Orange User’s Meeting
November 2017

The Data Center at NCCEH

North Carolina Coalition to End Homelessness
securing resources  encouraging public dialogue  advocating for public policy change
Today’s Agenda

1. Annual Homeless Assessment Report
2. Orange’s Preliminary AHAR Data
3. Talking about Destination
4. Bed & Unit Inventory
5. ROIs in HMIS
What is the AHAR?
The Annual Homeless Assessment Report

• Report to Congress on the extent and nature of homelessness in America
• Visualizes progress of the federal strategic plan, *Opening Doors*
• 420 Continuums of Care nationwide included
• Covers the entire US
What does the AHAR do?

Estimates the number of homeless people in US
  • Characteristics of homeless people in US
  • Service use patterns
  • Estimate capacity to house homeless people

Estimates the number of people in PSH
  • Characteristics of people in PSH
AHAR data is important for NC

- Helps to better understand the number, characteristics, and service needs of people using residential homeless services in your community
- Inform local homeless assistance planning
- Inform the public
AHAR Data Sources
AHAR contains data from 2 sources

- Point in Time Data
- HMIS 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
Data **must** be cleaned prior to submission

Null values

Entries & Exits

Bed & Unit Inventory

Overall Data Quality
Homelessness should be:

**Rare**
- Prevent or divert new episodes of homelessness
- Access resources without a shelter stay

**Brief**
- Reduce length of time while homeless
- Reduce program length of stays
- Increase exits to permanent housing

**Non-recurring**
- Reduce returns to homelessness
- Focus on housing stability
- Create access to resources without another shelter stay
2017 Orange AHAR Preview
## Preliminary 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>66%</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>100%</td>
</tr>
<tr>
<td>Permanent Supportive Housing for Individuals</td>
<td>42</td>
<td>93%</td>
</tr>
</tbody>
</table>
Exit Destination
# Exit Destination

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Where will a client be staying the night after they leave a project.</th>
</tr>
</thead>
<tbody>
<tr>
<td>When do I collect this data?</td>
<td>Project exit</td>
</tr>
<tr>
<td>Who do I collect this data for?</td>
<td>All clients</td>
</tr>
<tr>
<td>Special Notes/Changes</td>
<td>Helps us ask, “How effective are we at solving our clients’ housing crisis?”</td>
</tr>
<tr>
<td></td>
<td>HUD identifies what Destinations are positive, negative or neutral in this System Performance Measure 7 guide: <a href="#">Housing Destination Summary</a></td>
</tr>
</tbody>
</table>
Sometimes it’s hard to know which Exit Destination to select

Rental by Client with RRH or equivalent

Permanent Housing for Formerly Homeless Persons
Check the NCCEH guide for examples

### HMIS Exit Destination Guide
2017 Data Standards v3

<table>
<thead>
<tr>
<th>Permanent Destinations</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moved from one HOPWA funded project to HOPWA TH</td>
<td>HOPWA – Housing Opportunities for Persons with AIDS (HOPWA TH) – Transitional housing</td>
</tr>
<tr>
<td>Safe Haven</td>
<td>Does not exist in NC</td>
</tr>
<tr>
<td>Transitional Housing for homeless persons (including youth)</td>
<td>The client has exited to a Transitional Housing program that is time limited up to 24 months. Includes TMRB, Youth SHP and Youth transitional housing programs. Does not include an exit to substance abuse treatment facility.</td>
</tr>
<tr>
<td>Staying or Living with Family -- Temporary Tenure</td>
<td>The client has exited to a family member's room, apartment or house and will stay there for only a short time according to self-report or agency staff report. A “temporary” stay is given a specific time limit in which he/she needs to leave or the Case Manager has knowledge that the destination is meant to be very short term.</td>
</tr>
<tr>
<td>Staying or Living with Friends -- Temporary Tenure</td>
<td>Place Not Meant for Habitation</td>
</tr>
<tr>
<td>Institutional Settings</td>
<td>Explanation</td>
</tr>
<tr>
<td>Foster Care Home or Foster Care Group Home</td>
<td>The client has exited to a youth (18-24 years old) or child (18 years old) foster care home or foster care group home</td>
</tr>
<tr>
<td>Psychiatric hospital or other psychiatric facility</td>
<td>The client has exited to a psychiatric facility, psychiatric hospital, or psychiatric unit of a local hospital.</td>
</tr>
<tr>
<td>Substance Abuse Treatment Facility or Detox center</td>
<td>The client has exited to a substance abuse treatment program, detox program or other substance abuse residential facility.</td>
</tr>
<tr>
<td>Hospital or other residential non-psychiatric medical facility</td>
<td>The client has exited to a hospital for any reason other than psychiatric, includes any residential care involving a medical need (hospital, rehabilitation center), jail, prison or juvenile detention facility</td>
</tr>
<tr>
<td>Residential project or halfway house with no homeless criteria</td>
<td>The client exited to a residential project or halfway house that has no homeless requirement.</td>
</tr>
<tr>
<td>Long-term care facility or nursing home</td>
<td>The client exited to a long-term care facility or nursing home.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Temporary Destinations</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency shelter, including hotel or motel paid for with voucher</td>
<td>The client has exited to an Emergency shelter, including a hotel or motel paid for with an emergency shelter voucher, non-profit organization, or Federal/State/local agency. Includes Domestic Violence shelter, Basic Center shelters/Host home for youth and Missions.</td>
</tr>
<tr>
<td>Hotel or motel paid for without emergency shelter voucher</td>
<td>The client is exiting to a hotel or motel where the client pays for their own stay.</td>
</tr>
</tbody>
</table>
Sometimes we don’t know where clients went…

