Head of Household (3.15)</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>Client Location (3.16)</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Disabiling Condition (3.8)</td>
<td>2</td>
<td>1%</td>
</tr>
</tbody>
</table>

Missing and inconsistent data will be aggregated here. Another tab will detail who these clients are.
Room for Improvement: Disabling Condition

Any Questions?
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

<table>
<thead>
<tr>
<th>Housing Status</th>
<th>Category 1 - Homeless (HUD)</th>
<th>G</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zip Code (of Last Permanent Address, if known)</td>
<td>G</td>
<td></td>
</tr>
<tr>
<td>County and City of Residence refer to where the client is living the night before this assessment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>County of Residence</td>
<td>Pasquotank</td>
<td>G</td>
</tr>
<tr>
<td>City of Residence</td>
<td>Salisbury</td>
<td>G</td>
</tr>
</tbody>
</table>

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

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

***Income and Non-Cash Benefit Information:***

| Income from Any Source | Yes (HUD) | G |

**Monthly Income**

<table>
<thead>
<tr>
<th>Monthly Amount</th>
<th>Source of Income</th>
<th>Receiving Income Source?</th>
<th>Start Date*</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other (HUD)</td>
<td>No</td>
<td>09/10/2018</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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 -

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

Client Location

NC-503 NC Balance of State CoC

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

Connection with SOAR (PATH Only)

- Select -

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)*

<table>
<thead>
<tr>
<th>NC County of Service</th>
<th>Rowan</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>G</td>
</tr>
</tbody>
</table>
Reminder: Submission steps

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

3/01 - 3/22

Feedback: How did this work for you?
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

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Entry Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>HUD</td>
<td>HUD</td>
</tr>
<tr>
<td>Private or local government</td>
<td>HUD</td>
</tr>
<tr>
<td>VA</td>
<td>VA</td>
</tr>
</tbody>
</table>
Room for Improvement: Inaccurate Entries

Inaccurate Entry Level is a sign that Enter Data As mode was not correct.
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](http://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 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

<table>
<thead>
<tr>
<th>Due</th>
<th>Report/Event Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 20th</td>
<td>May Orange HMIS Users Meeting</td>
</tr>
<tr>
<td>May 21st-22nd</td>
<td>Bringing It Home - State Conference</td>
</tr>
<tr>
<td>May 31st</td>
<td>HUD System Performance Measures (SPM) deadline</td>
</tr>
<tr>
<td>June 17th</td>
<td>June Orange HMIS Users Meeting</td>
</tr>
</tbody>
</table>
Contact NCCEH
hello@ncceh.org
919.755.4393

Contact NCCEH Data Center Help Desk
hmis@ncceh.org
919.410.6997