- **09/14/17**
  - **Client Presents**
  - Henrietta comes to agency get info about services

- **09/30/17**
  - **Project Entry**
  - 1st night Henrietta is in a ES/TH bed

- **09/30/17 - 10/23/17**
  - **Staff verify client was in bed**

- **10/24/17**
  - **Project Exit**
  - Henrietta leaves
  - No destination info is provided
This can lead to ‘red flags’ or null responses

When to select “No exit interview completed”

- If sources are not available—client did not provide info, staff do not have info, and there is no HMIS data

Want to use Other? Call the us at the HelpDesk first!

Do not enter inaccurate information into HMIS

✓ Missing data is always better than inaccurate data
Remember that HUD encourages us to get more info

Use all of this information to better understand where the client went after leaving your project.
Using HMIS data

In the previous slide, HMIS is recommended as a source for information. There are limits here:

- Only immediate entries (i.e. next day) can be used as an appropriate exit destination information
- We cannot use any subsequent enrollment as an exit destination
What does Destination mean for our programs?

• Have you used Destination to make any changes?

• What practices do you use to permanently house clients? How is that reflected in Destination data?

• What barriers do you encounter to exiting clients to permanent housing?
Discussion/examples of using destination data

• Is shelter a process or a destination?
  • The percentage of client exits leaving for permanent housing can help map progress towards a systems approach

• Can destination data show barriers to or successful practices for permanent housing?
Bed & Unit Inventory
How to change B/U Inventory?

Contact the HelpDesk through our new Bed & Unit Inventory Update Form!
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

1. Site-Based – clustered/multiple sites
2. Site-Based – single site
3. 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
Client Release of Information

• ROI must be entered to trigger security, visibility, and sharing

• Every client must have an electronic ROI entered into HMIS (e-ROI)
  • If only internal sharing, the signed Client Acknowledgement of Rights form is e-ROI
  • If external sharing, the client indicates if, and how their data should be shared in NC HMIS
Navigate the tabs in this order for data entry
1. **Client Profile**- Enter basic client demographic information
2. **Households**- Enter information about household members the client presented with for services
3. **ROI**- Add an electronic Release of Information/consent to share client data
4. **Entry/Exit**- Enter information about project stays and HUD required data elements
Adding an ROI in ClientPoint

Client - (9) Lacks, Henrietta

(9) Lacks, Henrietta
Release of Information: None

Client Information

- Release of Information
  - Provider
  - Permission
  - Start Date
  - End Date
  - No matches.

Mass Visibility Update

-Switch to Another Household Member-
Submit

Exit
Entering an ROI for Henrietta

- Select all HH members
- Select a Level 5 project
- Enter agreed upon dates
Verifying ROI was entered
Release of Information (ROI) Tips

• For every client served

• Must match project name at entry (level 5)

• Good for one year

• Option to attach paper documentation to record in HMIS

Do not delete old/expired ROIs!
Question & Answer
<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 1</td>
<td>New 2017 Data Standards effective</td>
</tr>
<tr>
<td>October 1</td>
<td>HDX Opens up for AHAR submission</td>
</tr>
<tr>
<td>October 31</td>
<td>AHAR draft submission is due in HDX</td>
</tr>
<tr>
<td>October 31</td>
<td>2017 Data Standards Training must be completed by all users</td>
</tr>
<tr>
<td>November 20</td>
<td>Orange HMIS Users Meeting</td>
</tr>
<tr>
<td>December 1</td>
<td>AHAR final submission is due in HDX</td>
</tr>
<tr>
<td>December 14</td>
<td>HMIS Entry/Exit Refresher in Raleigh [RSVP Here]</td>
</tr>
<tr>
<td>December 18</td>
<td>Orange HMIS Users Meeting</td>
</tr>
<tr>
<td>January 15</td>
<td>Orange User’s Meeting</td>
</tr>
</tbody>
</table>
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
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